

Pharmaceutical Needs Assessment Report



May 2025



Engaging
Communities
Solutions

Healthwatch Walsall

Healthwatch Walsall is independent, speaking for communities and individuals in Walsall. We can challenge commissioners and providers to make improvements important to people and support them in promoting best practice.

We also help individuals understand what choices are available to them and help them to get information and advice. Healthwatch Walsall has:

- The power to request information from service providers and commissioners
- The right to carry out Enter & View visits to services and make recommendations for improvement
- Rights as a statutory consultee when commissioners and providers plan to make changes to services
- The power to report concerns to the Care Quality Commission and/or Healthwatch England
- A place representing the public voice on the local Health & Wellbeing Board, alongside Walsall Local Authority, Black Country Integrated Care Board and NHS England.

The main objective of Healthwatch Walsall is to engage with the public to find out the issues that matter most to them. We hold and attend meetings and events around the Borough and work with partners to ensure that we reach as many different communities including those whose voices are seldom heard.

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Context

The Pharmaceutical Needs Assessment (PNA) is a key commissioning tool for NHS England, Local Authority and the Black Country Integrated Care Board (BCICB). The PNA includes pharmaceutical services and other services that may be delivered through community pharmacy. The PNA maps current provision, assesses local need, and identifies any gaps in provision.

It is reviewed every 3 years and Healthwatch Walsall were pleased to be asked to have an integral role in the consultation process. Robust, up to date evidence is important to ensure that community pharmacy services are provided in the right place and that the pharmaceutical services commissioned by NHS England and services commissioned by Walsall Council and the BCICB meet the needs of the communities they serve.

Healthwatch Walsall were asked to engage with the citizens of Walsall to ascertain their views on how Community Pharmacies meet their needs. The PNA is a statutory required document which help Walsall Borough Council assess current and future pharmaceutical needs for the local population.

It is also important that local people are given the opportunity to contribute their views within the PNA.

What we did

Healthwatch Walsall used a simple survey to capture local people's views and experiences of using pharmacy services. This was made available online and hard copy paper surveys were made available at local community venues and health centres.

The work was undertaken from mid-March to mid-May 2025.

Healthwatch Walsall collected a total of **164** responses from members of the public. Please note that not all participants answered every question. In some cases, this was because the questions were not applicable to them, or they chose not to complete certain sections for other reasons.

We collected partial postcodes to ensure representation from a broad range of resident locations and communities across Walsall.

Key Headlines

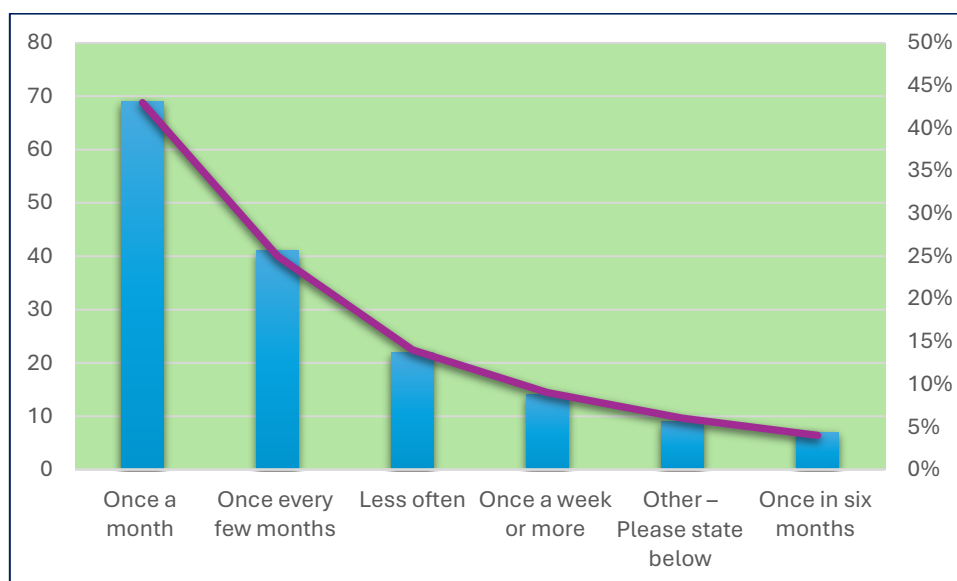
- The location, efficiency and proximity to their local GP are the driving considerations to patients when choosing a Pharmacy for them.
- Patients use Pharmacies mainly for GP prescribed medication and repeat prescriptions.
- Patients are using a range of treatments including 'Pharmacy First' provision.
- Some patients would like late or weekend opening times.
- 91% of respondents said that Pharmacies 'met' or 'mostly' met their needs.

Results from survey

We asked a series of questions, some of which required a single response, while others allowed multiple selections.

For each answer option, the number of respondents is shown in brackets, followed by the corresponding percentage. Responses are presented in order of popularity. Also, not all respondents answered all of the questions.

Q. How often, if at all, do you visit a pharmacy?



The majority of people used pharmacy services once a month.

Those that answered other said:

'Only use it when getting prescription when I am ill', 'delivered', 'have delivered', 'order a repeat once a month', 'delivered', 'every 2 weeks', '4 weekly', 'to collect the surgery prescriptions when needed' and 'buy some medication and twice a month'.

Q. Do you have a regular or preferred pharmacy that you visit?

1. Yes (132) 81%

2. No (30) 19%

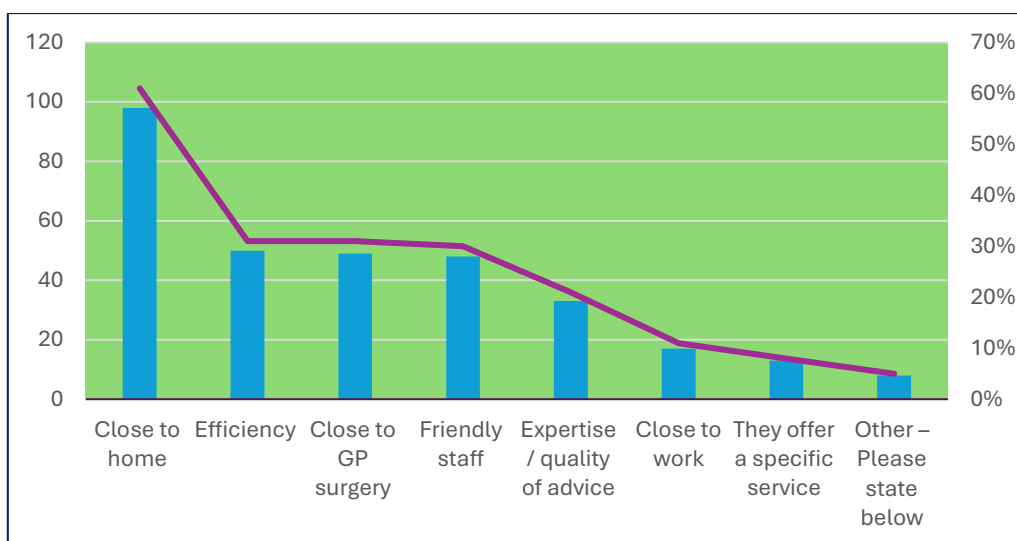
2 people did not answer this question.

Those Pharmacies mentioned were:

Note: Those with a (number in bracket) represents the times they were mentioned.

Accord	I Dispense Hatherton Street
Al Shafa Pharmacy	Kareem Pharmacy Walsall
Asda Bloxwich (2)	Lazy Hill (2)
At St John's Medical Centre Walsall Wood	Lichfield Road Walsall
Bds Pharmacy, Park Hall	Lloyds Bloxwich
Beacon Pharmacy	Lloyds Pharmacy Rushall
Blackwood Pharmacy	Lowe Farm Pharmacy (6)
Blakenall Pharmacy	M Philips in Lower Farm (2)
Bloxwich Pharmacy High St (5)	Morrisons Lichfield Street Walsall
Boots Aldridge (3)	Mossley Chemist (2)
Boots J9	Moxley Brutons
Boots Mere Green	Nu Care Norton Canes Cannock
Boots Pharmacy Park St Walsall	Pharmacy 2 You
Broadstone Ave Leamore	Rowland Pharmacy, Pinfold (8)
Buxton Rd Lower Farm	Spring Lane Shelfield
Churchill Rd Bentley	St Johns Medical Centre, Walsall Wood –
Coalpool Pharmacy (3)	Touchwood Pharmacy
Coppice Farm Pharmacy	St Peters Surgery Pharmacy
Cornells Gt Wyrley	Sutton Pharmacy Streetly B74
Harden Pharmacy (2)	Tesco Pharmacy
Harden Road Chestnut Road Walsall	Tesco Willenhall
Hardings	Touchwood Blakenall Pharmacy (5)
High Street	Touchwood Pelsall (5)
I Dispense (17)	Touchwood Pharmacy Walsall Wood
	Well Pharmacy, Beechdale
	WM Phillips

Q. When considering a choice of pharmacy, which of the following helps you choose a pharmacy?

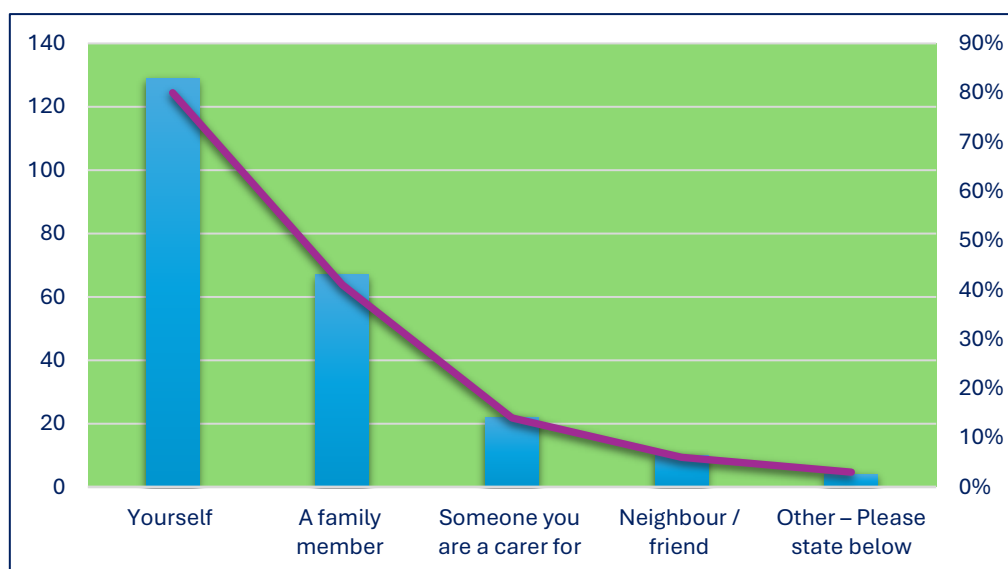


This was a multi choice question. The top three considerations are: **Close to home**, **efficiency** and **close to GP**

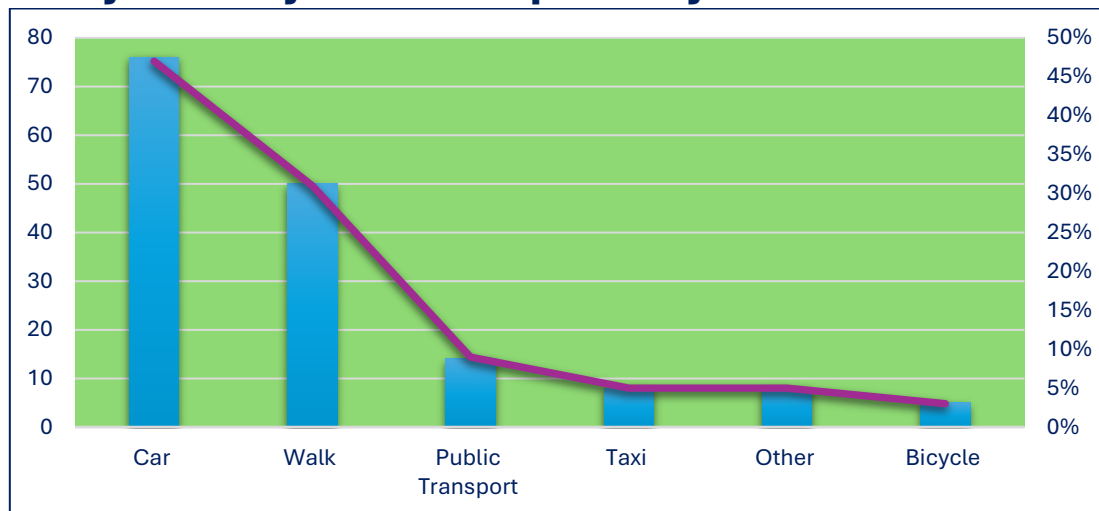
Those people that answered other, this is what they said:

'Opening hours', 'home delivery', 'phone to description', 'have a wide access to suppliers to obtain certain medications. i.e. for ADHD all pharmacies can't obtain these', 'late opening hours', 'stays open till 9pm', 'they deliver', 'late opening', 'disable access', 'blister packs availability', 'wherever I might be' and 'I chose the one linked to the GP surgery. It's also near home and efficient'.

Q. Who would you normally visit the pharmacy for?



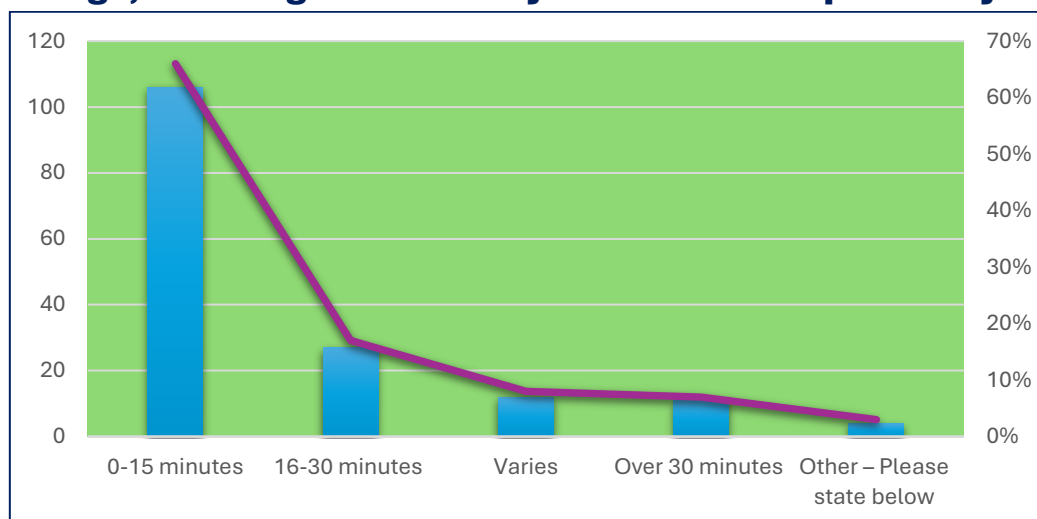
Q. How do you usually travel to the pharmacy?



Those people that answered other, this is what they said:

'Posted', 'mobility scooter', 'delivered', 'phone call for delivery', 'delivered', 'scooter'.

Q. On average, how long does it take you to travel to a pharmacy?



Those people that answered other, this is what they said:

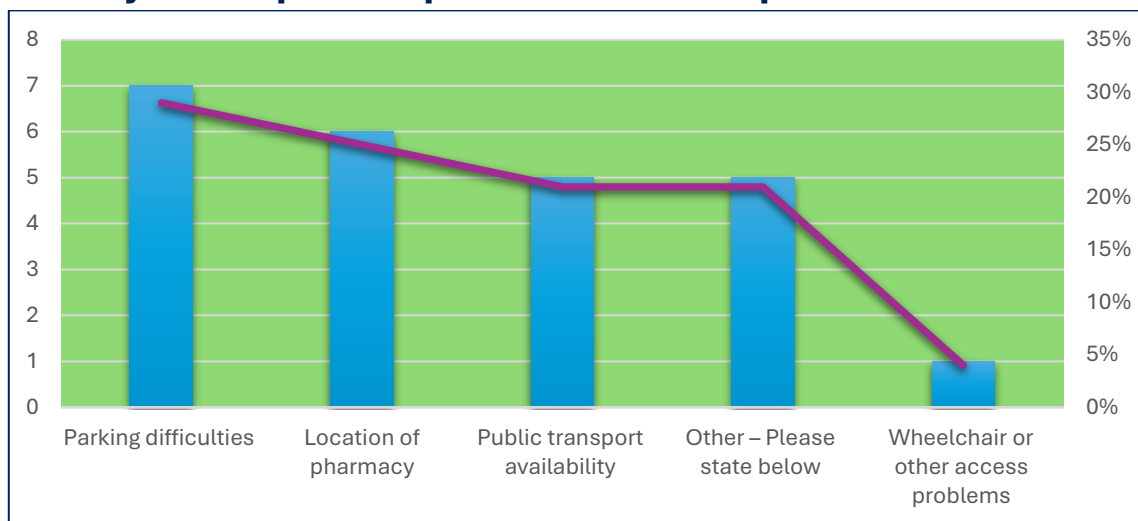
'Delivered', 'Depends where I am going to visit e.g. shops, could be out for the day' and 'Car & walk'.

Q. Do you have any difficulties when travelling to a pharmacy?

1. No (138) 87%

2. Yes (21) 13%

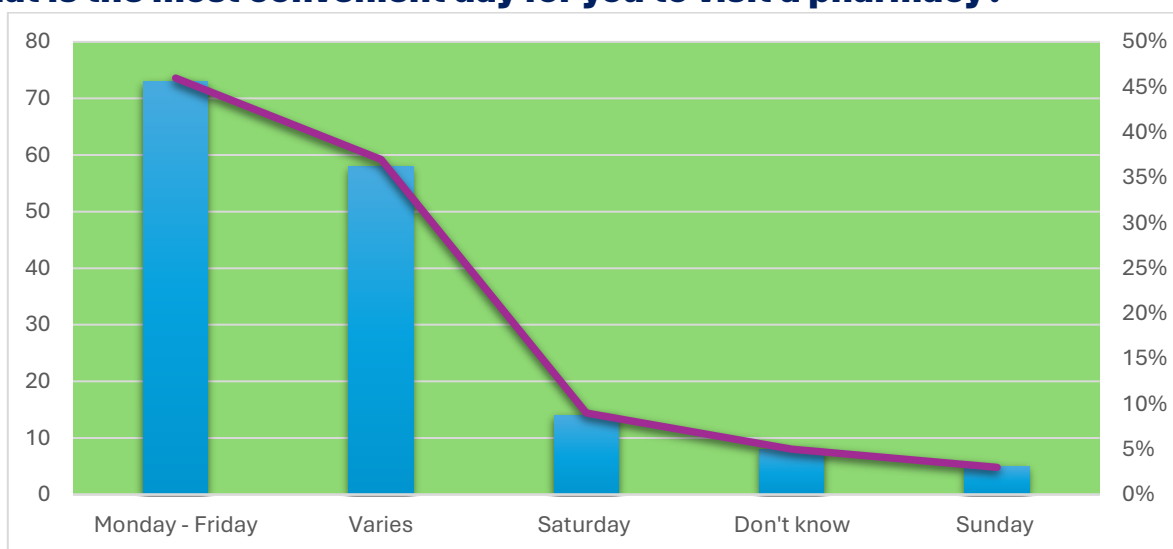
If you answered yes to the previous question what was the problem?



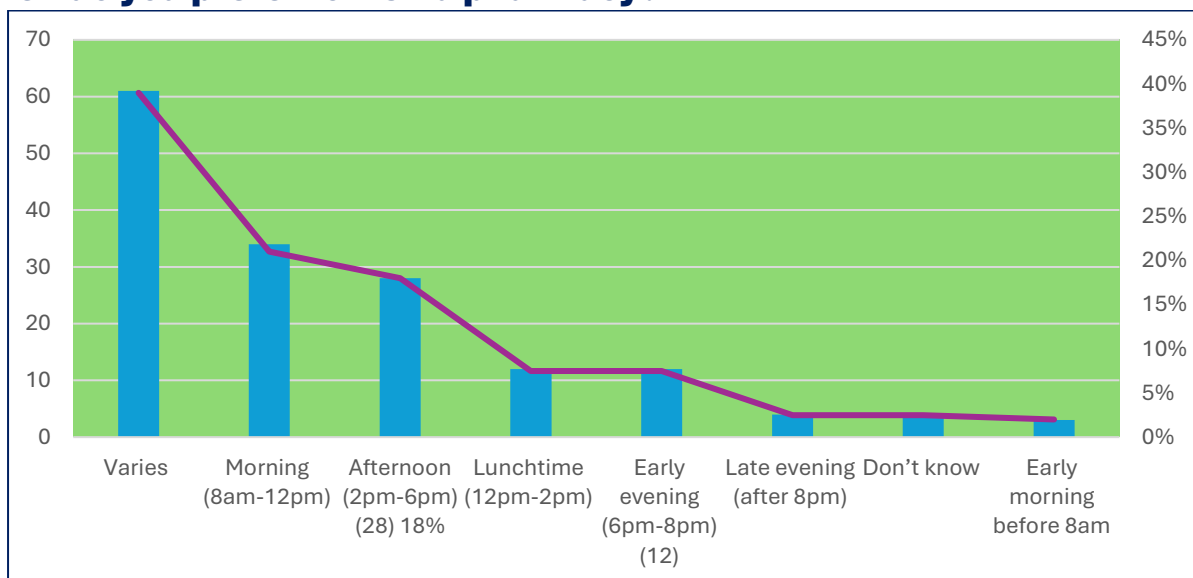
Those people that answered other, this is what they said:

'Disability access not always available', 'drug addicts hanging around', 'mobility issues otherwise fine', 'walking difficulties', 'health issues sometimes prevent me'.

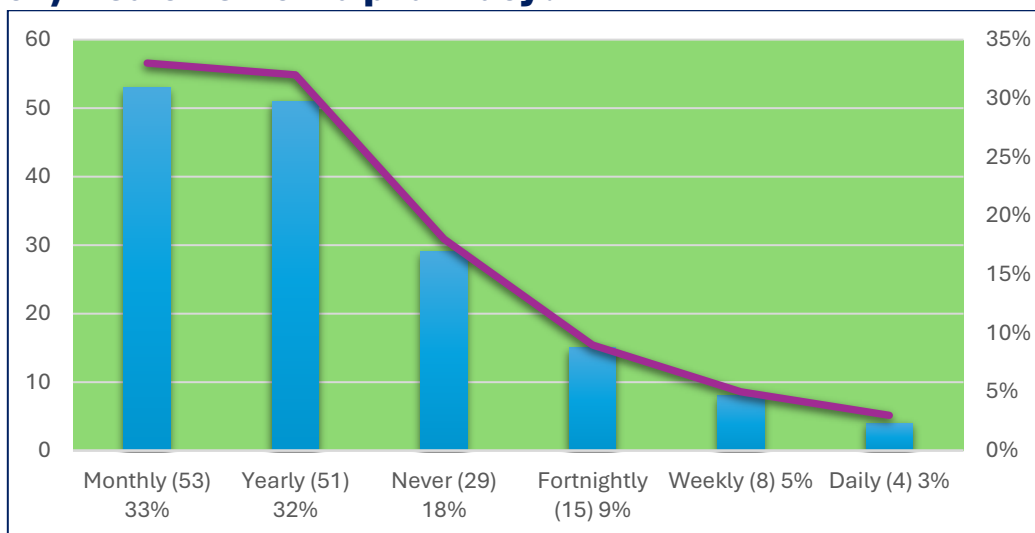
Q. What is the most convenient day for you to visit a pharmacy?



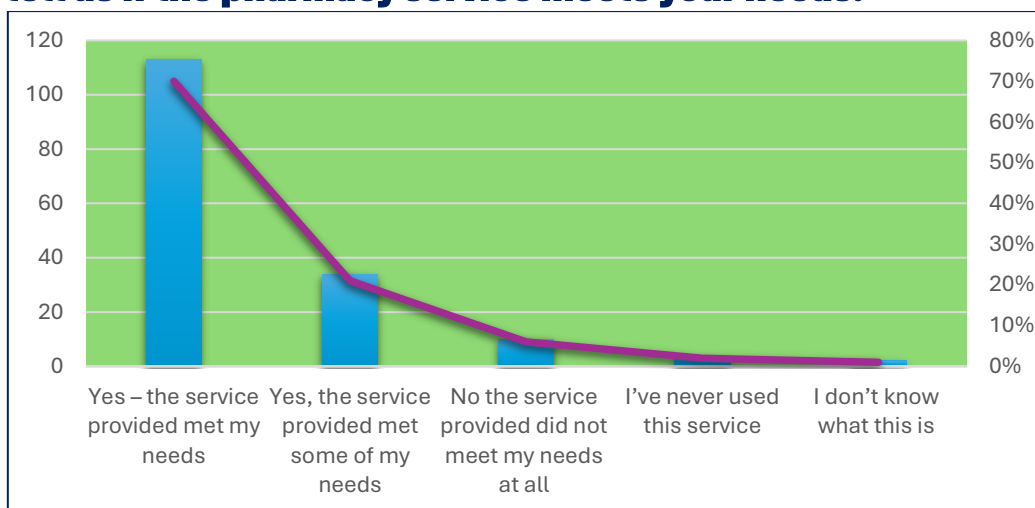
Q. When do you prefer to visit a pharmacy?



Q. How regularly do you typically buy an over the counter (e.g. non-prescription) medicine from a pharmacy?



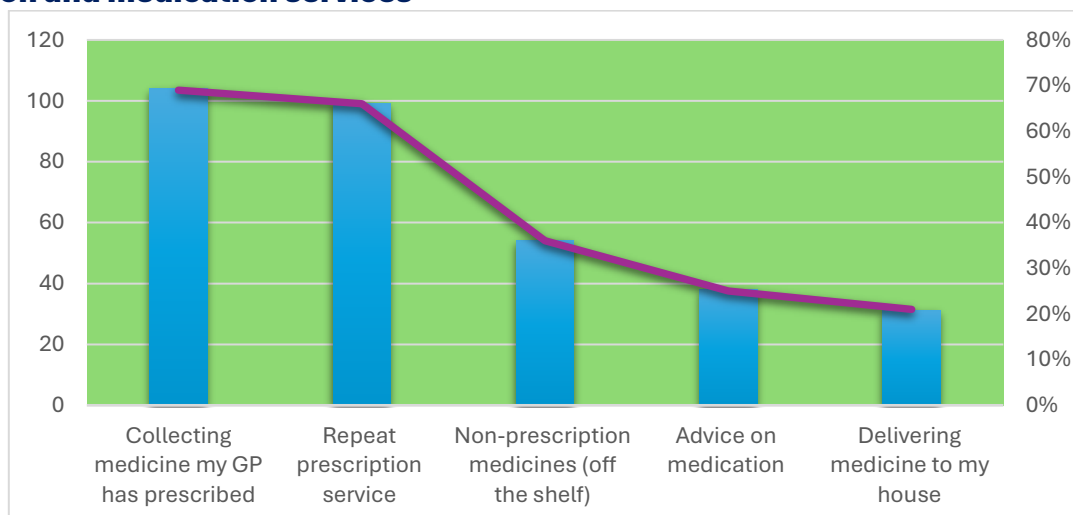
Q. Please tell us if the pharmacy service meets your needs.



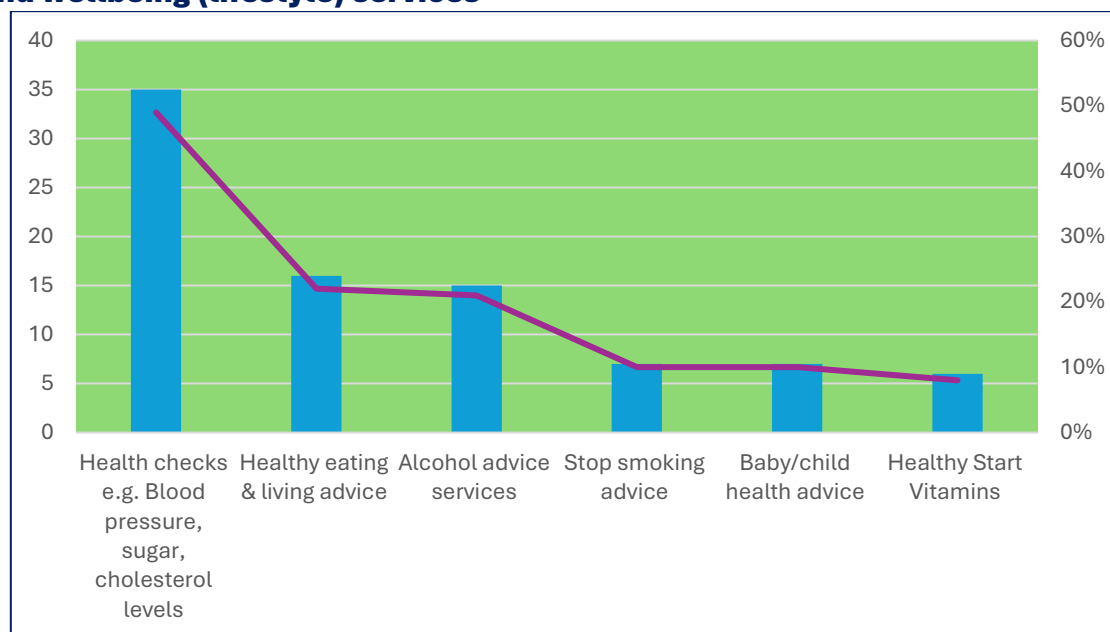
We asked ‘Have you ever used the following pharmacy services’?

We asked specifically about any use of ‘Pharmacy First’ services that are used. The below responses were from multi choice options/questions.

Prescription and medication services



Health and wellbeing (lifestyle) services



Sexual health services

1. Pregnancy and contraception advice (15) 65%
2. Emergency contraception e.g. morning after pill (8) 35%

Long term conditions management

1. Long term conditions advice e.g. diabetes, high blood pressure (45) 27%
2. Needle exchange/Methadone supply (2) 2%

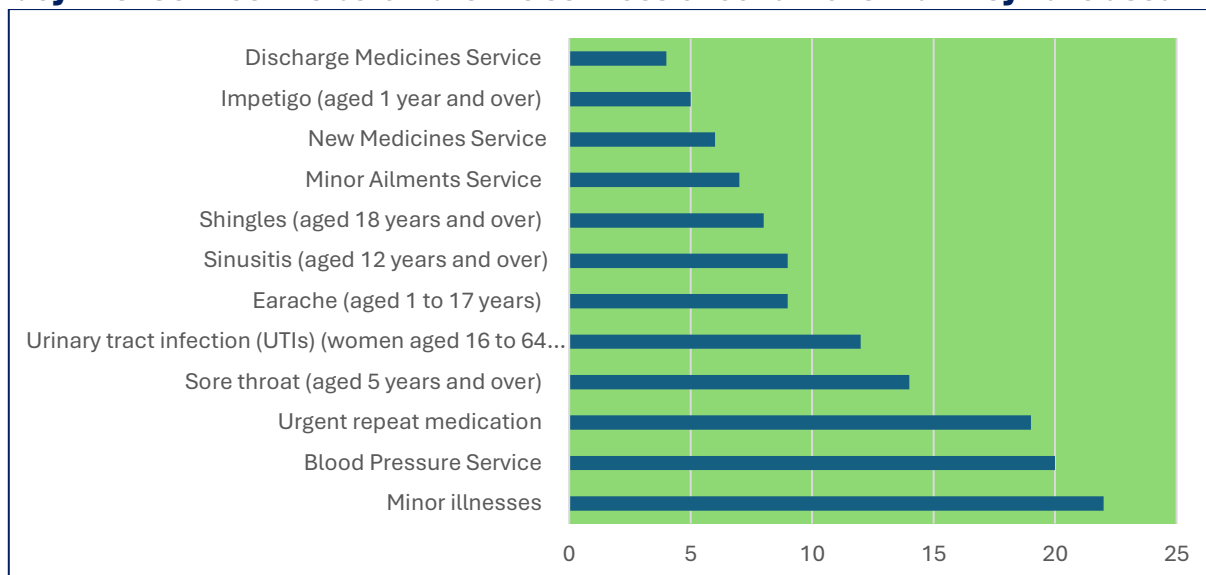
COVID 19 services

1. Lateral Flow Device (LFD) test kit (28) 17%

Vaccination Service

1. Flu jab (52) 68%
2. Covid- 19 Vaccination (48) 63%
3. Travel vaccination (10) 13%

Pharmacy First Service The below are the services or conditions that they have used.



Infected insect bites and community urgent eyecare service were not selected as used by respondents.

Private services

- | | | |
|--------------------------------|--|-------------------------------------|
| 1. Ear wax removal (12)
57% | 2. Injections for weight
loss (7) 33% | 3. Other, please
specify (3) 14% |
|--------------------------------|--|-------------------------------------|

Please tell us in the box below any other service(s) you have used, or would like to use, at your local pharmacy.

- Have had good advice about diet & diabetes. Long wait times & prescription not always available.
- Extra GP Services.
- I don't know whether my pharmacy offers blood test, blood pressure services. This would be helpful if they did.
- Would like to see some late-night openings. Was able to get and antibiotic prescription for my father.
- Weight checks.
- Opening times on a Saturday.
- I would like to see pharmacy open on Saturdays or late nights.
- Saturday opening.
- Advice on medication and side effects.
- Currently moving pharmacy to one that offers blister packs and delivers.
- Get paid to do blister packs so many don't provide them. Some charge for delivery, more don't provide.
- Some later evenings due to working times.

Key Findings

1. The majority of people used pharmacy services once a month, then every few months.
2. 80% have a preferred pharmacy they use.
3. The top three considerations are: Close to home, efficiency and close to GP.
4. Some patients mentioned later opening times would be good.
5. 129 (80%) of patients collect medication for themselves, and another 67 (41%) collect for members of their family.
6. The top three methods used by patients to collect medication is: car, walking and public transport.
7. 106 (66%) of patents take 0 - 15 minutes to travel to their pharmacy.
8. The majority of patients do not encounter difficulties getting to their pharmacy. (138) 87%.
9. Those patients that do encounter difficulties getting to their pharmacy (21) 13% said the top three issues were: parking difficulties (7) 29%, location of pharmacy (6) 25% and public transport availability (5) 21%.
10. The most popular days to visit their pharmacy are Monday - Friday.
11. The top three times of day to visit their pharmacy was: varies (61) 39%, morning (8am-12pm), (34) 21%, afternoon (2pm-6pm) (28) 18%.

12. When asked how regularly people visited their pharmacy they answered: monthly (53) 33%, and yearly (51) 32%.
13. When asked if the pharmacy 'met peoples needs' they answered: Yes – the service provided met my needs (113) 70%. Yes, the service provided met some of my needs (34) 21%.
14. People use pharmacy services mainly to collect medication after seeing a GP and to collect repeat prescriptions.
15. People do use a wide range of additional services that pharmacies offer under 'Pharmacy First'.
16. Some people also use private services.

Recommendations

1. Consider pharmacy opening hours on weekends in each ward to improve accessibility for residents.
2. Consider introducing some late-night pharmacy opening hours across the Borough to accommodate workers and shift workers.
3. Continue to promote pharmacy services effectively by ensuring marketing materials are available in both pharmacies and GP practices.
4. Provide clear information on whether pharmacies offer blister packs, including any associated costs and whether these charges are standardised.

Demographics

Those figures in brackets represent how many people chose that answer

Gender

1. Female (99) 62%
2. Male (52) 32.5%
3. Identify other (5) 3%
4. Prefer not to say (4) 2.5%

4 respondents did not answer.

Age groups

1. 55 – 64 (41) 26%
2. 65 – 74 (40) 25%
3. 75+ (24) 15%
4. 45 – 54 (18) 11%
5. 25 – 34 (14) 9%
6. 35 – 44 (14) 9%
7. 16 – 24 (7) 4%
8. Prefer not to say (3) 1%

4 respondents did not answer.

Ethnic groups

1. English / Welsh / Scottish / Northern Irish / British (119) 74%
2. Indian (7) 4%
3. Any other white background (5) 3.5%
4. Pakistani (5) 3.5%

5. Any other Asian background (4) 2.5%
6. African (4) 2.5%
7. Caribbean (3) 2%
8. White and Asian (3) 2%
9. Prefer not to say (3) 2%
10. Irish (2) 1.5%
11. Bangladeshi (2) 1.5%
12. Chinese (1) 0.5%

8 respondents did not answer.

Postcodes of Participants

Note: The number in brackets next to each partial postcode indicates how many respondents reported that location. Not all participants provided their postcode information.

B43		WS6	(6)
B44		WS7	(3)
B74	(3)	WS8	(5)
WS1	(3)	WS9	(2)
WS2		WS11	(2)
WS3	(6)	WV11	(4)
WS3	(41)	WV12	(3)
WS4	(22)	WV13	
WS5	(3)		

healthwatch Walsall

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Link: <https://tinyurl.com/3778j3ps>

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**Committed
to quality**

We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.



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