

Service Design PNA Questionnaire 2017 (Preview)

- Browse Service Library
- View service accreditations
- Edit Service Design
- Preview Claim for this service
- View/Edit Claim Amounts

Provision Reports Preview

Basic Provision Record (Sample)

Service Support

Pharmacy Questionnaire-PNA Please complete this questionnaire ONCE only to report the facilities and services offered by your pharmacy.

In the event of any query arising regarding this questionnaire please contact Insert name of local contact here for advise on local arrangements regarding the PNA process

For technical support on the use of this data capture set please contact Pinnacle Support via the "Help" tab

Date of completion

Trading Name

Post Code

Is this a Distance Selling Pharmacy? Yes No
(i.e. It cannot provide Essential Services to persons present at the pharmacy)

Pharmacy email address
If no email write no email

Pharmacy telephone

Pharmacy fax

Pharmacy website address
If no website write no website

Can we store the above information and use this to contact you?
Consent to store Yes No

Is this pharmacy open

Core hours of opening

Please complete your core hours of opening. Enter closed if closed

Monday Open <input type="text"/>	Monday Close <input type="text"/>
	Monday Lunchtime (from - to) <input type="text"/>
Tuesday Open <input type="text"/>	Tuesday Close <input type="text"/>
	Tuesday Lunchtime (from - to) <input type="text"/>
Wednesday Open <input type="text"/>	Wednesday Close <input type="text"/>
	Wednesday Lunchtime (from - to) <input type="text"/>
Thursday Open <input type="text"/>	Thursday Close <input type="text"/>
	Thursday Lunchtime (from - to) <input type="text"/>
Friday Open <input type="text"/>	Friday Close <input type="text"/>
	Friday Lunchtime (from - to) <input type="text"/>
Saturday Open <input type="text"/>	Saturday Close <input type="text"/>

	Saturday <input type="text"/>
	Lunchtime (from - to)
Sunday Open <input type="text"/>	Sunday Close <input type="text"/>
	Sunday Lunchtime (from - to)

Total hours of opening (Core + Supplementary)

Please complete your total hours of opening

Monday Open <input type="text"/>	Monday Close <input type="text"/>
	Monday Lunchtime (from - to)
Tuesday Open <input type="text"/>	Tuesday Close <input type="text"/>
	Tuesday Lunchtime (from - to)
Wednesday Open <input type="text"/>	Wednesday Close <input type="text"/>
	Wednesday Lunchtime (from - to)
Thursday Open <input type="text"/>	Thursday Close <input type="text"/>
	Thursday Lunchtime (from - to)
Friday Open <input type="text"/>	Friday Close <input type="text"/>
	Friday Lunchtime (from - to)
Saturday Open <input type="text"/>	Saturday Close <input type="text"/>
	Saturday Lunchtime (from - to)
Sunday Open <input type="text"/>	Sunday Close <input type="text"/>
	Sunday Lunchtime (from - to)

Consultation Facilities

Consultation areas should meet the standard set out in the contractual framework to offer advanced services

Is there a consultation area?

- Available (including wheelchair access) on the premises
- Available (without wheelchair access) on premises
- Planned within next 12 months
- No consultation room available
- Other

If Other please specify

Where there is a consultation area

Is this enclosed? Yes No N/A

N/A if no consultation room

Off-site arrangements

- Off-site consultation room approved by NHS
- Willing to undertake consultations in patients home/ other suitable site
- None apply
- Other
- If Other please specify

Hand washing and toilet facilities

What facilities are available to patients during consultations?

Facilities available

- Handwashing in consultation area
- Hand washing facilities close to consultation area
- Have access to toilet facilities
- None

Tick all that apply

Information Technology

Is the pharmacy EPS* R2 enabled?

- Yes, EPS R2 enabled
- Planning to become EPS R2 enabled in the next 12 months
- No current plans to provide EPS R2

EPS R2: Electronic Prescription Service Release 2

Information is often distributed to pharmacies as email attachments or via websites. Please indicate whether you are able to use the following common file formats in your pharmacy:

File format types

- Microsoft word
- Microsoft Excel
- Microsoft Access
- PDF
- Unable to open or view any file formats

Please tick all that apply

Essential Services (appliances)

In this section, please give details of the essential services your pharmacy provides.

Does the pharmacy dispense appliances?

- Yes - All types, or
- Yes, excluding stoma appliances, or
- Yes, excluding incontinence appliances, or
- Yes, excluding stoma and incontinence appliances, or
- Yes, just dressings, or
- None
- Other
- If Other please specify

Advanced Services

Please give details of the Advanced Services provided by your pharmacy.

Please tick the box that applies for each service.

Yes - Currently providing

Soon - Intending to begin within the next 12 months

No - Not Intending to provide

Yes Soon No

Medicines Use Review service

New Medicine Service Yes Soon No

Urgent Medicines Supply (NUMSAS) Yes Soon No

Appliance Use Review service Yes Soon No

Stoma Appliance Customisation service Yes Soon No

Commissioned Services

Use this section to record which Local services you currently deliver or would like to deliver at your pharmacy. These can be Enhanced Services, commissioned by the NHS England Area Team, Public Health Services commissioned by a Local Authority or CCG services. Please tick the box that applies for each service.

CP - Currently Providing NHS funded service

WA - Willing and able to provide if commissioned

WT - Willing to provide if commissioned but would need training

WF - Willing to provide if commissioned but require facilities adjustment

PP - Currently providing private service

If you are not willing or able to provide please leave blank.

Anticoagulant Monitoring Service CP WA WT WF PP

Anti-viral Distribution Service CP WA WT WF PP

Care Home Service CP WA WT WF PP

Chlamydia Treatment Service CP WA WT WF PP

Contraception Service CP WA WT WF PP
(not an EHC service)

Local Authority Commissioned Services
List services already commissioned in your locality here

Disease Specific Medicines Management Service:

Allergies CP WA WT WF PP

Alzheimer's/dementia CP WA WT WF PP

Asthma CP WA WT WF PP

CHD CP WA WT WF PP

Depression CP WA WT WF PP

Diabetes type I CP WA WT WF PP

Diabetes type II CP WA WT WF PP

Epilepsy CP WA WT WF PP

Heart Failure CP WA WT WF PP

Hypertension CP WA WT WF PP

Parkinson's disease CP WA WT WF PP

Other (please state - including funding source)

Area Team Services
List your Area Team commissioned services here

End of Disease specific Medicines Management Service options.

CP WA WT WF PP

Emergency Hormonal
Contraception Service

Gluten Free Food Supply CP WA WT WF PP
Service (i.e. not supply on FP10)

Home Delivery Service CP WA WT WF PP
(not appliances)

Independent Prescribing CP WA WT WF PP
Service

Therapeutic areas covered
(if providing)

Language Access Service CP WA WT WF PP

Note: This is not the NMS or MUR service.

Medication Review Service CP WA WT WF PP

Medicines Assessment and Compliance Support Service:

Medicines Management CP WA WT WF PP
Support Service: i.e. the EL23 service (previously the Vulnerable
Elderly / Adults Service)

DomMAR Carer's Charts CP WA WT WF PP

End of Medicines Assessment and Compliance Support options.

Minor Ailments Scheme CP WA WT WF PP

MUR Plus/Medicines CP WA WT WF PP
Optimisation Service

Therapeutic areas covered
(if providing)

Needle and Syringe CP WA WT WF PP
Exchange Service

Obesity management CP WA WT WF PP
(adults and children)

On Demand Availability of Specialist Drugs Service:

Directly Observed Therapy CP WA WT WF PP

If yes state which
medicines

Out of hours services CP WA WT WF PP

Palliative Care scheme CP WA WT WF PP

End of On Demand Availability of Specialist Drugs Service options

Patient group directions

Many Local Services involve the supply of a POM using a PGD. please
list those provided by the pharmacy in the text box below but indicate
who commissions the service by ticking the boxes below and annotating
each service name with the key:

AT=Area Team

LA=Local Authority

CCG=Clinical Commissioning Group

Pr=Offers a Private Service

Patient Group Direction AT LA CCG Pr
Service Not including EHC (see separate question)

Please list the names of the medicines available if providing PGD
services

Medicines available

Phlebotomy Service CP WA WT WF PP

Prescriber Support Service CP WA WT WF PP

Schools Service CP WA WT WF PP

Screening Service:

Alcohol CP WA WT WF PP

Cholesterol CP WA WT WF PP

Diabetes CP WA WT WF PP

H. pylori CP WA WT WF PP

HbA1C CP WA WT WF PP

Hepatitis CP WA WT WF PP

HIV CP WA WT WF PP

Other Screening (please state - including funding source)

End of screening service options

Seasonal Influenza Vaccination Service CP WA WT WF PP

Other vaccinations

Childhood vaccinations CP WA WT WF PP

HPV CP WA WT WF PP

Hepatitis B CP WA WT WF PP
(at risk workers or patients)

Travel vaccines CP WA WT WF PP

Other (please state - including funding source)

End of Other vaccinations options

Sharps Disposal Service CP WA WT WF PP

Stop Smoking Service:

NRT Voucher Service CP WA WT WF PP

Smoking Cessation Counselling Service CP WA WT WF PP

End of Stop Smoking Service options

Supervised Administration CP WA WT WF PP
Of methadone, buprenorphine etc.

End of Supervised Administration Service options

Supplementary prescribing CP WA WT WF PP

Which therapy area

Vascular Risk Assessment Service CP WA WT WF PP
NHS Healthchecks

Healthy Living Pharmacy

Is this a Healthy Living Pharmacy

- Yes
 Currently working towards HLP status
 No

If Yes, how many Healthy Living Champions do you currently have? Full Time Equivalents

Collection and Delivery services

Does the pharmacy provide any of the following?

Collection of prescriptions from surgeries Yes No

Delivery of dispensed medicines - Free of charge on request Yes No

Delivery of dispensed medicines - Selected patient groups

List criteria

Delivery of dispensed medicines - Selected areas

List areas

Delivery of dispensed medicines - chargeable Yes No

Languages

One potential barrier to accessing services at a pharmacy can be language. To help the local authority better understand any access issues caused by language please answer the following two questions:

What languages other than English are spoken in the pharmacy

What languages other than English are spoken by the community your pharmacy serves

Almost done

If you have anything else you would like to tell us that you think would be useful in the formulation of the PNA, please include it here:

Other

Please tell us who has completed this form in case we need to contact you.

Contact name

Contact telephone

For person completing the form, if different to pharmacy number given above

Appendix B: Berkshire PNA Public Survey 2017

The PNA Public Survey was available online. This provides a summary of the questions included in the survey.

1. Which Local Authority area do you live in?

- Bracknell Forest.....
- Slough.....
- Reading.....
- Royal Borough of Windsor and Maidenhead.....
- West Berkshire.....
- Wokingham.....
- Not Sure.....

If you have said you are "Not Sure", which town do you live in?

2. Do you use?

- Community Pharmacy.....
- A Dispensing Appliance Supplier (someone who supplies appliances such as incontinence and stoma products).....
- An Internet Pharmacy (a service where medicines are ordered online and delivered by post).....

3. How often do you use a Pharmacy?

- More than once a month.....
- Once a month.....
- 3-11 times a year.....
- Less than 3 times a year.....

4. How do you usually travel to your usual Pharmacy?

- Walk.....
- Car (Passenger).....
- Car (Driver).....
- Taxi.....
- Bus.....
- Bicycle.....

5. How long does it take you to travel to your Pharmacy?

- Less than 15 mins.....
- 15-30 mins.....
- 30-60 mins.....
- Over an hour.....

6. Which of the following services do you currently use at a Pharmacy?

- Sunday Opening.....
- Late Night Opening (after 7pm).....
- Early Morning Opening (before 9am).....
- Prescription Dispensing.....
- Buying over the counter medicines.....
- Buying travel medicines (e.g. anti-malarials).....
- Medicines advice and reviews.....
- Delivery of medicines to my home.....
- Electronic Prescription Service (sends your prescriptions electronically to the pharmacy or dispenser of your choice).....
- Long-term condition advice (e.g. help with your diabetes or asthma).....
- Respiratory services.....
- Emergency Hormonal Contraception (Morning-after pill)..

Appendix B: Berkshire PNA Public Survey 2017

- Cancer treatment support services.....
- Substance misuse service.....
- Alcohol support services.....
- Stop smoking service.....
- Health tests (e.g. cholesterol, blood pressure).....
- Healthy weight advice.....
- Flu Vaccination.....
- Diabetes screening.....
- Blood Pressure check/screening.....

7. Which of the following chronic health conditions do you visit your pharmacy for?

- Hypertension.....
- Ischaemic heart disease (Coronary heart disease)
- Diabetes (Type 1 or 2)
- Chronic kidney disease.....
- Stroke/Transient ischaemic attack (TIA)
- Atrial Fibrillation.....
- Heart Failure.....
- Chronic Liver Disease
- Chronic Obstructive Pulmonary Disease (COPD/Asthma)
- Cancer.....
- Severe Mental Illness.....
- Depression.....
- Dementia.....
- Parkinson's Disease.....
- Osteoarthritis.....
- Epilepsy.....
- Rheumatoid Arthritis.....
- Neurological Disorders (e.g. Multiple Sclerosis)
- None.....

7b. [If chronic health condition is selected in Qu7] Which of the following services do you visit your pharmacy for because of your chronic health condition?

- Prescription medicine.....
- Over the counter medicines.....
- Advice about medicines for condition and interactions with other medicines.....
- Advice on managing symptoms of one or more chronic health conditions.....

8. Which of the following services would you use at a Pharmacy if available?

- Sunday Opening.....
- Late Night Opening (after 7pm).....
- Diabetes screening.....
- Flu Vaccination.....
- Healthy weight advice.....
- Health tests (e.g. cholesterol, blood pressure).....
- Stop smoking service.....
- Alcohol support services.....
- Substance misuse service.....
- Cancer treatment support services.....
- Emergency Hormonal Contraception (Morning-after pill)..
- Respiratory services.....
- Long-term condition advice (e.g. help with your diabetes or asthma).....
- Early Morning Opening (before 9am).....
- Prescription Dispensing.....
- Buying over the counter medicines.....
- Buying travel medicines (e.g. anti-malarials).....
- Minor Ailment Scheme (access to certain subsidised over the counter medicines to avoid a GP visit).....

Appendix B: Berkshire PNA Public Survey 2017

- Electronic Prescription Service (sends your prescriptions electronically to the pharmacy or dispenser of your choice).....
- Medicines advice and reviews.....
- Delivery of medicines to my home.....
- Collection of prescription from my surgery.....
- Blood Pressure check.....
- Antibiotic treatment for Chlamydia infection.....
- Other.....

9. Are you able to get to a Pharmacy of your choice?

- Yes
 No

10. Do you use one Pharmacy regularly?

- Yes
 No

11. What is the main location reason for using your regular Pharmacy? [choose one]

- In the supermarket.....
- In town/shopping area.....
- Near to my doctors.....
- Near to home.....
- Near to work.....
- Other.....

12. What are the reason for using your regular Pharmacy? [choose as many as apply]

- They offer a delivery service.....
- They offer a collection service.....
- The staff speak my first language.....
- The staff are knowledgeable.....
- The staff are friendly.....
- Other.....

13. How important are the following Pharmacy services?

- Home delivery of your medication
 Very important Important Unimportant

- Prescription collection from your surgery
 Very important Important Unimportant

- The Pharmacy having a wide range of things I need
 Very important Important Unimportant

- The Pharmacist taking time to listen/provide advice
 Very important Important Unimportant

- Private areas to speak to the Pharmacist
 Very important Important Unimportant

- Shorter waiting times
 Very important Important Unimportant

- Knowledgeable staff
 Very important Important Unimportant

Appendix B: Berkshire PNA Public Survey 2017

Location

Very important Important Unimportant

Late opening times (after 7pm)

Very important Important Unimportant

Information available in different languages

Very important Important Unimportant

14. How satisfied were you with the following services at your regular Pharmacy?

The Pharmacy having the things I need

Very important Important Unimportant

The Pharmacist taking time to talk to me

Very important Important Unimportant

Private consultation areas

Very important Important Unimportant

Waiting times

Very important Important Unimportant

Staff attitude

Very important Important Unimportant

Knowledgeable staff

Very important Important Unimportant

Location

Very important Important Unimportant

Personal Details

We value all people in Berkshire and want to make sure that everyone can access our services, that they provide for people's needs and that we continue to improve what we provide. Please complete these questions which will also help us to see if there are any differences between the views of different groups and needs within our community. All the information you give will be kept completely confidential, no individual will be identifiable. It will be used to inform the planning and improve the delivery of the council's services. All details are kept in strict confidence at all times in compliance with the Data Protection Act 1998. Please note that to provide this information is optional either completely or in part.

Are you?

Male
 Female

Under 18
 18-34
 35-49
 50-64
 65-79
 80+

To which of these groups do you consider you belong?

White
 English/Welsh/Scottish/Northern Irish/British
 Irish
 Gypsy/Irish Traveller
 Show people/Circus
 Any other White background

Appendix B: Berkshire PNA Public Survey 2017

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background

Asian or Asian British

- Indian
- Pakistani
- Nepali
- Bangladeshi
- Chinese
- Filipino
- Any other Asian background

Black or Black British

- African
- Caribbean
- Any other Black background

Arab/Other Ethnic group

- Arab
- Other Ethnic group

Do you consider yourself to have a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes
- No

Are your day-to-day activities limited because of your health problem or disability?

- Yes
- No

How would you describe your religion/belief?

- None
- Christian (all Christian denominations)
- Buddhist
- Jewish
- Hindu
- Muslim
- Sikh
- Other

What is your marital status?

- Single
- Married
- Life-partner
- Civil Partnership
- Other
- Prefer not to say

How would you describe your sexual orientation?

- Heterosexual/Straight
- Gay Man
- Lesbian/Gay Woman
- Bisexual
- Prefer not to say

Which of the following best describes your working situation?

- I work as a volunteer
- I am working part-time
- I am working full-time
- I am retired
- I am not working
- Prefer not to say

Appendix C: Opening times for pharmacies in Reading

Name, Ward	Address	Opening Hours	Core Hours
Boots Pharmacy (Reading Station) Abbey	Unit 7, Brunel Arcade Reading Mainline Station Reading Berkshire RG1 1LT	Monday 07:00-20:00 Tuesday 07:00-20:00 Wednesday 07:00-20:00 Thursday 07:00-20:00 Friday 07:00-20:00 Saturday 07:00-19:00 Sunday Closed	Monday 09:30-14:00; 15:00-17:30 Tuesday 09:30-14:00; 15:00-17:30 Wednesday 09:30-14:00; 15:00-17:30 Thursday 09:30-14:00; 15:00-17:30 Friday 09:30-14:00; 15:00-17:30 Saturday 10:00-14:00; 15:00-16:00 Sunday
Boots Pharmacy (Broad Street) Abbey	47-48 Broad Street Reading Berkshire RG1 2AE	Monday 08:00-18:00 Tuesday 08:00-18:00 Wednesday 08:00-18:00 Thursday 08:00-18:00 Friday 08:00-18:00 Saturday 08:00-18:00 Sunday 11:00-17:00	Monday 09:30-14:00; 15:00-17:30 Tuesday 09:30-14:00; 15:00-17:30 Wednesday 09:30-14:00; 15:00-17:30 Thursday 09:30-14:00; 15:00-17:30 Friday 09:30-14:00; 15:00-17:30 Saturday 10:00-14:00; 15:00-16:00 Sunday
Boots Pharmacy (The Oracle) Abbey	Unit 5 Upper Ground Level The Oracle Reading Berkshire RG1 2AH	Monday 09:00-20:00 Tuesday 09:00-20:00 Wednesday 09:00-20:00 Thursday 09:00-20:00 Friday 09:00-20:00 Saturday 09:00-19:00 Sunday 11:00-17:00	Monday 09:30-14:00; 15:00-17:00 Tuesday 09:30-14:00; 15:00-17:00 Wednesday 09:30-14:00; 14:45-17:00 Thursday 09:30-14:00; 14:45-17:00 Friday 09:30-14:00; 14:45-17:00 Saturday 09:30-14:00; 14:45-17:00 Sunday
Saood Pharmacy Abbey	104A Oxford Road Reading Berkshire RG1 7LL	Monday 09:00-13:00; 14:00-19:00 Tuesday 09:00-13:00; 14:00-19:00 Wednesday 09:00-13:00; 14:00-19:00 Thursday 09:00-13:00 Friday 09:00-13:00; 14:00-19:00 Saturday Closed Sunday Closed	Monday 09:00-13:00; 14:00-19:00 Tuesday 09:00-13:00; 14:00-19:00 Wednesday 09:00-13:00; 14:00-19:00 Thursday 09:00-13:00 Friday 09:00-13:00; 14:00-19:00 Saturday Sunday
Superdrug Pharmacy Abbey	55-59 Broad Street Reading Berkshire RG1 2AF	Monday 08:00-14:00; 14:30-18:00 Tuesday 08:00-14:00; 14:30-18:00 Wednesday 08:00-14:00; 14:30-18:00 Thursday 08:00-14:00; 14:30-18:00 Friday 08:00-14:00; 14:30-18:00 Saturday 09:00-13:30; 14:00-17:30 Sunday Closed	Monday 09:00-13:00; 15:00-17:30 Tuesday 09:00-13:00; 15:00-17:30 Wednesday 09:00-13:00; 15:00-17:30 Thursday 09:00-13:00; 15:00-17:30 Friday 09:00-13:00; 15:00-17:30 Saturday 09:00-13:30; 14:30-17:30 Sunday
Tesco Instore Pharmacy Abbey	Tesco Extra Napier Road Reading Berkshire RG1 8DF	Monday 08:00-22:30 Tuesday 06:30-22:30 Wednesday 06:30-22:30 Thursday 06:30-22:30 Friday 06:30-22:30 Saturday 06:30-22:00 Sunday 10:00-16:00	Monday 08:00-22:30 Tuesday 06:30-22:30 Wednesday 06:30-22:30 Thursday 06:30-22:30 Friday 06:30-22:30 Saturday 06:30-22:00 Sunday 10:00-16:00
Lloyds Pharmacy Battle	351-353 Oxford Road Reading Berkshire RG30 1AY	Monday 08:30-18:00 Tuesday 08:30-18:00 Wednesday 08:30-18:00 Thursday 08:30-18:00 Friday 08:30-18:00 Saturday 09:00-14:00 Sunday Closed	Monday 08:30-13:00; 14:00-17:30 Tuesday 08:30-13:00; 14:00-17:30 Wednesday 08:30-13:00; 14:00-17:30 Thursday 08:30-13:00; 14:00-17:30 Friday 08:30-13:00; 14:00-17:30 Saturday Sunday
Oxford Road Pharmacy Battle	270-274 Oxford Road Reading Berkshire RG30 1AD	Monday 08:00-22:00 Tuesday 08:00-22:00 Wednesday 08:00-22:00 Thursday 08:00-22:00 Friday 08:00-23:59 Saturday 08:00-23:59 Sunday 08:00-20:00	Monday 08:00-22:00 Tuesday 08:00-22:00 Wednesday 08:00-22:00 Thursday 08:00-22:00 Friday 08:00-23:59 Saturday 08:00-23:59 Sunday 08:00-20:00
Tesco Instore Pharmacy Battle	Tesco Extra Portman Road Reading Berkshire RG30 1AH	Monday 08:00-21:00 Tuesday 08:00-21:00 Wednesday 08:00-21:00 Thursday 08:00-21:00 Friday 08:00-21:00 Saturday 08:00-21:00 Sunday 10:00-16:00	Monday 09:00-17:00 Tuesday 09:00-17:00 Wednesday 09:00-17:00 Thursday 09:00-17:00 Friday 09:00-17:00 Saturday Sunday
Boots Pharmacy Caversham	45 Church Street Caversham Reading Berkshire RG4 8BA	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-17:30 Sunday Closed	Monday 09:30-14:00; 15:00-17:30 Tuesday 09:30-14:00; 15:00-17:30 Wednesday 09:30-14:00; 15:00-17:30 Thursday 09:30-14:00; 15:00-17:30 Friday 09:30-14:00; 15:00-17:30 Saturday 09:30-14:00; 15:00-15:30 Sunday

Name, Ward	Address	Opening Hours	Core Hours
Day Lewis Rankin Pharmacy Caversham	30 Church Street Caversham Reading Berkshire RG4 8AU	Monday 09:00-13:00; 13:30-18:00 Tuesday 09:00-13:00; 13:30-18:00 Wednesday 09:00-13:00; 13:30-18:00 Thursday 09:00-13:00; 13:30-18:00 Friday 09:00-13:00; 13:30-18:00 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 13:30-17:30 Tuesday 09:00-13:00; 13:30-17:30 Wednesday 09:00-13:00; 13:30-17:30 Thursday 09:00-13:00; 13:30-17:30 Friday 09:00-13:00; 13:30-17:30 Saturday Sunday
Rowlands Pharmacy Caversham	59 Hemdean Road Caversham Reading Berkshire RG4 7SS	Monday 08:30-13:30; 13:50-18:30 Tuesday 08:30-13:30; 13:50-18:30 Wednesday 08:30-13:30; 13:50-18:30 Thursday 08:30-13:30; 13:50-18:30 Friday 08:30-13:30; 13:50-18:30 Saturday 08:15-11:45 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Lloyds Pharmacy Church	68 Christchurch Road Reading Berkshire RG2 7AZ	Monday 08:30-18:00 Tuesday 08:30-18:00 Wednesday 08:30-17:30 Thursday 08:30-18:00 Friday 08:30-18:00 Saturday 08:30-13:00; 14:00-17:00 Sunday Closed	Monday 09:00-13:00; 14:00-17:30 Tuesday 09:00-13:00; 14:00-17:30 Wednesday 09:00-13:00; 14:00-17:30 Thursday 09:00-13:00; 14:00-17:30 Friday 09:00-13:00; 14:00-17:30 Saturday 10:00-12:30 Sunday
Basingstoke Road Pharmacy Katesgrove	71 Basingstoke Road Reading Berkshire RG2 0ER	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday 09:00-14:00 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Lloyds Pharmacy Katesgrove	Milman Road Health Centre Ground Floor Milman Road Reading Berkshire RG2 0AR	Monday 08:30-18:30 Tuesday 08:30-18:30 Wednesday 08:30-18:30 Thursday 08:30-18:30 Friday 08:30-18:30 Saturday Closed Sunday Closed	Monday 08:30-12:00; 14:00-18:30 Tuesday 08:30-12:00; 14:00-18:30 Wednesday 08:30-12:00; 14:00-18:30 Thursday 08:30-12:00; 14:00-18:30 Friday 08:30-12:00; 14:00-18:30 Saturday Sunday
Manichem Online DISTANCE SELLING ONLY Katesgrove	47 Boulton Road Reading Berkshire RG2 0NH	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday Closed Sunday Closed	Monday 09:00-17:00 Tuesday 09:00-17:00 Wednesday 09:00-17:00 Thursday 09:00-17:00 Friday 09:00-17:00 Saturday Sunday
Lloyds Pharmacy Kentwood	2A Tylers Place Pottery Road Reading Berkshire RG30 6BW	Monday 08:30-18:30 Tuesday 08:30-18:30 Wednesday 08:30-18:30 Thursday 08:30-18:30 Friday 08:30-18:30 Saturday 09:00-13:00 Sunday Closed	Monday 08:30-12:30; 15:00-18:30 Tuesday 08:30-12:30; 15:00-18:30 Wednesday 08:30-12:30; 15:00-18:30 Thursday 08:30-12:30; 15:00-18:30 Friday 08:30-12:30; 15:00-18:30 Saturday 09:00-10:30; 12:00-13:00 Sunday
Newdays Pharmacy Minster	60 Wensley Road Coley Park Reading Berkshire RG1 6DJ	Monday 08:30-13:00; 14:00-17:30 Tuesday 08:30-13:00; 14:00-17:30 Wednesday 08:30-13:00; 14:00-17:30 Thursday 08:30-13:00; 14:00-17:30 Friday 08:30-13:00; 14:00-17:30 Saturday 09:00-13:00 Sunday Closed	Monday 08:30-13:00; 14:00-17:30 Tuesday 08:30-13:00; 14:00-17:30 Wednesday 08:30-13:00; 14:00-17:30 Thursday 08:30-13:00; 14:00-17:30 Friday 08:30-13:00; 14:00-17:30 Saturday Sunday
Boots Pharmacy Norcot	32 Meadway Precinct Tilehurst Reading Berkshire RG30 4AA	Monday 09:00-14:00; 15:00-17:30 Tuesday 09:00-14:00; 15:00-17:30 Wednesday 09:00-14:00; 15:00-17:30 Thursday 09:00-14:00; 15:00-17:30 Friday 09:00-14:00; 15:00-17:30 Saturday 09:00-14:00; 15:00-17:30 Sunday Closed	Monday 09:30-14:00; 15:00-17:30 Tuesday 09:30-14:00; 15:00-17:30 Wednesday 09:30-14:00; 15:00-17:30 Thursday 09:30-14:00; 15:00-17:30 Friday 09:30-14:00; 15:00-17:30 Saturday 10:00-14:00; 15:00-16:00 Sunday
Grovelands Pharmacy Norcot	2 Grovelands Road Reading Berkshire RG30 2NY	Monday 09:00-18:30 Tuesday 09:00-18:30 Wednesday 09:00-18:30 Thursday 09:00-18:30 Friday 09:00-18:30 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday

Name, Ward	Address	Opening Hours	Core Hours
Lloyds Pharmacy Park	195 London Road Reading Berkshire RG1 3NX	Monday 09:00-19:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-19:00 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Lloyds Pharmacy Park	105 Wokingham Road Reading Berkshire RG6 1LN	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 14:00-17:30 Tuesday 09:00-13:00; 14:00-17:30 Wednesday 09:00-13:00; 14:00-17:30 Thursday 09:00-13:00; 14:00-17:30 Friday 09:00-13:00; 14:00-17:30 Saturday 09:30-12:00 Sunday
Lloyds Pharmacy Peppard	5 Cavendish Road Caversham Park Reading Berkshire RG4 8XW	Monday 08:30-18:30 Tuesday 08:30-18:30 Wednesday 08:30-18:30 Thursday 08:30-18:30 Friday 08:30-18:30 Saturday 09:00-17:00 Sunday Closed	Monday 08:30-12:30; 15:30-18:30 Tuesday 08:30-12:30; 15:30-18:30 Wednesday 08:30-12:30; 15:30-18:30 Thursday 08:30-12:30; 15:30-18:30 Friday 08:30-12:30; 15:30-18:30 Saturday 09:00-12:00; 15:00-17:00 Sunday
Erleigh Road Pharmacy Redlands	85-87 Erleigh Road Reading Berkshire RG1 5NN	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-17:00 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Asda Stores Ltd Southcote	Honey End Lane Reading Berkshire RG30 4EL	Monday 08:00-23:00 Tuesday 07:00-23:00 Wednesday 07:00-23:00 Thursday 07:00-23:00 Friday 07:00-23:00 Saturday 07:00-22:00 Sunday 10:00-16:00	Monday 08:00-23:00 Tuesday 07:00-23:00 Wednesday 07:00-23:00 Thursday 07:00-23:00 Friday 07:00-23:00 Saturday 07:00-22:00 Sunday 10:00-16:00
Southcote Pharmacy Ltd Southcote	36 Coronation Square Reading Berkshire RG30 3QN	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 14:00-17:30 Tuesday 09:00-13:00; 14:00-17:30 Wednesday 09:00-13:00; 14:00-17:30 Thursday 09:00-13:00; 14:00-17:30 Friday 09:00-13:00; 14:00-17:00 Saturday 09:00-12:00 Sunday
Markand Pharmacy Thames	122 Henley Road Caversham Nr Reading Berkshire RG4 6DH	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Closed Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Tilehurst Pharmacy Tilehurst	7 School Road Tilehurst Reading Berkshire RG31 5AR	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday 09:00-13:00 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday
Triangle Pharmacy Tilehurst	88-90 School Road Tilehurst Reading Berkshire RG31 5AW	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-17:30 Sunday Closed	Monday 09:00-13:00; 14:00-17:00 Tuesday 09:00-13:00; 14:00-17:00 Wednesday 09:00-13:00; 14:00-17:00 Thursday 09:00-13:00; 14:00-17:00 Friday 09:00-13:00; 14:00-17:00 Saturday 09:00-13:00; 13:30-14:30 Sunday
Lloyds Pharmacy Whitley	277 Basingstoke Road Reading Berkshire RG2 0JA	Monday 08:30-18:30 Tuesday 08:30-18:30 Wednesday 08:30-18:30 Thursday 08:30-18:30 Friday 08:30-18:30 Saturday 09:00-14:00 Sunday Closed	Monday 08:30-12:00; 14:30-18:30 Tuesday 08:30-12:00; 14:30-18:30 Wednesday 08:30-12:00; 14:30-18:30 Thursday 08:30-12:00; 14:30-18:30 Friday 08:30-12:00; 14:30-18:30 Saturday 09:00-10:30; 12:00-13:00 Sunday

Name, Ward	Address	Opening Hours	Core Hours
Whitley Wood Pharmacy Whitley	534 Northumberland Avenue Reading Berkshire RG2 8NY	Monday 09:00-18:00 Tuesday 09:00-18:00 Wednesday 09:00-18:00 Thursday 09:00-18:00 Friday 09:00-18:00 Saturday 09:00-17:30 Sunday Closed	Monday 09:00-13:00; 14:00-18:00 Tuesday 09:00-13:00; 14:00-18:00 Wednesday 09:00-13:00; 14:00-18:00 Thursday 09:00-13:00; 14:00-18:00 Friday 09:00-13:00; 14:00-18:00 Saturday Sunday

Correct at: 30th October 2017

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

Equalities Screening Record Form for Reading Pharmaceutical Needs Assessment

Date of Screening: December 2017	Directorate: Adult Social Care, Health and Housing	Section: Public Health Services for Berkshire
1. Activity to be assessed	<p>The Pharmaceutical Needs Assessment (PNA) is an assessment of access to and need for pharmaceutical services. It is not a policy or service development, but aims to inform such.</p> <p>From the 1st April 2013 every Health and Wellbeing Board (HWB) in England has had a statutory responsibility to keep an up to date statement of the PNA. The first Reading PNA was published in April 2015 and lasted for three years. The 2018 refresh provides an updated assessment of the pharmaceutical needs of residents and will last until 2021.</p> <p>This Equalities Screening Record Form assesses the process used to develop and publish the latest PNA for Reading, as well as the impact that the conclusions of the PNA may have on people with protected characteristics.</p> <p>The PNA process involves data collection and analysis, including demographic data, data on service provision (including type of service, opening hours, and access) and surveys of the public and pharmacy staff. Following this analysis, a holistic assessment of the pharmaceutical needs of the population is undertaken by the PNA Steering Group and conclusions are stated in the draft PNA report. The draft report is then open for a formal consultation period of 60 days, to ensure that residents, health practitioners, health organisations and other key stakeholders have the opportunity to make comments about the report. After the consultation period, all the comments received are reviewed and the report is amended accordingly. Finally, the PNA report is formally agreed by the Health & Wellbeing Board.</p>	
2. What is the activity?	<input type="checkbox"/> Policy/strategy <input checked="" type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change	
3. Is it a new or existing activity?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing	
4. Officer responsible for the screening	Jo Jefferies	
5. Who are the members of the screening team?	Jo Jefferies and Becky Taylor	
6. What is the purpose of the activity?	<p>A PNA is the statement of the needs of pharmaceutical services of a population in a specific area. It sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population.</p> <p>This PNA describes the pharmaceutical needs of the population of Reading. It will be used by NHS England when making decisions on applications to open new pharmacies and dispensing appliance contractor premises or applications from current pharmaceutical providers to change their existing regulatory requirements. It will inform interested parties of the pharmaceutical needs in Reading and enable work to plan, develop and deliver pharmaceutical services for the population. It can also inform commissioning of additional services from pharmacies by NHS England, Clinical Commissioning Groups (CCGs) and the local authority.</p>	

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

7. Who is the activity designed to benefit/target?	All residents		
Protected Characteristics	Please tick yes or no	Is there an impact? What kind of equality impact may there be? Is the impact positive or adverse or is there a potential for both? If the impact is neutral please give a reason.	What evidence do you have to support this? E.g. equality monitoring data, consultation results, customer satisfaction information etc. Please add a narrative to justify your claims around impacts and describe the analysis and interpretation of evidence to support your conclusion as this will inform members decision making, include consultation results/satisfaction information/equality monitoring data
8. Disability Equality – this can include physical, mental health, learning or sensory disabilities and includes conditions such as dementia as well as hearing or sight impairment.	Y	There are both positive and negative impacts of the PNA process and for the conclusions in relation to disability.	<p>The PNA process included a public survey and a later consultation period, both of which were administered through an online portal. For residents with physical disabilities this may have impacted positively by increasing access. For residents with sight impairment, the portal used is compatible with software that enables the survey to be read aloud, which may also improve access for some of this group.</p> <p>For residents with Mental Health problems, Learning Disabilities or dementia this online method may have impacted negatively. However, other survey and consultation methods, such as paper-based or face to face group consultation would have had a similar impact.</p> <p>In the public survey, respondents were asked if they had any disabilities and, if so, what type. This information was considered when reviewing the survey feedback for inclusion in the PNA report. Amendments to the draft PNA report were made in response to comments regarding disability and access to pharmacy services.</p> <p>When making conclusions about the need for pharmaceutical services, the demographics of the population including prevalence of mental health problems and dementia was taken into account. However, robust data on the prevalence of other disability characteristics was not available at a local level. Similarly, when making assessment of average travel times, journeys by car and walking were based on recognised measures developed by the Department of Transport. These times may not reflect the experience of someone with one or more disabilities.</p>

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

<p>9. Racial equality</p>		<p>N Neither the process nor conclusions of the PNA are likely to have an impact on an individual because of their race.</p>	<p>No impact as a result of the PNA process.</p> <p>Race refers to a person's physical characteristics, while ethnicity refers to cultural factors, such as nationality, regional culture, ancestry and language. For this equality screening tool, we used information about a person's ethnicity as an indicator of race, as this information was more readily available to make an assessment of equality.</p> <p>Black and minority ethnic (BME) groups generally have worse health than the overall population, with some BME groups having far worse health outcomes than others. Evidence suggests that the poorer socioeconomic position of BME groups is the main factor driving ethnic health inequalities. Language can also be a barrier to delivering effective advice on medicines, health promotion and public health interventions. In addition, some ethnic groups have a higher prevalence of specific long term conditions (for example: people from South Asian and Black communities are 2-4 times more likely to develop Type 2 diabetes than those from Caucasian backgrounds (Diabetes UK 2016, Facts and Stats)).</p> <p>Survey respondents need to be interpreted with caution because the sample size is small. However, it should be noted that the vast majority of respondents (90%) identified as White-British, compared to 65% in Reading's population overall.</p> <p>The PNA included information on the ethnicity of residents using data from the Office for National Statistics 2011 Census. This information was taken into account when making the assessment of need.</p> <p>Respondents were asked to state their ethnicity in the public survey. This information was considered when reviewing the survey feedback for inclusion in the PNA report.</p> <p>Five pharmacies in Reading are Healthy Living Pharmacies (HLPs) and 21 others are working towards this accreditation. HLPs aim to enable community pharmacies to meet local need, improve the health and wellbeing of the local population and help to reduce health inequalities, including inequalities due to race and ethnicity. The number and location of HLPs were taken into account in the PNA.</p>
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Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

<p>10. Gender equality</p>		<p>N Neither the process nor conclusions of the PNA are likely to have an impact on an individual because of their gender.</p>	<p>Internet use is high for both men and women, so the online survey and consultation methodology is unlikely to have had a discriminatory impact on either male or female gender. An Office for National Statistics report (Internet Users in the UK: 2017), shows that 90% of men have recently used the internet, compared to 88% for women in all age groups.</p> <p>Generally, use of health services is more common for women and this is also the case for pharmacies. The National Pharmacy Association published a report in 2012, which stated that men visit a pharmacy four times a year on average, compared with an average of 18 for women.</p> <p>Gender distribution has been included in the demographic section of the PNA, and this has been taken into account when making conclusions.</p> <p>Five pharmacies in Reading are Healthy Living Pharmacies (HLPs) and 21 others are working towards this accreditation. HLPs aim to enable community pharmacies to meet local need, improve the health and wellbeing of the local population and help to reduce health inequalities, including inequalities due to race and ethnicity. The number and location of HLPs were taken into account in the PNA.</p> <p>Transgender people who do not pursue medical treatment may still have significant health needs. According to charity Rethink Mental Illness, LGBT+ individuals are more likely to suffer from mental health issues and substance abuse, which can make them regular visitors to a community pharmacy.</p> <p>Transgender people who undergo gender reassignment will require lifelong treatment, meaning pharmacy staff must have an understanding of their specific health and medication needs, as well as the more general requirements shared by all patients</p> <p>It is difficult to make an assessment of the impact of the PNA on people who identify as a gender other than male or female. Currently, data is only available for male and female at a local level. In the public survey, residents were able to identify as 'male', 'female', 'other' or indicate that they preferred not to say. All survey respondents identified as either male or female.</p>
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Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

<p>11. Sexual orientation equality</p>		<p>N Neither the process nor conclusions of the PNA are likely to have an impact on an individual because of their sexual orientation.</p>	<p>Whilst we recognise that this is an important characteristic and can be a source of discrimination, no robust data is available on the distribution of sexual orientation in the local population.</p> <p>Survey respondents were asked to state their sexual orientation in the public survey and consultation. It is important to interpret the responses with caution due to the sample size being small. Less than 5 respondents to the public survey identified as not being heterosexual.</p> <p>According to charity Rethink Mental Illness, LGBT+ individuals are more likely to suffer from mental health issues and substance abuse, which can make them regular visitors to a community pharmacy.</p> <p>Although data is not robust, it is important that community pharmacy services do not impact adversely on individuals because of sexual orientation. No survey responses or consultation comments specifically mentioned sexual orientation.</p>
<p>12. Gender re-assignment</p>		<p>N Neither the process nor conclusions of the PNA are likely to have an impact on an individual because of their gender re-assignment.</p>	<p>Whilst we recognise that this is an important characteristic and can be a source of discrimination, no robust data is available on gender re-assignment in the local population.</p> <p>Although survey respondents were not asked to state whether they were undergoing or had undergone gender reassignment in the public survey and consultation, no survey responses or consultation comments specifically mentioned this.</p> <p>People seeking gender reassignment may choose to undergo medical treatment, such as prescribed hormones in order to live as their chosen gender. Surgery may also be used as a way of expressing gender identity.</p> <p>It is difficult to make an assessment of the impact of the PNA on people who are undergoing or have undergone gender reassignment, however this group may have complex needs and pharmacy staff should be trained appropriately help them provide, sensitive high quality services to all residents, including those undergoing or have undergone gender reassignment.</p>

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

<p>13. Age equality</p>	<p>Y</p>	<p>There are both positive and negative impacts of the PNA process and for the conclusions in relation to age.</p>	<p>The online method of the public survey may have impacted on age groups differently. An Office for National Statistics report (Internet Users in the UK: 2017) indicates that almost all adults aged 16 to 34 had accessed the internet recently. Therefore, the online nature of the survey and consultation is unlikely to have had a negative impact on younger adults, including parents of young children.</p> <p>The usage of the internet for older age groups is increasing. Recent internet use in the 65 to 74 age group was estimated to be 78% in 2017, but usage in adults aged 75 and over was lower at 41%. The online method of the survey may therefore have discriminated against some older people who did not have access to the internet. However, the online method of the survey may have impacted positively on those older people who lack access to transport for example. 41% of respondents to the online public survey in Berkshire were aged 65 and over, compared to 12% in Reading's population overall.</p> <p>The PNA included information on the age of residents using data from the ONS mid-year population estimates. This information was taken into account when assessing the availability of pharmacy services, with particular attention being given to wards within Reading that had higher proportions of young children or older adults. The need for pharmacy services can differ across age groups, with young children and older adults likely to have higher levels of need than the rest of the population. The provision of delivery services across the local area was also included in the assessment, as many pharmacies provide these to people who are house-bound, elderly or infirm.</p> <p>Similarly, when making assessment of average travel times, journeys by car and walking were based on recognised measures. These times may not reflect the experience of all older people. However, Age UK's (2015) report on The Future of Transport in Ageing Society indicated that 68% of people aged 70 and over had access to a car. This was the main mode of transport used to access pharmacies in Reading, according to the responses received through the public survey.</p>
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Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

<p>14. Religion and belief equality</p>		<p>N</p>	<p>Neither the process nor conclusions of the PNA are likely to have an impact on an individual because of their religion or beliefs.</p>	<p>Survey respondents were asked to state their religion in the public survey. It is important to interpret the responses with caution due to the sample size being small. No survey responses or consultation comments specifically mentioned religion or belief.</p> <p>The General Pharmaceutical Council published new guidance in 2017 titled 'In Practice: Guidance on religion, personal values and beliefs', which help pharmaceutical professionals when their beliefs might impact on their willingness to provide certain services.</p>
<p>15. Pregnancy and maternity equality</p>		<p>N</p>	<p>Neither the process nor conclusions of the PNA are likely to have an impact on an individual because they are pregnant or a mother</p>	<p>National initiatives ensure services are responsive to meet the needs of pregnant women and mothers (and fathers). An example of this is the flu vaccine for pregnant women, which is included in the pharmacy contract.</p> <p>Although survey respondents were not asked to state whether they were pregnant or already had children in the public survey and consultation, no survey responses or consultation comments specifically mentioned pregnancy.</p> <p>The need for pharmacy services can differ across age groups, with young children and older adults likely to have higher levels of need than the rest of the population. When using the sum of information to make a holistic assessment of the pharmaceutical needs of Reading, the age and gender distribution of wards was taken into account including consideration of wards with a higher prevalence of women of child-bearing age.</p>
<p>16. Marriage and civil partnership equality</p>		<p>N</p>	<p>No</p>	<p>Survey respondents were asked to state their marital status in the public survey and consultation. It is important to interpret the responses with caution due to the sample size being small. No survey responses or consultation comments specifically mentioned marital status.</p>
<p>17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carers/ex-offenders, armed forces communities) and on promoting good community relations.</p>	<p><i>Migrants and people who do not speak or understand English</i> The public survey, consultation and report were all published and promoted in the English language. Migrants and others who may not have English as a first language may have been negatively impacted by this.</p> <p><i>Deprivation</i> Deprivation may also mean less access to the internet and could therefore mean that residents in more deprived areas were negatively impacted by the online methodology of the PNA survey and consultation. Recent national or local data on internet access and socio-economic status is not available, however data from the 2014 Scottish</p>			

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

	<p>Household Survey showed that 31% of households in the 20% most deprived areas did not have access to the internet, compared to only 16% in the rest of Scotland. Areas of deprivation were considered when making the assessment and conclusions for the PNA, with special consideration given to areas where pharmacy access was less available.</p> <p>Carers Survey respondents were not asked to state whether they were carers in public survey or consultation and robust data on the number and distribution of carers within Reading was not included in the PNA. It is recognised that those caring for others may have higher levels of need for Pharmaceutical Services than some other population groups and therefore may be negatively impacted by the PNA conclusions if their needs have not been appropriately considered. Future PNAs should attempt to elicit and use this information.</p> <p>Locally Commissioned Services and Healthy Living Pharmacy services are outside the scope of the formal PNA conclusions; however these both have potential to have a positive impact on residents who have any of the protected characteristics. This is clearly stated on pg. 53 of the final report. Public Health campaigns form an element of essential pharmaceutical services. The conclusions of the PNA state that campaigns have the potential to positively impact on groups with the protected characteristics if targeted appropriately.</p>		
<p>18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?</p>	<p>The potential for some negative impacts of the PNA process and the conclusions have been identified. However due to lack of robust estimates of numbers and distribution of gender re-assignment, sexual orientation and gender other than male or female, the impact of these cannot be quantified.</p>		
<p>19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?</p>	<p>Disability – 1,893 adults in Reading were recorded as having serious mental health problems in 2016 and 1,217 were recorded as having dementia (Public Health England 2017). Any impact of the PNA process or conclusions due to mental health problems and dementia could therefore impact on this number of people. Robust data on the prevalence of other disability characteristics was not available at a local level meaning numbers of people likely to be affected cannot be calculated.</p> <p>Age - Any impact of the PNA process or conclusions on people based on older age (those aged 65 and over) could affect around 19,654 people in Reading. Although some aspects of the PNA could impact negatively on some members of this group, impacts would not solely be due to age but rather due to other confounding factors that are more common among older people such as lack of mobility, reduced access to transport, higher prevalence of health conditions and lower levels of internet access.</p>		
<p>20. Could the impact constitute unlawful discrimination in relation to any of the Equality Duties?</p>		<p>N</p>	<p>We do not believe the impacts identified would constitute unlawful discrimination.</p>
<p>21. What further information or data is required to better understand the impact? Where and how can that information be obtained?</p>	<p>More robust estimates on the number and distribution of residents undergoing or having completed gender reassignment and on sexual orientation together with more evidence on any specific needs that these residents may have in relation to pharmaceutical service would help to improve the impact of the PNA on these groups.</p> <p>Inclusion of ward level information on prevalence of new births would potentially improve understanding of the impact of the PNA conclusions on this group. Unfortunately 2016 data on new births was not available to the PNA authors at</p>		

Appendix D: Equalities Screening Record for Pharmaceutical Needs Assessment

	the time of writing and therefore was not considered in the holistic assessment. In future years it is expected that this data will be available and should therefore be considered when assessing the impact of the PNA on the basis of pregnancy and maternity.		
<p>22. On the basis of sections 7 – 17 above is a full impact assessment required?</p> <p><i>Please explain your decision. If you are not proceeding to a full equality impact assessment make sure you have the evidence to justify this decision should you be challenged.</i></p>		N	The PNA is an assessment of need and not a service. The conclusions within the PNA are made to inform NHS England and other public sector commissioners of pharmacy services. Any commissioning of pharmacy services should consider the impact of changes to service provision or access to services on the protected groups and adhere to the Equality Act 2010.
<p>23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data?</p>			
Action	Timescale	Person Responsible	Milestone/Success Criteria
PNA Public Survey included questions on age, gender, race/ethnicity, religion, sexual orientation and disability.	22/06/2017 – 15/09/2017	PNA Steering Group	
The PNA includes information on protected characteristics where available. Some of this information is shown as a ward level, such as age, gender and ethnicity. Aggregated data is shown at a local authority level for ethnicity, religion and belief and mental health prevalence. This information was considered by the PNA Steering group when making an assessment of the need for and access to Pharmaceutical Services in Reading.	By 31/03/2018	PNA Steering Group	
<p>24. Which service, business or work plan will these actions be included in?</p>	Public Health Services for Berkshire		
<p>25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?</p>	Section C of the final Reading Pharmaceutical Needs Assessment (2018-2021) will be enhanced to ensure that the different prevalence and mortality rates for people with protected characteristics are clearly stated.		
<p>26. Chief Officers signature.</p>	Signature: Jo Jefferies		Date: Jan 2018

Please note: Section C of Reading's Pharmaceutical Needs Assessment (2018-2021) includes detailed information about the demographics of the local area and refers to groups with protected characteristics.

Consultation Report for Reading Pharmaceutical Needs Assessment (2018 to 2021)

Introduction

This report outlines the formal consultation that took place, as part of the development of Reading Borough's Pharmaceutical Needs Assessment (PNA) for 2018-2021. This process meets the statutory requirements set out in [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), which state that Health and Wellbeing Boards must formally consult specific organisations and local stakeholders about any draft PNAs for a minimum of 60 days.

This report:

- details how the consultation of Reading Borough's draft PNA was undertaken
- summarises the responses received
- Identifies actions taken to amend the final PNA, as a result of the consultation responses.

Consultation Process

Reading Borough's draft PNA report and supporting appendices were made publically available on Reading Borough Council's website from 1st November 2017 to 31st December 2017. Details about how to request paper copies of the report were also included on the website page. People were encouraged to take part in the consultation by responding to a short online survey, which was hosted by Bracknell Forest Council's Objective software. In addition, respondents could also contact Public Health Services for Berkshire (Berkshire Shared Public Health Team) directly by email or phone to make any comments.

The online survey included 11 questions with the opportunity to provide further comments and suggestions. The full survey can be seen in Appendix F.

In line with the [NHS \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#), the following local organisations and key stakeholders were also specifically invited to respond to the consultation for Reading Borough:

- Neighbouring local authorities – Oxfordshire County Council, West Berkshire Council, Wokingham Borough Council
- Four Berkshire West Clinical Commissioning Groups (CCG) – Newbury & District CCG, North & West Reading CCG, South Reading CCG and Wokingham CCG
- The Local Pharmaceutical Committee (LPC) – Pharmacy Thames Valley
- The Local Medical Committee (LMC) – Berkshire, Buckinghamshire & Oxfordshire LMC
- Local pharmacy contractors and dispensing doctors
- Healthwatch Reading
- Local NHS Trusts – Royal Berkshire NHS Foundation Trust, Berkshire Healthcare NHS Foundation Trust, Frimley Health NHS Foundation Trust

Appendix E: PNA Consultation Process and Feedback Report

Responses to the consultation were collated and analysed by Public Health Services for Berkshire, on behalf of the Health and Wellbeing Board. All responses were considered, reviewed and the PNA was amended as appropriate. A summary of the consultation responses, specific comments and actions taken are included below.

Results

A total of 9 responses were received as part of the formal consultation for Reading Borough's PNA. 7 of these were via the online survey and an additional 2 by email. There were 3 responses from members of the public and a 1 from a member of Healthwatch. Organisation responses were also received from NHS England, the Local Pharmaceutical Committee and Berkshire West Clinical Commissioning Groups. It is important to note that the consultation for Reading Borough's PNA was undertaken at the same time as the other 5 PNAs across Berkshire, so some of the responses received from organisations referred to the provision of pharmaceutical services across more than one HWB area.

Online response summary

This section provides a summary of the responses received through the online survey. Participants in the survey were not required to complete every question, so these do not always equal the total number of respondents. The survey also provided the opportunity to write specific comments. These have been considered later on in the report, as the comments often referred to several questions or provided general feedback about the PNA report or pharmaceutical service provision within Reading Borough, (see Table of Specific Comments on page 4).

Question	Responses		
	Yes	No	Not sure
Did you take part in the August 2017 survey?	0	6	0

None of the respondents to the formal consultation had taken part in the earlier public survey, which was used to gain patient feedback to inform the development of the PNA.

Question	Responses		
	Yes	No	Not sure
1 Is the purpose of the PNA explained sufficiently within the draft PNA document (Section A)?	6	0	0
2 Does the document clearly set out the scope of the PNA (Section B)?	6	0	0
3 Does the document clearly set out the local context and the implications for the PNA (Section C)?	6	0	0
4 Does the information provide a reasonable description of the services which are provided by pharmacies and dispensaries in the local authority (Section D)?	5	0	0
5 Are you aware of any pharmaceutical services currently provided which have not been included within the PNA?	0	5	1

Appendix E: PNA Consultation Process and Feedback Report

All respondents stated that they thought the purpose of the PNA was explained sufficiently in the draft report and that the scope, local context and implications for the PNA were clearly set out.

Question		Responses		
		Yes	No	Not sure
6	Do you think the pharmaceutical needs of the population have been accurately reflected throughout the PNA?	5	0	0
7	Please indicate below if you agree with the conclusions for the services described (Section G):			
	Current necessary provision of pharmaceutical services	5	0	0
	Current gaps in pharmaceutical services	5	0	0
	Future gaps in pharmaceutical services	4	1	0
	Current additional provision of pharmaceutical services	5	0	0
	Opportunities for improvements and/ or better access to pharmaceutical services	5	0	0
	Impact of other services which affect the need for pharmaceutical service	5	0	0
8	Is there any additional information which you think should be included in the PNA?	2	2	1

All respondents thought that the pharmaceutical needs of the population had been accurately reflected throughout the PNA. The majority (4-5) also stated that they agreed with the conclusions for the different services described in Section G of the PNA Report. The remaining respondent did not agree with all the conclusions. Comments were provided for those that did not agree with these reasons, such as the potential impact of changes to other NHS services on local pharmacy provision, pressure of future housing developments and queries around specific pharmacy services. These have all been addressed in the overall comments at the end of this report.

The LPC stated that they thought additional information should be included in the PNA around the types of services that the Health & Wellbeing Board would like to see commissioned from local pharmacies. These comments have also been addressed in the overall comments at the end of the report and incorporated into the final PNA.

Question		Responses		
		Yes	No	Not sure
9	Has the PNA provided adequate information to inform:			
	Market Entry Decisions (NHS England only)	(1)	1	(1)
	How you may commission services from pharmacies in the future (All commissioners)	(1)	(1)	(1)
10	Does the PNA give enough information to help your own future service provision and plans? (Pharmacies and dispensing appliance contractors only)	0	1	0

Appendix E: PNA Consultation Process and Feedback Report

Questions 9 and 10 in the online survey focussed on whether the PNA had provided adequate information to inform the commissioning of services from pharmacies, as well as if it gives pharmacies enough information to help them plan their future service provision. These questions were only relevant to certain organisations; however numbers in brackets in the table above show where questions were answered by other respondents.

NHS England stated that the draft PNAs across the 6 Berkshire HWB areas did not all provide adequate information to inform market entry decisions or how pharmacies may be commissioned in the future, however no specific concerns were received for Reading Borough in response to Question 9.

Some amendments were suggested and those relevant to Reading Borough's PNA have been addressed in the overall comments at the end of the report and incorporated into the final PNA, where appropriate.

Specific comments received

A total of 7 free text comments were completed from the 5 survey respondents for Reading Borough's PNA. These have been summarised and grouped below, with the response and actions taken. For clarity, some comments have been separated where there were multiple topics addressed within each comment.

Summary of Comments	Relevant survey questions	Response and actions taken
Suggested revision to describe the Flu service commissioning more clearly	Q8	Final PNA was revised to clarify that the Flu service is commissioned annually.
A comment from a member of the public noting that the PNA does not consider the access needs of people with disabilities.	Q8	We were grateful to receive feedback from the public and agreed with the comment. We recognise that while the majority of people can access pharmaceutical services by driving or walking, a small but important number of residents who have disabilities may have increased access time. The measures used in the PNA were based on those developed by the Department for Transport and are used as an estimate only. An amendment has been made to the final PNA to make this clearer. Since the draft PNA, an equality impact assessment has been undertaken that acknowledges the potential additional needs of those with disabilities, this can be found in Appendix C.
A comment from the member of the public concerning difficulties with the provision of stoma appliance supplies and the suggestion that this could be incorporated into the NUMSAS service.	Q8	This suggestion was discussed with NHS England and the local CCGs. It was confirmed that NUMSAS would not be an appropriate way to deliver stoma appliances. The PNA was therefore not amended.

Appendix E: PNA Consultation Process and Feedback Report

Summary of Comments	Relevant survey questions	Response and actions taken
Healthwatch commented that the PNA was comprehensive and thorough.	Q8	We were grateful to receive support for the conclusions of the PNA from the local Healthwatch.
A comment noted that the NUMSAS pilot had been extended to Sep-18.	Q8	The final PNA was amended to include this extension.
The LPC commented that they would benefit from an indication of what services the Health & Wellbeing Board would like to commission from pharmacies to guide future developments.	Q8, Q10	The HWB will work with the LPC to identify how community pharmacies can help support the Board to implement the HWB Strategy and local priorities. The HWB will also work with the LPC to identify local campaigns that could be delivered through pharmacies, where appropriate.
The LPC noted that Reading has a lower number of pharmacies per population than the national average, but that these served the population well and were likely to be able to cope with demands from population growth.	Q11	Support for the PNA's conclusions was welcomed.

Responses received by other methods

Presentations on the Pharmaceutical Needs Assessment were delivered to Reading's Older People's Working Group on 3rd November and Reading Carers Steering Group on the 18th December, as part of the consultation process. At both of these meetings, the offer to contact Reading Borough Council to request a paper copy of PNA and survey to complete the survey was made. No feedback was received via this route.

A joint response from the Berkshire West Clinical Commissioning Groups was also received by email.

Summary of Comments	Response and actions taken
Concerns raised about the effect of future housing developments in some specific areas of Berkshire. These did not include localities within Reading.	Agree that identified population growth in Reading should be within the capacity of the current pharmaceutical services and would not disproportionately affect one area. No changes to the PNA were required.

Appendix E: PNA Consultation Process and Feedback Report

Summary of Comments	Response and actions taken
Provided information about the potential changes in local health services, which could impact on pharmacy service provision. These include the national consultation on prescription of low value medicines.	The information provided has been included in section C2 and conclusion G6 of the final PNA Report. The PNA has been amended to recognise that some of these changes, and the possible impacts, are unknown and can therefore not be quantified in the PNA. It is also recognised that the timeframe for some changes is not yet clear. Generally, planned changes to NHS services in the lifetime of the PNA are not expected to create demand for additional pharmaceutical services in Reading.
Highlighted the Berkshire West CCGs Palliative Care dispensing scheme for emergency drugs.	This provision was added to section D1 of the final PNA to better reflect locally commissioned services.

An additional response was received by email from a healthcare professional who did not disclose their role in the local pharmaceutical services.

Summary of Comments	Response and actions taken
Query concerning the definition of evening opening of pharmacies, and therefore how accessibility was measured.	We were grateful to receive scrutiny of the PNA. The final PNA was amended to consistently define evening opening as being open after 7pm. The maps and accompanying calculations did not need to be amended.

Following the Equality Impact Assessment Screening, the PNA Steering Group also decided to add some additional information into Section C of the final PNA, which highlighted the different health outcomes observed by certain groups of people. While this had been included in the draft report, it was felt that the different prevalence and mortality rates for people of different protected characteristics needed to be more explicit in the final report. The full Equality Impact Assessment Screening report is attached at Appendix D.

Following the reading HWB Agenda Setting Meeting held on 8th February, additional comments were received from Healthwatch Reading. A summary of the comments and amendments made in response to these is shown below.

Summary of Comments	Response and actions taken
Page 19 of the draft states that the Public Consultation was 'supported by Healthwatch'. HR clarified that they promoted the survey through their newsletter to Reading public and online, and through Patient Voice groups.	Text on page 19 has been amended to clarify that the role of Healthwatch Reading was in disseminating the survey link and promoting to residents
HR commented that prior to developing the PNA, the PNA steering group had sought views of HR regarding public engagement and that HR had advised against an online-only approach.	We accept that using online methods to survey the public and to undertake the official consultation may have reduced accessibility for some people, this is noted in the EIA (Appendix D). This approach was chosen due to resource and staffing constraints and the time required to complete the PNA.

Appendix E: PNA Consultation Process and Feedback Report

Summary of Comments	Response and actions taken
<p>It was suggested that it may be misleading to present findings from the total number of survey respondents, in the Reading draft JSNA as it stands, because most of these (140 of 184) are the views of people living in boroughs outside of Reading.</p>	<p>As explained on page 44 of the report, due to the small numbers of respondents it is not appropriate to present the results from 44 Reading residents separately from the rest of the survey findings.</p>
<p>We are also surprised that a summary of the Healthwatch Reading report on electronic prescribing is not included in the draft PNSA, given that it contains useful and recent (2017) public intelligence</p>	<p>We agree that this piece of work is a useful source of local intelligence demonstrating that electronic prescribing services (EPS) are important to local people, however as EPS is not a 'necessary' or 'relevant' pharmaceutical service as defined on page 3 of the report, there is no requirement for pharmacies to sign up to the service.</p> <p>Increased use of EPS could have an impact on the use of pharmacy services and for this reason a sentence describing the service with a link to the Healthwatch Reading report has been added to page 30</p>
<p>Is there evidence that community pharmacies are under-utilised and able to cope with population increases easily?</p>	<p>As described on page 42, Reading has three 'Hundred hour' pharmacies as well four other pharmacies that are open weekday evenings (after 7pm), three of these are open until at least 10pm. 27 pharmacies are open at least part of the day on Saturdays and three of these are open until at least 10pm. This level of provision is deemed to be sufficient for the level of planned development outlined in Residential developments since the 2015 PNA Section 2, page 29.</p>
<p>Should the PNA be explaining how pharmacy needs will be assessed during each stage of significant housing growth and how the public would get a chance to have their say about local pharmacy services or provision?</p>	<p>The 'Pharmaceutical needs assessments, Information Pack for local authority Health and Wellbeing Boards', Department of Health, 2013, states that</p> <p><i>"HWBs will be required to publish a revised assessment as soon as is reasonably practical after identifying significant changes to the availability of pharmaceutical services since the publication of its PNA unless it is satisfied that making a revised assessment would be a disproportionate response to those changes."</i></p> <p>In practice this means that during the lifetime of the PNA, the HWB is required to assess the impact of additional development not already set out in the published report as well as any changes in pharmacy provision or other local services that could impact on the need for pharmaceutical services.</p> <p>We agree that this was not made clear in the draft report and have now added an explanation to Section 6 'Assessment Criteria', page 22</p>

Appendix E: PNA Consultation Process and Feedback Report

Summary of Comments	Response and actions taken
Also, on page 39 of the final draft, there is reference to there being one pharmacy less than identified in the previous PNA, but no explanation of why, how or what impact this has had – can more information be included.	This change is due to closure of a pharmacy on Oxford Road in Reading. Oxford road pharmacy (FGW06) and Lloyds pharmacy (FQP38) were next door to each other, both were operating between Jan 2012 and Dec 2014 when Lloyds closed. It is likely therefore that two pharmacies in this area was over provision for the needs of the population.
Is there any local information that can help give reassurance that current services have enough professionals to cope with demand, and that there are no major issues with recruitment or retirements as there is with the GP workforce?	No data regarding the job roles or numbers of whole time equivalent pharmacy staff was requested in the contractor survey therefore it is not possible to include this information in the PNA. We agree this is useful information and will consider requesting in any future PNAs.
The PNA conclusion about current gaps states there is a lack of pharmacies in walking distance in Whitley and other areas, but they are within driving distance. That makes the assumption that everyone in those areas who needs a pharmacy can drive there.	The conclusion is made on this basis as the 20 minutes drive time is a key indicator used by NSH England. This does not indicate an assumption that everyone can drive to their nearest pharmacy. Map 7 shows 15 minute walking times.
Elsewhere the report mentions that some pharmacies deliver for free, but they have varied criteria for this, so would living in one of those wards be a qualifying criteria?	Section 5 on page 53 states that delivery services are out of the scope of the PNA, however Reading's community pharmacies can choose to provide this service privately.
Why are the full results of the Berkshire public survey not included in the Appendix? (The results of the second phase of the consultation are included in another appendix). Why are the results of the pharmacy contractors survey not included in Appendix A	Requests to access anonymised datasets from both public and contractors' surveys will be considered.

Conclusion

The consultation process was effective in receiving scrutiny for the PNA from the healthcare workforce. We were pleased to also receive feedback from members of the public, and are confident that together with the stakeholders who replied the concerns of local residents were represented.

All comments were gratefully received and were used to improve the accuracy and quality of the PNA.

Appendix F: Berkshire PNA Formal Consultation Survey 2017

The PNA Formal Consultation Survey was available online. This provides a summary of the questions included in the survey.

In what capacity are you responding to this consultation?

- Member of the public
Member of a Health & Wellbeing Board.....
Member of the health care workforce.....
Other.....

If you have said "Other", please state your capacity

If you selected "Member of the healthcare workforce" please clarify from the list below

- Member of a community Pharmacy team.....
NHS England.....
Local Pharmaceutical Committee.....
Local Medical Committee
Local Optical Committee
Local Dental Committee.....
Health & Wellbeing Board.....
CCG.....
GP or other member of a General Practice team
Other healthcare professional (please state).....

Which local authority area do you live in?

(If you are responding as a healthcare professional or organisation, please select the local authorities you are responding about)

- Bracknell Forest Council.....
Reading Borough Council.....
Slough Borough Council
Royal Borough of Windsor and Maidenhead.....
West Berkshire Council.....
Wokingham Borough Council.....

Did you take part in the August 2017 PNA survey?

- Yes
No

1. Is the purpose of the PNA explained sufficiently within the draft PNA document (Section A)?

- Yes
No
Not Sure

If you answered "No" or "Not sure" please explain why

2. Does the document clearly set out the scope of the PNA (Section B)?

- Yes
No
Not Sure

If you answered "No" or "Not sure" please explain why

3. Does the document clearly set out the local context and the implications for the PNA (Section C)?

- Yes
No
Not Sure

If you answered "No" or "Not sure" please explain why

Appendix F: Berkshire PNA Formal Consultation Survey 2017

4. Does the information provide a reasonable description of the services which are provided by pharmacies and dispensaries in the local authority (Section D)?

- Yes
- No
- Not Sure

If you answered "No" or "Not sure" please explain why

5. Are you aware of any pharmaceutical service currently provided which have not been included within the PNA?

- Yes
- No
- Not Sure

If you answered "Yes" or "Not sure" please explain why

6. Do you think the pharmaceutical needs of the population have been accurately reflected throughout the PNA?

- Yes
- No
- Not Sure

If you answered "No" or "Not sure" please explain why

7. Please indicate below if you agree with the conclusions for the services described (Section G)

	Yes	No	Not sure
Current necessary provision of pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current gaps in pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future gaps in pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current additional provision of pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for improvements and/or better access to pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact of other services which affect the need for pharmaceutical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "No" or "Not sure" to one or more of the above questions, please explain why

8. Is there any additional information which you think should be included in the PNA?

- Yes
- No
- Not Sure

If you answered "Yes" or "Not sure" please explain why

Appendix F: Berkshire PNA Formal Consultation Survey 2017

For professional stakeholders only (Q9)

9. Has the PNA provided adequate information to inform:

	Yes	No	Not sure
Market entry decisions <i>(NHS England only)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How you may commission services from pharmacies in the future <i>(All commissioners)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered "No" or "Not sure" please explain why

If you have any further comments, please enter them in the box below

For pharmacies and dispensing appliance contractors only (Q10)

10. Does the PNA give enough information to help your own future service provision and plans?

- Yes
No
Not Sure

If you answered "No" or "Not sure" please explain why

Supplementary Statement to Reading Borough's Health and Wellbeing Board Pharmaceutical Needs Assessment (PNA)

Date Pharmaceutical Needs Assessment Published: April 2018

Date Supplementary Statement Issues: 01/04/2018

Changes made on: 01/02/2018

CHANGE TO OWNERSHIP

Previous Owner	Trading As/Address	New Owner	Trading As/Address	Opening Hours	Contact details
Lloyds Pharmacy Limited	Lloyds Pharmacy 105 Wokingham Road, Reading, RG6 1LN	Manichem Limited	Wokingham Road Pharmacy, 105 Wokingham Road, Reading, RG6 1LN	Monday to Friday 9am to 6pm; Saturday 9am to 1pm; Sunday Closed.	Telephone/Fax: 0118 926 2034 Email: Wokingham-road@manichem.co.uk
Lloyds Pharmacy Limited	Lloyds Pharmacy, 351 – 353 Oxford Road, Reading, Berkshire, RG30 1AY	Manichem Limited	Western Elms Pharmacy, 351 – 353 Oxford Road, Reading, Berkshire, RG30 1AY	Monday to Friday* 830am to 530pm Saturday 9am to 2pm Sunday closed *Closed Weekdays between 1-2pm	Telephone/Fax: 0118 958 6502 Email: western-elms@manichem.co.uk

Map 1: Pharmaceutical Services in Reading - (Oct 2017)



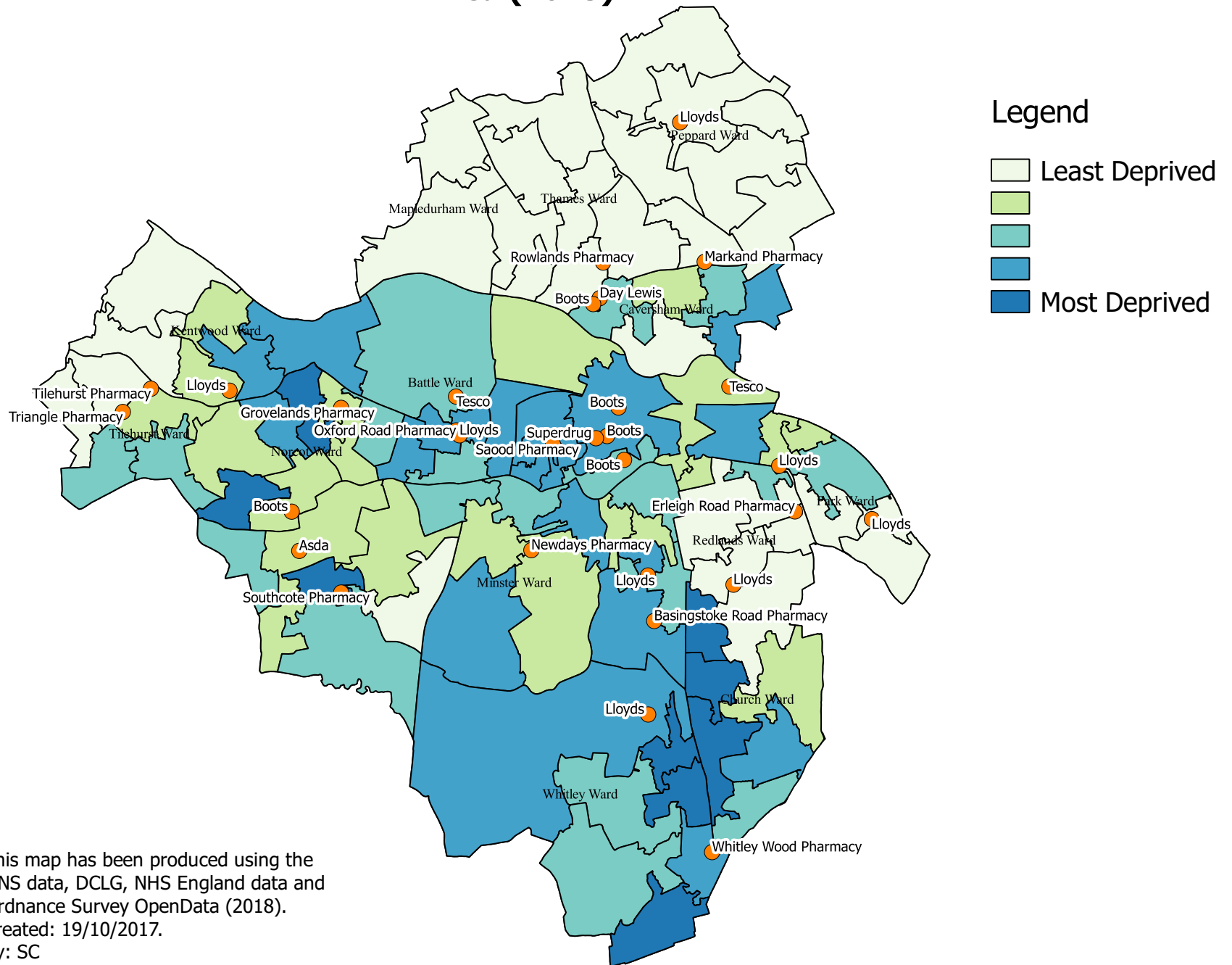
Legend

- Pharmacy
- ▲ 100 Hour Pharmacy
- Distance Selling Pharmacy

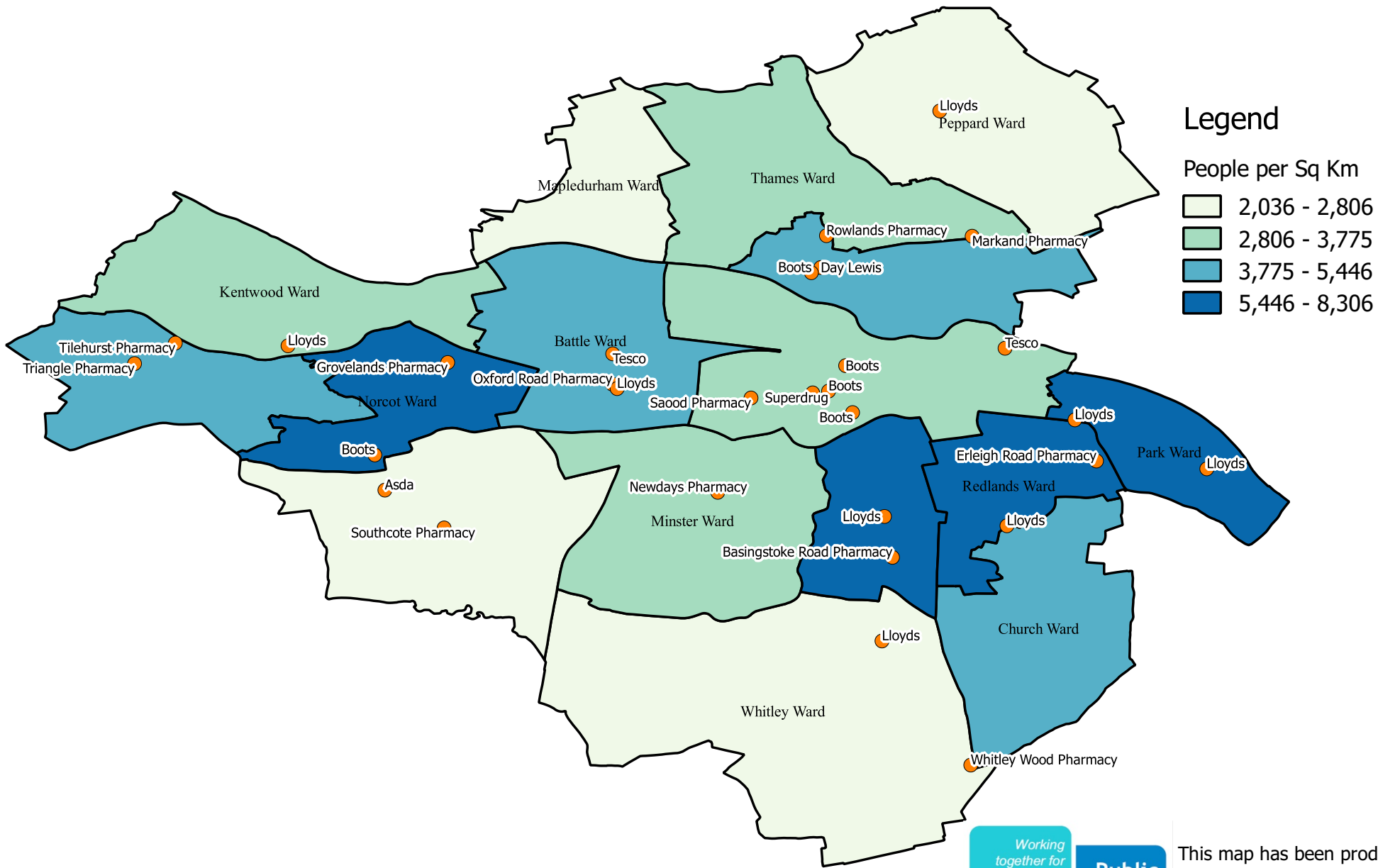
This map has been produced using NHS Digital ODS data, DCLG, NHS England data and Ordnance Survey OpenData (2017).
 Created: 14/10/2017
 By: NW



Map 2: Reading pharmacies and Index of Multiple Deprivation 2015 by Lower Super Output Area (2015)



Map 3: Reading pharmacies and population density at a ward level (2017)

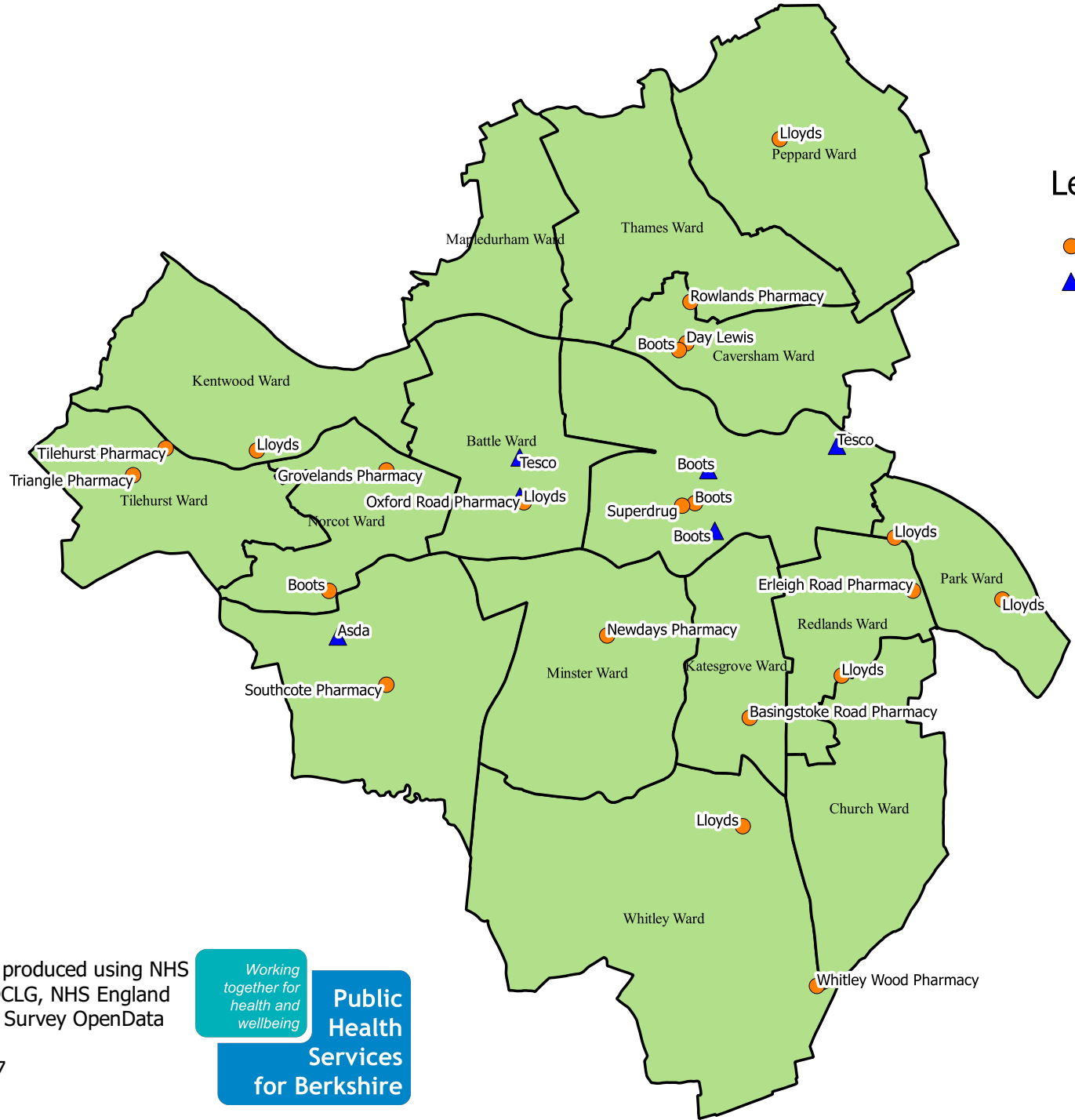


Population density is calculated as the population estimate of each ward divided by its land area in square kilometres.



This map has been produced using NHS England data, ONS DCLG data and Ordnance Survey OpenData (2017).
 Created: 04/10/2017
 By: NW/SC

Map 4: Reading Pharmacies and weekend opening - (Oct 2017)



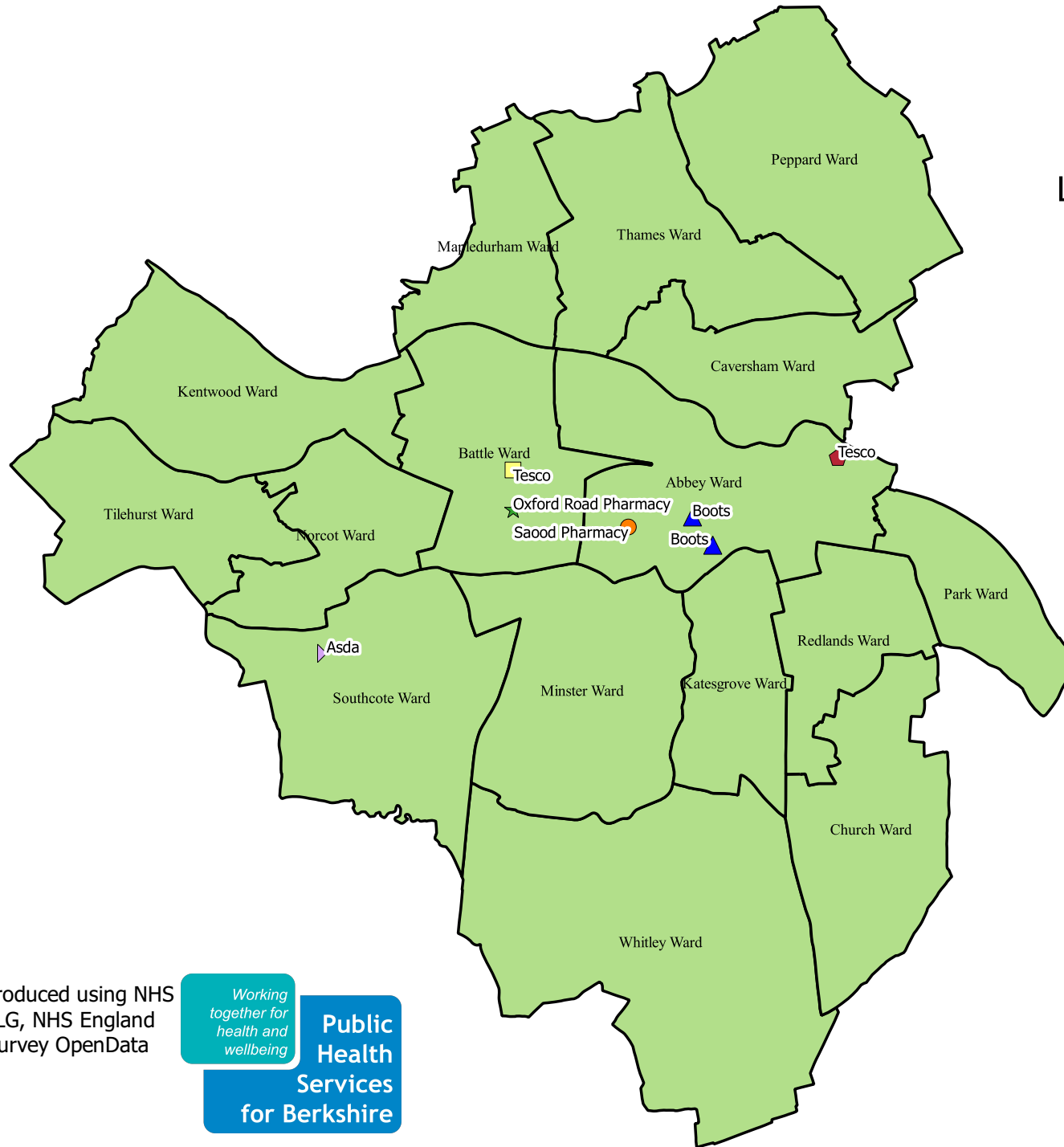
Legend

- Saturday Opening
- ▲ Saturday and Sunday Opening

This map has been produced using NHS Digital ODS data, DCLG, NHS England data and Ordnance Survey OpenData (2017).
 Created: 14/10/2017
 By: NW



Map 5: Reading Pharmacies and evening opening - (Oct 2017)



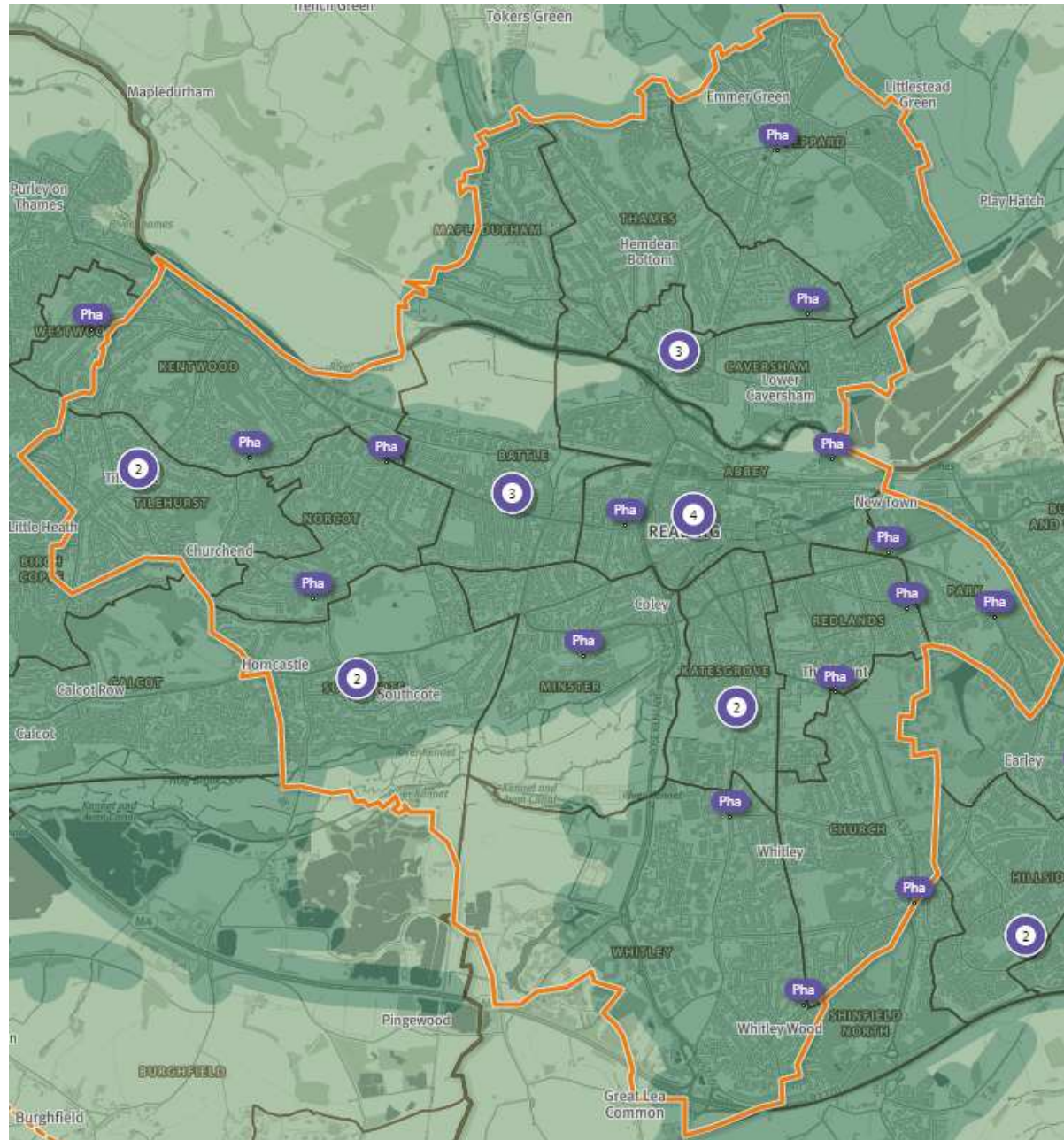
Legend

- Open Until 7pm
- ▲ Open Until 8pm
- Open Until 9pm
- ★ Open Until 10pm
- ◆ Open Until 10:30pm
- ◀ Open Until 11pm

This map has been produced using NHS Digital ODS data, DCLG, NHS England data and Ordnance Survey OpenData (2017).
Created:14/10/2017
By:NW



Map 6: Residents of Reading who can access a pharmacy within a 5 and 10 minute drive



Legend:

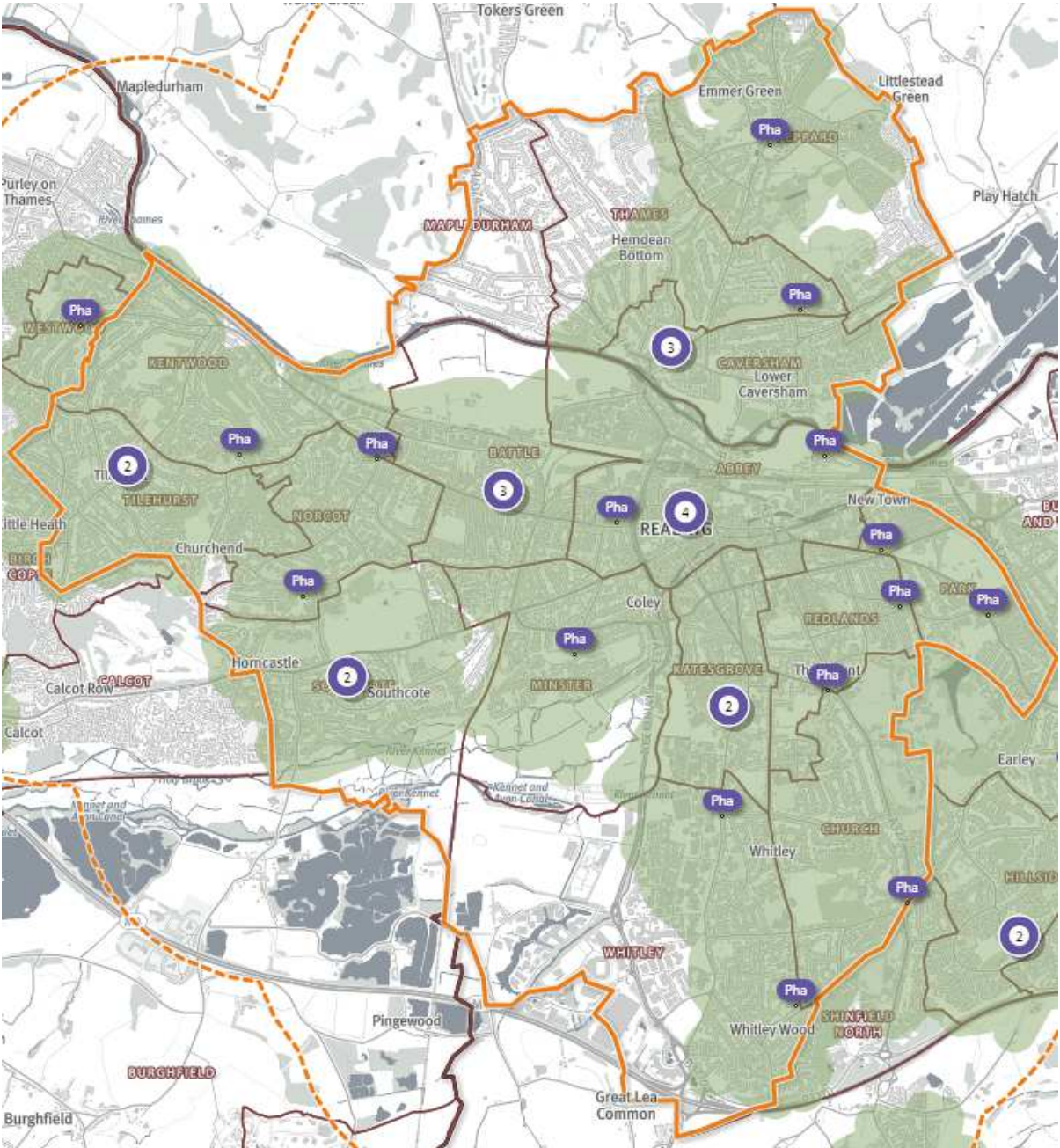
■ 5 minutes

■ 10 minutes

Drive times are calculated based on non-rush hour traffic and the assumption that pharmacies are open. Please see Appendix C for pharmacy opening times.

This map has been produced using The Strategic Health Asset Planning and Evaluation (SHAPE) application 2017
Created: 16/10/17

Map 7: Residents of Reading who can access a pharmacy within a 15 minute walk



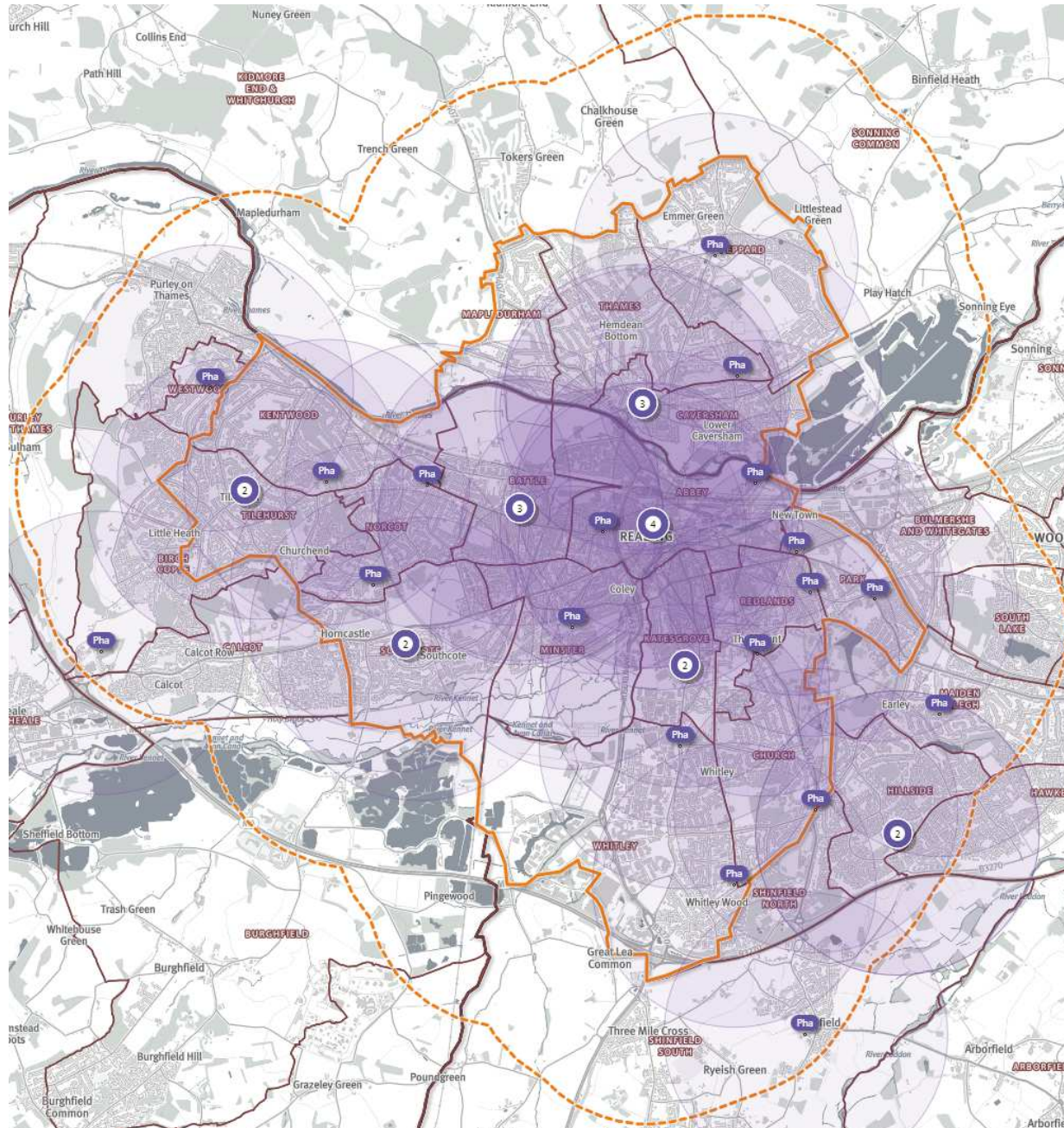
Legend:

■ 15 minutes


Walking times are calculated based on the assumption that pharmacies are open. Please see Appendix C for pharmacy opening times.

This map has been produced using The Strategic Health Asset Planning and Evaluation (SHAPE) application 2017
Created: 16/10/17

Map 8: Pharmacies inside and within 1.6km (1 mile) of Reading border



Legend:

 1.6km radius
of a pharmacy

This map has been produced using The Strategic Health Asset Planning and Evaluation (SHAPE) application 2017
Created: 16/10/17