



**Bristol Clinical Commissioning Group**

**Bristol**

**Pharmaceutical Needs Assessment 2015**

**Final Version**

**February 2015**

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## 1. Executive Summary

Bristol City Council Health and Wellbeing Board (Bristol HWB) has a statutory responsibility to assess needs for pharmaceutical services in its area. It must publish its assessment by April 2015.

The Pharmaceutical Needs Assessment (PNA) assesses how well existing services meet health needs of the people of Bristol for essential pharmaceutical services. It must identify gaps and highlight priorities for future developments. It will be used by the NHS England Bristol North Somerset and South Gloucestershire (BNSSSG) Local Area Team to inform decisions on future pharmaceutical commissioning intentions and when they consider applications for new or relocated premises. The NHS Bristol Clinical Commissioning Group ( Bristol CCG) and Bristol City Council (BCC) may also use it when determining needs to commission services that might be provided by local pharmaceutical services.

Essential pharmaceutical services are those which every pharmacy contractor on the pharmaceutical list must provide: the dispensing of medicines, the acceptance of unwanted medicines returned by patients for disposal, signposting to other providers of health and social care services, promotion of healthy lifestyles and support for self-care. For dispensing appliance contractors, the essential services are the dispensing of appliances and signposting. People need to live within easy reach of these essential services. Opening hours are important, with public support for weekend and evening opening hours.

The PNA has found that the number of local community pharmacies in Bristol has increased from 86 to 94, since the last PNA was published in 2010, excluding internet pharmacies. The rate of provision of pharmacies is the same as the average rate for England.

Nearly all (99.8%) of the Bristol population live within 1.6km of a community pharmacy. Fewer than 4% need to walk for more than 20 minutes to reach a pharmacy. For NHS commissioning, Bristol is considered to have three localities: Bristol North and West; Inner City and East; Bristol South. Within each locality, there are at least 29 local community pharmacies with a minimum of 3 that open seven days per week.

Maps are included in the PNA to show the pharmacy locations and how close these are to where people live. Locality analysis shows an even spread of advanced and enhanced services. Locally commissioned services are described. Detailed information on all locality pharmacy services as at July 2014 is provided in appendices to the PNA.

Locality health profiling shows that the population of the inner wards of the North and West locality have more favourable health indicators compared with the Bristol average. Many indicators were much less favourable in the outer wards of North and West, Bristol South. There was a more mixed picture for Inner City and East, where recent population growth has been greatest.

In a survey of the Bristol Citizen's Panel, the majority of respondents (82%) were either "satisfied" (26%) or "very satisfied" (56%) with their local community pharmacy. The majority of respondents considered the pharmacy being close to home and their GP surgery important.

People with long term conditions and disability were more likely to find home delivery important. The formal consultation on this PNA included investigating the views of minority groups who may be more likely to have difficulty using local pharmacies. The PNA includes consideration of changes projected for the Bristol population, including housing developments.

The draft Bristol PNA was issued for a 12 week consultation period. There was a high level of agreement with the preliminary finding that there are no current gaps in necessary, essential services. No scope for current or future improvements or better access was identified, with respect to the location and opening hours of necessary essential services, but other recommendations are made for the further development of local pharmaceutical services in Bristol.

## Conclusions

- **This PNA has not identified current or future gaps in the provision of necessary, essential pharmaceutical services in the 3 localities of Bristol.** Local pharmaceutical services are distributed across the localities of Bristol with over 99% of residents living within 1.6km of a community pharmacy. All 3 localities have 100hr and 7day opening pharmacies.
- **This PNA has not identified scope for current improvement or better access.** Bristol has a good level of provision of necessary, essential pharmaceutical services distributed across the 3 localities.
- **This PNA has not identified scope for future improvement or better access.**
- **This PNA finds a high level of satisfaction with local pharmaceutical services in Bristol and suggestions for making it easier for people to use them.** Making it easier to find out pharmacy open hours and locations could improve the experience of people using pharmacies. Better information is also wanted on medicines and delivery services. Some groups particularly need this. In our consultation, we heard that people with learning disabilities and people with sight impairments need pharmacists to make reasonable adjustments to meet their needs.
- **This PNA reports growing needs and inequalities in health in Bristol.** Data on local needs has been analysed by locality. This should help commissioners, local pharmaceutical services and other community services plan services targeted at local health inequalities, to improve local health outcomes. Population growth and increases in dwellings are not expected to result in local gaps or improvement needs. This will be reviewed in the next PNA, which will be published in 2018.

## Recommendations

- **Increase awareness of how to find out about opening hours.** All local healthcare commissioners and providers are asked to help publicise and use sources of information on 'where to find information on your nearest pharmacy and opening hours' e.g. through NHS Choices and the 111 service. This includes asking frontline healthcare staff to advise patients needing immediate access to a dispensing service out of hours.
- **Provide clear information on delivery services, particularly for people with significant health needs.** Avon Local Pharmaceutical Committee is asked to draw local pharmacies' attention to the need for clear information on what delivery services are available. This needs to be targeted at people with impairments that affect their ability to reach a local pharmacy.
- **Make reasonable adjustments to address specific needs.** Avon Local Pharmaceutical Committee is asked to publicise the findings of this PNA to local pharmacists, specifically the need for information to be provided in formats that are useful for people with sight impairments and people with learning disabilities.

NHS England BNSSG Area Team is asked to emphasise to contractors the importance of compliance with the 2010 Equalities Act including making reasonable adjustments to meet the needs of people with protected characteristics. Staff training on meeting information needs, providing aids and guiding people with sight impairment should be strongly encouraged to support compliance.

The Steering Group chair is asked to raise the national issue of access to appropriate labelling e.g. tactile labels, with bodies representing the pharmaceutical manufacturers.

- **Inform and remind people of the local pharmaceutical services available to them.** Avon Local Pharmaceutical Committee is asked to encourage local pharmacies to
  - publicise how their customers can access gelatine-free medicines
  - publicise any locally commissioned services available to customers

NHS England and other health organisations are asked to promote messages on service developments that will help increase choices and access, including electronic prescribing and the option of using internet pharmacies.

- **Use this PNA to inform planning to tackle health inequalities.** Bristol Community Pharmacy Group are asked to use this PNA to help inform plans for the development of a wider role for community pharmacies in

meeting health needs, noting the detailed information provided on locality needs, inequalities in health and current services.

- **Explain the role of the pharmacy located at Bristol Royal Infirmary.**  
University Hospitals Bristol NHS Foundation Trust is asked to provide clear information to hospital attendees explaining the role of the co-located pharmacy service in providing outpatient dispensing only.

Dr Christine E Hine MRCP FFPH

Consultant in Public Health, Bristol City Council.

## 2. Introduction

Bristol City Council Health and Wellbeing Board (Bristol HWB) has a statutory responsibility to assess needs for pharmaceutical services in its area, and publish a statement of its assessment and of any revised version.

The Bristol Pharmaceutical Needs Assessment (PNA) has been developed in accordance with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013<sup>1</sup>.

Pharmaceutical services are defined within these regulations and the PNA describes the provision of pharmaceutical services including essential, enhanced and advanced for all those on the pharmaceutical list.

The Bristol PNA provides an up to date statement of the needs for pharmaceutical services of the local population. It identifies any gaps in current services and the need for future provision and enhancement.

The production of the Bristol PNA was overseen by the Bristol PNA Steering Group on behalf of the Bristol HWB. Standardised service provision maps were produced to ensure comparable evidence is used to inform the development of pharmaceutical services across the BNSSSG regions.

The PNA will be used to inform decisions to:

- Grant applications to open new premises
- Grant applications to relocate existing premises
- Commission enhanced services
- Commission pharmacy-led public health or other services

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<sup>1</sup> <https://www.gov.uk/government/news/new-pharmaceutical-services-regulations-published>



### 3. Background to the Pharmaceutical Needs Assessment (PNA)

#### 3.1 Pharmaceutical providers

NHS England maintains a number of lists of providers of pharmaceutical services for each HWB area. Those lists are of:

*Pharmacy contractors.* Healthcare professionals working for themselves or as employees who practise in pharmacy, the field of health sciences focusing on safe and effective medicines use.

Within this category there are the following groups:

- *Community pharmacies*, which mainly provide pharmaceutical services in person from premises in high street shops, supermarkets or adjacent to doctors' surgeries. Most community pharmacies open for at least 40 hours per week, however some are required to be open for a minimum of 100 hours per week
- *Distance-selling pharmacies*, which provide pharmaceutical services remotely from the patient: no essential services may be provided face-to-face on the pharmacy's premises. Patients will place orders by post, telephone or over the internet and then post their prescription to the pharmacy, which will deliver the medication to the patient's home using Royal Mail or a courier

*Local pharmaceutical services (LPS) contractors.* Similar to pharmacy contractors, but the services they provide may be more tailored to the area they serve. There are currently no LPS contractors in the Bristol HWB area.

*Dispensing appliance contractors.* Providers who supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc. They cannot supply medicines.

*Dispensing doctor.* Medical practitioners authorised to provide drugs and appliances in designated rural areas known as "controlled localities". There are no dispensing doctors in Bristol.

#### 3.2 Pharmaceutical services

It is a requirement of the PNA that the assessment is based on the provision of both *essential* and *directed* pharmaceutical services. Directed services include advanced and enhanced services.

These are defined within the legislation<sup>2</sup> as follows:

- *Essential services* are those which every pharmacy contractor on the pharmaceutical list must provide. These are: the dispensing of medicines, the acceptance of unwanted medicines returned by patients for disposal, signposting to other providers of health and social care services, promotion of healthy lifestyles and support for self-care. For

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<sup>2</sup> <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

dispensing appliance contractors, the essential services are the dispensing of appliances and signposting.

- *Advanced services* are those which community pharmacy contractors and dispensing appliance contractors can choose to provide, subject to accreditation as necessary. These are: 'Medicines Use Reviews' (MUR), the 'New Medicines Service' (NMS), 'Appliance Use Reviews' (AUR) and the 'Stoma Customisation Service' (SCS)<sup>3</sup>
- *Enhanced services* are those commissioned locally by NHS England from some, but not necessarily all, pharmacies. The Bristol PNA Steering Group has noted that in Bristol the minor ailment scheme, flu vaccine patient group direction service, and specialist drugs (palliative care) are commissioned by NHS England.

From 1 April 2013, any applications for new, additional or relocated pharmacy, appliance contractor or dispensing doctor premises must be made to the local NHS England Area Team.

### **3.3 Locally Commissioned Services**

The Bristol PNA considers locally commissioned services provided by community pharmacists. These include:

- Services such as smoking cessation support, sexual health and substance misuse advice are commissioned by Public Health at BCC.
- Bristol Clinical Commissioning Group (CCG) commissions an emergency supply service and a shared care opiate substitution service.

These locally commissioned services are not pharmaceutical services for the purposes of the legislation, in contrast to the directed services commissioned by NHS England (see Section 3.2)

### **3.4 Legislative and Strategic Context of the PNA**

The Health and Social Care Act 2012<sup>4</sup> transferred responsibility for developing and updating Pharmaceutical Needs Assessments (PNAs) from Primary Care Trusts (PCTs) to Health and Wellbeing Boards (HWBs) with effect from 1<sup>st</sup> April 2013.

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis and provisions for developing and updating PNAs. Every HWB in England has a statutory responsibility to

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<sup>3</sup> Note: appliance contractors, because they do not supply drugs, cannot provide MUR or NMS

<sup>4</sup> <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area.

In accordance with the 2013 Regulations, the PNA will include (as a minimum) statements on:

- Current provision of necessary services (both within the HWB area and nearby areas outside the locality which may be used by people in the HWB's area)
- Gaps in provision of necessary services
- Current provision of other relevant services
- Gaps in provision of services that would secure improvements and better access to pharmaceutical services
- Other NHS services provided or arranged locally which affect the need for pharmaceutical services (or whether access to these could be improved through development of pharmaceutical services).
- How the assessment was carried out including a report on the consultation undertaken.
- A map of providers of pharmaceutical services

### **3.5 Assessment and Revision**

Each HWB is required to publish its first PNA and Supplementary Statements within the following timescales:

- The first PNA is to be published by 1<sup>st</sup> April 2015
- A minimum period of 60 days is to be allowed for consultation responses before formal publication
- A revised PNA is to be published within three years of the first PNA and as soon as is reasonably practical after identifying significant changes to the availability of pharmaceutical services (unless it is satisfied that making a revised assessment would be a disproportionate response to those changes)
- A Supplementary Statement may be published to cover less significant changes pending a revised PNA
- The pharmaceutical map should be kept up to date as a matter of course without waiting for the publication of Supplementary Statements or a revised PNA

Department of Health guidance was used to help support HWBs in interpreting and implementing their duty with regard to PNAs.<sup>5</sup>

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<sup>5</sup> <https://www.gov.uk/government/publications/pharmaceutical-needs-assessments-information-pack>

### **3.6 Equality Impact Assessment**

The Equality Act 2010 came into force in October 2010<sup>6</sup>. It replaces all existing equality legislation and aims to harmonise the law relating to different equality groups, or "protected characteristics". These are:

- Age
- Disability
- Gender reassignment
- Marriage and Civil Partnership
- Sex
- Pregnancy and maternity
- Race
- Sexual orientation
- Religion and belief.

Under the Public Sector Equality Duty of the Equality Act 2010, Bristol City Council is required to give due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not share it
- Foster good relations between people who share a relevant protected characteristic and those who do not share it

The Bristol PNA Communications and Consultation Plan (Appendix F) identified the need to promote equality of opportunity through explicitly recognising and highlighting the diverse needs of these groups.

The views of different equality groups were sought in the drafting of the PNA, and additional feedback was gathered from these groups during the consultation period.

A full Equality Impact Assessment was published at the end of this period, see Appendix G.

### **3.7 Purpose of the PNA**

The PNA will be used by the NHS England Local Area Team to inform decisions on future pharmaceutical commissioning intentions and when considering applications for new or relocated premises.

The PNA will provide evidence to help identify other services that could be provided by community pharmacies and other providers of pharmaceutical services. The Bristol CCG and Bristol City Council may also use it to determine the need to contract additional services from pharmacies.

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<sup>6</sup> <https://www.gov.uk/equality-act-2010-guidance#public-sector-equality-duty>

## **4. The Pharmaceutical Needs Assessment – The Process**

### **4.1 Governance and Quality Assurance**

Bristol HWB has the responsibility for developing and updating the PNA, in accordance with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. The Director of Public Health led the production of the PNA on behalf of the HWB. The process was overseen by the Bristol PNA Steering Group, to ensure it satisfied the regulations and consultation requirements.

The stakeholders on this group included representatives from:

- NHS England – Bristol, North Somerset, Somerset and South Gloucestershire Area Team
- Avon Local Pharmaceutical Committee (LPC)
- Pharmacist professional representative
- Avon Local Medical Committee (LMC)
- Healthwatch Bristol
- BCC Communications and Consultation Departments
- BCC Council Public Health Commissioner of Pharmacy
- Bristol Clinical Commissioning Group (CCG)

The Steering Group agreed the requirements, scope, structure, content and timescales of the PNA, including the stakeholder engagement and consultation process.

### **4.2 Definition and Description of Localities**

Electoral ward level data was used in the Bristol PNA and is detailed in the appendices. The ward level information has been summarised into three localities: Bristol North and West Locality, Inner City and East Locality and Bristol South Locality.

The rationale for the choice of these three localities is:

- There is a distinct pattern of demography and health needs and differences between these 3 localities of Bristol, as presented in the current Bristol Joint Strategic Needs Assessment (JSNA).
- These localities are used by the Bristol CCG for other health service planning and for working with stakeholder groups, e.g. GP locality forums.
- These localities are compatible with those used in Neighbourhood Partnerships, as they can be further analysed to ward level.
- These localities were used in the 2010 NHS Bristol PNA, and will therefore help make comparisons and trends more easily identifiable.

### 4.3 Stakeholder views

In developing the Communication and Consultation Plan (see Appendix F), relevant stakeholder groups were identified, including a range of equalities groups. An Equality Impact Assessment was conducted to inform the consultation and ensure full engagement in the consultation process by the public, local organisations and professional groups (see Appendix G).

The PNA Steering Group agreed that, in addition to formally consulting stakeholders on the PNA, the views of the public should be investigated and taken into account in writing the PNA at an earlier stage. This included:

- A literature review was commissioned to find out what published research could tell us about the needs of the public for community pharmaceutical services
- Questions relating to issues identified in the literature review were included in the questionnaire survey of Bristol City Council Citizens Panel in April 2014
- Local research on the views of young people, gypsies and travellers, and drug users was also considered in developing the Consultation Plan

See Appendix H and Appendix I for further details.

### 4.4 Consultation process

There is a statutory duty to consult the bodies identified below at least once during the process of developing the PNA. The minimum period of consultation should be 60 days. To fulfil the requirements of the 'Bristol Compact'<sup>7</sup>, the PNA Steering Group agreed that a longer consultation period was required to engage effectively with a diverse range of groups.

The regulations state that the following organisations must be consulted about the contents of the PNA:

- Avon Local Pharmaceutical Committee
- Avon Local Medical Committee
- All persons on the Bristol pharmaceutical lists
- Dispensing doctors in Bristol
- Local Pharmaceutical Services (LPS) chemist in Bristol
- Healthwatch Bristol
- Other patient groups or consumers with an interest in the provision of pharmaceutical services
- Local NHS trusts and NHS foundation trusts
- NHS England
- Neighbouring HWBs

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<sup>7</sup> <http://www.bristolcompact.org.uk/system/files/Bristol-Compact-2012-FINAL.pdf>

The following groups of people were formally consulted on the PNA:

- General public
- Community Pharmacy Contractor Superintendent Offices
- Local Authority area CCGs
- Neighbouring CCGs
- Local voluntary groups
- Scrutiny Committee
- Social services
- Key equalities groups
- Organisations or groups who provide substance misuse services in Bristol and neighbouring areas

See Chapter 6.8 for the outcomes and analysis of the consultation and Appendix G for the full list of organisations contacted and events attended.

The findings from the consultation went before the Bristol HWB in November 2014 for comment prior to the production of the final version of the PNA. See Appendix J for full details of the Public Consultation findings.

#### **4.5 Information Requirements**

The Bristol HWB considered the following matters when producing the PNA:

- The demography of the area
- Whether there is sufficient choice with regard to obtaining and accessing pharmaceutical services
- The differing needs of localities in the area
- The pharmaceutical services provided in the area of any neighbouring HWBs which affect the need for pharmaceutical services in the area and whether further provision of pharmaceutical services in the area would secure improvements or better access to pharmaceutical services
- Any other NHS services provided in or outside the area (not covered above) which affect the need for pharmaceutical services in the area
- Likely future needs

Health needs that could be met through pharmaceutical provision were considered by the PNA Steering Group as follows:

- Smoking cessation
- Obesity and weight management
- Teenage pregnancy
- Immunisation and vaccination rates
- Drug and substance misuse
- Cardiovascular disease
- Diabetes

Other population characteristics, such as the number of people aged over 65 years or younger than 16 years, were also considered.

The PNA Steering Group considered access from home to the nearest local pharmacy to be a key issue. Access was measured by two standards:

- A 20 minute journey from home to the nearest local pharmacy by foot
- A 20 minute journey from home to the nearest local pharmacy by motorised transport

Opening hours were also a prime consideration, such as the location of all 100 hour pharmacies and extended hour pharmacies.

#### **4.6 Data sources**

Data sources used in this PNA include:

- The Bristol Joint Strategic Needs Assessment (JSNA)<sup>8</sup>
- Bristol Community Pharmacies. A nationally produced questionnaire was used in a survey conducted by the Avon Local Pharmaceutical Committee
- A scoping review of issues of public preferences when accessing pharmacy services, conducted in Spring 2014
- The BCC Citizen's Panel questionnaire, conducted in April 2014

#### **4.7 Mapping**

It is a statutory requirement for the PNA to include a map of the premises at which community pharmaceutical services are provided within Bristol. Further maps have been developed for the PNA to aid identification of local health needs and gaps in provision. These maps can be found in Chapter 7 and the Maps Appendix.

#### **4.8 Estimation of travel times: method**

Travel analysis to community pharmacies was undertaken and mapped. Geographic Information System (GIS) software was used, with the RouteFinder add-on, to calculate network analysis. Ordnance Survey Integrated transport Network (ITN) road network and Urban Paths products were used for the travel access analysis.

The Bristol road network was analysed to identify the average driving speed on each element of the network, depending on road classification, speed limit and urban/rural location. The default speeds were then adjusted by modifying the speed values until the results compare with a number of known actual

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<sup>8</sup> <http://www.bristol.gov.uk/page/adult-care-and-health/joint-strategic-needs-assessment-jsna>



journey times across the area. These average speeds are then adjusted to provide peak-time and off-peak speeds by comparing with known actual journey times.

The ITN with Urban Paths dataset was used for all walking links through the public transport network. All network links were set to a walking speed of 2.5 mph. The National Public Transport Data Repository (NPTDR)<sup>9</sup> was used to provide the location and timetables for all bus and train services across the UK. Analysis was run for specific timeframes e.g. Tuesday from 9am to 1pm and from 1pm to 5pm.

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<sup>9</sup> <http://data.gov.uk/dataset/nptdr>

## 5. Key Health Issues for the Bristol Population

This chapter provides information on the demography and health needs of Bristol. It identifies issues and key points for the PNA, noting that detailed analysis and information on specific health issues can be found in the Bristol JSNA<sup>10</sup>.

### 5.1 Background

Bristol is the largest city in the South West. It is the seventh largest city in England outside of London and the tenth largest local authority in England. The population is growing rapidly, following a period of population decline in the post war years, and is projected to keep growing in the future.

Bristol is an increasingly diverse city with a young population compared to England as a whole. There are now at least 45 religions, at least 50 countries of birth represented and at least 91 main languages spoken by people living in Bristol. There are marked differences within Bristol with some areas of Bristol being very affluent and others ranking amongst the most deprived in the country. Child poverty is significantly higher than average and there are marked health inequalities across the city.

### 5.2 The Bristol Population

The resident population of Bristol is estimated to be 437,500<sup>11</sup>. The population has increased substantially since 2001, largely due to international migration. The population increased by an estimated 42,400 people between 2001 and 2011 (10.9%) compared to an increase of 8.0% in England and Wales for the same period.

The size of the under 5 population has increased by 34% in the last ten years, one of the highest percentage increases in England. The increase in Bristol's child population has been concentrated in the increasingly diverse Inner City and East (inner) locality, where health inequalities are a particular concern.

In 2001- 2012, the inner city child population of under 16 years of age increased by 42%, compared with Bristol's increase of 10%.

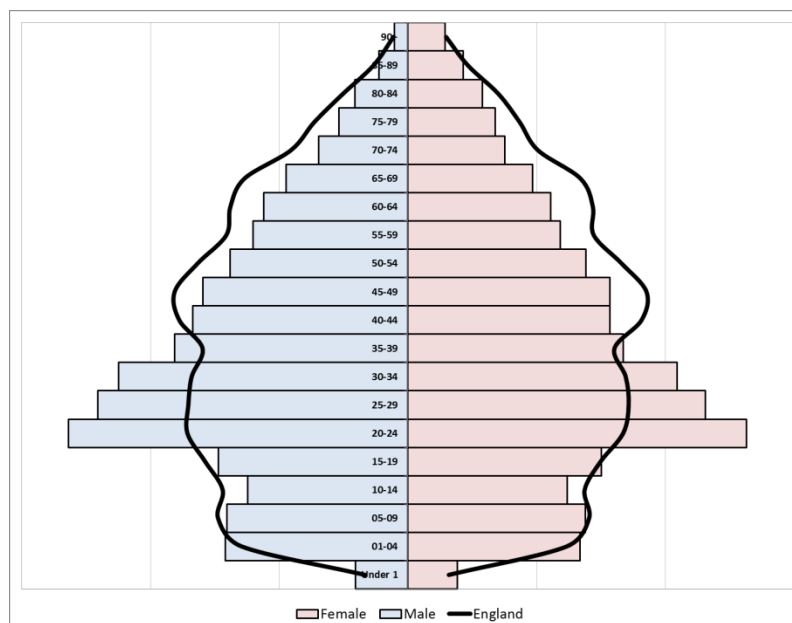
The proportion of over 65s in Bristol is lower than the national picture (13% compared to 17%). Bristol's median age is 33 years compared to 39 years for England and Wales.

Figure 5.1 shows the shape of the population of Bristol and compares it to the England average. Bristol has considerably more of its population in the age range 20 to 34 years and less people in the age groups 40 to 84 years.

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<sup>10</sup> <http://www.bristol.gov.uk/page/adult-care-and-health/joint-strategic-needs-assessment-jsna>

<sup>11</sup> <http://www.ons.gov.uk/ons/rel/pop-estimate/population-estimates-for-uk--england-and-wales--scotland-and-northern-ireland/2013/index.html>



Source: ONS 2011 Census. Bristol resident population.

**Figure 5.1 Population of Bristol compared to the England average.**

### 5.2.1 Equalities Groups in Bristol

The table below provides a summary of equalities statistics from the 2011 Census for the Bristol Local Authority area.

	<i>Number of Bristol residents</i>	<i>% of Bristol residents</i>	<i>% of England and Wales residents</i>
<b>Gender</b>			
<b>Male</b>	213,071	49.8	49.2
<b>Female</b>	215,163	50.2	50.8
<b>Ethnicity</b>			
<b>White British</b>	333,432	77.9	80.5
<b>Other White</b>	26,160	6.1	5.5
<b>Black and minority ethnic group</b>	68,642	16.0	14.0
<b>Religion</b>			
<b>Yes</b>	233,234	54.5	67.7
<b>No</b>	160,218	37.4	25.1
<b>Not stated</b>	34,782	8.1	7.2
<b>Disability</b>			

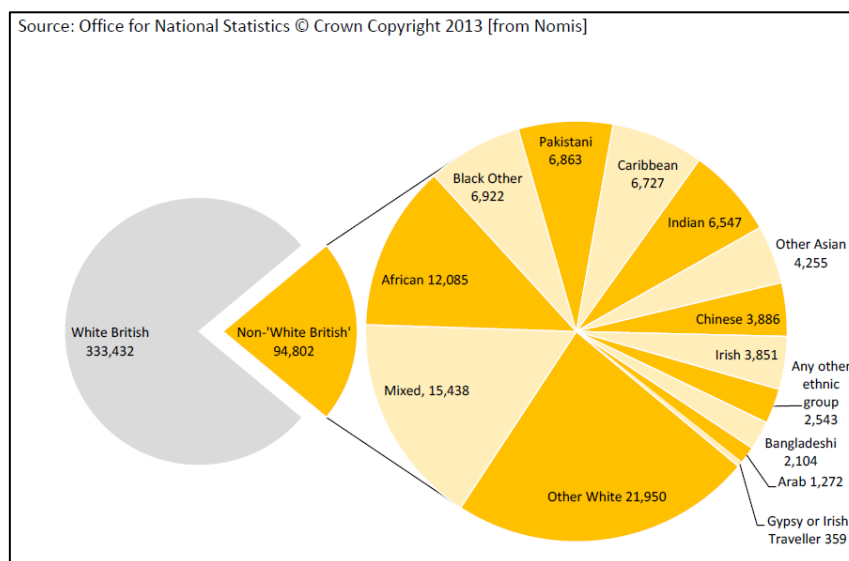
	<i>Number of Bristol residents</i>	<i>% of Bristol residents</i>	<i>% of England and Wales residents</i>
<b>Day-to-day activities limited</b>	71,724	16.7	17.9
<b>Day-to-day activities not limited</b>	356,510	83.3	82.1

Source: ONS 2011 Census Crown Copyright 2012 Reproduced from: Bristol City Council. 2011 Census. Key statistics about Equalities Communities in Bristol.

### 5.2.2 Ethnicity

The concept of ethnicity is a social group of people who identify with each other based on common ancestral, social, cultural, or national experience. It is possible to choose or change ethnicity. The Black or Minority Ethnic group (BME) population (all groups with the exception of all White groups) make up 16% of the total population in Bristol. This is an increase from 8.2% in 2001.

The non-‘White British’ population (all groups with the exception of White British) which includes the Eastern European population make up 22% of the total population Bristol – this is an increase from 12% of all people in 2001. Figure 5.2 below shows the breakdown of ethnic groups within Bristol.



**Figure 5.2 Ethnic groups in Bristol**

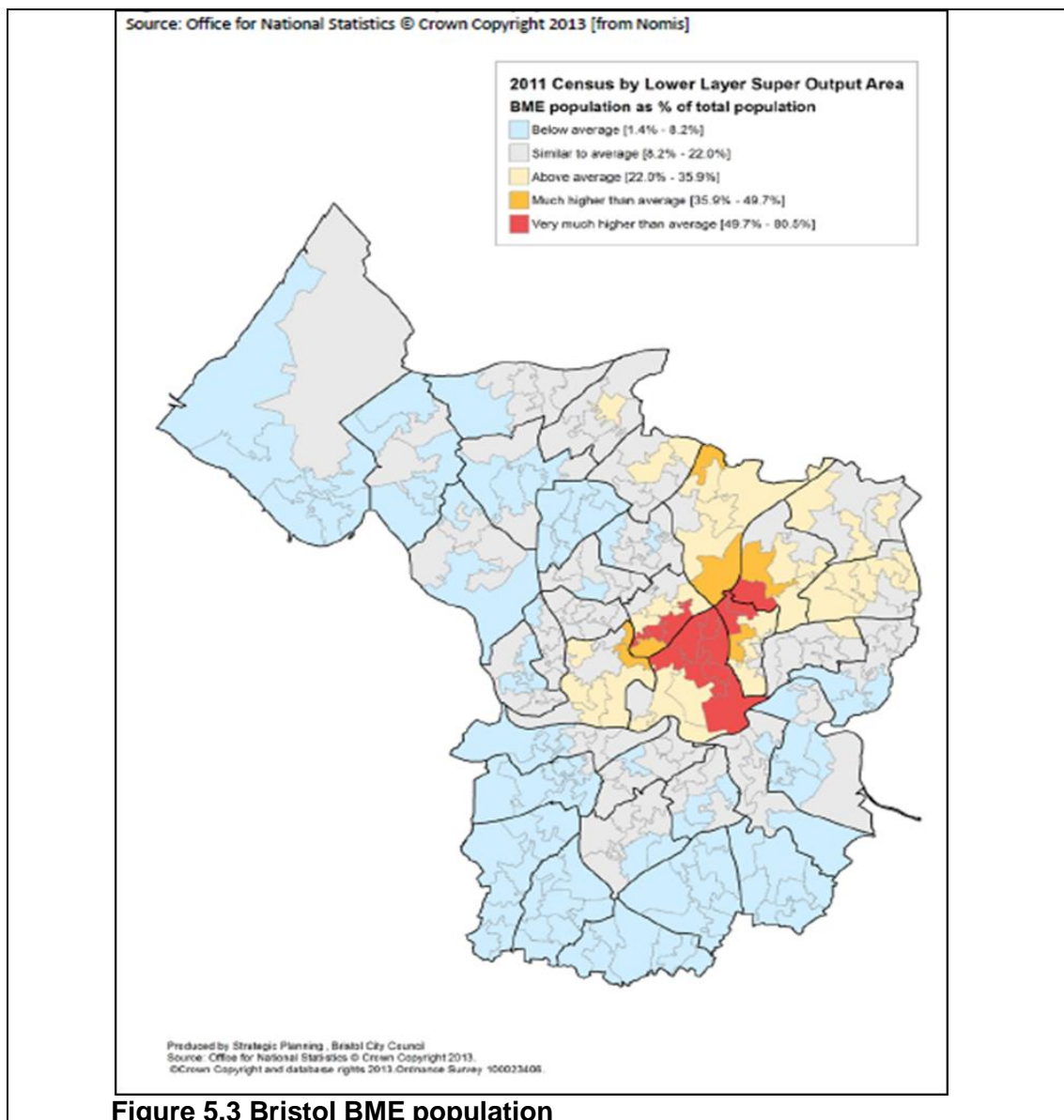
The age profile of the BME population is much younger than the age profile of the Bristol population as a whole. The proportion of children (aged 0-15) who belong to a BME group is 28%, the proportion of people of working age (aged 16-64) who belong to a BME group is 15% and the proportion of older people (aged 65 and over) who belong to a BME group is just 5%.

The BME population varies significantly across the city. In Lawrence Hill ward 55% of all people belong to a BME group compared to 4% in Whitchurch Park (see map below). This difference is emphasised even more when looking at

areas smaller than wards. In 'St Pauls Grosvenor Road', 80% of all people belong to a BME group whilst just 1.4% are BME in 'The Coots' in Stockwood.

There is increasing ethnic diversity and uneven distribution of the child population across City wards, from under 800 children in Clifton East to 4,900 in Lawrence Hill, one of the City's most disadvantaged wards.

Almost half (49%) of children in East Central locality are BME, compared with 19% in North West Bristol and 13% South Bristol (electoral ward range: 6% children in Whitchurch Park to 83% in Lawrence Hill from BME backgrounds). See Figure 5.3.

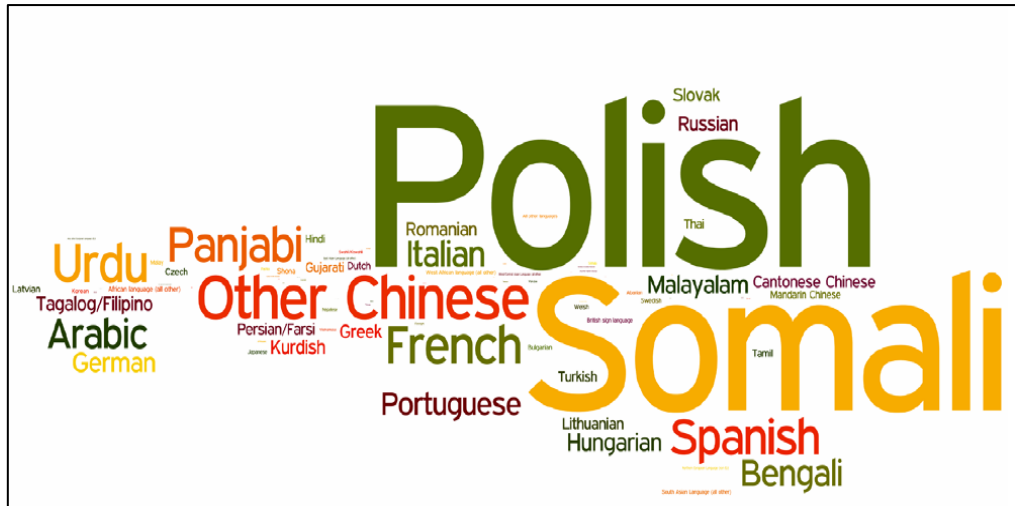


**Figure 5.3 Bristol BME population**

### 5.2.3 Languages spoken

The main languages spoken other than English are illustrated in figure 5.4, whereby the size of the text represents the number of people who speak that language as their main language.

English is the main language spoken in Bristol followed by Polish and Somali. Overall 9% of people do not speak English as their main language. Of these, 1.5% cannot speak English well or not at all.

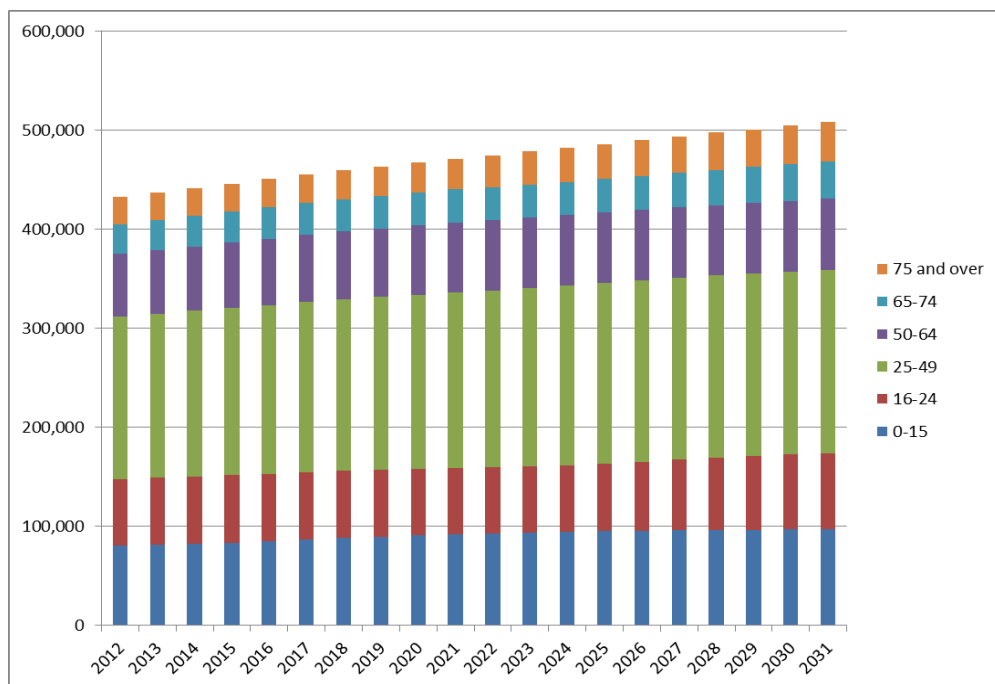


**Figure 5.4 Languages Spoken in Bristol**

Source: Office for National Statistics © Crown Copyright 2013 [from Nomis]

### 5.2.4 Population projections

The population of Bristol is predicted to rise from 432,500 in 2012 to 508,000 in 2031, an increase of 17%. All age groups are predicted to rise, with the highest % increase in the over 75s (41% predicted increase by 2031).



**Figure 5.5a Bristol Population projections**

Over the 10 year period (2012-2022), Bristol's population is projected to increase by 41,900 to 474,400 (9.7% increase). Over this time period, the main drivers of population growth are expected to be due to natural change (i.e. more births than deaths) rather than migration. Between 2012 and 2017, the population is projected to grow by 22,400. This is shown for the city by broad age bands in Figure 5.4b.

Age	2012	2017	2022	Change to 2022	
0-15	80,700	86,700	93,100	12,400	<b>15.4%</b>
16-24	66,800	67,900	66,200	-600	<b>-0.9%</b>
25-49	163,900	171,500	178,600	14,700	<b>9.0%</b>
50-64	63,900	67,900	71,200	7,300	<b>11.4%</b>
65-74	29,100	32,300	33,100	4,000	<b>13.7%</b>
75 +	28,100	28,600	32,200	4,100	<b>14.6%</b>
All ages	432,500	454,900	474,400	41,900	<b>9.7%</b>

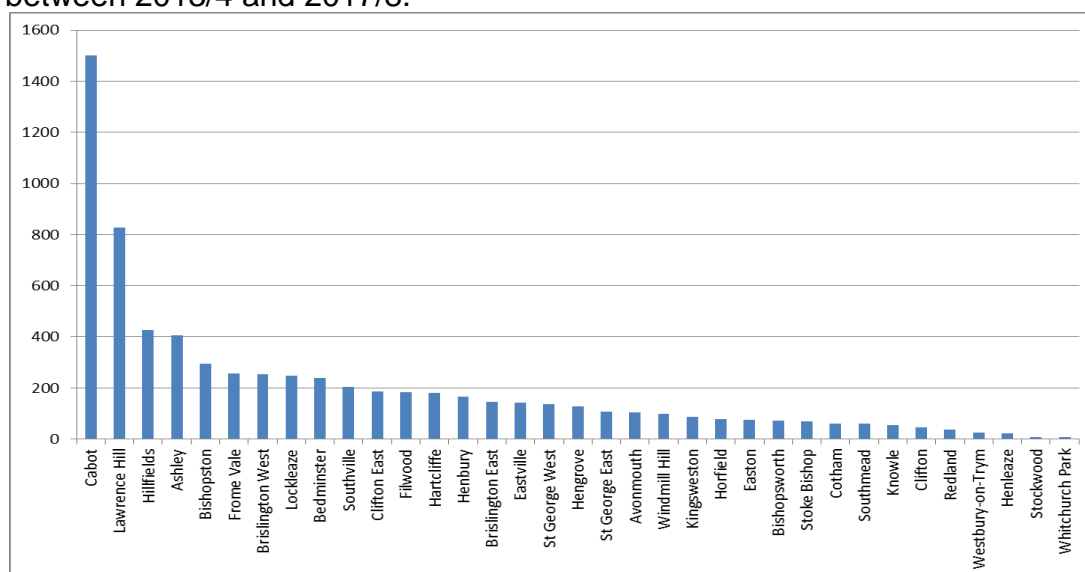
### Figure 5.4b Age Bands Trends

Source: 2012-based Sub-national Population Projections, ONS (© 2014) published end May 2014. These are trend-based projections, which mean assumptions for future levels of births, deaths and migration are based on observed levels, over 2008 to 2012. They show what the population will be *if* the trends continue.

Local-level population projections are subject to many additional factors, including: changes to housing supply; access to employment and schools; underlying demographic changes. Projections are therefore not produced as standard below Local Authority level. Over the 2008-2012 period, Bristol's population grew by 17,600 people. By area, the majority of this increase was in the Inner City and East locality (62.5%), with 47.1% of the growth in the Inner City alone.

### 5.2.5 Housing developments

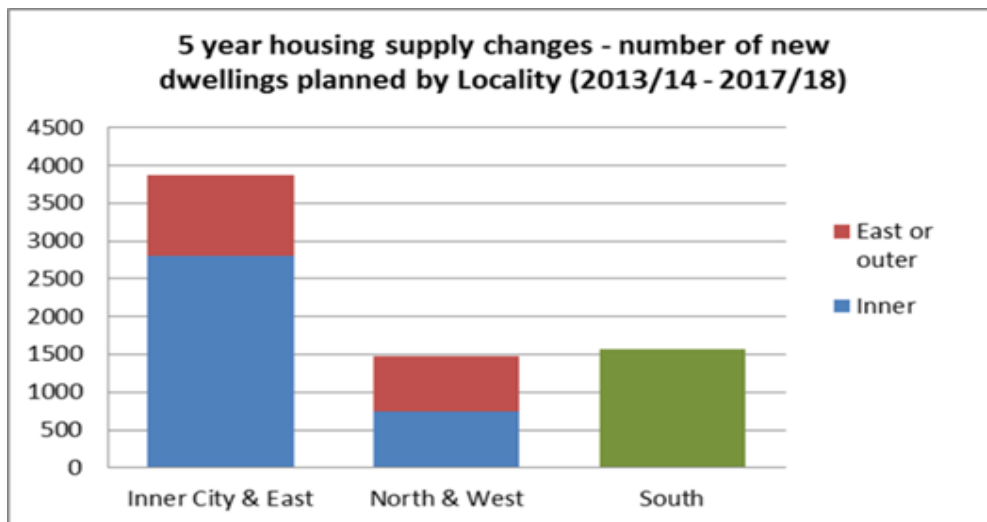
BCC has estimated that 6,920 dwellings will be delivered between 2013 and 2018<sup>12</sup>. This estimate is based upon both existing sites with planning permission and also assumptions about sites proposed to be allocated for development in the Local Plan. Cabot has the highest estimated increase of 1,502 dwellings, whereas Whitchurch has the lowest increase of seven dwellings. See Figure 5.6a for all the ward level changes in dwelling numbers between 2013/4 and 2017/8.



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[http://www.bristol.gov.uk/sites/default/files/documents/council\\_and\\_democracy/statistics\\_and\\_census\\_information/Report5yrSupply2013whole\\_0.pdf](http://www.bristol.gov.uk/sites/default/files/documents/council_and_democracy/statistics_and_census_information/Report5yrSupply2013whole_0.pdf)

**Figure 5.6a Bristol ward level changes in dwelling numbers 2013/4 and 2017/8**



**Figure 5.6b Five year housing supply changes**

There are plans to develop 13,920 dwellings by 2026/27 in the Cribbs / Patchway neighbourhood of South Gloucestershire. Over the border of Bristol Inner City and East, the plans for the development of 550 new houses east of Coldharbour Lane by 2019/20 indicate a need to develop local GP services. The Cheswick Village development of 750 dwellings is due to be completed to the west of Coldharbour Lane in 2015/16.

### 5.2.6 Deprivation

The Indicators used in this section are based on the concept that deprivation consists of more than just poverty. Poverty is not having enough money to get by on, whereas deprivation refers to a general lack of resources and opportunities. The domains used in the Index of Multiple Deprivation 2010 are income, employment, health, education, crime, access to services and living environment.

There are 60,665 people living in the most deprived 10% of Lower Layer Super Output Areas (LSOAs) in England. This represents 14% of all residents living in Bristol.

Some areas of Bristol are amongst the most deprived in the country and some within the least deprived<sup>13</sup>. Map 1 shows those areas within the most deprived 10% of LSOAs in England. Figure 5.7 shows that some areas of Bristol are amongst the most deprived 1% of areas in England.

Fewer Bristol LSOAs sit within the most deprived 10% in England compared with 2007, for all domains with the exception of employment, crime and living environment. This change in ranking may indicate local improvement, or that other areas of the country have become more deprived.

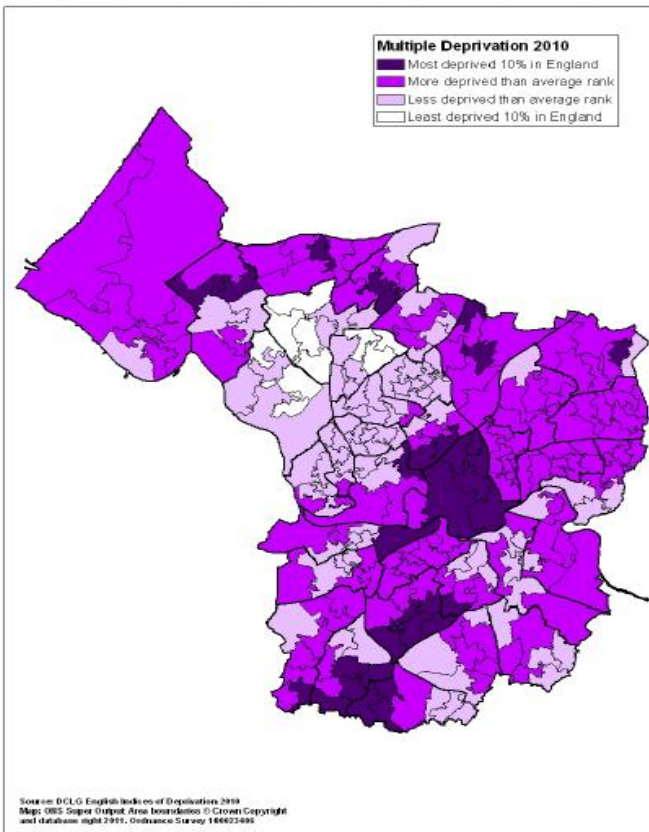
<sup>13</sup>

[http://www.bristol.gov.uk/sites/default/files/documents/council\\_and\\_democracy/statistics\\_and\\_census\\_information/Deprivation%20in%20Bristol%202010\\_0.pdf](http://www.bristol.gov.uk/sites/default/files/documents/council_and_democracy/statistics_and_census_information/Deprivation%20in%20Bristol%202010_0.pdf)



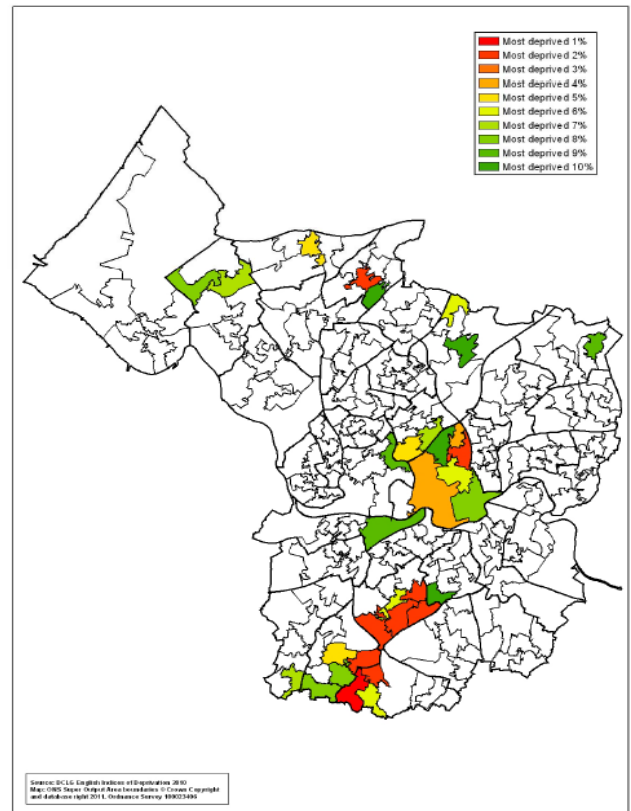
**Map 1: Index of Multiple Deprivation 2010**

Source: Department for Communities and Local Government, Indices of Deprivation 2010



**Map 2: Index of Multiple Deprivation showing Most Deprived LSOAs from 1% to 10%**

Source: Department for Communities and Local Government, Indices of Deprivation 2010

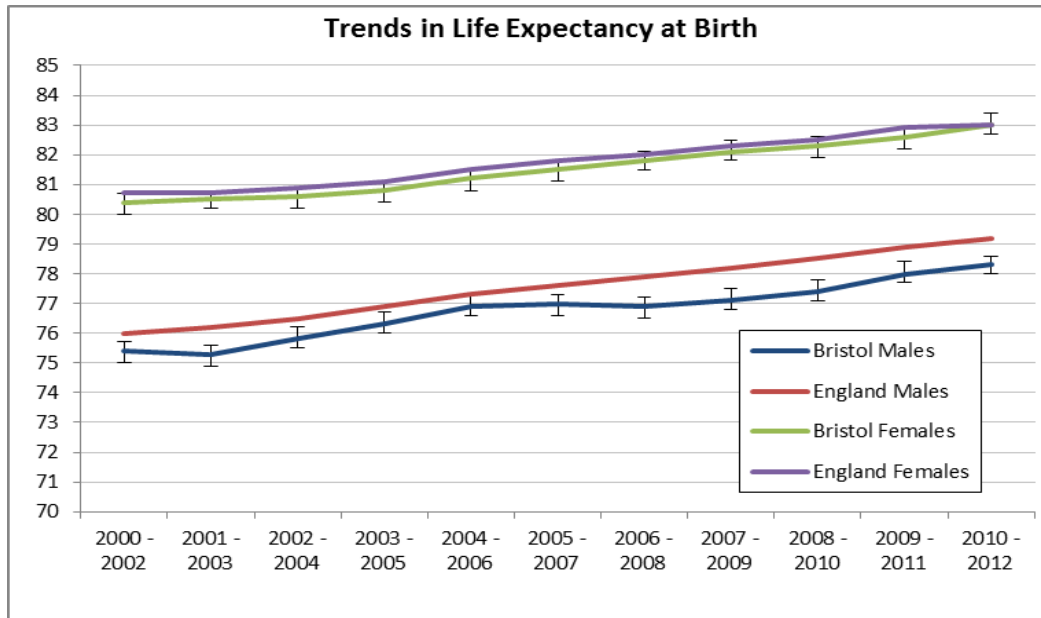


**Figure 5.7a 5.7b Multiple Deprivation**

### 5.2.7 Life expectancy

Life expectancy for men in Bristol is 78.3 years, almost one year less than the national average. For women it is 83.0 years, the same as the national average.

The gap in life expectancy between the most deprived and the least deprived groups in Bristol is 8.2 years for men years and 6.1 years for women. Trends in life expectancy are improving, although life expectancy for males is still significantly worse than the national average.



**Figure 5.8 Trends in life expectancy at birth**

### 5.2.8 Premature Mortality in Bristol

Premature mortality rates (deaths before 75 years of age) highlight health inequalities within Bristol. Over the last 10 years, all-cause mortality rates have fallen. Early death rates from cancer and from heart disease and stroke have fallen, but the death rate from cancer is worse than the England average. Collectively cancers are the biggest cause of premature mortality in Bristol, as they are nationally.

In 2009-11, there were 3,350 premature deaths (under 75 years) in Bristol<sup>14</sup>. This is a directly standardised rate of 296 deaths per 100,000, which is ranked as 90<sup>th</sup> out of 150 local authorities in England (where 150 represents the worst ranking).

Compared with other members of the group of similar 'Core Cities'<sup>15</sup>, Bristol is 2<sup>nd</sup> lowest overall, and ranks favourably for the 4 national "biggest killers" of Cancer (4<sup>th</sup> of Core Cities), heart disease and stroke (1<sup>st</sup>), lung disease (2<sup>nd</sup>), and liver disease (1<sup>st</sup>).

For most conditions considered preventable (cardiovascular, liver and respiratory diseases) Bristol is similar to England average and the lowest of the Core Cities. For cancers considered preventable, Bristol is significantly higher than England average, and mid-rank for Core Cities.

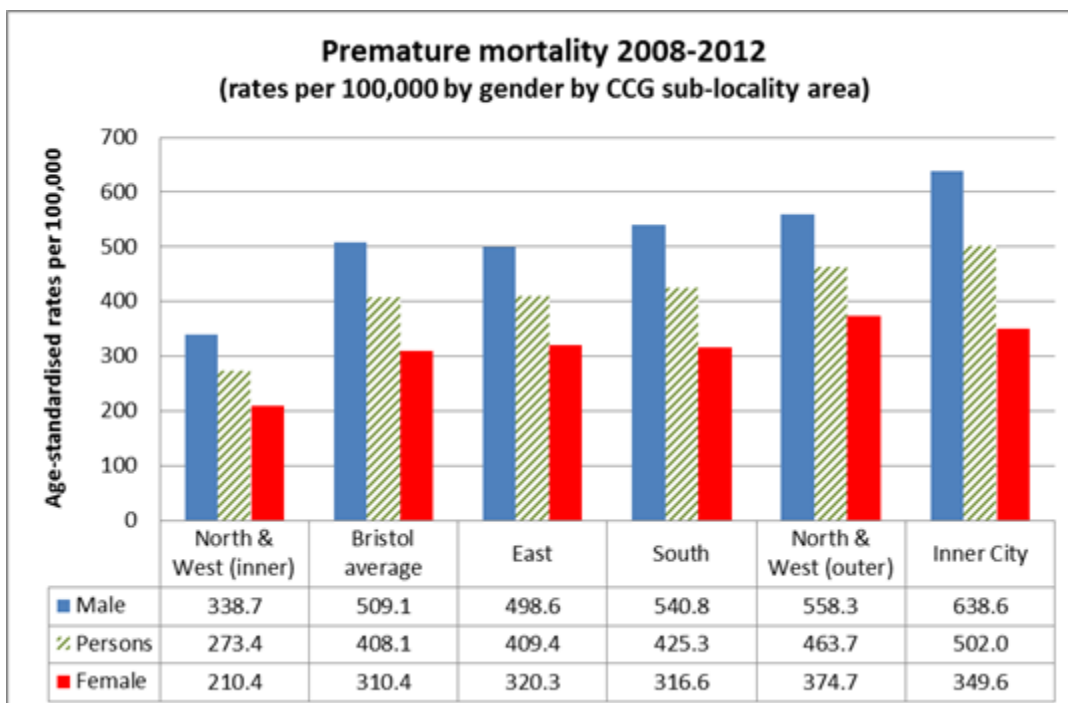
Using 2008-12 age-standardised estimates per 100,000 (using 2013 European standard population) at a ward level, the Bristol average was 408 early deaths (per 100,000), but range from 216 in Stoke Bishop to 586 in Lawrence Hill.

By CCG sub-locality area, premature mortality rates are highest in the Inner City (502 per 100,000 persons) and North and West outer (464 per 100,000

<sup>14</sup> Longer Lives tool, Public Health England 2013

<sup>15</sup> <http://www.corecities.com/>

persons), highlighting concentrations of inequality. The breakdown by gender shows that premature mortality for males is much higher in the Inner City (639 per 100,000 males to city average of 509 male early deaths), but for females it is highest in North and West outer (375 per 100,000 females to city average of 310 female early deaths). For both genders the lowest premature mortality rates are in North and West (inner), which is the only area below city average.



Source: Bristol Public Health Intelligence Unit using ONS death files and 2013 European Standard Population; 2014

**Figure 5.9 Premature mortality 2008 -2012**

## 5.2.9 Mental Health

2014 “Projecting Adult Needs and Service Information”<sup>16</sup> estimates 46,600 people (18-64) in Bristol with a “common mental health disorder” (19.7% of women and 12.5% of men). This estimate includes people not requiring GP treatment, as well as those that do.

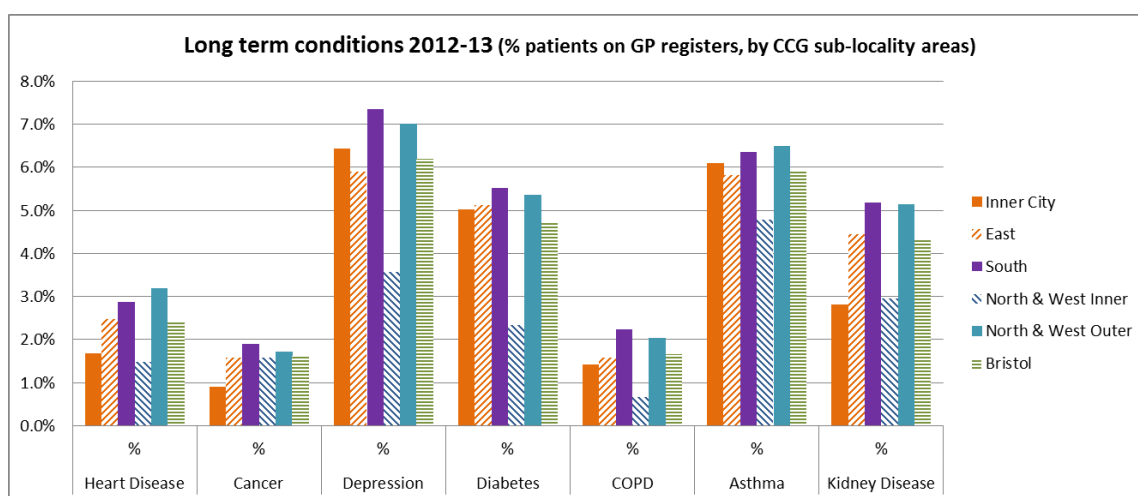
Data from GP registers (provided via the NHS Quality Outcomes Framework, QOF) shows numbers of patients who are diagnosed with key health conditions, and how this varies across Bristol.

The 2012 Mental Health Needs Assessment for Adults in Bristol estimated that 29,000 adults were expected to have common mental health disorders requiring treatment. GP data indicates that over 23,600 Bristol patients (6.2% of patients, all ages) are registered as having had depression (since 2006), higher than the 5.8% England average (QOF, 2012-13).

GP data indicates that over 2,300 Bristol GP patients (0.5% of patients of all ages) are registered as having dementia, slightly lower than the 0.6% England average (QOF, 2012-13). Using the 2013 “Dementia Partnerships South West” Prevalence Calculator, the 2012/13 population prevalence of dementia was 4,600 people in Bristol.

### 5.2.10 Long term conditions

Figure 5.10a and 5.10b show selected Long-term conditions (LTC) by sub-locality area (as a % of all patients registered in that area).



Source: NHS Health and Social Care Information Centre, QMAS database, 2012/13 (released Oct 2013)

**Figure 5.10a Long term conditions by CCG locality 2012 – 13**

<sup>16</sup> Model based on rates from 2007 Adult psychiatric morbidity in England, applied to 2012-based population projections, ONS 2014. See [www.pansi.org.uk](http://www.pansi.org.uk)

Patients on GP Registers (2012-13)		Coronary Heart Disease		Stroke (and TIA) <sup>17</sup>		Hypertension		Heart Failure		Atrial Fibrillation		
Sub-locality area		Number	%	Number	%	Number	%	Number	%	Number	%	
Inner City		996	1.7%	602	1.0%	5110	8.6%	246	0.4%	386	0.7%	
East		2039	2.5%	1323	1.6%	9391	11.4%	447	0.5%	984	1.2%	
South		4520	2.9%	2963	1.9%	20426	13.0%	1207	0.8%	2239	1.4%	
North and West												
Inner		1485	1.5%	1037	1.0%	7294	7.4%	322	0.3%	1035	1.0%	
North and West												
Outer		2734	3.2%	1575	1.8%	10503	12.3%	560	0.7%	1237	1.4%	
<b>Bristol</b>		<b>11774</b>	<b>2.4%</b>	<b>7500</b>	<b>1.6%</b>	<b>52724</b>	<b>10.9%</b>	<b>2782</b>	<b>0.6%</b>	<b>5881</b>	<b>1.2%</b>	
England average			3.3%		1.7%		13.7%		0.7%		1.5%	
Patients on GP Registers (2012-13)		Cancer		Diabetes <sup>18</sup> (17+)		COPD <sup>19</sup>		Asthma		Chronic Kidney Disease (18+) <sup>20</sup>		
Sub-locality area		Number	%	Number	%	Number	%	Number	%	Number	%	
Inner City		535	0.9%	2356	5.0%	839	1.4%	3611	6.1%	1297	2.8%	
East		1302	1.6%	3390	5.1%	1300	1.6%	4796	5.8%	2871	4.5%	
South		3000	1.9%	7091	5.5%	3537	2.2%	10033	6.4%	6585	5.2%	
North and West												
Inner		1571	1.6%	1983	2.3%	665	0.7%	4750	4.8%	2374	3.0%	
North and West												
Outer		1477	1.7%	3623	5.4%	1748	2.0%	5549	6.5%	3414	5.1%	
<b>Bristol</b>		<b>7885</b>	<b>1.6%</b>	<b>18443</b>	<b>4.7%</b>	<b>8089</b>	<b>1.7%</b>	<b>28739</b>	<b>5.9%</b>	<b>16541</b>	<b>4.3%</b>	
England average			1.9%		6.0%		1.7%		6.0%		4.3%	
GP Registers (2012-13)	Learning Disabilities (18+)		Epilepsy (18+)		Mental Health (psychoses) <sup>21</sup>		Depression <sup>22</sup> (18+)		Dementia		Palliative Care <sup>23</sup>	
Sub-locality	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Inner City	224	0.5%	333		701	1.2%	2970	6.4%	179	0.3%	68	0.1%
East	361	0.6%	537		730	0.9%	3815	5.9%	361	0.4%	124	0.2%
South	645	0.5%	1124		1354	0.9%	9231	7.4%	864	0.5%	265	0.2%
N and W (inner)	188	0.2%	359		739	0.7%	3002	3.6%	374	0.4%	175	0.2%
N and W (outer)	504	0.8%	604		726	0.9%	4669	7.0%	523	0.6%	233	0.3%
<b>Bristol</b>	<b>1922</b>	<b>0.5%</b>	<b>2957</b>	<b>0.8%</b>	<b>4250</b>	<b>0.9%</b>	<b>23687</b>	<b>6.2%</b>	<b>2301</b>	<b>0.5%</b>	<b>865</b>	<b>0.2%</b>
England ave		0.5%		0.8%		0.8%		5.8%		0.6%		0.2%

**Figure 5.10b Long term conditions by CCG locality 2012 – 13**

Source: NHS Health and Social Care Information Centre, QMAS database, 2012/13 (released Oct 2013)

<sup>17</sup> Stroke – includes “Transient Ischaemic Attack (TIA)” / Atrial fibrillation is heart condition re irregular heart rate

<sup>18</sup> Diabetes - Patients (17 +) with diabetes mellitus (specified as type 1 or type 2 diabetes)

<sup>19</sup> COPD - Chronic Obstructive Pulmonary Disease (a long-term Respiratory disease)

<sup>20</sup> Chronic Kidney Disease (CKD) – includes people with CKD stages 3 to 5 ie less than 60% of kidney function.

<sup>21</sup> Mental Health: Patients with schizophrenia, bipolar affective disorder, and other psychoses.

<sup>22</sup> Depression: Patients (18+) diagnosed with depression since April 2006. [NB Time period changed in 2012-13]

<sup>23</sup> Palliative Care: Patients in need of “end of life” care/support, irrespective of age.

It is noticeable that North and West (inner) has a substantially lower percentage of patients with almost all LTCs, other than cancer. North and West (outer) however is the opposite, usually having one of the highest percentage of patients with LTC along with South Bristol. The picture is more varied for the Inner City, with a relatively low figure for cancer, coronary heart and chronic kidney disease, but high for diabetes, depression and asthma. East Bristol is usually similar to the city average.

Bristol has a similar or lower percentage of patients than the national average on most indicators (partly due to younger population profile) except Depression and Mental Health where the percentage is higher than national.

### **5.2.11 Health Inequalities**

The life expectancy and premature mortality figures highlight the real differences in health experiences for people across the city, linked to long-term neighbourhood-based factors.

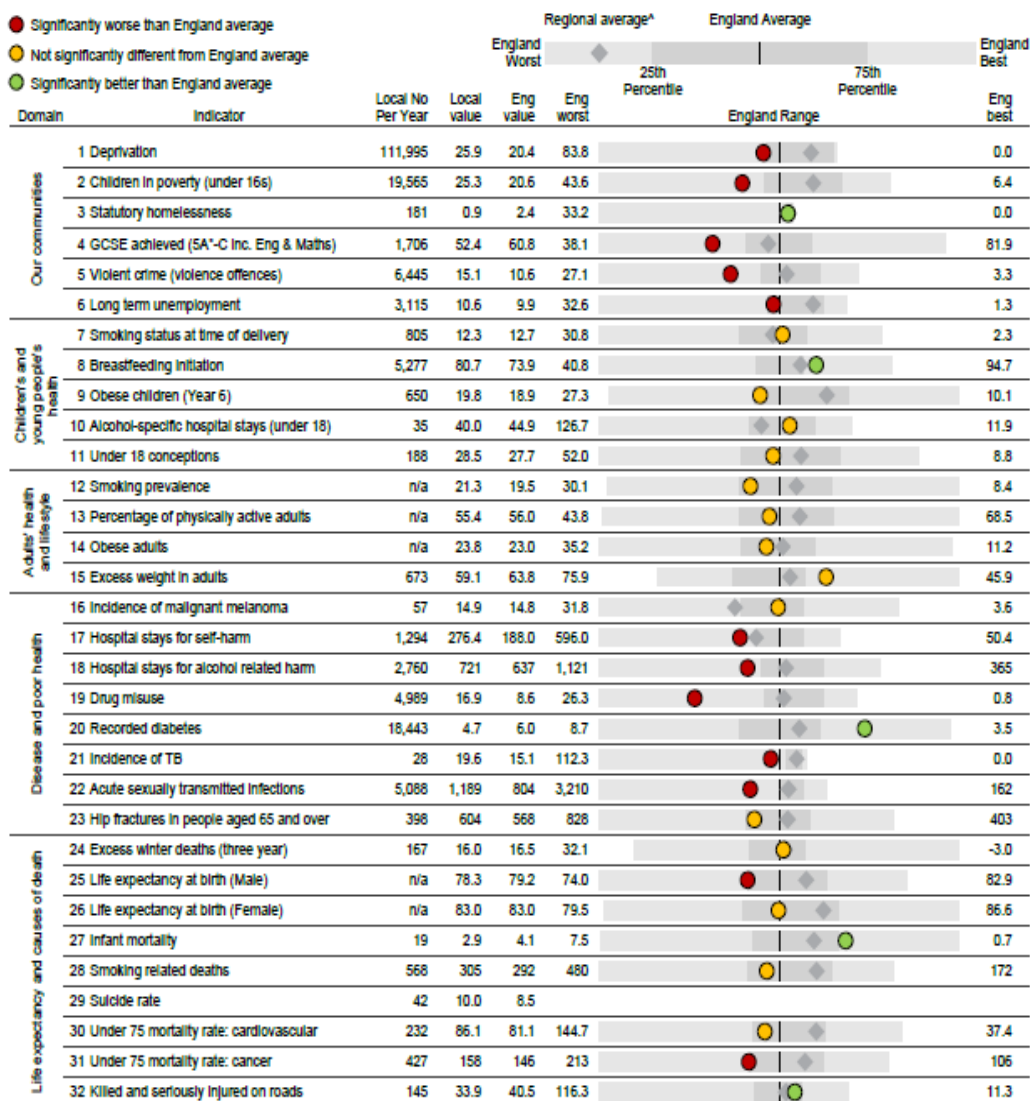
For many statistical indicators linked with health, the Bristol figures are close to the England averages, see Figure 5.11 below.

Further analysis shows that at locality levels, there are considerable variations, see Table 5.3 below. There are also many population groups who experience specific health inequalities.



## Health Summary for Bristol

The chart below shows how the health of people in this area compares with the rest of England. This area's result for each indicator is shown as a circle. The average rate for England is shown by the black line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar. A red circle means that this area is significantly worse than England for that indicator, however, a green circle may still indicate an important public health problem.



### Indicator Notes

1 % people in this area living in 20% most deprived areas in England, 2010 2 % children (under 16) in families receiving means-tested benefits & low income, 2011 3 Crude rate per 1,000 households, 2012/13 4 % key stage 4, 2012/13 5 Recorded violence against the person crimes, crude rate per 1,000 population, 2012/13 6 Crude rate per 1,000 population aged 16-64, 2013 7 % of women who smoke at time of delivery, 2012/13 8 % of all mothers who breastfed their babies in the first 48hrs after delivery, 2012/13 9 % school children in Year 6 (age 10-11), 2012/13 10 Persons under 18 admitted to hospital due to alcohol-specific conditions, crude rate per 100,000 population, 2010/11 to 2012/13 (pooled) 11 Under-18 conception rate per 1,000 females aged 15-17 (crude rate) 2012 12 % adults aged 18 and over, 2012 13 % adults achieving at least 150 mins physical activity per week, 2012 14 % adults classified as obese, Active People Survey 2012 15 % adults classified as overweight or obese, Active People Survey 2012 16 Directly age standardised rate per 100,000 population, aged under 75, 2009-2011 17 Directly age sex standardised rate per 100,000 population, 2012/13 18 The number of admissions involving an alcohol-related primary diagnosis or an alcohol-related external cause, directly age standardised rate per 100,000 population, 2012/13 19 Estimated users of opiate and/or crack cocaine aged 15-64, crude rate per 1,000 population, 2010/11 20 % people on GP registers with a recorded diagnosis of diabetes 2012/13 21 Crude rate per 100,000 population, 2010-2012 22 Crude rate per 100,000 population, 2012 (chlamydia screening coverage may influence rate) 23 Directly age and sex standardised rate of emergency admissions, per 100,000 population aged 65 and over, 2012/13 24 Ratio of excess winter deaths (observed winter deaths minus expected deaths based on non-winter deaths) to average non-winter deaths 1.08.09-31.07.12 25 At birth, 2010-2012 26 At birth, 2010-2012 27 Rate per 1,000 live births, 2010-2012 28 Directly age standardised rate per 100,000 population aged 35 and over, 2010-2012 29 Directly age standardised mortality rate from suicide and injury of undetermined intent per 100,000 population, 2010-2012 30 Directly age standardised rate per 100,000 population aged under 75, 2010-2012 31 Directly age standardised rate per 100,000 population aged under 75, 2010-2012 32 Rate per 100,000 population, 2010-2012 \* "Regional" refers to the former government regions.

More information is available at [www.healthprofiles.info](http://www.healthprofiles.info). Please send any enquiries to [healthprofiles@phe.gov.uk](mailto:healthprofiles@phe.gov.uk)

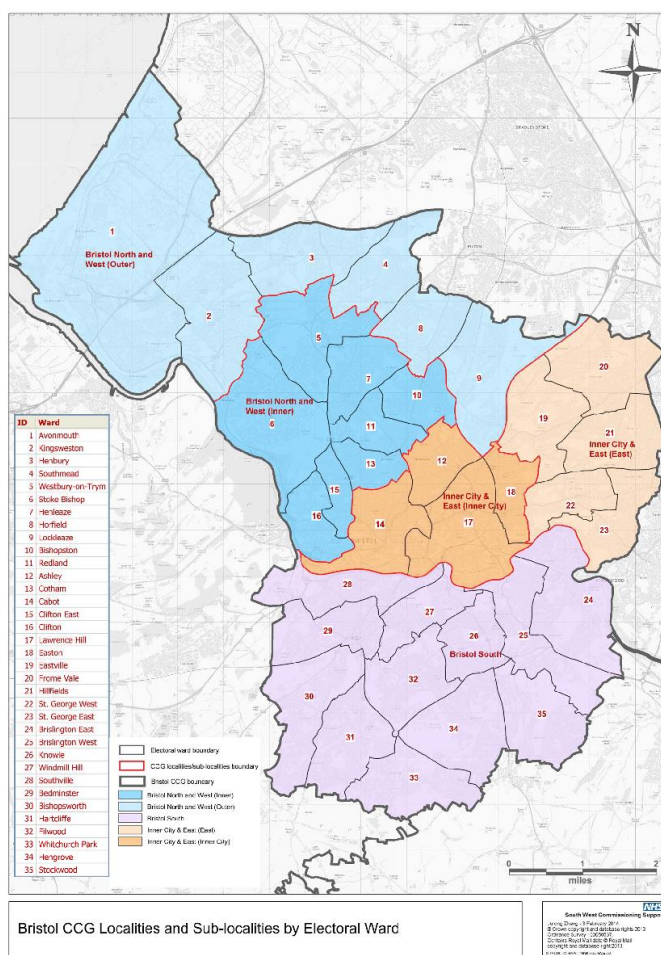
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Figure 5.11 Life Expectancy and premature mortality

### 5.3 Bristol localities and health needs

The Bristol PNA uses the three localities recognised by NHS Bristol CCG: Bristol South, Inner City and East and Bristol North and West. Two of these localities have been divided into sub-localities because they have distinct local health needs.

Figure 5.12 divides Bristol North and West into “Bristol North and West (outer)” and “Bristol North and West (Inner)”. Similarly it shows Inner City and East (Inner City) and Inner City and East (East).



**Figure 5.12 Bristol local health needs by locality**

A summary of the health indicators for all of these localities can be found in Table 5.3. This shows that compared with the ‘Bristol average’, determinants of health and health outcomes tend to be favourable within the inner locality of Bristol North and West, but unfavourable in the other four localities.

For several indicators of health or its determinants, the results for the inner part of Bristol North and West are very substantially better than elsewhere. For example, the percentage of the population aged 0-15 living in income deprived households<sup>24</sup> is 5.8% in the inner part of Bristol N and W compared with 35.3% in the outer part.

<sup>24</sup> (IDACI index 2010)



**Table 5.3 Summary of health-related indicators by locality**

The table below shows a summary of health inequality indicators for Bristol's three localities (and the two sub localities). Red coloured cells signify that the localities' values are worse than the Bristol average. White signifies better values. Below the table, information is provided on the time period each indicator relates to. For Bristol overall, red coloured cells signify that the Bristol value is worse than value for England. The values in italics indicate where a comparison with England is not possible. The table has been split into two parts – determinants of health and health outcomes.

**Determinants of health**

		Inner City and East	Inner City and East (Inner City)	Inner City and East (East)	North and West	North and West (inner)	North and West (outer)	South	Bristol
1	Deprivation	<b>14</b>	<b>11.3</b>	<b>16.2</b>	22.4	31.5	<b>10.2</b>	<b>15.9</b>	<i>17.5</i>
2	Smoking at the time of delivery	8.7	6.7	10.3	8.2	1.3	<b>17.4</b>	<b>14.9</b>	11.3
3	Breastfeeding continuation	64.3	77.9	<b>53.4</b>	68.8	82.4	<b>50.6</b>	<b>46.5</b>	59
4	5 A* to C GCSEs	78.4	76.6	79.8	81.6	87.1	<b>74.3</b>	<b>72.4</b>	<b>76</b>
5	Children in poverty	<b>33.4</b>	<b>42.7</b>	25.9	18.4	5.8	<b>35.3</b>	28.2	<b>28.5</b>
6	Not in employment, education or training	4.3	<b>5</b>	<b>3.7</b>	3.7	0.9	<b>7.4</b>	<b>6.5</b>	4.9
7	Out of work claimants	<b>5.2</b>	<b>6.5</b>	<b>4.2</b>	2.7	1.3	<b>4.5</b>	<b>4.1</b>	<b>3.9</b>
8	Disability claimants	1	0.8	<b>1.2</b>	1	0.5	<b>1.6</b>	<b>1.4</b>	<b>1.1</b>
9	Regular cycling	17.4	22.8	<b>13.2</b>	16.7	21	<b>11</b>	<b>12.1</b>	<i>15.1</i>
10	Fruit and veg consumption	<b>48.6</b>	<b>49</b>	<b>48.2</b>	53.7	58.8	<b>47</b>	<b>50</b>	<i>51.1</i>
11	Regular exercise	<b>33.6</b>	36	<b>31.6</b>	36.1	39.4	<b>31.7</b>	<b>32.8</b>	<i>34.1</i>
12	Elderly living alone	<b>41.3</b>	<b>46.3</b>	<b>37.4</b>	<b>36.7</b>	<b>37.3</b>	35.9	34.8	<b>36.3</b>
13	Smoking households	<b>26.3</b>	<b>29.8</b>	23.6	19.5	14.3	<b>26.5</b>	<b>26.7</b>	23.7

## Health outcomes

		Inner City and East	Inner City and East (Inner City)	Inner City and East (East)	North and West	North and West (inner)	North and West (outer)	South	Bristol
14	Male Life Expectancy	78.2	<b>74.8</b>	77.4	78.8	80.6	<b>75.9</b>	<b>77.1</b>	<b>77.3</b>
15	Female Life Expectancy	<b>81.7</b>	82.2	<b>81.2</b>	83	84.2	<b>81.4</b>	82	<b>82</b>
16	Premature Mortality	<b>122.4</b>	<b>136.2</b>	<b>111.4</b>	96.7	73.5	<b>127.7</b>	<b>115.9</b>	<b>111.1</b>
17	Cancer mortality	105.6	105.5	105.7	95.4	77.4	<b>119.5</b>	<b>125.4</b>	<b>110</b>
18	CHD mortality	<b>123.7</b>	<b>133.2</b>	<b>116.2</b>	91.9	68.3	<b>123.3</b>	<b>114.7</b>	<b>109.4</b>
19	Respiratory disease mortality	<b>114.1</b>	96.6	<b>128.2</b>	89.6	79.1	103.6	107.3	<b>102.7</b>
20	Childhood overweight and obesity (yr 6)	31.9	<b>34.4</b>	29.8	26.8	20.2	<b>35.6</b>	<b>35.8</b>	<b>33.9</b>
21	Adult overweight and obese	<b>51.8</b>	43.3	<b>58.6</b>	42.6	33.6	<b>54.7</b>	<b>55.3</b>	49.7
22	Teenage conceptions	<b>47.2</b>	<b>58.2</b>	38.4	27.2	7.9	<b>53</b>	<b>48.6</b>	<b>43</b>
23	Low birth weight	<b>6.5</b>	<b>6.6</b>	<b>6.4</b>	5.5	4.8	<b>6.4</b>	5.8	6
24	Bad or very bad health	<b>5.6</b>	5.2	<b>6</b>	4.6	3	<b>6.7</b>	<b>6.4</b>	<b>5.5</b>
25	Limiting Long Term Illness	16.4	13.7	<b>18.5</b>	15.2	11.6	<b>19.9</b>	<b>19.3</b>	16.7
26	Alcohol admissions	<b>24.7</b>	<b>23.8</b>	<b>25.4</b>	19.8	14.7	<b>26.6</b>	<b>26.6</b>	<b>23.6</b>
27	Stroke admissions	<b>127.1</b>	<b>133.6</b>	121.9	109.8	96.4	<b>127.8</b>	<b>139</b>	<b>124.3</b>
28	CHD admissions	85.3	85.7	84.9	90.5	65.5	<b>123.9</b>	<b>97.2</b>	93.2
29	Respiratory illness admissions	<b>134.5</b>	<b>152.7</b>	119.9	101.8	50.5	<b>170.3</b>	<b>154.8</b>	<b>129.9</b>

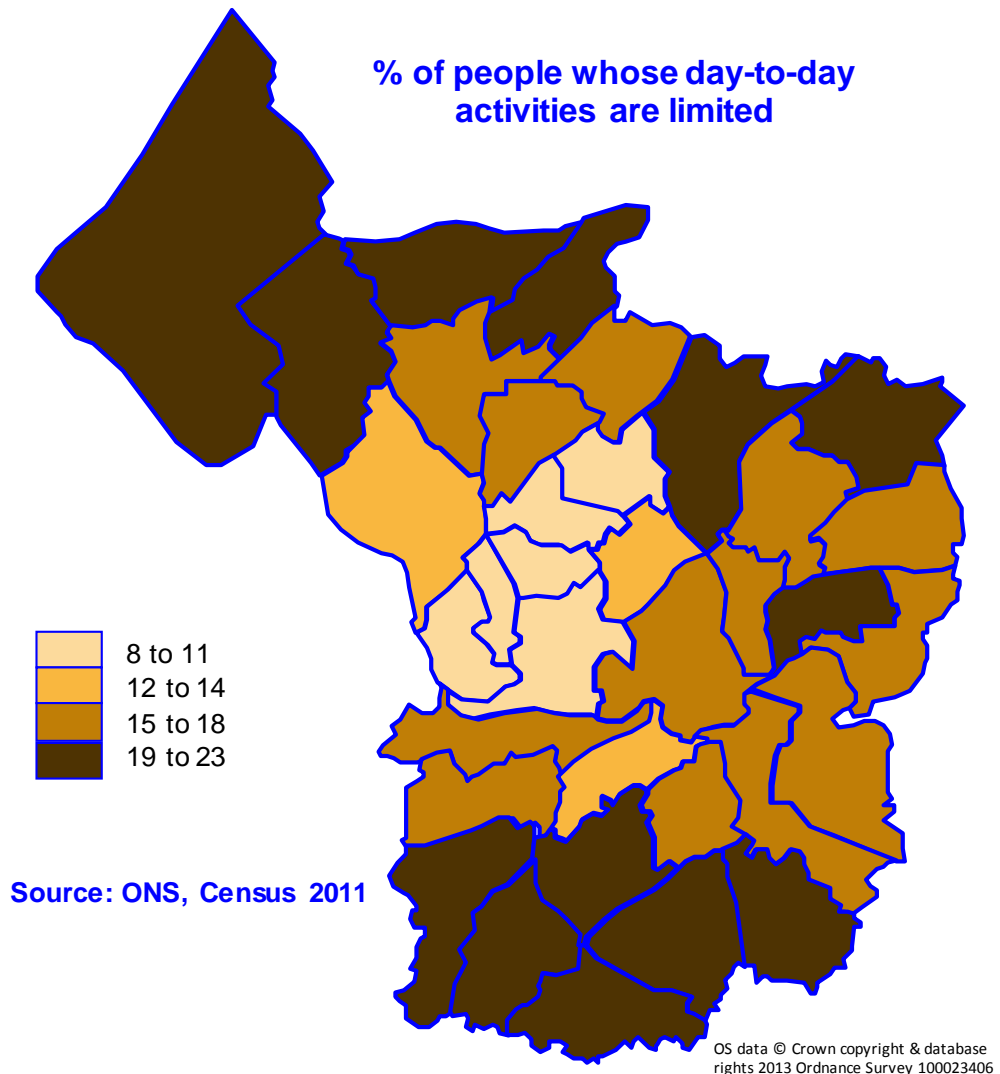
- (1) Average ward rank within Bristol (out of 35) for IMD 2010 income component.
- (2) Mothers smoking at the time of delivery (% of all maternities - Local NHS maternity providers), 2010 – 2012
- (3) Children totally or partially breastfed at 6 – 8 weeks (% of all children with valid status recorded - Child health records), 2012 (4) KS4 Pupils achieving 5 A\* to C grade GCSEs or equivalent - % of all KS4 children (Bristol City Council), 2010 – 2012
- (5) % Population aged 0-15 living in income deprived households (IDACI index 2010)
- (6) Young people aged 16 to 18yrs not in education, employment or training - % of population 16-18yrs (Connexions), 2009
- (7) % of Working Age Population Claiming as Job Seekers (Dept of Work and Pensions), Feb 2013
- (8) % of Working Age Population Claiming Benefits for Disability (Dept of Work and Pensions), Feb 2013
- (9) Percent respondents who ride a bicycle at least once a week (Bristol Quality of Life Survey), 2012
- (10) Percent respondents who have 5+ portions of fruit or veg per day (Bristol Quality of Life Survey), 2012
- (11) Percent respondents taking exercise at least 5 times a week (Bristol Quality of Life Survey), 2012
- (12) % of population aged 65yrs and over who live alone, Census 2011
- (13) Percentage of respondents who live in households with a smoker (Bristol Quality of Life Survey), 2012
- (14) Life expectancy at birth for males, in years, 2006 – 2010
- (15) Life expectancy at birth for females, in years, 2006 – 2010
- (16) Deaths from all causes, under 75 years, standardised mortality ratio (SMR >100 above average expected)
- (17) Deaths from all cancer, under 75 years, standardised mortality ratio (SMR >100 above average expected), 2006 – 2010
- (18) Deaths from coronary heart disease, under 75 years, standardised mortality ratio (SMR >100 above average expected), 2006 – 2010
- (19) Deaths from respiratory diseases, all ages, standardised mortality ratio (SMR >100 above average expected), 2006 – 2010 (20) National Child Measurement Programme School Year Results - Year 6 Overweight and Very Overweight % (NCMP), 2012/13 (21) Percent of respondents who are overweight and obese (Bristol Quality of Life Survey), 2012
- (22) Teenage conception rate per 1,000 (females 15-17yrs) - Teenage Pregnancy Unit (ONS), 2009 – 2011
- (23) Low birthweight births (<2500g) - % of all livebirths (ONS), 2008 – 2011
- (24) % of people in bad or very bad health (Census 2011)
- (25) % of people who had a limiting long-term illness or disability (Census 2011)
- (26) Alcohol-attributable admissions rate per 1,000 population aged over 16yrs (Hospital Episode Statistics), 2010/11
- (27) Emergency hospital admissions for stroke - Standardised admission ratio (SAR >100 above average expected), 2006/07 – 2010/11
- (28) Emergency hospital admissions for coronary heart disease - Standardised admission ratio (SAR >100 above average expected), 2006/07 – 2010/11
- (29) Emergency hospital admissions for respiratory illness - Standardised admission ratio (SAR >100 above average expected), 2006/07 – 2010/11.

**Table 5.4 Bristol - Childhood Immunisation Rates by Locality. April 2013 - March 2014**

		Target	North and West Bristol	Inner City and East Bristol	South Bristol	Bristol Total
Children Aged 1	Diphtheria, Tetanus, Polio, Pertussis, Haemophilus influenza type b (Hib) - (DTaP/IPV/Hib)	95.2%	95.6%	94.9%	96.2%	95.5%
	Meningitis C (MenC)	95%	88.9%	88.0%	90.7%	89.2%
	Pneumococcal infection (PCV)	95%	95.8%	95.0%	96.9%	95.8%
Children Aged 2	Haemophilus influenza type b (Hib), meningitis C (MenC) - (Hib/MenC)	95%	92.8%	88.8%	93.4%	91.7%
	Pneumococcal infection (PCV)	95%	92.9%	88.5%	93.6%	91.7%
	Immunised for measles, mumps and rubella (MMR)	95%	93.9%	88.4%	94.8%	92.4%
Children Aged 5	Measles, mumps and rubella (MMR) - 2nd dose	95%	87.7%	81.9%	90.3%	86.6%
	Diphtheria, Tetanus, Polio, Pertussis (DTaP/IPV)	95%	89.2%	84.4%	91.5%	88.3%

Table 5.4 shows the coverage for childhood immunisations for 2013/14. Very poor performance (highlighted red) is considered to be where the immunisation rate is more than 5% less than the target rate. As can be seen from the table Inner City and East locality has the worst rates of uptake of all the Bristol localities. However, Bristol as whole only meets the target on two immunisations.

### 5.3.1 Population groups and health needs



**Figure 5.5 People (all age) whose day-to-day activities are limited**

#### **Disability**

There are 72,000 people in Bristol (16.7% of total population) who have a “limiting long-term illness or disability”. Of these people 35,000 people (8.1% of population) have their daily activities limited a lot. There are 16,000 working age adults (16-64’s of population) who are limited a lot.

#### **Disabled children**

Approximately 5% of children and young people in Bristol have a disabling condition. They are likely to face multiple barriers which make it more difficult to achieve equal outcomes to their peers.

## **Sensory impairment**

It is estimated there are 35,000 people in Bristol with a hearing impairment and almost 11,000 people living with sight loss. Much of this is preventable and is linked to other health determinants.

## **Learning difficulties**

There are approximately 8,300 adults and 1,750 children in Bristol are estimated to have learning difficulties, with 1,750 adults having moderate or severe learning difficulties (2012), similar to the 1,900 on GP practices learning difficulties registers (2012/13).

National research<sup>25</sup> highlights that the average age of death for people with learning disabilities (65 years for men; 63 years for women) was significantly less than for the UK population. On average, men with learning disabilities die 13 years sooner than the wider population and women with learning disabilities die 20 years sooner.

## **Autistic Spectrum Disorders**

Approximately 4,300 adults and children are estimated to have autistic spectrum disorders of some level in Bristol. Many will also be assessed as having learning difficulties or mental health issues.

## **Carers**

There are over 40,000 unpaid carers in Bristol, including over 9,000 providing care for over 50 hours per week. Young Carers (under 18) and Parent Carers (of disabled children) are groups with specific needs, and it's estimated there are 1,500–2,500 young carers locally.

## **Migrant health<sup>26</sup>**

The total number of international migrants in Bristol is about 30,000 people. Primarily these are from Eastern Europe, especially Poland, with others from Somalia, India, and the international students at Bristol's universities.

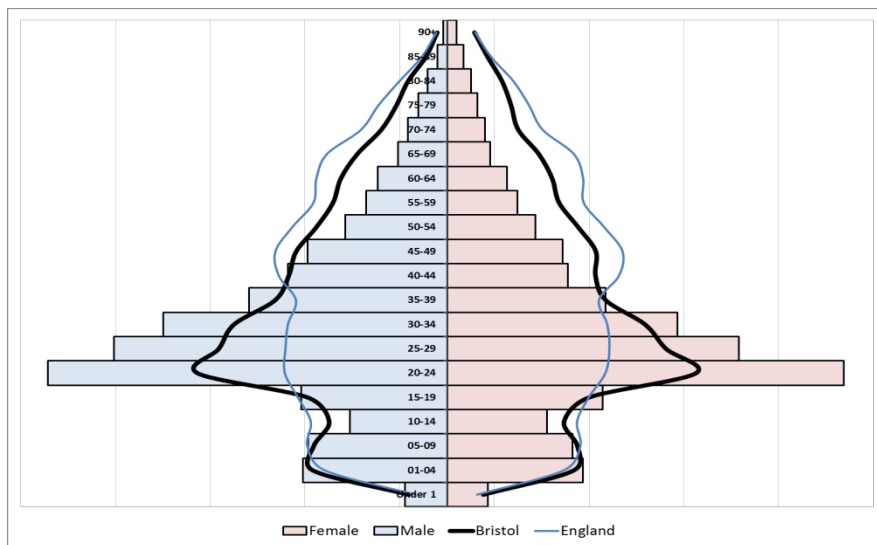
Health services for migrants need to include education, familiarisation, interpreting and translation services for health and social care, and screening and diagnostic services.

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<sup>25</sup> "Confidential Inquiry into premature deaths of people with learning disabilities"; University of Bristol, 2013; [www.bristol.ac.uk/cipold](http://www.bristol.ac.uk/cipold)

<sup>26</sup> NHS Bristol, Migrant Health Needs, 2012

### 5.3.2 Bristol Inner City and East - 'ICE Inner'

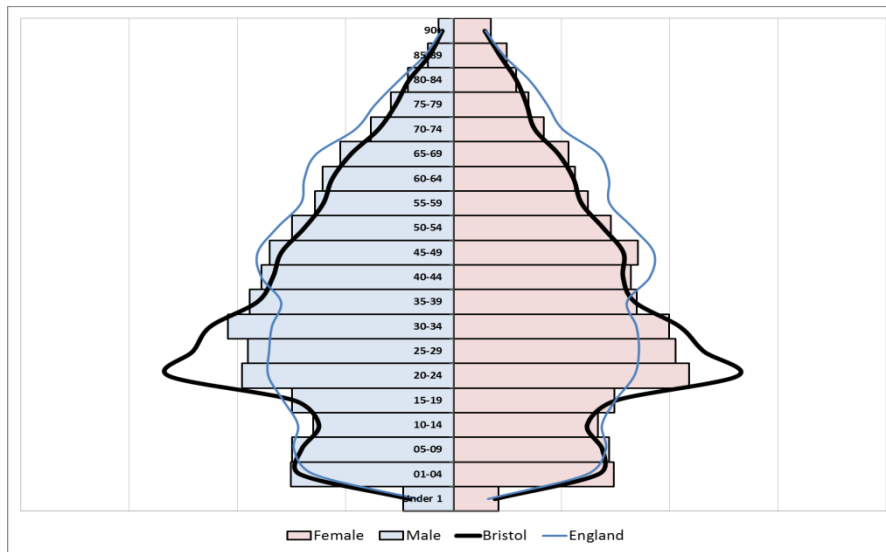


Source: ONS 2011 Census. Bristol resident population.

**Figure 5.13 Age and sex distribution, ICE Central population compared with Bristol and England**

- The proportion of the population in the 20-39yr age group is very high in this locality
- There are low proportions in older age groups compared with Bristol and England
- Levels of deprivation are generally worse than the Bristol average, with 42.7% of children living in poverty
- Life expectancy for men is lower than the Bristol average in Bristol Central, but higher for women
- 5.2% of people reported that their health was bad or very bad in the 2011 Census
- Premature mortality is above Bristol average.
- 34.4% of Year 6 children and 43.3% of adults are overweight or obese
- Living in a smoker household is above average.
- The number of people eating the recommended minimum of 5 portions of fruit and vegetables per day is lower than the Bristol average
- Teenage conception rates are higher than the Bristol average
- Hospital admission rates are above average for stroke, respiratory illness and alcohol attributable conditions

### 5.3.3 Bristol Inner City and East - 'ICE East'



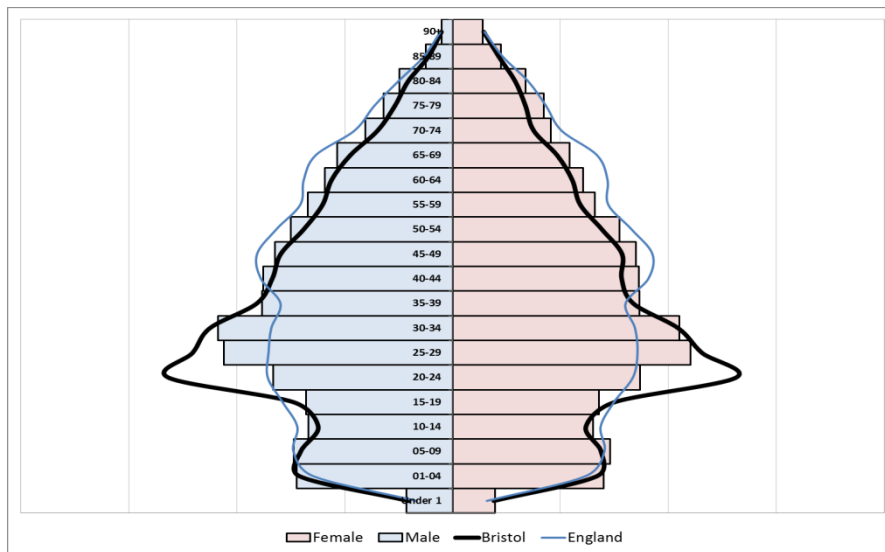
Source: ONS 2011 Census. Bristol resident population.

**Figure 5.14 Age and sex distribution, ICE East population compared with Bristol and England**

- Levels of deprivation are generally worse than the Bristol average. 25.9% of children live in poverty in Bristol East
- The percentage of over 65s living alone is above the Bristol average
- Life Expectancy for men is higher than the Bristol average, but lower for women
- 6% of people reported that their health was bad or very bad in the 2011 Census
- Premature mortality is worse than the Bristol average.
- 29.8% of Year 6 children and 58.6% of adults are overweight or obese
- Living in a smoker household is below average
- Number of people eating the recommended minimum of 5 fruit and vegetable each day is lower than the Bristol average.
- Teenage conception rates are lower than the Bristol average.
- Alcohol attributable admissions to hospital are above the Bristol average
- Hospital admission rates for stroke and respiratory disease are below Bristol average



### 5.3.4 Bristol South

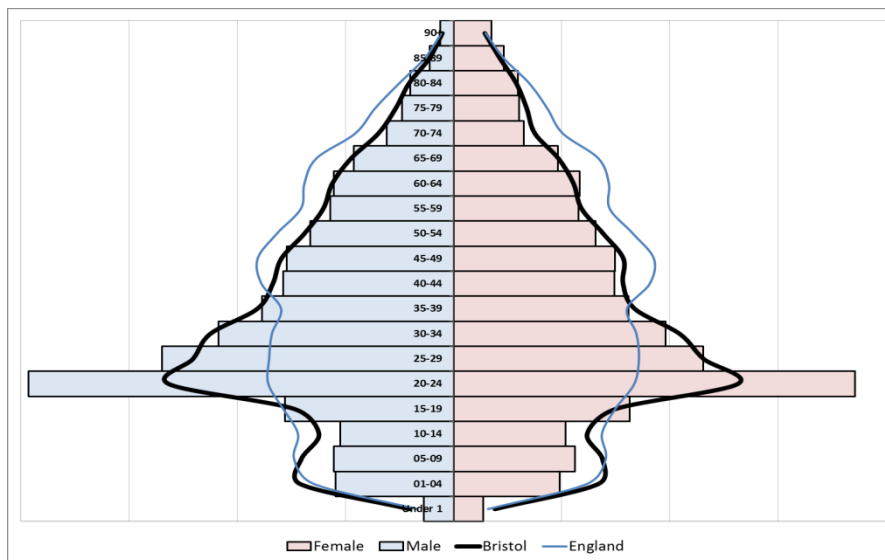


Source: ONS 2011 Census. Bristol resident population.

**Figure 5.15 Age and sex distribution, Bristol South population compared with Bristol and England**

- This population has higher proportions of people in older age groups and relatively smaller proportion in the 20-29yr age group than the Bristol average
- Levels of deprivation are generally worse than the Bristol average. 28.2% of children live in poverty
- The percentage of over 65s living alone is below the Bristol average
- Life Expectancy for men is lower than the Bristol average in Bristol South, but higher for women
- Premature mortality is worse than the Bristol average
- 6.4% of people reported that their health was bad or very bad in the 2011 Census
- 14.9% of mothers smoke during pregnancy
- Teenage conception rates are higher than the Bristol average
- The number of people eating the recommended minimum of 5 fruit or vegetables a day is below average for Bristol
- There are 35.8% of Year 6 children and 55.3% of adults who are overweight or obese
- Living in a smoker household is above average.
- Hospital admission rates are above average for stroke, respiratory illness and alcohol attributable conditions.

### 5.3.5 Bristol North and West - 'BNW Inner'

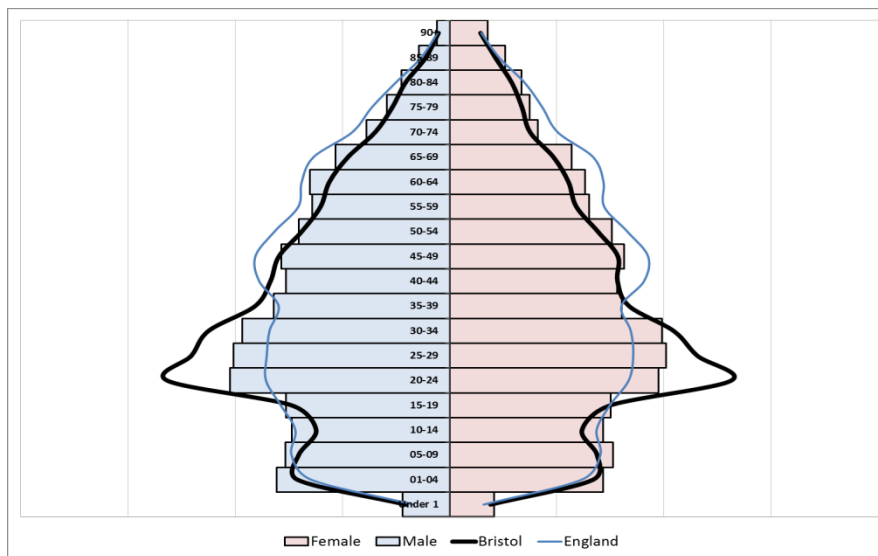


Source: ONS 2011 Census. Bristol resident population.

**Figure 5.16 Age and sex distribution, BNW Inner population compared with Bristol and England**

- The proportion of the population aged 20-29yrs is very high, reflecting a substantial student and young adult population
- Levels of deprivation are generally lower than the Bristol average. With 5.8% of children live in poverty
- Life expectancy for men is higher than the Bristol average and higher for women.
- Premature mortality rates are better than average for Bristol
- 3% of people reported that their health was bad or very bad in the 2011 Census
- The percentage of over 65s living alone is higher than the Bristol average
- Teenage conception rates are lower than the Bristol average
- There are above average numbers of people eating 5 fruit and vegetables a day
- 20.2% of Year 6 children and 33.6% adults are overweight or obese
- Living in a smoker household is below average.
- Hospital admission rates are below average for stroke, respiratory illness and alcohol attributable conditions.

### 5.3.6 Bristol North and West - 'BNW Outer'



Source: ONS 2011 Census. Bristol resident population.

**Figure 5.17 Age and sex distribution, BNW Outer population compared with Bristol and England**

- Levels of deprivation are generally worse than the Bristol average, with 35.3% of children living in poverty
- Life Expectancy is lower than the Bristol average for men and for women
- Premature mortality is worse than the Bristol average
- 6.7% of people reported that their health was bad or very bad in the 2011 Census
- The percentage of people over 65 living alone is below the Bristol average
- 17.4% of mothers smoke during pregnancy
- Teenage conceptions are higher than the Bristol average
- There are below average numbers of people eating the recommended minimum of 5 fruit and vegetables a day
- 35.6% of Year 6 children and 54.7% adults are overweight or obese
- Living in a smoker household is above average.
- Hospital admission rates are above average for stroke, respiratory illness and alcohol attributable conditions

## **6. User views on Pharmaceutical Services**

### **6.1 What matters to the public in using pharmacy services?**

The PNA Steering Group agreed that, in addition to formally consulting stakeholders on the draft PNA, the views of the public should be investigated and taken into account in writing the draft PNA at an earlier stage.

- A scoping review was commissioned to find out what academic and policy literature could tell us about the needs of the public for community pharmaceutical services
- A survey of Bristol residents' opinions on pharmacy services was conducted, using the BCC Citizens' Panel<sup>27</sup>
- Patient groups' opinions and complaints were requested from Healthwatch Bristol<sup>28</sup>
- Young people, drug users and gypsy traveller communities had been highlighted as groups with specific needs

Information from these groups was sought and used to inform the Consultation Plan (Appendix F), with reference to the Equality Impact Assessment (Appendix G).

### **6.2 Themes emerging from the scoping review**

This review identified patient or public preferences when accessing local community pharmacy services and the methods utilised in previous PNAs to understand the public's needs with regard to local pharmaceutical services.

A consistent theme emerging from the literature was that the public has a high regard for pharmacy, but considers it first and foremost a service for supplying and dispensing medications. There is low awareness of the range of services that pharmacies increasingly provide.

In published research, both the public and pharmacists themselves perceive the pharmacist as the "drug expert". Whilst pharmacists view public health services as an important and part of their role, they perceive them to be secondary to medicine related roles. From this limited evidence base, the most important factors in accessing services appear to be:

- Proximity: to home, a doctor's surgery, work or other shops
- Length of wait for service
- Having medication in stock
- Efficiency
- Appropriate opening hours
- Friendliness and helpfulness of staff

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<sup>27</sup> <http://www.bristol.gov.uk/page/council-and-democracy/citizens-panel>

<sup>28</sup> <http://www.healthwatchbristol.co.uk/>

- Good customer service
- Adequacy/appropriateness of private consultation areas

See Appendix H for full report.

### 6.3 Bristol Citizens Panel findings

The Citizens' Panel was set up in 1998 as a way of keeping the council informed about public opinion. The panel is made up of over 2,000 people from across Bristol from all backgrounds and all areas of Bristol. Age, gender, ethnicity, and disability are all taken into account in the selection of Panel members. Questions relating to issues identified in our literature review were included in the questionnaire survey of Bristol City Council Citizens' Panel.

The Bristol Citizens' Panel was surveyed to find out more about:

- How important certain factors were in using their local community pharmacy
- Which services are most important for them to have available at their local community pharmacy
- How satisfied they are with their local community pharmacy
- Whether they had ever used an on-line pharmacy or would consider doing so.

The questions were included in the BCC Citizens' Panel survey, which was sent to 2075 panellists in April 2014. A total of 938 people responded (45%). It is important to remember that the majority view of the panellists may not reflect minorities with particular needs. For example, only 162 (17%) of respondents said that they had a long term illness or disability.

The main findings for all respondents were:

- The majority of respondents (82%) were either "satisfied" (26%) or "very satisfied" (56%) with their local community pharmacy. Only 6% said they were "dissatisfied".
- The most important factors in using their local pharmacy were:
 

Medication in stock	98%
Close to home	91%
Length of wait for service	89%
Weekend opening hours	88%
Evening opening hours	78%
Close to GP	77%
Free parking nearby	67%
Adequate waiting area e.g. enough seating, space for wheelchairs and prams	65%
- Less important factors were:
 

Home delivery	41%
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Close to work	34%
Close to shopping centre	34%

- The most important services to have available at your local community pharmacy were:

Advice on medicines prescribed to you	85%
Advice on minor illnesses or injuries	85%
Prescription made up ready for you to collect	74%
Private consultation room available	64%
Advice on managing long term illnesses	59%
Health tests e.g. cholesterol	58%

- Slightly less important services were:

Advice on being healthy, e.g. stop smoking	46%
Sexual health service, e.g. chlamydia tests	45%
Flu vaccination	45%
Prescriptions delivered directly to your home	37%

Most respondents (93%) had not used online pharmacies, and over half (55%) would not consider using one. A total of 45% would consider using an online pharmacy.

Of the 938 people who responded to the survey, 160 (17.4%) said that that had a long term illness or disability. This group were more likely to consider the pharmacy being close to home and to their GP surgery as important. Of this group, 58% felt that home delivery of medicines was “fairly important” or “very important”.

Of those that did not have a long term illness or disability, only 38% were concerned that the pharmacy was close to their home or GP practice. This group were more likely to consider private consultation rooms, provision of advice on long term illness and free parking to be important.

See Appendix I for the full Citizens Panel report.

### 6.3.1 Implications for the Bristol PNA

The Bristol Citizens’ Panel findings indicate that the local population value having a community pharmacy close to home, with opening times in the evening and at the weekend, and offering an efficient medicines dispensing service. Advice on medicines, minor illnesses and minor injuries is particularly highly valued. Some specialist services were not rated as highly, which may be because they are mainly for minority groups such as people with long term illnesses or disability.

The investigations described above indicate that:

- The PNA should assess local access in terms of both proximity to where people live and opening hours
- The level of satisfaction with local community pharmacy services was high in the Bristol Citizens’ Survey Panel. The survey provides more

information for commissioners about what the public think is important and the services they would most welcome from their community pharmacy

- Interpretation of the survey results should take account of the fact that the importance of some special services to minority groups is not reflected in the results for the general population sample as a whole. For example, home delivery services might be highly rated by the minority of people with long term illnesses or disabilities, but irrelevant to the majority of respondents

Whilst these investigations have provided an overview of the concerns of the general public, it was considered necessary for the PNA Consultation Plan to include consultation with groups who may have particular needs and barriers to access to the local pharmacy services that they need.

The Citizen's Panel survey and scoping review highlighted that the views of people from certain equalities groups may have been underrepresented during the drafting of the PNA, and they were therefore actively sought during the public consultation:

- Young people
- Pregnancy and maternity, as we do not have information on this equality strand from our survey
- Black and Minority Ethnic Groups
- Lesbian Gay Bisexual and Transgender (LGBT) people because, although representation in the sample was proportionate, the numbers were necessarily small
- People from religions who are few in number in the Bristol population

#### **6.4 Pharmaceutical services issues and complaints**

Healthwatch Bristol is part of Healthwatch England, a national consumer champion in health and social care. It has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

In the Healthwatch Bristol Annual Report 2014<sup>29</sup>, of the 297 issues and concerns received, two were identified as being connected with pharmacy services. Both of the comments received were positive. One described a new pharmacist as "*Absolutely brilliant. He knows every patient by name and takes time to speak to them, explain treatment and get to know their needs.*"

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<sup>29</sup> [http://www.healthwatchbristol.co.uk/sites/default/files/HEALTHWATCH\\_AR\\_Bristol\\_0.pdf](http://www.healthwatchbristol.co.uk/sites/default/files/HEALTHWATCH_AR_Bristol_0.pdf)  
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In August 2014, Healthwatch Bristol sought patients' views on the discharge process from hospital, including systems for the dispensing of medicines which involved links between the hospital and community pharmacies<sup>30</sup>.

A number of patients raised issues around the delay in the dispensing medicines on discharge. This issue was also raised in the PNA public consultation survey (see Appendix J).

It should be noted that hospital pharmacies are part of NHS Hospital Trusts and can only provide medications for patients receiving hospital treatment there, either as inpatients or coming to clinics as outpatients. Some hospitals do have retail pharmacies within them which manage outpatient dispensing services, but they are not able to dispense prescriptions issued by any other service, for example GP surgeries.

## 6.5 Young People

In the development of the Consultation Plan, a report from the Bristol Young Peoples Public Health team, 4YP<sup>31</sup> was identified. 4YP work with young people by offering sexual health services and provide treatment to young people for chlamydia, provide free condoms, and give emergency contraception using Patient Group Directives.

A 'mystery shopping' project was conducted between 2012 and 2014 to provide sexual health services with detailed feedback on young people's experiences of using their services, and to use this feedback to shape the future development of the services. The project was a partnership between the 4YP Bristol Team at BCC (formally NHS Bristol) and Terrence Higgins Trust.

The services selected were specialist contraception and sexual health clinics, C-Card outlets, pharmacies and GP practices that had signed up to offer an enhanced sexual health service.

The majority of pharmacies received positive scores for staff being helpful, friendly and discreet. Of those pharmacies that received a high score, a number had given the mystery shoppers the opportunity to use a separate consultation room to speak in private.

The findings highlighted the importance of:

- A warm and friendly welcome to a health service
- The need for good accessibility including advertising and clear signage
- Receptionists being discrete and sensitive around young people's sexual health concerns
- Comfortable waiting areas that make young people feel at ease (including relevant leaflets and posters for young people)
- Verbal reassurances around confidentiality both on the telephone, at reception and in consultations

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<sup>30</sup> <http://www.healthwatchbristol.co.uk/find-services/resources>

<sup>31</sup> <http://www.4ypbristol.co.uk/>



- Confidentiality posters being displayed in a number of prominent places around the service

## 6.6 Substance Misuse and Drug Users

Through local public health commissioners of substance misuse support services, a report on drug users' perceptions of locally commissioned pharmaceutical services was identified.

Bristol Drugs Project (BDP)<sup>32</sup> is an independent agency that provides confidential information, advice and counselling service to drug misusers, their relatives and friends and to other professionals working with drug misusers. BDP conducted a survey of drug users to determine their level of satisfaction with the agencies they come into contact with. Of those sampled, over 68% felt that pharmacy staff made them feel "totally/very welcome". Only 3% felt that the pharmacy staff were "not knowledgeable" about their medication, with 69% "very confident" with the level of staff competence in this area.

## 6.7 Gypsy Traveller Community

Gypsy and Travellers have considerably poorer health status compared to other ethnic minority groups in England or the general population, including:

- increased prevalence of a wide range of conditions including physical and mental health, with a lower prevalence of stroke, cancer and diabetes
- low rates of immunisation
- problems in accessing health services
- lower use of health services
- detrimental impact of wider determinants of health such as education and poor environmental conditions. Little information is available on lifestyle behaviours

A health needs assessment for Gypsy Traveller communities in the West of England was undertaken in 2012<sup>33</sup>. The report brought together information from national and local research. Local pharmacy services were not raised as a major health concern, but a South Gloucestershire review noted that "Local services like GP surgeries, pharmacies, clinics are well used by gypsy/traveller communities, although they do encounter rudeness and prejudice."

The West of England Gypsy Traveller Network encourages and enables members of the Gypsy and Traveller community to participate more effectively with the wider community. It gives opportunities for members of the Gypsy

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<sup>32</sup> <http://www.bdp.org.uk/>

<sup>33</sup>

<https://www.whatdotheyknow.com/request/111704/response/276603/attach/3/ml.01402%20WofE%20Gypsy%20Travellers%20health%20assessment%202.pdf>

and Traveller community to engage with service providers, to enable those providers to adapt services to better meet the needs of that community.

The views of travellers and their families were sought during the public consultation period. It was reported that:

- Families found it difficult to find out about out of hours service when travelling. A number of families said they found out about local services by using their satellite navigation system. If they did not have this technology it was more difficult to find out local services when travelling
- The advice given by community pharmacies was reported to be helpful, and being able to just walk in without an appointment to seek advice was welcomed

These comments and suggestions can be found in Appendix J.

## 6.8 Findings from the formal consultation process

An Equality Impact Assessment was completed, initially to ensure that the consultation process was fully inclusive of all groups. This was updated following consultation – see Appendix G.

The formal consultation process sought the views of the groups identified in the Consultation Plan, including people sharing the protected characteristics specified in Section 3.4. To fulfil the requirements of the ‘Bristol Compact’ the consultation period was extended from 60 days to 72 days. This gave the steering group sufficient time to engage effectively with a range of community groups and organisations.

The full public consultation on the draft PNA ran between 7<sup>th</sup> September and 14<sup>th</sup> November, to coincide with the PNA consultations in the neighbouring local authority areas of South Gloucestershire and North Somerset.

Social media, attendance at meetings and other events, and a telephone helpline were used to encourage all groups to identify any issues they had around the use and accessibility of local pharmaceutical services.

The organisations invited to comment of the PNA included:

Advice Centres for Avon	Action for Blind People	Action on Hearing Loss
African Voices	Age UK	Arthritis Care
Avon & Bristol Law Centre	Awaz Utaoh	Barton Hill Settlement
BCC UNISON	Black and Minority Ethnic Employees Group	BME VOICE & INFLUENCE, VOSCUR
Bristol & West Polish Group	Bristol and Avon Chinese Women's Group	Bristol City Council
Bristol Community Health	Bristol Disability Equality Forum	Bristol Drugs Project
Bristol Fawcett	Bristol Mind	Bristol Multi Faith Forum

Bristol Muslim Culture Society	Bristol Older People's Forum	Bristol Parent Carers
Bristol Physical Access Chain (BPAC)	Bristol Refugee Rights	Bristol Shopmobility
Bristol Somali Forum	Bristol Somali Media Group	Bristol Somali Resource Centre
Bristol Women's Voice / NP rep	Bristol Women's Voice	Centre for Studies on Inclusive Education (CSIE)
Centre for the deaf	Dhek Bhal Barton Hill	Disabled Employees Group
Diversity Trust	Elays4U	Elderly People's Club
Families & Friends of Lesbians and Gays	Khaas	LGBT Bristol
LGBT Health Forum Bristol	Life Cycle UK	LinkAge
Living Bristol Network Spanish	OutUWE	Rainbow LGBT employee Network
Refugee action	Refugee Rights Project	Refugee Women of Bristol
Royal Mencap society	Salaam Shalom	Second Step Housing Association
Sing Out Bristol Horfield and Lockleaze NP	Single Parent Action Network	Social Access (includes Bristol Dial-a-Ride)
Somali Development Group	Somerset and Avon Rape and Sexual Abuse Support – SARSAS	St Werburghs City Farm
Stand Against Racism & Inequality	Terrence Higgins trust	The Care Forum
The carers support centre	Trans Bristol	Unison
University of Bristol LGBT+ Society	VC Conferences	We are Fest CIC / Bristol Pride
Welfare Rights and Money Advice Service	West of England Centre for Inclusive Living (WECIL) Ltd	WomanKind
Women's Issues Network	Young employee voice	

**Figure 6.1 Organisations contacted as part of the Bristol PNA consultation**

Of the 136 respondents to the online public consultation on the provision of essential pharmaceutical services:

- 65.5% agreed, 9.5% disagreed and 25% answered 'don't know', when asked if they agreed that the draft PNA provided an accurate assessment of local pharmacy services
- 73.6% agreed, 13.9% disagreed and 12.5% answered 'don't know', when asked if they agreed with the assessment of 'no gaps in essential services'.

- There were a number of respondents who praised their local community pharmacies
- The provision of weekend and out of hours services could be improved in certain localities

A number of suggestions and requests for improvements in services were received, including adjustments needed for people from groups with protected characteristics:

- Local pharmacies and commissioners to provide easy access to information on opening hours and delivery services available throughout Bristol
- Greater support to meet the needs of people with sight impairment and people with learning disabilities, and some reasonable adjustments to the dispensing of medicines to these groups
- A number of qualitative service changes were sought by consultees, that may fall outside the remit of the PNA, but could be actioned by PNA stakeholders
- The Steering Group also considered a number of unmet needs raised by individuals as part of the consultation process.

The issues of physical access and the importance of increasing awareness of the services offered by community pharmacies were also reflected in the findings from the Bristol CCG Adult Community Health Services commissioning intentions 2015/16 consultation<sup>34</sup>.

A full report of public consultation feedback and analysis can be found in Appendix J.

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<sup>34</sup>

[https://www.bristolccg.nhs.uk/media/medialibrary/2014/11/commissioning\\_intentionsLJ\\_1.pdf](https://www.bristolccg.nhs.uk/media/medialibrary/2014/11/commissioning_intentionsLJ_1.pdf)

## 7. Current Provision of Essential Pharmaceutical Services

### 7.1 Necessary Services

The PNA is required to make statements on current provision and gaps in 'necessary pharmaceutical services' provided by community pharmacists.

This chapter considers only those services provided by community pharmacies that fall within the definition of 'essential pharmaceutical services' commissioned by NHS England<sup>35</sup>:

- The dispensing of medicines
- The acceptance of unwanted medicines returned by patients for disposal
- Signposting to other providers of health and social care services
- Promotion of healthy lifestyles
- Support for self-care

This group of services falling within the 'essential' contract are deemed 'necessary' because local access to dispensed medicines is a high priority health need. From the survey of Bristol Citizen's Panel (chapter 6), it is evident that the public look to local community pharmacies to provide this service, although distance-selling pharmacies have also become an option.

### 7.2 Other Services provided by Community Pharmacists

Many community pharmacies provide other services, beyond the 'essential' services. These services are considered in Chapter 8.

In Chapter 9, scope for securing improvements or better access to pharmaceutical services or pharmaceutical services of specified type is considered.

Commissioning decisions for services that could be commissioned from any qualified provider fall outside the scope of this pharmaceutical needs assessment.

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<sup>35</sup> *Pharmaceutical Services are those services set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013:*

*Essential services - set out in Part 2, Schedule 4 of the Regulations*  
*Advanced services - set out in the Directions*  
*Enhanced services - set out in the Directions'*

<http://www.england.nhs.uk/wp-content/uploads/2014/04/pharm-services-ga-230414.pdf>

Area team reference number 01551

### **7.3 Essential Services currently provided by Community Pharmacies**

Essential pharmaceutical services are commissioned for Bristol by the NHS England BNSSSG Area Team.

The data used in this section was collected and analysed during May – July 2014. Locations and opening hours for all community pharmacies in Bristol as at February 2015 are provided in Appendix A.

Pharmacies open for 'core hours' (those hours a pharmacy is formally contracted to provide NHS pharmaceutical services) and 'supplementary hours' (additional hours a pharmacy opens beyond their core hours). Core hours can only be changed with NHS England's agreement, while supplementary hours can be modified with 90 days' notice. In this PNA we have reported total hours (core plus supplementary hours).

As at February 2015, there were 94 community pharmacies in Bristol, of which:

- 8 pharmacies open for 100 hours per week
- 11 pharmacies open 7 days a week
- 25 pharmacies open Monday to Saturday (all day)
- 38 pharmacies open Monday to Saturday (morning only)
- 12 pharmacies open Monday to Friday

Plus

- 3 distance-selling pharmacies open Monday to Friday

One distance-selling pharmacy Pharmacy Plus, closed in 2014. One distance-selling pharmacist, ABSM Healthcare Ltd, trading as The Independent Pharmacy, opened in early 2015.

When the last Bristol PNA was published in 2010, there were 86 community pharmacies.

There has been an increase in the provision of 100 hour pharmacies since 2010, from 4 to 8 pharmacies.

There are no pharmacies offering 24 hour access seven days a week.

### **7.4 Essential Service locations within Bristol localities**

Map 1 and the following tables show the pharmacy locations and opening hours in the three Bristol localities.

In Sections 7.4.1 – 7.4.3 we show how the net increase of local community pharmacies is distributed across the three localities.

Because the three distance-selling pharmacies Drugs Direct , Lifeshield and the Independent Pharmacy can only provide services to patients remotely and not at their premises, they have not been included in a locality.

#### 7.4.1 Bristol North and West locality

Estimated resident population: 161,500 people.

Number of Pharmacy contractors: 34 (compared with 33 in 2010)

Bristol North and West Opening Hours	Number of pharmacies	Name
100 hour pharmacy	2	Lloyds Westbury on Trym Southmead Pharmacy
Open seven days per week	3	
Open 6 days per week	11	
Open 5 ½ days per week	14	
Open 5 days per week	4	
Open in the evening Mon – Fri after 18:00	15	

**Table 7.1 Bristol North West locality pharmacy contractors**

#### 7.4.2 Inner City and East

Estimated resident population: 129,000.

Number of Pharmacy contractors: 29 (compared with 25 in 2010)

Inner City and East Opening Hours	Number of Pharmacies	Name
100 hour pharmacy	2	Boots Avonmeads Easton Day and Night
Open seven days per week	5	
Open 6 days per week	9	
Open 5 ½ days per week	9	
Open 5 days per week	4	
Open in the evening Mon – Fri after 18:00	19	

**Table 7.2 Bristol City and East locality pharmacy contractors**

### 7.4.3 Bristol South

Estimated resident population: 142,000.

Number of Pharmacy contractors: 31 (compared with 28 in 2010)

Bristol South Opening Hours	Number of Pharmacies	Name
100 hour pharmacy	4	Asda Bedminster Asda Whitchurch Lloyds Southville Stockwood
Open seven days per week	3	
Open 6 days per week	9	
Open 5 ½ days per week	10	
Open 5 days per week	5	
Open in the evening Mon – Fri after 18:00	17	

**Table 7.3 Bristol South locality pharmacy contractors**

### 7.5 Bristol provision compared with England

Table 7.4 compares the number of community pharmacies' prescription items dispensed per month and population by CCG. It shows that the rate of provision of pharmacies per 100,000 population in Bristol is the same as the rate for England.

	Number of community pharmacies	Prescription items dispensed per month (000)s 2012-2103	Population (000)s Mid 2011	Pharmacies per 100,000 population
ENGLAND	11,495	76,191	53,107	22
SOUTH WEST	1,048	7,546	5,301	20
Bath and North East Somerset*	39	250	176	22
Bristol**	94	733	428	22
North Somerset*	42	311	203	21
Somerset*	102	690	532	19
South Gloucestershire*	54	338	263	20

**Table 7.4 Number of community pharmacies prescriptions dispensed**

**Sources:** NHS Prescription Services part of the NHS Business Services Authority.

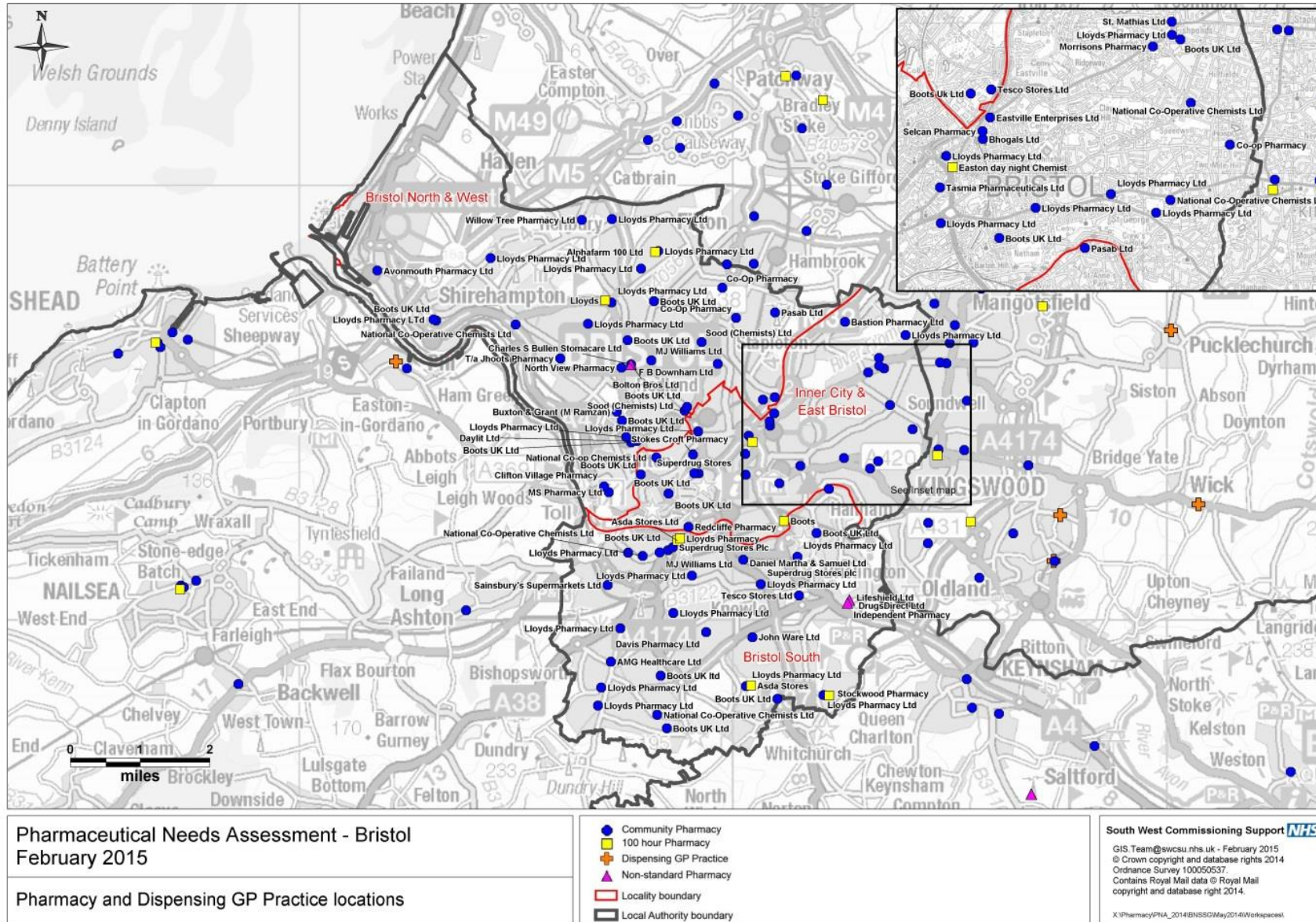
Population data, Office of National Statistics (2011 mid-year Estimates based on 2011 census). The Health and Social Care Information Centre 2013.

\* As well as pharmacy contractors, there are dispensing doctors in Bath and North East Somerset, North Somerset, Somerset and South Gloucestershire, but none in Bristol.

\*\* Excludes distance selling pharmacies.

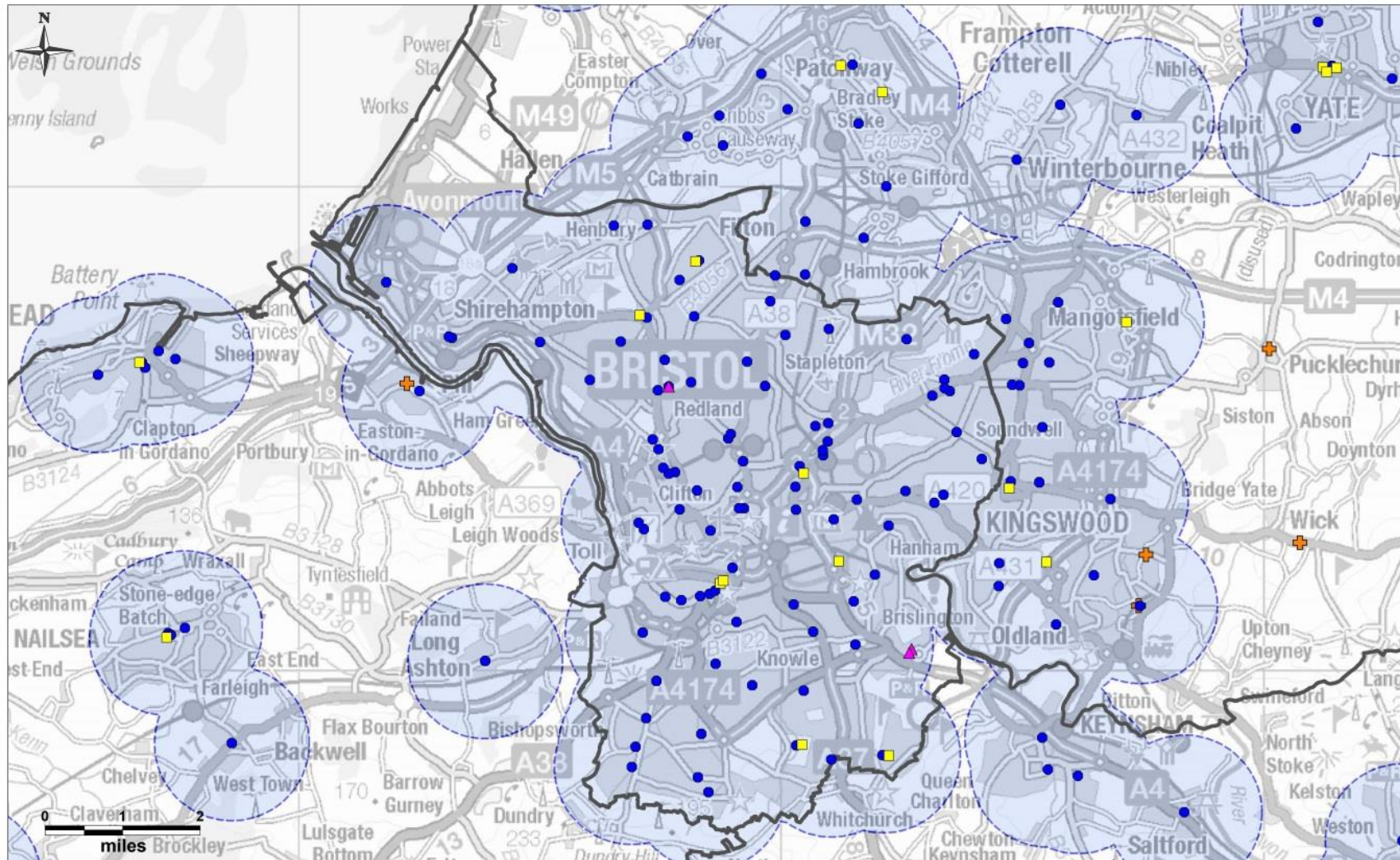


# Map 1 Bristol Pharmacy Locations





Map 2 Distance around Community and 100 hours pharmacies



Pharmaceutical Needs Assessment - Bristol  
February 2015

Areas within 1.6km of Community and 100 hour Pharmacies

- Community Pharmacy
- 100 hour Pharmacy
- Dispensing GP Practice
- ▲ Non-standard Pharmacy
- Areas within 1.6km of community and 100 hour pharmacies
- Local Authority boundary

South West Commissioning Support

GIS Team@swcsu.nhs.uk - February 2015  
© Crown copyright and database rights 2014  
Ordnance Survey 100050537  
Contains Royal Mail data © Royal Mail  
copyright and database right 2014.

X:\Pharmacy\PHA\_2015\GIS\SWMay2014\Workspaces\

## **7.6 Travel times analysis**

Of the Bristol GP registered patients, 96.2% are within 20 minutes walking time of a pharmacy, based on a walking speed of 2.5mph/4kph.

Fewer than 4% (approximately 16,000 people) have a greater than 20 min walk at this speed.

There are 99.8% of the Bristol population who live within 1.6km (approximately 1 mile) of a community pharmacy and can access a hundred hour pharmacy within an average drive time of 5 - 10 minutes (average day time drive).

Of the Bristol GP registered patients, 84.2% are within 10 minutes of a pharmacy using public transport, between the hours of 9am and 1pm.

There are 84.8% of Bristol GP registered patients who are within 10 minutes of a pharmacy using public transport, between the hours of 1pm and 5pm.

Nearly 100% (99.9%) of Bristol GP registered patients are within 5 minutes off-peak drive time of a pharmacy.

There are 98.5% of Bristol GP registered patients who are within 5 minutes peak drive time of a pharmacy.

Map 2 illustrates that the whole of Bristol population, with the exception of two areas, is within 1.6km (1 mile) of a community pharmacy. The two exceptions are:

- An area north of Avonmouth, bounded by the coastline to the west, the M5 to the east and the Bristol/South Gloucestershire boundary to the north. This is a very sparsely populated area, with a mixture of rural and industrial land. Reviewing Census data at a detailed level suggests fewer than 300 people are likely to live in this area.
- A small area on each side of the A4 road, west of the Brislington Park and Ride, bounded by the Bristol/Bath and North East Somerset Boundary to the west. This is a sparsely populated area including playing fields. Reviewing Census data at a detailed level suggests fewer than 300 people are likely to live in this area.

## **7.7 Opening Hours analysis**

There has been an increase in the provision of 100 hour pharmacies since publication of the last Bristol PNA in 2012, from 4 to 8 pharmacies. All 100 hour pharmacies in Bristol open every day of the week. A pharmacy can achieve 100 hours by opening very long hours on most days and then be closed on 1 or 2 days of the week.

Bristol North and West locality has seen an increase in the number of 100 hour pharmacies from 1 to 2. The number of other pharmacies open 6 days per week has decreased slightly (13 to 11), but 7 day per week opening has not changed (3). Those open 5.5 days per week has remained the same and those open 5 days per week has also remained the same (4).

The number open in the evenings after 18:00 has increased from 13 to 15.

Bristol Inner City and East locality has seen an increase in the number of 100 pharmacies from 1 to 2. The number of other pharmacies open 7 days per week has increased from 4 to 5. There has been an increase in the number open 6 days per week. The number open in the evening has increased from 14 to 19.

In Bristol South there has been a considerable increase in the number of 100 hours pharmacies from 1 to 4. There has been a slight decrease in the number of other pharmacies open 7 days per week (4 to 3). Those open 6 days per week have decreased (10 to 9), but there has been a significant increase in the number open 5.5 days per week (5 to 10).

The NHS Walk In Centre services have now relocated to the new hospital in South Bristol.

The number of community pharmacies opening Monday to Friday evenings has increased from 15 to 17.

## **7.8 Essential services outside the Bristol boundary**

Map 2 shows that there are several community pharmacies located over the north and north east boundaries of Bristol, within a 1.6km radius of Bristol residents. These pharmacies in South Gloucestershire provide additional local access for Bristol residents.

The Maps Appendix provides maps showing the following:

- Map 1 Community Pharmacy locations
- Map 2 1.6km (1 mile) distance from Community and 100 hour Pharmacies
- Map 3 Bristol Community Pharmacy Opening Hours
- Map 3A Bristol North West Pharmacy Opening Hours
- Map3B Bristol Inner City and East Pharmacy Opening Hours
- Map 3C Bristol South Pharmacy Opening Hours

- Map 4 Population Density
- Map 5 Index of Multiple Deprivation
- Map 6 Pharmacies and Black Minority Ethnic Population by Ward
- Map 7 Drive Times to Pharmacies
- Map 8 Off peak drive time to pharmacies
- Map 9 Peak drive times to pharmacies
- Map 10 Public Transport times to Pharmacies am
- Map 11 Public Transport times to Pharmacies pm
- Map 12 Walking times to Pharmacies

## 8 Other Services Commissioned from Local Community Pharmacies

### 8.1 Services commissioned by the BNSSSG NHS England Area Team

The 'essential' pharmaceutical services commissioned by NHS England are described in chapter 7.

This section describes provision of services defined as '*advanced*' and '*enhanced*' commissioned by NHS England and locally commissioned services commissioned by Bristol CCG and Bristol City Council Public Health.

#### 8.1.1 Advanced Pharmaceutical Services

Advanced services are those which community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation.

These are:

- Medicines Use Reviews (MUR) and New Medicines Service (NMS), which can be provided by pharmacy contractors only
- Appliance Use Reviews (MUR) and Stoma Customisation Service (SCS), which can be provided by pharmacy contractors and dispensing appliance contractors.

From the June 2014 survey of community pharmacies we identified:<sup>36</sup>

- 85 active providers of Medicines Use Reviews (MUR)
- 80 active providers of New Medicines Service (NMS)
- 0 providers of Appliance Use Reviews (AUR)
- 0 providers of Stoma Customisation Service (SCS)

Within the 3 Bristol localities, these services are distributed as follows:

	MUR	NMS	AUR	SCS
<b>Bristol North and West</b>	31	30	0	0
<b>Inner City and East</b>	24	22	0	0
<b>Bristol South</b>	32	31	0	0

Further details of the providers of these services are provided in Appendix D.

AUR and SCS can be provided by pharmacies, but there is usually no need for them to do so as the vast majority of appliances in general, and stoma appliances in particular, are dispensed by a small number of specialist appliance contractors that operate across the UK. Patients are usually directed to these specialists on discharge from hospital.

<sup>36</sup> NHS England validated returns 2014

## 8.1.2 Enhanced Pharmaceutical Services

The NHS England BNSSSG Area Team currently commissions a minor ailment scheme, a specialist drugs (palliative care) service and a Bank Holiday Opening scheme, when needed.

In Bristol there are:

- 74 providers of the minor ailments service
- 7 providers of the specialist drugs (palliative care) service

Within the 3 Bristol localities, these services are distributed as follows:

Locality	Minor Ailments Service	Specialist drugs (palliative care) service
<b>Bristol North and West</b>	25	3
<b>Inner City and East</b>	22	2
<b>Bristol South</b>	27	2

## 8.2 Services commissioned by Bristol CCG

### 8.2.1 Emergency Supply Service

Prescription-only medicines (POMs) need a prescription issued by a GP or another suitably qualified healthcare professional. The Emergency Supply Service improves access to POMs for patients when an emergency supply is required and their GP practice is closed, ensuring prompt access and continuity of treatment.

This service should benefit patients when:

- The patient meets all the legal criteria for an emergency supply of a POM from a pharmacist
- The patient is unable to pay for this supply, and intends to contact NHS111 instead



## 8.3 Services commissioned by Bristol City Council Public Health

### 8.3.1 Smoking cessation

The services commissioned by Public Health, BCC Public Health (PH Bristol) are listed on the Smokefree Bristol website<sup>37</sup>. This provides information, advice and access to appointments for people wanting to stop smoking. Their options include:

- community group support work
- one-to-one support, with lists of pharmacy and GP providers details
- home visits for house-bound clients
- Online, mobile and text messaging support

The smoking cessation support commissioned from community pharmacies in Bristol includes 2 elements. Pharmacies may contract to provide both or just one of these:

- *Voucher scheme only.* The pharmacy dispenses Nicotine Replacement Therapy through the PH Bristol voucher scheme. Vouchers are given to smokers seen by stop smoking advisors in community settings. These are then presented to pharmacies for them to dispense against and they claim costs back from PH Bristol
- *Voucher Scheme and Stop Smoking Interventions.* Conducted through a stop smoking advisor trained by PH Bristol. Stop smoking intervention, it includes behavioural support to the client plus the provision of medications to help clients to quit

Medications include Nicotine Replacement Therapy which is provided through the Public Health voucher scheme and varenicline (Champix), via the PIPscript scheme (Bristol only). Under the PIPscript scheme the pharmacy providing the behavioural support to clients is able to dispense Champix prescribed by pharmacist independent prescribers

Approximately 60 pharmacies in Bristol provide both elements and 10 provide the voucher scheme. Some pharmacies also provide 'stop smoking in pregnancy' support.

Other relevant providers of smoking cessation support include:

- 56 general practices in Bristol contract with PH Bristol to provide access to trained advisors and access to prescription of drugs used in smoking cessation.

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<sup>37</sup> [www.smokefreebristol.com](http://www.smokefreebristol.com)



- Wellspring Healthy Living Centre<sup>38</sup> and Parkwood Leisure<sup>39</sup> have trained smoking cessation advisers and are able to offer vouchers from PH Bristol for access to prescribed drugs for smoking cessation.
- North Bristol NHS Trust and University Hospitals Bristol NHS Foundation Trust acute services provide 'brief intervention' advice to people who smoke, information on how to access further support and referral to the Bristol Smokefree Service.

Smokefree Bristol provides training for people and organisations wishing to offer smoking cessation support as part of their usual services. It also runs stop smoking groups in the community and provides some home support for pregnant women and those who are chronically ill and housebound.

### **8.3.2 Sexual health**

Of the 94 community pharmacies there are 84 that provide emergency hormonal contraception (EHC), chlamydia testing and treatment and free condoms. These services are also commissioned from all GP practices.

Specialist community services also provide these including Bristol specialist sexual Health services and Brook Young Peoples sexual health services.

### **8.3.4 Services commissioned for substance misuse**

Pharmacies are the only fixed site providers of supervised consumption of methadone. This service is commissioned by PH Bristol. A mobile service is provided by BDP.

PH Bristol also commissions GPs to prescribe medications and other services for management of substance misuse.

Needle exchange services are commissioned by BDP and the Safer Bristol Partnership rather than directly by PH Bristol.

Avon and Wiltshire Partnership (AWP) are the lead provider for a recovery orientated drugs and alcohol service for people with complex needs. Some of these patients require supervised consumption from pharmacies at weekends, which is funded by PH Bristol.

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<sup>38</sup> <http://www.wellspringhlc.org/>

<sup>39</sup> <http://www.parkwoodleisure.co.uk/>

## 9. Gaps and scope for improvements or better access

### 9.1 Gaps and improvements to service provision

This section presents conclusions and recommendations of the PNA Steering Group on:

- Current or future gaps in essential services, in terms of numbers of pharmacies, their locations and opening hours
- Scope to secure other improvements or better access to pharmaceutical services or pharmaceutical services of a specified type.

In reaching conclusions the Steering Group took account of:

- Locations of community pharmacies and travel times to reach them (section 7.6)
- Opening hours (section 7.7)
- Demographic and health information (chapter 5)
- Information on housing developments within the next 3 years in and close to the boundaries of Bristol (section 5.2.5)
- Local health planning priorities (section 5.2.4)
- Individual views put forward in the PNA consultation by members of the public (section 6.8)

### 9.2 Travel times and distance to local pharmacy

Since the 2010 Bristol PNA the number of pharmacies in Bristol has grown. Almost all (99.8%) of the Bristol population live within 1.6km (approximately 1 mile) of a community pharmacy and can access a hundred hour pharmacy within an average drive time of 5 - 10 minutes (average day time drive). Two exceptions were found:

- **Bristol North and West:** an area north of Avonmouth, bordering South Gloucestershire. The nearest Bristol pharmacies are at Avonmouth and Lawrence Weston.
- **Bristol South:** an area alongside the A4 road from beyond Brislington Park and Ride to the Bristol boundary. The nearest Bristol pharmacies are at Stockwood and Callington Rd, Brislington.

The Steering Group noted that both areas are sparsely populated with an estimated population of less than 300 people.

### **9.3 Opening hours**

Opening hours have improved through the development of several 100hr per week Pharmacies in Bristol and growth in the number of pharmacies open after 6pm (particularly in Inner City and East). All three localities have 100 hr. pharmacies and pharmacies that are open 7 days per week.

In Bristol South and Bristol Inner City and East, there is a spread of pharmacies opening on Saturdays and on seven days of the week throughout both localities.

In Bristol North and West, there is a similar spread of pharmacies. The spread is thinner at the western end of this locality in the sub-locality of Avonmouth and Shirehampton. There is one pharmacy open all day on Saturdays in Shirehampton and another in Henbury. All other pharmacies in this sub-locality are open for half a day on Saturdays. There is a 100hr pharmacy in Westbury-on-Trym and Southmead. The Steering Group considered that there was not a current or future gap in this sub-locality. There are pharmacies in Cribbs Causeway, South Gloucester which are open at weekends. (see Map Appendix Map 3A).

The Steering Group did not identify current gaps in terms of opening hours in any of the three localities, but noted that some PNA consultees reported difficulty in finding out where their nearest open pharmacy is, particularly out of hours.

### **9.4 Growth in population, housing developments and GP surgeries**

Population projections suggest that Bristol's population is currently growing at an average of just over 4,000 persons per annum, the 2017 population projection being 454,900 compared with 437,500 in 2013.

Recent growth has been greatest in the Inner City wards of Bristol. Children under 15 years and adults aged 25 to 49 years are expected to account for more than half of the growth in numbers.

In the 2013 "Five-year deliverable housing supply", the majority of new sites in development are in Inner City and East (just under 4000 dwellings), with approximately 1500 new dwellings in each of Bristol North and West and Bristol South. Within the Inner City and East locality, the highest number of new dwellings will be close to the city centre, notably in Cabot ward (approximately 1500), Lawrence Hill (just over 800 dwellings) and Ashley (approx. 400 dwellings).

Chapter 5 also noted plans to develop new homes on the northern borders of Bristol with South Gloucestershire during the next decade.

The Steering Group did not identify current gaps in the areas most affected by these changes. It considered whether there were specific circumstances

whereby gaps would arise in relation to these developments, but none were identified.

The Steering Group did not identify plans for any new GP surgeries.

## 9.5 Local health planning priorities

The following health plan priorities set a context for this PNA, which focuses on the question of whether there is sufficient access to necessary, essential pharmaceutical services. National policies support increased use of self-care, more care in the community and 7 day working by primary and secondary care services. All of these developments could increase demands on local community pharmacy services, including more need for extended opening hours, in parallel with increased opening hours for GP surgeries.

### 9.5.1 Bristol Health and Wellbeing Strategy

The Bristol Health and Wellbeing Strategy 2013 has identified the following themes and priorities:

Themes	Priorities
<b>A city filled with healthy, safe and sustainable communities and places</b>	Create a high quality and well-connected built and green environment, and manage the health impacts of Climate Change.
	Achieve a healthier, more sustainable, more resilient food system for the city to benefit the local economy and the environment.
	To reduce all forms of domestic, gender-based, and racially based violence and abuse, including sexual exploitation.
<b>A city where health and wellbeing are improving.</b>	Reduce the prevalence of smoking, reduce illicit tobacco availability and increase smoke free areas within the city.
	Reduce the harm caused by alcohol misuse.
<b>A city where health inequalities are reducing.</b>	To give children the best start in life.
	Improve mental wellbeing and reduce social isolation.
<b>A city where people get high quality support when and where they need it.</b>	To better meet the needs of people with dementia and their carers through improved services and dementia friendly environments.
	To improve the clinical quality of and satisfaction with maternity services.
	Take every opportunity to improve specific outcomes and quality in the delivery of services for adults, children and vulnerable people through integrated care and support.

## 9.5.2 Bristol Clinical Commissioning Group five year plan

NHS Bristol CCG has identified the following planning priorities:

- Long term conditions - care closer to home
- Earlier cancer diagnosis
- Improved vascular outcomes
- Managing growing demand for children's services
- Modernising mental health services
- Understand and address inequalities in health
- Integrated working across health, social care and voluntary sectors

The plan has the following cross cutting themes:

- Improve delivery of patient outcomes in partnership with commissioners, providers, health professionals, voluntary sector and carers
- Promote manage and monitor achievement of improved provider / patient communication and relationships
- Lead development of clear preventative actions across all delivery groups
- Promote, manage and report on action to address health inequalities across all delivery groups
- Develop integrated care planning and shared access to care records through "Connecting Care"
- Ensure that quality standards are met by all providers and are openly reported through the CCG
- Develop enhanced signposting and communication of access to and use of services

## 9.6 Plans to commission new services from community pharmacies

### 9.6.1 Healthy Living Pharmacies

A plan for the development of an alcohol brief intervention service in pharmacies, as part of the Healthy Living Pharmacies<sup>4041</sup> project, is being led by PH Bristol. The pharmacy should become the first choice for people accessing advice and information about health issues, and thus reducing the burden on general practice. The first cohort of pharmacies will be in the most deprived areas of the city, thus aiming to reduce inequalities and target those most in need.

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<sup>40</sup> <http://psnc.org.uk/services-commissioning/locally-commissioned-services/healthy-living-pharmacies/>

<sup>41</sup> <http://www.npa.co.uk/Developing-Teams-Careers/NPA-Learning/Healthy-Living-Champion-course-and-Applied-Award/Healthy-Living-Pharmacy-Resources/>

This initiative will include:

- A trained health champion in every HLP accredited pharmacy
- Full engagement with services already commissioned (i.e. increased service delivery and benefits to the health of the locality)
- Delivery of new commissioned services such as for example alcohol interventions, weight management, dementia screening, hepatitis screening, flu vaccinations and / or other identified public health priorities
- Leadership and development training for the pharmacy management team<sup>1</sup>
- Healthy living advice should be provided at every opportunity
- The pharmacy should be actively participating in all core Council directed health promotion campaigns listed as a specific requirement of their HLP criteria

### **9.6.2 Flu Vaccination Service**

NHS England BNSSSG Area Team has commissioned a flu vaccination service, on behalf of Public Health England, from community pharmacies.

The aims of this service are to:

- reduce the serious morbidity and mortality from influenza by immunising people in the target groups, who are most likely to have a serious or complicated illness should they develop influenza. This can avert the need for the patient to be hospitalised
- improve choice, provision and access to seasonal influenza vaccination services in primary care, particularly for those that do not easily access the flu vaccination through GP Practices
- improve the seasonal flu vaccination uptake rate in people with at-risk clinical conditions

The target groups are patients aged between 18 and 64 who have Chronic respiratory, heart, kidney, liver or neurological disease, diabetes, conditions affecting the spleen including coeliac syndrome, immunosuppression due to disease or treatment (e.g. chemotherapy), pregnant women and informal carers of elderly or disabled people. Patients aged under 18 or over 65 are not covered by the pharmacy service, but may be eligible for vaccination by their GP practice.

## **9.7 Technological changes and access to pharmaceutical services**

Home delivery services are already enabling people to have prescribed medicines delivered to their homes, without needing to attend a local

pharmacy. Internet pharmacies already exist: 45% of respondents in the Bristol Citizen's Panel said they would consider using one.

Implementation of 'Electronic Prescription Service' (EPS) will enable GPs to send prescriptions electronically direct to a pharmacy. The prescribed medicines would then be either collected at a local pharmacy or delivered directly to the patient's home. If the latter, it is feasible that the pharmacy could be an internet pharmacy rather than a local community pharmacy. There is potential for EPS to lead to growth in the use of internet pharmacies and improve access for those patients wishing to use this type of service.

## **9.8 Views from the PNA consultation**

### **9.8.1 Views on locality provision**

The draft PNA consultation found that a majority of consultees agreed that there are no gaps in current provision of necessary, essential pharmaceutical services.

Five consultees provided comments on current provision in their locality. These were:

- The view that there is no community pharmacy near enough for people living in St Pauls. The Steering Group reviewed provision in this locality and judged that there is no current gap.
- The view that there is no community pharmacy open and within walking distance of Redfield and St George on Sundays, a particular problem for people with disabilities and people working full time. The Steering Group reviewed the provision and did not consider this a current gap. They noted the importance of delivery services in helping to meet the need highlighted and make related recommendations later in this chapter.
- Suggestion that the PNA consider a new community pharmacy within the new Brunel Building at Southmead Hospital, for the benefit of hospital staff and visitors. The Steering Group considered that current provision of pharmacies in the Southmead area is sufficient to meet the needs of people living and working in that area.
- One consultee raised the lack of dispensing of FP10 prescriptions by the commercial pharmacy within Bristol Royal Infirmary (whose role is to provide on-site dispensing of hospital outpatient prescriptions only). The Steering Group noted that there is confusion regarding the role of this facility (see recommendations later in this chapter). It did not consider this to represent a gap in current services or scope for future improvement, given other pharmaceutical services available close to Bristol Royal Infirmary. It makes related recommendations later about helping hospital attendees find pharmacies more easily, especially out of hours.

- One consultee considered that access to 100 hour pharmacies could be improved for people living in Redland, Stapleton and Shirehampton. The Steering Group noted that the 100 hour planning exemption for new pharmacies no longer exists. It did not consider this a current or future gap.

### 9.8.2 Other views on local pharmaceutical services

The following themes from the consultation were taken into account in reaching conclusions:

**Satisfaction with current local pharmaceutical services** The majority of respondents (82%) to the Bristol Citizen's Panel survey were either "satisfied" (26%) or "very satisfied" (56%) with their local community pharmacy. Only 6% said they were "dissatisfied".

**Opening hours.** Several consultees wanted longer opening hours, particularly out of hours, at weekends and over Bank Holidays. However, there were also comments about good access and opening hours.

**Information on where to find an out of hours pharmacy.** There were reports of difficulty finding an open pharmacy at weekends, Bank Holidays and outside usual retail hours and for travellers who may not have access to the technology to find the nearest pharmacist. Not knowing how to find information on where out of hours services are was highlighted as a particular issue for people with learning disabilities.

**Community pharmacies offering a delivery service.** These services are particularly important to and valued by people with high levels of need due to impairments and disability. They are also relevant to acute needs e.g. single parents caring for a sick child without other sources of help to reach a dispensary. There is uncertainty about which pharmacies offer this service and the eligibility criteria. Some consultees commented that availability of delivery services varies across Bristol.

**People with sight impairment.** People with sight impairment experience difficulty reading medicine labels and information. Pharmacies receive a payment as a contribution towards providing auxiliary aids to support people eligible for help with taking their medicines under the Equality Act 2010. Examples of aids included: monitored dosage systems; provision of large print labels for the partially sighted; aids to help older people access their medicines; packaging such as winged lids for bottles.



A review of accessibility of information and promotion of these adjustments by pharmacies was requested along with sensory loss awareness training, so that staff know how to assist and guide customers.

**People with learning difficulties.** Easy read information could help people understand more about their medicines, including side effects and drug interactions. Labelling (including dosette boxes) could help with the confusion that arises when the colour of a tablet changes (e.g. because it is sourced from a different manufacturer).

**Making gelatine-free medicines and vaccines available.** This is a concern for people of some faiths, for vegans and some vegetarians.

**Promoting pharmacy services.** There was support for promoting close relationships between GP and pharmacy to facilitate referral to smoking cessation support; and the promotion of local services such as equipment disposal.

## 9.9 At a Glance: Schedule 1 Statements Bristol PNA 2015

<b>Schedule 1 Information to be contained in pharmaceutical needs assessments: findings from Bristol PNA 2015</b>	
<p><b>Necessary services: current provision</b></p> <p><b>1.</b> A statement of the pharmaceutical services that the HWB has identified as services that are provided—            (a) in the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and            (b) outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services).</p>	<p>The services are identified as at June 2014, from survey of local providers and validation by the local NHS England Area Team for BNSSSG.</p> <p>See Sections 7.1, 9.1 – 9.3, Appendix A, Map Appendices 1 2 3.</p>
<p><b>Necessary services: gaps in provision</b></p> <p><b>2.</b> A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied—            (a) need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;            (b) will, in specified future circumstances,</p>	<p>No gaps in the provision of necessary pharmaceutical services have been identified in the 3 localities of Bristol, currently or in specified future circumstances.</p> <p>See Sections 7.4, 9.5</p>

**Schedule 1 Information to be contained in pharmaceutical needs assessments: findings from Bristol PNA 2015**

need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.

**Other relevant services: current provision**

**3.** A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided—  
 (a) in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area;  
 (b) outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area;  
 (c) in or outside the area of the HWB and, whilst not being services of the types described in sub-paragraph (a) or (b), or paragraph 1, they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area.

This PNA has not identified services that are not necessary to meet need for pharmaceutical services, but nevertheless securing improvements or better access to pharmaceutical services (a) within the 3 localities of Bristol or (b) outside these areas. It has not identified any services falling within category (c).

See Sections 7.3, 7.8.

**Improvements and better access: gaps in provision**

**4.** A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied—  
 (a) would, if they were provided (whether or not they were located in the area of the HWB), secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area,  
 (b) would, if in specified future circumstances they were provided (whether or not they were located in the area of the HWB), secure future improvements, or better access, to

This PNA has not identified services that if provided, would secure improvements or better access to pharmaceutical services or pharmaceutical services of a specified type, in current or future specified circumstances.

See Section 9.1.

**Schedule 1 Information to be contained in pharmaceutical needs assessments: findings from Bristol PNA 2015**

<p>pharmaceutical services, or pharmaceutical services of a specified type, in its area.</p>	
<p><b>Other NHS services</b></p> <p><b>5.</b> A statement of any NHS services provided or arranged by a local authority, the NHSCB, a CCG, an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect:</p> <p>(a) the need for pharmaceutical services, or pharmaceutical services of a specified type, in its area; or</p> <p>(b) whether further provision of pharmaceutical services in its area would secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.</p>	<p>This PNA provides a statement of other NHS services provided, or arranged by a local authority or other commissioner which affect the need for pharmaceutical services or pharmaceutical services of a specified type that the HWB has had regard for in its assessment.</p> <p>See Sections 8.2, 8.3.</p>
<p><b>How the assessment was carried out</b></p> <p><b>6.</b> An explanation of how the assessment has been carried out, and in particular:</p> <p>(a) how it has determined what are the localities in its area;</p> <p>(b) how it has taken into account (where applicable):</p> <p>(i) the different needs of different localities in its area, and</p> <p>(ii) the different needs of people in its area who share a protected characteristic; and</p> <p>(c) a report on the consultation that it has undertaken.</p>	<p>This PNA includes an explanation of how it was carried out in Chapter 4.</p>
<p><b>Map of provision</b></p> <p><b>7.</b> A map that identifies the premises at which pharmaceutical services are provided in the area of the HWB.’</p>	<p>This PNA includes a map of all premises.</p> <p>See Maps Appendix 1.</p>

## 9.10 Steering Group Conclusions and Recommendations

### 9.10.1 Conclusions

- **This PNA has not identified current or future gaps in the provision of necessary, essential pharmaceutical services in the 3 localities of Bristol.** Local pharmaceutical services are distributed across the localities of Bristol with over 99% of residents living within 1.6km of a community pharmacy. All 3 localities have 100hr and 7day opening pharmacies.
- **This PNA has not identified scope for current improvement or better access.** Bristol has a good level of provision of necessary, essential pharmaceutical services distributed across the 3 localities.
- **This PNA has not identified scope for future improvement or better access.**
- **This PNA finds a high level of satisfaction with local pharmaceutical services in Bristol and suggestions for making it easier for people to use them.** Making it easier to find out pharmacy open hours and locations could improve the experience of people using pharmacies. Better information is also wanted on medicines and delivery services. Some groups particularly need this. In our consultation, we heard that people with learning disabilities and people with sight impairments need pharmacists to make reasonable adjustments to meet their needs.
- **This PNA reports growing needs and inequalities in health in Bristol.** Data on local needs has been analysed by locality. This should help commissioners, local pharmaceutical services and other community services plan services targeted at local health inequalities, to improve local health outcomes. Population growth and increases in dwellings are not expected to result in local gaps or improvement needs. This will be reviewed in the next PNA, which will be published in 2018.

### 9.10.2 Recommendations

- **Increase awareness of how to find out about opening hours.** All local healthcare commissioners and providers are asked to help publicise and use sources of information on 'where to find information on your nearest pharmacy and opening hours' e.g. through NHS Choices and the 111 service. This includes asking frontline healthcare staff to advise patients needing immediate access to a dispensing service out of hours.
- **Provide clear information on delivery services, particularly for people with significant health needs.** Avon Local Pharmaceutical Committee is asked to draw local pharmacies' attention to the need for clear information

on what delivery services are available. This needs to be targeted at people with impairments that affect their ability to reach a local pharmacy.

- **Make reasonable adjustments to address specific needs.** Avon Local Pharmaceutical Committee is asked to publicise the findings of this PNA to local pharmacists, specifically the need for information to be provided in formats that are useful for people with sight impairments and people with learning disabilities.

NHS England BNSSG Area Team is asked to emphasise to contractors the importance of compliance with the 2010 Equalities Act including making reasonable adjustments to meet the needs of people with protected characteristics. Staff training on meeting information needs, providing aids and guiding people with sight impairment should be strongly encouraged to support compliance.

The Steering Group chair is asked to raise the national issue of access to appropriate labelling e.g. tactile labels, with bodies representing the pharmaceutical manufacturers.

- **Inform and remind people of the local pharmaceutical services available to them.** Avon Local Pharmaceutical Committee is asked to encourage local pharmacies to
  - publicise how their customers can access gelatine-free medicines
  - publicise any locally commissioned services available to customers

NHS England and other health organisations are asked to promote messages on service developments that will help increase choices and access, including electronic prescribing and the option of using internet pharmacies.

- **Use this PNA to inform planning to tackle health inequalities.** Bristol City Council Community Pharmacy Group are asked to use this PNA to help inform plans for the development of a wider role for community pharmacies in meeting health needs, noting the detailed information provided on locality needs, inequalities in health and current services.
- **Explain the role of the pharmacy located at Bristol Royal Infirmary.** University Hospitals Bristol NHS Foundation Trust is asked to provide clear information to hospital attendees explaining the role of the co-located pharmacy service in providing outpatient dispensing only.

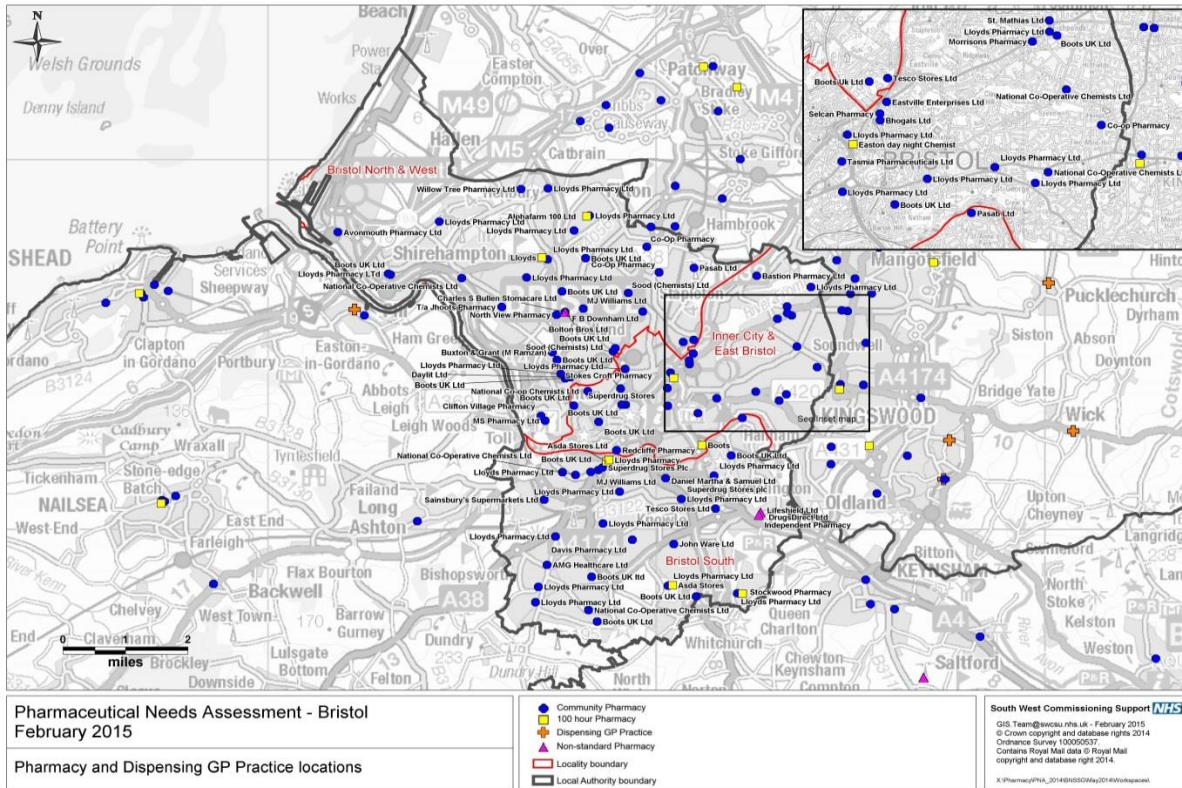
## Glossary

A+E	Accident and Emergency
AUR	Appliance Use Review
AWP	Avon and Wiltshire Partnership
BCC	Bristol City Council
BDP	Bristol Drugs Project
BME	Black and Minority Ethnic
BNSSG	Bristol, North Somerset and South Gloucestershire
BNSSSG	Bristol, North Somerset, Somerset and South Gloucestershire
C CARD	Condom Card
CCG	Clinical Commissioning Group
CKD	Chronic Kidney Disease
COPD	Chronic Obstructive Pulmonary Disease
CSP	Chlamydia Screening Programme
CVD	Cardiovascular disease
DAC	Dispensing Appliance Contractor
DAAT	Drug and Alcohol Action Team
DRUM	Dispensing Review on the Use of Medicines
DSQS	Dispensing Services Quality Scheme
EHC	Emergency Hormonal Contraception
EPS	Electronic Prescription Service
ESLPS	Essential Small Pharmacies Local Pharmacy Scheme
GP	General Practitioner
GIS	Geographic Information System
HMP	Her Majesty's Prison
HWB	Health and Wellbeing Board

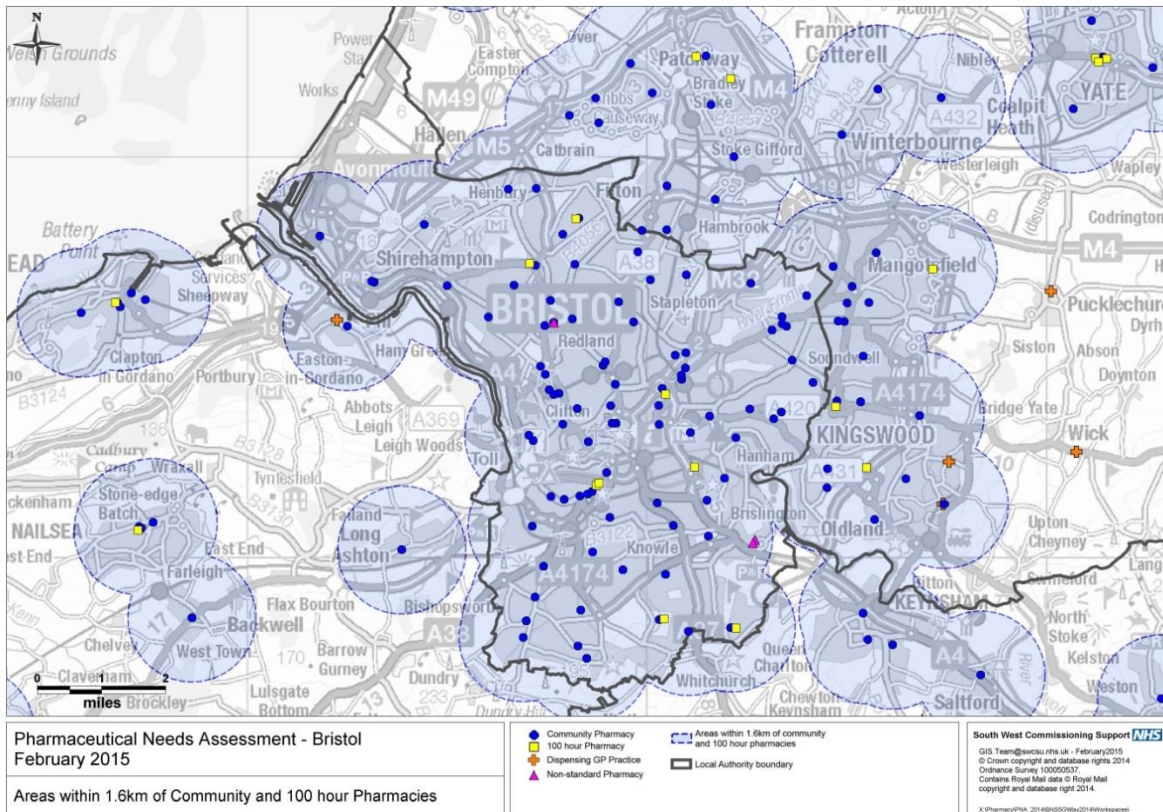
ITN	Integrated Transport Network
JSNA	Joint Strategic Needs Assessment
LGBT	Lesbian Gay Bisexual Transgender
LTC	Long Term Condition
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LPS	Local Pharmaceutical Service
LSOA	Lower Layer Super Output Area
MIU	Minor Injuries Unit
MUR	Medicines Use Review
NHS	National Health Service
NHS LAT	National Health Service Local Area Team
NMS	New Medicines Service
NPTDR	National Public Transport Data Repository
OCUs	Opiate and crack users (OCUs)
ONS	Office of National Statistics
PCT	Primary Care Trust
PH	Public Health
PHE	Public Health England
PNA	Pharmaceutical Needs Assessment
POM	Prescription Only Medicines
QMAS	Quality Management and Analysis System
QOF	Quality and Outcomes Framework
SCS	Stoma Customisation Service
TIA	Transient Ischaemic Attack

# Maps Appendix

## Map 1 Community Pharmacy locations



## Map 2 1.6km (1 mile) distance from Community and 100 hour Pharmacies

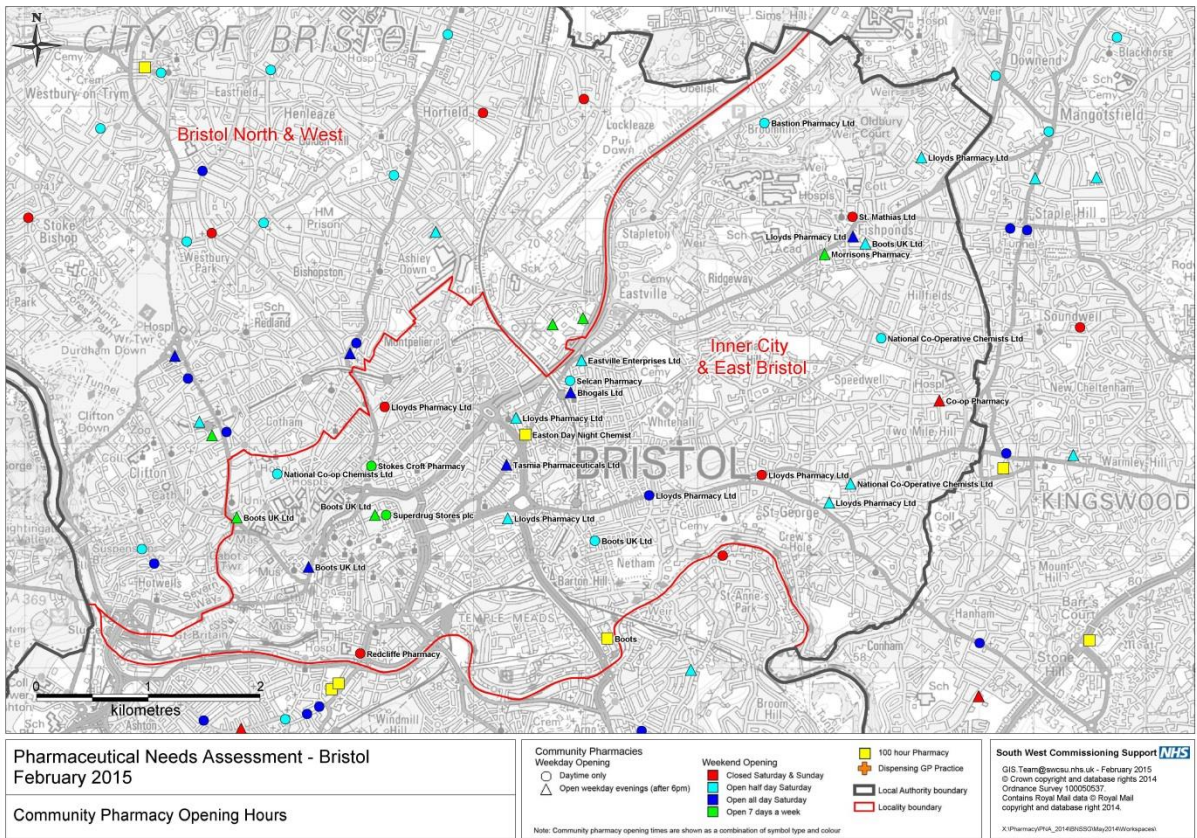




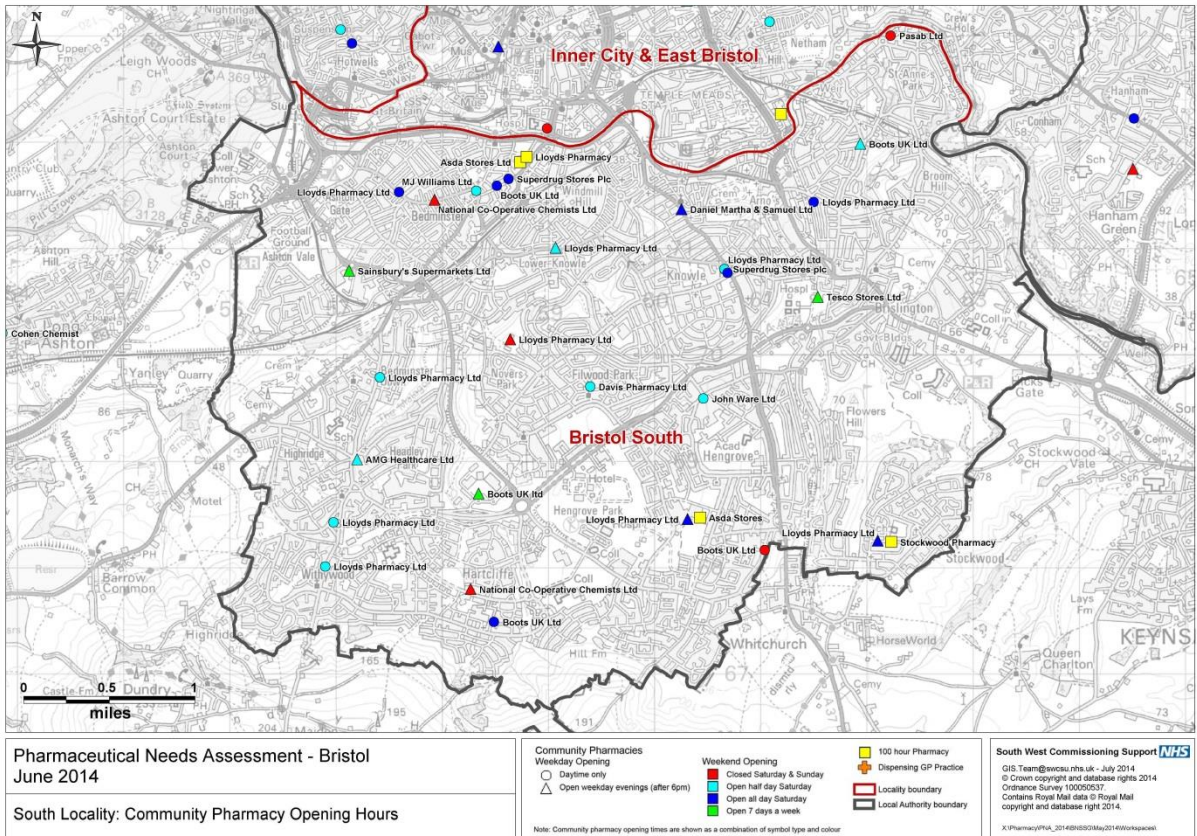




### Map 3B Bristol Inner City and East Pharmacy Opening Hours

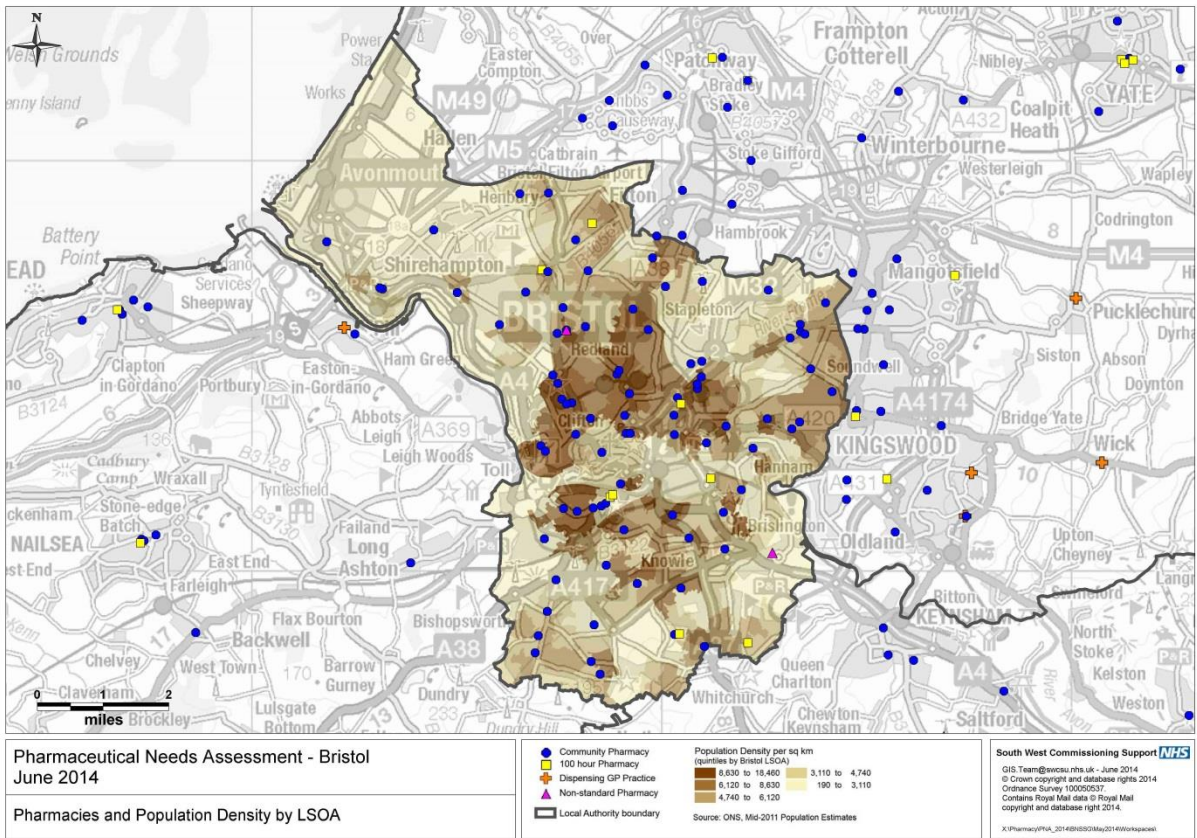


### Map 3C Bristol South Pharmacy Opening Hours

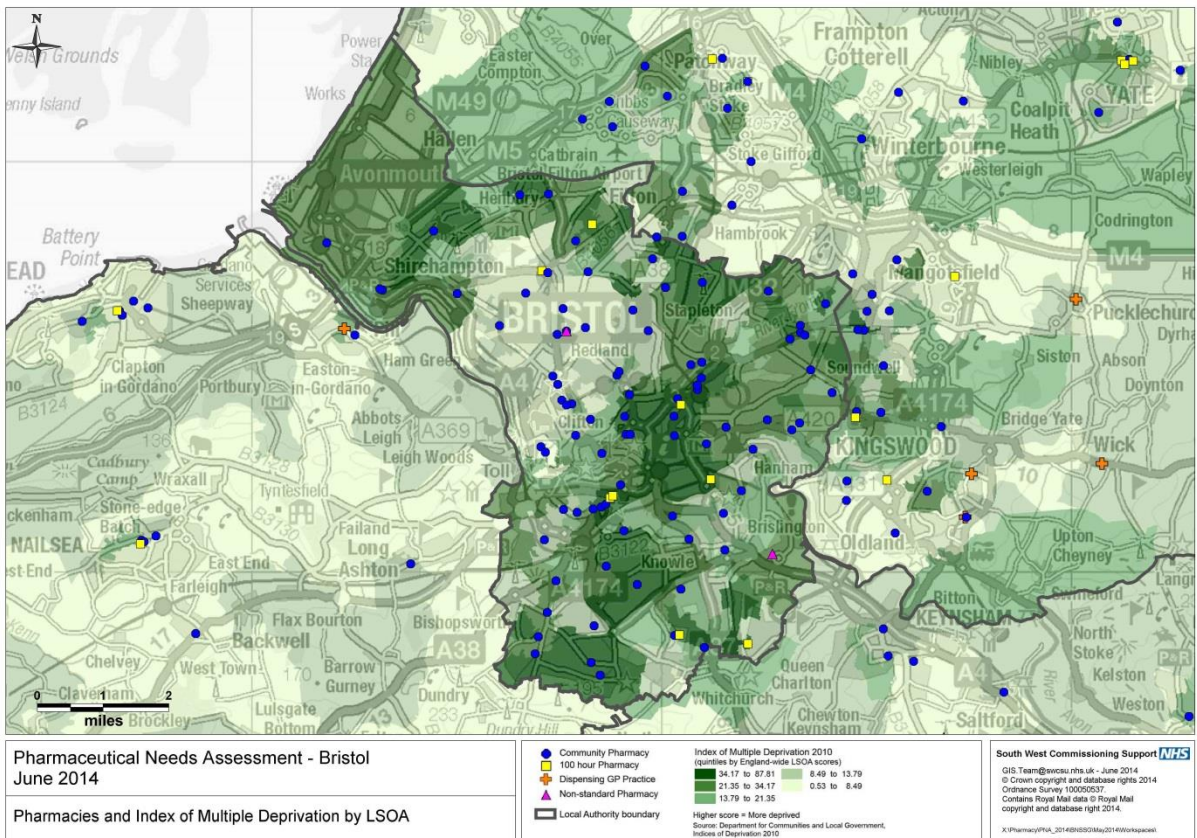




## Map 4 Population Density

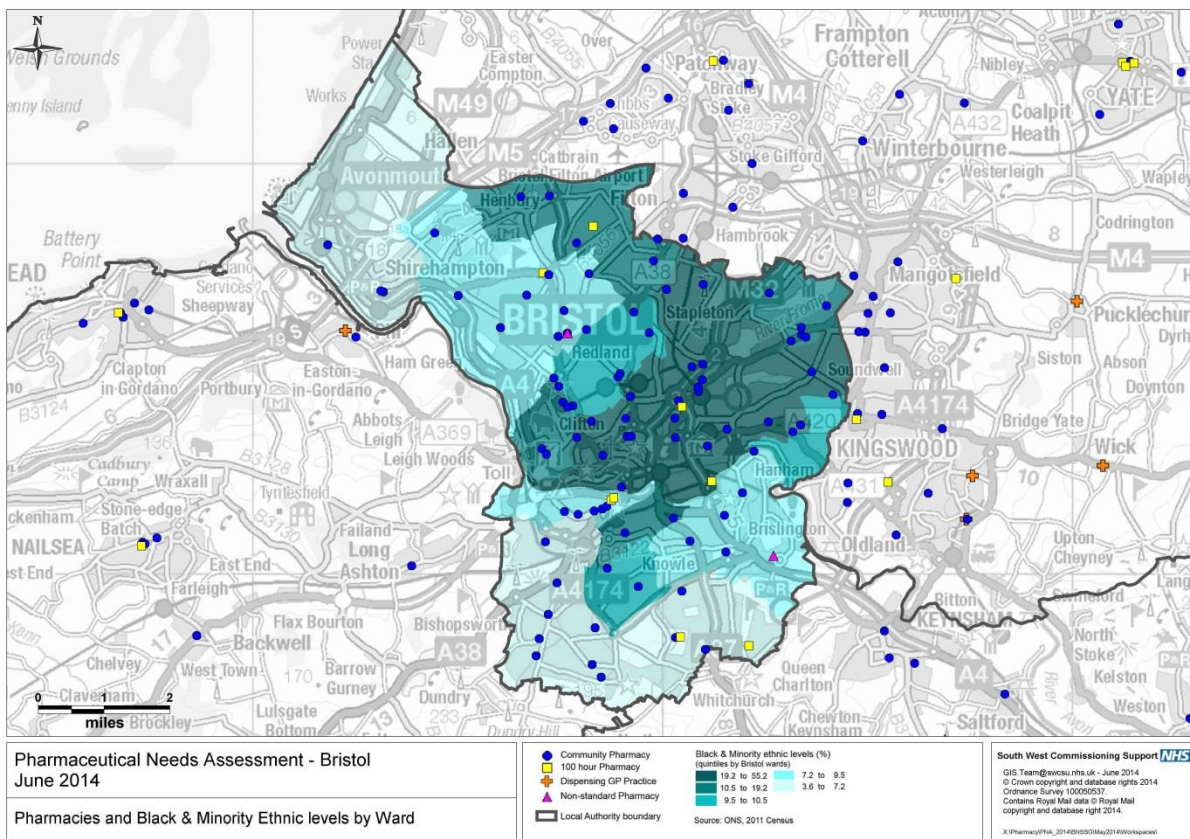


## Map 5 Index of Multiple Deprivation

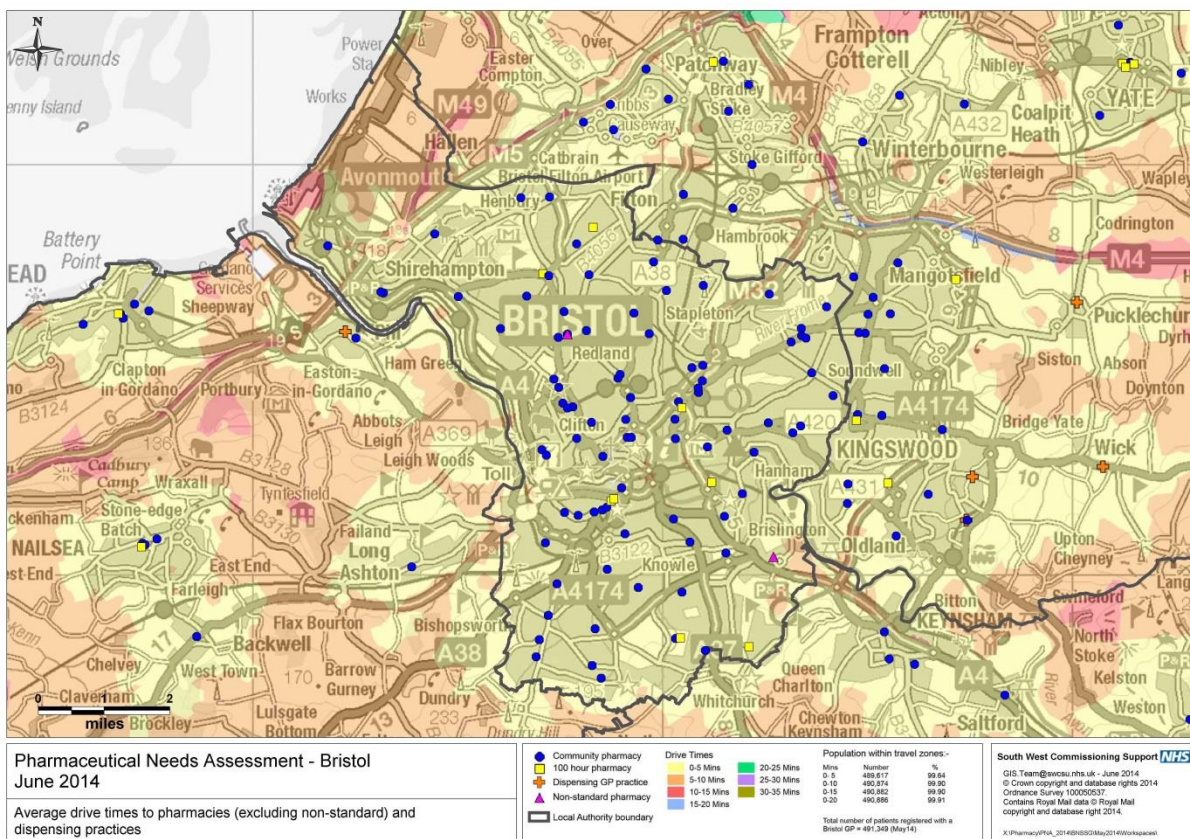




## Map 6 Pharmacies and Black Minority Ethnic Population by Ward

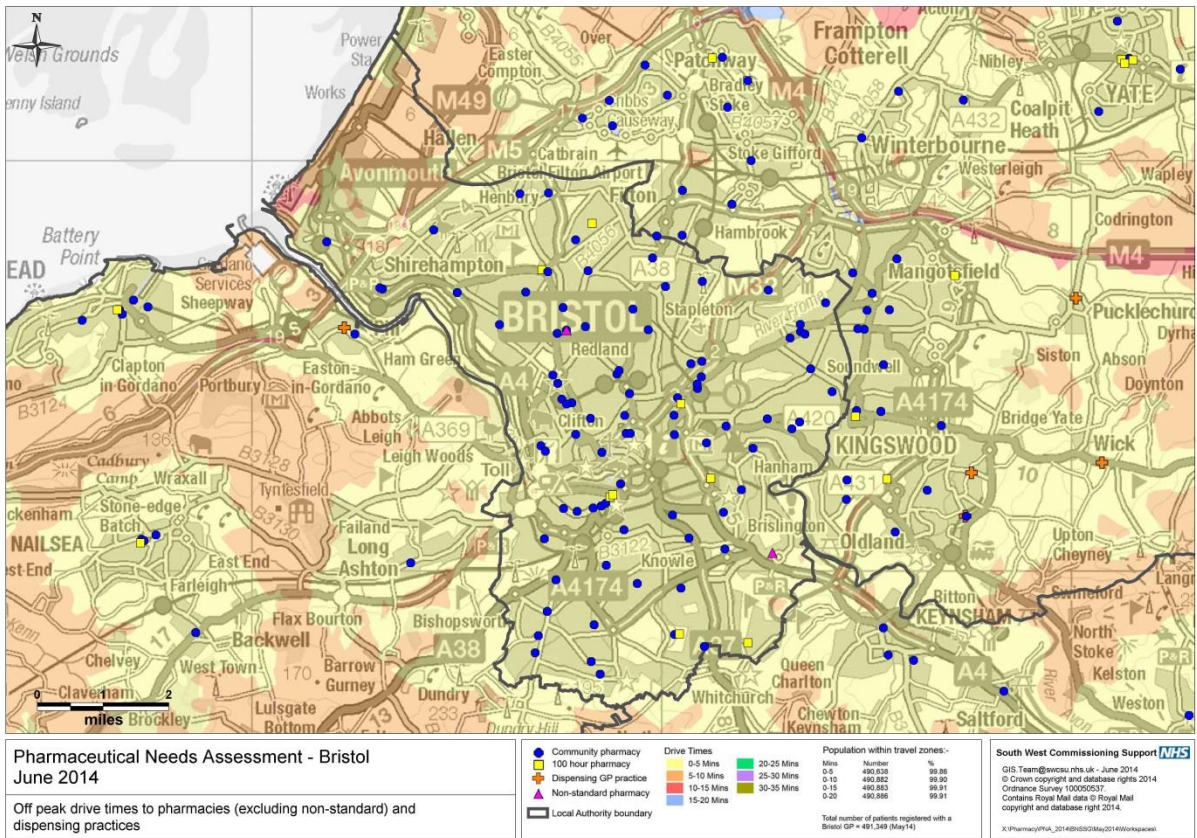


## Map 7 Drive Times to Pharmacies

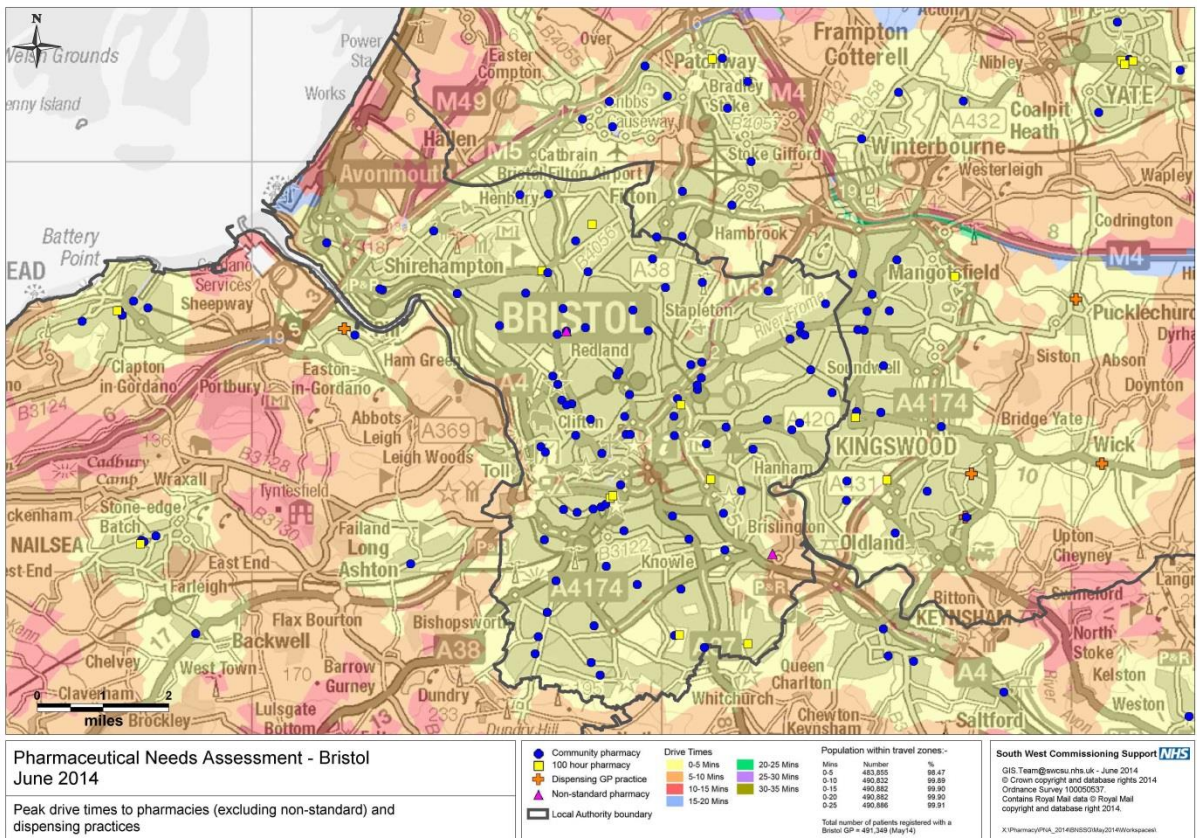




### Map 8 Off peak drive time to pharmacies

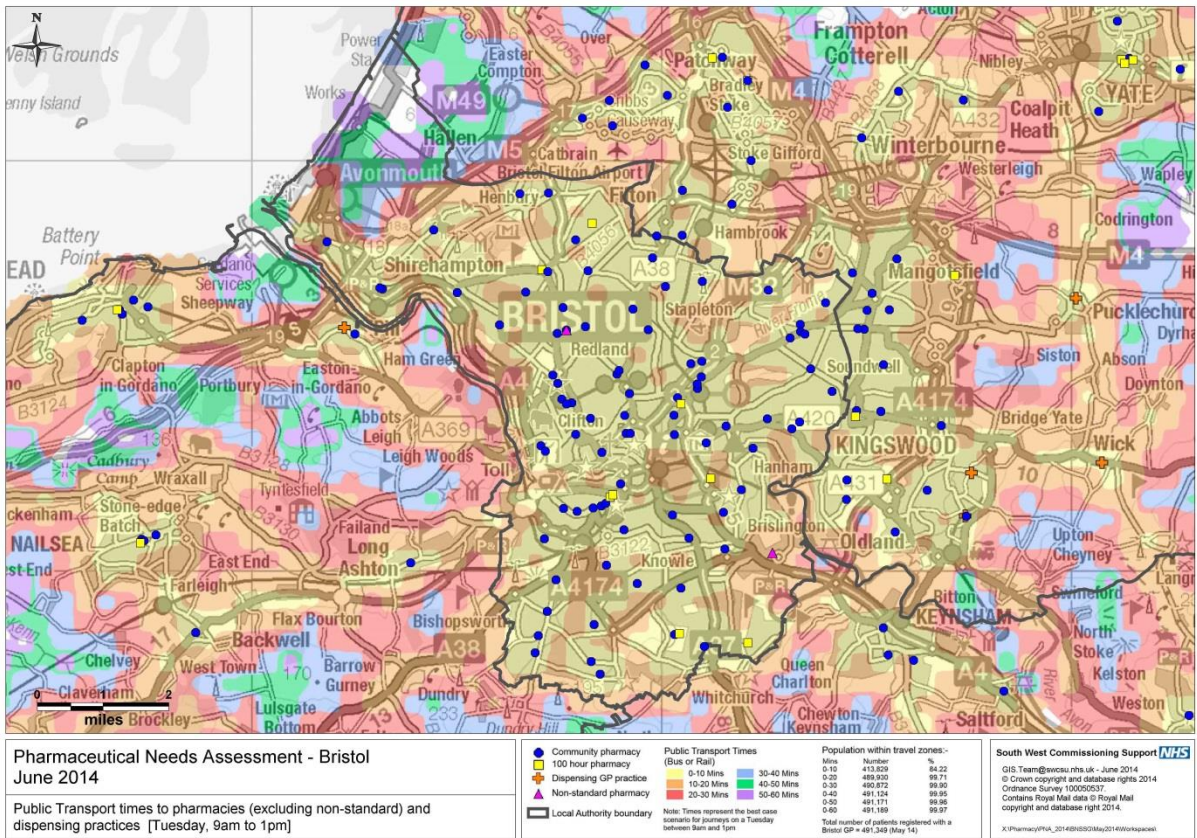


### Map 9 Peak drive times to pharmacies

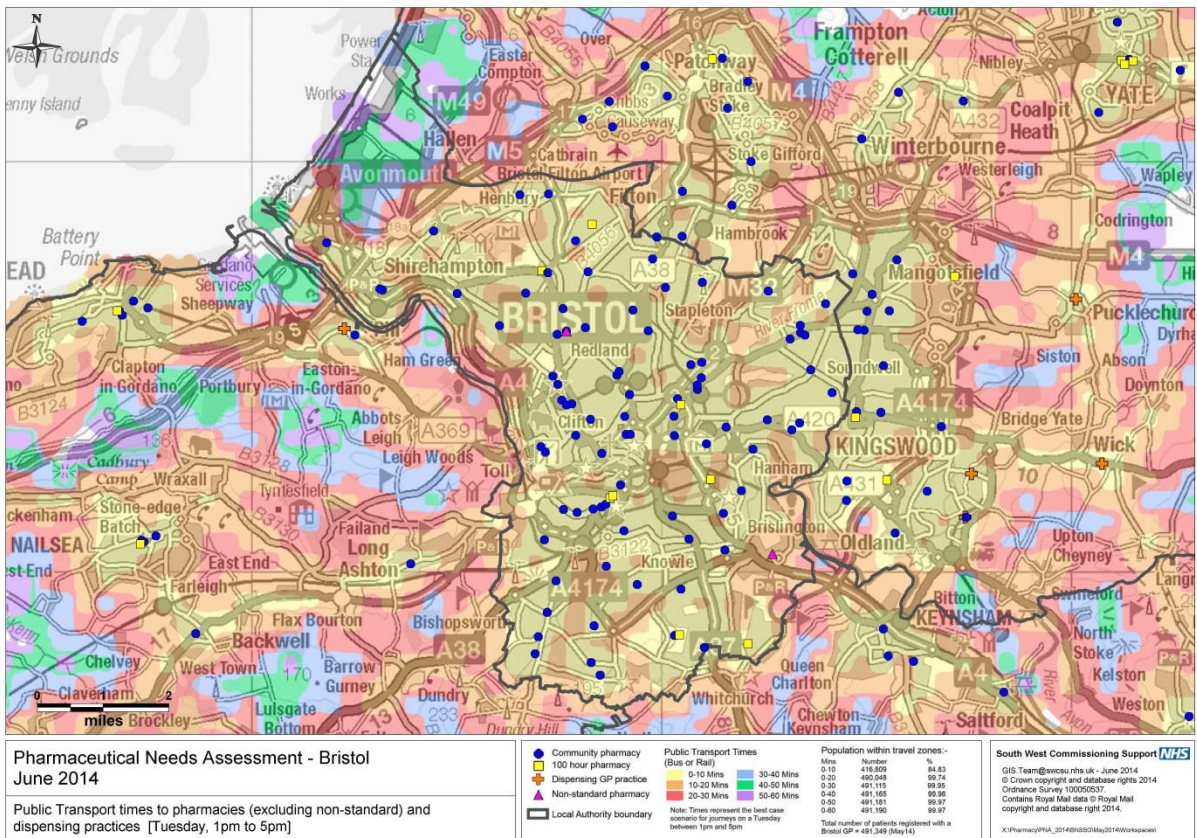




## Map 10 Public Transport times to Pharmacies am

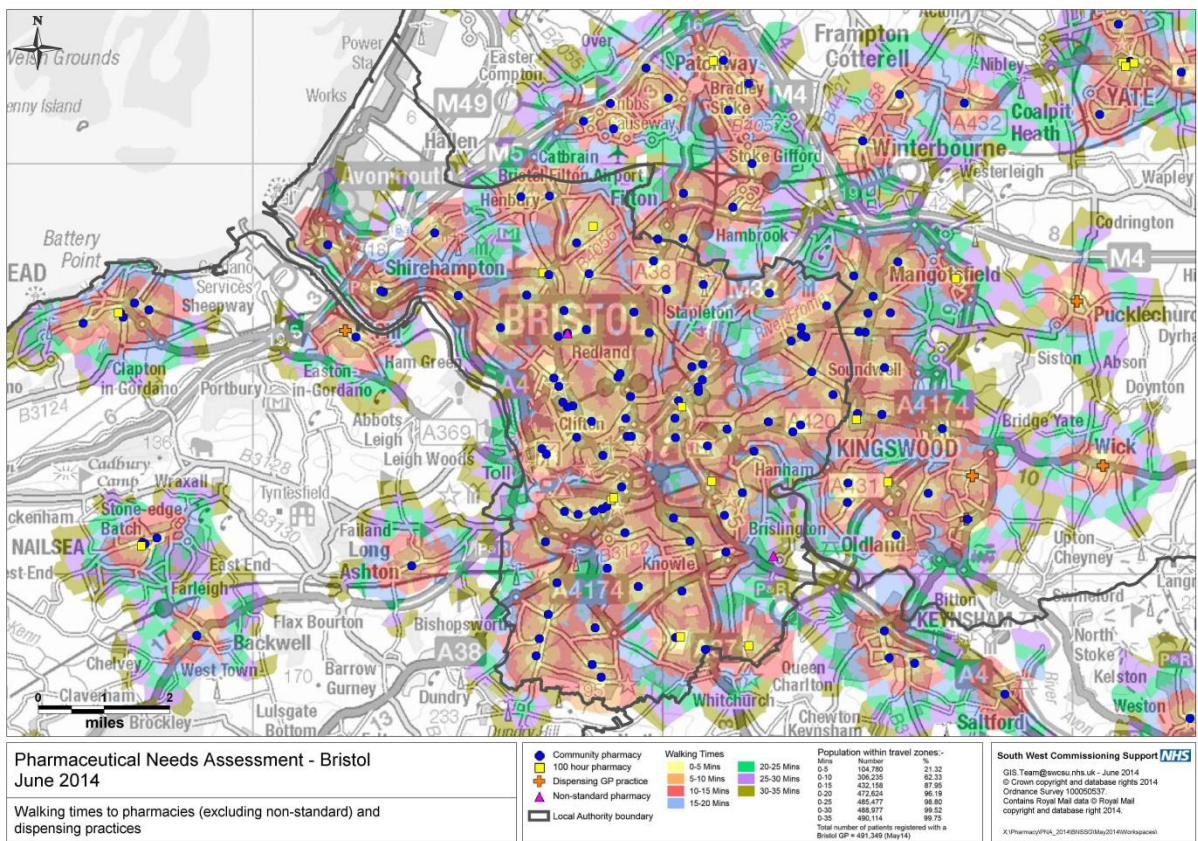


## Map 11 Public Transport times to Pharmacies pm





# Map 12 Walking times to Pharmacies



## Appendix A Bristol Pharmacy Contractors Opening Times

### 100 Hours Pharmacies

Opening Times						
Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward	
<b>100 HOURS</b>						
<b>Asda Pharmacy (Bedminster)</b>	Asda Stores Ltd, East Street, Bedminster, Bristol, BS3 4JY	BS3 4JY	07:00 - 23:00 (08:00 - 23:00 on Mondays)	07:00 - 22:00	10:00 - 16:00	Southville
<b>Asda Pharmacy (Whitchurch)</b>	Asda Stores Ltd, Whitchurch District Centre, Oatlands Avenue, Bristol, BS14 0ST	BS14 0ST	07:00 - 23:00 (08:00 - 23:00 on Mondays)	07:00 - 22:00	10:00 - 16:00	Hengrove
<b>Boots UK Ltd</b>	Unit 1, Avonmeads Retail Park, St Philips Causeway, Bristol	BS2 0SP	08:30 - 12:00 (08:00 - 12:00 on Friday)	08:00 - 12:00	11:00 - 17:00	Lawrence Hill
<b>Easton Day and Night Chemist</b>	192 Stapleton Road, Bristol, BS5 0NY	BS5 0NY	08:00 - 22:30 (23:00 during Ramadan)	09:30 - 22:30 (23:00 during Ramadan)	09:30 - 22:30 (23:00 during Ramadan)	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	1-3 Carlton Court, Westbury-on-Trym, Bristol	BS9 3DF	08:00 - 23:00	08:00 - 23:00	09:00 - 19:00	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	The Bedminster Family Practice, Regent Road, Bedminster, Bristol	BS3 4AT	08:00 - 22:30	08:00 - 22:30	09:00 - 22:00	Southville
<b>Southmead Pharmacy</b>	5 Arnside Road, Bristol	BS10 6AT	06:00 - 22:00	08:00 - 19:00	08:00 - 17:00	Southmead
<b>Stockwood Pharmacy</b>	78 Hollway Road, Bristol, BS14 8PG	BS14 8PG	07:00 - 21:00	07:00 - 21:00	09:00 - 19:00	Stockwood

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015



## 7 Days a Week Opening

Opening Times						
Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward	
<b>7 DAYS A WEEK</b>						
<b>Boots UK Ltd</b>	9 Clifton Down Shopping Centre, Whiteladies Road, Clifton, Bristol	BS8 2NN	08:30 - 18:30	08:30 - 18:00 closed 1hr for lunch	11:00 - 17:00	Clifton East
<b>Boots UK Ltd</b>	Unit E, Eastgate Retail Park, Eastville, Bristol	BS5 6XX	08:00 - 20:00	08:00 - 18:00	11:00 - 17:00	Lockleaze
<b>Boots UK Ltd</b>	Imperial Retail Park, Bristol	BS13 7TJ	09:00 - 20:00 clsd 14:00 - 14:30	09:00 - 19:00 clsd 14:00 - 14:30	11:00 - 17:00	Hartcliffe
<b>Boots UK Ltd</b>	59 Broadmead, (The Pharmacy Dept), Bristol	BS1 3ED	08:00 - 20:00	08:00 - 20:00	11:00 - 17:00	Cabot
<b>Boots UK Ltd</b>	66 Queens Road, Clifton, Bristol	BS8 1QU	08:30 - 18:30	08:00 - 18:30 clsd 1hr lunch	10:00 - 17:00	Cabot
<b>Sainsburys Instore Pharmacy</b>	Sainsburys Supermarkets Ltd, 111 Winterstoke Road, BS3 2NS	BS3 2NS	08:00 - 22:00	08:00 - 22:00	10:00 - 16:00	Bedminster
<b>Stokes Croft Pharmacy</b>	Stokes Croft Pharmacy, Unit 2/Avonmead House 40-48, Stokes Croft, Bristol	BS1 3QD	09:00 - 18:00	10:00 - 14:00	10:00 - 12:00	Ashley
<b>Superdrug Pharmacy</b>	Superdrug Stores Plc, 39-43 Broadmead, Bristol, BS1 3EU	BS1 3EU	08:30 - 17:30	09:00 - 17:30	11:00 - 17:00	Cabot
<b>Tesco Instore Pharmacy</b>	Tesco Stores Ltd, Callington Road, Bristol, BS4 5AY	BS4 5AY	08:30 - 20:00	08:30 - 20:00	10:00 - 16:00	Brislington West

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

<b>Tesco Instore Pharmacy (Eastville)</b>	Tesco Stores Ltd, Eastgate Road, Bristol, Bristol, BS5 6XU	BS5 6XU	08:00 - 20:00	08:00 - 20:00	10:00 - 16:00	Lockleaze
<b>Wm Morrisons Supermarkets plc Pharmacy</b>	688-718 Fishponds Road, Fishponds, Bristol	BS16 3US	08:30 - 20:00	08:30 - 20:00	10:00 - 16:00	Frome Vale

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

**Monday – Saturday all day opening**

<b>Opening Times</b>						
<b>Address</b>	<b>Postcode</b>	<b>Monday - Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Electoral Ward</b>	
<b>MONDAY – SATURDAY ALL DAY</b>						
<b>Bhogal Dispensing Chemist</b>	Bhogal Dispensing Chemists, 79-81 St. Marks Road, Bristol, Bristol, BS5 6HX	BS5 6HX	09:00 - 19:00 closed 13:00- 14:00	09:00 - 17:30 closed 13:00- 14:00	Closed	Easton
<b>Boots UK Ltd</b>	112 - 114 Whiteladies Road, Clifton, Bristol	BS8 2RP	08:45 - 17:30	08:45 - 17:30	Closed	Clifton East
<b>Boots UK Ltd</b>	47 - 49 Gloucester Road, Bishopston, Bristol	BS7 8AD	09:00 - 17:30	09:00 - 17:30	Closed	Redland
<b>Boots UK Ltd</b>	39 High Street, Shirehampton, Bristol	BS11 0DX	09:00 - 17:30	09:00 - 17:30	Closed	Avonmouth
<b>Boots UK Ltd</b>	55 Henleaze Road, Westbury- on-Trym, Bristol	BS9 4JT	09:00 - 17:30	09:00 - 17:30 closed 13:00 - 14:00	Closed	Henleaze
<b>Boots UK Ltd</b>	5 Peterson Avenue, Hartcliffe, Bristol	BS13 0BE	09:00 - 17:30 closed 13:00 - 14:00	09:00 - 17:00 closed 13:00 - 14:00	Closed	Whitchurch Park
<b>Boots UK Ltd</b>	96 East Street, Bedminster, Bristol	BS3 4EY	09:00 - 17:30 closed ½hr for lunch	09:00 - 17:30 closed ½hr for lunch	Closed	Southville

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

<b>Boots UK Ltd</b>	19-20 St. Augustine's Parade, Bristol	BS1 4UR	07:30 - 19:00	08:30 - 17:30 closed 1hr for lunch	Closed	Cabot
<b>Buxton and Grant</b>	Buxton & Grant, 176 Whiteladies Road, Bristol, BS8 2XU	BS8 2XU	09:00 - 19:00 closed 13:00-14:00	09:00 - 17:30 closed open 1300-1400	Closed	Clifton East
<b>Clifton Village Pharmacy</b>	10 Princess Victoria St	BS8 4BP	09:00 - 18:30	09:00 - 18:30	Closed	Clifton
<b>Cotham Pharmacy</b>	3-5 COTHAM HILL, COTHAM	BS6 6LD	08:30 - 18:00	09:00 - 17:00	Closed	Cotham
<b>Easton Pharmacy</b>	Easton Pharmacy, 116 Stapleton Road, Bristol, Bristol, BS5 0PS	BS5 0PS	09:00 - 19:00 closed 13:30 - 14:30	09:00 - 17:00 closed 13:30-14:30	Closed	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Ardenton Walk, Henbury, Bristol	BS10 6SP	08:30 - 19:00	08:30 - 17:30	Closed	Henbury
<b>Lloyds Pharmacy Ltd</b>	6 Arnside Road, Southmead, Bristol	BS10 6AT	08:30 - 18:30	09:00 - 17:30	Closed	Southmead
<b>Lloyds Pharmacy Ltd</b>	74-76 Hollway Road, Stockwood, Bristol	BS14 8PG	08:30 - 19:00	08:30 - 17:30	Closed	Stockwood
<b>Lloyds Pharmacy Ltd</b>	Whitchurch Health Centre, Armada Road, Whitchurch, Bristol	BS14 0SU	08:00 - 19:00	09:00 - 17:00	Closed	Hengrove
<b>Lloyds Pharmacy Ltd</b>	33 Sandy Park Road, Brislington, Bristol	BS4 3PH	09:00 - 17:45	09:00 - 17:30	Closed	Brislington West
<b>Lloyds Pharmacy Ltd</b>	244 North Street, Ashton, Bristol	BS3 1JD	09:00 - 18:00	09:00 - 17:30	Closed	Southville
<b>Lloyds Pharmacy Ltd</b>	235 Church Road, Redfield, Bristol	BS5 9HL	09:00 - 18:00	09:00 - 17:30	Closed	Easton
<b>Lloyds Pharmacy Ltd</b>	782 - 786 Fishponds Road, Fishponds, Bristol	BS16 3TT	08:30 - 18:30	09:00 - 17:30	Closed	Frome Vale

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

<b>Mb Silverman</b>	Daniel Martha & Samuel Ltd, 180a Wells Road, Bristol, Bristol, BS4 2AL	BS4 2AL	08:30 - 19:00	09:00 - 17:00	Closed	Windmill Hill
<b>Regent Practice</b>	13 regent street Clifton	BS8 4HW	09:00 - 18:00	09:00 - 17:30	Closed	Clifton
<b>Sood (Chemists) Ltd (23-25 Glos Rd)</b>	23-25 GLOUCESTER ROAD, BRISTOL	BS7 8AA	09:00 - 19:00	09:00 - 17:30	Closed	Redland
<b>Superdrug Pharmacy (Bedminster)</b>	44-46 East Street Bedminster Bristol	BS3 4HD	09:00 - 17:30 closed 13:30 - 14:00	09:00 - 17:30 closed 1330- 1400	Closed	Southville
<b>Superdrug Pharmacy (Knowle)</b>	339-341 Wells Road, Bristol, Bristol, BS4 2QB	BS4 2QB	08:30 - 17:30 closed 13:00- 13:30	09:00 - 17:30 closed 13:30- 14:00	Closed	Knowle

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

### Monday – Saturday morning opening

Opening Times						
Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward	
<b>MONDAY – SATURDAY MORNING</b>						
<b>AMG Healthcare T/A Kathleen James Pharmacy</b>	3a/4a St Peters Rise, Bishopsworth, Bristol	BS13 7LU	09:00 - 18:30	09:00 - 13:00	Closed	Hartcliffe
<b>Ashgrove Pharmacy</b>	97-99 Ashley Down Road	BS7 9JT	09:00 - 18:30	09:00 - 13:00	Closed	Bishopston
<b>Avonmouth Pharmacy Ltd</b>	205 Avonmouth Road, Bristol	BS11 9EG	08:30 - 18:00	08:30 - 13:00	Closed	Avonmouth
<b>Bedminster Pharmacy</b>	4-6 Canon Street, Bristol	BS3 1BN	09:00 - 18:00	09:00 - 13:00	Closed	Southville
<b>Boots UK Ltd</b>	37 Southmead Road, Westbury-on-Trym, Bristol	BS10 5DW	09:00 - 18:00	09:00 - 13:00	Closed	Westbury-on-Trym
<b>Boots UK Ltd</b>	5 Langton Road, St Anne's, Bristol	BS4 4EW	08:45 - 18:30 closed 13:00 - 14:00	09:00 - 12:30	Closed	Brislington West
<b>Boots UK Ltd</b>	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol	BS16 3TD	08:30 - 18:30 (08:30 - 18:45 on Monday and Friday)	09:00 - 11:30	Closed	Frome Vale
<b>Boots UK Ltd</b>	Well Springs Healthy Living Centre, Beam Street, Redfield, Bristol	BS5 9QY	08:30 - 18:00 closed 13:00 - 14:00	09:00 - 13:00	Closed	Lawrence Hill

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

Opening Times						
	Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward
<b>Davis Pharmacy</b>	45 Filwood Broadway, Knowle, Bristol	BS4 1JL	08:30 - 17:30	08:30 - 13:00	Closed	Filwood
<b>Eastville Pharmacy</b>	4 fishponds road, Eastville, Bristol, BS5 6SA	BS5 6SA	08:30 - 18:30	09:00 - 13:00	Closed	Easton
<b>Hengrove Pharmacy</b>	9 The Parade, Hengrove Lane	BS14 9DB	09:00 - 18:00	09:00 - 13:00	Closed	Hengrove
<b>Kellaway Pharmacy</b>	Kellaway Pharmacy, 18 Kellaway Avenue, Bristol, Bristol, BS6 7XR	BS6 7XR	09:00 - 18:00	09:00 - 13:00	Closed	Redland
<b>Lloyds Pharmacy Ltd</b>	Whiteladies Medical Centre, Whatley Road, Clifton, Bristol	BS8 2PU	08:30 - 18:30	09:00 - 12:00	Closed	Clifton East
<b>Lloyds Pharmacy Ltd</b>	Shirehampton Health Centre, Pembroke Road, Shirehampton, Bristol	BS11 9SB	08:30 - 18:30	09:00 - 13:00	Closed	Avonmouth
<b>Lloyds Pharmacy Ltd</b>	2 Charlecombe Court, Westbury On Trym, Bristol	BS9 3RL	09:00 - 18:00	09:00 - 13:00	Closed	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	Westbury Medical Centre, Westbury Hill, Westbury-on-Trym, Bristol	BS9 3AA	09:00 - 18:00	09:00 - 13:00	Closed	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	62 Ridingleaze, Lawrence Weston, Bristol	BS11 0QB	09:00 - 18:00	09:00 - 13:00	Closed	Kingsweston
<b>Lloyds Pharmacy Ltd</b>	Greenway Centre, Doncaster Road, Southmead, Bristol	BS10 5PY	09:00 - 18:00	09:00 - 13:00	Closed	Southmead

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

Opening Times						
	Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward
<b>Lloyds Pharmacy Ltd</b>	172 St. John's Lane, Bedminster, Bristol	BS3 5AR	08:30 - 18:30	09:00 - 13:00	Closed	Windmill Hill
<b>Lloyds Pharmacy Ltd</b>	99 Bishopsworth Road, Bedminster Down, Bristol	BS13 7JR	09:00 - 18:00	09:00 - 13:00	Closed	Bishopsworth
<b>Lloyds Pharmacy Ltd</b>	335 Wells Road, Knowle, Bristol	BS4 2QB	09:00 - 18:00	09:00 - 13:00	Closed	Knowle
<b>Lloyds Pharmacy Ltd</b>	135-137 Church Road, Bishopsworth, Bristol	BS13 8JZ	09:00 - 18:00	09:00 - 13:00	Closed	Hartcliffe
<b>Lloyds Pharmacy Ltd</b>	94 Queens Road, Bishopsworth, Bristol	BS13 8PQ	09:00 - 17:30	09:00 - 13:00	Closed	Bishopsworth
<b>Lloyds Pharmacy Ltd</b>	Montpelier, 64 Bath Buildings, Montpelier, Bristol	BS6 5PT	08:30 - 18:30	09:00 - 12:00	Closed	Ashley
<b>Lloyds Pharmacy Ltd</b>	40 Lanaway Road, Oldbury Court, Fishponds, Bristol	BS16 2NN	09:00 - 17:30	09:00 - 13:00	Closed	Frome Vale
<b>Lloyds Pharmacy Ltd</b>	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol	BS2 0AN	08:45 - 18:30	09:00 - 13:00	Closed	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Charlotte Keel Health Centre, Seymour Road, Easton, Bristol	BS5 0UA	08:30 - 19:00	09:00 - 13:00	Closed	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Air Balloon Surgery, Kenn Road, St George, Bristol	BS5 7PD	08:45 - 19:00	09:00 - 13:00	Closed	St. George West
<b>National Co-Operative Chemists Ltd</b>	139a Shirehampton Road, Sea Mills, Bristol	BS9 2EE	09:00 - 17:30	09:00 - 13:00	Closed	Kingsweston

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015



Opening Times						
	Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward
<b>National Co-Operative Chemists Ltd</b>	36-38 Filton Road, Horfield, Bristol	BS7 0PB	09:00 - 18:00	09:00 - 13:00	Closed	Horfield
<b>National Co-Operative Chemists Ltd</b>	306 Lodge Causeway, Fishponds, Bristol	BS16 3RD	09:00 - 17:30	09:00 - 13:00	Closed	Hillfields
<b>National Co-Operative Chemists Ltd</b>	143 St Michaels Hill, Kingsdown, Bristol	BS2 8DB	08:45 - 18:30	09:00 - 13:00	Closed	Cabot
<b>National Co-Operative Chemists Ltd</b>	St George Health Centre, Bellevue Road, St George, Bristol	BS5 7PH	09:00 - 19:00	09:00 - 13:00	Closed	St. George West
<b>North View Pharmacy</b>	29 Northview Westbury park	BS6 7PT	09:00 - 18:00 closed 13:00 - 14:00 (closed 13:00 - 14:15 on weds)	09:00 - 13:00	Closed	Henleaze
<b>Redcliffe Pharmacy</b>	8 Waring House, Redcliffe, Bristol, BS1 6TB	BS1 6TB	09:00 - 18:00	09:00 - 13:00	Closed	Cabot
<b>Selcan Pharmacy</b>	103 St. Marks Road, Bristol, Bristol, BS5 6HY	BS5 6HY	09:00 - 18:00 closed 13.00-14.00	09:00 - 13:00	Closed	Easton
<b>Sood (Chemists) Ltd (291 Gloucester Rd)</b>	Sood Chemists Ltd, Gloucester Road Medical Centre 1b, Church Road, Horfield, Bristol, 8SA	BS7 8SA	08:30 - 18:30	08:30 - 11:30	Closed	Horfield

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

Opening Times							
	Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward	
	<b>Stapleton Pharmacy Ltd</b>	5 Frome Valley Road, Stapleton, Bristol	BS16 1HD	09:00 - 17:30 closed 13:00 - 14:15	09:00 - 13:00	Closed	Frome Vale

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

## Monday – Friday Opening

Opening Times						
Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward	
<b>MONDAY - FRIDAY</b>						
<b>ABSM Healthcare The Independent Pharmacy</b>	Unit 3, Heston House, 7-9 Emery Road, Brislington	BS4 5PF	09:00 – 17:00	Closed	Closed	n/a
<b>Boots UK Ltd</b>	91 Ridgeway Lane, Whitchurch, Bristol	BS14 9PH	08:45 - 17:45 closed ½hr for lunch	Closed	Closed	Hengrove
<b>Drugsdirect</b>	UNIT 4, 12 EMERY ROAD	BS4 5PF	09:00 - 17:00	Closed	Closed	n/a
<b>Lloyds Pharmacy Ltd</b>	2 Knowle West Health Park, Downton Road, Knowle, Bristol	BS4 1WH	09:00 - 18:30	Closed	Closed	Filwood
<b>Lifeshield Ltd</b>	UNIT 3, 12 EMERY ROAD, BRISLINGTON, BRISTOL.	BS4 5PF	09:00 - 17:00	Closed	Closed	n/a
<b>Lloyds Pharmacy Ltd</b>	51 Clouds Hill Road, St George, Bristol	BS5 7LE	09:00 - 17:30	Closed	Closed	St. George West
<b>National Co-Operative Chemists Ltd</b>	Horfield Health Centre, Lockleaze Road, Horfield, Bristol	BS7 9RR	08:30 - 18:00	Closed	Closed	Lockleaze
<b>National Co-Operative Chemists Ltd</b>	Hartcliffe Health Centre, Hareclive Road, Hartcliffe, Bristol	BS13 0JP	08:30 - 18:30	Closed	Closed	Whitchurch Park

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

Opening Times						
	Address	Postcode	Monday - Friday	Saturday	Sunday	Electoral Ward
<b>National Co-Operative Chemists Ltd</b>	90 North Street, Bedminster, Bristol	BS3 1HF	09:00 - 18:30 closed 13:00 - 14:00	Closed	Closed	Southville
<b>National Co-Operative Chemists Ltd</b>	22a Lodgeside Avenue, Kingswood, Bristol	BS15 1NH	09:00 - 18:30	Closed	Closed	Hillfields
<b>Old School Pharmacy</b>	Doctors Surgery, Manor Road, Fishponds, Bristol, BS16 2JD	BS16 2JD	09:00 - 18:30 (09:00 - 19:30 on Mondays)	Closed	Closed	Frome Vale
<b>Pasab Ltd</b>	7 Druid Hill, Stoke Bishop, Bristol	BS9 1EW	09:00 - 18:00 closed 13:00 - 14:00	Closed	Closed	Stoke Bishop
<b>Pasab Ltd</b>	3 Gainsborough Square, Lockleaze, Bristol	BS7 9XA	09:00 - 18:00	Closed	Closed	Lockleaze
<b>Pasab Ltd</b>	5 Avon Village, St Annes Park, Bristol	BS4 4WW	08:30 - 18:15	Closed	Closed	Brislington East
<b>Willow Tree Pharmacy</b>	1 Trevelyan Walk, Henbury. Bristol. BS10 7NY	BS10 7NY	08:30 - 18:30 (08:30 - 18:00 on Friday) closed 13:00 - 14:00	Closed	Closed	Henbury

Source: LPC PharmOutcomes survey June 2014. Validated by NHS England February 2015

## Appendix B Bristol Pharmacies by CCG Locality and Electoral Ward

### Bristol North West

#### Bristol North and West

Name	Address	Postcode	Ward
<b>Avonmouth Pharmacy Ltd</b>	205 Avonmouth Road, Bristol	BS11 9EG	Avonmouth
<b>Boots UK Ltd</b>	39 High Street, Shirehampton, , Bristol	BS11 0DX	Avonmouth
<b>Lloyds Pharmacy Ltd</b>	Shirehampton Health Centre, Pembroke Road, Shirehampton, Bristol	BS11 9SB	Avonmouth
<b>Ashgrove Pharmacy</b>	97-99 Ashley Down Road	BS7 9JT	Bishopston
<b>Clifton Village Pharmacy</b>	10 Princess Victoria St	BS8 4BP	Clifton
<b>Regent Practice</b>	13 regent street Clifton	BS8 4HW	Clifton
<b>Boots UK Ltd</b>	9 Clifton Down Shopping Centre, Whiteladies Road, Clifton, Bristol	BS8 2NN	Clifton East
<b>Boots UK Ltd</b>	112 - 114 Whiteladies Road, Clifton, , Bristol	BS8 2RP	Clifton East
<b>Buxton and Grant</b>	Buxton & Grant, 176 Whiteladies Road, Bristol, Bristol, BS8 2XU	BS8 2XU	Clifton East
<b>Lloyds Pharmacy Ltd</b>	Whiteladies Medical Centre, Whatley Road, Clifton, Bristol	BS8 2PU	Clifton East
<b>Cotham Pharmacy</b>	3-5 COTHAM HILL, COTHAM	BS6 6LD	Cotham
<b>Lloyds Pharmacy Ltd</b>	Ardenton Walk, Henbury, Bristol	BS10 6SP	Henbury
<b>Willow Tree Pharmacy</b>	1 Trevelyan Walk, Henbury. Bristol.BS10 7NY	BS10 7NY	Henbury
<b>Boots UK Ltd</b>	55 Henleaze Road, Westbury-on-Trym, , Bristol	BS9 4JT	Henleaze
<b>North View Pharmacy</b>	29 Northview Westbury park	BS6 7PT	Henleaze
<b>National Co-Operative Chemists Ltd</b>	36-38 Filton Road, Horfield, , Bristol	BS7 0PB	Horfield
<b>Sood (Chemists) Ltd (291 Gloucester Rd)</b>	Sood Chemists Ltd, Gloucester Road Medical Centre 1b, Church Road, Horfield, Bristol, Bristol, BS7 8SA	BS7 8SA	Horfield
<b>Lloyds Pharmacy Ltd</b>	62 Ridingleaze, Lawrence Weston, , Bristol	BS11 0QB	Kingsweston
<b>National Co-Operative Chemists Ltd</b>	139a Shirehampton Road, Sea Mills, , Bristol	BS9 2EE	Kingsweston
<b>Boots UK Ltd</b>	Unit E, Eastgate Retail Park, Eastville, Bristol	BS5 6XX	Lockleaze
<b>National Co-Operative Chemists Ltd</b>	Horfield Health Centre, Lockleaze Road, Horfield, Bristol	BS7 9RR	Lockleaze

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**Bristol North and West**

<b>Pasab Ltd</b>	3 Gainsborough Square, Lockleaze, , Bristol	BS7 9XA	Lockleaze
<b>Tesco Instore Pharmacy (Eastville)</b>	Tesco Stores Ltd, Eastgate Road, Bristol, Bristol, BS5 6XU	BS5 6XU	Lockleaze
<b>Boots UK Ltd</b>	47 - 49 Gloucester Road, Bishopston, , Bristol	BS7 8AD	Redland
<b>Kellaway Pharmacy</b>	Kellaway Pharmacy, 18 Kellaway Avenue, Bristol, Bristol, BS6 7XR	BS6 7XR	Redland
<b>Sood (Chemists) Ltd (23-25 Glos Rd)</b>	23-25 GLOUCESTER ROAD, BRISTOL	BS7 8AA	Redland
<b>Lloyds Pharmacy Ltd</b>	6 Arnside Road, Southmead, , Bristol	BS10 6AT	Southmead
<b>Lloyds Pharmacy Ltd</b>	Greenway Centre, Doncaster Road, Southmead, Bristol	BS10 5PY	Southmead
<b>Southmead Pharmacy (Southmead)</b>	5 Arnside Road, Bristol	BS10 6AT	Southmead
<b>Pasab Ltd</b>	7 Druid Hill, Stoke Bishop, , Bristol	BS9 1EW	Stoke Bishop
<b>Boots UK Ltd</b>	37 Southmead Road, Westbury- on-Trym, , Bristol	BS10 5DW	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	1-3 Carlton Court, Westbury-on- Trym, , Bristol	BS9 3DF	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	2 Charlecombe Court, Westbury On Trym, , Bristol	BS9 3RL	Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	Westbury Medical Centre, Westbury Hill, Westbury-on- Trym, Bristol	BS9 3AA	Westbury-on-Trym

## Bristol Inner City and East

Bristol Inner City and East			
Name	Address	Postcode	Electoral Ward
Lloyds Pharmacy Ltd	Montpelier, 64 Bath Buildings, Montpelier, , Bristol	BS6 5PT	Ashley
Stokes Croft Pharmacy	Stokes Croft Pharmacy, Unit 2/Avonmead House 40-48, Stokes Croft, Bristol, Bristol, BS1 3QD	BS1 3QD	Ashley
Boots UK Ltd	59 Broadmead, (The Pharmacy Dept), Ground Floor, , Bristol	BS1 3ED	Cabot
Boots UK Ltd	19-20 St. Augustine's Parade, Bristol	BS1 4UR	Cabot
Boots UK Ltd	66 Queens Road, Clifton, , Bristol	BS8 1QU	Cabot
National Co-Operative Chemists Ltd	143 St Michaels Hill, Kingsdown, Bristol	BS2 8DB	Cabot
Redcliffe Pharmacy	8 Waring House, Redcliffe, Bristol, BS1 6TB	BS1 6TB	Cabot
Superdrug Pharmacy (Broadmead)	Superdrug Stores Plc, 39-43 Broadmead, Bristol, Bristol, BS1 3EU	BS1 3EU	Cabot
Bhogal Dispensing Chemist	Bhogal Dispensing Chemists, 79-81 St. Marks Road, Bristol, Bristol, BS5 6HX	BS5 6HX	Easton
Eastville Pharmacy	4 fishponds road, Eastville, Bristol, BS5 6SA	BS5 6SA	Easton
Lloyds Pharmacy Ltd	235 Church Road, Redfield, , Bristol	BS5 9HL	Easton
Selcan Pharmacy	103 St. Marks Road, Bristol, Bristol, BS5 6HY	BS5 6HY	Easton
Boots UK Ltd	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol	BS16 3TD	Frome Vale
Lloyds Pharmacy Ltd	782 - 786 Fishponds Road, Fishponds, , Bristol	BS16 3TT	Frome Vale
Lloyds Pharmacy Ltd	40 Lanaway Road, Oldbury Court, Fishponds, Bristol	BS16 2NN	Frome Vale
Old School Pharmacy	Doctors Surgery, Manor Road, Fishponds, Bristol, Bristol, BS16 2JD	BS16 2JD	Frome Vale
Stapleton Pharmacy Ltd	5 Frome Valley Road, Stapleton, Bristol	BS16 1HD	Frome Vale

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**Bristol Inner City and East**

<b>Wm Morrisons Supermarkets plc Pharmacy</b>	688-718 Fishponds Road, Fishponds, , Bristol	BS16 3US	Frome Vale
<b>National Co-Operative Chemists Ltd</b>	22a Lodgeside Avenue, Kingswood, , Bristol	BS15 1NH	Hillfields
<b>National Co-Operative Chemists Ltd</b>	306 Lodge Causeway, Fishponds, , Bristol	BS16 3RD	Hillfields
<b>Boots UK Ltd</b>	Unit 1, Avonmeads Retail Park, St Philips Causeway, Bristol	BS2 OSP	Lawrence Hill
<b>Boots UK Ltd</b>	Well Springs Healthy Living Centre, Beam Street, Redfield, Bristol	BS5 9QY	Lawrence Hill
<b>Easton Day and Night Chemist (FG520)</b>	192 Stapleton Road, Bristol, Bristol, BS5 0NY	BS5 0NY	Lawrence Hill
<b>Easton Pharmacy</b>	Easton Pharmacy, 116 Stapleton Road, Bristol, Bristol, BS5 0PS	BS5 0PS	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol	BS2 0AN	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Charlotte Keel Health Centre, Seymour Road, Easton, Bristol	BS5 0UA	Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	51 Clouds Hill Road, St George, , Bristol	BS5 7LE	St. George West
<b>Lloyds Pharmacy Ltd</b>	Air Balloon Surgery, Kenn Road, St George, Bristol	BS5 7PD	St. George West
<b>National Co-Operative Chemists Ltd</b>	St George Health Centre, Bellevue Road, St George, Bristol	BS5 7PH	St. George West

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## Bristol South

### Bristol South

Name	Address	Postcode	Ward
<b>Sainsburys Instore Pharmacy (Ashton Vale)</b>	Sainsburys Supermarkets Ltd, 111 Winterstoke Road, Bristol, Bristol, BS3 2NS	BS3 2NS	Bedminster
<b>Lloyds Pharmacy Ltd</b>	99 Bishopsworth Road, Bedminster Down, , Bristol	BS13 7JR	Bishopsworth
<b>Lloyds Pharmacy Ltd</b>	94 Queens Road, Bishopsworth, , Bristol	BS13 8PQ	Bishopsworth
<b>ABSM Healthcare t/a The Independent Pharmacy</b>	Unit 3 Heston House 7-9 Emery Road Brislington	BS4 5PF	Brislington East
<b>Drugsdirect</b>	UNIT 4, 12 EMERY ROAD	BS4 5PF	Brislington East
<b>Lifeshield Ltd</b>	UNIT 4, 12 EMERY ROAD, BRISLINGTON, BRISTOL.	BS4 5PF	Brislington East
<b>Pasab Ltd</b>	5 Avon Village, St Anne's Park, , Bristol	BS4 4WW	Brislington East
<b>Boots UK Ltd</b>	5 Langton Road, St Anne's, , Bristol	BS4 4EW	Brislington West
<b>Lloyds Pharmacy Ltd</b>	33 Sandy Park Road, Brislington, , Bristol	BS4 3PH	Brislington West
<b>Tesco Instore Pharmacy (Brislington)</b>	Tesco Stores Ltd, Callington Road, Bristol, Bristol, BS4 5AY	BS4 5AY	Brislington West
<b>Davis Pharmacy</b>	45 Filwood Broadway, Knowle, Bristol	BS4 1JL	Filwood
<b>Lloyds Pharmacy Ltd</b>	2 Knowle West Health Park, Downton Road, Knowle, Bristol	BS4 1WH	Filwood
<b>A M G Healthcare Ltd</b>	3a/4a St Peters Rise, Bishopsworth, , Bristol	BS13 7LU	Hartcliffe
<b>Boots UK Ltd</b>	Imperial Retail Park, , , Bristol	BS13 7TJ	Hartcliffe
<b>Lloyds Pharmacy Ltd</b>	135-137 Church Road, Bishopsworth, , Bristol	BS13 8JZ	Hartcliffe
<b>Asda Pharmacy (Whitchurch)</b>	Asda Stores Ltd, Whitchurch District Centre, Oatlands Avenue, Bristol, Bristol, BS14 0ST	BS14 0ST	Hengrove
<b>Boots UK Ltd</b>	91 Ridgeway Lane, Whitchurch, , Bristol	BS14 9PH	Hengrove
<b>Hengrove Pharmacy</b>	9 The Parade, Hengrove Lane	BS14 9DB	Hengrove

<b>Lloyds Pharmacy Ltd</b>	Whitchurch Health Centre, Armada Road, Whitchurch, Bristol	BS14 0SU	Hengrove
<b>Lloyds Pharmacy Ltd</b>	335 Wells Road, Knowle, Bristol	BS4 2QB	Knowle
<b>Superdrug Pharmacy (Knowle)</b>	339-341 Wells Road, Bristol, Bristol, BS4 2QB	BS4 2QB	Knowle
<b>Asda Pharmacy (Bedminster)</b>	Asda Stores Ltd, East Street, Bedminster, Bristol, Bristol, BS3 4JY	BS3 4JY	Southville
<b>Bedminster Pharmacy</b>	4-6 Canon Street, Bristol	BS3 1BN	Southville
<b>Boots UK Ltd</b>	96 East Street, Bedminster, , Bristol	BS3 4EY	Southville
<b>Lloyds Pharmacy Ltd</b>	The Bedminster Family Practice, Regent Road, Bedminster, Bristol	BS3 4AT	Southville
<b>Lloyds Pharmacy Ltd</b>	244 North Street, Ashton, , Bristol	BS3 1JD	Southville
<b>National Co-Operative Chemists Ltd</b>	90 North Street, Bedminster, , Bristol	BS3 1HF	Southville
<b>Superdrug Pharmacy (Bedminster)</b>	44-46 East Street Bedminster Bristol	BS3 4HD	Southville
<b>Lloyds Pharmacy Ltd</b>	74-76 Hollway Road, Stockwood, , Bristol	BS14 8PG	Stockwood
<b>Stockwood Pharmacy</b>	78 Hollway Road, Bristol, Bristol, BS14 8PG	BS14 8PG	Stockwood
<b>Boots UK Ltd</b>	5 Peterson Avenue, , Hartcliffe, Bristol	BS13 0BE	Whitchurch Park
<b>National Co-Operative Chemists Ltd</b>	Hartcliffe Health Centre, Hareclive Road, Hartcliffe, Bristol	BS13 0JP	Whitchurch Park
<b>Lloyds Pharmacy Ltd</b>	172 St. John's Lane, Bedminster, Bristol	BS3 5AR	Windmill Hill
<b>Mb Silverman</b>	Daniel Martha & Samuel Ltd, 180a Wells Road, Bristol, Bristol, BS4 2AL	BS4 2AL	Windmill Hill

## Appendix C Enhanced Services commissioned by NHS England

### Bristol North and West

Bristol North and West					
Stockist	Address	Postcode	Minor ailments	Palliative care scheme (specialist drugs)	Electoral Ward
<b>Boots UK Ltd</b>	37 Southmead Road, Westbury-on-Trym, Bristol	BS10 5DW			Westbury-on-Trym
<b>Boots UK Ltd</b>	Unit E, Eastgate Retail Park, Eastville, Bristol	BS5 6XX			Lockleaze
<b>Boots UK Ltd</b>	47 - 49 Gloucester Road, Bishopston, Bristol	BS7 8AD	Yes		Redland
<b>Boots UK Ltd</b>	55 Henleaze Road, Westbury-on-Trym, Bristol	BS9 4JT	Yes		Henleaze
<b>Boots UK Ltd</b>	39 High Street, Shirehampton, Bristol	BS11 0DX	Yes		Avonmouth
<b>Boots UK Ltd</b>	112 - 114 Whiteladies Road, Clifton, Bristol	BS8 2RP			Clifton East
<b>Boots UK Ltd</b>	9 Clifton Down Shopping Centre, Whiteladies Road, Clifton, Bristol	BS8 2NN			Clifton East
<b>The Co-operative Pharmacy</b>	139a Shirehampton Road, Sea Mills, Bristol	BS9 2EE	Yes		Kingsweston
<b>The Co-operative Pharmacy</b>	Horfield Health Centre, Lockleaze Road, Horfield, Bristol	BS7 9RR	Yes		Lockleaze
<b>The Co-operative Pharmacy</b>	36-38 Filton Road, Horfield, Bristol	BS7 0PB	Yes		Horfield
<b>Jhoots Pharmacy</b>	3 Gainsborough Square, Lockleaze, Bristol	BS7 9XA	Yes		Lockleaze

<b>Bristol North and West</b>						
<b>Jhoots Pharmacy</b>	7 Druid Hill, Stoke Bishop, Bristol	BS9 1EW	Yes			Stoke Bishop
<b>Lloyds Pharmacy</b>	6 Arnside Road, Southmead, Bristol	BS10 6AT	Yes			Southmead
<b>Lloyds Pharmacy</b>	Shirehampton Health Centre, Pembroke Road, Shirehampton, Bristol	BS11 9SB	Yes			Avonmouth
<b>Lloyds Pharmacy</b>	2 Charlecombe Court, Westbury On Trym, Bristol	BS9 3RL	Yes			Westbury-on-Trym
<b>Lloyds Pharmacy</b>	Westbury Medical Centre, Westbury Hill, Westbury-on-Trym, Bristol	BS9 3AA	Yes			Westbury-on-Trym
<b>Lloyds Pharmacy</b>	Ardenton Walk, Henbury, Bristol	BS10 6SP	Yes	Yes		Henbury
<b>Lloyds Pharmacy</b>	Whiteladies Medical Centre, Whatley Road, Clifton, Bristol	BS8 2PU	Yes			Clifton East
<b>Lloyds Pharmacy</b>	62 Ridingleaze, Lawrence Weston, Bristol	BS11 0QB	Yes			Kingsweston
<b>Lloyds Pharmacy</b>	Greenway Centre, Doncaster Road, Southmead, Bristol	BS10 5PY	Yes			Southmead
<b>Lloyds Pharmacy</b>	1-3 Carlton Court, Westbury-on-Trym, Bristol	BS9 3DF	Yes	Yes		Westbury-on-Trym
<b>Ashgrove Pharmacy</b>	97-99 Ashley Down Road	BS7 9JT	Yes			Bishopston
<b>Avonmouth Pharmacy Ltd</b>	205 Avonmouth Road, Bristol	BS11 9EG				Avonmouth
<b>Buxton &amp; Grant Pharmacy</b>	Buxton & Grant, 176 Whiteladies Road, Bristol, Bristol, BS8 2XU	BS8 2XU				Clifton East

<b>Bristol North and West</b>						
<b>Clifton Village Pharmacy</b>	10 Princess Victoria St, Clifton, Bristol	BS8 4BP				Clifton
<b>COTHAM PHARMACY</b>	3-5 COTHAM HILL, COTHAM	BS6 6LD	Yes	Yes		Cotham
<b>Kellaway Pharmacy</b>	Kellaway Pharmacy, 18 Kellaway Avenue, Bristol, Bristol, BS6 7XR	BS6 7XR	Yes			Redland
<b>Northview Pharmacy</b>	29 Northview Westbury park	BS6 7PT				Henleaze
<b>regent pharmacy</b>	13 regent street Clifton	BS8 4HW				Clifton
<b>SOOD CHEMISTS LIMITED</b>	23-25 GLOUCESTER ROAD, BRISTOL	BS7 8AA	Yes			Redland
<b>SOOD CHEMIST LTD</b>	Sood Chemists Ltd, Gloucester Road Medical Centre 1b, Church Road, Horfield, Bristol, Bristol, BS7 8SA	BS7 8SA	Yes			Horfield
<b>Southmead Pharmacy</b>	5 Arnside Road, Bristol	BS10 6AT	Yes			Southmead
<b>Tesco Stores Ltd</b>	Tesco Stores Ltd, Eastgate Road, Bristol, Bristol, BS5 6XU	BS5 6XU	Yes			Lockleaze
<b>Willow Tree Pharmacy</b>	1 Trevelyan Walk, Henbury. Bristol. BS10 7NY	BS10 7NY	Yes			Henbury

## Bristol Inner City and East

Bristol Inner City and East					
Stockist	Address	Postcode	Minor ailments	Palliative care scheme (specialist drugs)	Electoral Ward
<b>Boots UK Ltd</b>	59 Broadmead, (The Pharmacy Dept), Ground Floor, Bristol	BS1 3ED			Cabot
<b>Boots UK Ltd</b>	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol	BS16 3TD			Frome Vale
<b>Boots UK Ltd</b>	66 Queens Road, Clifton, Bristol	BS8 1QU			Cabot
<b>Boots UK Ltd</b>	Unit 1, Avonmeads Retail Park, St Philips Causeway, Bristol	BS2 0SP	Yes		Lawrence Hill
<b>Boots UK Ltd</b>	19-20 St. Augustine's Parade, Bristol	BS1 4UR	Yes		Cabot
<b>Boots UK Ltd</b>	Well Springs Healthy Living Centre, Beam Street, Redfield, Bristol	BS5 9QY			Lawrence Hill
<b>The Co-operative Pharmacy</b>	22a Lodgeside Avenue, Kingswood, Bristol	BS15 1NH	Yes		Hillfields
<b>The Co-operative Pharmacy</b>	306 Lodge Causeway, Fishponds, Bristol	BS16 3RD	Yes		Hillfields
<b>The Co-operative Pharmacy</b>	St George Health Centre, Bellevue Road, St George, Bristol	BS5 7PH	Yes		St. George West
<b>The Co-operative Pharmacy</b>	143 St Michaels Hill, Kingsdown, Bristol	BS2 8DB	Yes		Cabot

<b>Bristol Inner City and East</b>						
<b>Lloyds Pharmacy</b>	782 - 786 Fishponds Road, Fishponds, Bristol	BS16 3TT	Yes			Frome Vale
<b>Lloyds Pharmacy</b>	Air Balloon Surgery, Kenn Road, St George, Bristol	BS5 7PD	Yes			St. George West
<b>Lloyds Pharmacy</b>	40 Lanaway Road, Oldbury Court, Fishponds, Bristol	BS16 2NN	Yes			Frome Vale
<b>Lloyds Pharmacy</b>	235 Church Road, Redfield, Bristol	BS5 9HL	Yes			Easton
<b>Lloyds Pharmacy</b>	51 Clouds Hill Road, St George, Bristol	BS5 7LE	Yes			St. George West
<b>Lloyds Pharmacy</b>	Montpelier, 64 Bath Buildings, Montpelier, Bristol	BS6 5PT	Yes			Ashley
<b>Lloyds Pharmacy</b>	Charlotte Keel Health Centre, Seymour Road, Easton, Bristol	BS5 0UA	Yes			Lawrence Hill
<b>Lloyds Pharmacy</b>	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol	BS2 0AN	Yes			Lawrence Hill
<b>Morrisons Pharmacy</b>	688-718 Fishponds Road, Fishponds, Bristol	BS16 3US	Yes	Yes		Frome Vale
<b>Bhogal Dispensing Chemist</b>	Bhogal Dispensing Chemists, 79-81 St. Marks Road, Bristol, Bristol, BS5 6HX	BS5 6HX	Yes			Easton
<b>Easton day night chemist</b>	192 Stapleton Road, Bristol, Bristol, BS5 0NY	BS5 0NY				Lawrence Hill
<b>Easton Pharmacy</b>	Easton Pharmacy, 116 Stapleton Road, Bristol, Bristol, BS5 0PS	BS5 0PS	Yes			Lawrence Hill
<b>Eastville enterprises ltd</b>	4 fishponds road, Eastville, Bristol, BS5 6SA	BS5 6SA	Yes			Easton

<b>Bristol Inner City and East</b>					
<b>St Mathias Ltd</b>	Doctors Surgery, Manor Road, Fishponds, Bristol, Bristol, BS16 2JD	BS16 2JD	Yes	Yes	Frome Vale
<b>Redcliffe Pharmacy</b>	8 Waring House, Redcliffe, Bristol, BS1 6TB	BS1 6TB			Cabot
<b>Selcan Pharmacy</b>	103 St. Marks Road, Bristol, Bristol, BS5 6HY	BS5 6HY	Yes		Easton
<b>Stapleton Pharmacy</b>	5 Frome Valley Road, Stapleton, Bristol	BS16 1HD			Frome Vale
<b>Stokes Croft Pharmacy</b>	Stokes Croft Pharmacy, Unit 2/Avonmead House 40-48, Stokes Croft, Bristol, Bristol, BS1 3QD	BS1 3QD	Yes		Ashley
<b>Broadmead</b>	Superdrug Stores Plc., 39-43 Broadmead, Bristol, Bristol, BS1 3EU	BS1 3EU	Yes	Provides Privately	Cabot



## Bristol South

Bristol South					
Stockist	Address	Postcode	Minor ailments	Palliative care scheme (specialist drugs)	Electoral Ward
<b>Boots UK Ltd</b>	5 Peterson Avenue, Hartcliffe, Bristol	BS13 0BE	Yes		Whitchurch Park
<b>Boots UK Ltd</b>	Imperial Retail Park, Bristol	BS13 7TJ	Yes		Hartcliffe
<b>Boots UK Ltd</b>	96 East Street, Bedminster, Bristol	BS3 4EY	Yes		Southville
<b>Boots UK Ltd</b>	5 Langton Road, St Anne's, Bristol	BS4 4EW			Brislington West
<b>Boots UK Ltd</b>	91 Ridgeway Lane, Whitchurch, Bristol	BS14 9PH			Hengrove
<b>The Co-operative Pharmacy</b>	Hartcliffe Health Centre, Hareclive Road, Hartcliffe, Bristol	BS13 0JP	Yes		Whitchurch Park
<b>The Co-operative Pharmacy</b>	90 North Street, Bedminster, Bristol	BS3 1HF	Yes		Southville
<b>Jhoots Pharmacy</b>	5 Avon Village, St Anne's Park, Bristol	BS4 4WW	Yes		Brislington East
<b>Lloyds Pharmacy</b>	244 North Street, Ashton, Bristol	BS3 1JD	Yes		Southville
<b>Lloyds Pharmacy</b>	172 St. John's Lane, Bedminster, Bristol	BS3 5AR	Yes		Windmill Hill
<b>Lloyds Pharmacy</b>	2 Knowle West Health Park, Downton Road, Knowle, Bristol	BS4 1WH	Yes		Filwood
<b>Lloyds Pharmacy</b>	99 Bishopsworth Road, Bedminster Down, Bristol	BS13 7JR	Yes		Bishopsworth

<b>Bristol South</b>						
<b>Lloyds Pharmacy</b>	335 Wells Road, Knowle, Bristol	BS4 2QB	Yes			Knowle
<b>Lloyds Pharmacy</b>	33 Sandy Park Road, Brislington, Bristol	BS4 3PH	Yes			Brislington West
<b>Lloyds Pharmacy</b>	135-137 Church Road, Bishopsworth, Bristol	BS13 8JZ	Yes			Hartcliffe
<b>Lloyds Pharmacy</b>	74-76 Hollway Road, Stockwood, Bristol	BS14 8PG	Yes			Stockwood
<b>Lloyds Pharmacy</b>	Whitchurch Health Centre, Armada Road, Whitchurch, Bristol	BS14 0SU	Yes			Hengrove
<b>Lloyds Pharmacy</b>	94 Queens Road, Bishopsworth, Bristol	BS13 8PQ	Yes			Bishopsworth
<b>Lloyds Pharmacy</b>	The Bedminster Family Practice, Regent Road, Bedminster, Bristol	BS3 4AT	Yes	Yes		Southville
<b>AMG Healthcare T/A Kathleen James Pharmacy</b>	3a/4a St Peters Rise, Bishopsworth, Bristol	BS13 7LU	Yes			Hartcliffe
<b>ASDA STORES LTD.</b>	Asda Stores Ltd, East Street, Bedminster, Bristol, Bristol, BS3 4JY	BS3 4JY	Yes			Southville
<b>Asda pharmacy</b>	Asda Stores Ltd, Whitchurch District Centre, Oatlands Avenue, Bristol, Bristol, BS14 0ST	BS14 0ST	Yes			Hengrove
<b>Bedminster Pharmacy</b>	4-6 Canon Street, Bristol	BS3 1BN	Yes			Southville
<b>Davis Pharmacy Limited</b>	45 Filwood Broadway, Knowle, Bristol	BS4 1JL	Yes			Filwood

<b>Bristol South</b>						
<b>DRUGSDIRECT (Internet service)</b>	UNIT 4, 12 EMERY ROAD, BRISLINGTON, BRISTOL	BS4 5PF				Brislington East
<b>Hengrove Pharmacy, John Ware Ltd.</b>	9 The Parade, Hengrove Lane	BS14 9DB	Yes			Hengrove
<b>LIFESHIELD (Internet service)</b>	UNIT 3, 12 EMERY ROAD, BRISLINGTON, BRISTOL.	BS4 5PF				Brislington East
<b>M B Silverman Chemist</b>	Daniel Martha & Samuel Ltd, 180a Wells Road, Bristol, Bristol, BS4 2AL	BS4 2AL	Yes			Windmill Hill
<b>Sainsburys Pharmacy</b>	Sainsburys Supermarkets Ltd, 111 Winterstoke Road, Bristol, Bristol, BS3 2NS	BS3 2NS	Yes			Bedminster
<b>Stockwood Pharmacy</b>	78 Hollway Road, Bristol, Bristol, BS14 8PG	BS14 8PG	Yes	Yes		Stockwood
<b>Superdrug Pharmacy Bedminster</b>	44-46 East Street Bedminster Bristol	BS3 4HD	Yes			Southville
<b>Superdrug Stores PLC</b>	339-341 Wells Road, Bristol, Bristol, BS4 2QB	BS4 2QB	Yes			Knowle
<b>Tesco Pharmacy</b>	Tesco Stores Ltd, Callington Road, Bristol, Bristol, BS4 5AY	BS4 5AY				Brislington West

## Appendix D Advanced Services

### Bristol North and West

Bristol North and West							
Stockist	Address	Postcode	MUR	NMS	AUR	SCS	Electoral Ward
<b>Boots UK Ltd</b>	37 Southmead Road, Westbury-on-Trym, Bristol	BS10 5DW	Yes	Yes			Westbury-on-Trym
<b>Boots UK Ltd</b>	Unit E, Eastgate Retail Park, Eastville, Bristol	BS5 6XX	Yes	Yes			Lockleaze
<b>Boots UK Ltd</b>	47 - 49 Gloucester Road, Bishopston, Bristol	BS7 8AD	Yes	Yes			Redland
<b>Boots UK Ltd</b>	55 Henleaze Road, Westbury-on-Trym, Bristol	BS9 4JT	Yes	Yes			Henleaze
<b>Boots UK Ltd</b>	39 High Street, Shirehampton, Bristol	BS11 0DX	Yes	Yes			Avonmouth
<b>Boots UK Ltd</b>	112 - 114 Whiteladies Road, Clifton, Bristol	BS8 2RP	Yes	Yes			Clifton East
<b>Boots UK Ltd</b>	9 Clifton Down Shopping Centre, Whiteladies Road, Clifton, Bristol	BS8 2NN	Yes	Yes			Clifton East
<b>National Co-Operative Chemists Ltd</b>	Horfield Health Centre, Lockleaze Road, Horfield, Bristol	BS7 9RR	Yes	Yes			Lockleaze
<b>National Co-Operative Chemists Ltd</b>	36-38 Filton Road, Horfield, Bristol	BS7 0PB	Yes	Yes			Horfield
<b>Pasab Ltd</b>	3 Gainsborough Square, Lockleaze, Bristol	BS7 9XA	Yes	Yes			Lockleaze
<b>Pasab Ltd</b>	7 Druid Hill, Stoke Bishop, Bristol	BS9 1EW	Yes	Yes			Stoke Bishop
<b>Lloyds Pharmacy Ltd</b>	6 Arnside Road, Southmead, Bristol	BS10 6AT	Yes	Yes			Southmead
<b>Lloyds Pharmacy Ltd</b>	Shirehampton Health Centre, Pembroke Road, Shirehampton, Bristol	BS11 9SB	Yes	Yes			Avonmouth

<b>Bristol North and West</b>						
<b>Lloyds Pharmacy Ltd</b>	2 Charlecombe Court, Westbury On Trym, Bristol	BS9 3RL	Yes	Yes		Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	Westbury Medical Centre, Westbury Hill, Westbury-on-Trym, Bristol	BS9 3AA	Yes	Yes		Westbury-on-Trym
<b>Lloyds Pharmacy Ltd</b>	Ardenton Walk, Henbury, Bristol	BS10 6SP	Yes	Yes		Henbury
<b>Lloyds Pharmacy Ltd</b>	Whiteladies Medical Centre, Whatley Road, Clifton, Bristol	BS8 2PU	Yes	Yes		Clifton East
<b>Lloyds Pharmacy Ltd</b>	62 Ridingleaze, Lawrence Weston, Bristol	BS11 0QB	Yes	Yes		Kingsweston
<b>Lloyds Pharmacy Ltd</b>	Greenway Centre, Doncaster Road, Southmead, Bristol	BS10 5PY	Yes	Yes		Southmead
<b>Lloyds Pharmacy Ltd</b>	1-3 Carlton Court, Westbury-on-Trym, Bristol	BS9 3DF	Yes	Yes		Westbury-on-Trym
<b>Ashgrove Pharmacy</b>	97-99 Ashley Down Road	BS7 9JT	Yes	Yes		Bishopston
<b>Avonmouth Pharmacy Ltd</b>	205 Avonmouth Road, Bristol	BS11 9EG	Yes	Yes		Avonmouth
<b>Buxton and Grant</b>	Buxton & Grant, 176 Whiteladies Road, Bristol, Bristol, BS8 2XU	BS8 2XU	Yes			Clifton East
<b>Clifton Village Pharmacy</b>	10 Princess Victoria St, Clifton, Bristol	BS8 4BP	Yes	Yes		Clifton
<b>Cotham Pharmacy</b>	3-5 Cotham Hill, Cotham	BS6 6LD	Yes	Yes		Cotham
<b>Kellaway Pharmacy</b>	Kellaway Pharmacy, 18 Kellaway Avenue, Bristol, Bristol, BS6 7XR	BS6 7XR	Yes	Yes		Redland
<b>North View Pharmacy</b>	29 Northview Westbury park	BS6 7PT	Yes	Yes		Henleaze
<b>Regent Practice</b>	13 regent street Clifton	BS8 4HW				Clifton
<b>Sood (Chemists) Ltd (23-25 Glos Rd)</b>	23-25 Gloucester Road	BS7 8AA				Redland

<b>Bristol North and West</b>						
<b>Sood (Chemists) Ltd (291 Gloucester Rd)</b>	Sood Chemists Ltd, Gloucester Road Medical Centre 1b, Church Road, Horfield, Bristol, Bristol, BS7 8SA	BS7 8SA	Yes	Yes		Horfield
<b>Southmead Pharmacy (Southmead)</b>	5 Arnside Road, Bristol	BS10 6AT	Yes	Yes		Southmead
<b>Tesco Instore Pharmacy (Eastville)</b>	Tesco Stores Ltd, Eastgate Road, Bristol, Bristol, BS5 6XU	BS5 6XU	Yes	Yes		Lockleaze
<b>Willow Tree Pharmacy</b>	1 Trevelyan Walk, Henbury. Bristol.BS10 7NY	BS10 7NY	Yes	Yes		Henbury

## Bristol Inner City and East

Bristol Inner City and East							
Stockist	Address	Postcode	MUR	NMS	AUR	SCS	Electoral Ward
<b>Boots UK Ltd</b>	59 Broadmead, (The Pharmacy Dept), Ground Floor, Bristol	BS1 3ED	Yes	Yes			Cabot
<b>Boots UK Ltd</b>	Fishponds Health Centre, Beechwood Road, Fishponds, Bristol	BS16 3TD	Yes	Yes			Frome Vale
<b>Boots UK Ltd</b>	66 Queens Road, Clifton, Bristol	BS8 1QU	Yes	Yes			Cabot
<b>Boots UK Ltd</b>	Unit 1, Avonmeads Retail Park, St Philips Causeway, Bristol	BS2 0SP	Yes	Yes			Lawrence Hill
<b>Boots UK Ltd</b>	19-20 St. Augustine's Parade, Bristol	BS1 4UR					Cabot
<b>Boots UK Ltd</b>	Well Springs Healthy Living Centre, Beam Street, Redfield, Bristol	BS5 9QY	Yes	Yes			Lawrence Hill
<b>National Co-Operative Chemists Ltd</b>	22a Lodgeside Avenue, Kingswood, Bristol	BS15 1NH	Yes	Yes			Hillfields
<b>National Co-Operative Chemists Ltd</b>	306 Lodge Causeway, Fishponds, Bristol	BS16 3RD	Yes	Yes			Hillfields
<b>National Co-Operative Chemists Ltd</b>	St George Health Centre, Bellevue Road, St George, Bristol	BS5 7PH	Yes	Yes			St. George West
<b>Lloyds Pharmacy Ltd</b>	782 - 786 Fishponds Road, Fishponds, Bristol	BS16 3TT	Yes	Yes			Frome Vale
<b>Lloyds Pharmacy Ltd</b>	Air Balloon Surgery, Kenn Road, St George, Bristol	BS5 7PD	Yes	Yes			St. George West
<b>Lloyds Pharmacy Ltd</b>	40 Lanaway Road, Oldbury Court, Fishponds, Bristol	BS16 2NN	Yes	Yes			Frome Vale
<b>Lloyds Pharmacy Ltd</b>	235 Church Road, Redfield, Bristol	BS5 9HL	Yes	Yes			Easton
<b>Lloyds Pharmacy Ltd</b>	51 Clouds Hill Road, St George, Bristol	BS5 7LE	Yes	Yes			St. George West

<b>Bristol Inner City and East</b>						
<b>Lloyds Pharmacy Ltd</b>	Montpelier, 64 Bath Buildings, Montpelier, Bristol	BS6 5PT	Yes	Yes		Ashley
<b>Lloyds Pharmacy Ltd</b>	Charlotte Keel Health Centre, Seymour Road, Easton, Bristol	BS5 0UA	Yes	Yes		Lawrence Hill
<b>Lloyds Pharmacy Ltd</b>	Lawrence Hill Health Centre, Hassell Drive, Easton, Bristol	BS2 0AN	Yes	Yes		Lawrence Hill
<b>Bhogal Dispensing Chemist</b>	Bhogal Dispensing Chemists, 79-81 St. Marks Road, Bristol, Bristol, BS5 6HX	BS5 6HX	Yes	Yes		Easton
<b>Easton Day and Night Chemist (FG520)</b>	192 Stapleton Road, Bristol, Bristol, BS5 0NY	BS5 0NY	Yes			Lawrence Hill
<b>Easton Pharmacy</b>	Easton Pharmacy, 116 Stapleton Road, Bristol, Bristol, BS5 0PS	BS5 0PS	Yes			Lawrence Hill
<b>Eastville Pharmacy</b>	4 fishponds road, Eastville, Bristol, BS5 6SA	BS5 6SA	Yes	Yes		Easton
<b>Old School Pharmacy</b>	Doctors Surgery, Manor Road, Fishponds, Bristol, Bristol, BS16 2JD	BS16 2JD	Yes	Yes		Frome Vale
<b>Selcan Pharmacy</b>	103 St. Marks Road, Bristol, Bristol, BS5 6HY	BS5 6HY	Yes	Yes		Easton
<b>Stapleton Pharmacy Ltd</b>	5 Frome Valley Road, Stapleton, Bristol	BS16 1HD	Yes	Yes		Frome Vale
<b>Stokes Croft Pharmacy</b>	Stokes Croft Pharmacy, Unit 2/Avonmead House 40-48, Stokes Croft, Bristol, Bristol, BS1 3QD	BS1 3QD				Ashley
<b>Superdrug Pharmacy (Broadmead)</b>	Superdrug Stores Plc., 39-43 Broadmead, Bristol, Bristol, BS1 3EU	BS1 3EU	Yes	Yes		Cabot



## Bristol South

Bristol South							
Stockist	Address	Postcode	MUR	NMS	AUR	SCS	Electoral Ward
<b>Boots UK Ltd</b>	5 Peterson Avenue, Hartcliffe, Bristol	BS13 0BE	Yes	Yes			Whitchurch Park
<b>Boots UK Ltd</b>	Imperial Retail Park, Bristol	BS13 7TJ	Yes	Yes			Hartcliffe
<b>Boots UK Ltd</b>	96 East Street, Bedminster, Bristol	BS3 4EY	Yes	Yes			Southville
<b>Boots UK Ltd</b>	5 Langton Road, St Anne's, Bristol	BS4 4EW	Yes	Yes			Brislington West
<b>Boots UK Ltd</b>	91 Ridgeway Lane, Whitchurch, Bristol	BS14 9PH	Yes	Yes			Hengrove
<b>National Co-Operative Chemists Ltd</b>	Hartcliffe Health Centre, Hareclive Road, Hartcliffe, Bristol	BS13 0JP	Yes	Yes			Whitchurch Park
<b>National Co-Operative Chemists Ltd</b>	90 North Street, Bedminster, Bristol	BS3 1HF	Yes	Yes			Southville
<b>Pasab Ltd</b>	5 Avon Village, St Anne's Park, Bristol	BS4 4WW	Yes	Yes			Brislington East
<b>Lloyds Pharmacy Ltd</b>	244 North Street, Ashton, Bristol	BS3 1JD	Yes	Yes			Southville
<b>Lloyds Pharmacy Ltd</b>	172 St. John's Lane, Bedminster, Bristol	BS3 5AR	Yes	Yes			Windmill Hill
<b>Lloyds Pharmacy Ltd</b>	2 Knowle West Health Park, Downton Road, Knowle, Bristol	BS4 1WH	Yes	Yes			Filwood
<b>Lloyds Pharmacy Ltd</b>	99 Bishopsworth Road, Bedminster Down, Bristol	BS13 7JR	Yes	Yes			Bishopsworth
<b>Lloyds Pharmacy Ltd</b>	335 Wells Road, Knowle, Bristol	BS4 2QB	Yes	Yes			Knowle
<b>Lloyds Pharmacy Ltd</b>	33 Sandy Park Road, Brislington, Bristol	BS4 3PH	Yes	Yes			Brislington West
<b>Lloyds Pharmacy Ltd</b>	135-137 Church Road, Bishopsworth, Bristol	BS13 8JZ	Yes	Yes			Hartcliffe
<b>Lloyds Pharmacy Ltd</b>	74-76 Hollway Road, Stockwood, Bristol	BS14 8PG	Yes	Yes			Stockwood

<b>Bristol South</b>						
<b>Lloyds Pharmacy Ltd</b>	Whitchurch Health Centre, Armada Road, Whitchurch, Bristol	BS14 0SU	Yes	Yes		Hengrove
<b>Lloyds Pharmacy Ltd</b>	94 Queens Road, Bishopsworth, Bristol	BS13 8PQ	Yes	Yes		Bishopsworth
<b>Lloyds Pharmacy Ltd</b>	The Bedminster Family Practice, Regent Road, Bedminster, Bristol	BS3 4AT	Yes	Yes		Southville
<b>AMG Healthcare T/A Kathleen James Pharmacy</b>	3a/4a St Peters Rise, Bishopsworth, Bristol	BS13 7LU	Yes	Yes		Hartcliffe
<b>Asda Pharmacy (Bedminster)</b>	Asda Stores Ltd, East Street, Bedminster, Bristol, Bristol, BS3 4JY	BS3 4JY	Yes			Southville
<b>Asda Pharmacy (Whitchurch)</b>	Asda Stores Ltd, Whitchurch District Centre, Oatlands Avenue, Bristol, Bristol, BS14 0ST	BS14 0ST	Yes	Yes		Hengrove
<b>Bedminster Pharmacy</b>	4-6 Canon Street, Bristol	BS3 1BN	Yes	Yes		Southville
<b>Davis Pharmacy</b>	45 Filwood Broadway, Knowle, Bristol	BS4 1JL				Filwood
<b>Drugsdirect</b>	UNIT 4, 12 EMERY ROAD	BS4 5PF				Brislington East
<b>Hengrove Pharmacy</b>	9 The Parade, Hengrove Lane	BS14 9DB	Yes	Yes		Hengrove
<b>Lifeshield Ltd</b>	UNIT 3, 12 EMERY ROAD, BRISLINGTON, BRISTOL.	BS4 5PF				Brislington East
<b>Mb Silverman</b>	Daniel Martha & Samuel Ltd, 180a Wells Road, Bristol, Bristol, BS4 2AL	BS4 2AL	Yes	Yes		Windmill Hill
<b>Sainsburys Instore Pharmacy (Ashton Vale)</b>	Sainsburys Supermarkets Ltd, 111 Winterstoke Road, Bristol, Bristol, BS3 2NS	BS3 2NS	Yes	Yes		Bedminster
<b>Stockwood Pharmacy</b>	78 Hollway Road, Bristol, Bristol, BS14 8PG	BS14 8PG	Yes	Yes		Stockwood

<b>Bristol South</b>						
<b>Superdrug Pharmacy (Bedminster)</b>	44-46 East Street Bedminster Bristol	BS3 4HD	Yes	Yes		Southville
<b>Superdrug Pharmacy (Knowle)</b>	339-341 Wells Road, Bristol, Bristol, BS4 2QB	BS4 2QB	Yes	Yes		Knowle
<b>Tesco Instore Pharmacy (Brislington)</b>	Tesco Stores Ltd, Callington Road, Bristol, Bristol, BS4 5AY	BS4 5AY	Yes	Yes		Brislington West

## Appendix E Locally Commissioned Services

### Bristol North and West

Bristol North West locally commissioned services										
Pharmacy Name	Address	Postcode	Sexual Health			Stop Smoking			Supervised Consumption	Electoral Ward
			EHC <sup>42</sup>	CSP <sup>43</sup>	C Card <sup>44</sup>	Advisor	Voucher only	PIP <sup>45</sup>		
<b>Ashgrove Pharmacy</b>	97 - 99 Ashley Down Road, Horfield, Bristol	BS7 9JT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Bishopston</b>
<b>Avonmouth Pharmacy</b>	205 Avonmouth Road , Avonmouth, Bristol	BS11 9EG	Yes			Yes			Yes	<b>Avonmouth</b>
<b>Boots Pharmacy</b>	9 Clifton Down Shopping Centre , Clifton, Bristol	BS8 2NN	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Clifton East</b>
<b>Boots Pharmacy</b>	Unit E Eastgate Retail Park , Eastgate, Bristol	BS5 6XX	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Lockleaze</b>

<sup>42</sup> Emergency Hormonal Contraception

<sup>43</sup> Chlamydia Screening Programme

<sup>44</sup> Condom Card

<sup>45</sup> PIPscript Scheme

Source: LPC PharmOutcomes survey June 2014. Validated July 2014

<b>Bristol North West locally commissioned services</b>										
<b>Boots Pharmacy</b>	47 - 49 Gloucester Road, Bishopston, Bristol	BS7 8AD	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Redland</b>
<b>Boots Pharmacy</b>	55 Henleaze Road, Henleaze, Bristol	BS9 4JT	Yes	Yes	Yes		Yes	Yes	yes	<b>Henleaze</b>
<b>Boots Pharmacy</b>	39 High Street, Shirehampton, Bristol	BS11 0DX	Yes	Yes	Yes	Yes			Yes	<b>Avonmouth</b>
<b>Boots Pharmacy</b>	37 Southmead Road, Westbury on Trym, Bristol	BS10 5DW	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Westbury-on-Trym</b>
<b>Boots Pharmacy</b>	112 - 114 Whiteladies Road, Clifton, Bristol	BS8 2RP	Yes	Yes	Yes	Yes	Yes		Yes	<b>Clifton East</b>
<b>Buxton &amp; Grant</b>	176 Whiteladies Road, Clifton, Bristol	BS8 2XU	Yes	Yes	Yes					<b>Clifton East</b>
<b>Clifton Village Pharmacy</b>	10 Princess Victoria Street, Clifton, Bristol	BS8 4BP	Yes	Yes	Yes	Yes	Yes		Yes	<b>Clifton</b>
<b>Cotham Pharmacy</b>	5 Cotham Hill, Cotham, Bristol	BS6 6LD	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Cotham</b>
<b>Jhoots</b>	7 Druid Hill, , Bristol	BS9 1EW				Yes	Yes			<b>Stoke Bishop</b>
<b>Jhoots</b>	3 Gainsborough Square, Lockleaze, Bristol	BS7 9XA				Yes	Yes	Yes	Yes	<b>Lockleaze</b>

<b>Bristol North West locally commissioned services</b>										
<b>Kellaway Pharmacy</b> <b>MJ Williams Ltd</b>	18 Kellaway Avenue, Westbury Park, Bristol	BS6 7XR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Redland</b>
<b>Lloyds Pharmacy</b>	6 Arnside Road, Southmead, Bristol	BS10 6AT	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Southmead</b>
<b>Lloyds Pharmacy</b>	1 Carlton Court, Westbury on Trym, Bristol	BS9 3DA	Yes	Yes	Yes	Yes		Yes	Yes	<b>Westbury-on-Trym</b>
<b>Lloyds Pharmacy</b>	2 Charlecombe Court, Westbury on Trym, Bristol	BS9 3RL	Yes	Yes	Yes				Yes	<b>Westbury-on-Trym</b>
<b>Lloyds Pharmacy</b>	165 Crow Lane, Henbury, Bristol	BS10 7DR	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Henbury</b>
<b>Lloyds Pharmacy</b>	Greenway Health Centre Doncaster Road, Southmead, Bristol	BS10 5PY	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Southmead</b>
<b>Lloyds Pharmacy</b>	62 Ridingleaze, Lawrence Weston, Bristol	BS11 0QB	Yes	Yes	Yes	Yes		Yes	Yes	<b>Kingsweston</b>
<b>Lloyds Pharmacy</b>	Shirehampton Health Centre Pembroke Road, Shirehampton, Bristol	BS11 9SB	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Avonmouth</b>

Bristol North West locally commissioned services										
<b>Lloyds Pharmacy</b>	Westbury Medical Centre Westbury Hill, Westbury on Trym, Bristol	BS9 3EG	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Westbury-on-Trym</b>
<b>Lloyds Pharmacy</b>	Whiteladies Health Centre Whately Road, Clifton, Bristol	BS8 2PU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Clifton East</b>
<b>North View Pharmacy</b>	29 North View, Westbury Park, Bristol	BS6 7PT	Yes	Yes	Yes					<b>Henleaze</b>
<b>Regent Practice Pharmacy</b>	13 Regent Street, Clifton, Bristol	BS8 4HW	Yes	Yes	Yes					<b>Clifton</b>
<b>Sood Chemists Ltd</b>	23 - 25 Gloucester Road, Bishopston, Bristol	BS7 8AA	Yes	Yes	Yes		Yes		Yes	<b>Redland</b>
<b>Sood Chemists Ltd</b>	1B Church Road, Horfield, Bristol	BS7 8SA	Yes	Yes	Yes	Yes		Yes	Yes	<b>Horfield</b>
<b>Southmead Pharmacy</b>	5 Arnside Road, Southmead, Bristol	BS10 6AT	Yes	Yes		Yes			Yes	<b>Southmead</b>
<b>Tesco's Instore Pharmacy</b>	Tesco The Eastgate Centre, Eastville, Bristol	BS5 6XU	Yes	Yes	Yes		Yes	Yes	Yes	<b>Lockleaze</b>
<b>The Co-op Pharmacy</b>	36 - 38 Filton Road, Horfield	BS7 OPB				Yes	Yes		Yes	<b>Horfield</b>

<b>Bristol North West locally commissioned services</b>											
<b>The Co-op Pharmacy</b>	Horfield Health Centre Lockleaze Road Horfield, Bristol	BS7 9RR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Lockleaze</b>
<b>The Co-op Pharmacy</b>	139a Shirehampton Road, Sea Mills, Bristol	BS9 2EE	Yes		Yes	yes	Yes		Yes		<b>Kingsweston</b>
<b>Willow Tree Pharmacy</b>	1 Trevelyn Walk, Henbury, Bristol	BS10 7NY	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Henbury</b>



## Bristol Inner City and East

Bristol Inner City and East Locally Commissioned Services										
Pharmacy Name	Address	Postcode	Sexual Health			Stop Smoking			Supervised Consumption	Electoral Ward
			EHC	CSP	C Card	Advisor	Voucher only	PIP		
<b>Bhagal Dispensing Chemist</b>	79 - 81 St. Marks Road, Easton, Bristol	BS5 6HX	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Easton</b>
<b>Boots Pharmacy</b>	Unit 1 Avonmeads Retail Park, St Philips, Bristol	BS2 0SP	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Lawrence Hill</b>
<b>Boots Pharmacy</b>	59 Broadmead, Broadmead, Bristol	BS1 3ED	Yes	Yes	Yes				Yes	<b>Cabot</b>
<b>Boots Pharmacy</b>	Fishponds Health Centre Beechwood Road, Fishponds, Bristol	BS16 3TD	Yes	Yes	Yes				Yes	<b>Frome Vale</b>
<b>Boots Pharmacy</b>	66 Queens Road, Clifton, Bristol	BS8 1QU	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Cabot</b>

<b>Bristol Inner City and East Locally Commissioned Services</b>										
<b>Boots Pharmacy</b>	19 - 20 St. Augustine's Parade, Bristol	BS1 4UR	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Cabot</b>
<b>Boots Pharmacy</b>	Well Spring Healthy Living Centre Beam Street, Barton Hill, Bristol	BS5 9QY	Yes	Yes	Yes	Yes			Yes	<b>Lawrence Hill</b>
<b>Easton Pharmacy</b>	116 Stapleton Road, Stapleton, Bristol	BS5 0PS	Yes	Yes	Yes	Yes	Yes	yes	yes	<b>Lawrence Hill</b>
<b>Easton Day Night Chemists</b>	192 Stapleton Road, Stapleton, Bristol	BS5 0NY	Yes	Yes	Yes	Yes			Yes	<b>Lawrence Hill</b>
<b>Eastville Pharmacy</b>	4 Fishponds Road, Fishponds, Bristol	BS5 6SA	Yes	Yes	Yes	Yes	Yes		Yes	<b>Easton</b>
<b>Lloyds Pharmacy</b>	Air Balloon Surgery Kenn Road, St George, Bristol	BS5 7PD	Yes	Yes	Yes	Yes			Yes	<b>St. George West</b>
<b>Lloyds Pharmacy</b>	64 Bath Buildings, Montpellier, Bristol	BS6 5PU	Yes	Yes		Yes	Yes	Yes	Yes	<b>Ashley</b>

<b>Bristol Inner City and East Locally Commissioned Services</b>										
<b>Lloyds Pharmacy</b>	Charlotte Keel Health Centre Seymour Road, Easton, Bristol	BS5 0UA	Yes	Yes	Yes	yes	Yes		Yes	<b>Lawrence Hill</b>
<b>Lloyds Pharmacy</b>	235 - 237 Church Road, Redfield, Bristol	BS5 9HL	Yes	Yes	Yes	Yes	Yes		Yes	<b>Easton</b>
<b>Lloyds Pharmacy</b>	51 Clouds Hill Road, St George, Bristol	BS5 7LE	Yes	Yes	Yes	Yes		Yes	Yes	<b>St. George West</b>
<b>Lloyds Pharmacy</b>	Unit 2 782 - 786 Fishponds Road Fishponds, Bristol	BS16 3TT	Yes	Yes	Yes				Yes	<b>Frome Vale</b>
<b>Lloyds Pharmacy</b>	Lanaway Road, Oldbury Court, Bristol	BS16 2NW	Yes				Yes		Yes	<b>Frome Vale</b>
<b>Lloyds Pharmacy</b>	Lawrence Hill Health Centre Hassell Drive, Lawrence Hill, Bristol	BS2 0AN	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Lawrence Hill</b>
<b>Morrison's Pharmacy</b>	618 - 718 Fishponds Road, Fishponds, Bristol	BS16 3US	Yes	Yes	Yes	Yes		Yes	Yes	<b>Frome Vale</b>

<b>Bristol Inner City and East Locally Commissioned Services</b>										
<b>Selcan (S A Meghji)</b>	103 St. Marks Road, Easton, Bristol	BS5 6HY	Yes	Yes	Yes				Yes	<b>Easton</b>
<b>Stapleton Pharmacy</b>	5 Frome Valley Road, Stapleton, Bristol	BS16 1HD	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Frome Vale</b>
<b>Stokes Croft Pharmacy</b>	Unit 2 42 - 48 Stokes Croft, Stokes Croft, Bristol	BS1 3QB	Yes	Yes	Yes	Yes			Yes	<b>Ashley</b>
<b>Superdrug Pharmacy</b>	39 - 43 Broadmead, Broadmead, Bristol	BS1 3EU	Yes	Yes	Yes	Yes	Yes		Yes	<b>Cabot</b>
<b>The Co-op Pharmacy</b>	306 Lodge Causeway, Fishponds, Bristol	BS16 3RD	Yes	Yes	Yes		Yes	Yes	Yes	<b>Hillfields</b>
<b>The Co-op Pharmacy</b>	22A Lodgeside Avenue, Kingswood, Bristol	BS15 1NH				Yes	Yes	Yes	Yes	<b>Hillfields</b>
<b>The Co-op Pharmacy</b>	St. George Health Centre Bellevue Road, St George, Bristol	BS5 7PH	Yes	Yes	Yes		Yes		Yes	<b>St. George West</b>

Bristol Inner City and East Locally Commissioned Services										
<b>The Co-op Pharmacy</b>	143 St Michael's Hill, Kingsdown, Bristol	BS2 8DB	Yes		Yes		Yes		Yes	<b>Cabot</b>
<b>The Old School Pharmacy</b>	The Old School Surgery Manor Road, Fishponds, Bristol	BS16 2JD	Yes	Yes	Yes	Yes	yes		Yes	<b>Frome Vale</b>

## Bristol South

Bristol South locally commissioned services										
Pharmacy Name	Address	Postcode	Sexual Health			Stop Smoking			Supervised Consumption	Electoral Ward
			EHC	CSP	C Card	Advisor	Voucher only	PIP		
<b>ASDA Pharmacy</b>	East Street, Bedminster, Bristol	BS3 4JY	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Southville</b>
<b>ASDA Pharmacy</b>	Oatlands Avenue, Whitchurch, Bristol	BS14 0ST	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Hengrove</b>
<b>Bedminster Pharmacy MJ Williams Ltd</b>	4 - 6 Cannon Street, Bedminster, Bristol	BS3 1BN	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Southville</b>
<b>Boots Pharmacy</b>	96 East Street, Bedminster, Bristol	BS3 4EY	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Southville</b>
<b>Boots Pharmacy</b>	Imperial Park Hartcliffe Way, Hartcliffe Bristol	BS13 7TJ	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Hartcliffe</b>

Bristol South locally commissioned services										
<b>Boots Pharmacy</b>	5 Langton Road, St Anne's, Bristol	BS4 4EW	Yes	Yes	Yes				Yes	<b>Brislington West</b>
<b>Boots Pharmacy</b>	91 Ridgeway Lane, Whitchurch, Bristol	BS14 9PH	Yes	Yes	Yes	Yes?	Yes?	Yes?	Yes	<b>Hengrove</b>
<b>Boots Pharmacy</b>	5 Peterson Avenue, Hartcliffe, Bristol	BS13 0EG	Yes	Yes	Yes	Yes	Yes	No	Yes	<b>Whitchurch Park</b>
<b>Davis RC</b>	45 Filwood Broadway, Knowle, Bristol	BS4 1JL				Yes	Yes	Yes	Yes	<b>Filwood</b>
<b>Hengrove Pharmacy</b>	9 The Parade, Hengrove, Bristol	BS14 9DB	Yes	Yes	Yes	Yes			Yes	<b>Hengrove</b>
<b>Jhoots</b>	5 Avon Village, Bristol	BS4 4WW	Yes	Yes	Yes	Yes	Yes		Yes	<b>Brislington East</b>
<b>AMG Healthcare T/A Kathleen James Pharmacy</b>	3A - 4A St. Peter's Rise, Bishopsworth, Bristol	BS13 7LU	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Hartcliffe</b>

Bristol South locally commissioned services											
<b>Lloyds Pharmacy</b>	The Bedminster Family Practice Regent Road, Bedminster Bristol	BS3 4AT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Southville</b>
<b>Lloyds Pharmacy</b>	99 Bishopsworth Road, Bedminster Down, Bristol	BS13 7JR				Yes	Yes	Yes	Yes		<b>Bishopsworth</b>
<b>Lloyds Pharmacy</b>	Unit 29 Broadwalk Shopping Centre Wells Road, Knowle, Bristol	BS4 2QB	Yes		Yes	Yes	Yes	Yes	Yes	Yes	<b>Knowle</b>
<b>Lloyds Pharmacy</b>	135 - 137 Church Road, Bishopsworth, Bristol	BS13 8JZ	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Hartcliffe</b>
<b>Lloyds Pharmacy</b>	74 - 76 Hollway Road, Stockwood, Bristol	BS14 8PG	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Stockwood</b>
<b>Lloyds Pharmacy</b>	244 North Street, Ashton, Bristol	BS3 1JD	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Southville</b>



Bristol South locally commissioned services										
<b>Lloyds Pharmacy</b>	94 Queens Road, Withywood, Bristol	BS13 8PQ	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Bishopsworth</b>
<b>Lloyds Pharmacy</b>	33 Sandy Park Road, Brislington, Bristol	BS4 3PH	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Brislington West</b>
<b>Lloyds Pharmacy</b>	172 St. John's Lane, Bedminster, Bristol	BS3 5AR				Yes	Yes	Yes	Yes	<b>Windmill Hill</b>
<b>Lloyds Pharmacy</b>	Whitchurch Health Centre Armada Road Whitchurch, Bristol	BS14 0SU	Yes	yes	Yes	Yes	Yes	Yes	Yes	<b>Hengrove</b>
<b>Lloyds Pharmacy</b>	William Budd Health Centre Downton Road, Knowle, Bristol	BS4 1WH	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Filwood</b>
<b>M B Silverman Chemist</b>	180A Wells Road, Knowle, Bristol	BS4 2AL	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Windmill Hill</b>
<b>Sainsbury's Pharmacy</b>	Winterstoke Road, Bedminster, Bristol	BS3 2NS	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Bedminster</b>

<b>Bristol South locally commissioned services</b>										
<b>Stockwood Pharmacy</b>	78 Hollaway Road, Stockwood, Bristol	BS14 3PG	Yes	Yes	Yes	Yes			Yes	<b>Stockwood</b>
<b>Superdrug Pharmacy</b>	44 - 46 East Street, Bedminster, Bristol	BS3 4HD	Yes	Yes	Yes		Yes		Yes	<b>Southville</b>
<b>Superdrug Pharmacy</b>	Broadwalk Shopping Centre 339 - 341 Wells Road, Knowle, Bristol	BS4 2QB	Yes	Yes	Yes	Yes	Yes	Yes	Yes	<b>Knowle</b>
<b>Tesco's Instore Pharmacy</b>	Tesco Callington Road, Brislington, Bristol	BS4 5AY					Yes	Yes	Yes	<b>Brislington West</b>
<b>The Co-op Pharmacy</b>	Hartcliffe Health Centre Hareclive Road Hartcliffe, Bristol	BS13 0JP	Yes	Yes	Yes		Yes		Yes	<b>Whitchurch Park</b>
<b>The Co-op Pharmacy</b>	90 North Street, Bedminster, Bristol	BS3 1HF	Yes	Yes	Yes		Yes		Yes	<b>Southville</b>

## **Appendix F Bristol PNA Communications and Consultation Plan**

### **Background and context**

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

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

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for developing and updating PNAs.

There is a legal requirement for the HWB boards to publish the PNA before 31 March 2015

PNAs will inform commissioning decisions by local authorities (public health services from community pharmacies) and by NHS England and clinical commissioning groups (CCGs).

### **Communications and consultation context and scope**

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

There is a need for the HWB to understand;

- Local people and their representatives affected by the service;
- Existing pharmacy services/community based providers;
- Patients affected by possible new services in the area;

- Patient services and formal complaints; and
- Other key stakeholders (specifically identified groups: Gypsy and Traveller Community, young people)

The information from these can then be used to inform the final PNA document.

Prior to publication of the final document a formal consultation on a draft version needs to take place. There is a statutory requirement for this to last for a minimum of 60 days. Neighbouring authorities have suggested that the consultation period runs at the same time in each area to avoid possible confusion – it will therefore start for the public on 7<sup>th</sup> September. There is a requirement from the Bristol Compact to run the consultation in Bristol for 12 weeks to ensure that community groups have time to meet, discuss and submit their views - the intention is therefore to get all documents ready by the 15<sup>th</sup> August with a specific promotion through VOSCUR to allow for this 12 week period.

The steering group decided that it was important to assess the value in providing a variety of services from pharmacies even though technically out of scope of the legal requirements for this consultation and final document. This needs careful presentation in the document to ensure a distinction in legal obligation and recommendations outside of the legal obligation.

## Summary of Timelines

Phase	Timing	Requirements
Initiation	January – March 2014	Draft project plan and identify resources . Agree workstream plans and timelines. Establish terms of reference and membership of project group and steering group. Update the Bristol Health and Wellbeing Board.
Information gathering	April- June 2014	Gathering information through workstreams for locality profiles; pharmacy services; views of the public (Phase 1 and possible phase 2 for targeted groups); stakeholder views (informal consultation events if required – possibly travellers, young people, and homeless).
Synthesis and drafting	June – August 2014	Bring together results from workstreams. Analyse and write up as draft PNA.
Consultation with organisations	15 <sup>th</sup> August-14 <sup>th</sup> November	This begins a few weeks earlier than the main public consultation due to
Formal public	7 September – 14	Public consultation on draft PNA. Develop responses to consultation.

consultation	November 2014	
Consultation findings presented to Health and Wellbeing Board	27 <sup>th</sup> November	Present findings from consultation
Finalise and publish PNA	December 2014 – February 2015	Produce and agree final PNA, submit to Bristol HWB for sign off and publication no later than first week of March 2015.

## Key Audiences for formal consultation

The regulations state that: When making an assessment for the purposes of publishing a pharmaceutical needs assessment, each HWB must consult the following about the contents of the assessment it is making:

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

The following groups of people can also be formally consulted on the draft PNA.

- General public
- Community Pharmacy Contractor Superintendent Offices

- Local Authority area CCGs
- Neighbouring CCGs
- Local Voluntary Groups
- Scrutiny Committee
- Social services
- Key equalities groups
- Groups including Gypsy and Traveller group, young people, homeless people through more targeted sessions

## Consultation engagement

### Key considerations

- The use of pharmacies within Bristol by residents outside of Bristol, and the use of border pharmacies by Bristol residents
- Targeting equalities groups who make use of pharmacies but can't be reached in traditional ways during the formal consultation period

There will be two phases

Phase 1 – Citizen's panel and desk research

Phase 2 – formal consultation (including target groups)

## Action plan

### Phase 1

Actions	timescale	who	Completed?
Public engagement report	April	AM/JG	completed
Citizens Panel questionnaire	May	AM/JG	completed
Gather existing research and engagement outcomes including: <ul style="list-style-type: none"> <li>• Existing research with young people</li> <li>• Existing research in relation to the Gypsy and Traveller community into health needs and use of services</li> <li>• complaints</li> </ul>	June	MR	
Consultation with Pharmacies	May/June	LPC	completed
GIS mapping of pharmacies and their services	June	GIS public health team	

## Analysis and drafting of document – June/July/August

### Consultation documents

Summary, main document, questionnaire, background papers (including initial research summary, consultation plan, Equalities Impact Assessment, coverage maps) on website at BCC consultation hub
Summary document and questionnaire available on request and at key venues across the city ie doctor's surgeries, NHS locations
Full version, background papers, maps available on request in paper form (printed on request)

## Phase 2 – formal consultation

Audience	Actions	timescale	cost	who
	Full document to be available mid Aug	Mid August		
	Summary document mid Sept	1 <sup>st</sup> Sept		
	<b>Promotion</b>			
General public	Ask Bristol newsletter to 11,000 people		0	AM
General public/users of pharmacies/patients	Electronic Posters for display at pharmacies/doctor's surgeries, hospital receptions, community centres etc.)	1 <sup>st</sup> September		JG to produce, BCC to e-mail to BCC outlets, LPC to pharmacies, CCG/NHS to doctors' surgeries, hospitals etc.
General public/users of pharmacies/patients	Postcards printed and distributed to pharmacies, doctor's surgeries, hospital receptions??? (or flyer e-mailed?)	Mid-September		JG to produce, partners to distribute
General public	Article in Our city online and NHS publications/newsletters		0	JG to draft
Patients/public	Article in patient newsletters/communications Partners to advise on deadline dates for their publications		0	JG to do initial draft, partners to distribute
General public	Article for community newsletters, VOSCUR etc.		0	BCC comms team
General public	Press release		0	BCC media team (or joint with neighbouring authorities)
All	BCC Website - (see below for documents) –		0	AM



	documents available on consultation hub			
All	Partner websites - Information on websites directing people to consultation hub		0	partners
Stakeholders	e-mail to all stakeholders with link to documents, for their response and to circulate through their channels		0	Through all partner mailing lists, Healthwatch
General public	Social media promotion of the consultation on BCC and partner channels	September - November	0	AM – plus partner social media sites
Internal council staff	Internal news release linking to consultation pages	Mid-September	0	JG/internal comms team
Partners internal staff	Partner internal channels	Mid-September	0	JG to provide information – partners to action
MPs and councillors	Information to make them aware of survey and link to online document	Mid September	0	MR
Local voluntary, health and community faith groups	Email link to consultation pages	1 <sup>st</sup> September	0	Partner groups
Council tenants	Info in BCC housing news	Sept/Oct	0	JG
<b>Key Target Groups</b>				
Travellers on permanent site	Qualitative feedback through meeting	Sept Oct		Linda Vousden
Travellers on transit site	Qualitative feedback through meeting	Sept Oct		Linda Vousden
Roma	Qualitative feedback through meeting	Sept Oct		Linda Vousden
Young people	Sessions could include: youth council, young	Sept Oct	Small cost	JG/MR to organise

	carers voice, disabled young people, through youth and community workers or BYL commissioned services (LPW, CYN			pack, sessions carried out by youth workers
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## Appendix G Equality Impact Assessment



### Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)

Name of proposal	Bristol Pharmaceutical Needs Assessment 2015
Directorate and Service Area	Public Health
Name of Lead Officer	Dr Chris Hine

#### Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

##### 1.1 What is the proposal?

This is an Equality Impact Assessment for the Bristol Pharmaceutical Needs Assessment (PNA).

Bristol City Council Health and Wellbeing Board (HWB) has a statutory responsibility to assess needs for pharmaceutical services in its area. It must publish its assessment by April 2015.

The Pharmaceutical Needs Assessment (PNA) assesses how well existing services meet health needs of the people of Bristol for essential pharmaceutical services. The Bristol Pharmaceutical Needs Assessment (PNA) is a report that provides an up to date statement of the needs for pharmaceutical services of the local population. The PNA identifies all the existing pharmaceutical services in Bristol, which are mapped to compare the level of provision with the demand of local people.

The Bristol PNA will be used to identify any gaps in current services or improvements that could be made in future pharmaceutical service provision. It will be used by the NHS England Local Area Team to inform decisions on future pharmaceutical commissioning intentions and when they consider applications for new or relocated premises. The NHS Bristol Clinical Commissioning Group (CCG) and Bristol City Council may also use it when determining needs to commission services that might be provided by local pharmaceutical services.

The policy objective is to manage the supply of pharmaceutical services (medicines and appliances) in order to align provision with local needs, and in particular ensure adequate service provision in areas of lower demand. Achievement of this objective would increase patient and consumer benefits by aligning services more closely with the requirements and needs of local populations.

#### Step 2: What information do we have?

Decisions must be evidence-based and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

**2.1 What data or evidence is there which tells us who is, or could be affected?**

Prior to the draft consultation document being produced research was carried out to gain a greater understanding of the pharmaceutical needs of the local population.

- A scoping review was commissioned to find out what academic and policy literature could tell us about the needs of the public for community pharmaceutical services
- A survey of Bristol residents’ opinions on pharmacy services was conducted, using the BCC Citizens’ Panel - sent to 2075 panellists in April 2014 who represent the demographic of the city. A total of 938 people responded, a 45% response rate.
- Patient groups’ opinions and complaints were requested from Healthwatch Bristol (no negative comments received)
- Information was sought from all community pharmacies detailing their opening hours and the services they provide (ie home delivery, wider health services etc.)
- In addition detailed mapping of where local pharmacies were situated was carried out to identify any geographical gaps
- Past research conducted into the use of pharmacies was used to inform the draft PNA – this included information from young people and with drug users.

The draft Bristol PNA was consulted on from 7<sup>th</sup> September -14<sup>th</sup> November 2014 for a period of 72 days to fit in with the Bristol Compact requirements and to coincide with consultations taking place on neighbouring authority PNAs. The background investigation and the formal consultation looked at satisfaction with access to pharmacies and whether their distribution and service provision met local needs. It looked at the most important factors for people in accessing pharmacies and the services they need. A particular emphasis was placed on obtaining views from a number of equalities groups where insufficient information was available about their needs prior to the formal consultation period.

From the literature review the following factors were considered important

- Proximity: to home, a doctor’s surgery, work or other shops
- Length of wait for service
- Having medication in stock
- Efficiency
- Appropriate opening hours
- Friendliness and helpfulness of staff
- Good customer service
- Adequacy/appropriateness of private consultation areas

The citizen’s panel results had significant similarities. The most important factors were:

Medication in stock	98%
Close to home	91%

Length of wait for service	89%
Weekend opening hours	88%
Evening opening hours	78%
Close to GP	77%
Free parking nearby	67%
Adequate waiting area e.g. enough seating, space for wheelchairs and prams	65%

- The most important services to have available at your local community pharmacy were:

Advice on medicines prescribed to you	85%
Advice on minor illnesses or injuries	85%
Prescription made up ready for you to collect	74%
Private consultation room available	64%
Advice on managing long term illnesses	59%
Health tests e.g. cholesterol	58%

The majority of respondents (82%) were either “satisfied” (26%) or very satisfied (56%) with their local community pharmacy. Only 6% said they were dissatisfied.

Further analysis of the Citizens’ Panel data was conducted to ascertain the views of people with long terms conditions. This group were more likely to consider the pharmacy being close to home and to their GP surgery as important. Of these, 58% felt that home delivery of medicines was fairly important or very important, compared to 38% of respondents who do not have a long term illness or disability. They were more likely to consider private consultation rooms, provision of advice on long term illness and free parking important.

Pharmacy in England Building in Strengths Delivering the Future 2009<sup>46</sup> indicated that women are among the most frequent users of pharmacies. It also indicated that if gender and age are considered together, the highest frequency pharmacy users are females aged 35-74 and males aged over 55. Males aged 16- 24 use pharmacies the least. Gender, age, speaking English as a main language and having a long-term condition or disability are all key drivers of pharmacy usage, in that order.

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<sup>46</sup> Pharmacy in England: building on strengths –delivering the future–draft regulations under the Health Act 2009: pharmaceutical needs assessments –response to consultation <http://www.collections.europarchive.org/tna/20100509080731/http://www.dh.gov.uk/en/Consultations/Responsestoconsultations/DH114809>

The following table shows equalities profile of respondents to the Citizens' Panel survey.

<b>Gender (936)</b>	<b>BME (657)</b>	<b>Long term illness or disability (933)</b>	<b>Sexual orientation (936)</b>	<b>Religion (929)</b>
<b>Male</b> 439 47%	<b>White</b> 607 92%	<b>Yes</b> 162 17%	<b>Lesbian, Gay, Bisexual</b> 41 4%	<b>Christian</b> 482 52%
<b>Female</b> 497 53%	<b>BME</b> 50 8%	<b>No</b> 771 82%	<b>Heterosexual</b> 821 88%	<b>Muslim</b> 7 1%
			<b>Prefer not to say</b> 74 8%	<b>Hindu</b> 2 0%
<b>Age group</b>				<b>Sikh</b> 3 0%
<b>Under 16</b> None				<b>Jewish</b> 6 1%
<b>16-64</b> 545 80%				<b>Buddhist</b> 8 1%
<b>65 and over</b> 133 20%				<b>Other</b> 23 2%
				<b>None</b> 356 38%
				<b>Prefer not to say</b> 42 5%

There were respondents from all 35 wards

The health profile within the draft PNA provides statistical analysis on Equalities Groups but more information on the experiences of local people from Equalities Groups would be beneficial.

**Table 1: Information on respondents to the Citizen's Panel Survey questions on the PNA, April 2014**

**Table 2 Equalities key statistics for Bristol, from 2011 Census.**

<b>Age</b>	<b>Number</b>	<b>%</b>	<b>England &amp; Wales %</b>
0-17 years	87,503	20.4	21.3
18-64 years	284,859	66.5	62.2
65 years and over	55,872	13.0	16.4
Total population	428,234	100.0	100.0
<b>Gender</b>			
Male	213,071	49.8	49.2
Female	215,163	50.2	50.8
<b>Ethnicity</b>			
White British	333,432	77.9	80.5
Other White	26,160	6.1	5.5
Black and minority ethnic group	68,642	16.0	14.0
<b>Religion</b>			
Yes	233,234	54.5	67.7
No	160,218	37.4	25.1
Not stated	34,782	8.1	7.2
<b>Disability</b>			
Day-to-day activities limited	71,724	16.7	17.9
Day-to-day activities not limited	356,510	83.3	82.1
<b>Sexual orientation [1]</b>			
LGBT			6%

Sources:  
ONS 2011 Census Crown Copyright 2012  
[1] Stonewall Index - national data only

Following the initial research the draft PNA was produced. The consultation made a particular effort to get information from groups considered to be under-represented in the data sets available from the previous research, or who the steering group identified as having specific needs that they might not be fully aware of. This included:

- Young people
- Pregnancy and maternity
- Black and Minority Ethnic Groups
- LGBT individuals
- People from minority religious groups

- Gypsy and Traveller Community
- Older people
- Homeless

Responses were sought from all the groups identified above. A separate survey was produced for young people. Agencies and organisations representing some of the above groups were asked to respond. All groups were asked if they would like someone to attend meetings and there was some take-up for this from BME community organisations.

There is already a good spread of pharmacies in Bristol and from all the evidence and data there seems to be no detrimental impact to any group within the proposals made within the PNA. Particular concerns were raised by each group – the vast majority of the comments, however, relate to areas outside the scope of the PNA but for which recommendations for action will be made to the relevant organisations and agencies to follow up.

## 2.2 Who is missing? Are there any gaps in the data?

It would have been helpful to have had a greater response from the Gypsy and Traveller Community, and from young people. The gypsy and traveller community are hard to reach and whilst enough data to make good assumptions is available keeping dialogue open with this group would be valuable moving forward, particularly in relation to those traveller communities who move from place to place.

## 2.3 How have we involved, or will we involve, communities and groups that could be affected?

The following activities have been included in the background research and the consultation:

- A survey of Bristol residents' opinions on pharmacy services was conducted, using the BCC Citizens' Panel - sent to 2075 panellists in April 2014 who represent the demographic of the city. A total of 938 people responded, a 45% response rate.
- Patient groups' opinions and complaints were requested from Healthwatch Bristol (no negative comments received)

A formal consultation took place from 7<sup>th</sup> September – 14<sup>th</sup> November 2014. The following activities were included:

- The consultation was publicised on the Bristol City Council Consultation hub and hosted on partnership organisations websites.
- People could respond to the consultation online and with paper responses.
- A helpline was made available for those who needed assistance in understanding the PNA and completing the questionnaire.
- Equalities groups (from list supplied by the equalities team), community groups and organisations working with vulnerable people (ie carers, St Mungo's) were e-mailed directly and offered the opportunity to have someone go along and talk to the group. There was some take up for this.
- A liaison officer with the Gypsy and Traveller Community spoke face to face with a number of families as part of their visits programme
- A specific questionnaire was produced for young people which could be completed online and in some cases face to face through Bristol Youth Links contacts
- A press release was issued to local media and also to community newsletters



- Distribution of information and questionnaires to libraries and community centres, GP surgeries and customer information points
- Postcards given out by community pharmacies, GP surgeries and libraries.

In addition the following events and meetings were attended to encourage people to respond individually or as a group:

- The Bristol Offer! Making best use of the social assets and systems serving mental health, tackling substance misuse and/or supporting those in the criminal justice system
- Avon Gloucester shire and Wiltshire Wellbeing and Mental Health Engagement Event
- Bristol Health Partnership Festival of Health
- Bristol Neighbourhood Partnership Forums
- Bristol MPs and ward councillors surgeries
- British Institute of Human Rights event 29 September
- West of England Academic Health Science Network AGM 16 October
- Festival of Age October 2014
- Dhek Bhal Festival of Age LinKAge event 8 October
- Bristol Health Partners Dementia HIT: Living Well with Dementia 14 October
- Healthwatch AGM 22 October
- Public Health England Avon Gloucestershire and Wiltshire Wellbeing and Mental Health Engagement 21 October
- Bristol Health Partnerships Festival of Health 10 – 12 October
- Bristol Citizens Advice Bureau pop up advice centre 21 October 2014
- The BCFM Radio Wellbeing Show <http://bcfmradio.com/wellbeing>
- #YHWBeingMe Healthwatch event 28 October

The following Statutory consultees have been invited to comment during the formal consultation:

- Local Pharmaceutical Committee members
- Local Medical Committee
- Any persons on the pharmaceutical lists
- Any LPS chemist in its area with whom the NHS England has made arrangements for the provision of any local pharmaceutical services
- Healthwatch Bristol
- All NHS trusts and NHS foundation trusts within Bristol
- NHS England Area Team
- Neighbouring HWBs
- VOSCUR

### **Step 3: Who might the proposal impact?**

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

There will be no direct adverse effects of the Bristol PNA. The distribution of pharmacies, with the addition of delivery services at the vast majority of pharmacies, and the growth in online pharmacies means that access to services is good for all groups.

A number of particular issues were raised which affect a number of groups outside the strict scope of the PNA:

- Obtaining gelatine-free tablets can be an issue for a number of groups including faith, vegans and vegetarians – a recommendation from the consultation is that improved information needs to be provided to direct groups affected to seek alternatives from their GP.
- Knowing where out of hours/emergency pharmacies are was a wide concern but could adversely affect those who are isolated and/or cannot access the internet, as well as specifically those travelling through the city such as Gypsies and Travellers. A recommendation from the consultation is that a communications plan should be drawn up and actions taken to look at improving access to information about where pharmacies are, when their open and what provision there is out of hours.
- The labelling of medicines and access to aids to help those with learning difficulties or sight impairments at pharmacies could be improved.

The above points are not within scope of the PNA, since the PNA is a needs assessment to guide future provision of pharmacies to supply necessary, essential services. These issues are important and associated with pharmacy use and access, and will be referred to the relevant agencies to action.

3.2 Can these impacts be mitigated or justified? If so, how?

There is no specific detrimental impact for any group, but the issues raised in 3.1 above will be referred to the relevant agencies to action.

3.3 Does the proposal create any benefits for people with protected characteristics?

It highlights the benefits of the growth in multiple ways to get dispensed medicines. There has been an increase in home delivery, which benefits vulnerable, elderly and disabled groups. The growth in digital technology will help to facilitate easier requests for medicines.

3.4 Can they be maximised? If so, how?

Improved access to up to date information getting to the most vulnerable.

#### Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

##### 4.1 How has the equality impact assessment informed or changed the proposal?

The Bristol PNA Steering Group have taken particular care in the development of the PNA to understand the impact of pharmaceutical services, particularly travel and opening hours, in the development of this plan.

As a result of our analysis of data for this EqIA we have changed our plans as follows:

As outlined in Section 2.3, we checked that our contacts list provided sufficient coverage of all key groups identified. All the comments have been assessed and analysed into themes to address any equalities issues. These themes include:

- Local pharmacies and commissioners to provide easy access to information on opening hours and delivery services available throughout Bristol
- Greater support to meet the needs of people with sight impairment and people with learning disabilities, and some reasonable adjustments to the dispensing of medicines to these groups
- A number of qualitative service changes were sought by consultees, which will be shared and could be actioned by PNA stakeholders.

The full list of all responses can be found in the final PNA.

##### 4.2 What actions have been identified going forward?

To monitor demographic change and ensure the PNA remains fit for purpose over its 3 year lifespan. It is not anticipated that there will need to be a change within the 3 year period, based on current population projections.

To work with agencies to improve communications to key identified groups.

To seek, through the LPC, better provision at pharmacies for information on medicines in accessible formats.

##### 4.3 How will the impact of your proposal and actions be measured moving forward?

The PNA will be reviewed formally again after 3 years and will be reviewed informally every year.

## **Appendix H User Views on Pharmaceutical Services**

### **Public Engagement in PNAs: Briefing for Bristol PNA steering group**

#### **Purpose**

This briefing reports a scoping review undertaken to identify:

- academic or policy literature relating to patient or public preferences when accessing local community pharmacy services
- methods utilised in previous PNAs to capture the public's needs with regard to local pharmaceutical services.

This is to inform the plan for public engagement with the PNA in Bristol.

#### **Academic/Policy Literature**

This is a scoping review and is not intended to be a systematic search for literature; therefore the search strategy lacked sensitivity and it may be that some significant publications were not identified.

Searches of NHS Evidence, Embase, Medline and HMIC databases together with Google Scholar search engine were undertaken. Databases of theses and dissertations were also searched. Depending on the limits of the interface with the databases/search engine, combinations of the following index terms/free text were used in the search strategy:- “Pharmaceutical Needs Assessment\*” PNA\*; pharmac\*; attitude; behaviour; patient or public preference.

Citation searches of any relevant articles were undertaken.

Searches were limited to English language: 2009 – 2014.

#### **Key Findings**

- There is nothing in the academic literature that explicitly explores UK patient or public preferences or practices when accessing pharmacy services or which factors influence their decision to visit a community pharmacy
- There is evidence from professional pharmacy and policy documents that explores what services pharmacists are capable of providing and should provide. This is countered by studies which describe both pharmacists' attitudes and

public opinion relating to service provision in terms of its nature and pharmacists' competence to deliver such services.

- Some studies have focused on particular groups of patients (e.g. those with long-term conditions or those with mental health problems) whilst others have focused on the delivery of particular services (e.g. cardiovascular screening or alcohol interventions)
- The evidence for positive outcomes in influencing public health is strongest in services including smoking cessation, EHC supply, cardiovascular disease prevention, blood pressure management, diabetes and possibly asthma and heart failure. Although published evidence is currently less strong in other areas such as COPD, infection control, substance abuse, weight management and minor ailments schemes, there are some reports of successes in the community pharmacy provision of these services. However further research is required to justify the role of community pharmacy in these areas.
- A consistent theme emerging from the literature is that whilst the public has a high regard for pharmacy, it considers it first and foremost a service for supplying and dispensing medications, this being what most people see and experience. There is low awareness of the range of services that pharmacies increasingly provide
- Additionally both the public and pharmacists themselves perceive the pharmacist as the “drug expert”. Whilst pharmacists view public health services as important and part of their role they perceive it to be secondary to medicine related roles. Pharmacists' confidence in providing public health services is generally average to low, with time and training often cited as barriers. Most pharmacy users have never been offered public health services by their pharmacist and do not expect to be offered. The public view pharmacists as appropriate providers of such advice but research indicates mixed views on the pharmacists' ability to do this. Satisfaction was found to be high in those that had experienced pharmaceutical public health. Some studies indicate that consumers would prefer to see a doctor whenever possible instead. The literature suggests that increasing involvement of pharmacists in public health will require changes in the behaviour of both pharmacists and the general public.

## **PNAs**

A search for PNAs was undertaken via Google search engine using the search term “pharmaceutical needs assessment” and limiting results to either .nhs.uk or .gov.uk sites; 2011 - 2014. A convenience sample of 10 PNAs was reviewed and representativeness cannot be assured.

## **Methods**

It should be noted that methods involved in attempting to capture public engagement with pharmaceutical services were hugely variable in terms of sampling strategies, methods of data collection and data analysis and all were highly susceptible to many different biases including (but certainly not limited to) selection, interviewer, response, recall and measurement biases. Methods often involved poorly designed questionnaires containing ambiguous items. Some had used focus groups and some had deliberately targeted particular groups of patients, particularly those with long term conditions. Response rates to questionnaires were generally extremely low (<5%).

## **Key findings**

From these very limited examples the most important factors in accessing services appear to be:

- Proximity. However, proximity to home is not always of paramount importance; it might also be proximity to a doctor’s surgery; work or a shopping mall which is important
- Length of wait for service
- Having medication in stock
- Efficiency
- Appropriate opening hours
- Friendliness and helpfulness of staff
- Good customer service
- Adequacy/appropriateness of private consultation areas

Proximity nearly always came out as the top priority. Due to the variation in wording of questionnaires it is impossible to categorise and distinguish between some constructs e.g. is efficiency the same construct as “having medication in stock”?

- Some PNAs report that the public want particular extra services and others report that they do not. Differences could be explained simply by wording of questions rather than any real difference in attitudes and preferences
- Some PNAs have interpreted a lack of relish for additional services by the public as “proof” that all their needs are met by what is currently available. This conclusion makes many assumptions, not least that the public are aware of those additional services
- Factors such as poor quality survey design and reporting, overall lack of objectivity and lack of a validated instrument to gather views and experiences preclude drawing any firm conclusions from these PNAs

## References

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## Appendix I Citizens' Panel results April 2014

The Citizens' Panel survey was sent to 2075 panellists in April 2014. 938 people responded, a 45% response. The 'base' figure on the following tables is the total number of people who responded to that question.

The majority of respondents (82%) were satisfied with their local community pharmacy.

Most respondents (93%) have not used online pharmacies, and over half (55%) would not consider using one. 45% would consider using an online pharmacy.

The most important factors in using your local pharmacy to have were:

- Medication in stock (98% thought this important)
- Close to home (91%)
- Length of wait for service (89%)
- Weekend opening hours (88%)
- Evening opening hours (78%)
- Close to GP (77%)
- Free parking nearby (67%)
- Adequate waiting area e.g. enough seating, space for wheelchairs & prams (65%)

- **Less important factors were:**

- Home delivery (41%)
- Close to work (34%)
- Close to shopping centre (34%)

- **The most important services to have available at your local community pharmacy were:**

- Advice on medicines prescribed to you by a doctor (85% felt this important)
- Advice on minor illnesses or injuries (85%)
- Your prescriptions collected from your GP and made up ready for you to collect from the pharmacy (74%)
- Private consultation room available (64%)
- Advice on managing long term illnesses (59%)
- Health tests e.g. cholesterol (58%)

- **Slightly less important services were:**

- Advice on being healthy e.g. stopping smoking, achieving a healthy weight (46%)



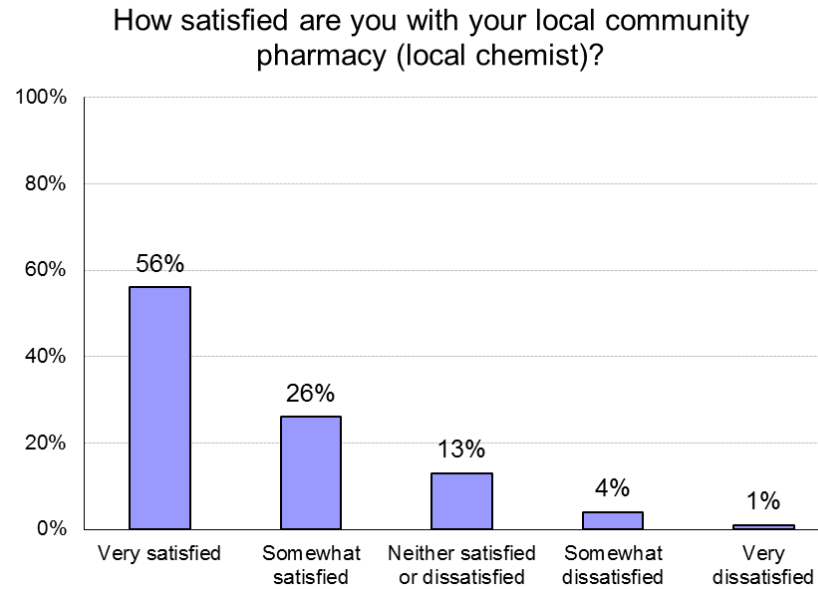
Sexual health services e.g. emergency contraception, chlamydia tests (45%)

Flu vaccination (45%)

Your prescriptions delivered directly to your home (37%)

The majority of respondents (82%) were satisfied with their local community pharmacy.

Base	924	100%
<b>How satisfied are you with your local community pharmacy (local chemist)? (tick one)</b>		
Very satisfied	518	56%
Somewhat satisfied	243	26%
Neither satisfied or dissatisfied	117	13%
Somewhat dissatisfied	38	4%
Very dissatisfied	8	1%



Base	924	100%
<b>Have you ever used online pharmacies?</b>		
Yes	68	7%

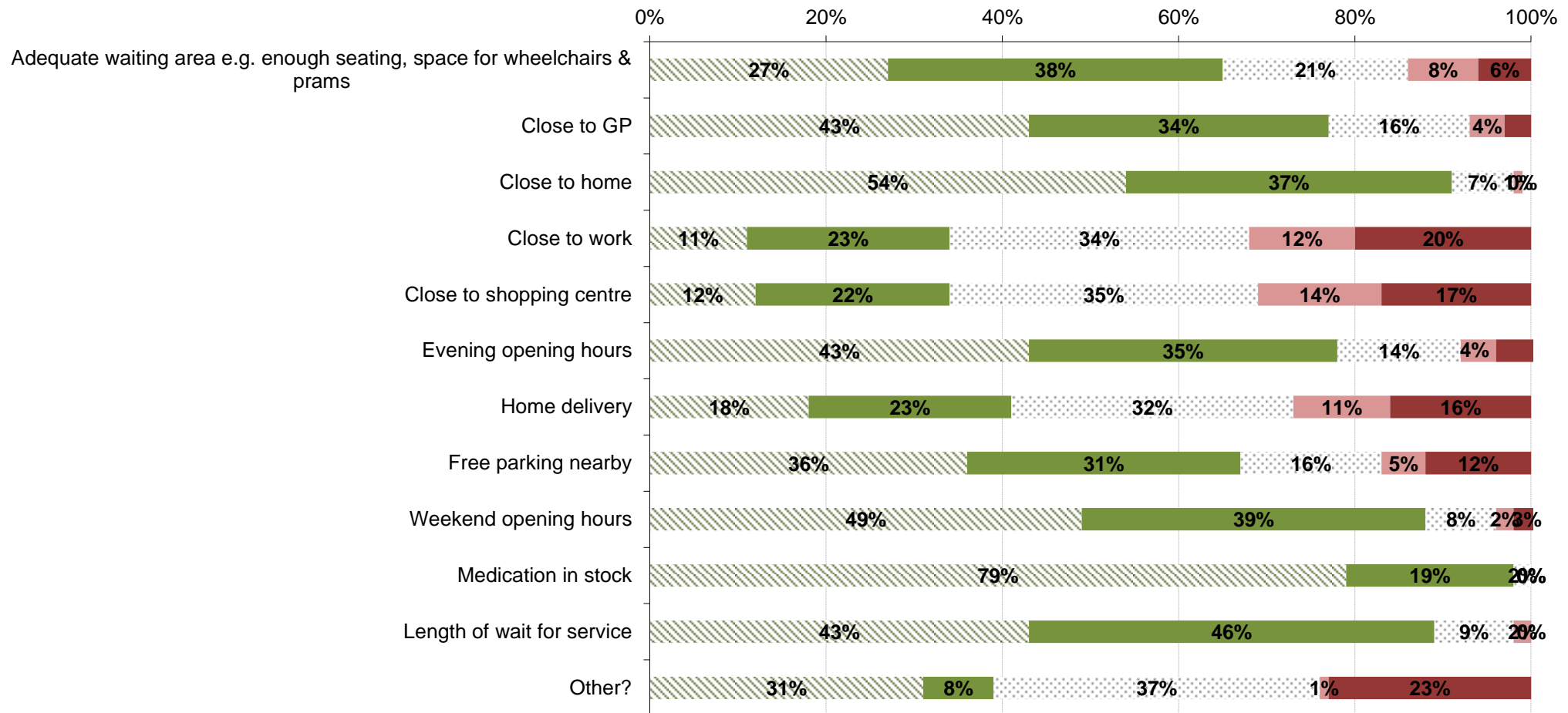
<b>No</b>	856	93%
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Most respondents (93%) have not used online pharmacies, and over half (55%) would not consider using one. 45% would consider using an online pharmacy.

<b>Base</b>	<b>870</b>	<b>100%</b>
<b>If no, would you ever consider using an online pharmacy?</b>		
<b>Yes</b>	393	45%
<b>No</b>	477	55%

How important are the following factors in using your local community pharmacy?	Total	Very important	Fairly Important	Neither important or unimportant	Fairly Unimportant	Not important at all
Adequate waiting area e.g. enough seating, space for wheelchairs & prams	814	223 27%	306 38%	175 21%	65 8%	45 6%
Close to GP	856	369 43%	287 34%	141 16%	34 4%	25 3%
Close to home	855	464 54%	320 37%	56 7%	12 1%	3 0%
Close to work	767	86 11%	176 23%	260 34%	90 12%	155 20%
Close to shopping centre	811	96 12%	181 22%	286 35%	112 14%	136 17%
Evening opening hours	837	357 43%	290 35%	113 14%	37 4%	40 5%
Home delivery	825	152 18%	190 23%	267 32%	87 11%	129 16%
Free parking nearby	839	304 36%	262 31%	135 16%	40 5%	98 12%

<b>Weekend opening hours</b>	<b>849</b>	417 49%	329 39%	64 8%	16 2%	23 3%
<b>Medication in stock</b>	<b>855</b>	672 79%	162 19%	18 2%	2 0%	1 0%



Produced by Consultation, Research and Intelligence Team, Bristol City Council. May 2014

**The most important factors in using your local pharmacy to have were:**

- Medication in stock (98% thought this important)
- Close to home (91%)
- Length of wait for service (89%)
- Weekend opening hours (88%)
- Evening opening hours (78%)
- Close to GP (77%)
- Free parking nearby (67%)
- Adequate waiting area e.g. enough seating, space for wheelchairs & prams (65%)

**Less important factors were:**

- Home delivery (41%)
- Close to work (34%)
- Close to shopping centre (34%)

**If other – please specify**

- 10/10 excellent service (Whitchurch).
  - Ability to consult pharmacist re prescription & OTC medicines
  - able to collect prescriptions from my gp for me
  - Access to properly trained staff - many staff at the OTC & Pharmacy counters clearly aren't trained and it's all left to the pharmacist on shift that day
  - Actually getting the prescription right
  - An informed pharmacist to offer advice.
  - attitude of staff - helpful, considerate and well trained. With good command of the English language
  - Being open all day and not, for example, closing for lunch.
  - collection from doctors
  - collection from gp surgery
  - collects emailed prescription from surgery
  - Competence of pharmacology staff
  - Continuity of brand
  - Courtesy & friendliness
  - Courtesy and helpfulness.
- Customer curtesy + patience.
- Customer help and advice
- Don't have computer
- drug therapy should not be administered in local pharmacies
- Enough stock, not having to go back.
- Excellent product knowledge and price comparisons are needed. Also reliable contact service if medications etc have to be ordered, so we don't waste trips or calls to find out if the product has arrived.
- Expertise
- Extra chairs for disabled people waiting to pay.
- Flexibility to help when there's a mix-up in the system.
- Friendliness
- Friendliness and knowledge of staff
- Friendliness of staff.
- Friendly approachable staff & competent
- friendly helpful staff
- Friendly service of chemists.

- Friendly staff
- Friendly, helpful staff
- friendly, trustworthy, face to face conversation & questions
- Give clear information.
- Good Customer Service - i.e. doesn't make mistakes with medications
- Good friendly experienced pharmacist, gives good advice, approachable.
- Good staff who know they are serving their community
- HELPFULNESS OF PHARMACIST & STAFF
- Home delivery on day they say they will deliver
- I like having an independent pharmacist
- Important to be able to speak to your pharmacist about your medication

if necessary.

- Knowledgeable Pharmacist
- knowledgeable
- Knowledge of off prescription medicines.
- Knowledgeable staff
- knowledgeable staff
- knowledgeable staff who can advise
- Large range of products to buy.
- Less packaging
- Medical advice
- My local chemist is attached to the doctors, but it still takes a week to get a repeat prescription. They blame the doctors. If chemists take over the re-ordering of medicines every 56 days they never check if quantities are correct i.e. twice daily tablet needs 112 not 56 again they say they cannot alter prescription if computer only prints out 56 tablets.
- NB I am a home worker and not disabled so I am conscious that my responses do not represent individuals in such a position
- Need more open in various areas after hours.
- Not a supermarket, i like to use independent pharmacies
- Not always correct number delivered
- Not cheap foreign plus+ products.

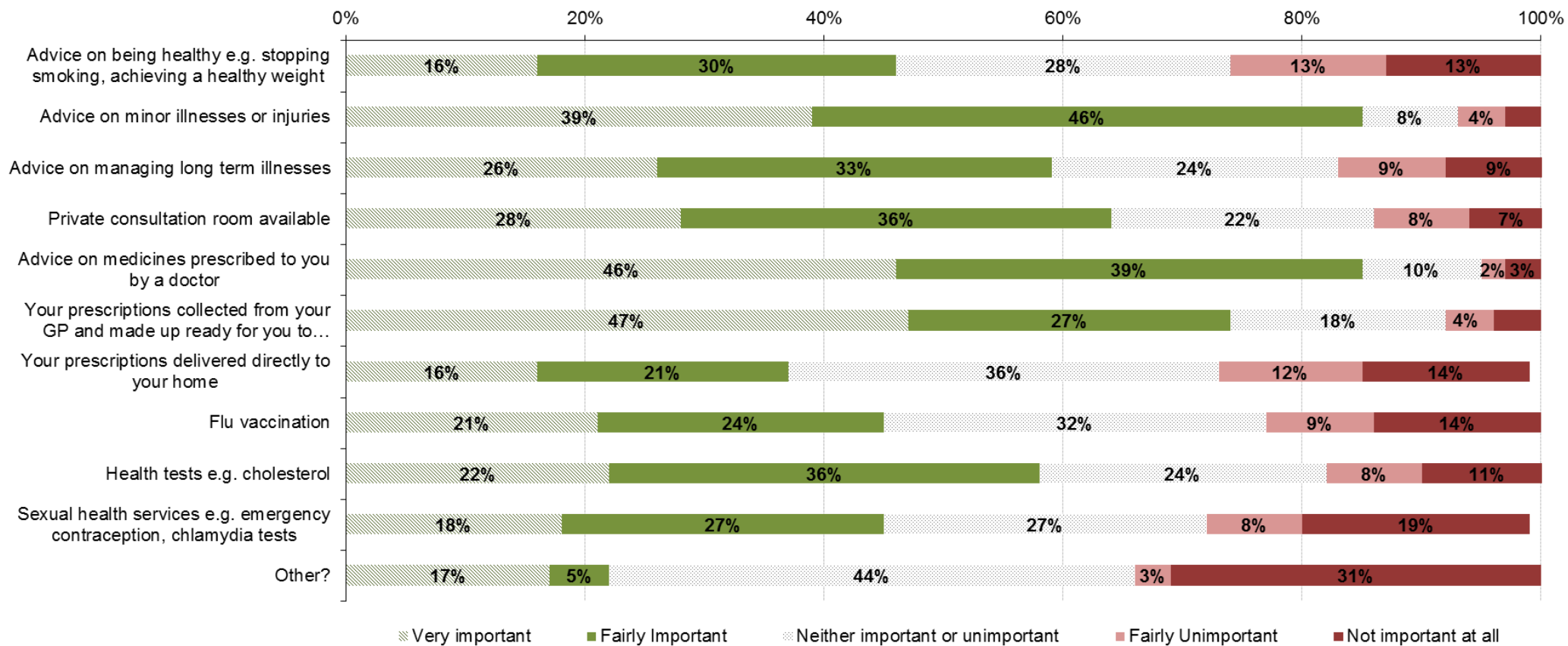
- Only last night we required medication for my son at 9pm, and couldn't find anywhere open in acceptable driving distance from us (BS3) at that time on a Sunday. 24hr pharmacies should be available in Bristol.
- Organic vitamins
- Our GP takes forever to process repeat prescriptions (and often gets them wrong) and the pharmacy takes a long time to pick them up, so they are often not available until several weeks after the request was put in. For those with chronic, incurable conditions requiring regular medication this can make life very difficult.
- Our pharmacy is in Sainsburys.
- Personal & friendly service
- Pharmacies should be a reasonable distance apart.
- Pharmacy nearby - not in health centre would be better.
- pharmacy picks up prescriptions from GP surgery
- premises should be located in a centre of mass, where people go to shop, work or live, potentially on route between but then wait time, parking and seating become more important as you want to pre book, arrive and collect.
- Prescription delivered to chemist by surgery
- privacy to talk to staff , confidentiality
- Properly trained assistants. They do not have the knowledge or expertise to help.
- Re free parking - only 1 disabled parking space near chemists. Not enough.
- Realistic estimate of availability of drugs requested
- Repeat prescription ordered at GP & picked up at chemist 2 days later
- Repeat prescription service
- Seem to be satisfied.
- Specific pharmacy requirements, eg. make provision of your particular choice within a drug group, eg. omeprazole - Dr Reddy's (as these work and others don't), not based on finance but effectiveness.
- Staff able to give advice on symptoms
- Stockwood has two pharmacies about 75 yards from front door
- The knowledge & advice given by pharmacist

- They seldom stock statins with days-of-the-week on the silver strips, so I go elsewhere to BOOTS (Henleaze) which always has these. It's ludicrous that medication prescribed for an age-group most prone to amnesia is not routinely in day-of-the-week packaging.

- To get enough staff at weekends. Boots in Shire has only 2 or 3 staff at weekends, which is the only time most people who work have time to go to pharmacy.
- Trustworthy
- willingness to advise; friendliness
- Would rather people looked at alternatives to pharmaceutical drugs.

Which services are most important for you to have available at your local community pharmacy?	Total	Very important	Fairly Important	Neither important or unimportant	Fairly Unimportant	Not important at all
Advice on being healthy e.g. stopping smoking, achieving a healthy weight	880	145 16%	264 30%	250 28%	110 13%	111 13%
Advice on minor illnesses or injuries	884	344 39%	409 46%	72 8%	31 4%	28 3%
Advice on managing long term illnesses	869	224 26%	284 33%	207 24%	75 9%	79 9%
Private consultation room available	885	244 28%	315 36%	194 22%	70 8%	62 7%
Advice on medicines prescribed to you by a doctor	895	416 46%	345 39%	87 10%	18 2%	29 3%
Your prescriptions collected from your GP and made up ready for you to collect from the pharmacy	889	419 47%	236 27%	160 18%	34 4%	40 4%
Your prescriptions delivered directly to your home	876	139 16%	187 21%	318 36%	109 12%	123 14%
Flu vaccination	875	186 21%	208 24%	281 32%	80 9%	120 14%
Health tests e.g. cholesterol	879	194 22%	314 36%	209 24%	66 8%	96 11%
Sexual health services e.g. emergency contraception, chlamydia tests	864	153 18%	237 27%	234 27%	72 8%	168 19%
Other?	136	23 17%	7 5%	60 44%	4 3%	42 31%





**The most important services to have available at your local community pharmacy were:**

Advice on medicines prescribed to you by a doctor (85% felt this important)  
Advice on minor illnesses or injuries (85%)  
Your prescriptions collected from your GP and made up ready for you to collect from the pharmacy (74%)  
Private consultation room available (64%)  
Advice on managing long term illnesses (59%)  
Health tests e.g. cholesterol (58%)

**Slightly less important were:**

Advice on being healthy e.g. stopping smoking, achieving a healthy weight (46%)  
Sexual health services e.g. emergency contraception, chlamydia tests (45%)  
Flu vaccination (45%)  
Your prescriptions delivered directly to your home (37%)

**If other – please specify**

- accuracy
- advice on side effects of prescribed drugs and other drugs available if side effects are experienced. Feedback from the chemist to the GP to request a change is this is needed.
- Advise for people who have a minor problem.
- Affordable Medications
- Alternative health medication/remedies.
- As before, see 4
- Emergency contraception should be available to U16
- explanations when needed as to how meds work what to do/not do eg eat when taking and why
- Eye tests
- Flu vac done in nearest centre
- Free kids' medicines
- good knowledge of NHS practices and processes, so we don't wind up asking doctors for things they are unable to provide. Good local contacts, which

often seem to be lacking in primary care settings.

- Had a sexual health test/other tests.
- I have a doctor
- I just want to be able to collect my medicine
- I worry about pharmacists giving clinical advice. some are trained to a high level. others are not. the publicity regarding seeking advice about conditions is uniform in this regard. pharmacists often have a vested interest in selling a product. They also know what they know i.e. things that can be bought as self-help remedies. they may not be aware of the full range of treatment options available. I remember well a patient with a cement burn to the eye being given some eye drops on advice of a pharmacist. He presented to A&E several hours later with a profuse chemical burn to his cornea - he needed immediate and extensive washout, not a few drops. Advice on medicines from pharmacists is very useful as people often forget what a GP has told them or the GP is not as familiar with the medication as the pharmacist.
- Increase opening time on weekends.
- Info regarding local NHS facilities
- Like to check my prescription, in case some are missing
- I am a retired GP so advice not so important for me personally, for the community in general all the services could be fairly important and help take the load off GPs
- Offer alternatives to pharmaceutical drugs.
- Pharmacists acting as a stop gap for seeking advice on minor health problems, rather than having to wait for a GP appointment
- Pharmacists are not properly qualified to give advice on long term illnesses. This should be done by health professionals.
- Realise others may not be able to get to pharmacy.
- Retail sales
- Special services for the elderly
- STDs
- Stock homeopathy
- Vegan versions of medicines available

## Demographics

<b>Base</b>	<b>929</b> <b>100%</b>
<b>religion</b>	
<b>Christian</b>	482 52%
<b>Muslim</b>	7 1%
<b>Hindu</b>	2 0%
<b>Sikh</b>	3 0%
<b>Jewish</b>	6 1%
<b>Buddhist</b>	8 1%
<b>Other</b>	23 2%
<b>None</b>	356 38%
<b>Prefer not to say</b>	42

	5%
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<b>Base</b>	<b>936</b> <b>100%</b>
<b>Sexual orientation</b>	
<b>Lesbian, Gay, Bisexual</b>	41 4%
<b>Heterosexual</b>	821 88%
<b>Prefer not to say</b>	74 8%

<b>Base</b>	<b>933</b> <b>100%</b>
<b>Long term illness or disability</b>	
<b>Yes</b>	162 17%
<b>No</b>	771 82%

<b>Base</b>	<b>936</b> <b>100%</b>
<b>Gender</b>	
<b>Male</b>	439 47%
<b>Female</b>	497 53%

<b>Base</b>	<b>903</b>
	<b>100.0%</b>
<b>Ward</b>	
<b>Ashley</b>	36 4.0%
<b>Avonmouth</b>	34 3.8%
<b>Bedminster</b>	22 2.4%
<b>Bishopston</b>	31 3.4%
<b>Bishopsworth</b>	31 3.4%
<b>Brislington East</b>	22 2.4%
<b>Brislington West</b>	18 2.0%
<b>Cabot</b>	27 3.0%
<b>Clifton</b>	26 2.9%
<b>Clifton East</b>	26 2.9%
<b>Cotham</b>	28 3.1%

<b>Easton</b>	27 3.0%
<b>Eastville</b>	26 2.9%
<b>Filwood</b>	14 1.6%
<b>Frome Vale</b>	30 3.3%
<b>Hartcliffe</b>	20 2.2%
<b>Henbury</b>	24 2.7%
<b>Hengrove</b>	24 2.7%
<b>Henleaze</b>	39 4.3%
<b>Hillfields</b>	26 2.9%
<b>Horfield</b>	19 2.1%
<b>Kingsweston</b>	24 2.7%
<b>Knowle</b>	28 3.1%

<b>Lawrence Hill</b>	21 2.3%
<b>Lockleaze</b>	24 2.7%
<b>Redland</b>	20 2.2%
<b>St George East</b>	25 2.8%
<b>St George West</b>	21 2.3%
<b>Southmead</b>	12 1.3%
<b>Southville</b>	34 3.8%
<b>Stockwood</b>	31 3.4%
<b>Stoke Bishop</b>	28 3.1%
<b>Westbury on Trym</b>	33 3.7%
<b>Whitchurch Park</b>	24 2.7%
<b>Windmill Hill</b>	28 3.1%

## Appendix J Public Consultation summary

### Introduction

This report on the Bristol PNA consultation outlines the process and outcomes of the public consultation conducted from 15<sup>th</sup> August to 14<sup>th</sup> November 2014.

### How did we consult on the draft Bristol PNA?

The Bristol PNA Steering Group agreed a Communication and Consultation Plan. Consultation was open from 15<sup>th</sup> August – 14<sup>th</sup> November 2014. The Consultation was publicised on the Bristol City Council Consultation Hub, through press releases and by our contacting organisations and individual pharmacies directly to invite them to comment. Publicity posters and postcards were provided for local libraries, pharmacies and GP services. We completed an Equality Impact Assessment on the draft PNA to help us identify groups that we particularly needed to contact to hear views on local community pharmacy services.

The summary and draft versions of the PNA were available online with a feedback form. The form invited responses to questions on whether the PNA provided an accurate assessment of local pharmacy services in Bristol and on whether the consultee agreed with the conclusion that there are no gaps in essential pharmaceutical services.

### What people responding to the Draft Bristol PNA Consultation told us

- There were 136 respondents to the consultation.
- When asked if they agreed that the draft PNA provided an accurate assessment of local pharmacy services, 84 of the respondents answered this question. Of these, 65.5% agreed; 9.5% disagreed and 25% answered 'don't know'.
- We asked if they agreed with the assessment of 'no gaps in essential services'. 72 respondents answered: 53% agreed, 10% disagreed and 9% answered 'don't know'.
- Comments praising existing local community pharmacies were received
- There were a number of ideas and requests for improvements in services.

All comments and suggestions have been analysed and the following improvements suggested by consultees:

#### 1. Opening hours

Several consultees wanted longer opening hours, particularly out of hours, at weekends and over Bank Holidays.

#### 2. Information on where to find an out of hour's pharmacy

A better system is needed to help people find an open pharmacy at weekends, Bank Holidays and outside usual retail hours.

### **3. Community pharmacies offering a delivery service**

Delivery services are particularly valued by people with disabilities. Some responses raised uncertainty about which pharmacies offer this service and the eligibility criteria, noting that availability of delivery services seems to vary across Bristol.

### **4. Dispensing medicines for people with sight impairment**

A response from the Royal National Institute for the Blind (South West) explained that 'The major issue reported to us by blind and partially sighted people in respect of pharmacy services is that blind people or those with sight loss find it difficult to read the labels on medicines, or access information leaflets. All pharmacies receive a payment as a contribution towards providing auxiliary aids to support people eligible for help with taking their medicines under the Equality Act 2010. These aids can include:

- Monitored dosage systems. These may help people to take the right medicines at the right time of day.
- Provision of large print labels for the partially sighted. Some pharmacies also have facilities to provide labels printed with Braille (and many original packs provided by manufacturers are now embossed with Braille).
- Aids to help older people access their medicines. The provision of packaging such as winged lids for bottles.

The RNIB suggests that the PNA 'specifically highlight these issues and make recommendations to address concerns. Actions might include:

- A review of the availability of accessible information in pharmacies
- Work with pharmacy contractors to better promote the availability of support for meeting the needs of particular patient groups
- Promoting the importance of sensory loss awareness training for staff working with patients in pharmacy settings'

### **5. Adjustments for people with learning difficulties.**

A response from the Health Group of 'Hear our Voice Bristol' explained that not everyone knew where to find information on out of hour's services. Some concerns were raised regarding the dispensing of medications that do not take into account different needs, and the reasonable adjustments required to meet these. 'Whilst Blista



packs and dosette boxes were used, most people could not name their medications or had any knowledge on side effects or drug interactions. No one was given easy read information on their medications from the GP or pharmacy. Regular changing of drug company, but dispensing of the same drug causes severe confusion when the colour of the tablet changes. Although concerns around this are pointed out in the pharmacy, the situation still arises.'

## **6. Making gelatine-free medicines available.**

This is a concern for people of some faiths, for vegans and some vegetarians.

## **7. Promoting services provided within pharmacies.**

One consultee highlighted the value of a close relationship between GP surgery and pharmacy, for example to facilitate referral to smoking cessation support services at the pharmacy. Another wanted more promotion or equipment disposal services, particularly to BME people.

## **8. Pharmacies as part of local shopping centres.**

One consultee was concerned about the impact of pharmacies moving from a shopping parade into the same building as a GP practice, as this may impact on the visibility of the pharmacy service to wider public and affect the vitality of the local shopping centre.

### **Comments about unmet needs in localities of Bristol**

- One consultee felt that there was no community pharmacy near enough for people living in St Pauls, (postcode BS2/ BS6 border).
- One consultee was concerned that there were no community pharmacies open and within walking distance of Redfield and St George on Sundays. They felt that this a particular problem for people with disabilities and people who work full time during the week, with limited time to collect prescriptions.
- One consultee wants the PNA to consider a community pharmacy in the new Brunel building in Southmead Hospital for the staff and outpatients. Another consultee was dissatisfied with disabled parking there.
- One consultee considered that access to 100 hour pharmacies could be better for people living in Shirehampton, Stapleton and Redland.

### **How will the PNA change as a result of this Consultation?**

This Consultation will enable the final PNA to reflect the concerns and barriers that local people have identified when using local pharmacy services. The consultation was primarily concerned with the opening hours and information on services currently located in Bristol. All comments and suggestions around changes and improvements

to local community pharmaceutical services will be assessed by the Steering Groups and recommendations made, taking account of the full range of information gathered during development of the PNA. The Consultation has brought forward important intelligence on how delivery services and other reasonable adjustments could be used to improve services to people with physical, sensory or learning disabilities.

### **Next Steps**

This report on the Consultation will be taken to the Bristol PNA Steering Group in December 2014 with proposals to amend the draft PNA in the light of comments received. The comments received suggest that amendments are needed that:

- Highlight the need for action by local pharmacies and commissioners to provide easy access to information on opening hours and delivery services available throughout Bristol.
- Support action on meeting the needs of people with sight impairment and people with learning disabilities for reasonable adjustments to dispensing of medicines.
- Evaluate all suggestions on commissioning new essential local community pharmacy services.
- Note changes in the quality of services wanted by consultees that may fall outside the remit of the PNA, but may be amenable to change through action by PNA stakeholders.

## PNA Public consultation demographics summary

### Question 1: Who are you responding as?

Are you responding as:		
Answer Options	Response Percent	Response Count
Member of the public	82.4%	112
Ward Councillor	1.5%	2
Pharmacist or pharmaceutical services provider	4.4%	6
Voluntary or community sector organisation (Please specify)	2.2%	3
Business organisation (Please specify)	1.5%	2
Other group or organisation (Please specify)	8.1%	11
Please specify		16
<b>answered question</b>		<b>136</b>
<b>skipped question</b>		<b>1</b>

### Question 2 Does the PNA reflect current services available?

Do you think that the information in the draft PNA accurately reflects the current pharmaceutical services available in Bristol?		
Answer Options	Response Percent	Response Count
Yes	65.5%	55
No	9.5%	8
Don't know	25.0%	21
If no, please explain		8
<b>answered question</b>		<b>84</b>
<b>skipped question</b>		<b>53</b>

### Question 3: Do you agree that there are no gaps in service provision?

Bristol's PNA does not identify any gaps in the provision of essential services. Do you agree with this assessment? (Essential services are described in the summary document under 'What are Pharmaceutical Services?' and on page 5 of the PNA)		
Answer Options	Response Percent	Response Count
Yes	73.6%	53
No	13.9%	10
Don't know	12.5%	9
If no, please explain		14
<b>answered question</b>		<b>72</b>

*skipped question*

**65**

**Question 5: Age group**

<b>What is your age group?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
15 or under	1.4%	1
16 to 24	2.8%	2
25 to 49	26.4%	19
50 to 64	25.0%	18
65 to 74	36.1%	26
75 and over	4.2%	3
Prefer not to say	4.2%	3
<b><i>answered question</i></b>		<b>72</b>
<b><i>skipped question</i></b>		<b>65</b>

**Question 6: Gender**

<b>What is your gender?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Female	56.3%	40
Male	36.6%	26
Prefer not to say	7.0%	5
<b><i>answered question</i></b>		<b>71</b>
<b><i>skipped question</i></b>		<b>66</b>

**Question 7: Are you transgender**

<b>Are you transgender?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	1.5%	1
No	86.2%	56
Prefer not to say	12.3%	8
<b><i>answered question</i></b>		<b>65</b>
<b><i>skipped question</i></b>		<b>72</b>

**Question 8: Ethnicity**

<b>What is your ethnicity?</b>
--------------------------------

Answer Options	Response Percent	Response Count
White British	71.0%	49
Any other White background	5.8%	4
Mixed / multiple ethnic groups	1.4%	1
Asian / Asian British	8.7%	6
Black / African / Caribbean / Black British	1.4%	1
Other ethnic group	2.9%	2
Prefer not to say	8.7%	6
<b>answered question</b>		<b>69</b>
<b>skipped question</b>		<b>68</b>

### Question 9: Religion

Do you have a religion or belief?		
Answer Options	Response Percent	Response Count
Yes	52.9%	36
No	33.8%	23
Prefer not to say	13.2%	9
<b>answered question</b>		<b>68</b>
<b>skipped question</b>		<b>69</b>

### Question 10: Do you consider yourself to be a disabled person

Do you consider yourself to be a disabled person?		
Answer Options	Response Percent	Response Count
Yes	30.9%	21
No	61.8%	42
Prefer not to say	7.4%	5
<b>answered question</b>		<b>68</b>
<b>skipped question</b>		<b>69</b>

### Question 11: Sexual orientation

What is your sexual orientation?		
Answer Options	Response Percent	Response Count
Are you lesbian, gay or bisexual	4.4%	3
Heterosexual	73.5%	50
Prefer not to say	22.1%	15
<b>answered question</b>		<b>68</b>
<b>skipped question</b>		<b>69</b>