



**Rutland**  
County Council

# **RUTLAND PHARMACEUTICAL NEEDS ASSESSMENT – SUPPORTING APPENDICES**



## **Public Health Intelligence**

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Produced by the Public Health Intelligence Service at Leicestershire County Council on behalf of Rutland County Council.

Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

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## **APPENDIX A - LLR PNA REFERENCE GROUP TERMS OF REFERENCE GROUP TERMS OF REFERENCE**

**LEICESTERSHIRE COUNTY COUNCIL, RUTLAND COUNTY COUNCIL AND LEICESTER CITY  
COUNCIL**

### **PHARMACEUTICAL NEEDS ASSESSMENT REFERENCE GROUP**

#### **TERMS OF REFERENCE**

##### **Purpose:**

The Pharmaceutical Needs Assessment (PNA) is a legal duty of the Health and Wellbeing Board (HWB) and each HWB will need to publish its own revised PNA for its area by 1<sup>st</sup> October 2022.

The purpose of this reference group is to oversee the development of the PNA for Leicestershire, the PNA for Rutland and the PNA for Leicester City.

The team will set the timetable for the development of the PNA, agree the format and content of the PNA and ensure that each PNA fulfils statutory duties around consultation for the PNA.

The team will be a task and finish group, meeting between December 2021 and September 2022.

##### **Key responsibilities:**

- To oversee the PNA process
- To ensure that the development of the PNA meets the statutory duties of the HWBs
- To ensure active engagement from all stakeholders
- To communicate to a wider audience how the PNA is being developed
- To ensure that the PNA addresses issues of provision and identifies need
- To map current provision of pharmaceutical services
- To identify any gaps in pharmaceutical provision
- To map any future provision

##### **Governance:**

- Leicestershire County Council – the Health and Wellbeing Board will ensure the PNA is conducted according to the legislation.
- Rutland County Council – the Health and Wellbeing Board will ensure the PNA is conducted according to the legislation.
- Leicester City Council - the Health and Wellbeing Board will ensure the PNA is conducted according to the legislation
- The reference group will be chaired by the Public Health Director, Mike Sandys.

### **PNA Reference Group membership:**

#### **Local Authority PNA Leads**

- Mike Sandys, Leicestershire County Council, Chair
- Caroline Boucher/Andy Brown, Business Intelligence, Leicestershire County Council
- Vivienne Robbins, Rutland County Council
- Helen Reeve, Leicester City Council

#### **Local Pharmaceutical Committee**

- Chief Officer and Secretary, Rajshri Owen

#### **Clinical Commissioning Group**

- Gillian Stead, Medicines Management lead, LLR CCG
- Amit Sammi, Head of Strategy and Planning, LLR CCG

#### **HealthWatch**

- Harsha Kotecha, Leicester and Leicestershire
- Janet Underwood, Rutland

#### **NHS England**

- Dianne Wells, Commissioning Manager

#### **UHL**

- Claire Ellwood, Chief Pharmacist, UHL and ICS

#### **Public Health Intelligence Leads**

- Kajal Lad, Leicestershire County Council
- Victoria Rice, Rutland County Council

- Helen Reeve, Leicester City Council

#### **Local Medical Committee**

- Charlotte Woods

#### **Voluntary Action LeicesterShire**

- Kevin Allen-Khimani - TBC

#### **Leicestershire Equalities Challenge Group**

- Matthew Hulbert

#### **District Council Representative**

- TBC

NB: Membership will be reviewed regularly and may be extended by agreement of the Reference Group members

**Frequency of meetings:** five meetings have been arranged – December 2021, February 2022, March 2022, May 2022, August 2022.

Additional meetings may be required between January 2022 and May 2022 as this will be the main development phase of the PNA.

#### **Support arrangements:**

The minutes of the meetings will be taken by admin support at by Leicestershire County Council.

#### **Confidentiality**

An undertaking of confidentiality will be signed by all members of the Reference Group.

During the period of membership of the Reference Group, members may have access to information designated by the Local Authorities or other members as being of a confidential nature and which must not be divulged, published or disclosed without prior written consent. Improper use of or disclosure of confidential information will be regarded as a serious disciplinary matter and will be referred back to the employing organisation. For the avoidance of doubt as to whether an agenda item is confidential all papers will be marked as confidential before circulation to the group members.

#### **Declarations of Interest**

Where there is an item to be discussed, where a member could have a commercial or

financial interest, the interest is to be declared and formally recorded in the minutes of the meeting

## APPENDIX B - ADVANCED SERVICES-DATA AND ANALYSIS

**Table 1: Summary of Advanced services available by Pharmacy in Rutland**

Pharmacy Name and Address	Advanced services					
	New Medicine Service (NMS)	Appliance Use Reviews (AUR)	Stoma Customisation (STOMA)	Community Pharmacist Consultation Service (CPCS)	Seasonal Influenza Vaccination Advances Service (FLU)	Medicine Use Review and Prescription Intervention Service (MUR)
Rutland Late Night Pharmacy-Oakham, 45c High Street, Oakham	No	No	No	Yes	Yes	Yes
Ashdale Pharmacy Oakham, Ayston Rd, Northgate, Uppingham	Yes	No	No	No	Yes	No
Boots UK Ltd, 26 High Street East Uppingham	Yes	No	No	Yes	Yes	Yes
Boots UK Ltd, 18 High Street, Oakham	Yes	No	No	Yes	Yes	Yes
Your Boots Local Pharmacy, Cold Overton Road, Oakham	Yes	No	No	Yes	Yes	Yes

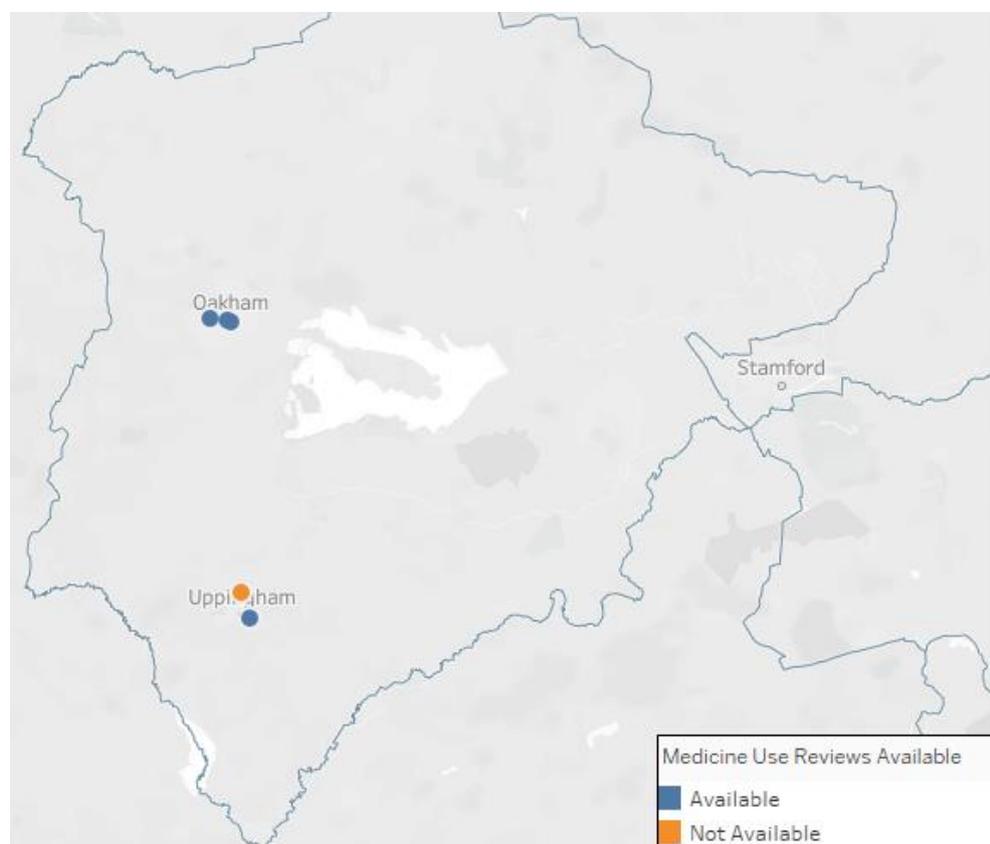
Source: NHS England and NHS Improvement, Pharmaceutical Dataset, September 2021

## Medicines Use Reviews (MUR) and Prescription Intervention Service

The Medicines Use Reviews (MUR) and Prescription Intervention Service was decommissioned on 31st March 2021. The MUR and Prescription Intervention Service consisted of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines, so they can manage their medicines more effectively, particularly those receiving medicines for long-term conditions. An MUR was not usually conducted more than once a year. A Prescription Intervention was simply an MUR which was triggered by a significant adherence problem which came to light during the dispensing of a prescription. It was over and above the basic interventions, relating to safety, which a pharmacist makes as part of the dispensing service.

The MUR consists of a single consultation, usually taking place at the community pharmacy. Four out five pharmacies in Rutland were providing MURs. In 2020/21, a total of 422 Medicines Use Reviews were carried out in Rutland, a rate of 10.4 MURs per 1,000 population. In 2020/21, in England, 85.5% of all pharmacies were providing MURs: cross Rutland, the overall percentage providing this service was 80%, which is similar to the England average. It is important to note that during 2020/21, many services may have been restricted due to the Covid-19 pandemic. Figure 1 shows the location of pharmacies offering MURs. There was good geographical coverage of pharmacies providing MURs.

**Figure 1: Estimated prevalence of adults with bad or very bad health, and pharmacies offering MURs**



Source: NHS England and NHS Improvement, Pharmaceutical Dataset, September 2021

## New Medicines Services

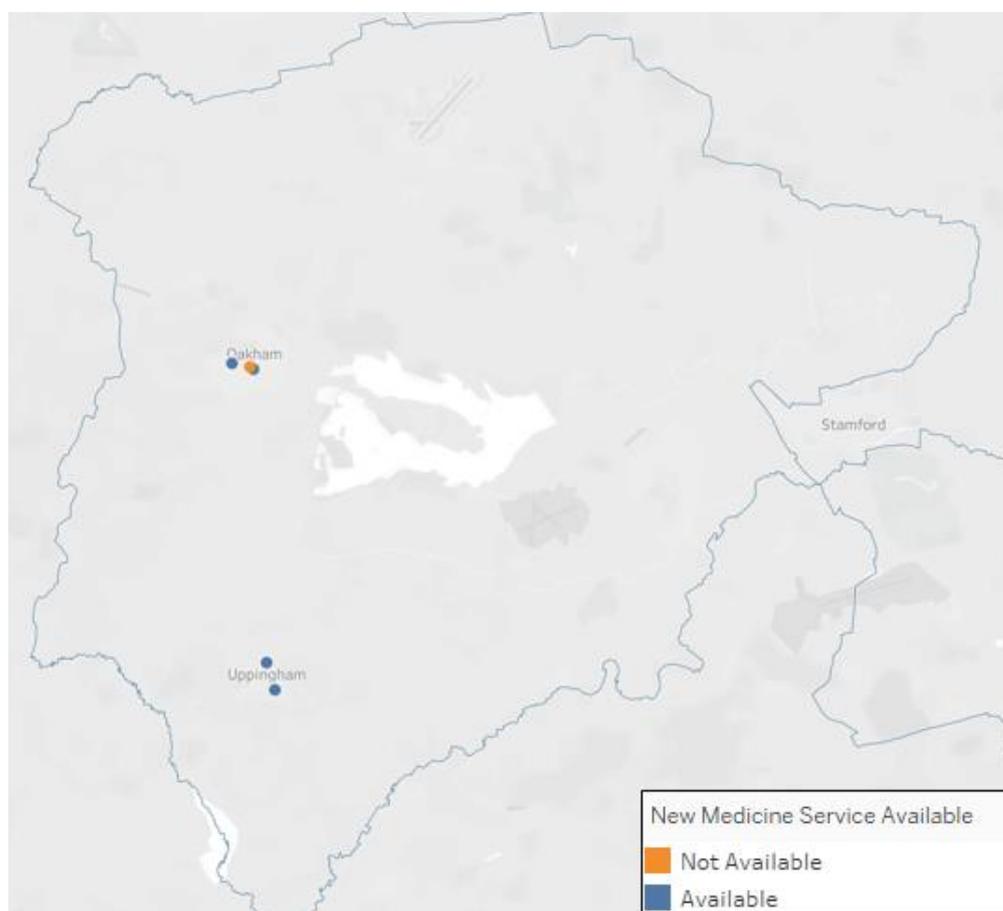
The New Medicines Service (NMS) is designed to provide early support to patients to maximise the benefits of their newly prescribed medication. The NMS can be provided to patients who have been newly prescribed a medicine for one of the following conditions/therapy areas:

- asthma and COPD
- type 2 diabetes
- antiplatelet/anticoagulant therapy
- hypertension

For each condition/therapy area, a list of medicines has been agreed. If a patient is newly prescribed one of these medicines for the relevant condition, they will be eligible to receive the service. The service is split into three stages; patient engagement, intervention and follow up.

**Figure 2** shows the location of pharmacies offering the NMS service in Rutland. Four of the five pharmacies in Rutland provided the NMS. In 2020/21, a total of 446 New Medicines Services were carried out in Rutland, a rate of 11.0 per 1,000 population. In 2020/21, 82.0% of community pharmacies in England were providing NMS. The percentage providing this service is similar in Rutland at 80%.

**Figure 2: Advanced Services - New Medicines Service**



Source: NHS England and NHS Improvement, Pharmaceutical Dataset, September 2021

## **Stoma Customisation**

Stoma Appliance Customisation (SAC) involves the customisation of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

Nationally, 10.2% of community pharmacies provided stoma customisation in 2020-21. here are no pharmacies in Rutland providing the Stoma Appliance Customisation service, although pharmacies are able to signpost patients to appliance contractors' who provide this service.

## **Appliance Use Reviews**

Appliance Use Reviews (AUR) can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of any specified appliance (e.g., catheter) by:

- establishing the way the patient uses the appliance and the patient's experience of such use.
- identifying, discussing, and assisting in the resolution of poor or ineffective use of the appliance by the patient.
- advising the patient on the safe and appropriate storage of the appliance; and
- advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

Nationally, 0.3% of community pharmacies provided AURs in 2020-21. There are no pharmacies in Rutland providing this service, although pharmacies are able to signpost patients to appliance contractor specialists who provide this service out of county.

## **Seasonal Influenza (flu) Vaccination Programme**

The Community Pharmacy Seasonal Influenza Vaccination Advanced Service (Flu Vaccination Service) supports NHS England and NHS Improvement, in providing an effective vaccination programme in England. This service covers those patients most at risk from influenza who are aged 18 years and older and from the following eligible groups:

- All people aged 65 years or over
- Those with certain medical conditions (e.g. chronic obstructive pulmonary disease, chronic heart disease, diabetes etc.)
- All pregnant women (including those women who become pregnant during the flu season)
- People living in long-stay residential care homes or other long-stay care facilities
- Carers

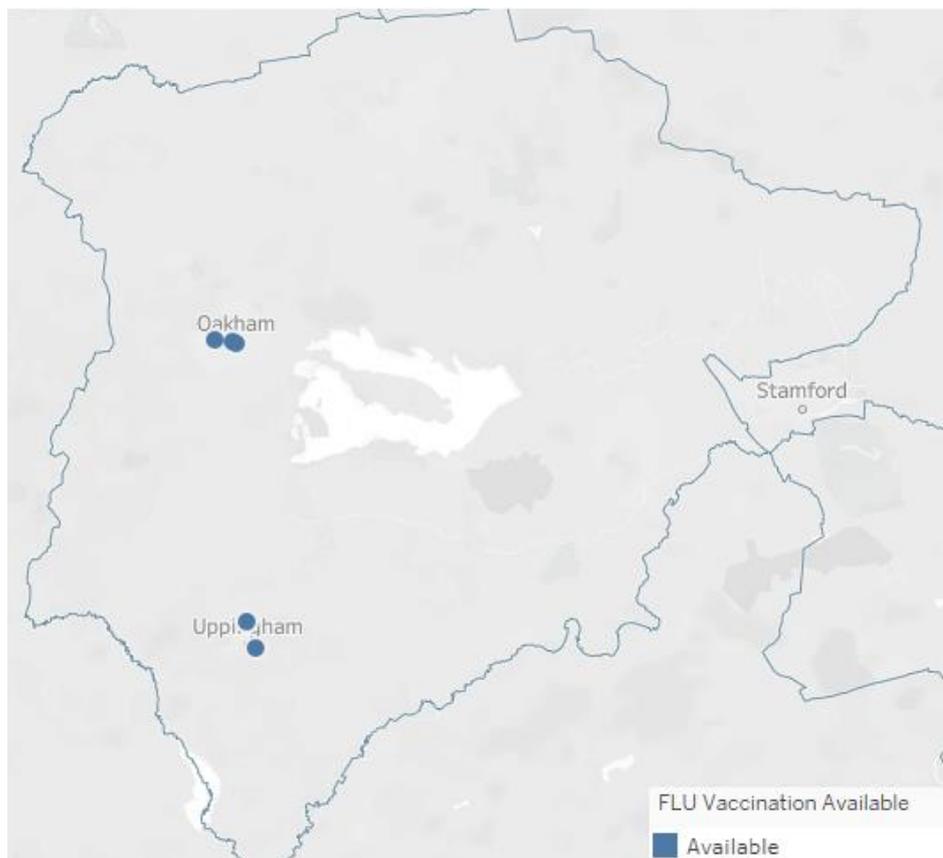
This advanced service sits alongside the nationally commissioned GP vaccination service, giving patients another choice of venue for their vaccination and helping commissioners to meet their local NHS vaccination targets.

**Figure 3** shows the location of pharmacies offering the National Influenza Adult Vaccination Service (NIAVS) in Rutland. All pharmacies in Rutland (5) provide NIAVS. In England, 84.4% of community pharmacies in England were providing the NIAVS.

	Pharmacies providing NIAVS	Seasonal Influenza Vaccination Total Income	Seasonal Influenza vaccination total vaccines	Population (18+)	Vaccinations per 1,000 population	% Pharmacies carrying out NIAVS
Rutland	5	£34,403.04	3,413	32,626	104.6	100.0%

Table 2 shows the total number of Flu vaccinations given by pharmacies in Rutland in 2020-21. In Rutland a total of 3,413 vaccinations were carried out in 2020-21 generating an income of £34,403.04

**Figure 3: Advanced Services - Seasonal Influenza Vaccination**



Source: NHS England and NHS Improvement, Pharmaceutical Dataset, September 2021

**Table 2: Pharmacies carrying out Seasonal Influenza Vaccination, 2020/21**

	Pharmacies providing NIAVS	Seasonal Influenza Vaccination Total Income	Seasonal Influenza vaccination total vaccines	Population (18+)	Vaccinations per 1,000 population	% Pharmacies carrying out NIAVS
Rutland	5	£34,403.04	3,413	32,626	104.6	100.0%

*Source: NHS Business Services Authority, Advanced service flu report, January 2022.*

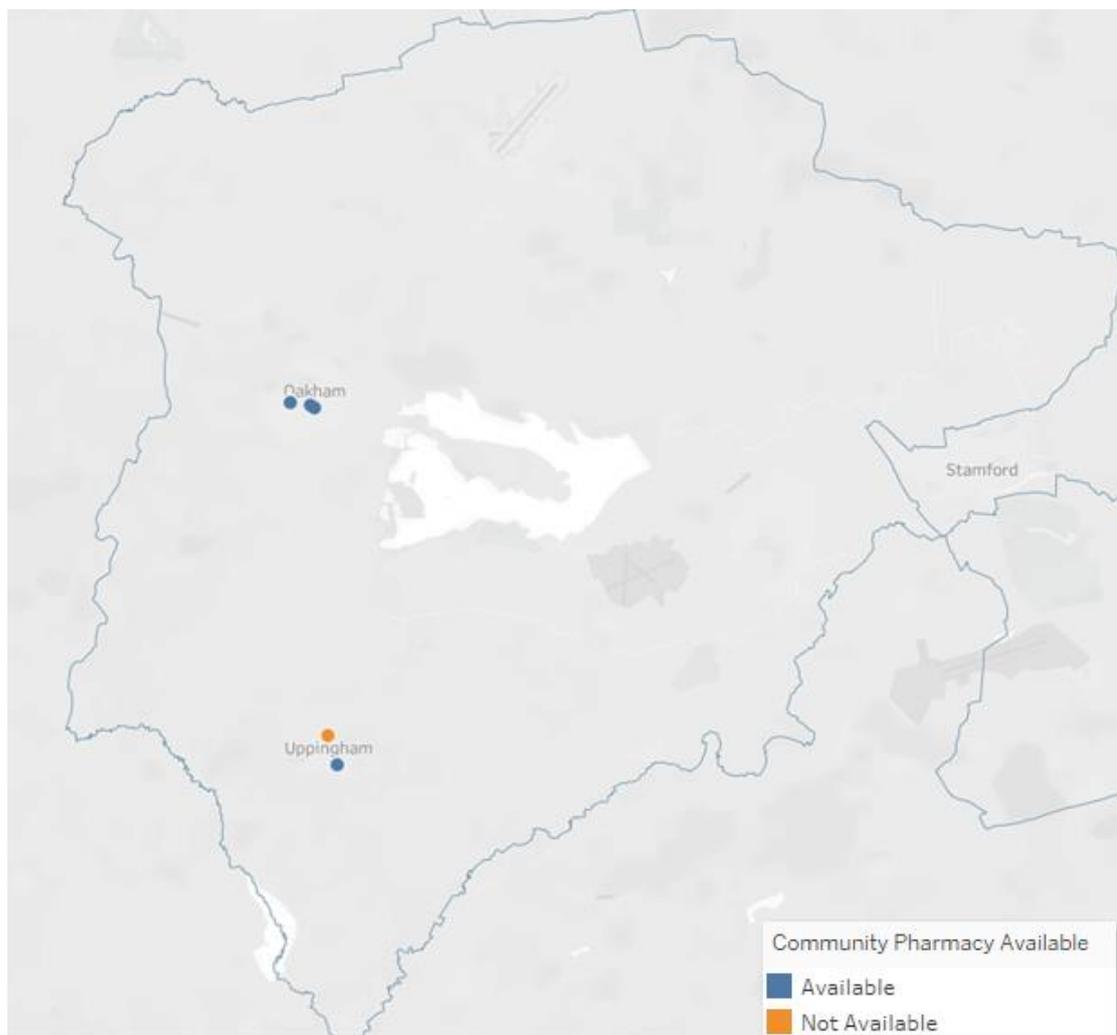
### **Community Pharmacist Consultation**

The Community Pharmacy Consultation Service CPCS was introduced in November 2020. This service replaces the NHS Urgent Medicine Supply service pilot. General practices and NHS 111 can refer patients for minor illness consultation at pharmacies offering CPCS.

**Figure 4** shows the locations of the pharmacies that offer CPCS in Rutland. Four out of the five community pharmacies in Rutland provided the community pharmacist consultation service in 2020-21.

In 2020-21, a total of 172 community pharmacist consultations were carried out in Rutland, a rate of 4.3 per 1,000 population. In 2020-21, 79.8% of community pharmacies in England were providing CPCS. The percentage providing this service is very similar in Rutland at 80%.

**Figure 4: Advanced Services – Community Pharmacist Consultation**



*Source: NHS England and NHS Improvement, Pharmaceutical Dataset, September 2021*

### **Covid-19 Lateral Flow Device Distribution**

From March 2021 to March 2022, lateral flow device distribution was added to the advanced services available at some community pharmacies. Lateral flow devices were free to collect for members of the public. This service ceased from 1st April 2022. No data was collected nationally.

### **Hepatitis C Testing Service**

The Hepatitis C Antibody testing service is point of care testing for Hepatitis C antibodies in people who inject drugs who haven't yet accepted treatment for substance use is available from pharmacies who offer this service. Those who test positive are referred for further confirmatory testing. Nationally, less than 0.1% of community pharmacies provided a Hepatitis C Antibody testing service in 2020-21. There are no pharmacies in Rutland providing the Hepatitis C Antibody testing service.

### **Hypertension Case Finding Service**

Also known as the NHS Blood Pressure Check, from October 2021 pharmacies provided clinic blood pressure testing to those aged over 40 to identify those with high blood pressure. Where clinically indicated, patients are then offered 24-hour ambulatory blood pressure monitoring, the results of which are shared with the persons GP.

### **Pandemic Delivery Service**

Originally offered to clinically extremely vulnerable people shielding due to Covid-19 before being offered to people who have been notified of the need to self-isolate by NHS Test and Trace. Delivery of prescriptions from pharmacies was organised via a variety of methods including volunteer delivery or direct pharmacy delivery. This service ceased from 5th March 2022. No data was collected nationally.

### **Smoking Cessation Service**

This service enables NHS trusts to refer patients to a community pharmacy of their choice to continue their smoking cessation treatment, including providing medication and support as required. There is no 2020/21 data available on this service as only became an advanced service in 2022.

## APPENDIX C - COMMUNITY BASED SERVICES - DATA AND ANALYSIS

Community based services are additional services that are commissioned by CCGs or by local authorities to meet the health needs of their populations. A number of these services are commissioned from pharmacies.

The services that are currently commissioned by Rutland County Council are:

- Emergency Hormonal Contraception (EHC)
- Needle and syringe exchange for people with drug addictions; (via Turning Point)
- Supervised administration of methadone and other substitutes; (via Turning Point)
- Champix provision to help people who want to stop smoking; *this has been paused due to discontinuation of production of the treatment.*

The services that are currently commissioned by Leicester, Leicestershire and Rutland CCGs are:

- Extended care services Tier 1- Conjunctivitis and UTI treatment
- Extended care services Tier 2a - Impetigo, Eczema and insect bite treatment
- Palliative medicine supply
- Emergency supply service
- Covid-19 vaccinations

Leicestershire Partnership Trust commissioned 2 services during 2021/22

- Under 18 Flu Vaccination
- Under 18 COVID Vaccination

**Table 3** summarises the Community based services available in Rutland by each of the five pharmacies.

**Table 3: Summary of Community Based services available by Pharmacy in Rutland**

Pharmacy Name and Address	Community Based services									
	Emergency Hormonal Contraception	Needle Exchange service	Supervised methadone consumption service	Emergency Supply Service	Palliative Medicine Supply	Extended Care service (Tier 1)- Conjunctivitis	Extended Care service (Tier 1)- UTI	Extended Care service (Tier 2a)- Impetigo	Extended Care service (Tier 2a)- Insect Bites	Pharmacy Extended Care service (Tier 2a)- Eczema
Rutland Late Night Pharmacy- Oakham, 45c High Street, Oakham	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes
Ashdale Pharmacy Oakham, Ayston Rd, Northgate, Uppingham	No	No	No	No	No	No	No	No	No	No
Boots UK Ltd, 26 High Street East Uppingham	Yes	No	No	Yes	No	No	No	No	No	No
Boots UK Ltd, 18 High Street, Oakham	Yes	Yes	Yes	Yes	No	No	No	No	No	No
Your Boots Local Pharmacy, Cold Overton Road, Oakham	Yes	No	Yes	Yes		Yes	Yes	No	No	No

Source: Community Based Service Dataset, Leicestershire County Council and Turning Point Dataset.

## Emergency Hormonal Contraception

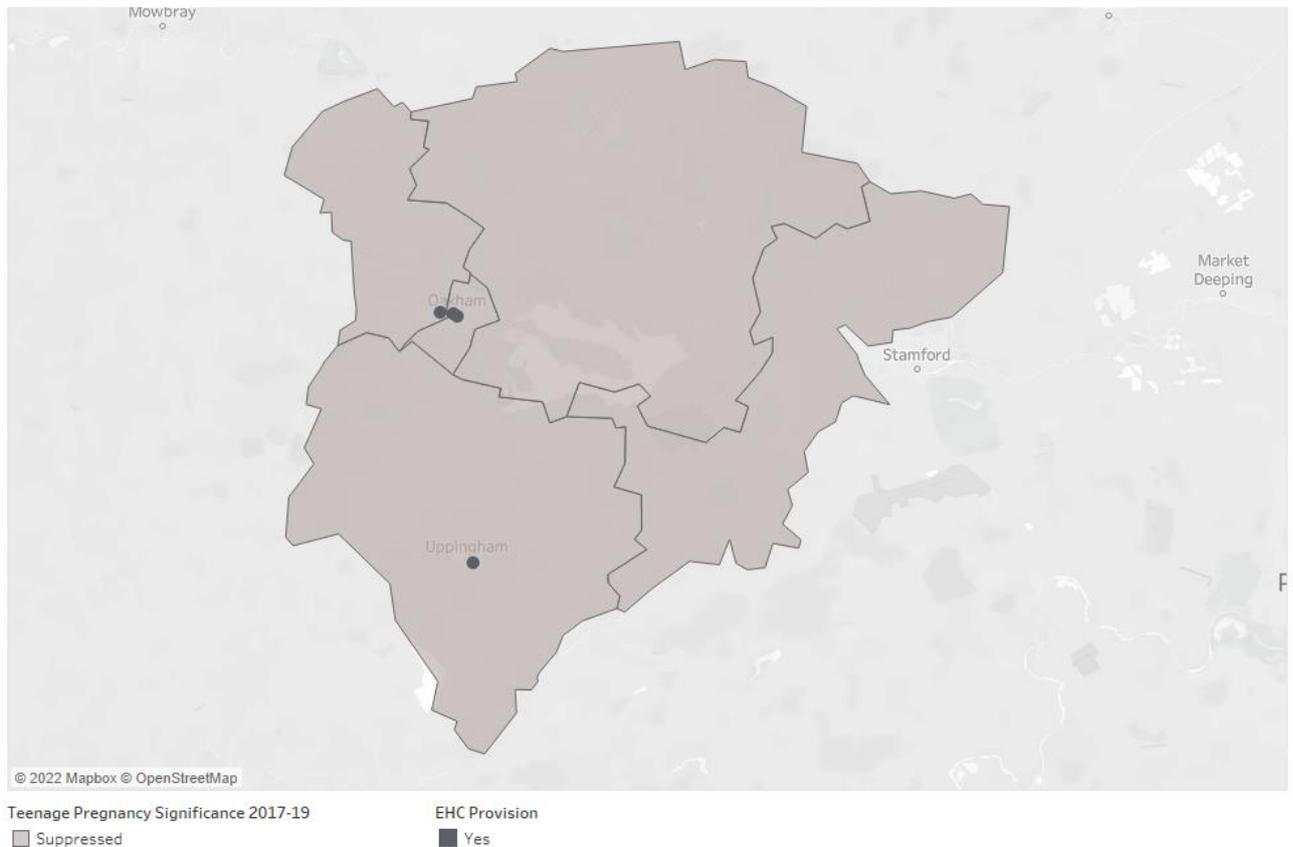
Following an episode of unprotected sexual intercourse (UPSI), the provision of emergency contraception can help to prevent unplanned pregnancy. Intrauterine devices provide the best method of emergency contraception as they give lasting protection. However, emergency hormonal contraception (EHC) is frequently a preferred method.

A public health community-based service contract is currently in place with the aim of reducing unintended conceptions and improving sexual health for young people by:

- Provision of free oral Emergency Contraception (Ulipristal acetate (UPA) or Levonelle (LNG) to women under 25 years in Leicestershire and Rutland from accessible community-based settings that provide a timely, open access service in line with the criteria and patient group directions (PGDs) as detailed in this specification
- Active promotion of the online Chlamydia Screening Programme, online STI testing platform, general awareness of chlamydia and other sexual health issues to promote good sexual health and signposting to other sexual health services as necessary
- Provision of clear signposting and advice in relation to sexual health services
- Strengthening of local network of contraceptive and sexual health services to help ensure easy and swift access to advice and services
- Provision of advice on the use of condoms to prevent infection and of public health information on safer sex practices to increase the knowledge of risks associated with STIs. Providers will be expected as a minimum to engage with and support the local C-Card condom distribution delivery model

Four of the five pharmacies in Rutland offer this service including one 100-hour pharmacy, illustrated in **Figure 5**. In 2020/21, the overall consultation rate in Rutland Pharmacies was 6.8 consultations per 1,000 females aged 15-24 years.

**Figure 5: Rates of under 18 conceptions by ward, and pharmacies providing EHC**



*Source: Community Based Service Dataset, Leicestershire County Council and Turning Point Dataset.*

EHC is also provided by the specialist integrated sexual health service, GP practices in Rutland and by the School Nursing Service. A new EHC drug, Ulipristal, has been found to have a lower failure rate and is effective for up to five days after UPSI.

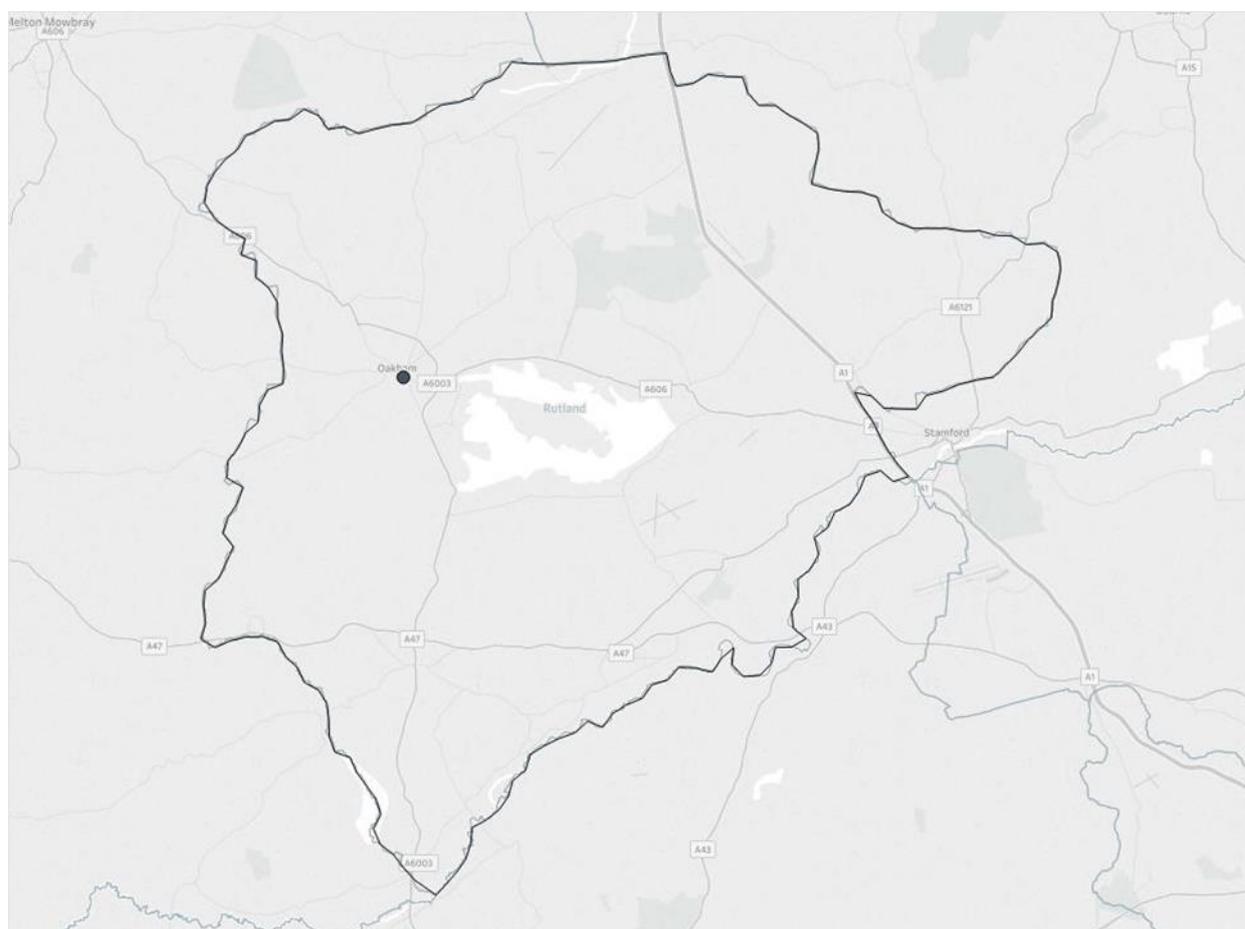
### **Substance Misuse Services**

There are currently two community-based services for substance misuse, the Needle Exchange Service and the Supervised Methadone Consumption Service. The Public Health Team at Rutland County Council commissions these services through Turning Point, a national charity that supports and treats people with alcohol and substance misuse problems. Turning Point has been commissioned to manage the whole system for people in Rutland with respect to substance misuse, and the pharmacy is a key part of the pathway for community-based services. Turning Point have put in place agreements with pharmacies to deliver needle exchange and supervised methadone consumption to support treatment and harm reduction in the community.

## Needle Exchange

The overall aim of the Needle Exchange Service is to reduce the rates of equipment sharing amongst injecting drug users thereby preventing the risks of infection and drug related harm (individual and community). Pharmacies provide access to sterile equipment including needles and syringes and sharps containers for return of used equipment. Where agreed locally, associated materials for example condoms, citric acid and swabs, will be provided to promote safe injecting practice and reduce transmission of infections by substance misusers. Pharmacies offer a user-friendly, non-judgmental, client-centred and confidential service. Figure 6 shows 1 pharmacy in Rutland provides this service. This is based in Oakham.

**Figure 6: Community Based Services - Needle Exchange Service**



*Source: Community Based Service Dataset, Leicestershire County Council and Turning Point Dataset.*

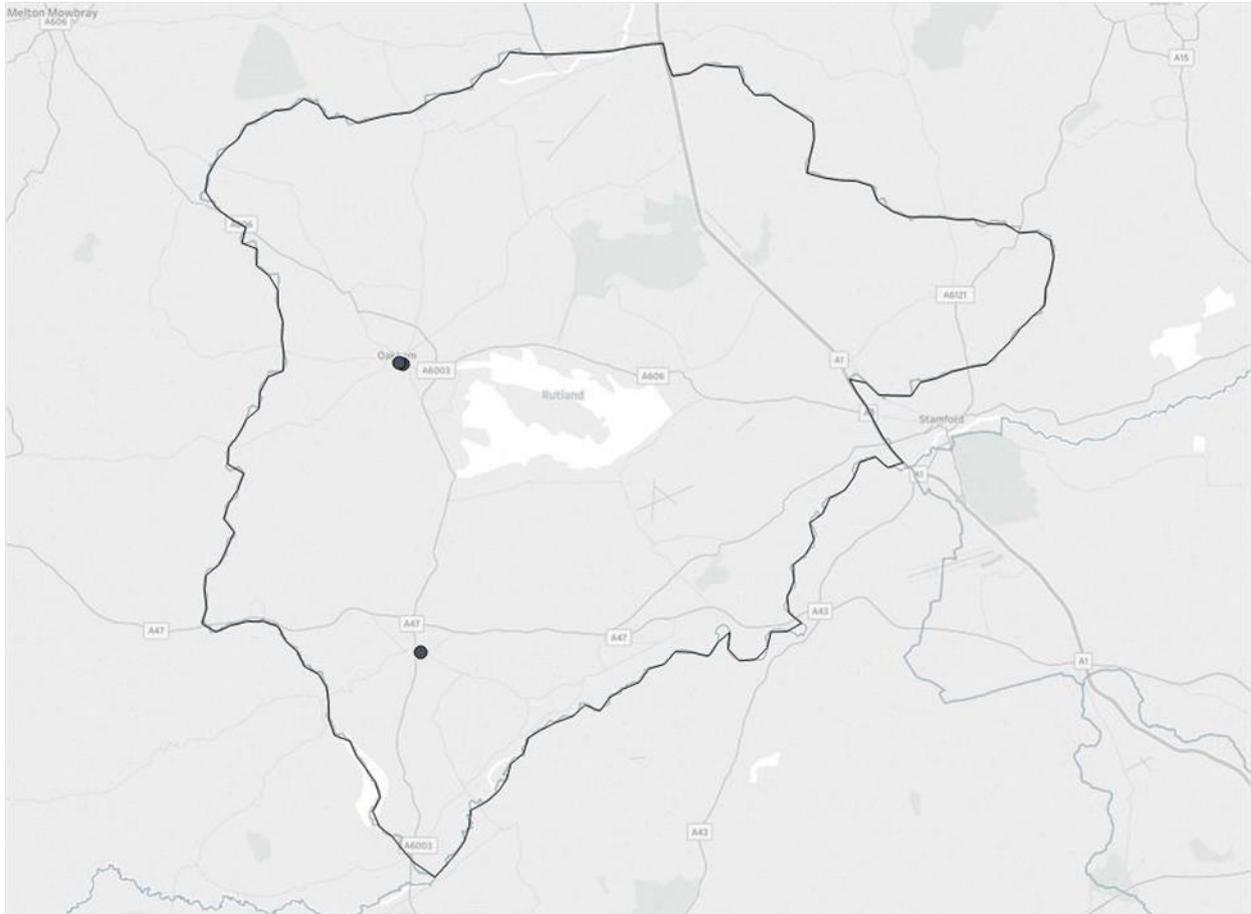
## Supervised Methadone Consumption

This service requires the pharmacist to supervise the consumption of methadone or other prescribed drugs at the point of dispensing in the pharmacy ensuring that the dose has been administered to the patient. Pharmacies offer a user-friendly, non-judgmental, client-centred and confidential service. The pharmacy will provide support and advise the patient including

referral to primary care or specialist centres where appropriate.

Figure 7 illustrates the location of pharmacies providing supervised methadone consumption in Rutland. Three pharmacies provide this service in Rutland; two in Oakham, one of which is the 100-hour pharmacy, and one in Uppingham.

**Figure 7: Community Based Services - Supervised Methadone Consumption Service**



*Source: Community Based Service Dataset, Leicestershire County Council and Turning Point Dataset.*

### **Extended Care Services**

Of the 5 pharmacies in Rutland in 2020/21 two offered tier 1 extended care services (Conjunctivitis and UTI treatment) both these pharmacies were located in Oakham one of which is a 100-hour pharmacy. Only one pharmacy offered Tier 2a extended care services (Eczema, Impetigo and Insect bite treatment) this is the 100-hour pharmacy in Oakham.

### **Palliative Medicine Supply**

No Pharmacies in Rutland supplied Palliative medicine in 2020/21.

## Emergency Supply Service

In 2020/21 three of the five pharmacies in Rutland provided the Emergency supply service. Including the 100-hour pharmacy in Oakham.

## COVID Vaccinations

Work was also carried out by pharmacies to support the Covid-19 vaccination programme.

## Service Level Agreements and Non-contracted Services

Many services provided by community pharmacists are commissioned locally according to the needs of the area. Locally commissioned community pharmacy services can be contracted via a number of different routes and by different commissioners, including local authorities, NHS Trusts and Clinical Commissioning Groups.

## APPENDIX D – ACCESS TO SERVICES BY DEPRIVATION

Table 44, Table 5 and

Table 6 show drive, walk and public transport times respectively for the population living in areas classified into local deprivation quintiles. This demonstrates that:

**Table 4: Estimated population by deprivation quintile and drive times**

Deprivation quintile	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Quintile 3	3852	50.8%	0	0.0%	0	0.0%	3728	49.2%
Quintile 4	3255	28.8%	4965	43.9%	3096	27.4%	0	0.0%
Quintile 5- Least Deprived	14503	67.2%	7077	32.8%	0	0.0%	0	0.0%

**Table 5: Estimated population by deprivation quintile and walk time**

Deprivation quintile	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Quintile 3	0	0.0%	3852	50.8%	0	0.0%	3728	49.2%
Quintile 4	1667	14.7%	1588	14.0%	0	0.0%	8061	71.2%
Quintile 5- Least Deprived	4927	22.8%	2606	12.1%	3682	17.1%	10365	48.0%

**Table 6: Estimated population by deprivation quintile and public transport journey time on weekday mornings**

Deprivation quintile	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Quintile 3	0	0.0%	3852	50.8%	0	0.0%	3728	49.2%
Quintile 4	1667	14.7%	1588	14.0%	0	0.0%	8061	71.2%
Quintile 5- Least Deprived	3413	15.8%	5565	25.8%	6526	30.2%	6076	28.2%

Source: Strategic Health Asset Planning and Evaluation, 2022.

## APPENDIX E – ACCESS TO SERVICES BY AGE

Table 7, Table 8 and

Table 9 show drive, walk and public transport times respectively for the estimated population belonging to age bands.

**Table 7: Estimated population by age and drive time**

Age Band	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-14	3,528	58.3%	1,740	28.8%	435	7.2%	349	5.8%
15-24	2,678	66.7%	841	20.9%	196	4.9%	301	7.5%
25-64	10,192	50.8%	6,117	30.5%	1472	7.3%	2,282	11.4%
65-84	4,436	49.9%	2,954	33.2%	852	9.6%	653	7.3%
85+	776	53.5%	390	26.9%	141	9.7%	143	9.9%

**Table 8: Estimated population by age and walk time**

Age Band	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
0-14	1,058	17.5%	1,464	24.2%	558	9.2%	2,972	49.1%
15-24	1,398	34.8%	592	14.7%	269	6.7%	1,757	43.8%

<b>25-64</b>	2,716	13.5%	4,068	20.3%	1786	8.9%	11,493	57.3%
<b>65-84</b>	1,183	13.3%	1,568	17.6%	974	10.9%	5,170	58.1%
<b>85+</b>	239	16.5%	354	24.4%	95	6.6%	762	52.6%

**Table 9: Estimated population by age and public transport journey time on weekday mornings**

Age Band	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>0-14</b>	831	13.7%	1,938	32.0%	940	15.5%	2,343	38.7%
<b>15-24</b>	1,299	32.3%	791	19.7%	448	11.2%	1,478	36.8%
<b>25-64</b>	1,953	9.7%	5,575	27.8%	3167	15.8%	9,368	46.7%
<b>65-84</b>	808	9.1%	2,278	25.6%	1772	19.9%	4,037	45.4%
<b>85+</b>	189	13.0%	423	29.2%	199	13.7%	639	44.1%

Source: Strategic Health Asset Planning and Evaluation, 2022.

## APPENDIX F – ACCESS TO SERVICES BY RURAL URBAN CLASSIFICATION

Table 10, Table 11 and

Table 12 show drive, walk and public transport times respectively for the estimated population by Rural Urban Classification<sup>1</sup>.

**Table 10: Estimated population by rurality and drive times**

Rurality	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>Rural town and fringe</b>	6448	52.4%	4114	33.5%	1733	14.1%	0	0.0%
<b>Rural village and dispersed</b>	1841	12.4%	7928	53.4%	1363	9.2%	3728	25.1%
<b>Urban city and town</b>	13321	100.0%	0	0.0%	0	0.0%	0	0.0%

**Table 11: Estimated population by rurality and walk times**

Rurality	Less than 5	6-10 minutes	11-15 minutes	More than 15
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	minutes						minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Rural town and fringe	3413	27.8%	1588	12.9%	0	0.0%	7294	59.3%
Rural village and dispersed	0	0.0%	0	0.0%	0	0.0%	14860	100.0%
Urban city and town	3181	23.9%	6458	48.5%	3682	27.6%	0	0.0%

**Table 12: Estimated population by rurality and public transport journey time on weekday mornings**

Rurality	Less than 5 minutes		6-10 minutes		11-15 minutes		More than 15 minutes	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Rural town and fringe	3413	27.8%	1588	12.9%	3056	24.9%	4238	34.5%
Rural village and dispersed	0	0.0%	0	0.0%	1233	8.3%	13627	91.7%
Urban city and town	1667	12.5%	9417	70.7%	2237	16.8%	0	0.0%

Source: Strategic Health Asset Planning and Evaluation, 2022.

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<sup>i</sup> Department for Environment, Food & Rural Affairs. 2011 Rural Urban Classification. (2013). at <https://www.gov.uk/government/collections/rural-urban-classification>

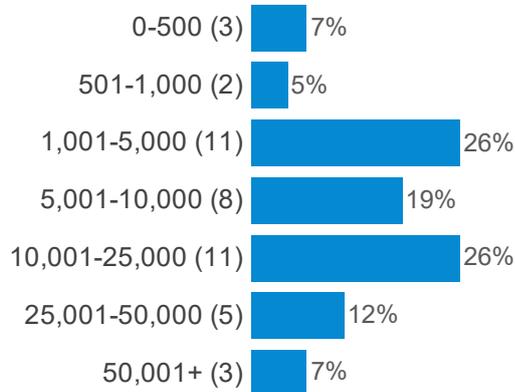
## PNA Pharmacy Survey 2022

## PNA Pharmacy Survey 2022

This report was generated on 19/05/22.

The report has been filtered to show the responses for pharmacies providing a postcode within **Leicestershire county** (54 responses, excludes city) or **Rutland** (1 response). It excludes replies to questions requiring free text responses.

### Approximately, how many over the counter enquiries does the pharmacy get per year?



### Is there a consultation area on the premises?



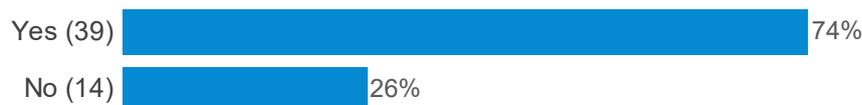
### If yes... (Does the area have wheelchair access?)



### If yes... (Is the consultation area in a closed room?)



### If yes... (Are there hand washing facilities in the area?)



## PNA Pharmacy Survey 2022

**If yes... (Are there hand washing facilities close to the area?)****If yes... (Do patients attending for consultation have access to toilet facilities?)****Are you planning to provide a consultation area within the next 12 months?**

Yes (-)

No (-)

**If yes... (Will the area have wheelchair access?)**

Yes (-)

No (-)

Don't know (-)

**If yes... (Will the consultation area be in a closed room?)**

Yes (-)

No (-)

Don't know (-)

**If yes... (Will there be hand washing facilities in the area?)**

Yes (-)

No (-)

Don't know (-)

**If yes... (Will there be hand washing facilities close to the area?)**

- Yes (-)
- No (-)
- Don't know (-)

**If yes... (Will patients attending for consultation have access to toilet facilities?)**

- Yes (-)
- No (-)
- Don't know (-)

**How many consultations would you see in the consultation room in an average week?**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
41	842	20.54	2	100	98

**Does the pharmacy have access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use)?**

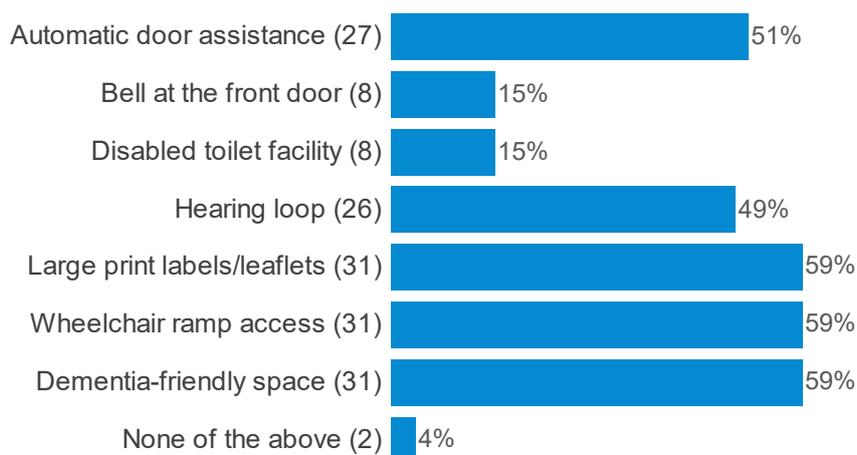


**Is the pharmacy willing to undertake consultations in the patient's home / other suitable site?**

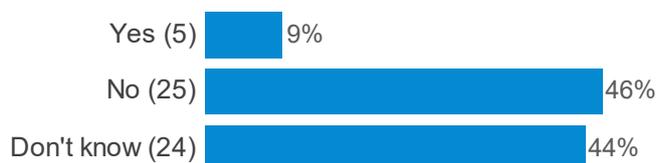


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**Which of the following facilities does the pharmacy have to help people access services?  
Please tick all that apply.**

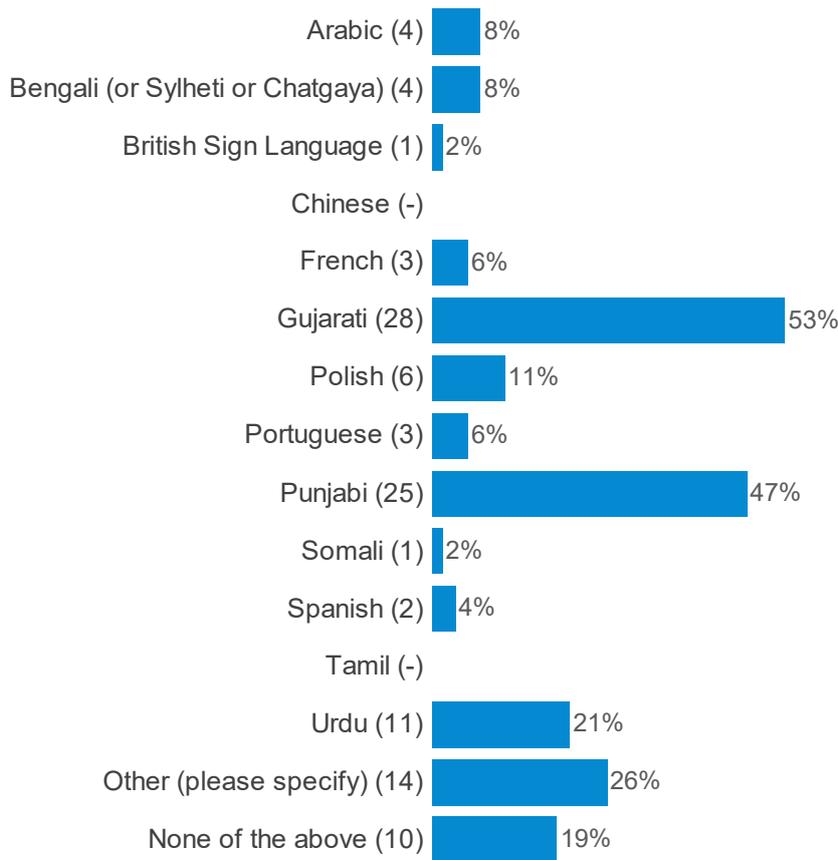


**Is the pharmacy entitled to Pharmacy Access Scheme payments?**



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**Which of the following languages are spoken by pharmacy staff (in addition to English)? Please tick all that apply.**



**Approximately what percentage of your opening hours is covered by staff who speak the following languages?**

**Ara...**

- 100
- 100
- 60
- 75

**Bengali (or Sylheti or Chatgaya)**

- 20
- 75
- 30
- 9

**British Sign Language...**

- 20

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**Fren...**

100

40

50

**Gujar...**

100

60

81

20

100

40

100

100

50

100

60

90

100

100

50

100

80

40

70

89

100

90

100

90

80

80

60

95

**Poli...**

25

20

50

80

75

8

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**Portugue...**

100  
50  
1

**Punja...**

1  
100  
25  
20  
50  
100  
20  
50  
30  
40  
100  
60  
25  
30  
80  
70  
100  
100  
100  
90  
25  
50  
60  
95

**Som...**

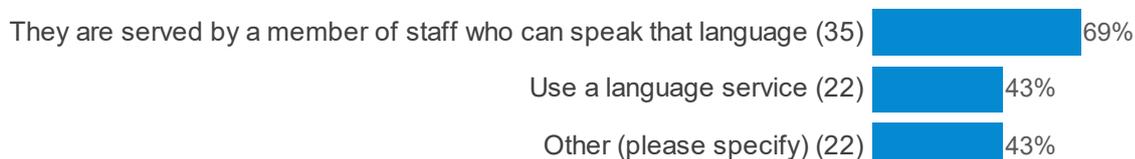
100

**Spani...**

100  
75

Ur...  
1  
100  
20  
100  
60  
25  
89  
100  
25  
80  
95

**If a patient who is unable to speak English attends the pharmacy, what is the usual course of action? Please tick all that apply.**



**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Community Pharmacist (MPharm))**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
41	208	5.07	0	45	45

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Community Pharmacist with clinical diploma)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
13	46	3.54	0	40	40

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Independent Prescriber Pharmacist (IPPs))**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
11	4	0.36	0	2	2

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Community Pharmacist Independent Prescriber with clinical diploma)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
12	4	0.33	0	1	1

PNA Pharmacy Survey 2022

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Pre-registration Pharmacist)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
12	3	0.25	0	1	1

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Apprenticeship)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
11	5	0.45	0	2	2

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Accredited Pharmacy Technician)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
18	56	3.11	0	40	40

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Accuracy Checking Technician)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
19	91	4.79	0	40	40

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Dispenser)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
41	414	10.10	0	120	120

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Medicines Counter Assistant)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
33	135	4.09	0	48	48

**How many Full Time Equivalent staff (37.5 hours per week) do you have in the following positions (excluding locums)? (Delivery driver)**

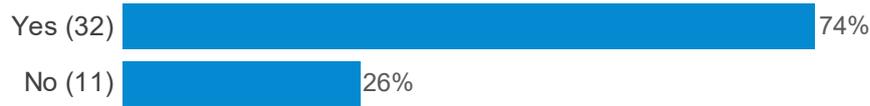
Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
30	164	5.47	0	100	100

**Do you use the following? (Locum Pharmacists)**



PNA Pharmacy Survey 2022

**Do you use the following? (Relief Pharmacists)**



**Do you use the following? (Other locum pharmacy staff)**



**What proportion of your staff are... (Locum Pharmacists?)**

2	0
5	10
16	10
10	20
20	10
0	0
10	1
27	25
varies	10
5	
10	
10	
20	
20	
60	
2	
40	
12	
2	
0	
0	
10	
15%	
0	
95	
0	
3	
50	
10	
10	

**What proportion of your staff are... (Relief Pharmacists?)**

- 20
- 25
- 5
- 0
- 20
- 10
- 0
- 19
- 16
- 10
- 90
- 15
- 20
- 0
- 20
- 10
- 10%
- 5
- 0
- 6
- 0
- 10
- 0
- 20
- 20
- 2
- 25

**What proportion of your staff are... (Other locum pharmacy staff?)**

- 5
- 25
- 0
- 25
- 5

**Approximately how many hours per week do you use the following locum staff?  
(Community Pharmacist (MPharm))**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
37	670	18.11	0	100	100

## PNA Pharmacy Survey 2022

**Approximately how many hours per week do you use the following locum staff?  
(Community Pharmacist with clinical diploma)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
16	25	1.56	0	25	25

**Approximately how many hours per week do you use the following locum staff?  
(Independent Prescriber Pharmacist (IPPs))**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
16	25	1.56	0	25	25

**Approximately how many hours per week do you use the following locum staff?  
(Pre-registration Pharmacist)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
16	38	2.38	0	38	38

**Approximately how many hours per week do you use the following locum staff? (Accredited  
Pharmacy Technician)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
17	55	3.24	0	40	40

**Approximately how many hours per week do you use the following locum staff? (Accuracy  
Checking Technician)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
17	120	7.06	0	80	80

**Approximately how many hours per week do you use the following locum staff? (Dispenser)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
20	621	31.05	0	180	180

**Approximately how many hours per week do you use the following locum staff? (Medicines  
Counter Assistant)**

Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
19	305	16.05	0	100	100

**Approximately how many hours per week do you use the following locum staff? (Delivery  
driver)**

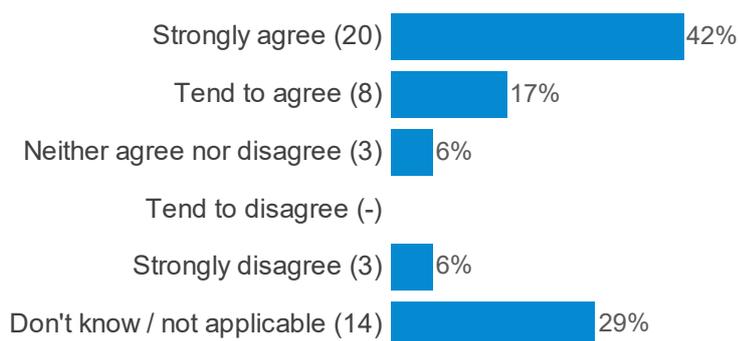
Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
19	154	8.11	0	40	40

**Approximately how many hours per week do you use the following locum staff? (Other  
locum pharmacy staff)**

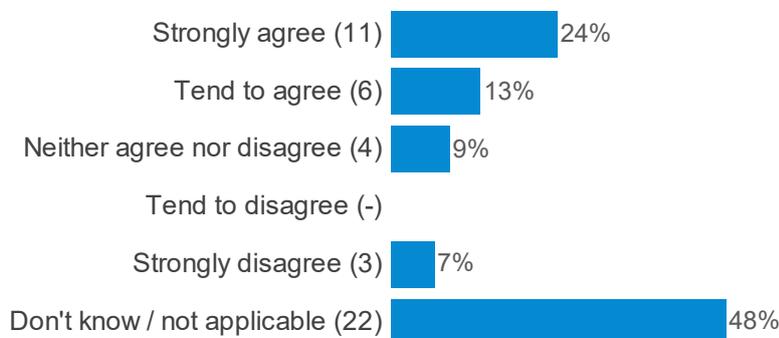
Cou...	Su...	Me...	Minimu...	Maximu...	Ran...
14	20	1.43	0	20	20

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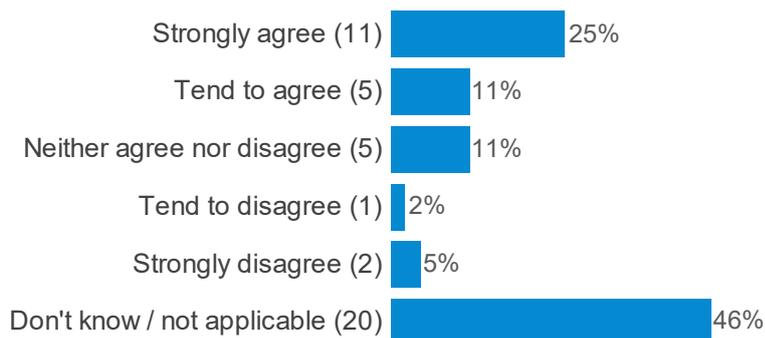
**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Community Pharmacist (MPharm))**



**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Community Pharmacist with clinical diploma)**

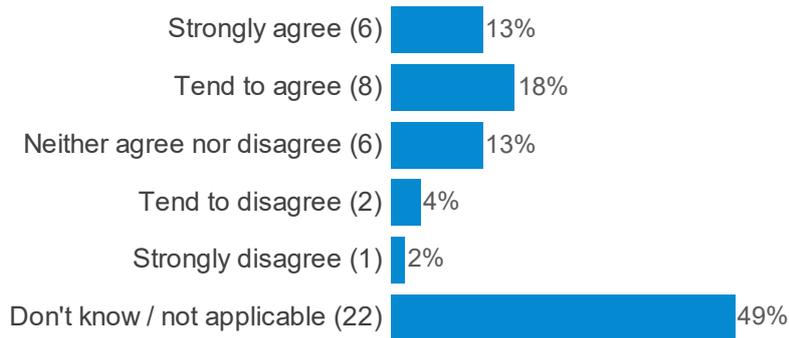


**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Independent Prescriber Pharmacist (IPPs))**

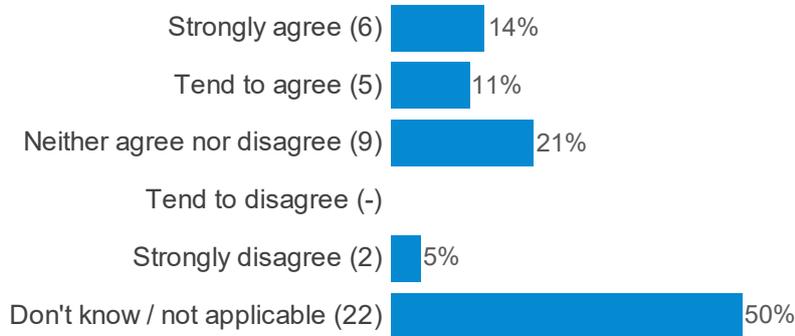


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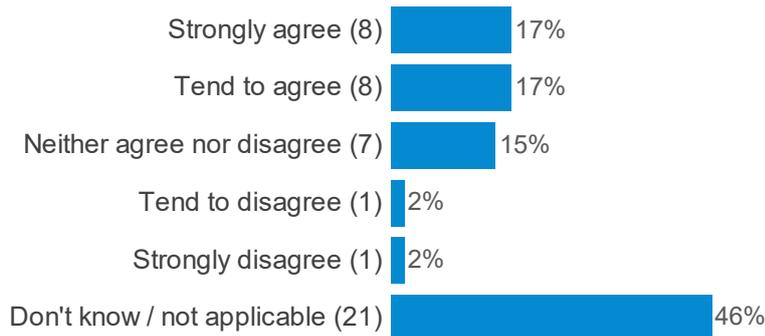
**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Pre-registration Pharmacist)**



**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Apprenticeship)**

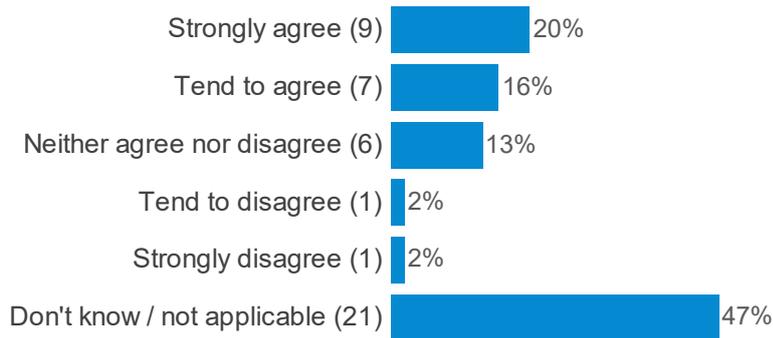


**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Accredited Pharmacy Technician)**

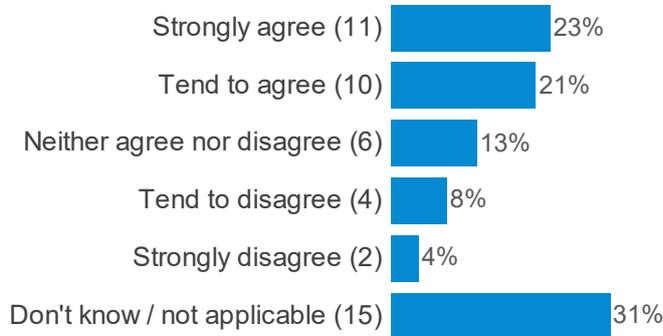


PNA Pharmacy Survey 2022

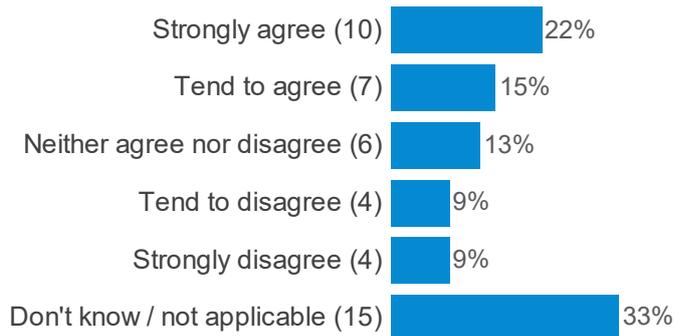
**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Accuracy Checking Technician)**



**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Dispenser)**

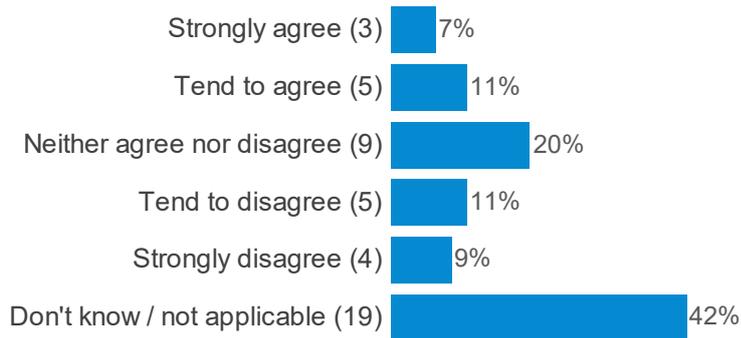


**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Medicines Counter Assistant)**

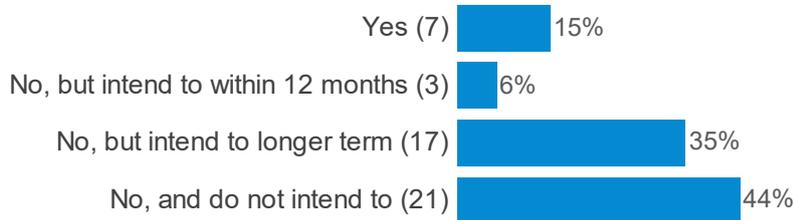


PNA Pharmacy Survey 2022

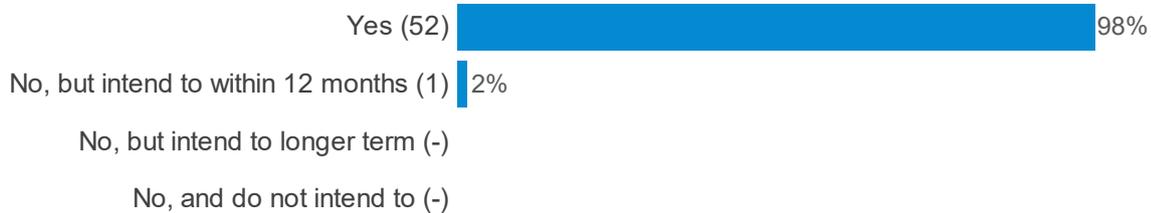
**To what extent do you agree or disagree that your pharmacy experiences recruitment difficulties in the following roles? (Delivery driver)**



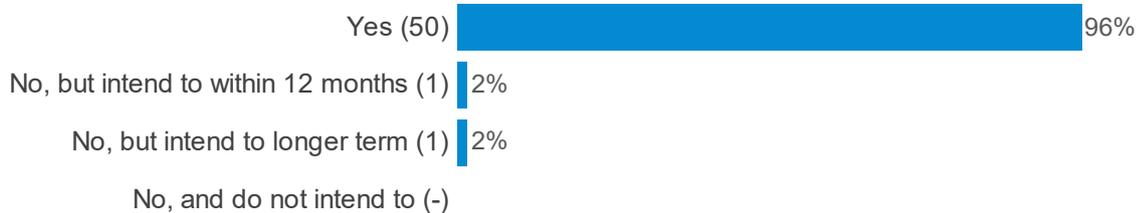
**Does the pharmacy provide the following Advanced Services? (Appliance Use Review Service (AUR))**



**Does the pharmacy provide the following Advanced Services? (Community Pharmacist Consultation Service (CPCS))**

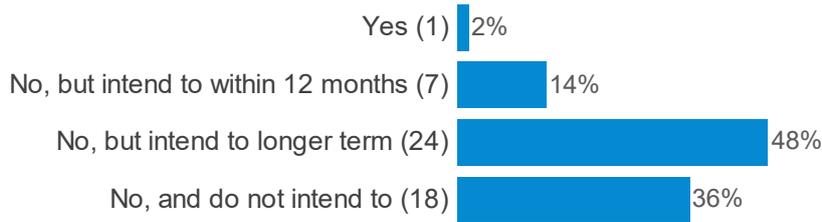


**Does the pharmacy provide the following Advanced Services? (Flu Vaccination Service)**

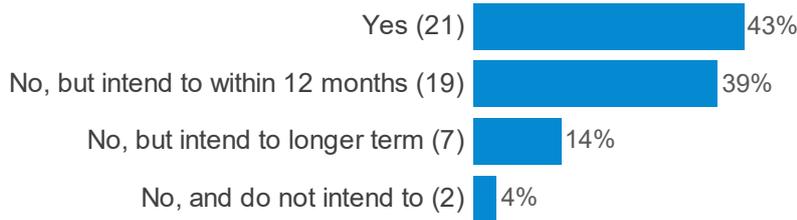


PNA Pharmacy Survey 2022

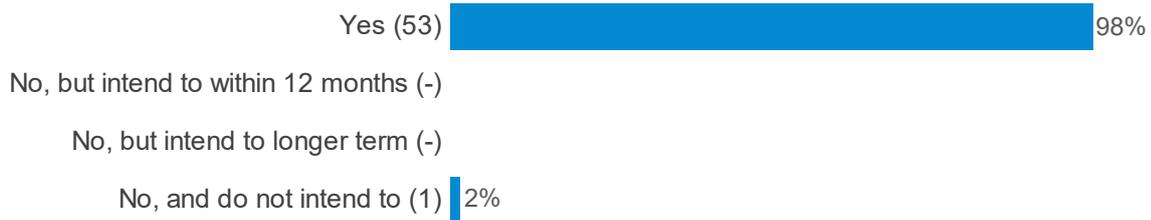
**Does the pharmacy provide the following Advanced Services? (Hepatitis C Testing Service)**



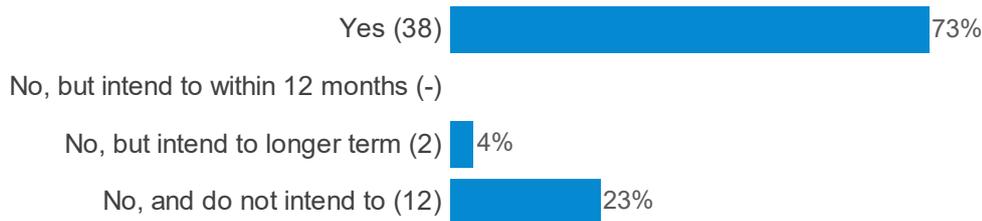
**Does the pharmacy provide the following Advanced Services? (Hypertension Case-Finding Service)**



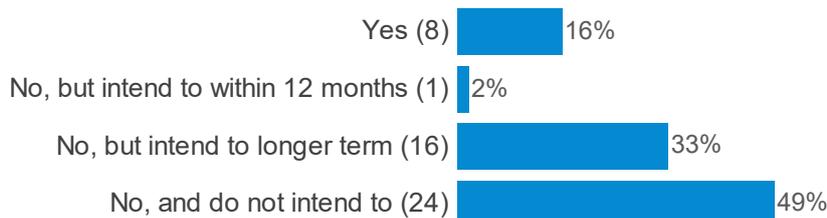
**Does the pharmacy provide the following Advanced Services? (New Medicine Service (NMS))**



**Does the pharmacy provide the following Advanced Services? (Pandemic Delivery Service)**

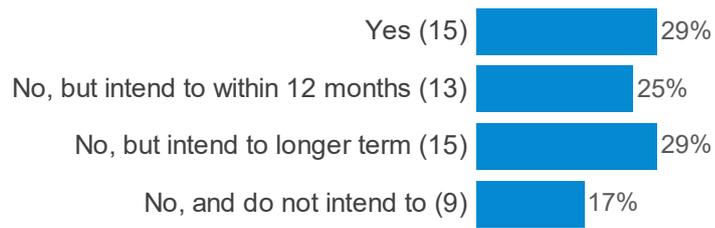


**Does the pharmacy provide the following Advanced Services? (Stoma Appliance Customisation Service (SAC))**



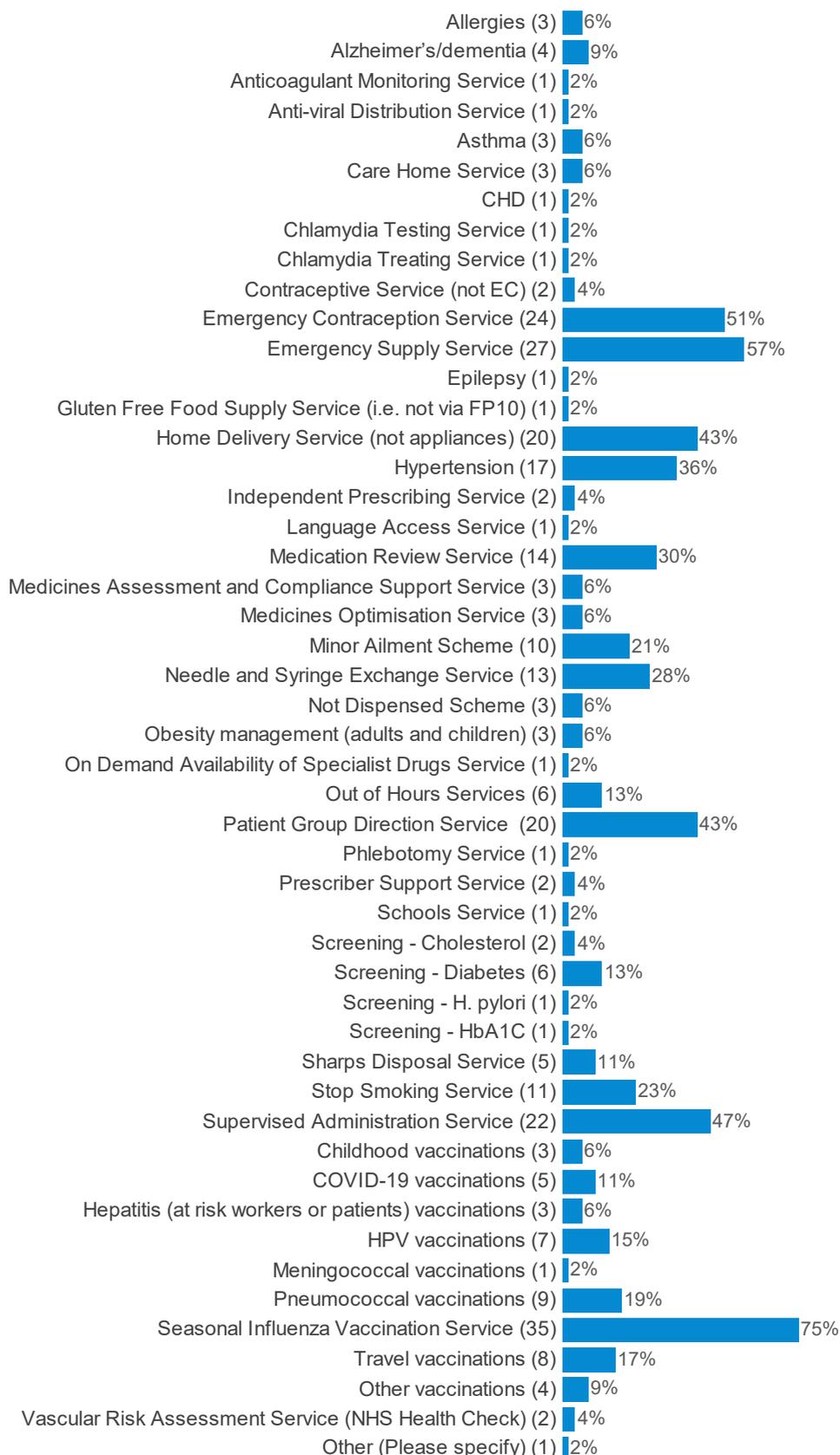
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**Does the pharmacy provide the following Advanced Services? (Stop Smoking Service)**



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**Which of the following NHS England commissioned services do you currently provide?  
Please tick all that apply.**



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**Which of the following NHS England commissioned services would you be willing to provide? (Allergies)**



**Which of the following NHS England commissioned services would you be willing to provide? (Alzheimer's/dementia)**



**Which of the following NHS England commissioned services would you be willing to provide? (Anticoagulant Monitoring Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Anti-viral Distribution Service)**



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**Which of the following NHS England commissioned services would you be willing to provide? (Asthma)**



**Which of the following NHS England commissioned services would you be willing to provide? (Care Home Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (CHD)**

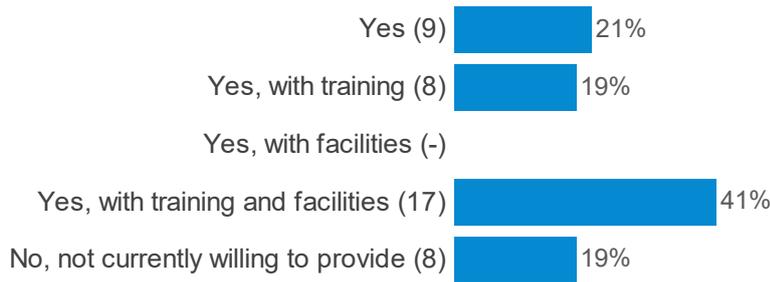


**Which of the following NHS England commissioned services would you be willing to provide? (Chlamydia Testing Service)**



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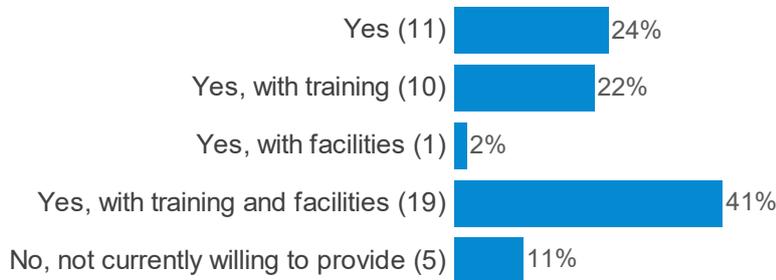
**Which of the following NHS England commissioned services would you be willing to provide? (Chlamydia Treating Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Contraceptive Service (not EC))**



**Which of the following NHS England commissioned services would you be willing to provide? (COPD)**



**Which of the following NHS England commissioned services would you be willing to provide? (Depression)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Diabetes type I)**



**Which of the following NHS England commissioned services would you be willing to provide? (Diabetes type II)**



**Which of the following NHS England commissioned services would you be willing to provide? (Emergency Contraception Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Emergency Supply Service)**

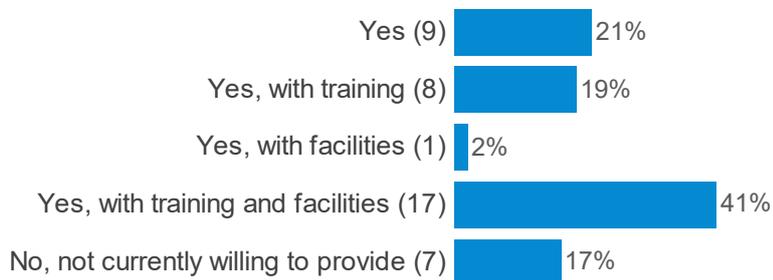


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**Which of the following NHS England commissioned services would you be willing to provide? (Epilepsy)**



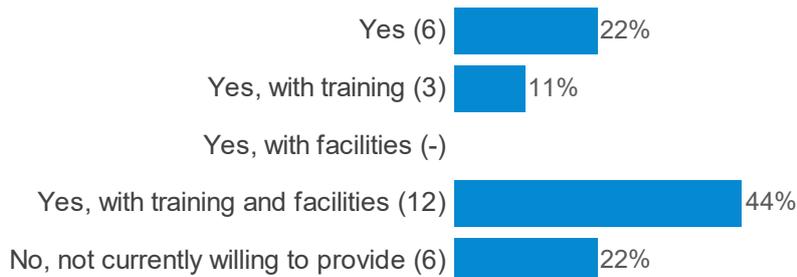
**Which of the following NHS England commissioned services would you be willing to provide? (Gluten Free Food Supply Service (i.e. not via FP10))**



**Which of the following NHS England commissioned services would you be willing to provide? (Heart failure)**

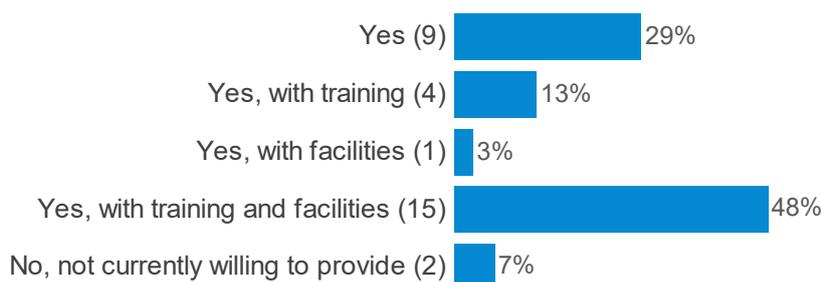


**Which of the following NHS England commissioned services would you be willing to provide? (Home Delivery Service (not appliances))**

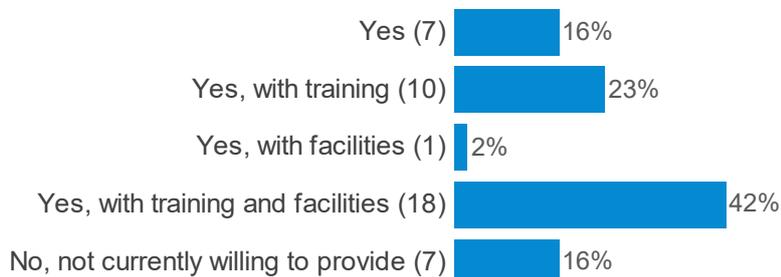


PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Hypertension)**



**Which of the following NHS England commissioned services would you be willing to provide? (Independent Prescribing Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Language Access Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Medication Review Service)**



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**Which of the following NHS England commissioned services would you be willing to provide? (Medicines Assessment and Compliance Support Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Medicines Optimisation Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Minor Ailment Scheme)**



**Which of the following NHS England commissioned services would you be willing to provide? (Needle and Syringe Exchange Service)**



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**Which of the following NHS England commissioned services would you be willing to provide? (Not Dispensed Scheme)**



**Which of the following NHS England commissioned services would you be willing to provide? (Obesity management (adults and children))**



**Which of the following NHS England commissioned services would you be willing to provide? (On Demand Availability of Specialist Drugs Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Out of Hours Services)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Parkinson's disease)**



**Which of the following NHS England commissioned services would you be willing to provide? (Patient Group Direction Service )**



**Which of the following NHS England commissioned services would you be willing to provide? (Phlebotomy Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Prescriber Support Service)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Schools Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Alcohol)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Cholesterol)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Diabetes)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Gonorrhoea)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - H. pylori)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - HbA1C)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Hepatitis)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Screening - HIV)**



**Which of the following NHS England commissioned services would you be willing to provide? (Screening - Other)**



**Which of the following NHS England commissioned services would you be willing to provide? (Sharps Disposal Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Stop Smoking Service)**



PNA Pharmacy Survey 2022

**Which of the following NHS England commissioned services would you be willing to provide? (Supervised Administration Service)**



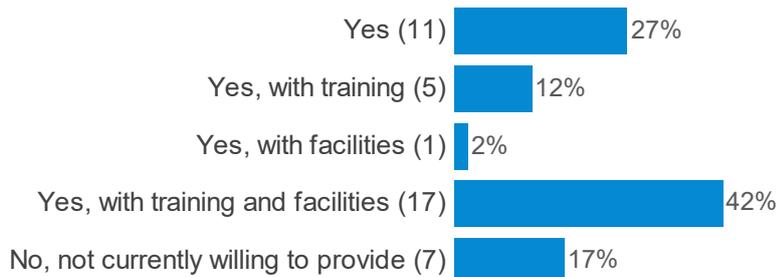
**Which of the following NHS England commissioned services would you be willing to provide? (Supplementary Prescribing Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Childhood vaccinations )**



**Which of the following NHS England commissioned services would you be willing to provide? (COVID-19 vaccinations)**



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**Which of the following NHS England commissioned services would you be willing to provide? (Hepatitis (at risk workers or patients) vaccinations)**



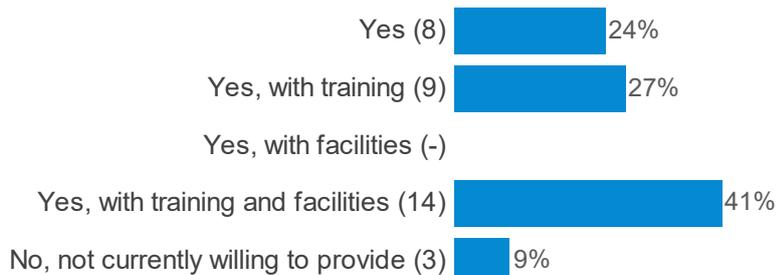
**Which of the following NHS England commissioned services would you be willing to provide? (HPV vaccinations)**



**Which of the following NHS England commissioned services would you be willing to provide? (Meningococcal vaccinations)**

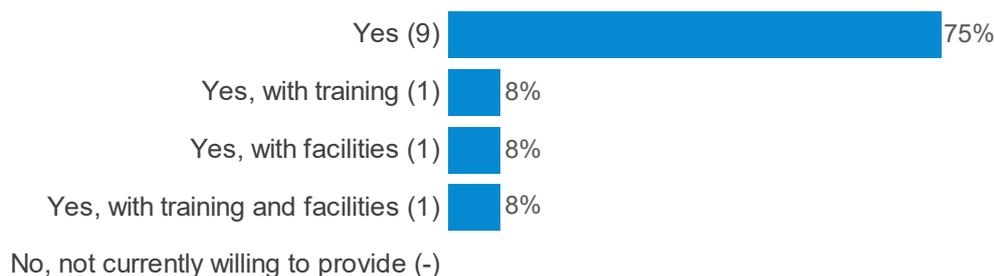


**Which of the following NHS England commissioned services would you be willing to provide? (Pneumococcal vaccinations)**

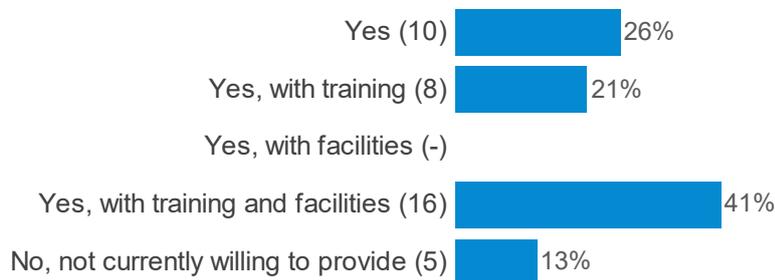


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**Which of the following NHS England commissioned services would you be willing to provide? (Seasonal Influenza Vaccination Service)**



**Which of the following NHS England commissioned services would you be willing to provide? (Travel vaccinations)**



**Which of the following NHS England commissioned services would you be willing to provide? (Other vaccinations)**



**Which of the following NHS England commissioned services would you be willing to provide? (Vascular Risk Assessment Service (NHS Health Check))**

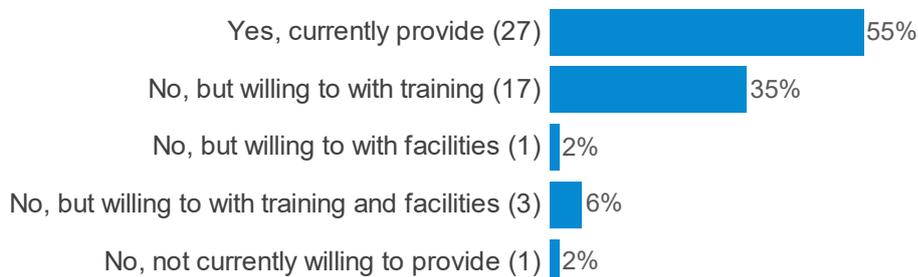


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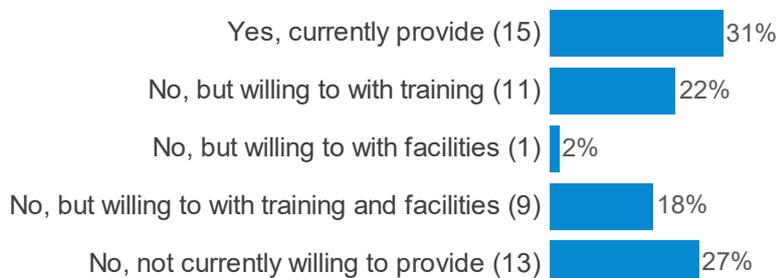
**Which of the following NHS England commissioned services would you be willing to provide? (Other (Please specify))**



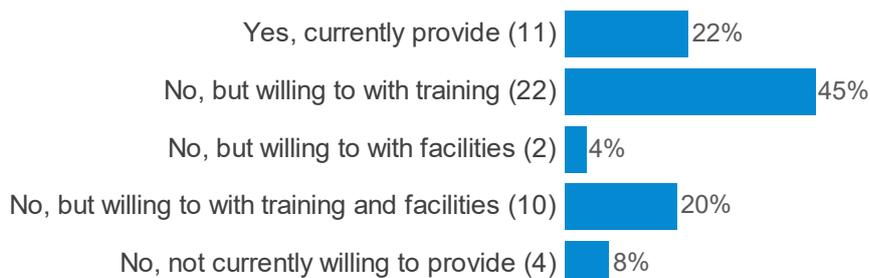
**Which of the following Local Authority commissioned services do you currently provide, or would be willing to provide? (Emergency Hormonal Contraception (EHC))**



**Which of the following Local Authority commissioned services do you currently provide, or would be willing to provide? (Needle Exchange (commissioned via Turning Point))**

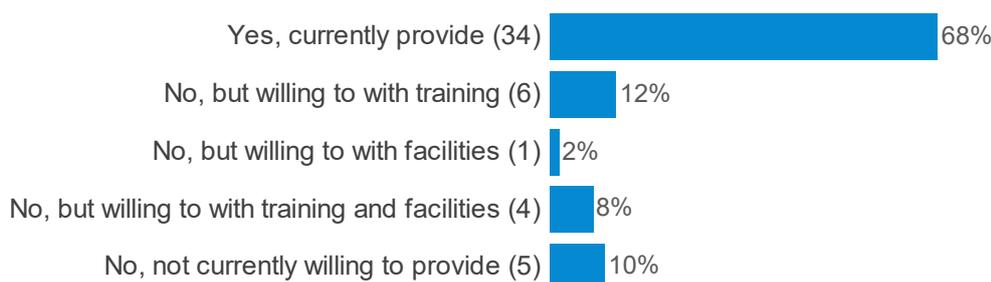


**Which of the following Local Authority commissioned services do you currently provide, or would be willing to provide? (Stop Smoking Services)**

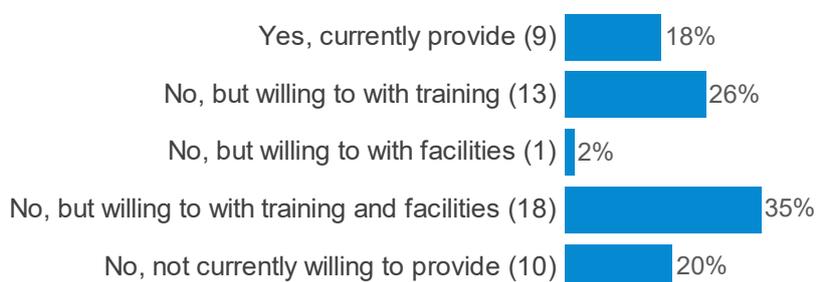


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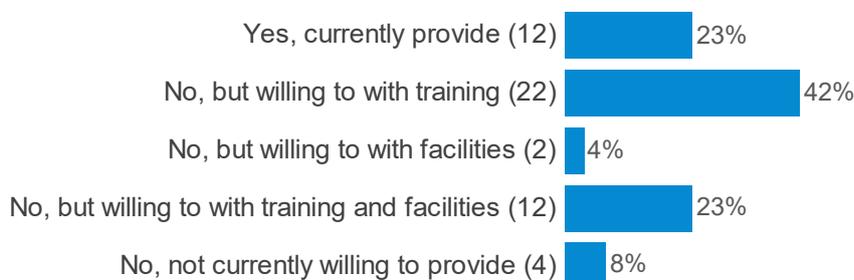
**Which of the following Local Authority commissioned services do you currently provide, or would be willing to provide? (Supervised Consumption (commissioned via Turning Point))**



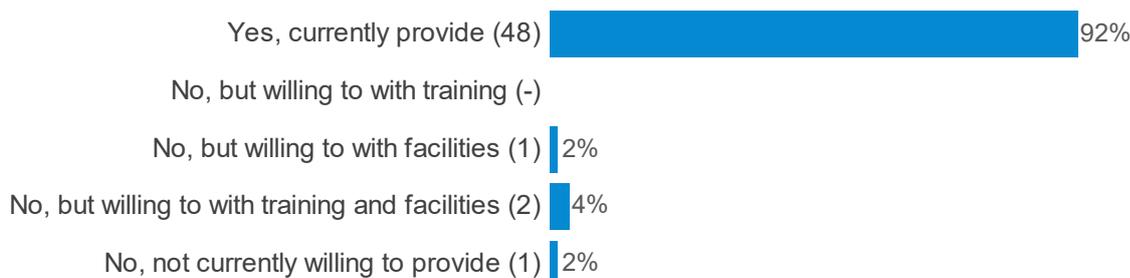
**Which of the following CCG commissioned services do you currently provide, or would be willing to provide? (Covid Vaccinations)**



**Which of the following CCG commissioned services do you currently provide, or would be willing to provide? (LLR urgent supply of End of Life medication and specialist medication)**

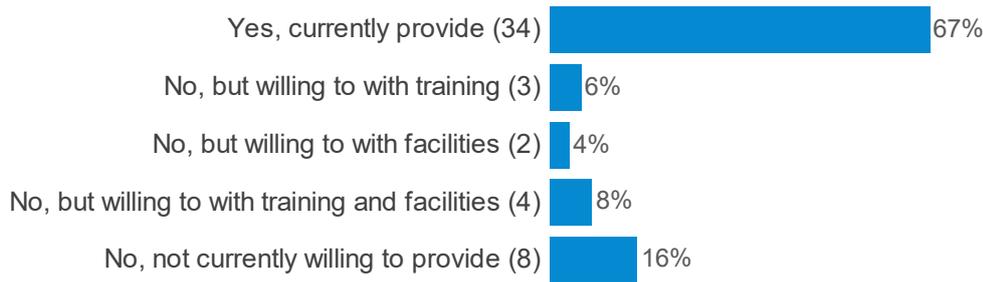


**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Collection of prescriptions from GP practices)**



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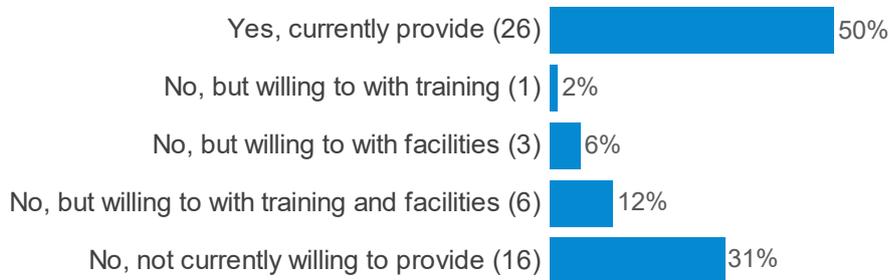
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Delivery of dispensed medicines – selected patient groups)**



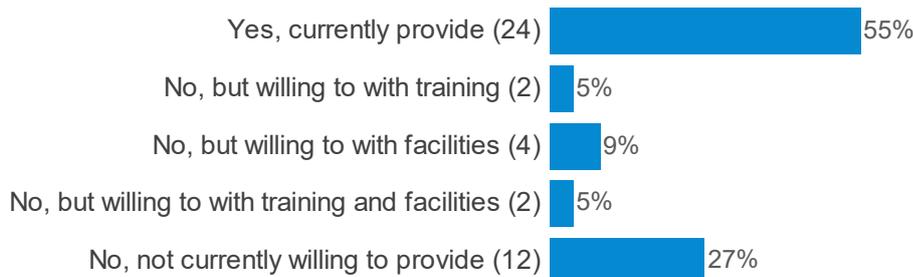
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Delivery of dispensed medicines – selected areas)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Delivery of dispensed medicines – free of charge on request)**

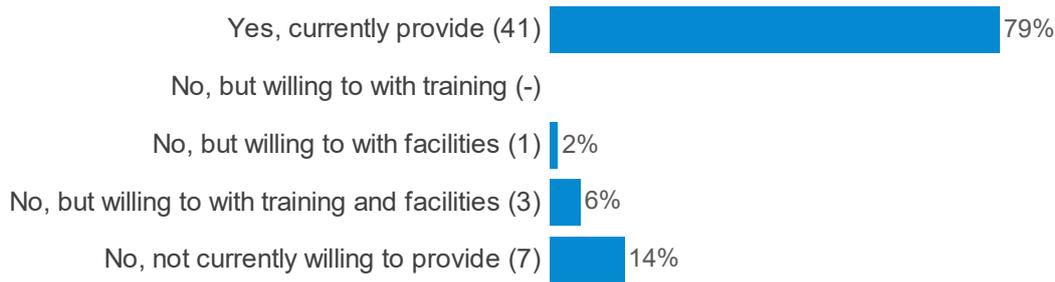


**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Delivery of dispensed medicines – with charge)**

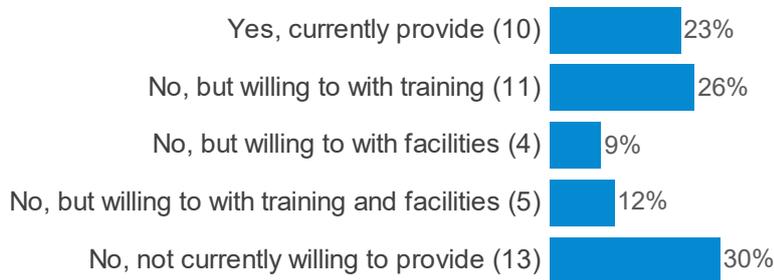


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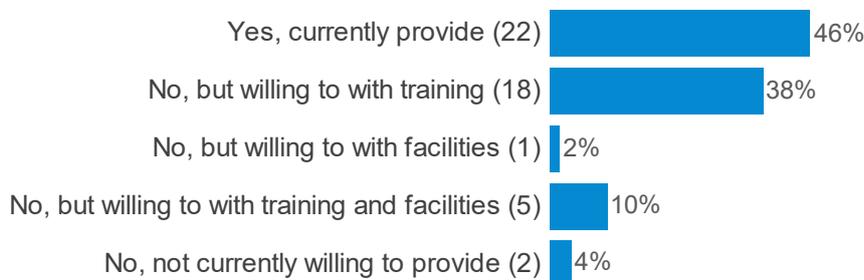
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Monitored Dosage Systems – free of charge on request )**



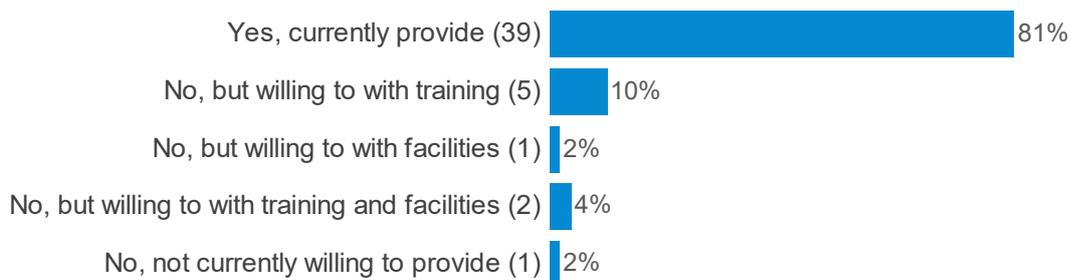
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Monitored Dosage Systems – with charge)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Contraception)**

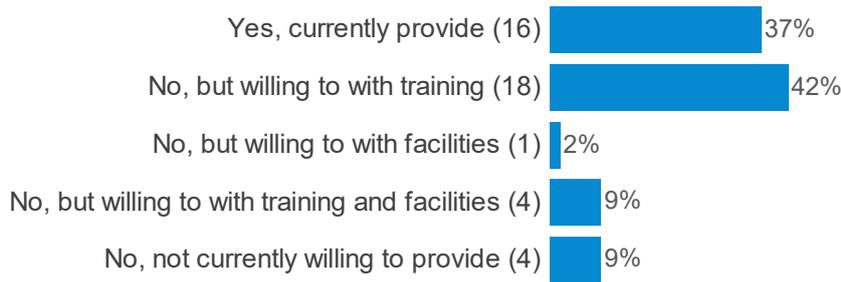


**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Emergency contraception)**



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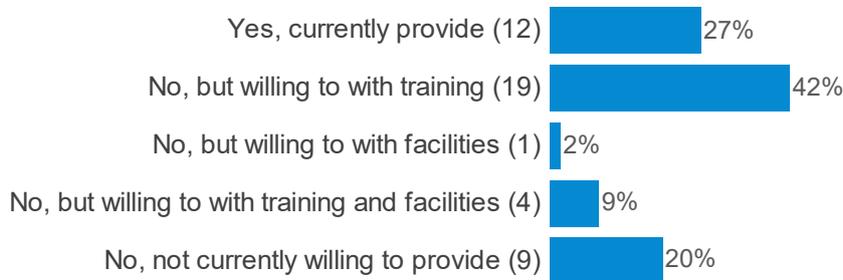
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Champix)**



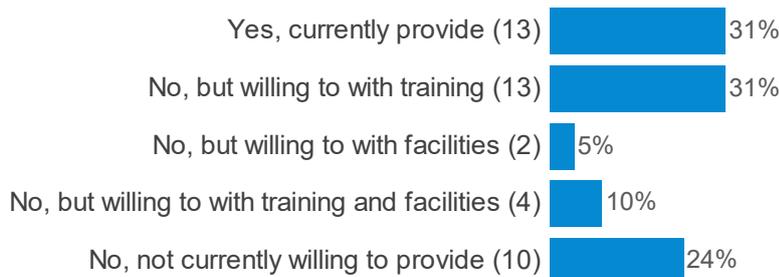
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Childhood vaccinations)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Travel vaccinations)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Other vaccinations)**

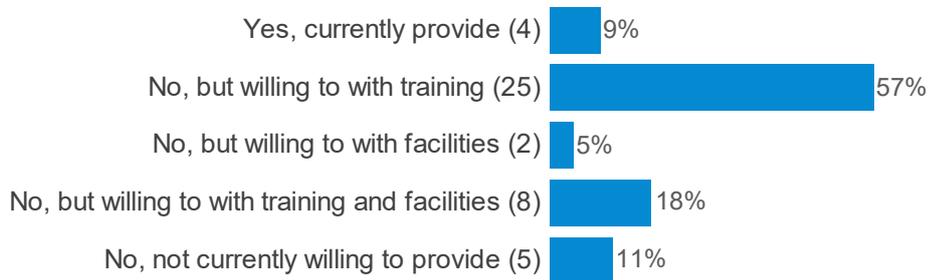


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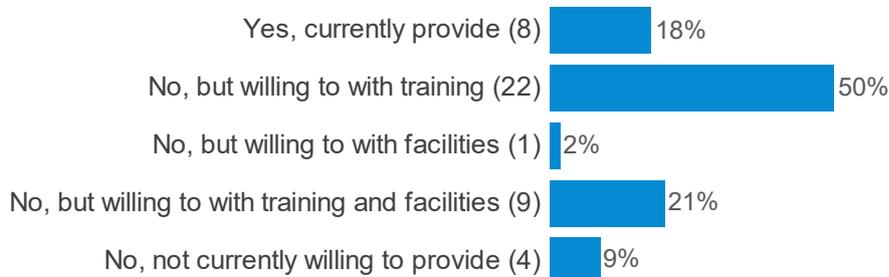
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Patient Group Direction Service)**



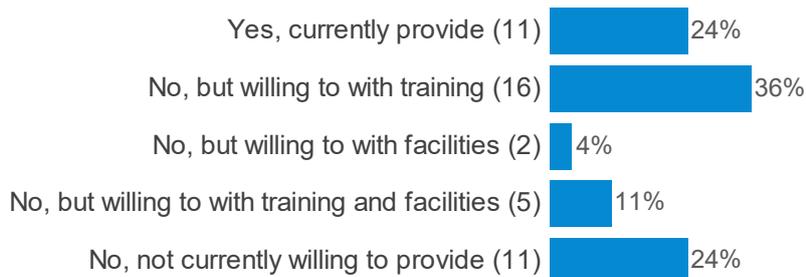
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Period delay)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Salbutamol inhalers)**

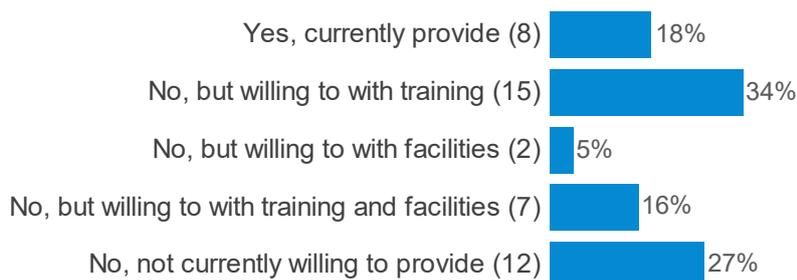


**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Supply of medicines to care homes)**

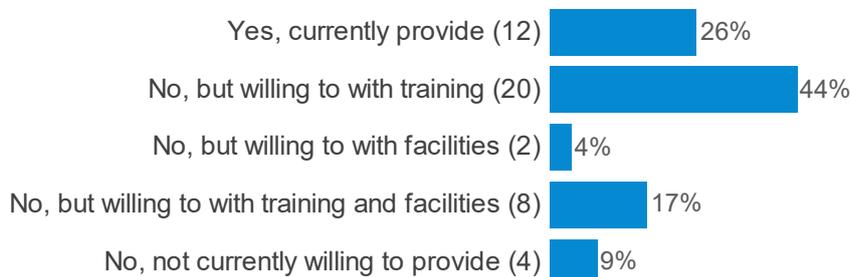


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**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Supply of other appliances to care homes)**



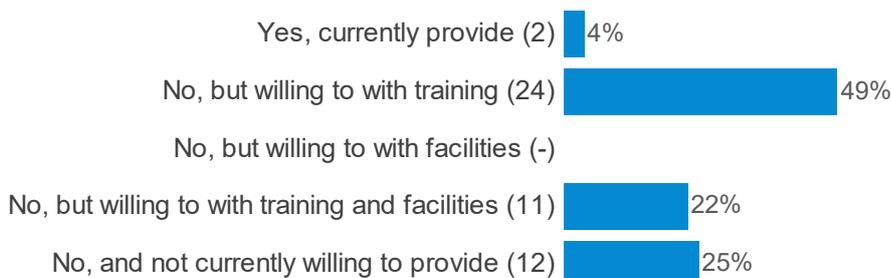
**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Travel medication)**



**Which of the following Non-commissioned services do you currently provide, or would be willing to provide? (Weight loss)**

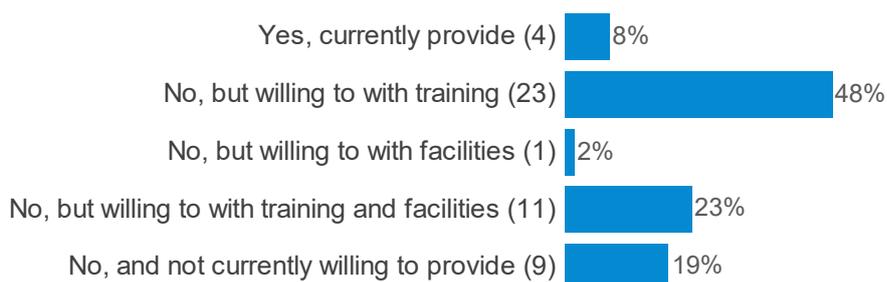


**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Chlamydia)**

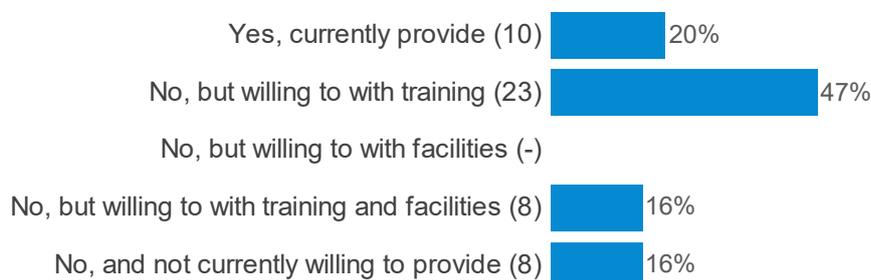


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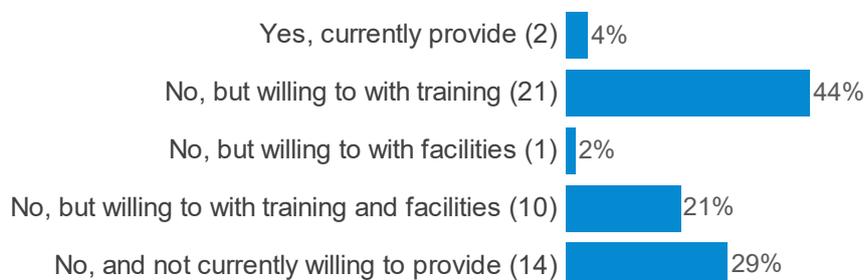
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Cholesterol)**



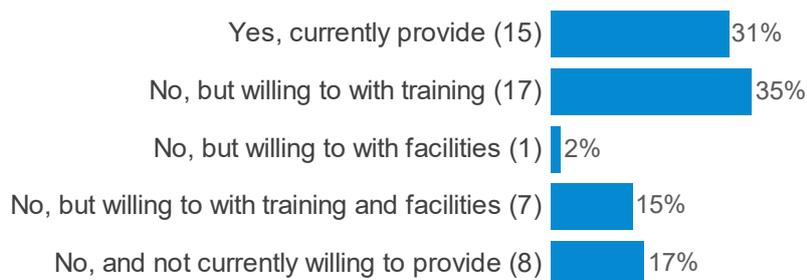
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Diabetes)**



**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Gonorrhoea)**

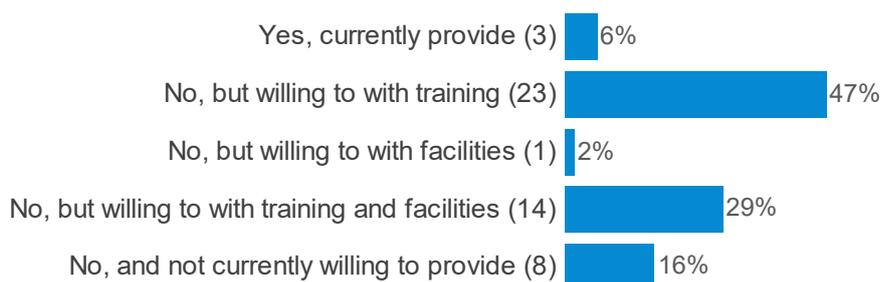


**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Erectile dysfunction)**

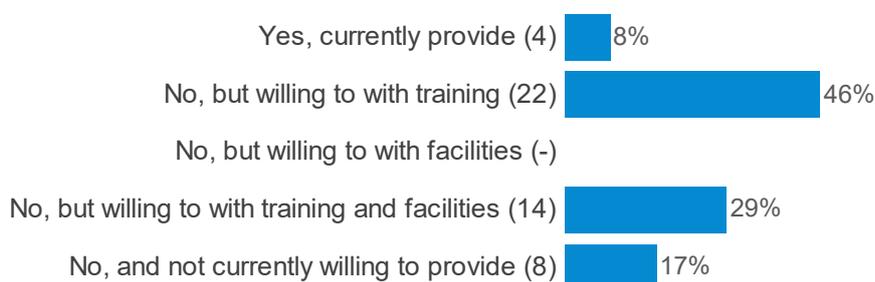


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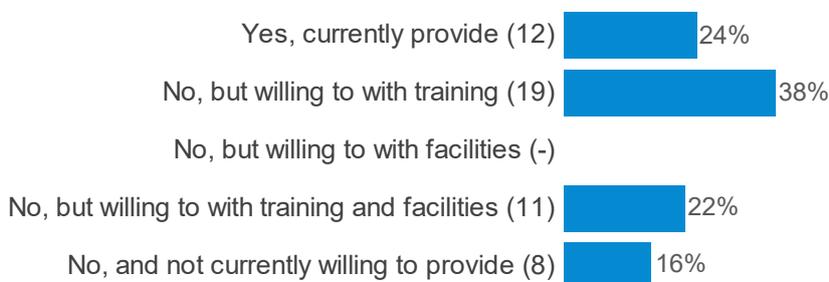
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (H. pylori)**



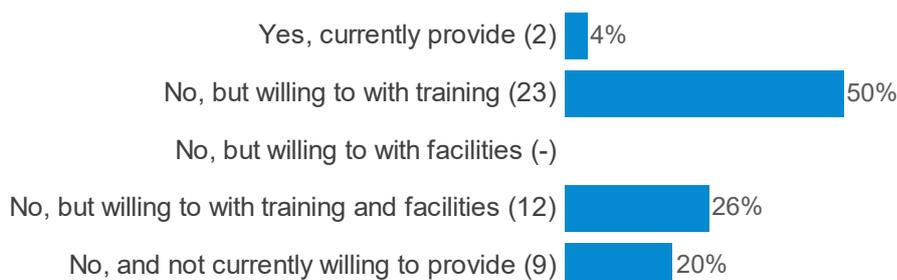
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Hair loss)**



**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Hay fever (fexofenadine))**

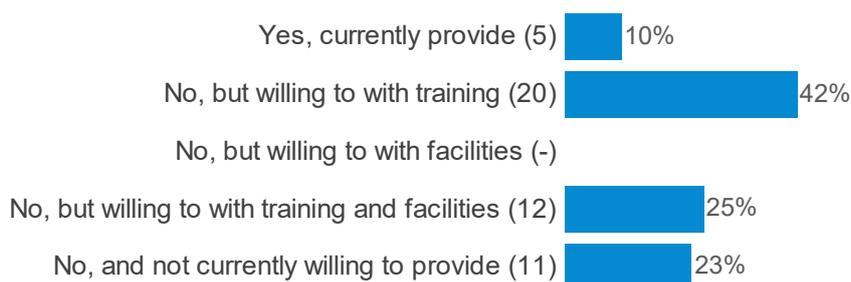


**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (HbA1C)**

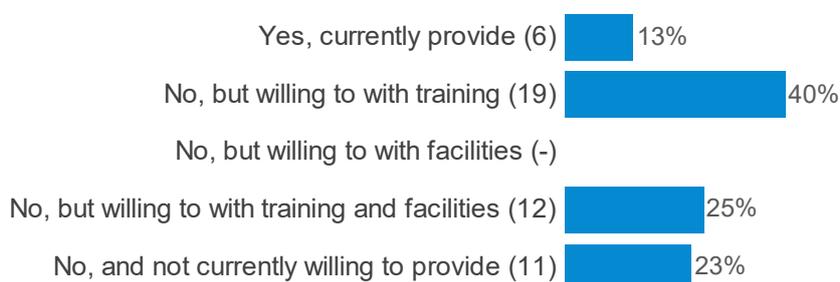


PNA Pharmacy Survey 2022

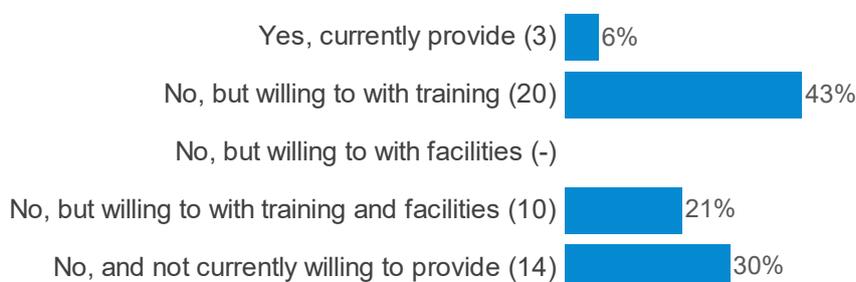
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Hepatitis)**



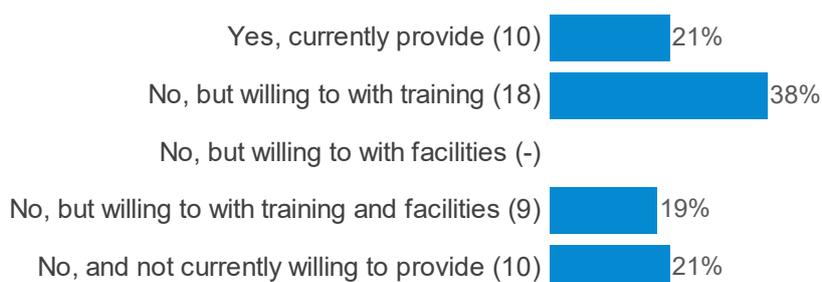
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Hepatitis (at risk workers or patients))**



**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (HIV)**

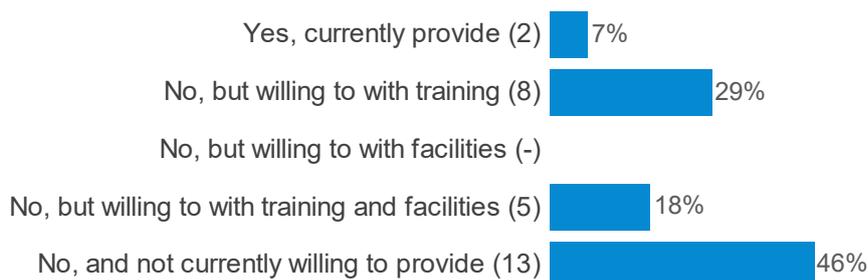


**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (HPV)**



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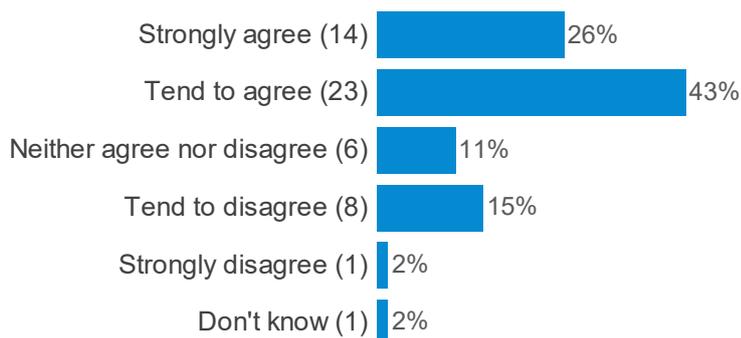
**Which of the following Non-NHS funded services for specific conditions do you currently provide, or would be willing to provide? (Other (please specify))**



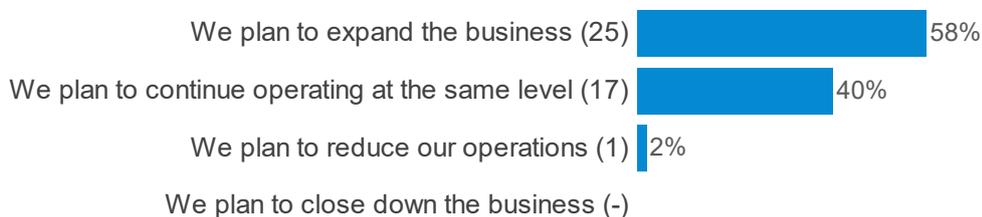
**Is there a particular need for a locally commissioned service in your area?**



**To what extent do you agree or disagree that you feel able to maintain the current level of service your pharmacy provides?**

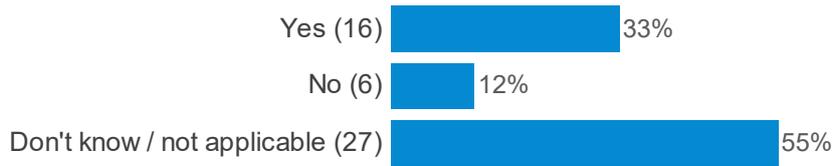


**Which of the following statements best describes the plans for your pharmacy business for the next year?**

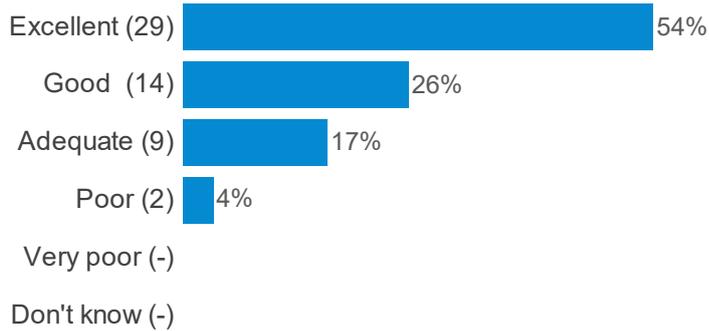


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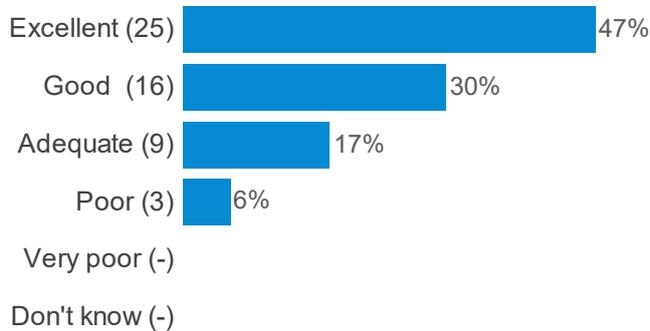
**Do you plan to expand online pharmacy services in the next year?**



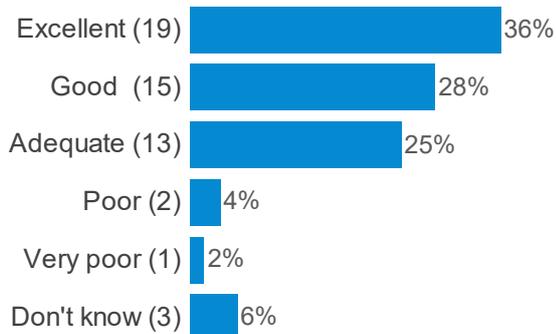
**How would you describe the current provision of pharmacies in a three mile radius of your own pharmacy? (Amount of pharmacies)**



**How would you describe the current provision of pharmacies in a three mile radius of your own pharmacy? (Location of pharmacies)**



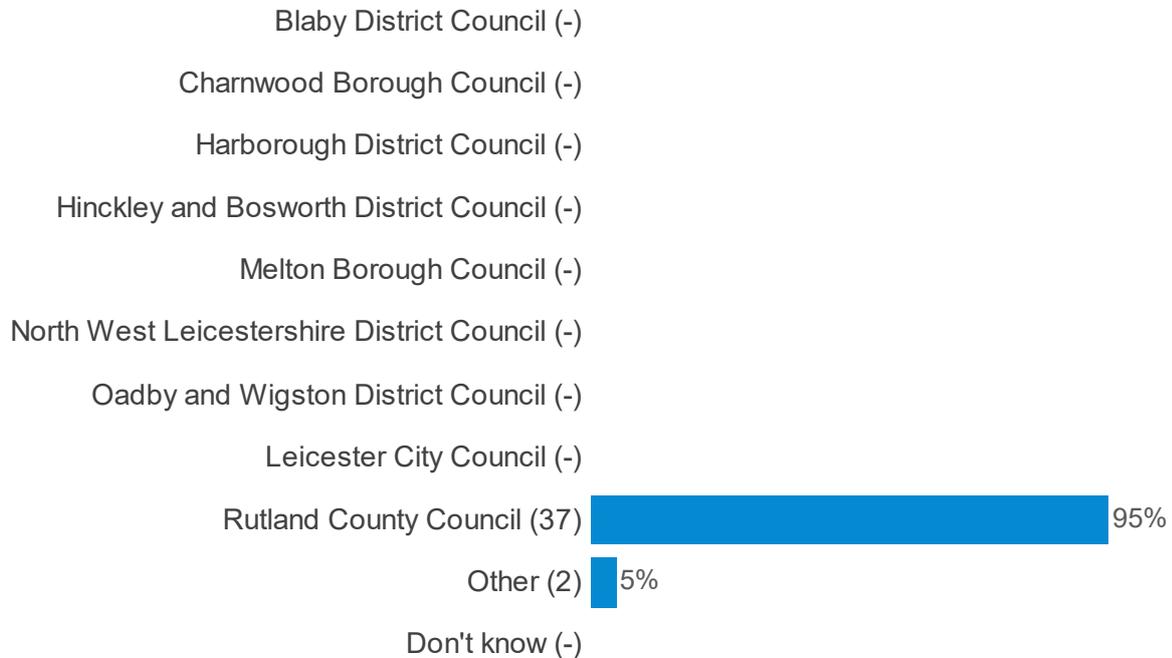
**How would you describe the current provision of pharmacies in a three mile radius of your own pharmacy? (Range of services provided by pharmacies)**



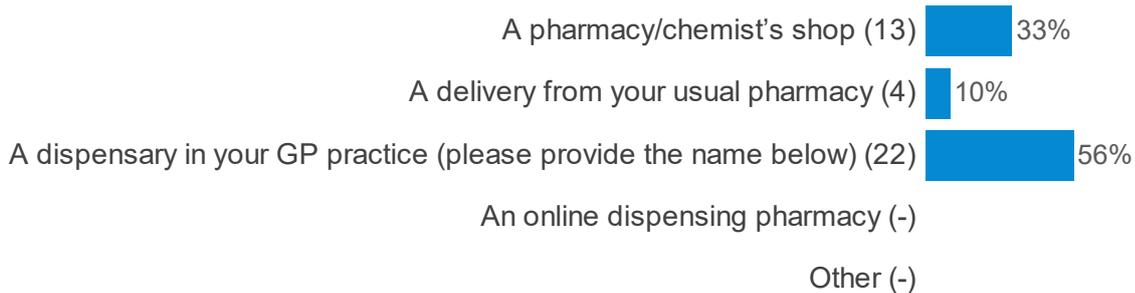
## PNA Public Survey

This report was generated on 16/05/22. Overall 337 respondents completed this questionnaire. The report has been filtered to show the responses for Rutland (39 responses) and excludes responses to questions requiring literal (free text) comments.

### In which local authority area do you live? Please select one option only.



### Where are you most likely to get your prescription medicine from? Please select one option only.

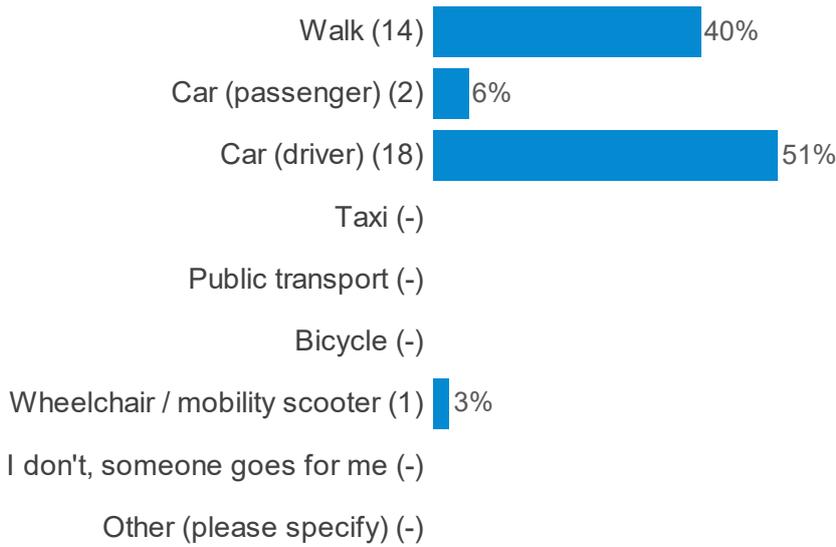


### If you said you use a pharmacy/chemist's shop or receive a delivery from them, is your usual one based in Rutland?

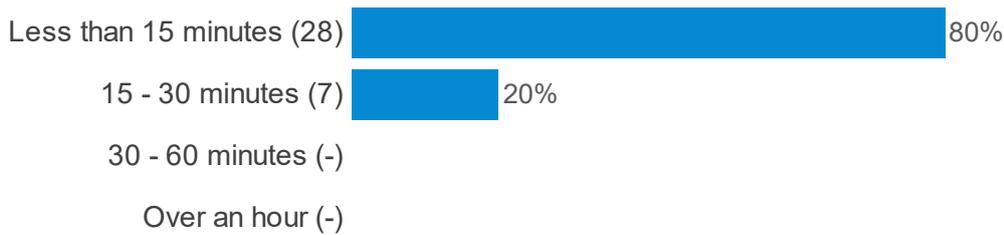


PNA Public Survey

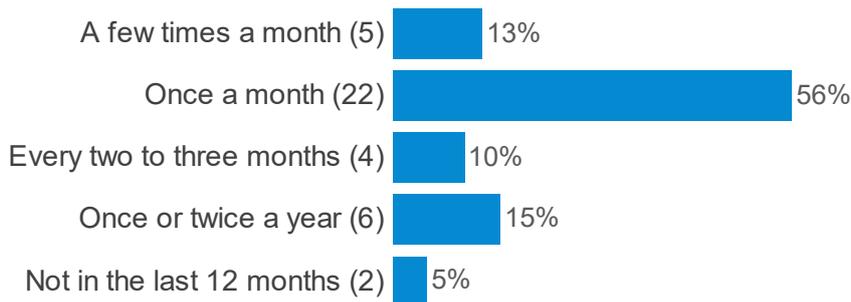
**How do you usually travel to the pharmacy? Please select one option.**



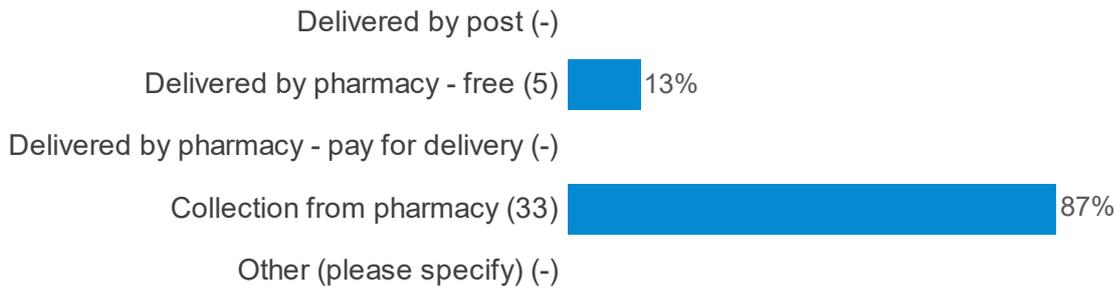
**How long does it take you to travel to your usual pharmacy?**



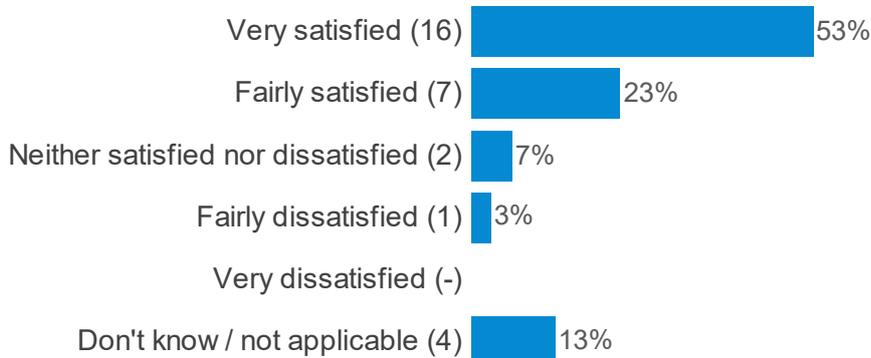
**How often do you use a pharmacy for a health reason? Please select one option only. Health reasons include health advice, prescriptions and over-the-counter medication.**



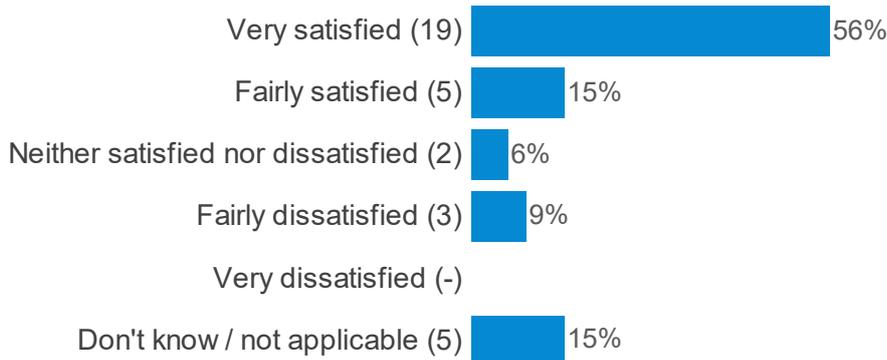
**How do you usually receive your medicines? Please select one option only.**



**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (Pharmacy / chemist)**

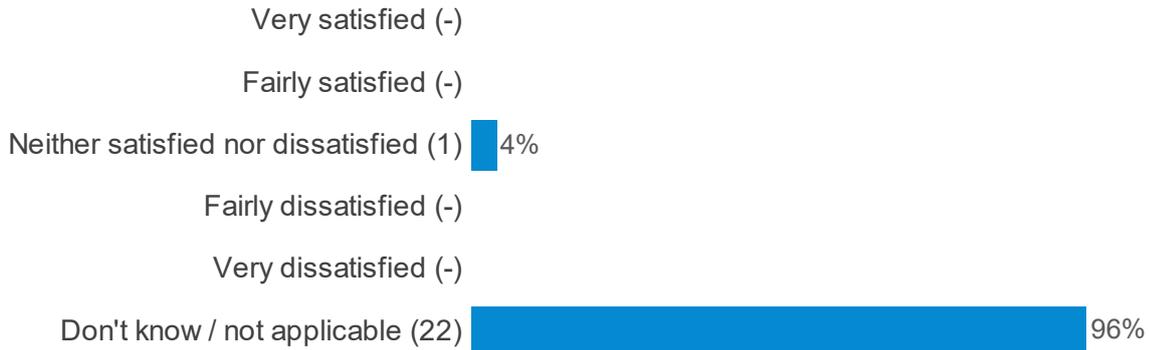


**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (GP practice dispensary)**

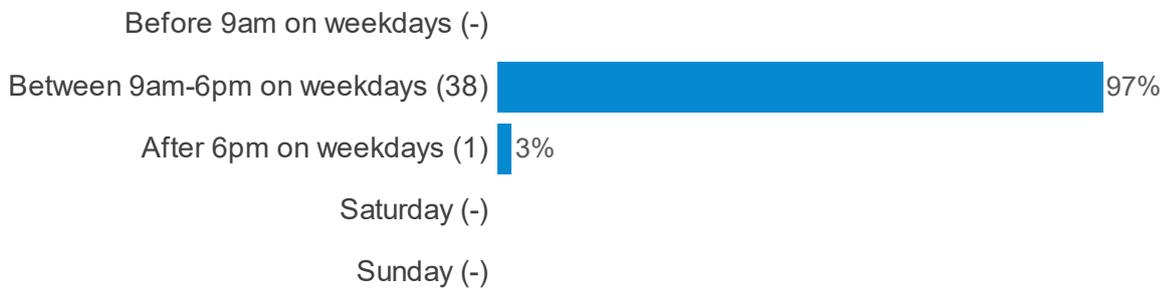


PNA Public Survey

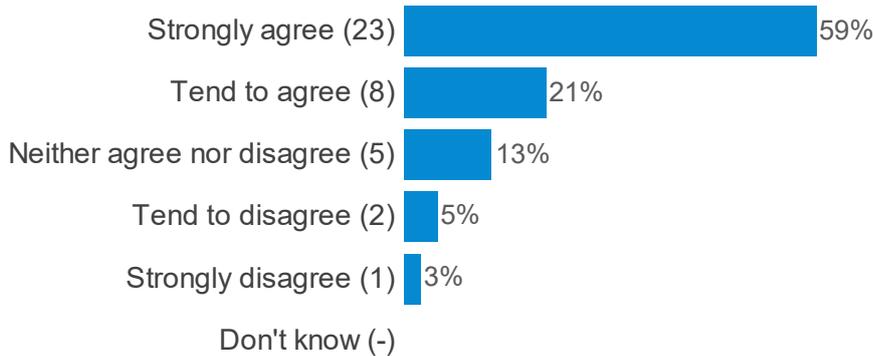
**To what extent are you satisfied or dissatisfied with the advice you receive about taking your medicines from the following sources? (An online-only pharmacy)**



**When do you most commonly use pharmacy services? Please select one option only.**

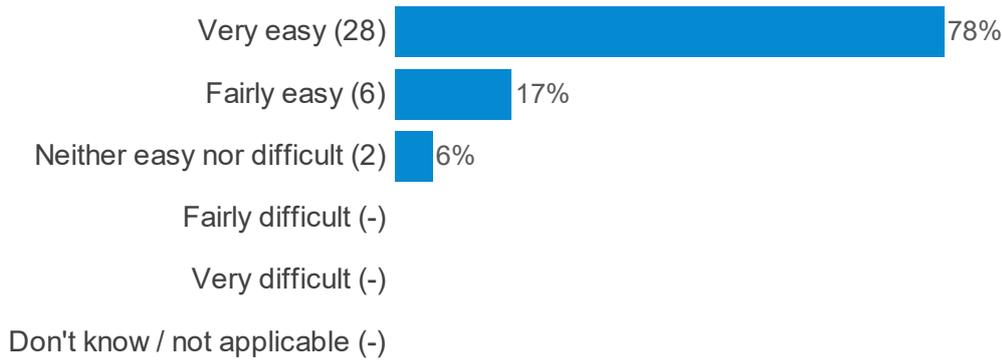


**To what extent do you agree or disagree that the opening hours for pharmacy services meet your needs?**

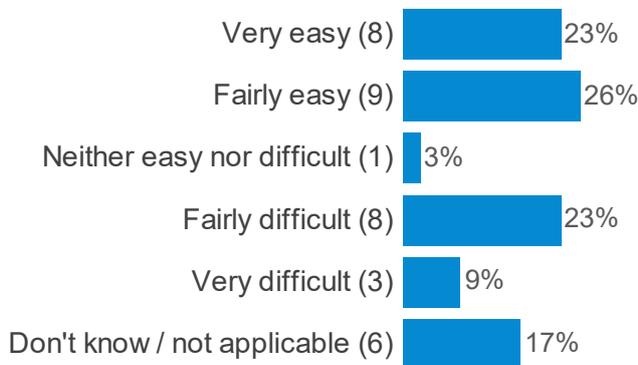


PNA Public Survey

**Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy during the day)**



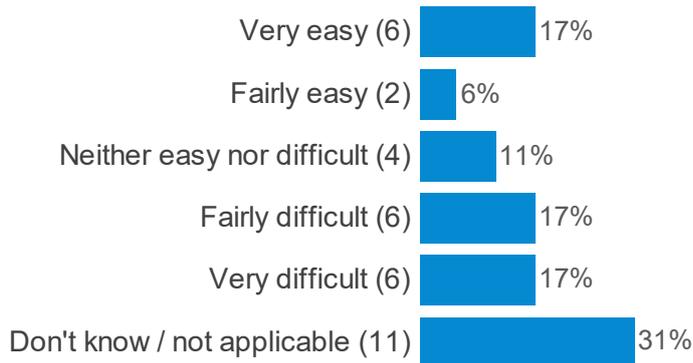
**Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy in the evening (after 6pm))**



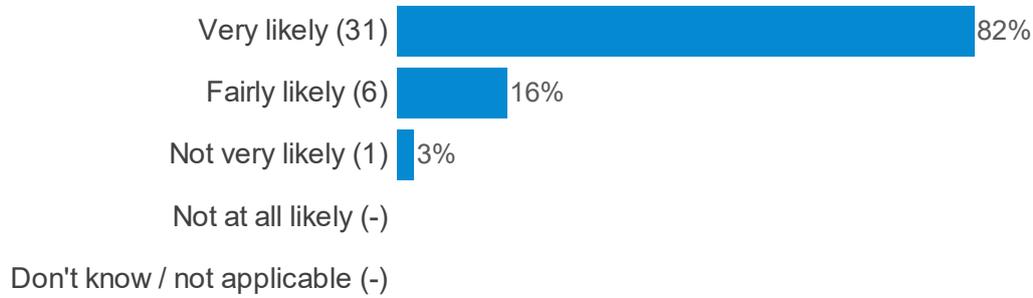
**Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy at weekends)**



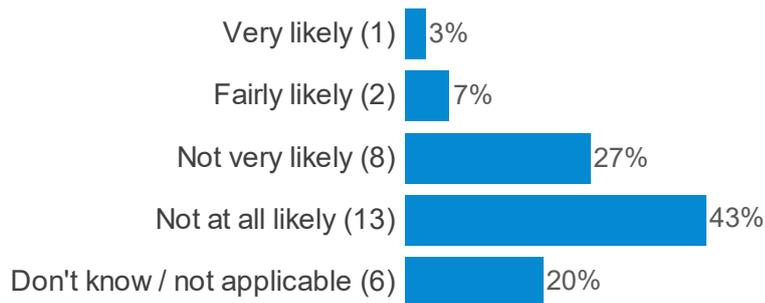
**Thinking about your usual pharmacy services, how easy or difficult is it to do the following? (To find an open pharmacy on Bank Holidays)**



**How likely are you to use the following methods to access pharmacy services within the next three years? (Visit the pharmacy in person)**

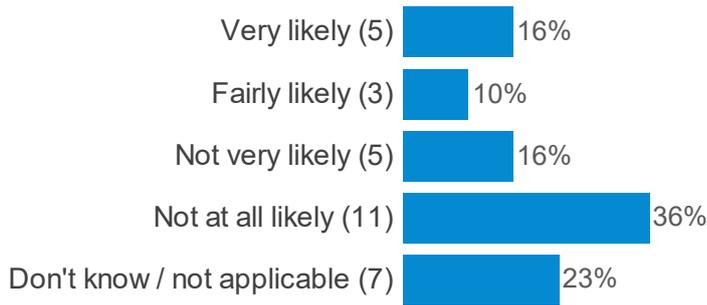


**How likely are you to use the following methods to access pharmacy services within the next three years? (Receive prescriptions by post)**

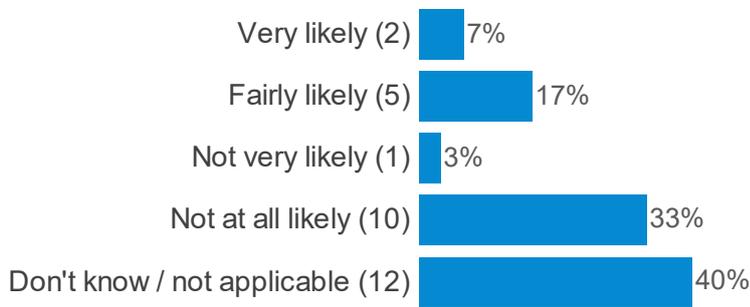


PNA Public Survey

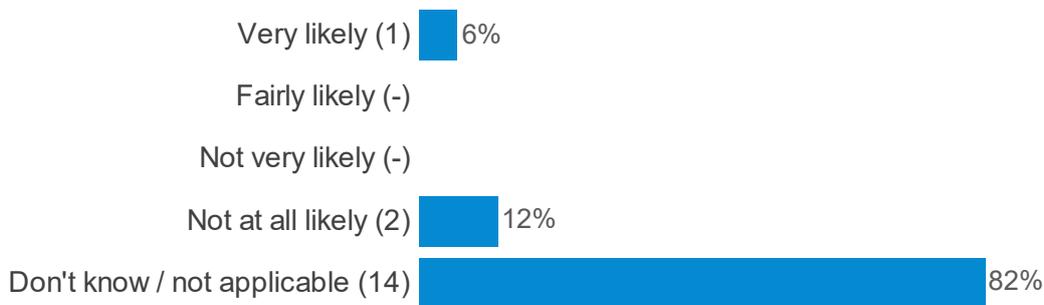
**How likely are you to use the following methods to access pharmacy services within the next three years? (Online services - home delivery)**



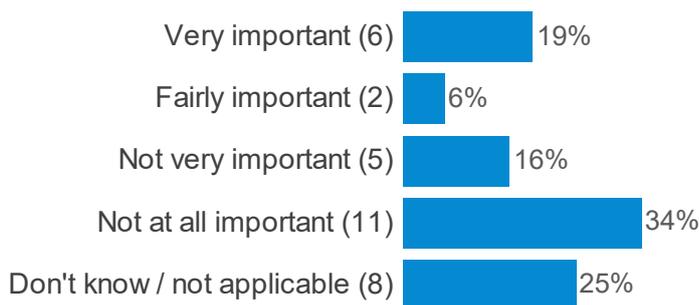
**How likely are you to use the following methods to access pharmacy services within the next three years? (Online services - other)**



**How likely are you to use the following methods to access pharmacy services within the next three years? (Other (please specify))**

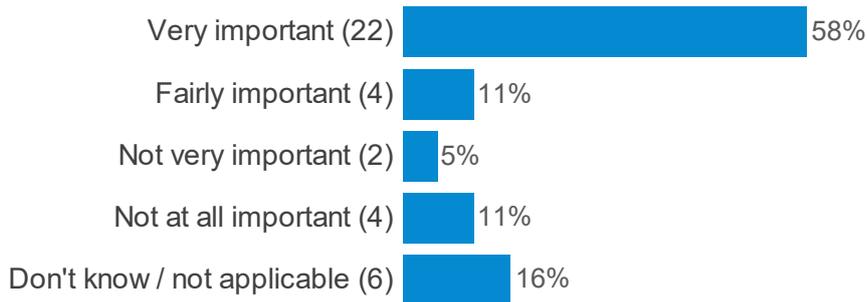


**How important are the following pharmacy services to you? (Home delivery of your medication)**

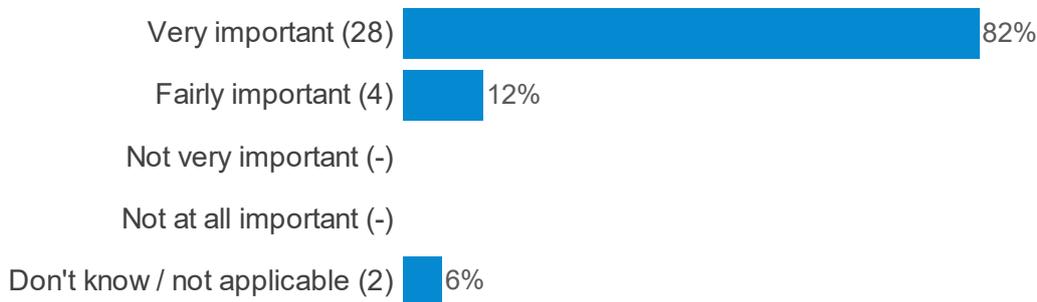


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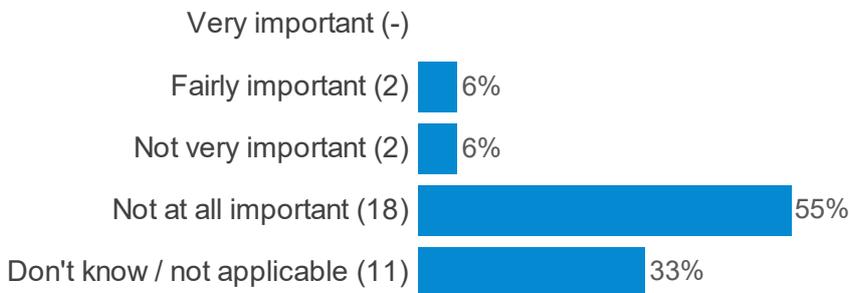
**How important are the following pharmacy services to you? (Prescription collection from your GP practice)**



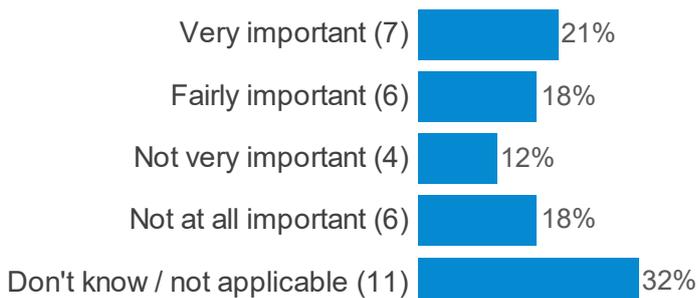
**How important are the following pharmacy services to you? (Availability of medication)**



**How important are the following pharmacy services to you? (Information available in different languages)**

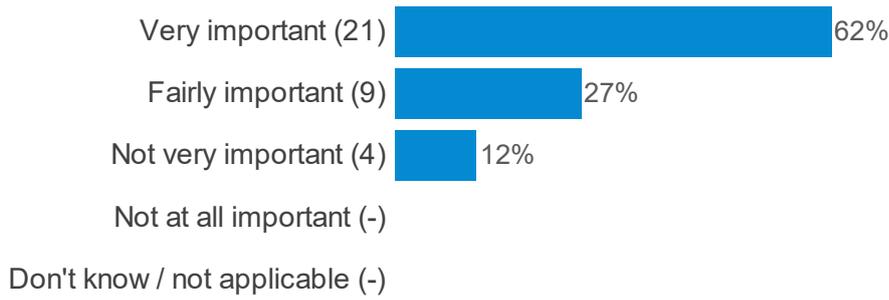


**How important are the following pharmacy services to you? (Physical accessibility (e.g. parking, wheelchair access ))**

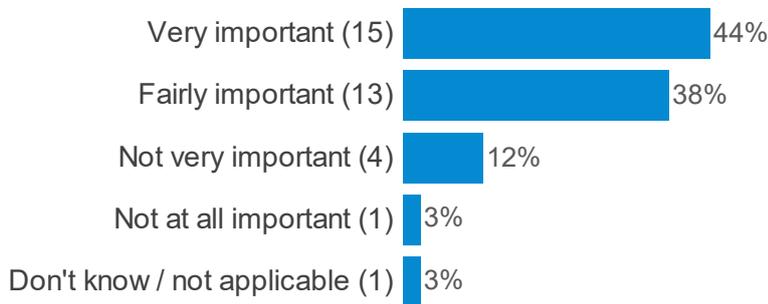


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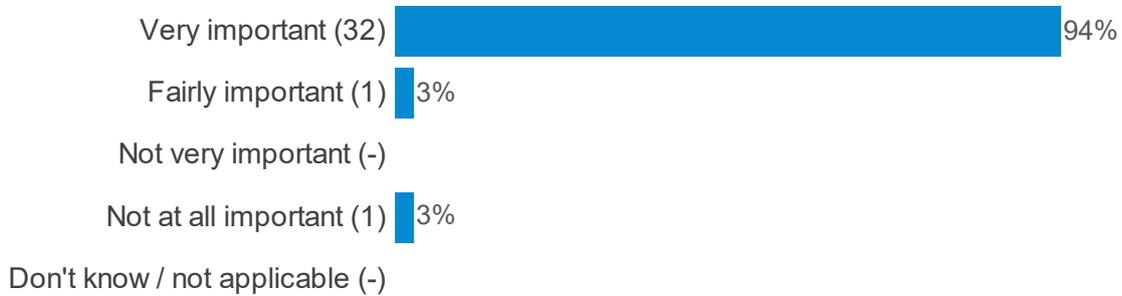
**How important are the following pharmacy services to you? (Location)**



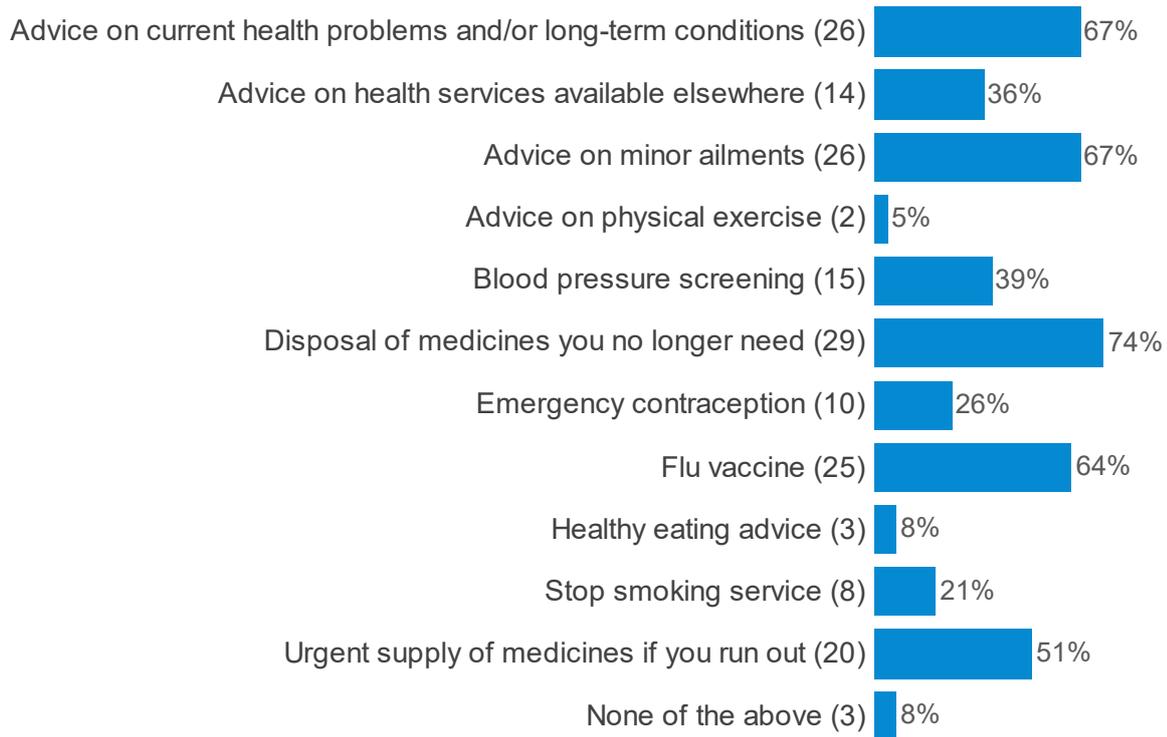
**How important are the following pharmacy services to you? (Private areas to speak to a pharmacist )**



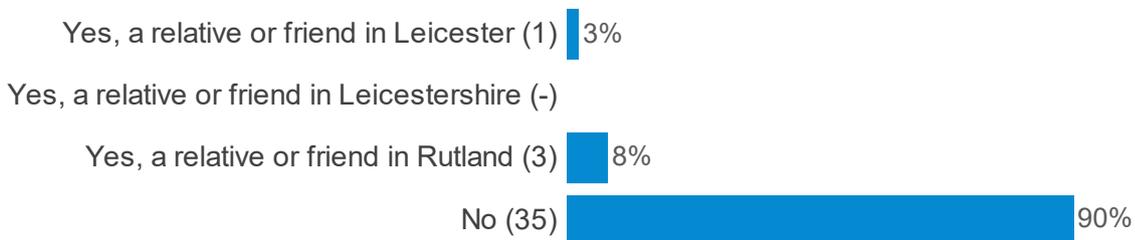
**How important are the following pharmacy services to you? (Quality of service)**



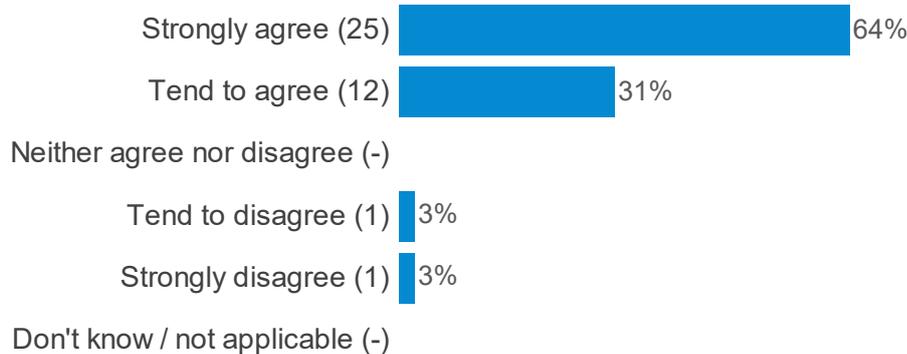
**Which of the following services are you aware of that are offered by your usual pharmacy? Please tick all that you are aware of.**



**In the last 12 months have you looked after a relative or friend living in Leicester, Leicestershire or Rutland who is terminally ill?**

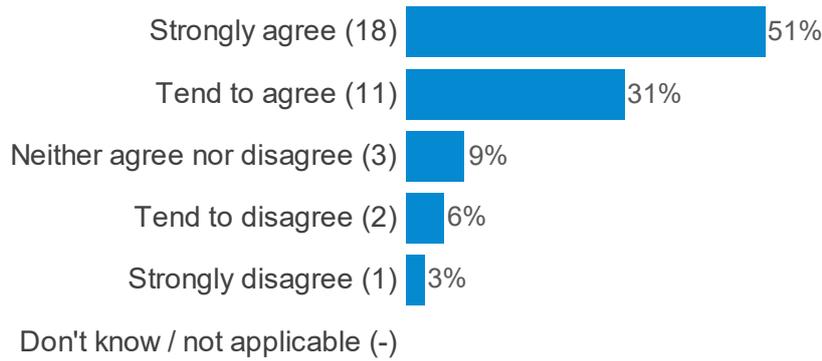


**To what extent do you agree or disagree with the following statements? (My pharmacy provides a good service)**

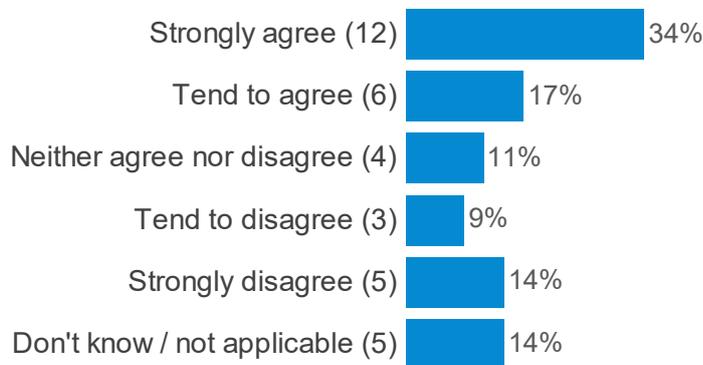


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**To what extent do you agree or disagree with the following statements? (My pharmacy gives me clear advice on how medicines should be taken)**



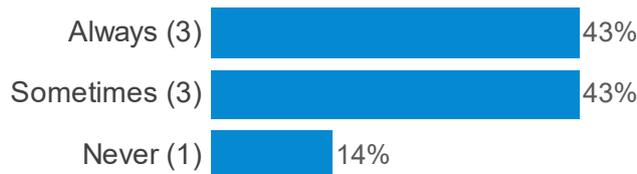
**To what extent do you agree or disagree with the following statements? (If I want to, I can speak to a pharmacist at my pharmacy without being overheard)**



**Do you have any access needs relating to a physical disability?  
For example, to access your usual pharmacy services you may need accessible parking, or help to get in and out of the pharmacy and move around.**



**Does your pharmacy meet these physical access needs?**



**Do you have any communication needs?**

**For example, do you need information in different formats, such as large print or audio, or in another language?**



**Does your pharmacy meet your communication needs?**



**Do you help an adult family member or friend to use pharmacy services?**

**For example, picking up medicines, requesting repeat prescriptions or helping them to take their medicines.**



**Does your pharmacy meet your needs as a carer?**

