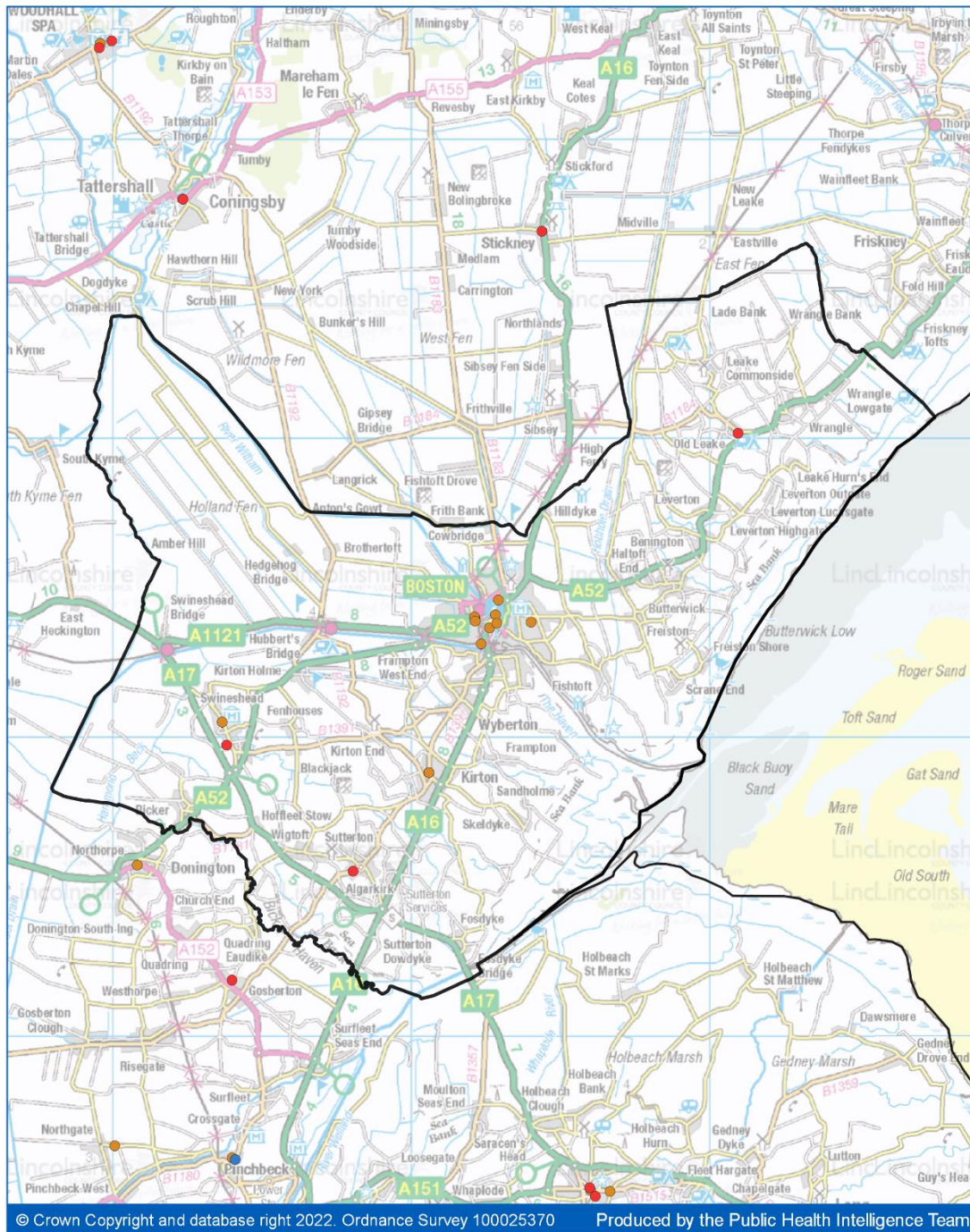


## List of Appendices

1. Maps with distribution of contractors at district level; breakdown of contractors per district, with opening hours, and services they provide; list of other relevant NHS providers
2. Terms of reference and composition of the Steering Group
3. Questionnaire templates (community pharmacy, GP, public engagement); summary of data collated from pharmacy and GP questionnaires; summary of Locally Commissioned Services available in Lincolnshire pharmacies.

# Appendix 1

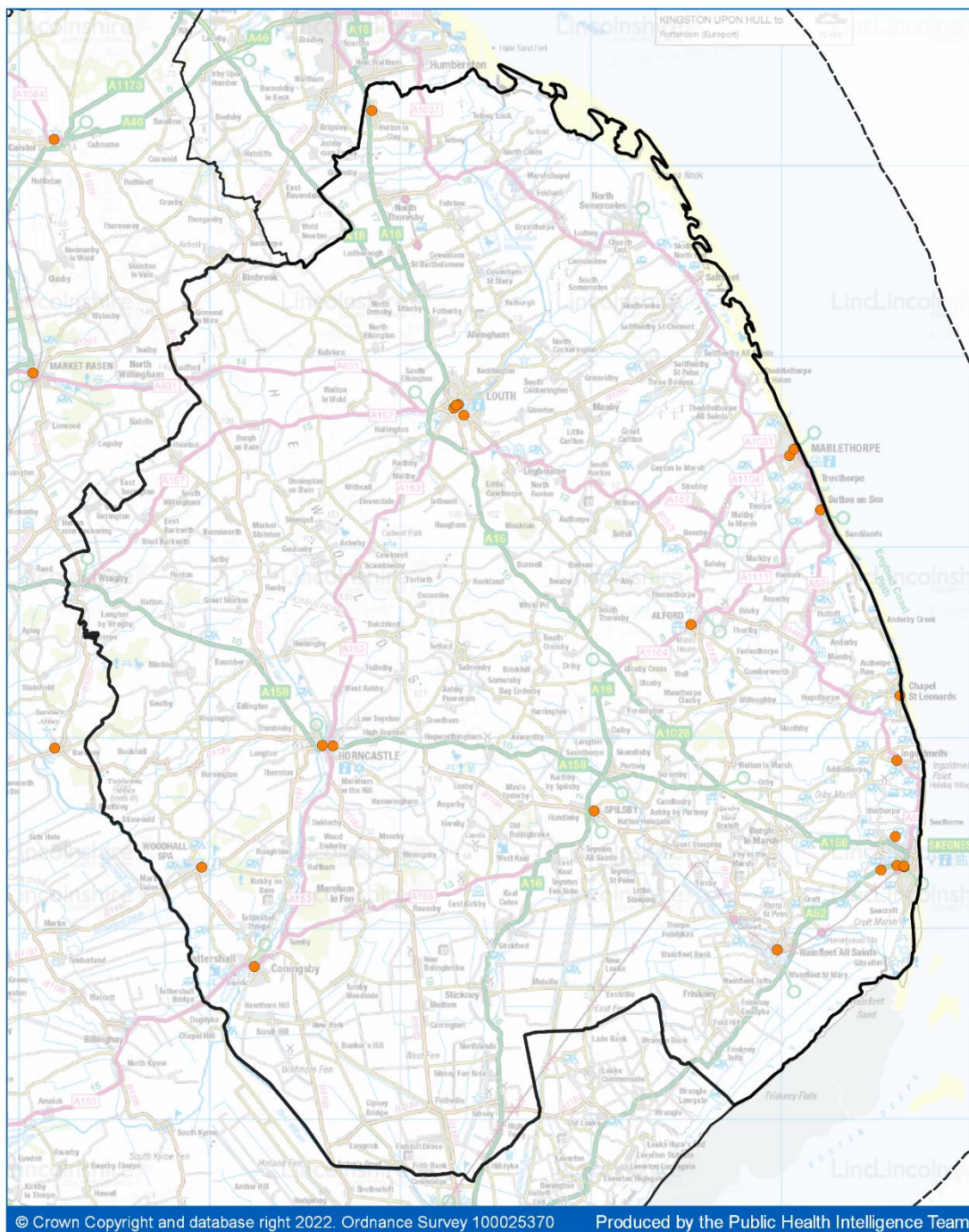
## Community pharmacies and dispensing GP contractors in Boston District



Key	Lincolnshire	10km boundary	District
● Pharmacy	◆ Pharmacy	◆ Dispensing GP	▭ District
● Dispensing GP			▭ 10km boundary
● Dispensing branch			



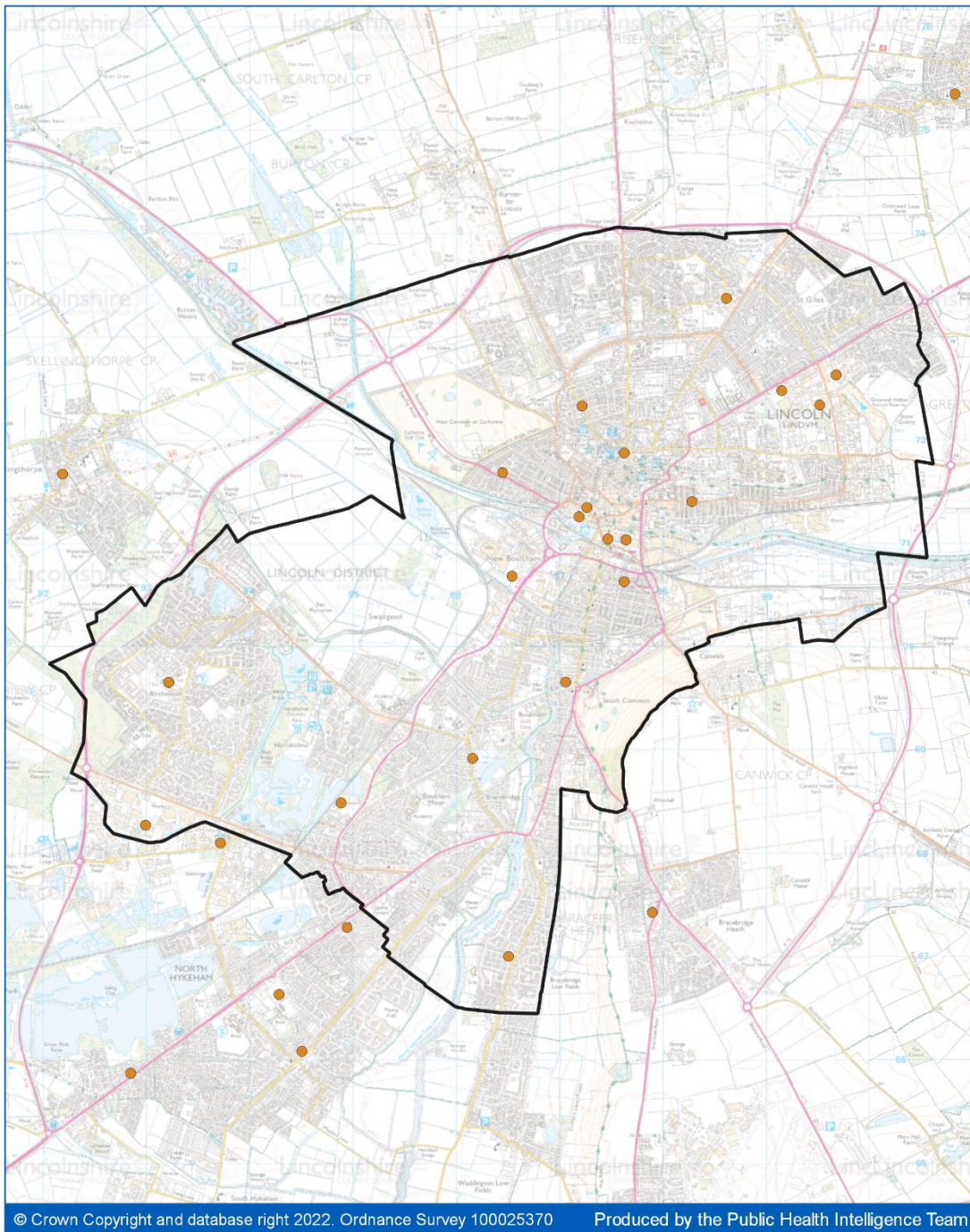
## Community pharmacies and dispensing GP contractors in East Lindsey District



Key	Lincolnshire	10km boundary	District
	● Pharmacy	◆ Pharmacy	▭ District
	● Dispensing GP	◆ Dispensing GP	▭ 10km boundary
	● Dispensing branch		



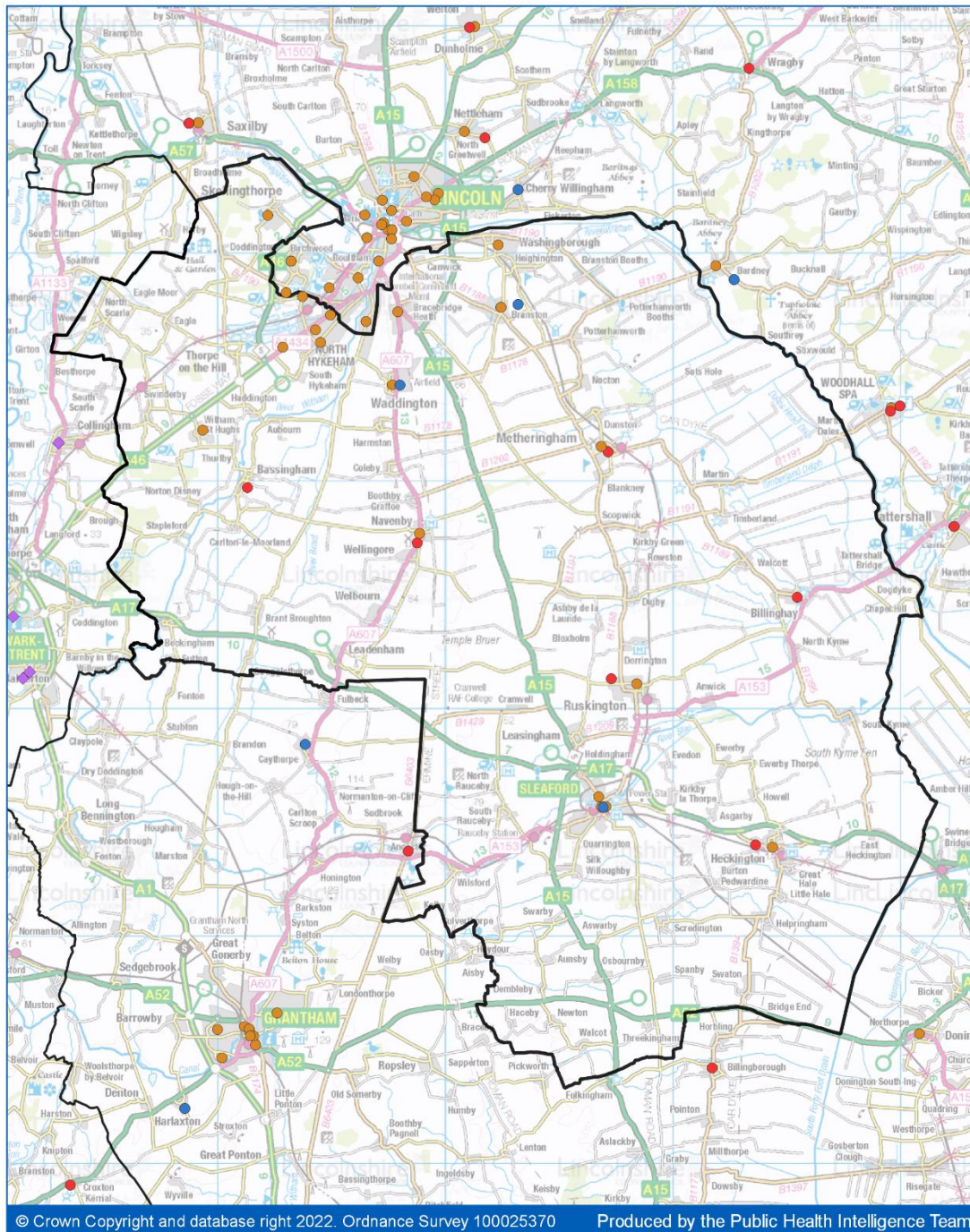
## Community pharmacies and dispensing GP contractors in Lincoln District



Key	Lincolnshire	10km boundary	District
● Pharmacy	◆ Pharmacy	□ District	□ 10km boundary
● Dispensing GP	◆ Dispensing GP		
● Dispensing branch			



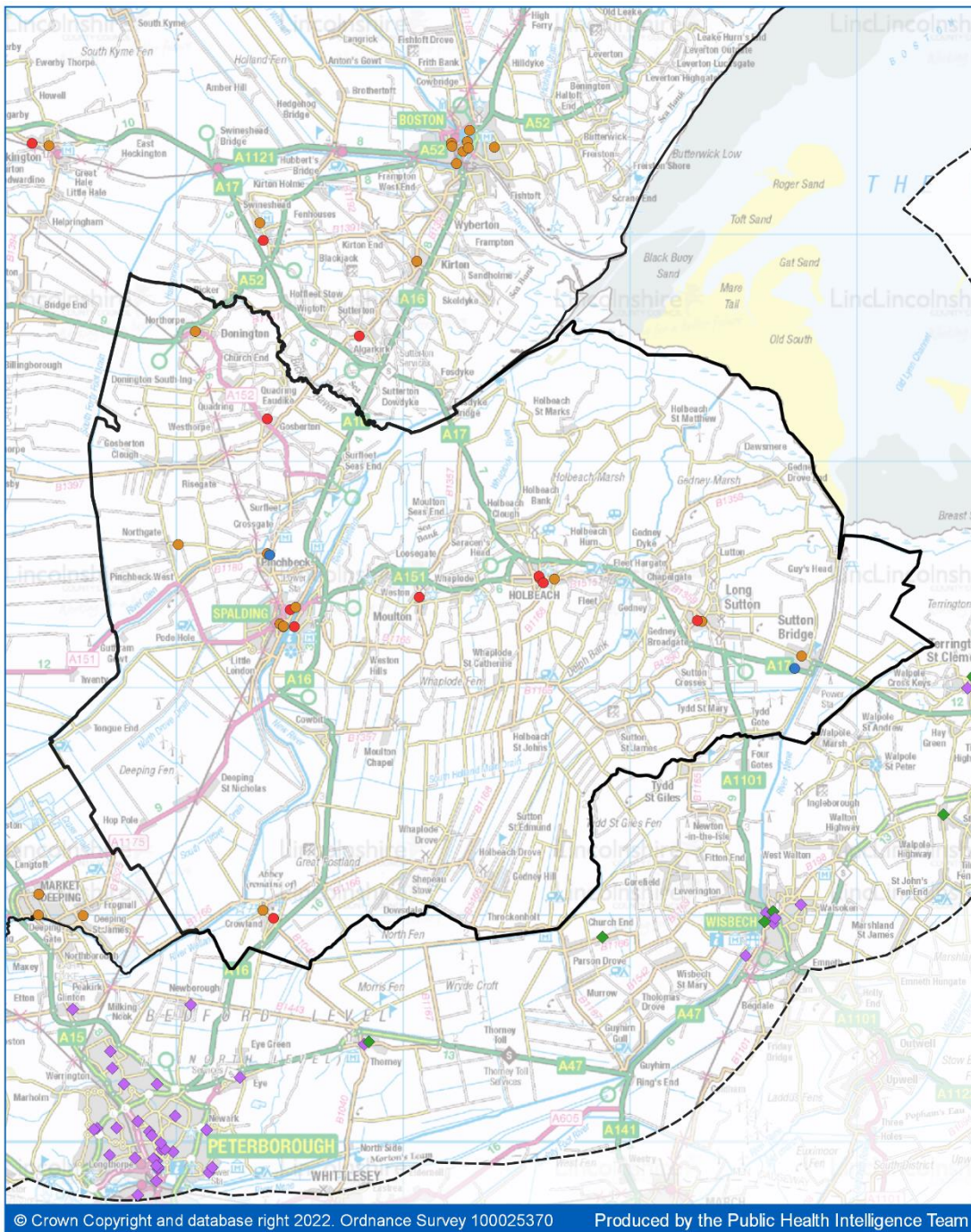
## Community pharmacies and dispensing GP contractors in North Kesteven District



<b>Key</b>	<b>Lincolnshire</b>	<b>10km boundary</b>	<b>District</b>
	● Pharmacy	◆ Pharmacy	▭ District
	● Dispensing GP	◆ Dispensing GP	▭ 10km boundary
	● Dispensing branch		



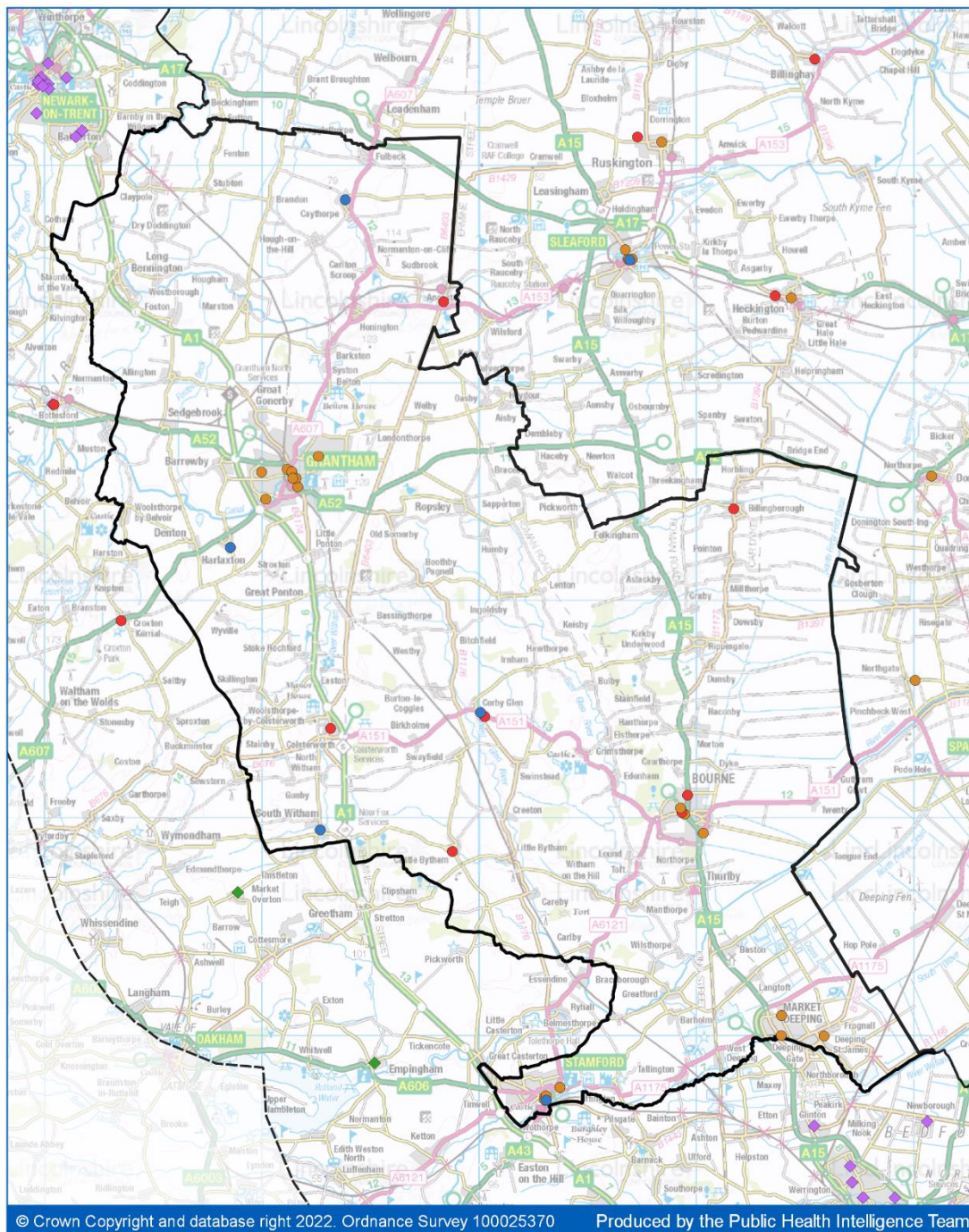
## Community pharmacies and dispensing GP contractors in South Holland District



Key	Lincolnshire	10km boundary	District
● Pharmacy	◆ Pharmacy	□ District	□ 10km boundary
● Dispensing GP	◆ Dispensing GP		
● Dispensing branch			



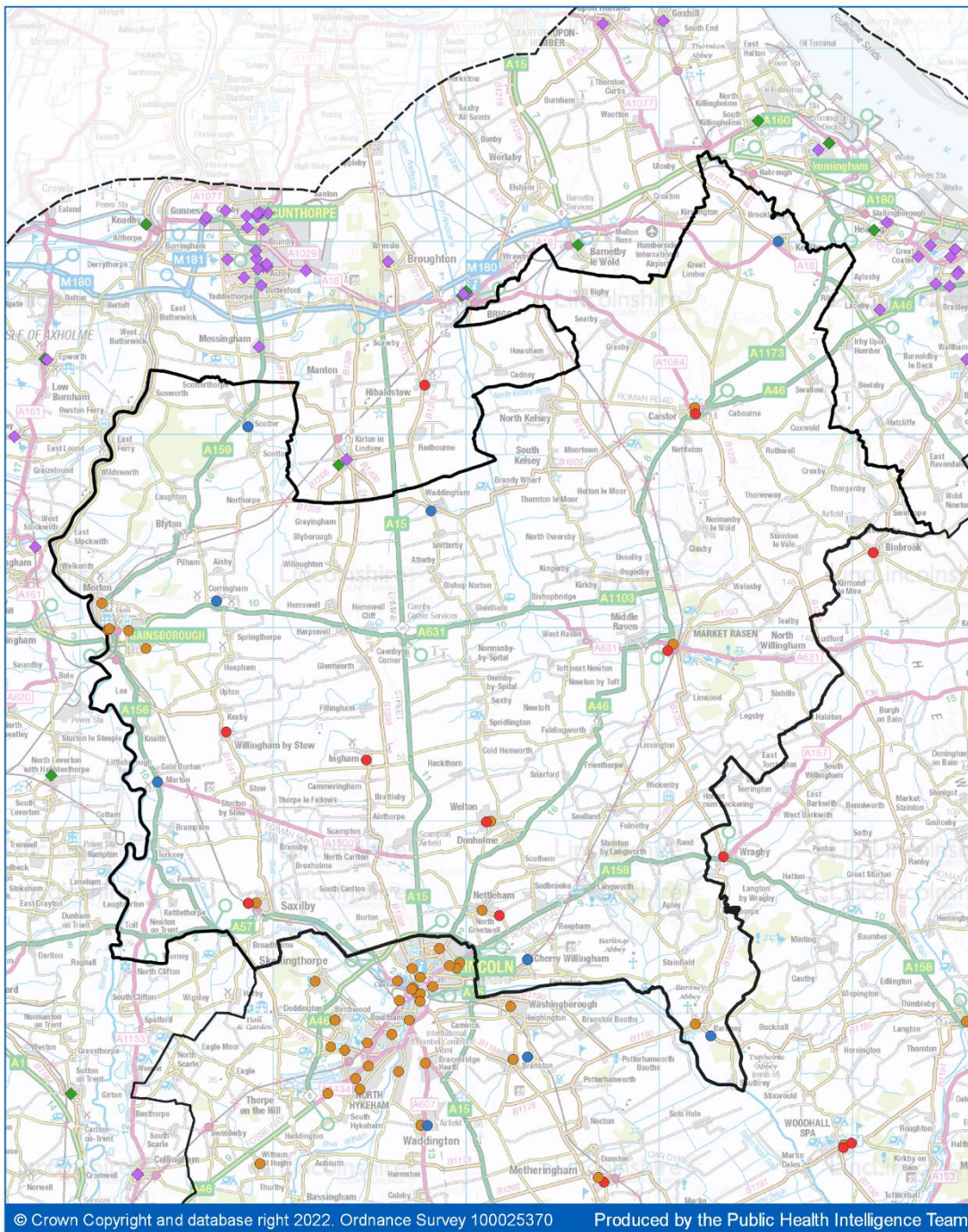
## Community pharmacies and dispensing GP contractors in South Kesteven District



Key	Lincolnshire	10km boundary	District
	● Pharmacy	◆ Pharmacy	▭ District
	● Dispensing GP	◆ Dispensing GP	▭ 10km boundary
	● Dispensing branch		



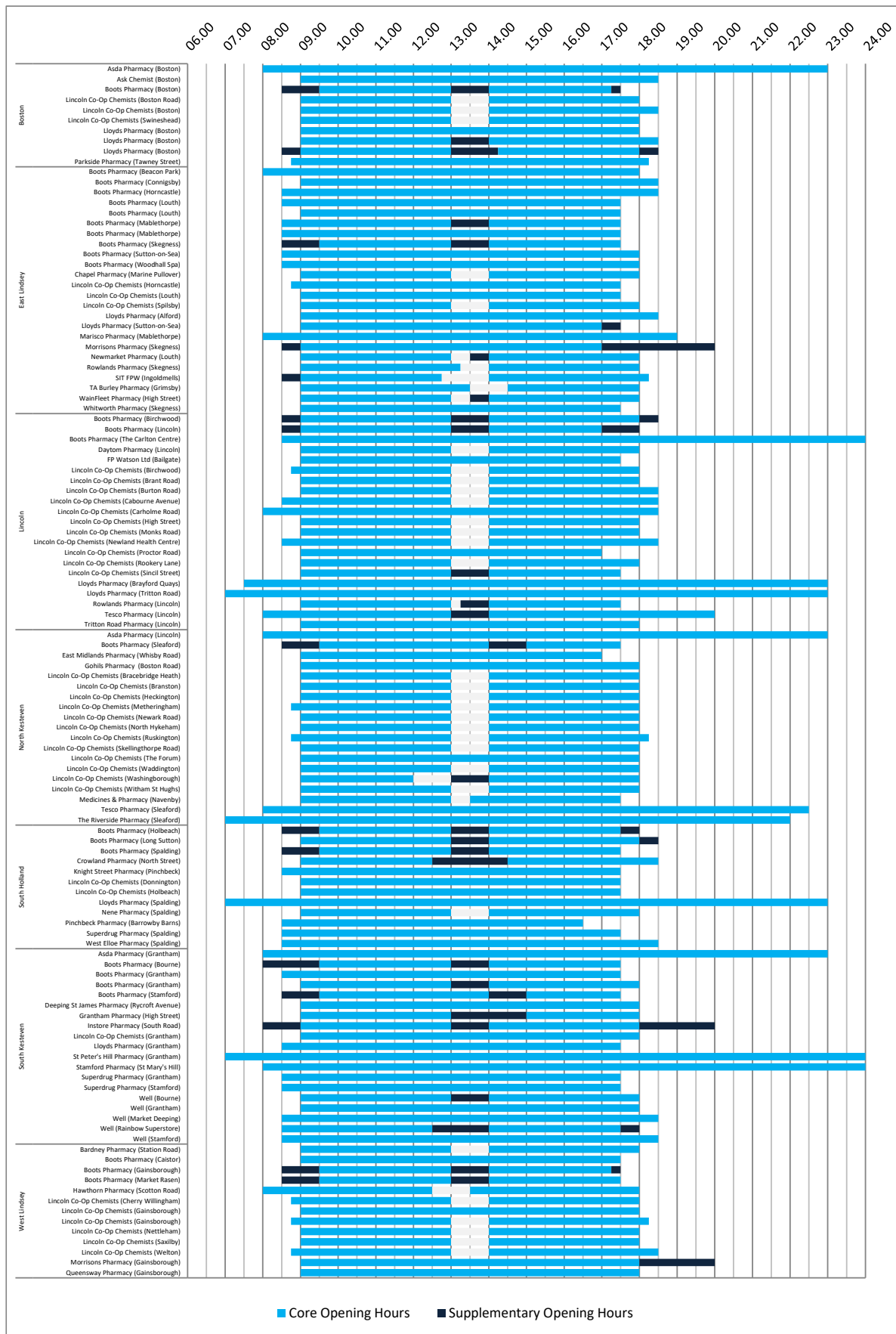
# Community pharmacies and dispensing GP contractors in West Lindsey District



Key	Lincolnshire	10km boundary	District
● Pharmacy	◆ Pharmacy	□ 10km boundary	□ District
● Dispensing GP	◆ Dispensing GP		
● Dispensing branch			

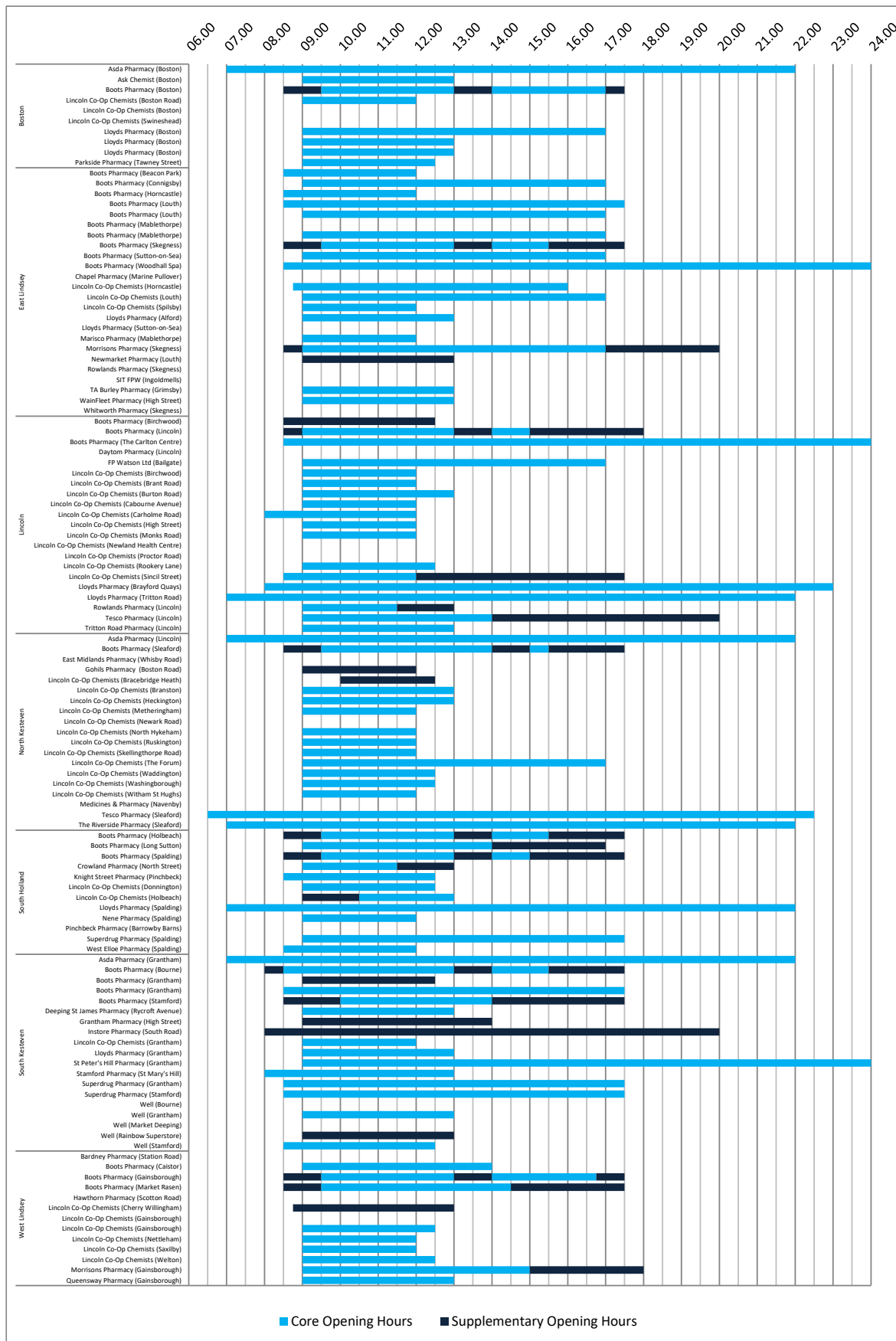


# Weekday opening times of community pharmacy providers in Lincolnshire



Source: NHSEI

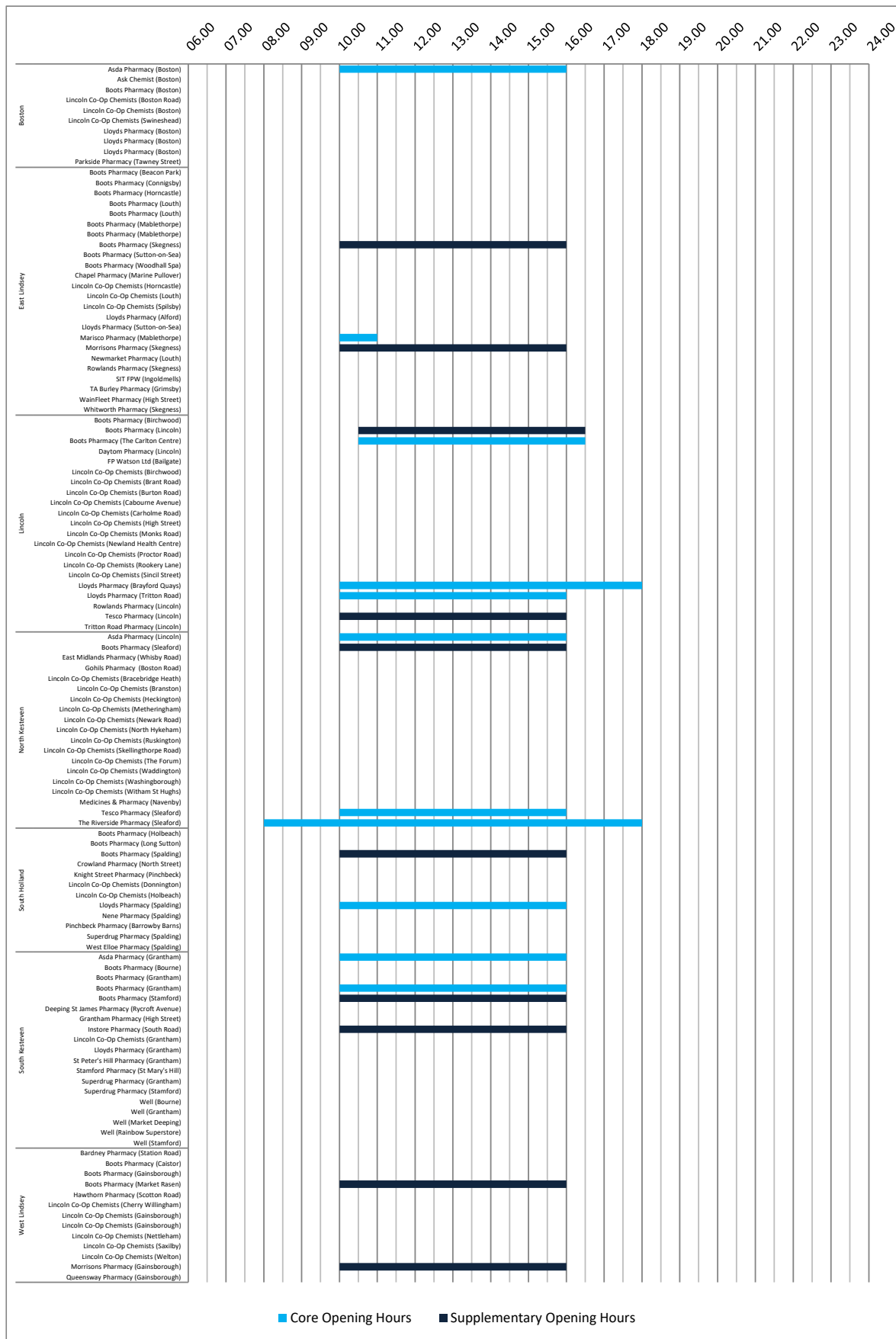
# Saturday opening times of community pharmacy providers in Lincolnshire



Source: NHSEI



# Sunday opening times of community pharmacy providers in Lincolnshire



Source: NHSEI

List of services provided by pharmacies in Boston

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FAQ04	Lloyds Pharmacy	N	N	Y	Y	Y	N	N	N
FAX22	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FEE74	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FHX31	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FK029	Asda Stores Ltd	N	N	Y	N	Y	Y	Y	N
FN261	Lloyds Pharmacy	N	N	Y	N	Y	N	Y	N
FP299	Parkside Pharmacy	N	N	Y	N	Y	Y	N	N
FPK15	Lloyds Pharmacy	N	N	Y	Y	Y	Y	N	N
FTQ91	Ask Chemist	Y	N	Y	N	Y	N	N	N
FYJ76	Boots Pharmacy	N	N	Y	N	Y	N	N	N



List of services provided by pharmacies in East Lindsey

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FA306	Rowlands Pharmacy	N	N	Y	Y	N	N	N	N
FAY51	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FC420	Boots Pharmacy	N	N	Y	N	Y	N	Y	N
FCW02	Wainfleet Pharmacy	N	N	N	N	N	N	N	N
FD434	Beacon Primary Healthcare Ltd	N	N	Y	N	Y	N	N	N
FE396	Ta Burley Pharmacy Ltd	N	N	Y	N	Y	N	N	N
FEG61	Boots Pharmacy	N	N	Y	N	N	N	N	N
FEL76	Boots Pharmacy	N	N	Y	N	Y	N	Y	N
FER87	Boots Pharmacy	N	N	Y	N	N	Y	N	N
FFR51	Boots Pharmacy	N	N	Y	N	Y	N	Y	N
FH064	Boots Pharmacy	N	N	Y	N	Y	N	N	N
FJQ49	Morrisons Pharmacy	N	N	Y	N	Y	Y	Y	N
FK184	SIT FPW (Chemists)	N	N	N	N	N	N	N	N
FKG76	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FMQ05	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FN019	Newmarket Pharmacy	N	N	Y	N	Y	N	N	N
FNQ74	Lloyds Pharmacy	N	N	Y	N	Y	N	Y	N
FNR73	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FQP80	Whitworth Chemists Ltd	N	N	Y	N	N	N	N	N
FV522	Lloyds Pharmacy	N	N	Y	Y	Y	Y	N	N
FV707	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FV732	Boots Pharmacy	N	N	Y	N	N	N	N	N
FV809	Chapel Pharmacy	N	N	N	N	N	N	N	N
FX130	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N

List of services provided by pharmacies in Lincoln

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FAM17	Boots Pharmacy	N	N	Y	N	Y	Y	Y	N
FCM80	Tritton Road Pharmacy	N	N	N	N	Y	N	N	N
FCY70	Boots Pharmacy	N	N	Y	N	Y	N	N	N
FEC14	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FEH98	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FGR53	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	N	N	N
FH589	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FJX51	Lincoln Co-op Chemists Ltd	Y	N	Y	N	N	N	N	N
FKW05	Lloyds Pharmacy	N	N	Y	N	Y	Y	Y	N
FLG06	Rowlands Pharmacy	N	N	Y	Y	Y	Y	N	N
FNG12	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	Y
FNH76	Tesco Pharmacy	N	N	Y	N	Y	Y	N	N
FP624	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FR577	FP Watson Ltd	N	N	N	N	Y	N	N	N
FRG73	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	N	N	N
FVV12	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FW257	Lloyds Pharmacy	N	N	Y	Y	Y	N	N	N
FW881	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FXH25	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FY179	Boots Pharmacy	N	N	Y	N	Y	N	N	N



List of services provided by pharmacies in North Kesteven

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FC096	Tesco Pharmacy	N	N	Y	N	Y	Y	Y	N
FCK57	Medicines & Pharmacy	N	N	N	N	N	N	N	N
FCX81	Asda Stores Ltd	N	N	Y	N	Y	Y	N	N
FD243	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FDV92	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FEW45	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FFF14	Amcare Ltd	N	Y	N	Y	N	N	N	N
FG118	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FG343	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FGD94	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FHC57	Riverside Pharmacy	N	N	Y	N	Y	Y	N	N
FHT35	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	N	Y	N
FHY65	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FL784	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FMK59	Clover House pharmacy	N	N	N	N	Y	Y	N	N
FP676	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FPX47	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FQD13	Lincoln Co-op Chemists Ltd	N	N	Y	N	N	Y	N	N
FV274	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FVX89	East Midlands Pharmacy	Y	N	Y	N	N	Y	N	N

List of services provided by pharmacies in South Holland

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FC922	Nene Pharmacy Ltd	N	N	Y	N	Y	Y	Y	Y
FCH32	Boots Pharmacy	N	N	Y	N	N	N	N	N
FGR00	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FH728	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FJ366	Superdrug Stores Plc	N	N	Y	N	Y	Y	N	N
FNA04	Lloyds Pharmacy	N	N	Y	N	Y	Y	N	N
FNK11	Boots Pharmacy	N	N	Y	N	Y	N	Y	N
FNT93	Crowland Pharmacy	N	N	Y	N	N	N	N	N
FRP99	West Elloe Pharmacy	N	N	Y	N	Y	Y	Y	N
FWA76	Knight Street Pharmacy	N	N	Y	N	Y	Y	N	N
FWK20	Pinchbeck Pharmacy	Y	N	N	N	N	N	N	N
FWW61	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	N	Y	N



List of services provided by pharmacies in South Kesteven

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FAF91	Well Pharmacy	N	N	Y	N	Y	Y	Y	N
FF878	Tesco Pharmacy	N	N	Y	N	Y	Y	N	N
FGA80	Stamford Pharmacy	N	N	Y	N	Y	N	N	N
FGC34	Superdrug Pharmacy	N	N	Y	N	Y	Y	N	N
FJG45	Well Pharmacy	N	N	Y	N	Y	Y	N	N
FKH66	Well Pharmacy	N	N	Y	N	N	Y	N	N
FNJ59	Lloyds Pharmacy	N	N	Y	Y	N	N	N	N
FNR78	Boots Pharmacy	N	N	Y	N	Y	Y	Y	N
FP635	Boots Pharmacy	N	N	Y	N	Y	N	N	N
FP637	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FQ895	Well Pharmacy	N	N	Y	N	Y	Y	N	N
FRJ49	Asda Stores Ltd	N	N	N	N	Y	N	N	N
FT220	St Peter's Hill Pharmacy	N	N	Y	N	Y	N	Y	N
FTJ10	Boots Pharmacy	N	N	Y	N	Y	Y	Y	N
FV074	Well Pharmacy	N	N	Y	N	Y	Y	Y	N
FW570	Grantham Pharmacy	N	N	Y	N	Y	Y	N	N
FW782	Deeping St James Pharmacy	N	N	N	N	N	N	N	N
FWL55	Superdrug Pharmacy	N	N	Y	N	Y	Y	N	N
FYY76	Boots Pharmacy	N	N	Y	N	Y	Y	N	N

List of services provided by pharmacies in West Lindsey

ODS code	Pharmacy Name	Distance Selling Pharmacy (DSP)	Dispensing Appliance Contractor (DAC)	Enhanced and Advanced Services					
				NMS	STOMA	CPCS	Flu Vaccination	DMS	MUR
FCV46	Tesco Pharmacy	N	N	Y	N	Y	Y	N	N
FD289	Boots Pharmacy	N	N	Y	N	Y	N	Y	N
FGN03	Bardney Pharmacy	N	N	Y	N	Y	Y	N	N
FH233	Morrisons Pharmacy	N	N	Y	N	Y	Y	N	N
FJN65	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FMK80	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	N	Y	N
FQ149	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	N	N
FTC20	Boots Pharmacy	N	N	Y	N	Y	Y	N	N
FTC50	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N
FV689	Boots Pharmacy	N	N	Y	N	Y	Y	Y	N
FW339	Queensway Pharmacy	N	N	Y	N	Y	Y	N	N
FWH94	Hawthorn Pharmacy	N	N	Y	N	Y	N	N	N
FY319	Lincoln Co-op Chemists Ltd	N	N	Y	N	Y	Y	Y	N

COVID-19 vaccination sites and provider pharmacies (as of February 2022)

Pharmacy	Description	District
FP299	Parkside, Boston (Lincolnshire Co-op)	Boston
FHN60	Royal Arthur Community Centre, Ingoldmells (Marisco)	East Lindsey
FE396	T A Burley Pharmacy, Holton Le Clay	East Lindsey
FNG12	Newland Pharmacy, Lincoln (Lincolnshire Co-op)	Lincoln
FLM49	Tonic Health, Spalding (Pharmacy2U)	South Holland
FWA76	Pinchbeck Library & Comm. Hub (Knight St Pharmacy)	South Holland
FLM49	Ex-VW Garage, Stamford (Pharmacy2U)	South Kesteven
FJG45	Hereward Medical Centre, Bourne (Well)	South Kesteven
FKH66	New Sheepmarket Surgery, Stamford (Well)	South Kesteven



## **List of other NHS providers in Lincolnshire**

### ***NHS Hospitals***

#### *United Lincolnshire Hospital Trust (ULHT):*

- Grantham and District Hospital, Manthorpe Road, Grantham NG31 8DG
- Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY
- Pilgrim Hospital Boston, Sibsey Road, Boston PE21 9QS

#### *Lincolnshire Community Health Services (LCHS):*

- County Hospital Louth, High Holme Road, Louth LN11 0EU
- John Coupland Hospital, 292 Ropery Road, Gainsborough DN21 2NT
- Johnson Community Hospital, Spalding Road, Pinchbeck, Spalding PE11 3DT
- Skegness Hospital, Dorothy Avenue, Skegness PE25 2BS
- Stamford and Rutland Hospital, Ryhall Road, Stamford PE9 1UA

### ***Urgent Care Services***

#### *Urgent Treatment Services:*

- Boston Urgent Treatment Centre, Pilgrim Hospital, Sibsey Road, Boston PE21 9QS
- Lincoln Urgent Treatment Centre, Lincoln County Hospital, Greetwell Road, Lincoln LN2 5QY
- Louth Urgent Treatment Centre, County Hospital Louth, High Holme Road, Louth LN11 0EU
- Skegness Urgent Treatment Centre, Skegness Hospital, Dorothy Avenue, Skegness PE25 2BS

#### *Minor Injury Units:*

- Gainsborough Minor Injury Unit, John Coupland Hospital, Ropery Road, Gainsborough DN21 2TJ
- Sleaford Medical Centre Minor Injuries Unit, 47 Boston Road, Sleaford NG34 7HD
- Stamford Minor Injury Unit, Johnson Community Hospital, Spalding Road, Pinchbeck, Spalding PE11 3DT

### ***Prisons***

In Lincolnshire there are three prisons:

- HMP Lincoln (Category B, male), Greetwell Road, Lincoln LN2 4BD
- HMP North Sea Camp (Category D, male), Croppers Lane, Freiston, Boston PE22 0QX
- HMP Morton Hall, Swinderby, Lincoln LN6 9PT

## Appendix 2

# LINCOLNSHIRE PHARMACEUTICAL NEEDS ASSESSMENT STEERING GROUP TERMS OF REFERENCE

### 1. BACKGROUND

In order to provide pharmaceutical services providers (most commonly community pharmacists but also dispensing appliance contractors and GPs in rural areas) are required to apply to be included on a pharmaceutical list. For their inclusion to be approved they are required to demonstrate that the services they wish to provide meet an identified need in the Pharmaceutical Needs Assessment (PNA) for the area.

From April 2013 the Health and Social Care Act 2012 transferred responsibility for developing and updating PNAs from the former primary care trusts (PCTs) to Health and Wellbeing Boards. At the same time, the responsibility for using PNAs as the basis for determining market entry to the pharmaceutical list transferred from PCTs to NHS England.

### 2. PURPOSE

The Health and Wellbeing Board (HWB) has the legal responsibility for producing a PNA every three years. A revised PNA for Lincolnshire needs to be published by 1 October 2022.

The purpose of the PNA Steering Group (PNA SG) is to develop the revised PNA on behalf of the HWB.

The PNA SG will set the timetable for the development of the PNA, agree the format and content, oversee the statutory consultation exercise and ensure the PNA complies with statutory requirements.

### 3. ROLE

The PNA SG has been established to:

- Oversee and drive the formal process to review the PNA for Lincolnshire, including the 60-day statutory consultation exercise;
- Ensure the published PNA complies with all the statutory requirements set out in the appropriate Regulations;
- Promote integration and linkages with other key strategies and plans including the Lincolnshire Joint Strategic Needs Assessment, the Joint Health and Wellbeing Strategy for Lincolnshire and Lincolnshire's Sustainability and Transformation Plan;
- Establish arrangements to regularly review the PNA following publication, including issuing subsequent supplementary statements in response to any significant changes.

#### **4. KEY FUNCTIONS**

- To oversee the PNA process
- To approve the framework for the PNA
- To approve the project plan and timeline, and drive delivery to ensure key milestones are met
- To ensure the development of the PNA meets all statutory requirements
- To determine the localities which will be used for the basis of the assessment
- To undertake an assessment of the pharmaceutical needs of the population including:
  - Mapping current pharmaceutical service provision in Lincolnshire
  - Reviewing of opening hours and location of services
  - Using the JSNA & other profile data to review the health needs of the population
  - Analysing current and projected population changes in conjunction with existing patterns of service provision
  - Identifying any gaps in service provision and proposed solutions on how gaps can be addressed
  - Consideration of future needs, including housing growth, and its impact on the development of services - in terms of essential, advanced and enhanced service provision.
- To produce a draft PNA for consultation
- To ensure active engagement arrangements are in place
- To oversee the consultation exercise ensuring that it meets the requirements set out in the Regulations
- To consider and act upon formal responses received during the formal consultation process, amending the PNA document as appropriate
- To ensure the Lincolnshire Health and Wellbeing Board is updated on progress and that the final PNA is signed off by the Board by the end of September 2022.

#### **5. MEMBERSHIP**

Core membership will consist of:

- Senior Professional Pharmacist, University of Lincoln
- Public Health Consultant, Public Health Division (LCC) - Senior Responsible Officer
- Programme Manager, Strategy & Development (LCC)
- Programme Manager, Public Health Intelligence (LCC)
- Chief Executive Officer, Healthwatch Lincolnshire
- Representative, Local Pharmaceutical Committee
- Representative, Local Medical Committee
- Representative, NHS Lincolnshire ICB

Each core member has one vote. Core members may provide a deputy to meetings in their absence. The PNA SG shall be quorate with four core members in attendance. The following core members are required for quoracy:



- Senior Professional Pharmacist, University of Lincoln
- Representative, Local Pharmaceutical Committee
- Representative, Local Medical Committee

In addition to the PNA SG core membership, specific expertise will be requested as required in order to meet specific elements of the Regulations, for example LCC's Corporate Communications and Community Engagement Team will be asked to support the statutory consultation exercise. The Public Health Division at LCC will provide a dedicated Project Manager to project manage throughout the PNA process.

NHS England and NHS Improvement (NHSE&I) will support the production of the PNA by providing any necessary data and information but will not be core members of the PNA Steering Group.

## **6. REPORTING ARRANGEMENTS**

- The PNA SG will report to the HWB as required and at key decision points
- The Senior Responsible Officer will provide regular updates on progress to the Chairman of the HWB, the Director of Public Health and Health Scrutiny Committee, LCC.

## **7. FREQUENCY OF MEETINGS**

The PNA SG will meet, either on a face to face basis or virtually every 4 – 6 weeks or in accordance with the project plan.

Following publication of the agreed PNA, the SG will be convened on a quarterly basis to fulfil its role in timely maintenance of the PNA.

The meetings will be administered by Public Health, Lincolnshire County Council.

## **8. DECLARATIONS OF INTEREST**

Declarations of interest will be a standing item on each PNA SG agenda, and the details will be recorded in the minutes. Where a member has a conflict of interest for any given item, they will be entitled to participate in the discussion but will not be permitted to be involved in final decision making.

If any issues arise concerning conflicts of interest, these will be reported to the HWB.

## **9. Steering Group Member Responsibilities**

Members of the PNA SG will:

- commit to attend meetings regularly

- nominate a deputy, wherever possible, to attend meetings on their behalf in their absence
- actively contribute to the compilation of the revised PNA and any subsequent supplementary statements
- come to meetings prepared with all documents and contribute to the debate
- understand that the discussions at the PNA SG are confidential, unless stated otherwise, and are not to be disclosed to any unauthorised person
- declare any conflicts of interest which might have a bearing on their actions, views and involvement within the PNA SG

### Composition of Steering Group

Role	Name
Senior Professional Pharmacist, University of Lincoln	Dr Andrzej Gallas
Public Health Consultant, Public Health Division (LCC) - Senior Responsible Officer	Dr Lucy Gavens
Programme Manager, Strategy & Development (LCC)	Ms. Alison Christie
Programme Manager, Public Health Intelligence (LCC)	Mr. Phil Huntley
Chief Executive Officer, Healthwatch Lincolnshire	Ms. Sarah Fletcher Mr. Dean Odell
Representative, Local Pharmaceutical Committee	Mr. Paul Jenks Dr Tracey Latham-Green
Representative, Local Medical Committee	Dr Kieran Sharrock Ms. Kate Pilton
Representative, NHS Lincolnshire ICB	Ms. Victoria Townshend

## Appendix 3

### Community pharmacy questionnaire



#### PNA Pharmacy Questionnaire 2021

#### Lincolnshire Health and Wellbeing Board

The University of Lincoln is supporting Lincolnshire County Council to produce their 2022 Pharmaceutical Needs Assessment report.

We are undertaking a survey of all community pharmacy and dispensing GP contractors in Lincolnshire. We would therefore be grateful if the Pharmacy Manager or owner could complete the questions below and share your views.

Your answers will help us to get a better picture of pharmaceutical services offered within your area, so that the information can be incorporated into the Pharmaceutical Needs Assessment.

This survey should take around 30 minutes to complete. **Please complete the survey by Sunday 1st August 2021.**

We have requested a name and contact details in case of follow up questions but these are optional and collected in a professional capacity only. Responses may be shared with the Community Pharmacy Lincolnshire, for details of how we process and share your personal data, please see our privacy notice <https://www.lincolnshire.gov.uk/directory-record/62075/public-health>.

Thank you in advance for your support with this.

#### Premises and Contact Details

Q1.1 Contractor code (ODS Code)

Q1.2 Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)

Q1.3 Trading name

Q1.4 Address of contractor pharmacy

Q1.5 Is this pharmacy entitled to Pharmacy Access Scheme payments?  
 Yes  
 No  
 Possibly

Q1.6 Is this pharmacy a 100-hour pharmacy?  
 Yes  
 No

Q1.7 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)  
 Yes  
 No

Q1.8 Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)  
 Yes  
 No

Q1.9 Pharmacy premises shared NHSmail account

Q1.10 Pharmacy telephone

Q1.11 Pharmacy fax (if applicable)

Q1.12 Pharmacy website address (if applicable)

[Click here for text](#)

#### Opening hours and related matters

Q2.1 What are your **core** hours of opening? (**Enter time in the HH:MM format. If the pharmacy is closed on the day or there is no need to fill in the time box, please leave the space blank**)

Monday - Open from

Monday - Open to

Monday - Lunchtime from



Monday - Lunchtime to

Click here for help

Tuesday - Open from

Tuesday - Open to

Tuesday - Lunchtime from

Tuesday - Lunchtime to

Click here for help

Wednesday - Open from

Wednesday - Open to

Wednesday - Lunchtime from

Wednesday - Lunchtime to

Click here for help

Thursday - Open from

Thursday - Open to

Thursday - Lunchtime from

Thursday - Lunchtime to

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Friday - Open from

Friday - Open to

Friday - Lunchtime from

Friday - Lunchtime to

Click here for help

Saturday - Open from

Saturday - Open to

Saturday - Lunchtime from

Saturday - Lunchtime to

Click here for help

Sunday - Open from

Sunday - Open to

Sunday - Lunchtime from

Sunday - Lunchtime to

Click here for help

Q2.2 What are your **total** hours of opening? *(Enter time in the HH:MM format. If the pharmacy is closed on the day or there is no need to fill in the time box, please leave the space blank)*

Monday - Open from

Monday - Open to

Monday - Lunchtime to

Monday Lunchtime to

Click here for help

Tuesday - Open from

Tuesday - Open to

Tuesday - Lunchtime from

Tuesday -Lunchtime to

Click here for help

Wednesday - Open from

Wedneasy - Open to

Wednesday - Lunchtime from

Wednesday - Lunchtime to

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Friday - Open from

Friday - Open to

Friday - Lunchtime from

Friday Lunchtime to

**Click here for help**

Saturday - Open from

Saturday - Open to

Saturday - Lunchtime

Sunday - Lunchtime to

**Click here for help**

Sunday - Open from

Sunday - Open to

Sunday - Lunchtime from

Sunday - Lunchtime to

**Click here for help**

Q2.3 Please specify whether the following apply during lunchtime (tick all that apply)

- Pharmacy is closed
- Pharmacy is open
- Pharmacist is not available but pre-bagged prescription medicines are handed out and OTC medicines sold
- Pharmacist is available and pharmacy operates as normal
- Other

If Other please specify

Please specify the opening hours on the following Bank Holiday days this and last year (If not open, please type in 'closed'. Please note, we kindly request information from last year, as the opening times in 2020 and 2021 are likely to be different):

Q2.4 2020

1st January 2020

10th April 2020

13th April 2020

8th May 2020

25th May 2020

31st August 2020

25th December 2020

28th December 2020

Q2.5 2021

1st January 2021

2nd April 2021

5th April 2021

3rd May 2021

31st May 2021

30th August 2021

27th December 2021

28th December 2021

**Click here for help**

**Consultation facilities**

A consultation room is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially.

Almost all pharmacies need to have a consultation room from 1st January 2021. This is as a result of the Health Living Pharmacy Level 1 (HLP) criteria a becoming Terms of Service requirements. <https://psnc.org.uk/our-news/regs-explainer-14-consultation-rooms-and-remote-consultations/>

Q3.1 On the premises, is there a consultation room?

- None, have submitted a request to NHSE&I that the premises are too small for a consultation room
- None, NHSE&I has approved my request that the premises are too small for a consultation room
- None (Distance Selling Pharmacy)
- Available (including wheelchair access)
- Available (without wheelchair access)
- Planned before 1st April 2023
- Other

If other please specify

Q3.1a Where there is a consultation area, is it a closed room?

- Yes
- No

Q3.2 During consultations are there hand-washing facilities

- In the consultation area
- Close to the consultation area
- None

Q3.3 Do patients attending for consultations have access to toilet facilities?

- Yes
- No

Q3.4 Does the pharmacy have access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use)?

- Yes
- No

Q3.5 Is the pharmacy willing and capable of undertaking to undertake consultations in patient's home / other suitable site?

- Yes
- No

Q3.6 Is the pharmacy able to offer video consultation with patients?

- Yes
- No

Q3.7 What languages are spoken in addition to English?

## Services

Q4.1 Does the pharmacy dispense appliances?

- Yes – All types
- Yes, excluding stoma appliances
- Yes, excluding incontinence appliances
- Yes, excluding stoma and incontinence appliances
- Yes, just dressings
- Other
- None

If other please specify

## Advanced services

Q5.1 Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
New Medicine Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appliance Use Review Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stoma Appliance Customisation Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flu Vaccination Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Pharmacist Consultation Service (CPCS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hepatitis C Testing Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C-19 Lateral Flow Device Distribution Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pandemic Delivery Service (when commissioned)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.2 Which of the following other services does the pharmacy provide, or would be willing to provide?

Service: Currently providing under contract with\*

	*Local NHS England Team	*CCG	*Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately	Currently providing privately
Anticoagulant Monitoring Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anti-viral Distribution Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care Home Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chlamydia Testing Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chlamydia Treatment Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contraceptive Service (not EC) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Contraception Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Supply Service (not CPCS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home Delivery Service (not appliances) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent Prescribing Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language Access Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication Review Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicines Assessment and Compliance Support Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Minor Ailment Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicines Optimisation Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needle and Syringe Programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obesity Management (adults and children) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Dispensed Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On Demand Availability of Specialist Drugs Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Out of Hours Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patient Group Direction Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phlebotomy Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescriber Support Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schools Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(1) These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the regional NHS England and NHS Improvement Team. The regional NHS England and NHS Improvement Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services.'

If currently providing an Independent Prescribing Service, what therapeutic areas are covered?

If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?

Name the condition for the Patient Group Direction Service

Q5.3 Disease Specific Medicines Management Service: Currently providing under contract with\*

	*Local NHS England Team	*CCG	*Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately	Currently providing privately
Allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alzheimer's/dementia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asthma	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CHD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COPD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Depression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes type I	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Diabetes type II	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Epilepsy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Erectile dysfunction (not OTC sale)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heart Failure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hypertension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parkinson's disease	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin growths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Throat infections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Urinary tract infection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other, please state

Q5.4 Screening Service: Currently providing under contract with\*

	*Local NHS England Team	*CCG	*Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately	Currently providing privately
Alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cholesterol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gonorrhoea	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. pylori	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HbA1C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hepatitis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HIV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seasonal Influenza Vaccination Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other, please state

(1) These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the regional NHS England and NHS Improvement Team. The regional NHS England and NHS Improvement Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services.'

Q5.5 Other vaccinations (1): Currently providing under contract with\*

	*Local NHS England Team	*CCG	*Local Authority	Willing to provide if commissioned	Not able or willing to provide	Willing to provide privately	Currently providing privately
Childhood vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COVID-19 vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hepatitis (at risk workers or patients) vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HPV vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meningococcal vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pneumococcal vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel vaccinations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sharps Disposal Service (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stop Smoking Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervised Administration Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplementary Prescribing Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vascular Risk Assessment Service (NHS Health Check) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other please state

Please name therapeutic areas for the Supplementary Prescribing Service

(1) These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the regional NHS England and NHS Improvement Team. The regional NHS England and NHS Improvement Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'.

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**Non-commissioned services**

Q5.6 Does the pharmacy provide any of the following?

	Yes	No
Collection of prescriptions from GP practices (not EPS)	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – Selected patient groups	<input type="radio"/>	<input type="radio"/>

Delivery of dispensed medicines – Selected areas	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – free of charge on request	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – with charge	<input type="radio"/>	<input type="radio"/>
Dispensing in Monitored Dosage Systems – free of charge where appropriate for the patient	<input type="radio"/>	<input type="radio"/>
Dispensing in Monitored Dosage Systems – with charge where appropriate for the patient	<input type="radio"/>	<input type="radio"/>
Alternative medicine pick-up locations (i.e. outside of pharmacy)	<input type="radio"/>	<input type="radio"/>
Any patient-specific requests (e.g. splitting tablet, preparing labels with bigger font)	<input type="radio"/>	<input type="radio"/>

Please list criteria for selected patient groups for the delivery of dispensed medicines

Please list areas for delivery of dispensed medicines

Please specify the patient criteria for the Dispensing in Monitored Dosage Systems – free of charge where appropriate for the patient

Please specify the patient criteria for Dispensing in Monitored Dosage Systems – with charge where appropriate for the patient

Briefly explain how the alternative medicine pick-up locations (i.e. outside of pharmacy) is arranged

Please specify any patient-specific requests (e.g. splitting tablet, preparing labels with bigger font)

Q5.7 Is there a particular need for a locally commissioned service in your area?

- Yes
- No

Please let us have any comments

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## About You

Q5.8 Is there any other information you would like to share with us?

count out of 2,500 characters

Q5.9 May the LPC update its details regarding premises, contact details, opening hours and related matters and services for you with the above information?

- Yes  
 No

Q5.10 Please provide the contact details of the person completing this questionnaire on behalf of the contractor, if questions arise:

Name

Business Telephone  
Number

Business Email  
address

Thank you for taking the time to complete this survey.

Questionnaire findings regarding provision of Advanced Pharmaceutical Services in Lincolnshire, completed in July 2021, have been presented in the table below. It should be noted that these findings are representative of the pharmacies that responded to questionnaire and not for all pharmacies in Lincolnshire.

Advanced Service	Currently providing		Not currently providing	
	Number	%	Number	%
Appliance Use Reviews (AURs)	3	4%	67	96%
Community Pharmacist Consultation Service (CPCS)	67	96%	3	4%
C-19 Lateral Flow Device Distribution Service	68	97%	2	3%
Flu Vaccination Service	65	93%	5	7%
Hepatitis C Testing Service	1	1%	69	99%
New Medicine Service (NMS)	68	97%	2	3%
Pandemic Delivery Service	62	89%	8	11%
Stoma Appliance Customisation (SAC)	1	1%	69	99%

The questionnaires suggest that the NMS, C-19 Lateral Flow Device Distribution, and CPCS are the most widely available Advanced Services through community pharmacies in Lincolnshire. Anecdotal evidence suggests that this is consistent with national and regional trends.

Similarly, the Flu Vaccination Service is also widely available from community pharmacies throughout Lincolnshire. According to the questionnaire, 65 pharmacies (93%) provided the Flu Vaccination Service. The data relating to vaccination provision relates to the 2019/2020 season and only details information for those contractors who provided the service within that period.

The temporary pandemic-related services, i.e., Pandemic Delivery Service and COVID-19 Lateral Flow Device Distribution Service, have reported to be widely available through community pharmacies in Lincolnshire. The community pharmacy contractor questionnaire reported that 62 (89%) of pharmacies have provided the Pandemic Delivery Service. The C-19 Lateral Flow Device Distribution Service has been reported as available from 68 (97%) pharmacies.

The table below presents the distribution of key Advanced Pharmaceutical Services across districts in Lincolnshire, indicating that Advanced Services are available across all different districts of Lincolnshire.



Area	Advanced Service				
	Flu Vaccination	CPCS	NMS	Pandemic Delivery	C-19 Lateral Flow Device Distribution
Boston	100.0%	100.0%	100.0%	100.0%	100.0%
East Lindsey	75.0%	83.3%	83.3%	91.7%	91.7%
Lincoln	92.9%	100.0%	100.0%	78.6%	100.0%
North Kesteven	100.0%	100.0%	100.0%	100.0%	100.0%
South Holland	100.0%	100.0%	100.0%	85.7%	100.0%
South Kesteven	100.0%	87.5%	100.0%	75.0%	87.5%
West Lindsey	90.0%	100.0%	100.0%	90.0%	100.0%
<b>Lincolnshire</b>	<b>92.9%</b>	<b>95.7%</b>	<b>97.1%</b>	<b>88.6%</b>	<b>97.1%</b>

### Local authority commissioned services

Data in this section has been obtained directly from the commissioner, i.e., Lincolnshire County Council.

LCC commissions four services from community pharmacies: Emergency Hormonal Contraception (EHC), Pharmacy Based Supervised Administration Programme (PBSAP), Needle and Syringe Programme (NSP) and Smoking Cessation Service (SCS).

EHC is available free-of-charge to young females of child-bearing potential through community pharmacies across Lincolnshire. As of December 2021, 59 out of 118 pharmacies in Lincolnshire provided this service. The service is distributed across community pharmacies in all districts: 7 in Boston, 6 in East Lindsey, 15 in Lincoln, 11 in North Kesteven, 6 in South Holland, 7 in South Kesteven and 7 in West Lindsey. It is worth adding that many community pharmacies across Lincolnshire offer EHC to females as an over-the-counter product to purchase.

PBSAP is widely available from nearly all (116 out of 118) community pharmacies across Lincolnshire, while NSP from 17 community pharmacies in Boston (3), East Lindsey (5), Lincoln (1), and South Holland (1), South Kesteven (5) and West Lindsey (2) in addition to WAWY sites.

SCS is available from 21 Lincolnshire-based pharmacies, again evenly distributed across the county: 3 in Boston, 6 in East Lindsey, 7 in Lincoln, 5 in North Kesteven, 4 in South Holland, 2 in South Kesteven and 4 in West Lindsey.

### **Collection and delivery services**

61 pharmacies (87.1%) that responded offer collection of prescriptions from GP practices. 62 pharmacies (88.6%) also offer a delivery service of dispensed medicines to selected patient groups only. Here, the patient selection reasons were pharmacy-specific and included: housebound individuals, people with disabilities or specific conditions, MDS patients, elderly and/or vulnerable individuals.

Of those who responded, 75.7% of pharmacies offer a free delivery service of dispensed medicines on request, while 15.7% provide a chargeable service. None of the respondents stated that they offer alternative pick-up locations (i.e., outside of pharmacy premises).

### **Domiciliary services**

For residents who are unable to access a pharmacy, 47 pharmacies (67.1%) stated they are willing and capable of undertaking consultations in the patients' home or another suitable site, and 45 pharmacies (64.3%) are able to offer video consultations with patients.

### **Language services**

Of the pharmacies who responded to the community pharmacy contractor questionnaire, 54 (77.1%) reported that they offer at least one additional language in addition to English. Availability of this service depends frequently on the language skills of the staff member(s) working in the pharmacy. Some of the additional languages spoken are:

- Romanian
- Mandarin
- Cantonese
- Malay
- Farsi
- Swedish
- Arabic
- Polish
- Urdu
- Hindi
- Punjabi
- Shona
- Italian
- Latvian
- Russian
- Bengali
- Portuguese
- Gujrati

### **Additional Dispensing Services**

According to the questionnaire, dispensing of medicines in Monitored Dosage Systems (MDS) is available through 67 (95.7%) contractors. This service is available free-of-charge with 64 contractors (91.4%) and at a charge with 3 contractors (4.3%) and is often limited to specific patient populations only. Most contractors who responded to questionnaire offered comments as to how patients are selected for the service, as follows:

- 'Current customers only, not taking on any extra patients other than those already supplied'
- 'Depending on surgery willing to do weekly scripts and pharmacy workload'
- 'Depending on the space to accept new MDS patients'
- 'Depending on patient needs, under Equality Act 2010, decided by pharmacists'
- 'Patient required to fill in a form'
- 'According to NICE guidelines and patient assessment tool'
- 'Depending on outcome of consultation with a pharmacist regarding reminder charts and other strategies to aid medicine compliance, as MDS are last resort.'
- 'Limited to patients with specific conditions, e.g. cognitively impaired, elderly patients or identified disability'
- 'Depending on doctor's or nurse's recommendation'

Most community pharmacies also indicated that they honour patient-specific requests, such as splitting a tablet, preparing medicine labels with bigger font.

### **Perception of Pharmaceutical Services across Lincolnshire**

As part of the community pharmacy contractor questionnaire, most respondents indicated that they would be willing to provide a wide range of other services, including disease specific, vaccination and screening services, when commissioned. In addition, a few respondents indicated that they offer specific pharmacy and/or pharmacist-specific services privately, e.g. care home service, PGD-based service, emergency supply, disease specific management services (diabetes, erectile dysfunction, coronary heart disease, urinary tract infection) and disease specific screening services (diabetes, cholesterol).

When asked about the need for additional commissioned services in their area, most respondents raised comments around MDS dispensing, and some around home delivery, urinary tract infections, minor ailments, and an overall low number of commissioned services.

# Dispensing practices questionnaire



## PNA Dispensing Practice Questionnaire 2021 Lincolnshire Health and Wellbeing Board

The University of Lincoln is supporting Lincolnshire County Council to produce their 2022 Pharmaceutical Needs Assessment report.

We are undertaking a survey of all community pharmacy and dispensing GP contractors in Lincolnshire. We would therefore be grateful if the Dispensing Doctor/Practice Manager could complete the questions below and share your views.

Your answers will help us to get a better picture of pharmaceutical services offered within your area, so that the information can be incorporated into the Pharmaceutical Needs Assessment.

This survey should take around 15 minutes to complete. **Please complete the survey by Sunday 1st August 2021.**

We have requested a name and contact details in case of follow up questions but these are optional and collected in a professional capacity only. Responses may be shared with the Lincolnshire Medical Committee, for details of how we process and share your personal data, please see our privacy notice <https://www.lincolnshire.gov.uk/directory-record/62075/public-health>.

Thank you in advance for your support with this.

### Contact details

#### Q1 Premises and Contact Details

Contractor code (ODS Code)

Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)

Trading name

Address of practice

Practice premises NHSmail account

Practice telephone

Practice fax (if applicable)

Practice website address (if applicable)

#### Q2 Dispensary Opening Hours

Please provide opening hours in which members of the public have access to the dispensary. **Enter time in the HH:MM format. If dispensary is closed on the day or there is no need to fill in the time box, please leave the space blank**

Monday - Open from

Monday - Open to

Monday - Lunchtime from

Monday - Lunchtime to

[Click here for help](#)

Tuesday - Open from

Tuesday - Open to

Tuesday - Lunchtime from

Tuesday - Lunchtime to

[Click here for help](#)

Wednesday - Open from

Wednesday - Open to

Wednesday - Lunchtime from

Wednesday - Lunchtime to

[Click here for help](#)



Thursday - Open from

Thursday - Open to

Thursday - Lunchtime from

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Friday - Open from

Friday - Open to

Friday - Lunchtime from

Friday - Lunchtime to

Click here for help

Saturday - Open from

Saturday - Open to

Saturday - Lunchtime from

Saturday - Lunchtime to

Click here for help

Sunday - Open from

Sunday - Open to

Sunday - Lunchtime from

Sunday - Lunchtime to

Please specify whether the following apply during lunchtime (tick all that apply)

- Dispensary is closed
- Dispensary staff are available and dispensary operates as normal
- Dispensary is open
- Other
- Dispensary staff are not available but pre-bagged prescription medicines are handed out and OTC medicines sold

If other please specify

Explain briefly how this is arranged

Click here for help

Please specify the opening hours on the following Bank Holiday days this and last year (If not open, please type in 'closed'. Please note, we kindly request information from last year, as the opening times in 2020 and 2021 are likely to be different):

Q3 Year 2020

1st January 2020

10th April 2020

13th April 2020

8th May 2020

25th May 2020

31st August 2020

25th December 2020

28th December 2020

Year 2021

1st January 2021

2nd April 2021

5th April 2021

3rd May 2021

31st May 2021

30th August 2021

27th December 2021

28th December 2021

Q4 **Surgery Opening Hours**  
 (Please provide opening hours in which members of the public have access to the surgery. **Enter time in the HH:MM format.** If surgery is closed on the day or there is no need to fill in the time box, please leave the space blank)

Monday - Open from

Monday - Open to

Monday - Lunchtime from   
Monday - Lunchtime to

Click here for text

Tuesday - Open from   
Tuesday - Open to   
Tuesday - Lunchtime from   
Tuesday - Lunchtime to

Click here for text

Wednesday - Open from   
Wednesday - Open to   
Wednesday - Lunchtime from   
Wednesday - Lunchtime to

Click here for text

Thursday - Open from   
Thursday - Open to   
Thursday - Lunchtime from   
Thursday - Lunchtime to

Click here for text

Friday - Open from   
Friday - Open to   
Friday - Lunchtime from   
Friday - Lunchtime to

Click here for text

Saturday - Open from   
Saturday - Open to   
Saturday - Lunchtime from   
Saturday - Lunchtime to

Click here for text

Sunday - Open from   
Sunday - Open to   
Sunday - Lunchtime from   
Sunday - Lunchtime to

Click here for text

Q5 If surgery is open longer than dispensary, can patients access their medication:

- Yes
- No

Briefly explain how this is arranged

Click here for text

### Consultation facilities

A consultation room is clearly designated as a room for confidential conversations; distinct from the general public areas of the practice premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially.

Q6 On the premises, is there a consultation room?

- None available
- None available but planned before 1st April 2023
- Available (including wheelchair access) as part of the whole practice
- Available (including wheelchair access) as part of the dispensary
- Available (without wheelchair access) as part of the whole practice
- Available (without wheelchair access) as part of the dispensary
- Other

Please specify

Q6a Where there is a consultation area, is it a closed room?

- Yes
- No

Q7 Does the practice participate and comply with the Dispensary Services Quality Scheme (DSQS)?

- Yes
- No
- Don't know

- Q8 Approximately what percentage of the patients in your practice access the dispensing services?
- Less than 10%
  - 10%-20%
  - 21%-30%
  - 31%-40%
  - 41%-50%
  - 51%-60%
  - 61%-70%
  - 71% - 80%
  - 81%-90%
  - 91%-100%
  - Prefer not to disclose

- Q9 Does the practice dispense appliances?
- Yes – All types
  - Yes, excluding stoma appliances
  - Yes, excluding incontinence appliances
  - Yes, excluding stoma and incontinence appliances
  - Yes, just dressings
  - Other
  - None

Please specify

[Click here for text](#)

**Services**

Q10 Does the dispensary/practice provide any of the following additional services?

	Yes	No
DRUMs	<input type="radio"/>	<input type="radio"/>
NHS Health Checks commissioned by LPC	<input type="radio"/>	<input type="radio"/>
Sexual Health Services	<input type="radio"/>	<input type="radio"/>
Electronic Prescription Service (EPS) – for users of practice dispensary	<input type="radio"/>	<input type="radio"/>
Electronic Prescription Service (EPS) – for non-users of practice dispensary	<input type="radio"/>	<input type="radio"/>
Compliance aids	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – Selected patient groups	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – Selected areas	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – free of charge on request	<input type="radio"/>	<input type="radio"/>
Delivery of dispensed medicines – with charge on request	<input type="radio"/>	<input type="radio"/>
Dispensing in Monitored Dosage Systems - free of charge where appropriate for the patient	<input type="radio"/>	<input type="radio"/>

Dispensing in Monitored Dosage Systems - with charge where appropriate for the patient	<input type="radio"/>	<input type="radio"/>
Alternative medicine pick-up locations (i.e. outside of GP practice)	<input type="radio"/>	<input type="radio"/>
Any patient-specific requests (e.g. splitting tablet, preparing labels with bigger font)	<input type="radio"/>	<input type="radio"/>
No additional services	<input type="radio"/>	<input type="radio"/>

Please list compliance aids

Please list criteria for selected patient groups for delivery of dispensed medicines

Please list areas for delivery of dispensed medicines

Please specify times for delivery of dispensed medicines – Free of charge on request

Please specify times for delivery of dispensed medicines – with charge on request

Please specify patient criteria for dispensing in Monitored Dosage Systems – free of charge where appropriate for the patient

Please specify patient criteria for dispensing in Monitored Dosage Systems – with charge where appropriate for the patient

Briefly explain how the alternative medicine pick-up locations are arranged

Please specify any patient-specific requests (e.g. splitting tablet, preparing labels with bigger font)

Q11 Is there an additional service that you do not currently provide, but you are planning to start providing by 1st April 2023?

- Yes
- No

Please list

Q12 Is there a particular need for a locally commissioned service in your area?

- Yes
- No

What is the service requirement and why?

Q13 If your practice could be commissioned to provide similar services to those currently available under the additional services sections of the community pharmacy contract (New Medicines Service, Appliance Use Reviews) would you be prepared to do so?

- Yes
- No

Please specify type of service

Q14 In your opinion is the current provision of pharmaceutical services in Lincolnshire:

- Excellent
- Very Good
- Good
- Adequate
- Poor
- Very Poor

Q15 In your opinion do patients in your area have adequate access or not to the following services commissioned from, or provided by, some community pharmacies? *(Select all that apply)*

	Yes	No
Over-the-counter medicines	<input type="radio"/>	<input type="radio"/>
Supply of emergency contraception	<input type="radio"/>	<input type="radio"/>
Support to stop smoking	<input type="radio"/>	<input type="radio"/>
Chlamydia screening and treatment	<input type="radio"/>	<input type="radio"/>
Immediate access to emergency medicines	<input type="radio"/>	<input type="radio"/>

Q16 Do you feel that local provision would be improved by: *(Select all that apply)*

	Yes	No
Increasing the number of pharmaceutical service providers locally	<input type="radio"/>	<input type="radio"/>
Increasing the opening hours of existing local pharmaceutical service providers	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>

If other please specify

[Click here for text](#)

### About You

Q17 Is there any other information you would like to share with us?

count out of 2500 characters

Q18 May the LPC update its details regarding premises, contact details, opening hours and related matters and services for you with the above information?

- Yes
- No

Q19 Please provide the contact details of the person completing this questionnaire on behalf of the contractor, if questions arise.

Name

Business Telephone Number

Business Email address

Thank you for taking the time to complete this survey.



## Summary of dispensing practice questionnaire

### Collection services

As per the GP contractor questionnaire, 83% of GP dispensaries offer delivery services to their patients. This service is available free-of-charge with 30 contractors (75%) and at a charge with 3 contractors (8%).

12 (30%) of respondents stated that they offer alternative pick-up locations (i.e., outside of GP surgery) for patients accessing dispensary services. The reported arrangements include:

- Delivery driver drops medications at selected points Mon to Fri
- Other surgery branch
- Collection offered in local shop or post office
- Automated collection points e.g., Pharmaself
- Uncollected medication sent to local pharmacy

### Consultation facilities

Out of 40 respondents to the GP contractor questionnaire, 38 practices (95%) indicated that they had a consultation room, of which 100% are in a closed room.

### Additional service provision

The proportion of responding GPs that provide services vary, with 98% of responding providing Dispensing Review Use of Medicines (DRUM), 88% NHS Health Checks commissioned by LCC, and 60% Sexual Health Checks.

## Services provided by dispensing GP surgeries across districts of Lincolnshire

Area	DRUM	NHS Health Check	Sexual Health Services
Boston	100%	100%	100%
East Lindsey	100%	70%	80%
North Kesteven	86%	86%	57%
South Holland	100%	86%	29%
South Kesteven	100%	100%	67%
West Lindsey	100%	100%	50%
Out of area	100%	100%	50%
<b>Lincolnshire</b>	<b>98%</b>	<b>88%</b>	<b>60%</b>

Six GPs stated that by 1<sup>st</sup> April 2023, they are planning to start providing a service not currently provided. These new planned services include:

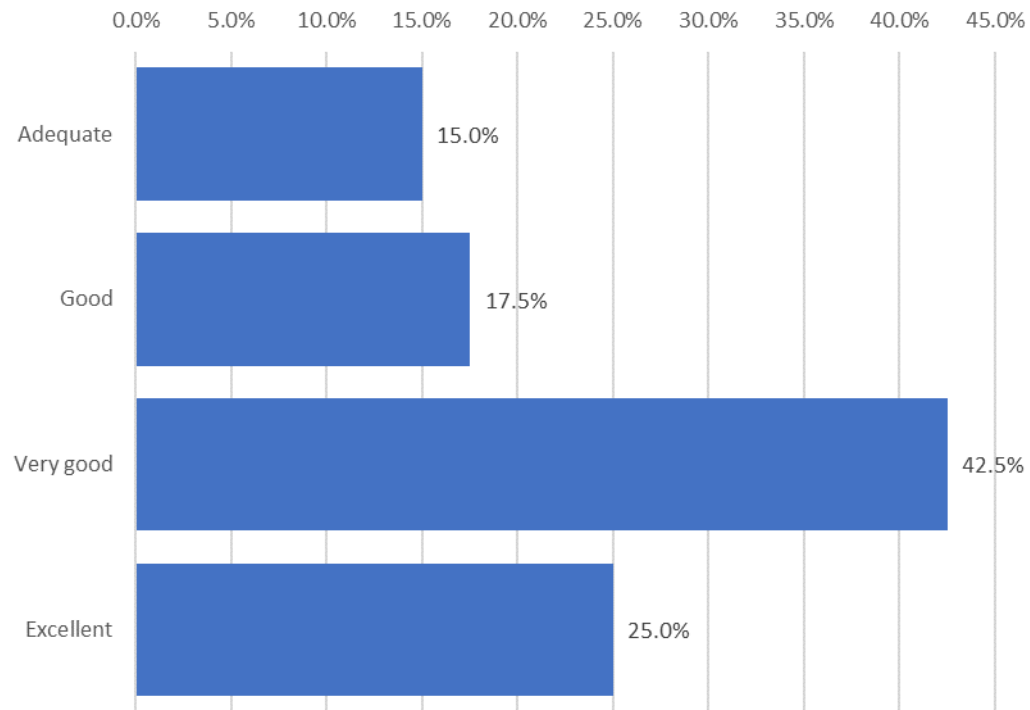
- Additional machine to dispense medications, so that items can be collected 24 hours a day, 7 days a week
- Signing up to the extended hours scheme and increasing the dispensary opening hours to include some evenings, weekends and bank holidays
- Looking into dispensing MDS
- Employing more health professionals to work in the practice
- Utilise the skills of the pharmacist who works in the practice
- Inhaler recycling

## Perception of Pharmaceutical Services across Lincolnshire

Two practices reported a perceived need for a locally commissioned service in the area. They felt this would increase patient choice, reduce the number of complaints, and reimbursement for the delivery service provided and funded by the practice. Additionally, 55% of respondents stated that they would be prepared to provide similar services to those currently available under the additional services section of the community pharmacy contract (NMS and AUR).

More than two thirds (67.5%) of dispensing GPs feel that current provision is either very good or excellent, 17.5% feel it was good and 15% feel it is adequate.

### Dispensing GP opinion of current pharmaceutical services in Lincolnshire



### **Public engagement of pharmaceutical services**

Healthwatch Lincolnshire carried out a public engagement survey in July and August 2021 to identify public perception of pharmaceutical services in Lincolnshire. Analysis from Healthwatch Lincolnshire revealed there were 203 respondents to the survey, and the results contain both quantitative and qualitative data. Our public engagement was considered to be representative of the Lincolnshire population to within a 7% margin of error with 95% confidence.

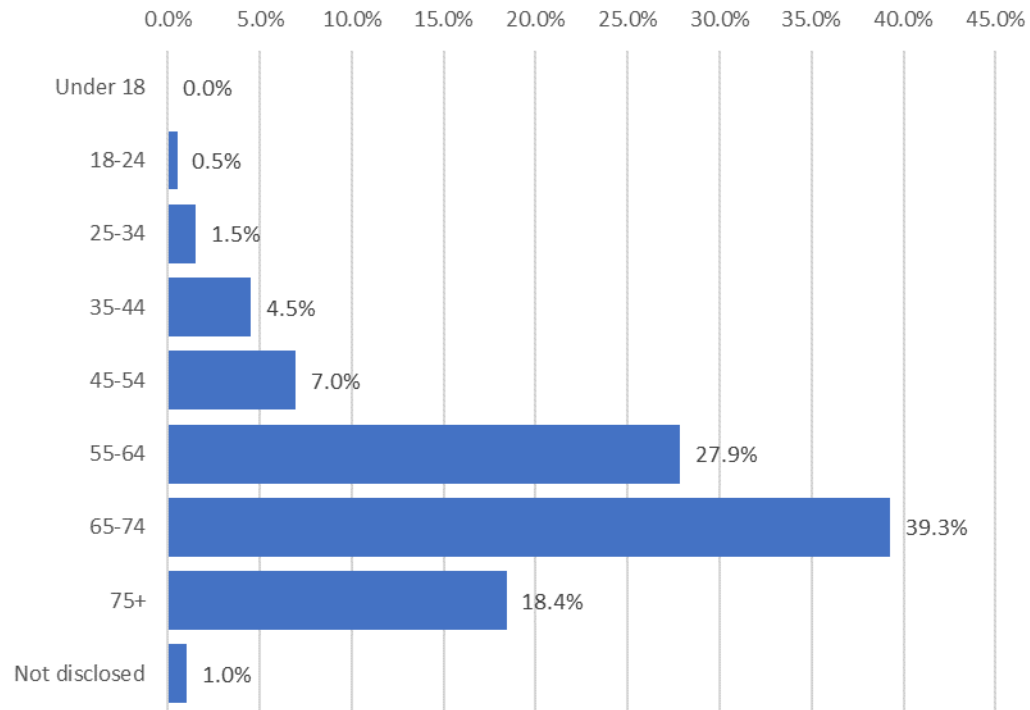
### **Demographics**

Of the 203 respondents to the public engagement survey, 85.6% reported their age as over 55 years and 13.4% as under 55 years, while 1% chose not to disclose their age.

Additionally, 73.6% of respondents were female, and 26.4% were male; 25.4% of respondents consider themselves to be carers, and 76.6% consider themselves to have a disability or long-term health condition.

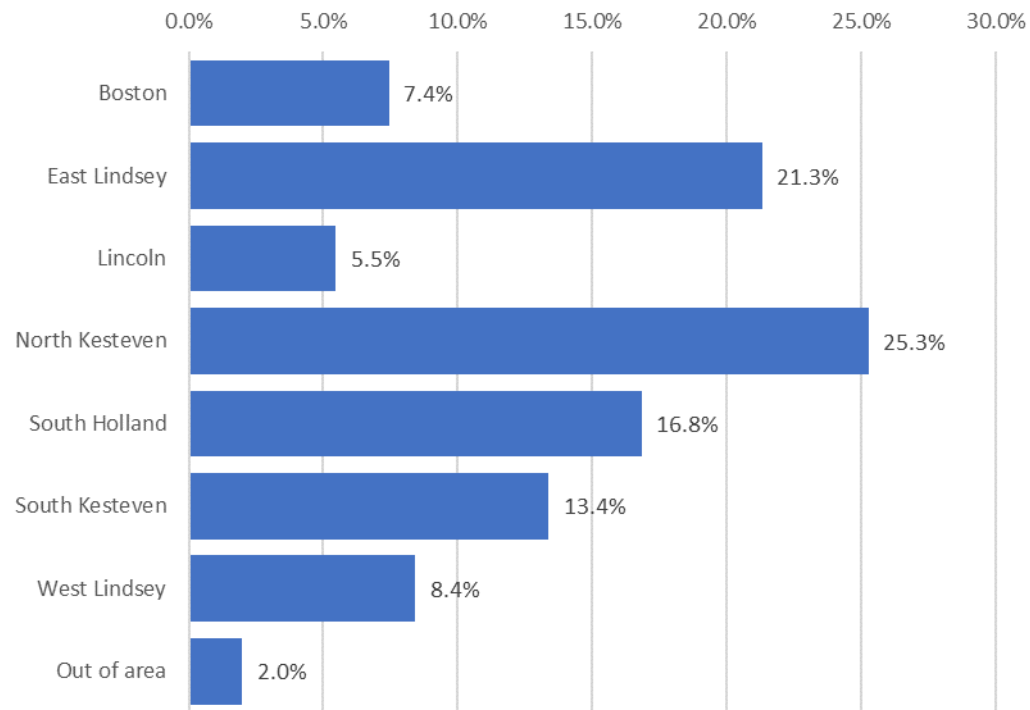


## Age profile of respondents



Location of respondents varied across the county. North Kesteven (25.2%) and East Lindsey (21.3%) had the highest proportion of respondents, while Lincoln (5.5%) and Boston (7.4%) had the lowest proportion of respondents. There were four out of area respondents, who live in Cambridgeshire, North East Lincolnshire, North Northamptonshire and North Lincolnshire.

### Location of respondents



### Access

When asked how easy it was to access a local pharmacy, 80.8% of respondents felt it was easy or very easy to access, while 7.6% felt it was difficult or very difficult, and 11.6% felt it was neither easy nor difficult.

When asked the reason for visiting the local pharmacy, the majority (91.0%) of respondents stated it was for their prescription, 5.5% required over-the-counter items, 2.5% required minor ailment advice/treatment, and 1% required a flu jab.

**Satisfaction**

When asked how satisfied they were with the time it took to provide them with the required service, 76.7% of respondents were fairly or fully satisfied, 18.3% were not satisfied, and 5% were neither satisfied nor dissatisfied.

When asked, 78% of respondents felt that they could ask for confidential advice at their local pharmacy.

When asked about overall satisfaction of the staff, environment and service provided, 82.7% of respondents felt the service was good, very good or excellent, while 17.3% felt it was poor or very poor.