



# **Pharmaceutical Needs Assessment 2015-2018**

**City of York**

**March 2015**

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**City of York Health and Wellbeing Board**

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## 1.0 Foreword

*The local community pharmacy is often the first port-of-call for members of the public when they require advice about health. These services are local, they are widely available and they are staffed by at least one qualified health professional at all times. York Health and Wellbeing Board is committed to developing a Healthy Living Pharmacy programme in the lifetime of this Pharmaceutical Needs Assessment (PNA).*

*Producing a PNA is one of the duties of the Health and Wellbeing Board, and as Public Health transferred from the NHS to local authorities in 2013, production of the assessment is now incumbent upon councils. Local authorities know their areas and the local population very well and are ideally placed to coordinate a wide range of information, analyse and apply it to the local population and planned developments.*

**Linsay Cunningham**  
**Chair of the York Health and Wellbeing Board**

*Community Pharmacies are key parts of the primary care system in this country. Of course they dispense medicines prescribed by General Practitioners, but increasingly they are taking on health promotion and prevention activities such as support for attempts to quit smoking, providing Emergency Hormonal Contraception (often still mistakenly known as the “morning after pill” even though it can work up to 72 hours later) and in some cases even minor ailments treatment. The CCG is keen to work with local pharmacists to improve the health of their population.*

**Mark Hayes**  
**Chief Clinical Officer**  
**NHS Vale of York Clinical Commissioning Group**

*To use what is an over-worn phrase, this assessment would not have been possible without colleagues in North Yorkshire County Council’s Public Health Team, who convened the steering group, reviewed the previous North Yorkshire and York PNA, judged which sections needed updating, designed the questionnaires and wrote most of the text of this report. I sought comment from York stakeholders, brought in the York health profile and interpreted the analyses. Any errors or omissions are mine. Thank you very much to the Public Health Team at North Yorkshire County Council. The achievement of such an assessment is not possible without the cooperation of many partners, chiefly in the NHS. I would like to thank all the stakeholders who have contributed to making this document fit-for-purpose.*

**Julie Hotchkiss**  
**Acting Director of Public Health**  
**City of York Council**

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## 2.0 Background

Community pharmaceutical services have long been at the centre of local health care delivery; at the heart of communities providing much needed access to medicines, appliances and expert advice. Nearly 80 per cent of adults visit a pharmacy for a health-related reason at least once a year. Pharmaceutical services work hand-in-glove with primary care and community care services to ensure that care is preventative, accessible and of a high quality.

According to the National Institute for Health and Clinical Excellence (NICE, 2005) *“a health needs assessment is a systematic method for reviewing the health issues faced by a population, leading to agreed priorities and resource allocation that will improve health and reduce health inequalities”*.

A pharmaceutical needs assessment (PNA) is an assessment that attempts to illustrate population need for pharmaceutical services, and also where services are currently provided in relation to that need. The assessment should also identify any gaps in access to pharmaceutical services, with the ultimate aim of meeting the City of York Health and Wellbeing Strategy vision to ensure that all people living in York have equal opportunities to live long healthy lives.

To provide NHS pharmaceutical services a provider (a pharmacist, a General Practice, a dispenser of drugs, medicines and appliances) must be on an approved list. Pharmaceutical lists are compiled and held by NHS England. This is known as the NHS “market entry” system.

### **What are “pharmaceutical services”?**

Core pharmaceutical services relate to the provision of drugs, medicines and appliances (including incontinence aids, dressings and bandages etc.).

### **What are “pharmaceutical services” in relation to the PNA?**

- *“essential services”* which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service<sup>1</sup> – the dispensing of medicines, promotion of healthy lifestyles and support for self-care;
- *“advanced services”* - services community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation as necessary – these are Medicines Use Reviews, the New Medicines Service for community pharmacists,

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<sup>1</sup> The precise contractual requirements for providing NHS pharmaceutical services are set out in Schedules 4-6 of the Regulations

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Appliance Use Reviews and the Stoma Customisation Service for dispensing appliance contractors; and

- “*enhanced services*” – *these are* locally commissioned services ) by NHS England.

The regulations do not cover “pharmaceutical services” previously commissioned by Primary Care Trusts that are now the responsibility of local authorities (under Public Health Regulations) and Clinical Commissioning Groups. Although not a *mandatory* element of a PNA, where the need for a service is clear it has been stated in this assessment to help guide local commissioning.

This system is governed by law. A person who wishes to provide NHS pharmaceutical services must apply to NHS England demonstrating that they are able to meet a pharmaceutical need as set out in the relevant pharmaceutical needs assessment.

There are exemptions to this, such as for applications to meet a need that was not foreseen in the PNA or to provide pharmaceutical services on a distance-selling basis (such as on the internet or by mail-order).

### **Types of providers:**

“*pharmacy contractors*” – independent contractors working individually or as multiple groups of pharmacies who provide NHS pharmacy services in community pharmacy settings. By definition the practice of pharmacy is the safe and effective use of medicines.

- “*dispensing appliance contractors*” – appliance suppliers are an independent group with their own terms of service who supply, on prescription, appliances such as incontinence aids, dressings, bandages etc. They cannot supply medicines,
- “*dispensing doctors*” – medical practitioners who are authorised to provide drugs and appliances in designated rural areas known as “controlled areas” – see section 6.1 for more information,
- “*local pharmaceutical services (LPS) contractors*” – provide services specifically negotiated to meet local need; however this must include an element of dispensing.
- “*distance selling pharmacies*” – although not covered by the same market entry system that relies on the PNA, distance-selling pharmacies are able to supply medicines to the population. These services are often mail-order or internet- based.

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PNAs were first published by Primary Care Trusts (PCTs) in 2011. The first PNA for North Yorkshire and York can be accessed at [York and North Yorkshire Pharmaceutical Needs Assessment 2011](#).

The Health and Social Care Act 2012 transferred the responsibility for developing and updating PNAs to Health and Wellbeing Boards (HWBs). Under the Act, the Department of Health has powers to make Regulations. The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for developing and updating PNAs.<sup>i</sup>

In addition to the requirements to produce and update PNAs the Health and Social Care Act 2012 placed a duty on commissioners of healthcare services to reduce health inequalities in access to services and outcomes. PNAs are therefore in a position to illustrate the needs of key vulnerable groups (for example travellers or homeless people).<sup>ii</sup>

This PNA attempts to analyse the need for pharmaceutical services in York in relation to the provision of services to identify any gaps in necessary service provision. The assessment also looks to the future to identify where additional pressures may fall on pharmaceutical services, or where additional developments may be beneficial to meeting the needs of the City of York population.

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## 3.0 Executive Summary

### *Population need*

- York is a fairly compact city, surrounded by rural areas with a few small villages within the local authority boundary.
- The population of about 200,000 is growing at a rate of about 1% per year.
- The city is affluent, ranked 3<sup>rd</sup> least deprived out of 64 similar-sized cities in England. However the city has 8 small areas<sup>2</sup> which are in the poorest 20% nationally. Around 14,000 people live in poverty, of which 4,500 are children – this equates to 12.5% of the children.
- York scores well on most health indicators, having a life expectancy above the national average, however, there is a steep inequalities gradient, with men in the more affluent areas living over 8 years longer than men in the most deprived areas; in women the gap is over 5 years.
- York doesn't compare well in terms of death rates of the under 75s when compared to other affluent local authorities, although it is better than the Yorkshire and Humber average.
- York, and indeed the rest of England, has issues with smoking, obesity and alcohol use particularly linked to deprivation. In York alcohol-related harm is more widespread than in neighbouring areas.
- There remains a core of approximately 400 users of opiates known to the substance misuse services in the city. Most of these people have been known to services for many years, there is very little growth of this type of substance misuse now – the major harmful substance misused is alcohol now.
- York has a very large number of students, so there are relatively more 18 – 25 year olds in the population. This gives rise to specific issues such as demand on sexual health services.
- Mental health problems are significantly associated with long-term conditions and multiple morbidities and they are a cause and consequence of episodes of ill health. The city has been historically underserved in the range and volume of mental health services available, although this is currently being addressed with a major re-design and procurement of new services.
- A key policy focus for York and the Vale of York Clinical Commissioning Group is the current unplanned use of NHS and social care services.

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<sup>2</sup> Lower Super Output Areas, as defined in the Census. Each has about 1500 households.

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- Emergency admissions in York continue to rise over time. Emergency admissions for acute conditions that should not usually require a hospital admission in particular are on the rise. The main drivers of these admissions are urinary tract infections (25%), gastroenteritis (19%) and influenza/pneumonia (18%).

### ***Current provision and gaps in necessary services***

- According to NHS England, 84% of adults visit a pharmacy each year, 78% for health-related reasons.
- The level of activity in community pharmacy is significant, with over 15 million items dispensed in 2013/14, in York and North Yorkshire (data not disaggregated).
- In York there are a total of 40 community pharmacies and 10 dispensing GP practices giving a total of 50 dispensing outlets. When analysed against population size this equates to an average of 4,000 people per dispensing outlet or 25 outlets per 100,000 population, which is in the top 20% for dispensing outlet density.
- In addition the public can access distance-selling pharmacies (internet or mail order).
- 100% of the York population can access pharmaceutical services within a 10 minute drive time. The only gap in the current provision would be that services should be more readily accessible to the student (and other) population on the University of York campus.

### ***Role of pharmacies in improving health***

- Community pharmaceutical service providers are ideally placed to provide accessible, high quality services to the York population. This level of access should be beneficial in meeting the strategic aims of the Health and Wellbeing Board particularly with regards to providing care closer to home and reducing emergency admissions to hospital and care services.
- Commissioners (of public health, health and social care) should consider the evidence-base around providing services in community settings and the role that pharmaceutical service providers can play.
- The Health and Wellbeing Board hopes that community pharmacies will take part in the Healthy Living Pharmacy initiative to be launched in 2015.

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### ***View of stakeholders - public***

- A questionnaire which sought the views of members of the local population about access to pharmacy services was completed by 118 people across North Yorkshire and York. Some of these results are not disaggregated. This highlighted that:
- Most respondents said they could generally find a pharmacy open when needed (83% always or usually). However only 37% people said they could find a pharmacy open after 6pm on weekdays and only 31% open on Sundays.
- Most people (58%) said they normally visited a pharmacy on weekdays between 9am and 6pm or at no particular time (28%). Fewer people would prefer to visit on weekdays between 9am and 6pm (40%) and slightly more at no particular time (32%), suggesting perhaps most people would like to be able to whenever they wanted.
- Generally, respondents to the public questionnaire tend to access pharmaceutical services close to home (37%), close to their GP (18%) or at their GP (15%). When asked where they would prefer to attend, respondents said close to their home (31%), at their GP (28%) or close to their GP (15%).
- The most frequently mentioned problem was medicines not being in stock, followed by delays waiting for medicines to be dispensed either in the pharmacy or waiting for repeat prescription requests to be processed.
- 90% of York respondents rated pharmaceutical services as good or very good.

### ***View of stakeholders – health and social care professionals***

Nineteen people made comments about service improvements covering a range of topics including:

- A need for better communications across services and within the pharmacy services clarity around a patient's hospital and GP prescriptions
- Longer opening hours, or better advertising of out-of-hours options
- More community services, better staffing levels
- More standardisation of the range of services offered by pharmacies
- Better privacy within pharmacy
- Improvements to sexual health services

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### ***The Local Plan***

- There will a large increase in population size, with the intention to build about 900 new homes per year over the next 10 years. However in the lifetime of this PNA it is unlikely that there will be a significant increase in households that cannot be met within the existing capacity.

### ***Conclusion***

- From this assessment the Health and Wellbeing Board considers that there is good general availability to pharmaceutical services. The only gap identified in the current provision would be that services should be more readily accessible to the student (and other) population on the University of York campus. It should be noted however that there are pharmacies within a 20 minute walk of the main campus.

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## 4.0 Development of a PNA for York

It is a legislative requirement that the Health and Wellbeing Board (HWB) produce a Pharmaceutical Needs Assessment.

Given the proximity of York to North Yorkshire and the complex organisational boundaries of NHS Vale of York Clinical Commissioning Group, it was decided that the Steering Group would support the development of both York's and North Yorkshire's PNAs. However, both Health and Wellbeing Boards would publish their own assessments.

The Steering Group Terms of Reference for the steering group are included as Appendix 1. The group is attended by representatives from:

- City of York Council
- North Yorkshire County Council
- Medicines Management Team, North Yorkshire and Humber Commissioning Support Unit – representing all the CCGs in North Yorkshire and York
- Local Pharmaceutical Committee (LPC) – representing the LPC and providing pharmaceutical advice
- Local Medical Committee (LMC) – representing the LMC and providing medical advice
- Healthwatch (from North Yorkshire County area)
- NHS England (NHSE) – representing primary care commissioning and providing a link to the Local Pharmacy Network (LPN).

The Steering Group took the following steps:

- a. Reviewed the 2011 NYY PNA.
- b. Reviewed the 2013 Regulation and Department of Health Guidance – matters for consideration.
- c. Developed an action plan, including engagement with pharmaceutical service providers, the public, service commissioners, and other local health and social care providers.
- d. Identified needs through the Joint Strategic Needs Assessments and the addition of further key data.
- e. Mapped current service provision.
- f. Identified unmet need and priorities with stakeholders.
- g. Consulted on the findings.
- h. Published the final version of the document.

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This process was in line with Department of Health guidance and regulations.

## 4.1 The minimum requirements of a PNA

Schedule 1 of the 2013 regulations sets out the minimum information to be contained in a PNA. This can be summarised as:

- **Current provision of necessary services** – the services that are currently provided to *meet the need for pharmaceutical services* in the area covered by the PNA. It is important to note that this also includes services delivered outside of that area but that contribute to meeting its population's needs.
  - This requirement also includes the need to map current provision of services by:
    - Pharmacies
    - Distance selling pharmacies
    - Dispensing appliance contractors
    - Dispensing doctors.
- **Gaps in provision of necessary services** – this is a statement on the pharmaceutical services that are required to meet current identified pharmaceutical need or future need:
  - This could involve identifying a current gap in provision in a particular locality in terms of access; or
  - This could be a particular population need where there is pharmaceutical provision, but not the right type of provision to meet that need, e.g. if there is not stop smoking provision in a;
  - It could involve the identification of a future increase in demand due to a large-scale housing development for example.
- **Current provision of other relevant services** – this is a statement of pharmaceutical services that are:
  - Provided in the HWB area which – although they don't meet identified need – secure improvements or better access to pharmaceutical services,
  - Provided outside the HWB area which – although they don't meet identified need – secure improvements or better access to pharmaceutical services,
  - Provided an impact on the assessment of the need for pharmaceutical services

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- **Gaps in provision that would secure improvements and better access** – this is a statement of the pharmaceutical services that are not provided but would:
    - If provided, secure improvements or better access to pharmaceutical services.
    - If provided, if a future circumstance were to occur (e.g. a housing development), secure better access to pharmaceutical services in its area.
  - **Other services** – a statement of any NHS services provided or arranged by the HWB, NHSE, a CCG or NHS (Foundation) Trust which affect the need for pharmaceutical services – this could be other clinics providing stop smoking services or immunisation services for example.
  - **How the assessment was carried out** – in particular:
    - How the localities were defined.
    - How the PNA has taken into account:
      - The different needs of different localities.
      - The different needs of people in its area who share a protected characteristic.
    - A report on the consultation that it has undertaken.

## 4.2 Reviewing the 2011 North Yorkshire and York PNA (NYYPNA)

The PNA Steering Group has members who were involved in the development of the 2011 NYYPNA therefore the knowledge and experience of the PNA process has been translated into the development of this 2014 assessment.

The PNA Steering Group used the initial meeting to review the process undertaken in 2011 and identify the strengths and areas for improvement in the approach.

### **Strengths of the 2011 approach**

The group identified that the organisation and planning of the 2011 report was very strong with a significant amount of expertise being used in the development – particularly by involving key stakeholders throughout the process, such as the Local Pharmaceutical Committee and the Local Medical Committee. The group also identified that significant time and resource was given to the production of the PNA, which resulted in a comprehensive assessment.

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## ***Areas for improvement***

The group discussed the engagement approach used in 2011 and decided that engagement events were not the most effective way of getting public and stakeholder views. The events were considered to be costly with poor uptake of invites, and this was echoed in the learning from other areas. The representation of views also tended to be narrow.

It was therefore decided to use a questionnaire approach to engagement. The group concluded that this would be a more effective approach to engagement which enabled the group to pose specific questions to the public, stakeholders, providers of pharmaceutical services and health and social care practitioners.

### **4.3 The 2013 Regulations and Department of Health Guidance – *matters for consideration***

Regulation 9 sets out the matters HWBs must have regard to when developing their PNAs as far as is practicable to do so.

The following are the matters for consideration by HWBs:

- The demography of its area.
- Whether there is sufficient choice with regard to obtaining pharmaceutical services.
- Whether need varies in different localities.
- Likely future needs.

Determining how the population obtain pharmaceutical services:

- Access
- Choice
- Changing needs
- Meeting the needs of specific populations or vulnerable groups.

The group also considered local strategies and plans, particularly:

- The Joint Strategic Needs Assessment and its recommendations
- Joint Health and Wellbeing Strategy,
- The Director of Public Health's Annual Report 2013/14,
- The draft York Local Plan
- The Better Care Fund Plan, The integration of Health and Social Care in York
- My Life, My Health, My Way, NHS Vale of York 5 year Integrated Operational Plan 2014 - 2019

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### ***What is out of scope?***

The group considered the geographical footprint of the two pharmaceutical needs assessments and agreed that the City of York as a whole, and the district council boundaries within North Yorkshire gave sufficient detail as to provide population health data, along with service provision information, while still being able to complete the assessment within the required timescales and produce a meaningful document.

The group considered taking the analysis to a smaller geographical level, but felt that there would be insufficient benefit gained when the feasibility of conducting the analysis at such a small level was considered. For the purposes of this assessment the PNA steering group considered that any comments and challenges from the public or stakeholders on the law and regulations surrounding market entry criteria and the implementation of controlled area designation and reserved localities was outside the scope of this report.

## **4.4 Action Planning and Questionnaire Development**

Using the learning from the development of the 2011 PNA and Department of Health guidance, the steering group identified specific aspects of the report that needed developing:

- The population and population need, including the views of the population.
- Current pharmaceutical provision and the views of contractors with regards to service development areas.
- The views of professionals who rely on pharmacy services.
- The priorities of local strategic stakeholders and partners in York and North Yorkshire, and their views on local pharmaceutical service provision.

### ***The population and population need***

The group discussed the requirement to be clear on the population and population need, and although the NHS configuration is complicated in North Yorkshire, it is much more straightforward in York which is entirely covered by one CCG - NHS Vale of York CCG. However that CCG, which includes 32 practices and 336,000 patients covers 3 local authority areas, City of York, North Yorkshire County and East Riding of Yorkshire; 64% of Vale of York CCG registered patients reside in York, 32% in North Yorkshire, with just 4% in East Riding.

The Steering Group recognised the need for the PNA to address cross-boundary use of pharmacy resources in all directions. That is, how people use pharmacy services in areas away from where they live.

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The analysis of need was initially done as a desktop exercise looking at key indicators of need, taken where possible from the JSNA (see Section 7). However, this analysis of quantitative data only gives a relatively narrow perspective on need. The National Institute of Health and Clinical Excellence have guidance on conducting needs assessments<sup>iii</sup> that recommends that assessments should also include the expressed opinions of the public and stakeholders.

### ***Public Questionnaire***

In order to gather these expressed opinions the group opted for a public questionnaire that could be completed online or in hard copy. The questionnaire was designed to capture:

- Individual or voluntary/ community organisation (including patient group) views.
- The location referred to in the response.
- Information on how pharmaceutical services are accessed – frequency, times of day, how they are accessed.
- Information on how people would prefer to access services.
- Types of services used.
- Views on the availability of pharmaceutical services.
- The priorities for users in terms of access to and availability of services.
- Basic details on the responder – age, gender, place of residence etc.

It was distributed to Healthwatch, York Centre for Voluntary Services, the Partnership Boards' members and other individuals and organisations with whom the Council had contact with a request to cascade it on (the full list of who cascaded to is in Appendix 7 and the questionnaire can be found in Appendix 8)

### ***Pharmaceutical Service Providers - Current Pharmaceutical Service Provision***

A separate questionnaire was developed for current pharmaceutical service providers. Within the questionnaire was a requirement to report the hours that a contractor is operating and the services currently provided other than essential. This questionnaire was distributed by NHS England.

The questionnaire also sought opinions on future improvements to pharmaceutical service provision.

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## ***Engaging with Professionals and Strategic Partners***

In order to effectively engage with local strategic partners (including commissioners and planners), and care professionals in a timely manner, the group decided on using a questionnaire method to collect information.

The steering group segmented the questionnaires by:

- Strategic Partners – for people and organisations that commission services or plan other aspects of communities (e.g. housing, transport, etc.) that could impact on the need for pharmaceutical services in particular areas.
- Health or social care service providers and practitioners.

The questionnaires aimed to identify current or future initiatives (commissioning intentions, housing developments etc.) that could impact on the need for and access to pharmaceutical services. It also captured the views of frontline professionals and commissioners on the quality and access to pharmaceutical services. Respondents were also encouraged to provide their views on future developments for pharmaceutical services.

Copies of the Questionnaires are included in Appendix 7.

## ***Communications and Questionnaire Distribution Process***

The group generated a distribution list covering the Health and Wellbeing Board's Partnership Boards, while recognising that it was inevitable that some individuals may not receive a direct notification that the questionnaires were live. To counter this, press releases and other communications promotion accompanied the publication of the questionnaires, encouraging people to send on the web-link to others they felt would be interested in expressing their views.

The questionnaires were live on the City of York JSNA website ([www.healthYork.org](http://www.healthYork.org)) for 5 weeks, from 11<sup>th</sup> June to 18<sup>th</sup> July 2014.

The full distribution list for the questionnaires can be found in Appendix 8.

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## 4.5 Identifying Local Needs

Section 2.0 defined NHS pharmaceutical services. Attempting to translate the service requirements into key indicators of quantifiable need is somewhat more difficult. The majority of health needs information was identified through the York Joint Strategic Needs Assessment (2014) and the 13/14 Director of Public Health Annual Report complemented with some additional needs assessments completed by North Yorkshire County Council's Public Health Team for City of York Council's Public Health Team.

Essentially the indicators of need relate to individuals and populations who need:

- Drugs, medicines and appliances.
- Advice and support on healthy lifestyles.
- Support for self-care.
- Medicines or appliance reviews.

The need for the above is likely to be extremely variable in an otherwise healthy population (healthy people will have sporadic bouts of illness, perhaps related to cold weather but otherwise they are occasional), so identifying need will be driven by a number of more specific indicators related to the services outlined above:

### ***Population***

- The number of people in an area – the sheer number of people living in an area will drive need for pharmaceutical services.
- Deprivation can be used as a proxy indicator for need with more need for health services seen in more deprived areas.
- The number of children and older people in an area – children and older people utilise NHS services more on average than the working adult population,
- Key data (where available) on populations of need e.g. looked after children, Gypsy and Travellers

### ***Illness and disability***

- Life expectancy and healthy life expectancy and the inequalities between populations.
- Activities of daily living and/ or the Disability Living Allowance as a proxy indicator of health and social care need,
- Service use and health outcomes driven by long term conditions and illness.

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***Risks to health***

- Number and rates of smokers and smokers from routine and manual backgrounds.
- Number and rates of hazardous and harmful drinkers.
- Number and rates of overweight and obese adults.
- Number and rates of teenage conceptions.
- Number and rates of injecting drug users.

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## 4.6 Mapping Current Provision

The 2013 Regulations specify that the PNA must include a map identifying the premises at which pharmaceutical services are provided in North Yorkshire. The Regulations require that the map (or maps) is kept up to date as far as practicable.

To meet this requirement the pharmaceutical services in York have been mapped in this report.<sup>3</sup> Current service provision was mapped by each district overlaid on population density, indicating travel time radius by road.<sup>4</sup>

The maps illustrate the location of:

- Pharmacies.
- Distance selling pharmacies.
- Dispensing appliance contractors.
- Dispensing doctors.

Interactive maps showing pharmacies and a range of other health and social services can be accessed here <http://maps.northyorks.gov.uk/connect/?mapcfg=health>. Although on North Yorkshire County Council's website, it also shows the location of pharmacies (and GP surgeries, dentists and hospitals) in York.

Interactive maps showing a more detailed picture of pharmaceutical services offered across North Yorkshire – including the services provided and opening hours – can be accessed here [http://maps.northyorks.gov.uk/connect/?mapcfg=ph\\_pharmacies](http://maps.northyorks.gov.uk/connect/?mapcfg=ph_pharmacies).

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<sup>3</sup> Using MapInfo.

<sup>4</sup> The drive time maps are produced using RouteFinder software that calculates travel time based on the road network and the average speeds associated with the different sections of the road.

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## 4.7 Identifying unmet needs and priorities

During the whole needs assessment process the steering group were identifying potential unmet needs or areas for improvements.

The steering group held a specific meeting to finalise the decisions for each locality and agree the final content of the PNA.

The assessment of current and future need for the City of York is given in the Conclusion of the Executive Summary.

## 4.8 Consulting on findings

The 2013 Regulations stipulate the minimum consultation requirements, including a need to consult with local contractors. The regulations specify that:

- HWBs must consult with the Local Pharmaceutical Committee (LPC), Local Medical Committee (LMC), local providers of health and social care, Healthwatch, the public and patient groups, NHS Trusts and NHS Foundation Trusts, NHS England and neighbouring HWBs at least once during the process of developing a PNA.
- Any neighbouring HWBs who are consulted should ensure that any LMC and LPC in the area is consulted.
- A minimum period of 60 days for consultation responses.
- Those being consulted can access the draft PNA on a website or, if requested, be sent an electronic or hard copy version.

The consultation on the City of York PNA commenced on 25th November 2014 and closed on 26th January 2015 giving the required 60 day consultation period.

The list of groups and organisations that were contacted directly as part of the consultation can be found in Appendix 8. A public version of the consultation was posted on the City of York website, Consultations pages, with a press release issued to the local media outlets.

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## 5.0 Control of Entry Application Process

### *Market Entry by means of Pharmaceutical Needs Assessment*

The Health Act 2009 requires that NHS England Area Teams (previously Primary Care Trusts) use PNAs as the basis for determining market entry to NHS pharmaceutical services provision (known as the “Market Entry test”). The detail of the basis for applications is covered by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. This gives the regulatory framework under which applications should be made to Area Teams (ATs) and how they should determine those applications. This supersedes the “Control of Entry” test which had previously been the method for determining pharmacy applications.

There are two types of application that can be made by pharmacy or dispensing appliance contractors within the 2013 Regulations:

- Routine applications.
- Excepted applications.

The routine applications will:

- Meet an identified current or future need or needs.
- Meet identified current or future improvements or better access to pharmaceutical services; or
- Provide unforeseen benefits, i.e. applications that offer to meet a need that is not identified in a PNA but which the Area Team is satisfied would lead to significant benefits to people living in the Area Team footprint.

Some of the excepted applications will cover:

- Relocations that do not result in significant change to pharmaceutical services provision.
- Change of ownership applications.
- The above combined.
- Distance selling pharmacies. This is where the pharmacy provides all the essential services within the pharmacy terms of service but without making face-to-face contact with the patient e.g. internet pharmacies.

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## 5.1 Controlled localities (rural)

Patients who live in a controlled locality more than 1.6 km (1 mile) from any pharmacy have the choice of receiving dispensing from a pharmacy or from their GP (if they provide this service). In accordance with the NHS Regulations, none of the city of York falls into this category, and is all designated as non-controlled (urban). There are two separate designations, put in place at different times.

**Table 1 Non-Controlled Areas in York**

Non controlled locality (urban)	Date of designation	Earliest date of review
Haxby	18/10/2010	18/10/2015
York	6/3/2008	6/3/2013

The precise locality boundaries are illustrated on maps accessible via Appendix 6. They can also be accessed at <http://www.nypartnerships.org.uk/pna>.

Controlled and non-controlled areas are designated by NHS England Area Team under The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Only the Area Team has the right to review an area if it considers this is necessary. The LPC and LMC can apply to the Area Team for it to review an area but it is the decision of this organisation whether it considers this is necessary.

There is no set date in the Regulations when an area has to be reviewed, but the earliest date is five years after the designation date. An area can only be reviewed sooner than five years if there has been a significant change in circumstances such as a major housing development.

---

## 5.2 Reserved locations

A reserved location is designated, in a controlled locality, where the total patient population within 1.6km (1 mile) of the proposed location of a new pharmacy is less than 2,750 at the time an application is received. The concept of reserved locations was first introduced in the National Health Service (Pharmaceutical Services) Regulations 2005, SI 2005/641 and is primarily intended to protect the dispensing rights of an existing GP dispensing service with premises in an area to be designated as a reserved location.

In normal circumstances, if a pharmacy opens in a controlled locality patients living within 1.6km (1 mile) of the pharmacy would cease receiving dispensing services from their dispensing doctor and instead use the services of the pharmacy. In a reserved location this would not apply; patients would continue to be able to exercise a choice as to whether to continue receiving dispensing from their dispensing doctor or from the pharmacy. The reason for this is that below 2,750 patients the viability of introducing a new pharmacy is questionable. It therefore allows existing GP dispensing practices to continue to provide dispensing services to those patients that wish to continue receiving services.

Reserved location status will continue to be considered and determined by the NHS England as required by the Regulations in response to applications for new pharmacies in controlled localities.

There are no reserved locations in York.

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## 6.0 Current of Provision Pharmaceutical Services

The following pharmaceutical services are commissioned by:

### ***NHS England***

- Essential services
- Advanced services
- Local enhanced services
- Local pharmaceutical service contract
- Essential Small Pharmacies Local Pharmaceutical Services contracts
- Appliance contracts.
- Distance selling and Internet pharmacy

The details of all these service are outlined below.

## 6.1 Services provided in Community Pharmacy under the contractual framework

The Community Pharmacy contractual framework is made up of three sections – Essential Services, Advanced Services and Enhanced Services.

### 6.1.1 Essential services

#### ***Dispensing of medicines or appliances***

The supply of medicines and appliances ordered on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records.

#### ***Repeat Dispensing***

The management and dispensing of repeatable NHS prescriptions for medicines and appliances, in partnership with the patient and the prescriber. Additional to requirements to those for dispensing, are that the pharmacist ascertains the patient's need for a repeat supply and communicates any clinically significant issues to the prescriber.

Aims and intended service outcomes

- To increase patient choice and convenience, by allowing them to obtain their regular prescribed medicines and appliances directly from a community pharmacy for a period agreed by the prescriber.

- 
- To minimise wastage by reducing the number of medicines and appliances dispensed which are not required by the patient.
  - To reduce the workload of General Medical Practices, by lowering the burden of managing repeat prescriptions.

### ***Clinical Governance***

This service covers the following areas:

- Patient and public involvement – including Practice leaflet, Publicising NHS services, Patient satisfaction survey, Approved complaints system, Monitoring arrangements for compliance with the Disability Discrimination Act 1995.
- Clinical audit programme.
- Risk management programme.
- Clinical effectiveness programme.
- Staffing and staff management programme.
- Use of information.
- Premises standards

### ***Public Health – promotion of healthy lifestyles***

The provision of opportunistic healthy lifestyle advice and public health advice to patients receiving prescriptions who appear to:

- Have diabetes.
- Be at risk of coronary heart disease, especially those with high blood pressure.
- Smoke.
- Be overweight.

Pro-active participation in national/local campaigns, to promote public health messages to general pharmacy visitors during specific targeted campaign periods. The City of York Council intends to roll out a Healthy Living Pharmacy programme starting in 2015.

### ***Disposal of unwanted medicines***

Acceptance of unwanted medicines from households and individuals which require safe disposal.

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## ***Signposting***

The provision of information to people visiting the pharmacy, who require further support, advice or treatment which cannot be provided by the pharmacy, on other health and social care providers or support organisations who may be able to assist the person. Where appropriate, this may take the form of a referral.

## ***Support for Self Care***

The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families.

### **6.1.2 Advanced Services**

These services are: Medicines Use Reviews (MUR), New Medicines Service (NMS), Appliance Use Review (AUR) and stoma customisation. The names of pharmacies and the Advanced Services they provide are listed in Table 2.

#### ***Medicines Use Reviews***

The MUR consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines in particular for those with long term conditions. The pharmacy is only allowed to complete up to 400 of these reviews within a financial year and 70% of these must be for patients within certain target groups. For 2014/15 they are:

- Patients taking high risk medicine as included in certain BNF subsections which are:
  - Non-steroidal anti-inflammatory drugs (NSAIDs).
  - Anticoagulants.
  - Antiplatelets.
  - Diuretics.
- Patients who have had a stay in hospital within the last 8 weeks **and** have had their medication changed.
- Patients who are on certain respiratory drugs which have been detailed from the BNF.

In addition to these, from the implementation date a new group will be added to cover patients at risk of or diagnosed with cardiovascular disease and regularly being prescribed at least four medicines. Patients at risk of or diagnosed with cardiovascular disease will be identified by virtue of them being prescribed one or more medicines for one or more of the following cardiovascular/ cardiovascular risk conditions:

- 
- Coronary heart disease
  - Diabetes
  - Atrial fibrillation
  - Peripheral arterial disease
  - Renal/ chronic kidney disease (CKD)
  - Hypertension
  - Thyroid disorders
  - Heart failure
  - Stroke/ TIA (transient ischaemic attack)
  - Lipid disorders

This means that they must be prescribed at least one medicine from Chapters 2 (cardiovascular), 6.1 (diabetes) or 6.2 (thyroid) of the British National Formulary (BNF).

### ***New Medicines Service***

This was introduced in October 2011 for a fixed period but has been extended to cover 2014/15 while evaluation of the benefits is taking place. The service is for patients with long-term conditions newly prescribed a medicine and is to help improve medicines adherence. It is focussed on certain patient groups and conditions.

Again the groups are those patients taking medicines that are contained within certain subsections of the BNF but covers the main conditions given below:

- Asthma and Chronic Obstructive Pulmonary Disease.
- Type 2 Diabetes.
- Antiplatelet/Anticoagulant therapy.
- Hypertension.

## Appliance Use Review and Stoma Customisation

These two advanced services relate to appliances and can be provided by both community pharmacies and dispensing appliance contractors. Table 2 lists the 6 Pharmacies which can offer Appliance Review, with their addresses.

**Table 2 Advanced Services provided by Community Pharmacies in York**

Contractor	Pharmacy Name (alternative)	Medicine: Review	New Med	App Review	Stoma
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓	✓	✓
Tesco In store Pharmacy	Tesco Superstore	✓	✓		
Whitworth Chemists Ltd	Whitworth Chemists Ltd	✓	✓		
Monkton Road Pharmacy Ltd	Monkton Road Pharmacy	✓	✓		
Boots UK Ltd	Your Local Boots Pharmacy	✓	✓		
Boots UK Ltd	Your Local Boots Pharmacy	✓	✓		
Asda Stores Ltd		✓	✓		
E & C Goran	Badger Hill Pharmacy	✓	✓		
Boots UK Ltd	Boots UK Ltd	✓	✓		
Boots UK Ltd	Your Local Boots Pharmacy	✓	✓		
R S Marsden Ltd	Marsden Pharmacy	✓	✓		
Boots UK Ltd	Your Local Boots Pharmacy	✓	✓		
Tesco Stores Ltd (100 hours)	In store Pharmacy	✓	✓		
Boots UK Ltd	t/a Boots the Chemist Ltd	✓	✓		
Tesco Instore Pharmacy	Tesco Superstore	✓	✓		
Copmanthorpe Pharmacy Ltd	Copmanthorpe Pharmacy	✓	✓		
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓	✓	✓
Euro Pharmicare Ltd	t/a Parkers Pharmacy	✓	✓		
Boots UK Ltd	Boots UK Ltd	✓	✓		
Boots UK Ltd	Boots UK Ltd	✓	✓		
Priory Group Medical Ltd (100 hours)	The Priory Pharmacy	✓	✓		
Boots UK Ltd	Boots the Chemists	✓	✓		
Pathvalley Ltd	Cohens Chemist	✓	✓		
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓	✓	✓
Boots UK Ltd	Your Local Boots Pharmacy	✓	✓		
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓	✓	✓
Boots UK Ltd	Boots UK Ltd	✓	✓		
Sainsbury's Supermarkets Ltd	Sainsbury's Supermarkets Ltd	✓	✓		
S K F Lo (Chemist) Ltd	S K F Lo (Chemist) Ltd	✓	✓		
M Hepworth (Chemists) Ltd	M Hepworth (Chemists) Ltd	×	×		
Gale Farm Healthcare	Gale Farm Pharmacy	✓	✓	✓	✓
PT & HJ Richardson	PT & HJ Richardson	✓	×		
Boots UK Ltd	Your Local Boots	✓	✓		

Contractor	Pharmacy Name (alternative)	Medicine: Review	New Med	App Review	Stoma
Boots UK Ltd	Boots UK Ltd	✓	✓		
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓	✓	✓
Monkbar Pharmacies Ltd (100 hours)	Monkbar Pharmacy	✓	×		
Lloyds Pharmacy Ltd	Lloyds Pharmacy	✓	✓		
Haxby Group Pharmacy Ltd (100	Haxby Group Pharmacy	✓	✓		
Acomb Medical Ltd	York Medical Pharmacy	✓	✓		
M J Roberts Chemists Ltd	M J Roberts Chemists Ltd	✓	✓		
M & B Healthcare Ltd	Bishopthorpe Road Pharmacy	✓	✓		
Tower Court Pharmacy Ltd	Tower Court Pharmacy Ltd	✓	✓		
Yorcare Ltd	Bishopthorpe Pharmacy	✓	✓		
Haxby Group Pharmacy Ltd (100	Huntington Pharmacy	✓	✓		

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### 6.1.3 Enhanced services

These services are commissioned by NHS England only and are detailed in The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013. If another provider wishes to commission these services they cannot be called Enhanced Services.

The services available are:

- Anticoagulant Monitoring service.
- Care Home service.
- Disease specific medicines management service.
- Gluten Free Food Supply service.
- Independent Prescribing service.
- Home Delivery service.
- Language Access service.
- Medication Review service.
- Medicines Assessment and Compliance Support service.
- Minor Ailment scheme.
- On demand availability of Specialist Drugs.
- Out of Hours.
- Patient Group Direction service – this includes vaccinations and immunisations,
- Prescriber Support service.
- Supplementary Prescribing service.

More details on each of these services can be obtained from the Pharmaceutical Services Advanced and Enhanced Service Directions (2013), available at <https://www.gov.uk/government/publications/pharmaceutical-services-advanced-and-enhanced-services-england-directions-2013>

The only current NHS England commissioned Enhanced Services pharmacy services in York are the scheduled additional hours (i.e. out-of-hours provision).

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#### 6.1.4 Essential Small Pharmacies Local Pharmaceutical Services contracts

Essential Small Pharmacies Local Pharmaceutical Services contracts ("ESPLPS Contracts") are a type of local pharmaceutical services (LPS) contract and were granted to certain pharmacy contractors in 2005/6 in accordance with Directions from the Secretary of State. They replaced the former essential small pharmacy scheme (ESPS) which was set up in order that pharmacies located in areas that could not otherwise support a pharmacy operating under the national terms of service would be provided with a minimum guaranteed income for the provision of essential services to ensure that they were financially viable.

The ESPLPS Contracts commenced on 1 April 2006, initially for five years, but were subsequently extended and these arrangements will terminate on 31 March 2015. In order to be eligible for an ESPLPS contract, pharmacies had to meet certain criteria such as dispensing more than 6,400 and fewer than 26,400 items per annum upon establishment and – to remain in this group – they had to continue to meet this low prescription volume criteria. The scheme closed on 1 April 2006 and no new ESPLPS contracts have been issued since that time.

#### 6.1.5 Appliance Contract

Dispensing Appliance Contractors (DACs) specialise in providing a range of colostomy and incontinence products for patients. They can also apply to NHS England to undertake the Advanced Services - Stoma Appliance Customisation and also Appliance Use Reviews to improve the patient's knowledge of specified appliances.

**Table 3 Names and addresses of Dispensing Appliance Contractors**

Contractor	Address	Postcode
Charles Bullen Stomacare Ltd	Unit 5 London Ebor Bus Park, Milfield Lane, York	YO26 6RY
Fittleworth Medical Ltd	Ground Floor Unit 4, Concept Court, Kettlestring Lane, Clifton Moor, York	YO30 4XF

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## 6.1.6 Distance Selling and Internet Pharmacies

The NHS Choices website currently lists 199 internet pharmacies in the UK.<sup>iv</sup> According to statistics from the Health and Social Care Information Centre, the number of ‘distance selling’ pharmacies (i.e. internet or mail order based) has increased from 56 in 2008/09, representing 0.5% of the total number of pharmacies, to 200 in 2012/13, representing 1.7%.<sup>v</sup>

Internet pharmacies are licensed in the same way as “bricks and mortar” pharmacies and require registration with the General Pharmaceutical Council.

They are also subject to additional requirements:

1. A distance selling pharmacy must not provide “*essential services*” to a person who is present at the pharmacy, or in the vicinity of it. In addition, the pharmacy’s Standard Operating Procedures (SOPs) must provide for the “*essential services*” to be provided safely and effectively without face to face contact with any member of staff on the premises. NHS England could ask for sight of the SOPs when considering an application to satisfy itself that the conditions will be met. For example, a distance selling pharmacy receives a prescription via post and dispenses it the next day, sending it via courier. The pharmacist telephones the patient to counsel the patient on the medicine’s correct use. This arrangement satisfies the conditions as no face to face contact has taken place on the pharmacy’s premises.
2. A distance selling pharmacy may provide “*advanced services*” as well as “*enhanced services*” on the premises, as long as any essential service is *not* provided to persons present at the premises. For example, a distance selling pharmacy receives a prescription and dispenses it the next day, sending it via post with a consent form and explanatory leaflet about the New Medicine Service, inviting the patient to contact the pharmacy. The patient lives locally and so makes arrangements to visit the pharmacy, to complete the NMS. The pharmacy would need to be very careful not to provide or offer to provide any of the essential services whilst the patient is at the pharmacy.
3. The pharmacy’s procedures and SOPs must allow for the uninterrupted provision of “*essential services*” during the opening hours of the pharmacy to anyone in England who requests the service. NHS England could ask for sight of the SOPs, during the application process, to ensure that adequate arrangements have been made to satisfy this condition.
4. Nothing in any written or oral communication such as a practice leaflet or any publicity can suggest, either expressly or implied, that services will only be available to persons in particular areas of England, or only particular categories of patients will (or will not) be provided for. For example, a distance selling pharmacy publishes a leaflet which states ‘Our delivery vans are available within a 25 mile radius. We can arrange for delivery by post outside this area, but cold chain products, such as insulin cannot be sent this way’. The pharmacy is likely to be found in breach of the conditions, as patients with diabetes requiring insulin who live outside the area would be unable to obtain their prescriptions from the pharmacy.

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### **6.1.7 City of York Council**

The City of York Council Public Health Team commissions a number of locally commissioned services. These are listed overleaf:

#### ***Emergency hormonal contraception***

The supply of Emergency Oral Hormonal Contraception (EHC) by community pharmacies helps contribute to a reduction in the number of unplanned pregnancies and terminations. This Service is delivered via a Patient Group Direction (PGD) free of charge to service users aged 14 years to 24 years inclusive. The aim of the service is to increase the knowledge of the availability of emergency contraception and contraception from pharmacies; to improve access to/use of emergency contraception; provide informed advice and support to complement existing sexual health services, providing a signposting service into the relevant mainstream contraceptive and sexual health services.

#### ***Needle and syringe exchange programme***

The Service provided includes the distribution and collection of sterile injecting equipment and its safe disposal and the provision of a range of other harm reduction support and interventions. Pharmacy needle and syringe programmes and harm reduction initiatives are part of the overall wider approach to prevent the spread of blood borne disease and other drug –related harm, including drug related death. The service aims to discourage people from misusing drugs and enable those who wish to stop to do so; reduce the harm drug misuse causes to individuals and to communities; protect communities from the health risks, and other damage associated with drug misuse, including the spread of communicable disease such as HIV and some forms of hepatitis and to ensure that communities have access to accurate information about the risks of drug misuse.

#### ***Supervised consumption service***

The Supervised Consumption Service is provided to drug users who are prescribed methadone, Subutex® or Suboxone® in the York area. The Service will encompass supervised support and advice to service users in a safe environment. The aims of the service are to ensure compliance with the service user's agreed care plan, by dispensing prescribed medication in specified instalments and ensuring each supervised dose is correctly administered; liaising with those directly involved with the service user's care and improving drug treatment delivery and retention. This thereby reduces the risk to communities caused by drug misuse

#### ***Stop smoking services (SSS)***

The provision of a service user in-house evidence based structured four week quit programme within pharmacies, as primary care services play a key role in helping

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people to stop smoking. It is intended to support pharmacies in maximising the numbers of service users who go through a structured quit programme to reduce overall smoking prevalence. Weekly support for at least the first four weeks of a service user's quit attempt (the support may be offered by telephone where appropriate) and attempt to confirm the smoking status of all service users reporting as having quit smoking at four weeks.

All services commissioned by City of York Council are subject to regular contractual review. Needs assessments will be taken on all these areas (tobacco control is underway at the time of publishing, and substance misuse services will be reviewed in 2015/16). Other services which could be provided by pharmacies may be procured during the lifetime of this PNA, for example NHS Health Checks.

**Table 4 Public Health Commissioned Services provided by Community Pharmacies**

Contractor	Pharmacy Name	SSS	EHC	Super Cons	Needle
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y		Y	
Tesco In store Pharmacy	Tesco Superstore	N	N	N	N
Whitworth Chemists Ltd	Whitworth Chemists Ltd	Y	Y	Y	
Monkton Road Pharmacy Ltd	Monkton Road Pharmacy	Y	Y	Y	
Boots UK Ltd	Your Local Boots Pharmacy			Y	
Boots UK Ltd	Your Local Boots Pharmacy	Y	Y	Y	
Asda Stores Ltd		Y		Y	
E & C Goran	Badger Hill Pharmacy		Y	Y	
Boots UK Ltd	Boots UK Ltd	Y		Y	
Boots UK Ltd	Your Local Boots Pharmacy		Y	Y	
R S Marsden Ltd	Marsden Pharmacy			Y	Y
Boots UK Ltd	Your Local Boots Pharmacy		y	y	y
Tesco Stores Ltd (100 hours)	In store Pharmacy		Y		
Boots UK Ltd	t/a Boots the Chemist Ltd		Y	Y	
Copmanthorpe Pharmacy Ltd	Copmanthorpe Pharmacy	Y	Y	Y	
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y		Y	Y
Euro Pharmacare Ltd	t/a Parkers Pharmacy	N	N	N	N
Boots UK Ltd	Boots UK Ltd	Y	Y	Y	Y
Boots UK Ltd	Boots UK Ltd	Y	Y	Y	Y
Priory Gp Medical Ltd (100 hrs)	The Priory Pharmacy	Y		Y	
Boots UK Ltd	Boots the Chemists		Y	Y	
Pathvalley Ltd	Cohens Chemist			Y	
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y	Y	Y	Y
Boots UK Ltd	Your Local Boots Pharmacy	Y	Y	Y	Y
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y	Y	Y	
Boots UK Ltd	Boots UK Ltd	Y	Y	Y	
Sainsbury's Supermarkets Ltd	Sainsbury's Supermarkets Ltd		Y	Y	
S K F Lo (Chemist) Ltd	S K F Lo (Chemist) Ltd			Y	
M Hepworth (Chemists) Ltd	M Hepworth (Chemists) Ltd	N	N	N	N
Boots UK Ltd	Boots UK Ltd			Y	
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y		Y	
Monkbar Pharmacies Ltd (100 hour	Monkbar Pharmacy	Y	Y	Y	
Lloyds Pharmacy Ltd	Lloyds Pharmacy	Y	Y		
Haxby Gp Pharmacy Ltd (100 hrs)	Haxby Group Pharmacy		Y		
Acomb Medical Ltd	York Medical Pharmacy			Y	
M J Roberts Chemists Ltd	M J Roberts Chemists Ltd	N	N	N	N
M & B Healthcare Ltd	Bishopthorpe Road Pharmacy				
Tower Court Pharmacy Ltd	Tower Court Pharmacy Ltd	Y	Y	Y	
Yorcare Ltd	Bishopthorpe Pharmacy		Y	Y	
Haxby Gp Pharmacy Ltd (100 hrs)	Huntington Pharmacy		Y		

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### 6.1.8 Clinical Commissioning Groups

At present NHS Vale of York CCG does not commission any services from community pharmacies.

## 6.2 Community Pharmacy Contractors

This section provides an overarching summary of pharmaceutical provision in York.

In York there are a total of 40 community pharmacies, and 10 dispensing outlets from 5 GP practices, giving a total of 50 dispensing outlets.

When analysed against population, this equates to an average of 4000 people per dispensing outlet or 25 outlets per 100,000 population. This makes York one of the best provided areas in the country, in the top 20%.

**Table 5 Total number of dispensing outlets, providing essential dispensing services**

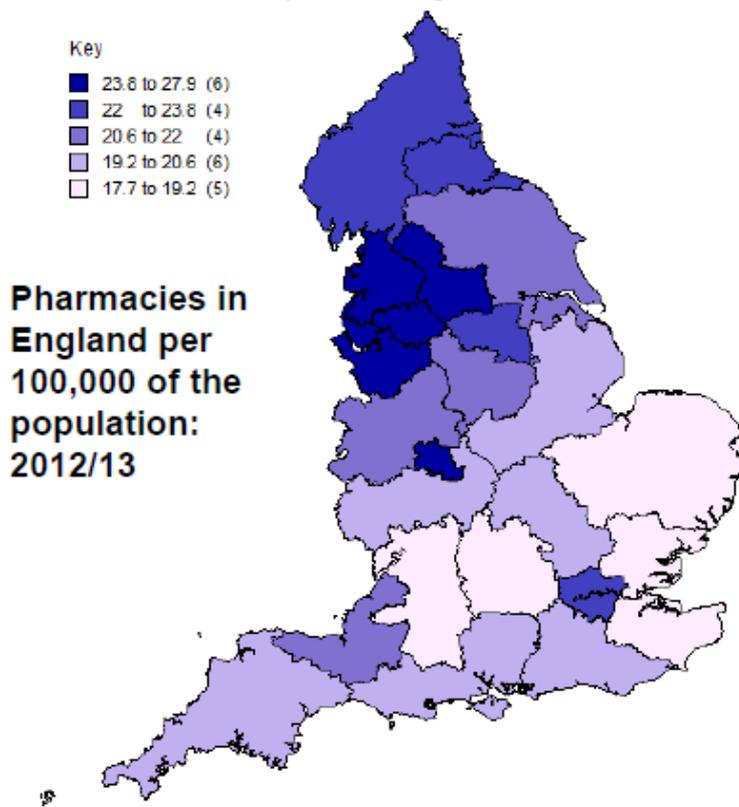
Pharmacies	GP dispensing practice premises	Total dispensing outlets	Population	Population served per outlet	Outlets per 100,000 population
40	10	50	200,000	4,000	25

**Appendix 2** presents the full details of all York pharmacies, with opening hours.

**Appendix 3** presents the same information as in Appendix 2 but for the whole NHS Vale of York CCG catchment.

**Appendix 4** presents the addresses of all the GP practice dispensing branches.

**Figure 1** Map of Community Pharmacies per 100,000 population, shown by NHS England Areas



### 6.3 Dispensing Activity

Within the range of pharmaceutical products there are Prescription Only Medicines (POMs) and Over the Counter (OTC) products. Drugs which are OTC may also be prescribed, such as painkillers (e.g. paracetamol) and laxatives (e.g. senna). GPs will often prescribe OTC products for patients who do not pay for prescriptions such as people over 60 and children. Between 2002 and 2012 in England 90% of prescriptions were dispensed free. Prescriptions must be written by a prescriber, which in the majority of cases is a doctor, but dentists may also prescribe and increasingly nurses and therapists can prescribe within their scope of practice once they have been suitably trained.

The NHSE *Call to Action* provided an evidence pack on community pharmacy provision.<sup>vi</sup> In the evidence pack it stated:

- 
- The number of items prescribed reached 1 billion annually in 2012. The year-on-year growth in items has been around 4 - 5 per cent since 2001.
  - Almost 60 per cent of all prescriptions are for those over 60.

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

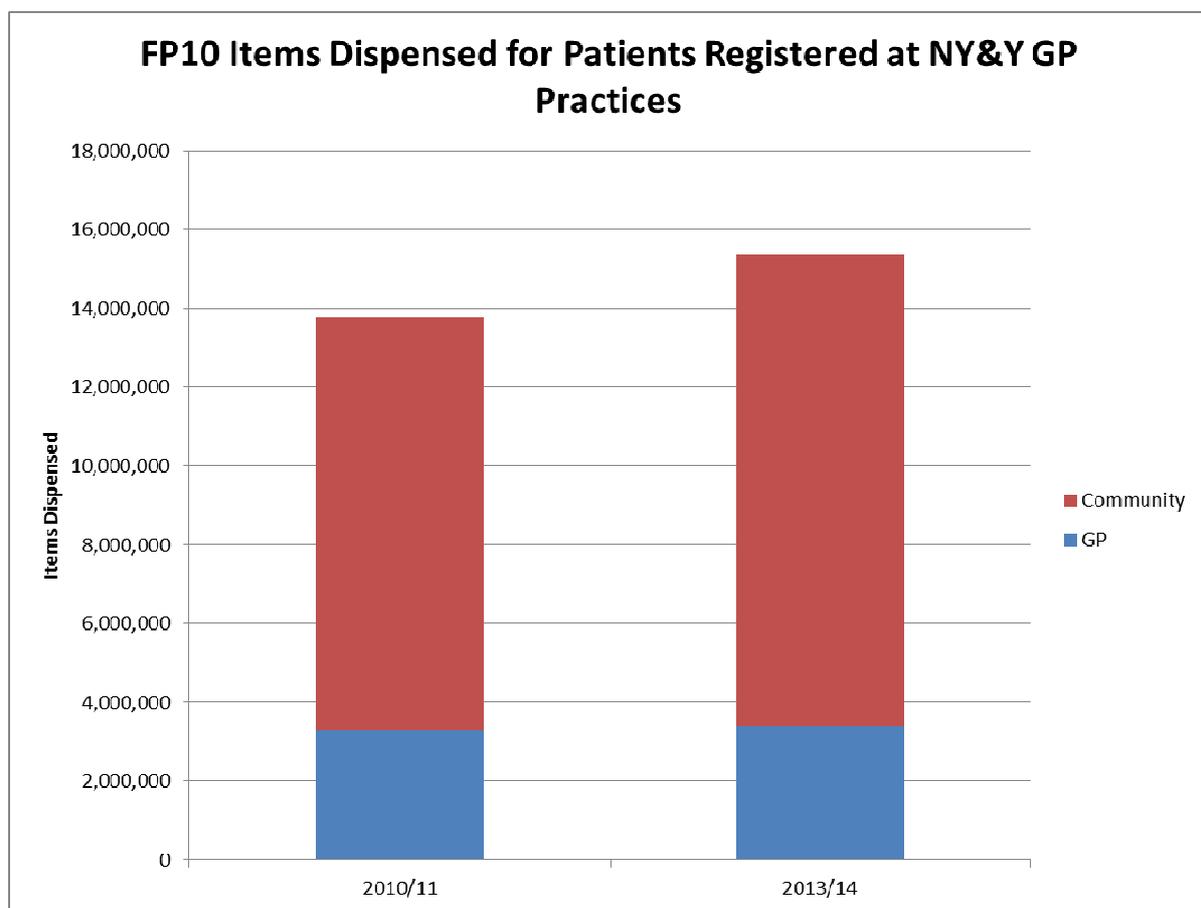
- are 60 or over or under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance, or
- Pension Credit Guarantee Credit
- Universal Credit

The figure below shows the trend in items dispensed in North Yorkshire and York combined, as in 2010/11 the data was compiled by PCT which covered both areas. As NHS Vale of York CCG covers all of York and quite a large area of North Yorkshire these data are not split by area. There is no reason to believe that the direction of trend in York would have differed to that in North Yorkshire over the ensuing 3 years, so it would be a safe working estimate that the number of items dispensed has increased by 9%. This matches the national trend for a 3 – 4% increase year on year.

**Figure 2 Items<sup>5</sup> dispensed for patients registered at North Yorkshire and York GP Practices combined**



**Source: North Yorkshire and Humber Commissioning Support Unit, Medicines Management Team 2<sup>nd</sup> October 2014**

<sup>5</sup> Items are individual medicines, appliances, etc prescribed. A prescription may include several items. The prescription form used by prescribers (usually GPs) in the community is known as an FP10, so “FP10 items” encompasses all the medicines and products prescribed – except those prescribed by hospital prescribers.

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## 6.4 Access to pharmaceutical services

There are 40 community pharmacies operated by a mixture of independent and multiple pharmacy owners (e.g. Boots). In addition there are a further 10 dispensing outlets from 5 GP practices.

Everywhere in York is within a 10 minute drive time of a dispensing practice or community pharmacy.

Some groups may experience difficulty accessing a pharmacy, these are discussed in Section 7 – Identified Health Needs.

The opening times of all pharmacies are given in Appendix 2.

### ***Out of Hours Provision***

Many areas now have "late night" pharmacies, accessible until late evening. When these are closed, the GP out-of-hours (OOHs) service is commissioned to dispense emergency medicines, and limited stocks of a limited list of medicines for emergency use are carried in all OOHs vehicles and in OOHs centres. These are for patients seen by the service and there is no provision for dispensing against prescriptions provided elsewhere.

Medicines are now supplied under national guidance in "patient packs", meaning a full course is dispensed and patients should not have to seek further supplies elsewhere. Historically, supplies were only provided until the next pharmacy opened.

OOHs services also carry a small amount of palliative care drugs in case of immediate need overnight; these are only provided in small amounts due to the rapidly changing requirements in these patients.

The purpose of the OOHs dispensing service is to ensure 24/7 supply of essential medication, it is not intended as a routine dispensing service.

If other essential medication is required when pharmacies are closed (e.g. Insulin destroyed by heat/faulty insulin pen) OOHs GPs may communicate and liaise with either community pharmacists or hospital on-call pharmacists to attempt to identify and access medication not routinely held in stock. Whilst provision cannot be guaranteed overnight, safe care will be provided to all in need.

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## 7.0 Identified Health Needs

York is a fairly compact city, surrounded by rural areas with a few small villages within the local authority boundary. The area covered by the City of York local authority is 272 km<sup>2</sup> giving a population density of 728 people per km<sup>2</sup>, which is very near the median of all English districts, being 159<sup>th</sup> out of 326 authorities.

The York Joint Strategic Needs Assessment (2014) provides a high-level analysis of the current and future health and wellbeing needs of the individuals and communities within the city of York. It is available as a web resource on-line, rather than a single document, although sections can be downloaded as documents (pdfs). The content is available [here](#). The JSNA is a comprehensive assessment and provides a substantial information source on need for the PNA. Rather than repeating large sections of the JSNA this section of the PNA attempts to summarise some of the pertinent issues relevant to need for pharmaceutical services.

The needs of the population in relation to pharmaceutical services have been summarised in this section. This has been structured in line with the domains that were identified in Section 4.0:

- Population.
- Illness and disability.
- Risks to health.
- Wider determinants.

This section also brings in the findings from each of the questionnaires:

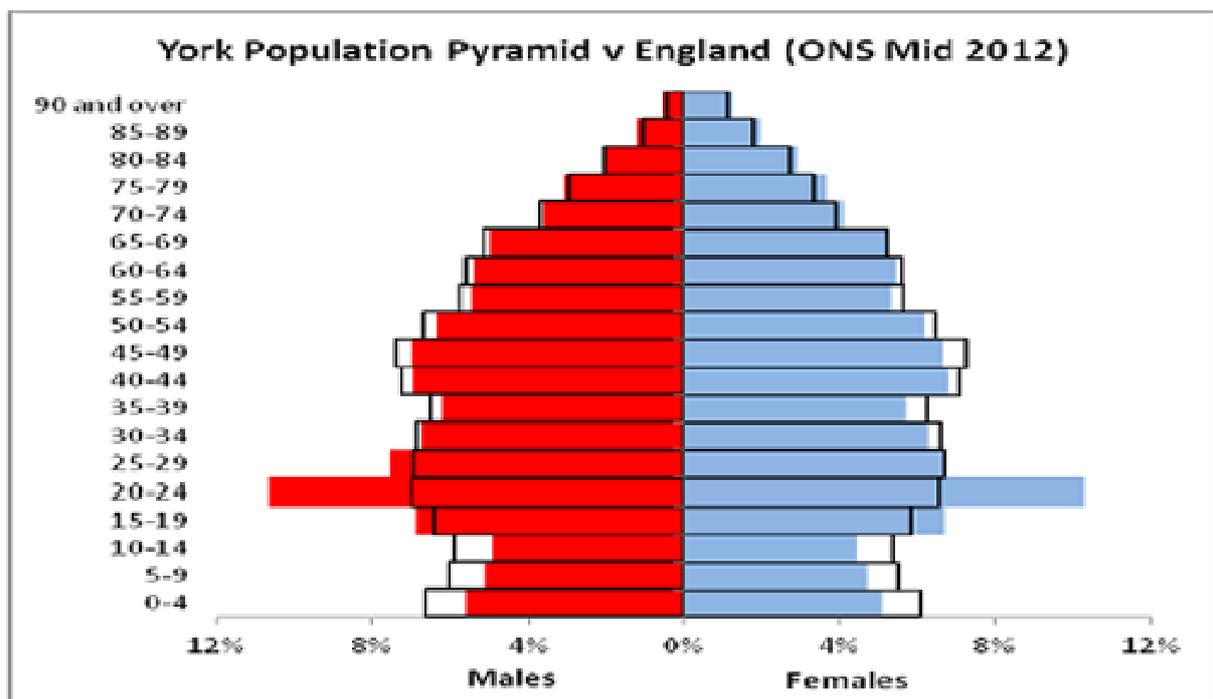
- Public.
- Health and care professions.
- Strategic stakeholders.

### ***Population***

According to the 2011 Census, York's population was 198,051 persons, made up of 83,552 households. In the decade between Censuses the population grew by 10%. More recent data from the Office for National Statistics (ONS) has estimated York's mid-year population in 2012 to be 200,018 – an increase of 1% (1,967 people) since the 2011 Census. It would be safe to assume that the city population will continue to grow by about 1% a year over the lifetime of this PNA.

The population pyramid below summarises the number of males and females who make up York's resident population by age bandings. This gives a visual representation of the number of men and women who live within the York local authority boundary by gender and 5 year age band. In York the pyramid does not look like a pyramid! Youngest is at the bottom of the pyramid, usually with a gradual decrease from about age 50. In York we see a large bar sticking out on each side. This is people in their early twenties, and is the effect of having a large student population in the city. The darker outlines show the population profile of the England population for comparison.

**Figure 3 Population pyramid for York based on mid-year 2012 estimates**



Source: ONS mid 2012 population figures

The same data is shown below in by age banding in Table 6 overleaf.

**Table 6 Population by broad age category based on 2012 mid-year estimates**

<b>Age band/ group</b>	<b>Total population</b>	<b>Male</b>	<b>Female</b>
0-18 [children + teens]	38,760	19,737	19,023
19 – 64 [working age adults]	126,453	62,667	63,786
65 –84 [older people]	29,797	13,394	16,403
85+ [the very old]	5,008	1,685	3,323
<b>TOTAL</b>	<b>200,018</b>	<b>97,483</b>	<b>102,535</b>

Very detailed data showing population by single year groups and gender are given on the JSNA [Demography](#) web pages.

York has a higher percentage of females (51.4%) than regional or national percentages (50.8% for both).

### **Population growth**

The Office for National Statistics (ONS) mid-year population estimate for York's was 200,018 – an increase of 1% (1,967 people) since the 2011 Census. This compares to increases of 0.6% in the Yorkshire and Humber region (made up of 24 local authorities) and 0.8% in England and Wales (made up of 348 authorities) over the same period. York's population increased by 10.4% since the 2001 Census, this compares to increases of 6.8% regionally and 8.3% nationally over the same time period.

The relative lack of children in 5-14 year old age group in York is similar to regional and national figures. However, there has been a recent “baby boom”, a large increase in the 0-4 age population, especially children 2 years and under. The regional increase for this group was 12.5% compared to York's 13.9%. In the coming 5 – 10 years York will see an increase in demand for childcare and primary school places.

Population projections for the period between 2011 and 2021:

- for England there is growth forecast in those aged 0-14 years as in York.
- York shows an increase in those in the 25-39 age groups for both genders.
- Nationally we will see growth in those aged 50+ for both genders by 2021.
- For ages 15-24 years and 40-49 years will see a reduction by 2021 compared to the 2011 population.

- 
- The 85 + population is projected to grow by a large amount.

### ***Socio-economic prosperity and deprivation***

The city is affluent, ranked 3<sup>rd</sup> least deprived out of 64 similar-sized cities in England. However the city has 8 small areas which are in the poorest 20% nationally.

There is a measure known as the Index of Multiple Deprivation 2010 (IMD 2010) which combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England. The overall IMD 2010 measure for York shows that it is the 3<sup>rd</sup> least deprived city (out of the 64 cities of similar size in the UK). In other words it's an affluent city.

However, this overall affluence belies the wide variation which is present. York has one Lower Level Super Output Area<sup>6</sup> in the 10% most deprived areas in the country (found in Westfield Ward) and a further 7 areas in the 20% most deprived areas in the country (found in Westfield, Clifton, Hull Road, Heworth and Guildhall wards). York's overall prosperity masks these pockets of deprivation, and the poor economic circumstances of many of the most vulnerable members of society; older single people living on a small pension, disabled people living on reducing benefits, people with long-term mental health problems, carers, young people not in education, employment or training, care leavers and the homeless. About 4,100 children live in poverty. It is worth noting that the difference in earnings between men and women in York equates to men earning £2.94 more per hour than women. Locally it is estimated that well over £2m of reductions in Housing Benefit and Council Tax Benefit in 2013/14 affected a wide number of residents and squeezed the income of those already reliant on welfare. This includes:

- 931 social tenants saw a reduction in their Housing Benefit because of the 'spare room subsidy' changes (£683k)
- 6,000 working age Council Tax payers had to pay at least 30% more of their Council Tax (£1.5m)
- 40 tenants affected by the cap in benefits (£42k)

The map overleaf shows the levels of deprivation within the York local authority boundary.

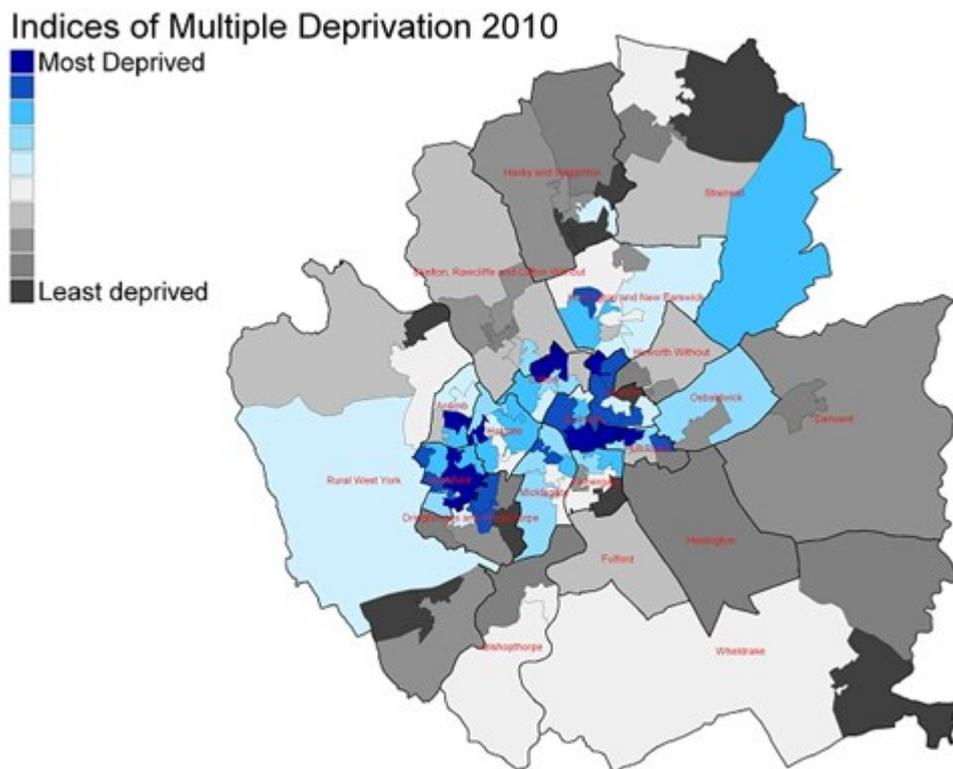
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<sup>6</sup> A Lower Level Super Output Area is an area whose boundary is set by Office for National Statistics and contains between 1,000 - 3,000 people in 400 - 1,200 households.

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In this map, the darkest blue shading shows the areas within each ward that have the highest levels of deprivation. The black areas represent the least deprived areas within York.

**Figure 4 Map of York showing Index of Multiple Deprivation (IMD) Score by Lower Super Output Area**



Each of York's 22 wards has a [ward profile](#) which contains a wide range of information at ward level such as ward population by age, gender, ethnicity, life expectancy, employment status, occupation, hours worked, qualifications, benefit claims, housing status, household composition, religious beliefs, health and wellbeing, crime, anti-social behaviour and community groups.

### ***Key populations***

#### ***Carers***

*'A carer is someone who, unpaid, looks after or supports a relative, friend or neighbour who is ill, disabled, frail or in need of emotional support'. There are 18,224 carers recorded in the 2011 Census in York making up 9.2% of the population. This is lower than regional (10.4%) or national (10.3%) figures.*

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A higher proportion of those with bad health are carers (12.4%) than those who are in good or fair health (9.3%). 4.5% of the Black and Minority Ethnic community are carers.

Bishopthorpe ward is in the top 10% of wards nationally for providing unpaid care of up to 19 hours a week.

There has been a significant growth in the population of older people, and this trend will continue. Within York, the most notable increase is the growth rate of 38% between 2001 and 2011 for those aged 80 and over compared to a national rate of 23%. There will be an associated increase in mental health and physical and sensory needs as the population ages. It is expected that there will be an increase in both the number of older people being supported by carers, as well as the number of older carers. It is likely that more people will become 'mutual carers' where two or more people, each experiencing ill health or disability, will care for each other ([York Carers Strategy, 2011-2015](#)).

An online source of information is available for carers [Connect to Support](#) detailing support available in York. However, some carers may be less likely to access appropriate information and support. A large proportion will be "digitally excluded" i.e. without access to computer or broadband and therefore cut off from all the online resources which could help them. The local pharmacist can play a very important support role for these people.

The City of York Council's Equality Action Group provided feedback about the Carers Strategy, identifying carers who need specific support as:

People with sensory impairments

Carers with learning disabilities

Carers from black and minority ethnic communities

Lesbian, gay, bisexual and transgender (LGBT) carers

Travellers

Carers with mental health problems

Older carers

In terms of equality outcomes Young Carers (aged under 18 years) are also being disadvantaged. There is more on the JSNA website [JSNA Carers page](#).

A [Connect To Support](#) website gives access to finding a range of social care services in the local area.

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## ***The Student community***

York has a high number of Higher Education students, ranking 23<sup>rd</sup> nationally.

There are 22,643 full time students in York. 5,730 students are in some form of employment - the highest percentage in the region, and 17<sup>th</sup> highest nationally. A relatively high number will be involved in working in the hospitality trade, namely bars, restaurants and clubs.

The website [www.yorkstudenthealth.org.uk](http://www.yorkstudenthealth.org.uk) has a range of health advice for students in York and some information about health services, but not about pharmacy specifically. It was identified by stakeholders that there is no pharmacy on the large University of York campus, despite having a Health Centre on campus, and that this did present an issue for students, especially those new to the area or country and perhaps new to having to take responsibility for getting medicines when they need them. Travelling by public transport to the most accessible location and back would take a considerable chunk out of the time the students have for face-to-face study, or exams it would be impossible to miss except in the most dire situation.

## ***Minority ethnic groups***

Between the 2001 and 2011 Censuses the city has become more culturally and religiously diverse with a Black and Minority Ethnic (BME) population of 9.8% (non-White British) compared to 4.9% in 2001. The largest ethnic group in York is the “other white British” followed by Asian British. There are a relatively large proportion of the number of immigrants from the EU area from eastern European countries such Poland.

## ***Gypsy and Roma Travellers***

These data also show that there is a relatively small Gypsy or Irish Traveller population which moves across northern Yorkshire, and there are a number of pitches in the city of York and in neighbouring Selby. Census 2011 data reveals that Travellers reported their health as either ‘Very Good’ or ‘Good’ (75%) compared to the general population of York (84%) and England (81%). Similarly, double the proportion of White: Gypsy or Irish Travellers recognise their health as ‘Bad’ or ‘Very Bad’ (8%) compared to York generally (4%). National research indicates reduced life expectancy, higher rates of infant mortality and greater likelihood of ill health within the GRT community.

A health needs assessment of this population was undertaken late 2013.

The survey sought to find out about usage of local health services, to establish whether or not there are any services which are not being accessed or any that are used more often than would be expected.

With the exception of one person at James Street site, all respondents were registered with a GP in York (97%). The following GP practices were identified by the 32 respondents who filled in the name of their doctor's practice:

- Clifton Health Centre (13; 35%)
- Abbey Medical, Tang Hall (10; 27%)
- The Surgery, 32 Clifton (4; 11%)
- Abbey Medical, Parkview (2; 5%)
- Priors Med, Heworth Green (2; 5%)
- Petergate Surgery (1; 3%)

33 (87%) people confirmed that their family members also had access to a GP; 3 (8%) reported they had any family members who were not registered. All services highlighted in the survey had been used by at least six individuals within the past year.

**Table 7 Use of health services by the Traveller Community in York, 2013**

Residence at time of	All (38)	YO19 5UZ (6)	YO10 3DT (6)	YO30 6NG (16)	B&M (7)	Roadside (2)
GP	30 (79)	5 (83)	3 (50)	14 (88)	6 (86)	2 (100)
Pharmacy	25 (66)	3 (50)	4 (67)	12 (75)	6 (86)	0
Walk in centre	12 (32)	0	3 (50)	4 (25)	4 (57)	0
A&E	17 (45)	1 (17)	3 (50)	7 (44)	5 (71)	0
NHS Direct	6 (16)	0	3 (50)	2 (13)	1 (14)	0
Out of Hours	10 (26)	0	3 (50)	4 (25)	3 (43)	0
Dentist	20 (53)	2 (33)	4 (67)	7 (44)	6 (86)	0
Total visits	120	11 (2:1)	24 (4:1)	40 (2.5:1)	31 (4:1)	2 (1:1)

79% of individuals or their family members had visited their GP within the previous year. **Usage of pharmacies was also positive at 66%**, although it is not possible to know whether this was solely for collection of prescriptions or if other services had been used. Use of the Emergency Department was very high at 45%.

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NHS Direct appeared to be the least popular service, with only 16% (6) of respondents having used it in the last year.

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## 7.1 Illness, disability and risk factors

York scores better than the England average in many health indicators.

- Life expectancy for both men and women is similar to the England average..
- Over the last 10 years overall mortality rates have fallen. The early death rate from heart disease and stroke has fallen and is better than the England average.
- At age 11 (school Year 6), nearly 1 in 7 children are classified as obese; which is better than the average for England which is nearly 1 in 5.
- Levels of teenage pregnancy and GCSE attainment are better than the England average.
- Estimated levels of physical activity are better than the England average.
- Rates of sexually transmitted infections, road injuries and deaths, smoking related deaths and hospital stays for alcohol related harm are better than the England average.

The key area where York's health is relatively poor is:

- "increasing and higher risk" drinking – the city is within 1% of the worst local authority in the country

Also of concern is inequality in health – the gap in life expectancy between richest 10% and poorest 10% is over 8 years for men and over 5 years for women.

Nationally, the major causes of years lived with disability in 2010 were:

- Mental and behavioural disorders
- Musculoskeletal disorders

These are also the common reasons for long-term (over 4 weeks) sickness absence from work.

NHS Vale of York has a higher than average prevalence of patients who are registered with the following long-term conditions: depression, dementia, coronary heart disease, atrial fibrillation (an irregular heart beat), stroke and cancer. It is impossible to tell from these data if the detection of the conditions is better, or if the prevalence is truly higher.

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People with long-term conditions account for:

- 30% of the population
- 50% of all GP appointments,
- 64% of outpatient appointments,
- 70% of all inpatient bed days,<sup>vii</sup>

In total around 70% of the total health and care spend in England is attributed to caring for people with long term conditions, this means 30% of the population accounts for 70% of the spend.

The care of individual conditions is often the focus of healthcare delivery, research and training. However, increasingly, as the population in the UK ages, there are people with multiple morbidity, that is those with two or more long-term conditions. This poses a big challenge to health and social care, delivery; particularly in an area such as York where the population is growing and the absolute numbers of the over 65s, and particularly over 85s is increasing.

Barnett et al. (2012)<sup>viii</sup> conducted a cross sectional study on 1.75million people registered at 314 medical practices in Scotland as of March 2007. The purpose was to examine the distribution of multiple morbidity (i.e. the same person having many conditions), and the interaction of physical and mental health disorders in relation to age and socioeconomic status.

The key findings were:

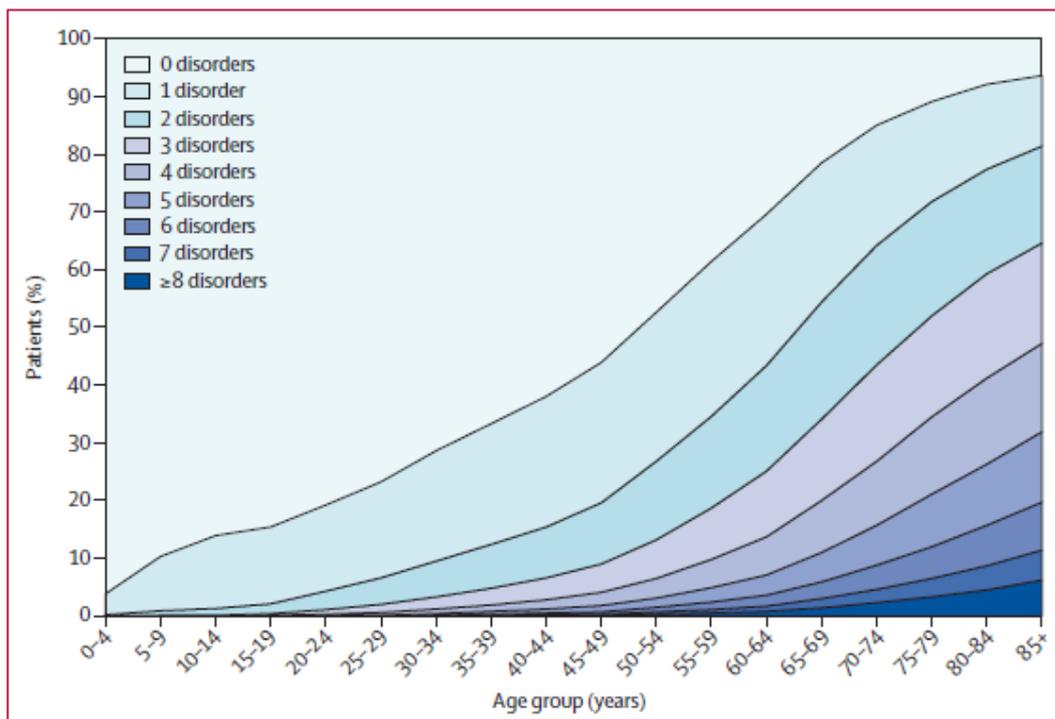
- 42% of all patients had some (any) morbidities,
- 23% of all patients had more than one (i.e. were multi-morbid)
- Relative proportions of the population with multiple morbidities increase with age as might be expected,
- However, the largest absolute numbers of people with multiple morbidities were found in those aged under 65 years – this is due to the relative size of the populations under and over 65,
- Onset of multiple morbidity occurred 10-15 years earlier in those living in the most deprived areas compared with those in the most affluent areas,

- 
- Socioeconomic deprivation was particularly associated with multiple morbidity that included mental health disorders,
  - Prevalence of both physical and mental health disorder was:
    - 11% in most deprived areas,
    - 6% in least deprived areas,
  - The presence of a mental health disorder increased with the number of physical morbidities:
    - 7% for five or more disorders,
    - 2% for one disorder.

Multiple morbidity becomes progressively more common with age. Figure 5 overleaf illustrates how morbidities accumulate with age which places a particular challenge on health and social care services. The current system in York is not designed to cope with this level of complexity, in particular the complexity of managing mental health disorders.

The most problematic expression of population ageing is the clinical condition of frailty. Frailty develops as a consequence of age-related decline in many physiological systems, which collectively results in vulnerability to sudden health status changes triggered by minor stressor events. Between a quarter and half of people older than 85 years are estimated to be frail, and these people have a substantially increased risk of falls, disability, long-term care, and death.

**Figure 5** Number of Chronic Disorders by Age



It is particularly in patients with multiple morbidity who may be on many different medicines where the skill and experience of the pharmacist is needed to be vigilant for interactions, and to advise patients in the correct use of the various medications.

## 7.2 Risks to health

### Smoking

Smoking is the single greatest cause of preventable deaths in the UK, killing 80,000 people a year: more than obesity, road traffic accidents, illegal drugs, alcohol and HIV combined (Department of Health, 2011).

Smoking kills half of all regular smokers (Doll, R.R., 2004) and causes and exacerbates a range of diseases, reducing quality of life (as well as the length) for many individuals and their families.

Smoking has been identified as the primary reason for the gap in life expectancy between the rich and the poor, with tobacco control therefore a vital part of strategies to tackle health inequalities (Marmot, 2010).

The smoking prevalence rates in York are lower than the national and regional averages. This is based on Public Health England's Tobacco Control Profiles, 2012:

- The adult smoking prevalence rate is 18%, lower than the national and regional rates (20% & 23%).

- 
- The rate for persons in routine and manual occupations is 26%, lower than the national and regional rates (30% & 33%).
  - The smoking prevalence rate for patients with a long term condition (LTC) is 15%, lower than the national and regional rates (19% & 18%).
  - Across York Local Authority area, the smoking rate for pregnant women at the time of delivery is 13.7%, slightly higher than the national rate (12.7%), but lower than the regional rate (16.5%).

Local research provides information on smoking patterns in certain groups of people.

- In a cohort of 165 drug users in York, 73% said they had smoked tobacco in the last year.
- Informal feedback from front-line staff as part of a health needs assessment suggests high smoking prevalence rates in the gypsy and traveller community in York.

Patients that smoke and have surgery are at the greatest risk of complications during or after an operation. These include potentially serious complications that can affect the lungs or heart as well as problems related to the general anaesthetic which is vital in the majority of surgical procedures.

Fighting infection is also more difficult for a smoker; whilst the risk of breathing problems increases too. There is also an increased chance of a longer stay in hospital. The wounds and bones in smokers also take longer to heal because of the reduced blood flow and lower oxygen levels in the blood.

Smoking reduces the benefits from treatment and the effects of recovery. There is a 1 in 3 risk of smokers experiencing breathing problems after an operation, but by stopping smoking at least eight weeks before the operation, the risk drops dramatically to 1 in 10 (NHS Vale of York Clinical Commissioning Group).

For these reasons a 'Stop Before Your Op' programme has been established by NHS Vale of York Clinical Commissioning Group. . Key components of the programme are as follows:

- GP's identify which of the patients requiring non urgent surgery are current smokers
- The patient's referral for surgery would normally be delayed for up to 12 weeks whilst smoking cessation interventions take place.

- 
- Patients would not have a delay if the clinical need for surgery is judged to be greater than the benefits of delaying surgery through smoking cessation treatment

The anticipated benefits of such a programme are:

- increasing the number of people who stop smoking for their operation and maintain their smoke-free status postoperatively
- improving postoperative recovery and reducing hospital length of stay
- improving clinical outcomes by reducing smoking-related ailments and postoperative complications, for example in wound healing
- reducing inequalities by increasing opportunities to access stop smoking support, particularly for hard-to-reach groups

**Community pharmacies** are one of the key deliverers of the support for stopping smoking from this initiative. In addition teaching smokers who have already sustained lung damage how to use their inhalers properly will help relieve breathlessness.

### ***Substance misuse***

The principal substances of misuse relevant to community pharmacies are opiates. The risks of substance misuse include death, either from overdose or from unsafe behaviours and situations leading to injury, and infections, including blood-borne viruses such as Hepatitis B and HIV. As part of a harm-reduction strategy, there are two strands where community pharmacies play a crucial role: supervised consumption and needle and syringe exchange.

Lifeline (the drug and alcohol treatment agency) currently has just under 500 York clients on their books, the majority of whom have drug addiction, and 70% of their total clients are prescribed methadone (an oral liquid). About three quarters of these receive their medication under the supervised consumption scheme from a community pharmacy. Treatment of long-term substance misuse has been moving to a “recovery model” for the last couple of years. This means over the next few years we would be expecting this number to reduce.

Many of these users initially became addicted injecting the drugs intravenously (IV), and some continue to do so periodically. There are also opiate drug users not in treatment and who may share needles and syringes. A more recent trend has been misuse of anabolic steroids by “body-builders”, some of whom inject the steroids. A small number of people inject other substances from time.

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For all these people who may be injecting at some point there is a need for needle and syringe exchange. The estimated number of injecting drug users in York is 457 (95% Confidence Interval range 400 to 556) estimated in April 2014<sup>7</sup>.

### **Sexual health**

Measures of sexual health for the York population are generally better than the national average, for instance the rate of acute Sexually-transmitted Infections was 599 per hundred thousand compared to England's 804 in 2012. There were 68 conceptions in the under 18 year old in 2012, a rate of 23 per thousand girls aged 15 – 17, compared to the English 27 conceptions.

The large student population creates a large demand for sexual health services in York.

As part of the research informing the procurement of sexual health services in 2014, extensive consultation was carried out with users and potential users of the services. The following feedback was received relevant to community pharmacies.

- Improved marketing and publicity of services

The opportunity for improved marketing and publicity of services was identified by current service providers, potential service users and staff working with vulnerable and most at risk populations throughout the engagement exercise.

Although some pharmacies are promoting sexual health service provision, specifically free EHC to 14-24 year olds, within their pharmacy via poster and leaflets, 73% (n=22) of those that responded to the standardised questionnaire reported the main way people are made aware of the service available is through one to one consultation. This would suggest that people need to access the pharmacy first before being aware of what services are available. The information received from the pharmacy questionnaires suggests that they see an opportunity for improved marketing and awareness of their sexual health service provision, quotes below illustrating this:

*'More advertising in local media/on the Internet. More awareness needed in surgeries. Training made easier to access/gain accreditation for (online for instance) instead of attendance to a training evening.'*

*'Make the public more aware that pharmacies can offer this service.'*

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<sup>7</sup> Source: *Estimates of the prevalence of opiate use and/or crack cocaine use (2011/12)*  
<http://www.nta.nhs.uk/facts-prevalence.aspx>.

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*'Just to make it well publicised that pharmacies can offer these services in a confidential and discrete setting. Having the appropriate leaflets, etc. would also help, and reinforce the fact that we are a good source of sexual health advice.'*

### **Other risk factors**

While alcohol, obesity, lack of physical activity, unhealthy diet are also major risk factors for cardiovascular disease (including vascular dementia) and cancers, there are not specific initiatives tackling these individual risk factors at pharmacy level, short of support for health promotion campaigns. However the Healthy Living Pharmacy initiative will promote a holistic view of health and wellbeing and it is hoped community pharmacies will embrace this approach.

## **7.3 Public Questionnaires**

The questionnaires were sent out widely to York and North Yorkshire; there were a total of 118 respondents but only 10 were from York, however 3 of these were from organisations so represented a wider view from the public. So we have used the full questionnaire for questions about preferences for when and what services were available, but in terms of location and specific comments we have only used the York responses. 90% of York respondents rated pharmaceutical services as good or very good.

### **Location of Pharmacy**

Most people said they normally used a pharmacy close to their home, or close to or at their GP practice.

### **Opening hours**

Most people said they normally visited a pharmacy on weekdays between 9am and 6pm or at no particular time. These are the times that most people stated they preferred to visit although more replied that their preference was "at no particular time". A small number expressed a preference for being able to visit pharmacies after 6pm on weekdays and on Saturdays.

Overall people said they could generally find a pharmacy open when needed (always or usually). However only about a third said they could find a pharmacy open after 6pm on weekdays or on Sundays.

Overall most people rated availability of pharmacy services in their area to be good or very good.

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### **Reasons for visiting a pharmacy for services other than prescription medicines**

The most common reason was to buy other goods, including presents and veterinary products. Some people said they never visited the pharmacy because prescriptions were collected for them and their medicines were home delivered.

### **Problems when using usual pharmacy**

The most frequently mentioned problem was medicines not being in stock, followed by delays waiting for medicines to be dispensed either in the pharmacy or waiting for repeat prescription requests to be processed through the “system”. Dispensing errors and a need for longer opening hours were both mentioned five times.

### **Service use**

It was clear that there was a lack of knowledge about many of the services available. Some of this was understandable as one would not necessarily expect older people to know that Emergency Hormonal Contraception or Chlamydia screening were available. However several respondents mentioned that they weren’t aware of the range of lifestyle advice and support and suggested that more should be done to promote it.

### **What do you like about your pharmacy?**

All the York respondents found something to like. Most frequently mentioned was good customer service - helpful, cheerful staff, efficient service. *“The outstanding service, which my wife and I find is consistently caring, professional and friendly. Nothing is too much trouble. There is a real concern for patients' needs.”*

Next most frequent comments were about convenience and availability – local, can go after work, close to GP surgery, *“Pharmacy recently opened in GP Surgery, open long hours 7 days / week. Quick turnaround from submitting repeat prescription to medication being available and text message to say when it is ready.”*

### **What do you think could be improved?**

Nine of the ten York respondents suggested areas for improvement: most frequently mentioned was opening hours. Other areas covered were greater provision of private space, better communication (including electronic communication) with GP with regard to repeat prescriptions, information about availability of late night chemists, better stock levels and one customer service, *“The chief pharmacist's<sup>8</sup> poor manner with customers”*.

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<sup>8</sup> The title “Chief Pharmacist” relates to a specific role, generally in a hospital pharmacy. We presume this respondent meant “senior pharmacist in the community pharmacy”.

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***Other comments about pharmacy services.***

Comments suggested that most members of the public were happy with the current provision, although the opinion was expressed that there were too many in competition with each other, and that there were too many large chain outlets, and too few small independents. The example of three new large supermarkets opening which all had pharmacies in an area which was already adequately provisioned was cited. One respondent complained about the computer and text systems as this was prone communication could break down between GP and pharmacy.

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## 7.4 Health and care professionals' questionnaire

The replies for York and North Yorkshire are not disaggregated in this section.

### ***Availability of services***

Twenty people made comments which covered a range of issues. Four comments suggested longer opening hours were needed, while four said opening hours were alright. Four people thought access was good, one person felt there was room for improvement. Two people felt that availability of services including late opening was not being communicated very well to patients, although one person felt that out of hours arrangements were well publicised.

### ***Quality of services***

Sixteen people commented on the quality of pharmacy services, eleven thought services were good, three that they varied and one that they were not good. (One person said they were unable to comment).

### ***Service improvements***

Nineteen people made comments about service improvements covering a range of topics including:

- A need for better communications across service
- Clarity around a patient's hospital and GP prescriptions
- Longer opening hours
- More community services
- More standardisation of the range of services offered by pharmacies
- Better privacy within pharmacy
- Better communications within the pharmacy service
- Improvements to sexual health services
- Better staffing levels

### ***Problems Accessing Services***

Seventeen people commented about problems accessing pharmacy services. Four people felt opening hours caused problems for some people. Two people comment of dispensing errors and one on long waiting list for services (i.e. smoking cessation).

Eight people said they were not aware of any problems.

In the response to the consultation a respondent in the 25 – 34 year age group commented:

*“... most of the pharmacies in York have been taken over by boots (sic) and the lighting that boots use gives me and a few other people I know, migraines. This is making it difficult to get prescriptions. I currently use the pharmacy on Bishopthorpe Road but I have mobility difficulties and the bus service to Bishopthorpe Road is abysmal”*

## Services

**Table 8 Desired Services - Health and care professionals**

	Prescription collection	Delivery service	Repeat prescriptions	Stop smoking	Chlamydia screening	Healthy eating	Medicine review	Emergency Contraception	Minor conditions advice	Health checks	Weight manage	information	Vaccinations	Substance misuse
<b>Very desirable</b>	16	13	11	8	7	9	13	14	12	13	13	11	10	8
<b>Desirable</b>	5	7	7	11	9	9	6	5	9	6	8	8	8	9
<b>Not necessary</b>	2	3	5	4	6	5	4	3	2	4	2	3	5	5
<b>Not answered</b>					1			1				1		1
<b>% Desirable + desirable</b>	91%	87%	78%	83%	73%	78%	83%	86%	91%	83%	91%	86%	78%	77%

### ***Other services that could be provided by pharmacies?***

Sixteen people commented including five who felt they were unable to suggest any additional services. Suggestions covered a range of topics including:

- Having a core/standard set of services available at all pharmacies
- Immunisation & BBV testing services
- Closer working of Pharmacies and GP's
- Commissioned (paid) community Medicines Dosing System supply for Pivotal MDS
- Medication information to be available to clients
- Medication prompting services

- 
- More public awareness of services available from pharmacies
  - Oral health advice
  - Partnership working - medication for stable long term mental health conditions combined with delivery of physical health check
  - Improved sexual health appointment arrangements

### ***Additional comments***

Three additional comments were made:

- Current and anticipated future needs are/will be met.
- Should push ahead with Healthy Living Pharmacies. GP's should be made to interact and collaborate with pharmacies for shared reward rather than shut us out and keep funds and commissioning to themselves. This is not in the interest of patients.
- There needs to be greater involvement of pharmacy in the primary care team.

### ***Comments received separate to the questionnaire***

The following comment was directed to North Yorkshire county area, but the general points apply to the Gypsy Roma Traveller (GRT) community which travels through and stay in York.

The Manager for GaTEWAY NY and st@y Selby (organisations who support and provide services for the Gypsy and Traveller community in North Yorkshire) reported that they have been working with their local CCG about improving awareness, understanding and access to pharmacy services through their Pharmacy First scheme.

*“Through conducting this work it has become apparent that there is a lack of awareness and understanding of the services available through pharmacies. Because of this lack of awareness, there was a tendency for GRT to think that they needed to access GPs for such things as coughs, colds etc., which they can generally be reluctant to do due to the difficulty in some GP appointment systems now, and anxieties over picking up the phone followed by further difficulty and anxieties in the describing of symptoms etc. to clinical practitioners. This is something the GaTEWAY service now regularly provides support for. A similar approach to AWC CCG across county would be beneficial in raising awareness of pharmacy services.*

*There also appears to be a lack of understanding of prescribed medication quite frequently. There are a number of clients who, on accessing our service, we find are on large amounts of prescribed medication for a number of ailments, which they do not fully understand the purpose of, and which they have often been taking for very long periods of time without review. This is both a GP and pharmacy issue, but however the service*

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often have to explain purposes of medication, and quite often support/accompany the client to return their GP for a medication review. “

## 7.5 Strategic stakeholder’s questionnaire

Questionnaires were received from the following organisations

**Table 9 Strategic stakeholder’s questionnaire - Responding organisations, relevant to York**

Organisation	Department/lead area (if applicable)
City of York Council	Health and Wellbeing Directorate
City of York Mental Health and Learning Disability Partnership	
Vale of York CCG	Chief Clinical Officer
Vale of York CCG	Prescribing
York CVS, VCSE Member of the York Health and Wellbeing Board	
Not stated	

***The quotes below are verbatim – apologies for the abbreviations.***

*Stop smoking advice useful – community pharmacy may need to be familiar with advice about anti-psychotics and smoking (included in CPPE package)*

*Medicines use review (MUR) is useful but could discussions around adherence and be involved in these, particularly the risks of abruptly discontinuing psychotropic medication. Some service users who take advantage of prescription collection and delivery for convenience or as they cannot get to the pharmacy miss out. Could home MURs be introduced, especially for those recently discharged from hospital?*

*Not sure how this would be commissioned but it may be useful to community teams and GPs to have a mechanism to flag people who were not collecting medication. When people are coming off a CTO it may provide a useful middle ground.*

*Sign posting to appropriate mental health information like choice and medication website for local trust (LYPFT and TEWV sign up to this).*

*Antipsychotics, mood stabilisers and some antidepressants can lead to weight gain and increased risk of diabetes. Structured commissioned service on weight loss would be useful if possible also involving dietetics input. Health checks will be done by primary care once medication stabilised therefore it makes sense to involve community pharmacy in some of this monitoring. Weight, abdominal circumference, BP and pulse could all be*

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*done in community pharmacy freeing GP practice time. For this to be useful though community pharmacies need access to GP systems to feed back on results.*

*Repeat prescription service would allow people to manage their medication via the community pharmacy without having to get repeat script from the GP. As many GPs need at least 48 hours notice it can lead to service users missing dose and becoming unwell/suffering discontinuation reactions.*

*Vaccination programme would be useful for those who do not engage with GP services.*

*Antipsychotic depot administration linking with community mental health hubs – need to improve choice and access for people who work.*

### **Overall service quality**

Of the seven organisations that answered the question about service quality, five said it was good and two adequate.

### **Availability of services**

Comments were received from five organisations. Positive comments were made about opening hours and/ or the range of pharmacies.

### **Quality of services**

Three organisations commented. Generally comments were positive although there were some concerns about variability.

- There have been no issues raised with the CCG over quality.
- Less negative feedback on the additional services commissioned nationally. Still not seen evidence that this investment of NHS resources is producing the potential benefits. While the principle is good, the standard of service is variable with anecdotal evidence that some pharmacies take easy pickings for their income while others give high quality interventional service in medication reviews and new drugs.
- Variable but in general good or better.

### **Aspects that could be improved**

Four responses were received to this question, providing the following comments:

- Closer integration with Primary/Community care to deliver specific health projects.
- At present pharmacies provide little in the way of expanded primary care role particularly around minor ailments.

- Removal of the 1.6 km rule would enable the patients to have their prescriptions dispensed in the GP practice.
- Access hours.
- Effective working amongst local NHS dispensing contractors to greatest benefit of patients, e.g. opening hours, check if another pharmacy has an item in stock if they don't.
  - Telephone advice used more often.
  - Reducing need to attend A&E or OOH for some conditions – collectively working to promote the services rather than passive.
  - Improved communication channels between pharmacies and primary care.

### **Problems accessing services**

Six people commented including three saying they were unaware of any problems.

- We have looked recently at availability of End-of-Life medications; this project has identified areas that will stock more of these medications in the future and link with existing systems to signpost patients and GPs to the correct pharmacy.
- Hours of opening and specific days.
  - More especially for less common items, including palliative care treatments at weekends.
  - All the above at longer public holidays like Christmas and especially Easter.

### **Services**

**Table 10 Desirability of selected pharmaceutical services - Strategic stakeholders**

	Prescription collection service from surgery	Prescription medicines delivery service to pharmacy to home	Repeat prescription service at pharmacy	Stop Smoking Support Service	Chlamydia screening service	Healthy eating and living advice service	Medicines use review service	Emergency contraception	Minor conditions advice, for example throat, hay fever, thrush	Health checks, for example, blood pressure checks	Weight management / dietary	Information on health and social services	Vaccinations	Substance misuse services
Very desirable	3	2	1	2	2	5	5	5	4	4	3	4	2	3
Desirable	3	4	4	4	4	1	1	1	2	2	2	2	2	3
Not necessary			1								1		2	
Not answered	2	2	2	2	2	2	2	2	2	2	2	2	2	2

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There was one additional comment stating that patient had expressed preference for a 'one-stop-shop' at their GP practice.

### ***Other services that could be provided by pharmacies***

Six comments were made about services that could be provided by pharmacies.

- Nursing home reviews.
- It is essential that local pharmacies are involved in community developments that support people to manage their conditions effectively and help with early intervention and prevention.
- Referral to VCSE (voluntary, community and social enterprise) services.
- There is a need to increase access to primary care minor ailment assessment and treatment. GP services focus will need to focus on the increasing population with complex long term conditions and the frail elderly. To help cope with this realignment there needs to be a service to respond to those with perceived urgent need with more minor self-limiting illnesses.
- We are currently scoping a review of community pharmacy services. Areas for future consideration will include:
  - Medicines optimisation.
  - Pain management.
  - Inhaler use.
  - Weight management and dietary advice.
  - Alcohol awareness and counselling.
  - Vaccination and Immunisation.
  - Direct referral to hospital and secondary care.
  - 'Making every contact count' projects.
  - Engagement with schools and workplaces.
- Support to most vulnerable 'independent' patients or their sole carers following discharge to help ensure the patient/carer's use of their medication is fully informed, old medication removed and advice, support and checks applied to ensure they know how to take their medication.
- Depot injections

### ***Additional Comments***

Three additional comments were made:

- The investment in the primary care side of pharmacy services has lagged behind other areas.

- 
- Our concern is our GP practice has a dispensary and it continues to be a viable service open to all residents and that it can continue to provide good access and a range of services to local people as was the case before 2005.
  - Believe that pharmacy continues to offer great potential but continues to fall short of that due to lack of national promotion. Any promotion of services should be national or regional and generic to highlight what more pharmacy could do, but all too often it looks to be left to individual corporate bodies and political statements.

***Comments received separate to the questionnaires***

An issue discussed in the Steering Group, which was not highlighted in the questionnaires, perhaps as it seems to be a national problem, is that of failure of supply. It occurs that at times pharmacies cannot get, or not get adequate supplies of, some drugs. It would seem that this is partly due a true lack of supply, i.e. a shortage of that type of drug in the country.

*“We have been advised that there is a national problem with stock supplies of chlordiazepoxide. Locally, York District Hospital is expecting to run out of stock over this weekend (6-7<sup>th</sup> September”).*

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## **8.0 Matters considered in making this assessment**

### ***The Local Plan – to 2030***

Work is currently underway on preparing a new Local Plan for the City of York. The Local Plan is a citywide plan which will help shape future development in York up to 2030 and beyond. It sets out the opportunities and policies on what will or will not be permitted and where, including new homes and businesses. The draft Plan identifies land for business to create 16,000 new jobs and housing sites to provide an average of about 1,000 much needed homes a year. During the Preferred Options consultation information on sites was submitted by landowners and developers. This included the submission of new sites and further evidence on existing sites. This information, alongside an assessment of new evidence, has led to a number of potential changes to the sites consulted on at the Preferred Options stage. Namely, the identification of potential new sites, the reconsideration of some sites that were previously rejected, and potential boundary changes on some of the strategic allocations. An extensive consultation process was undertaken in summer 2014. There will be a further opportunity to comment on the whole of the final plan later in the year before it is submitted to the Secretary of State to be examined by an independent inspector.

Information on the draft plan that is likely to have an impact on the need for pharmaceutical services is set out below, however please note this is subject to change.

### ***Anticipated Growth***

Economic growth alongside population and housing growth are the drivers for development in the city. A growth scenario has been adopted for the Local Plan that reflects what could be realistically achieved if a proactive approach as set out in the Council's ambitions as set out in the York Economic Strategy and is felt to be realistic in terms of national economic performance. This option has therefore been adopted as the preferred strategy for the lifetime of this Plan and equates to approximately 16,000 additional jobs between 2012 and 2030.

According to the Census in 2011 York had a population of 198,000 people. (2.2% less than the previous mid year estimate for 2010) This represents an increase of almost 17,000 people or 9.3% in the number of people living within the authority area since the 2001 Census. The 2010 based Sub-national Population Projections (SNPP) were published by National Statistics in March 2012. These show that between 2010 and 2030 the population of York is forecast to grow by 25,000 or 12.5% to in excess of 220,000 people living in the city. This equates to an annual average growth rate of 1,176 people during this time period in the city. A somewhat lower rate of growth than has been experienced in the last 10 years and also lower than was forecast in the 2008 based SNPP.

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The projected population growth was assessed against a range of related issues including employment growth and its implications for housing growth, the objective of reducing in-commuting and increasing the provision of affordable housing. An important part of the Plan's vision is to ensure sustainable growth patterns. It is therefore considered that economic and housing growth should be linked. To achieve these objectives the preferred option housing target for the Local Plan is approximately 1000 additional dwellings per annum up to 2030. It is considered necessary to make provision for an additional supply of sites above the target to provide a buffer of 15% over the full plan period. This buffer effectively means that we are allocating enough sites to provide the land for 1,250 additional dwellings per year.

### ***Location Sustainability***

York is a compact city with generally good public transport service and provision of community facilities. The location and design of development can play an important role in travel choice to and from destinations in maximising the opportunity to use non car modes of transport.

Maximising this potential is an important aspect of creating sustainable neighbourhoods and contributing to residents' quality of life. Ensuring the local provision of and sustainable access to education, food, community services and open space opportunities promotes environmental sustainability as well as social inclusivity and well-being.

Similarly, taking advantage of non car modes of transport to employment destinations helps to capitalise on these benefits whilst maximising opportunities for the economy through ensuring an accessible workforce. Expanding connections between established areas can also benefit through clustering of industrial sectors and use of established routes so as not to exacerbate congestion or reduce air quality.

### ***Housing Sites***

In addition to the development of committed sites the Local Plan will distribute development as set out below and shown on the key diagram overleaf.

- i. Make provision for 19% of need within main built up area.
- ii. Make provision for 42% of need within urban extensions to the main built up area.
- iii. Make provision for 29% of the housing the district needs within an identified new settlement at Whinthorpe.
- iv. Make 10% provision for housing in the villages.

A full schedule of sites that are proposed to be allocated for residential development is provided in the tables that follow:

In order to meet the housing requirement the following sites, have been allocated for residential development:

**Table 11 Sites allocated for residential development In the York Main Urban Area:**

Local Plan Allocation Reference	Site Name	Site size (ha)	Estimated \ Dwellings)	Estimated Phasing
ST1	British Sugar / Manor School	35.65	998	Lifetime of the Plan (Years 1-5)
ST2	Former Civil Service Sports Ground, Millfield Lane	11.0	308	Short to medium term (Years 1-10)
ST3	The Grainstores, Water Lane	7.73	216	Short (Years 1-5)
ST4	Land adj. Hull Road & Grimston Bar	7.54	211	Short to medium term (Years 1- 10)
ST5	York Central	7.30	438	Medium to Long Term (Years 6-10)
ST6	Land East of Grimston Bar	5.5	154	Short to Medium Term (Years 1-10)
ST17	Redesignation of commercial land (excl. Ancillary retail) at Nestle South to residential	N/A	130	Short to Medium Term (Years 1-10)
H1	Former gas works, 24 Heworth Green	3.33	240	Medium Term (Years 6-10)
H2	Sites by racecourse, Tadcaster Road	2.88	115	Medium Term (Years 6-10)
H3	Burnholme School (existing building footprint)	2.7	108	Short to Medium Term (Years 1-10)
H4	St Josephs Monastery	2.62	141	Short Term (Years 1-5)
H5	Lowfield School (existing building footprint)	2.24	72	Short Term (years 1-5)
H6	Land RO The Square, Tadcaster Rd	2.04	65	Short to Medium Term (Years 1-10)
H7	Bootham Crescent	1.72	69	Short to Medium Term (Years 1-10)
H8	Askham Bar Park and Ride	1.57	50	Short Term (Years 1-5)
H9	Land off Askham Lane	1.3	42	Short to Medium Term (Years 1-10)
H10	Barbican Centre (remaining land)	0.78	56	Short to Medium Term (Years 1-10)
And a further 15 sites of 10 – 42 dwellings				
<b>TOTAL YORK MAIN URBAN AREA</b>		102 ha	3714	

**Table 12 Sites allocated for residential development In the extension to the York urban area, rural and village expansion and new settlements**

Local Plan Allocation Reference	Site Name	Site size (ha)	Estimated Dwellings	Estimated Phasing
ST7	Land to East of Metcalfe Lane	60	1800	Lifetime of the Plan
ST8	Land North of Monks Cross	52.3	1569	Lifetime of the Plan
ST10	Land at Moor Lane, Woodthorpe	17.02	511	Lifetime of the Plan
ST11	Land at New Lane, Huntington	13.7	411	Lifetime of the Plan
ST14	Land to North of Clifton Moor	134	4020	Lifetime of the Plan
<b>TOTAL EXTENSION TO THE URBAN AREA</b>		277	8311	

**Rural and Village expansion**

Local Plan Reference	Site Name	Site size (ha)	Estimated Dwellings	Phasing
ST9	Land North of Haxby	24.89	747	Lifetime of the Plan
ST12	Land at Manor Heath Road, Copmanthorpe	14.75	354	Short to Medium Term (Years 1-10)
ST13	Land at Moor Lane, Copmanthorpe	5.50	115	Short to Medium Term (Years 1-10)
H26	Land at Dauby Lane, Elvington	4.05	97	Short to Medium Term (Years 1-10)
H27	Land at the Brecks, Strensall	3.90	82	Short to Medium Term (Years 1-10)
H28	Land to the North of North Lake, Wheldrake	3.15	75	Short to Medium Term (Years 1-10)
H29	Land at Moor Lane, Copmanthorpe	2.65	64	Short to Medium Term (Years 1-10)
H30	Land to the South of Strensall Village	2.53	61	Short to Medium Term (Years 1-10)
H31	Eastfield Lane, Dunnington	2.51	60	Short to Medium Term (Years 1-10)
H32	The Tannery, Strensall	2.22	53	Short to Medium Term (Years 1-10)
And 13 sites with 5 – 43 dwellings				Short to Medium Term (Years 1-10)
<b>TOTAL VILLAGE EXTENSION</b>		73.48	2014	

ST15	Whinthorpe <b>new settlement</b>	186	5580	Up to 2030
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### ***Developments within the lifetime of this PNA (to 2018)***

Development of the former British Sugar brownfield 'teardrop-shaped' site next to York railway station has recently been announced, this being the largest brown field site in Western Europe, which will commence in 2015 and include over 1,000 houses.

Significant housing developments continue within the City of York with several proposals submitted including detailed plans for the second stage of the £130 million Hungate project, including 195 homes and space for shops, restaurants and bars. The 720-home scheme may not be finished until 2024.

There are also proposals for 187 apartments on the now demolished Barbican swimming pool's car park and detailed plans for 104 homes to be built at Strensall, next to the Common which is a site of Special Scientific Interest and a Special Conservation area.

Proposals specifically targeting the expanding student population are prevalent with plans for more than 350 student flats and apartments on the site of the Press offices in Walmgate, 221 student flats on Lawrence Street, 326 student flats in Layerthorpe. York St John University are also planning to increase student numbers.

City of York Council has recently been granted planning permission to expand the number of pitches on Osbaldwick Traveller Site from 12 to 18 as well as creating a children's play area and grazing for horses.

York is to be the home of a permanent Army division under a major reorganisation of the UK's national and international military bases. Some army divisions based in Germany Division will move to York in 2015. A small increase in the number of military personnel, generally with their families, is expected in York as troops are repatriated from Germany over the next few years.

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## 9.0 Commissioning Intentions

### 9.1 Vale of York CCG

The CCG published its 5 Year Integrated Plan in the summer of 2014. Their stated objectives include (amongst others):

- People will be supported to stay healthy through promoting healthy lifestyles, improving access to early help and helping children have a healthy start in life.
- People will have more opportunities to influence and choose the healthcare and shape the future health services.
- People will continue to have access to safe and high quality healthcare services.
- When people become ill, they are treated in a timely manner with access to expert medical support as locally as possible.
- Where people have long-term conditions they are supported to manage those conditions to give them the best possible quality of life.
- When people are terminally ill, the individual and their families and/or carers are supported to give them the best possible quality of life and choice in their end of life care.
- A move to 'Care Hubs', providing increased access to health promotion, care and support services, including GPs, **pharmacies**, diagnostics (for example scan/ blood tests), community services, mental health support and social care and community and voluntary services.

The Plan mentions pharmacies specifically in the last bullet point, but community pharmacies can contribute to all the objectives above by being health promoting organisations, by providing the first port of call for minor illnesses, through being widely accessible including at times of day when other services are generally not available, by stocking adequate supplies of drugs used in palliative care and by working with other local services.

In addition the following planned services may have an impact on local pharmaceutical services.

Anti-coagulation service proposals may have impact on pharmaceutical services:

- To commission near patient testing to be based in the Community/Pharmacists/GP Practices.

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- Provide more care and treatment in primary care and the community.
  - Early diagnosis, management and treatment initiation.

It is uncertain at present whether the following will also impact on pharmaceutical services:

### ***Gluten-free foods***

Historically, coeliac disease patients were entitled to receive a set amount of gluten free foods on prescription to help manage their condition, but changes in budgetary cuts have led to significant changes in prescription provision. This is currently being reviewed.

### ***Medicines Management Facilitator***

The medicines management facilitator role within a GP practice is administrative with designated responsibility for repeat prescribing and ordering, supported by the Medicines Management team. This is currently being reviewed.

### ***Respiratory formulary***

Review of formulary, pathways and protocols, education, associated disease conditions and home oxygen. This work is currently on-going.

### ***Sip Feeds***

Review of current provision and spend, against quality of services and products. This is currently being reviewed.

### ***Stoma Care***

Nationally the level of prescribing and spending for incontinence and stoma appliances is increasing. Some of the issues that can result from a lack of clinical review are inappropriate product choice, over-prescribing, poor patient experience and potentially compromised patient safety. This is currently being reviewed.

### ***Thickeners***

There is an on-going review of the use of adequate thickener or ready-to-use pre-thickened food and drink products versus the provision of good nutrition and hydration.

## **9.2 City of York Council Public Health**

Currently Public Health commissions the following services from pharmacies:

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stop smoking support, sexual health services (Emergency Hormonal Contraception) and substance misuse services (syringe and needle exchange and supervised consumption) as detailed in Section 6.1.7. These services will be re-commissioned over the next three years.

It is possible that in the lifetime of the PNA, other services will be commissioned, for which community pharmacies may bid to provide, for instance Health Checks.

Other Public Health interventions, such as immunisations, are commissioned by NHS England, on the advice of Public Health England. It is likely that influenza immunisations will be commissioned in future years.

## **10.0 Maintenance and Review of this PNA**

### **10.1 Supplementary statements**

The City of York Health and Wellbeing Board has responsibility for ensuring that this assessment is up to date. This includes the requirement to issue supplementary statements.

#### **What are “supplementary statements”?**

Any changes to the availability of pharmaceutical services since the publication of the PNA, that are not so substantial as to justify production of a complete revision of the PNA, will be issued periodically in the form of supplementary statements.

### **10.2 Maps**

There is a requirement that the HWB provide a map of premises at which pharmaceutical services are provided, and keep this map up to date without republishing the whole assessment or publish a supplementary statement. The map of premises at the time of publication of this document is given in Appendix 5.

The maps in this report will be checked and updated every 6 months, and published on the NY Partnerships website ([www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna)) but will include City of York pharmacies.

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### 10.3 PNA Revision

The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 state that HWBs will be required to publish a revised assessment:

Within three years of publication of their first assessment; and

As soon as reasonably practical after identifying significant changes to the availability of pharmaceutical services since the publication of the PNA unless it is satisfied that making a revised assessment would be a disproportionate response to those changes.

Therefore, City of York Health & Wellbeing Board will need to publish a revised assessment by **1 April 2018** unless it becomes aware of significant changes to the availability of pharmaceutical services. Any changes to the availability of pharmaceutical services since the publication of this PNA, that are not so substantial as to cause a revision of the PNA, will be issued periodically in the form of supplementary statements.

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### \*\*\* Acknowledgements

Many thanks to everyone involved in the development of this needs assessment, in particular:

- The PNA Steering Group.
- The providers and contractors who provided information and data in support of the assessment.
- Members of the public who took time to complete questionnaires and provide us with invaluable information.
- The Public Health Intelligence Team for collating and analysing all the data and intelligence contained within this report.
- NYCC Corporate Information Systems Team, in particular Tim Townsend (Geographical Information Officer) for providing the mapping in this assessment.

Special thanks go to Nick Kemp (from North Yorkshire County Council) who worked tirelessly to co-ordinate and ultimately produce the North Yorkshire assessment on which so much of this York assessment has been drawn.

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## 11.0 Abbreviations used in this document

AT	Area Team
AUR	Appliance Use Review
BNF	British National Formulary
BP	Blood pressure
CCG	Clinical Commissioning Group
DLA	Disability Living Allowance
FP10	The form on which GP prescriptions are written
GP	General Practitioner
HWBB	Health and Wellbeing Board
JSNA	Joint Strategic Needs Assessment
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LPN	Local Pharmacy Network
LYPFT	Leeds & York Partnership NHS Foundation Trust
MUR	Medicines Use Reviews
NHSE	NHS England
NMS	New Medicines Services
NRT	Nicotine Replacement Therapy
NYCC	North Yorkshire County Council
NYYPNA	North Yorkshire and York PNA
NYY	North Yorkshire and York
OOHs	Out-of-Hours
PNA	Pharmaceutical Needs Assessment
VOY CCG	Vale of York Clinical Commissioning Group

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## 12.0 Appendices

### Appendix 1 - Terms of Reference

#### City of York and North Yorkshire Pharmaceutical Needs Assessments Group

The group has been established on behalf of the City of York and the North Yorkshire Health and Wellbeing Boards (HWBs). The overall objective of this group is to inform and support the development of Pharmaceutical Needs Assessments (PNAs) for each of the Health and Wellbeing Board areas, monitor progress of the documents, identify gaps in services and form recommendations for commissioning in the future.

To oversee the production of PNAs on behalf of the two HWB for publication no later than 1<sup>st</sup> April 2015

To receive reports from the designated leads for the different elements of the PNA

To monitor progress against timescales and provide exception reports to the Health and Wellbeing Boards where problems are encountered

To contribute knowledge and experience to the PNA process regarding current working practices and services

To ensure that national policy is interpreted correctly and acted upon in the preparation of the PNAs

To incorporate views and opinions of other bodies, agencies or the public where appropriate

#### Membership

NY County Council

City of York Council

NHS England/Local Pharmacy Network

Clinical Commissioning Groups (and the Commissioning Support Unit)

Local Medical Committee

Local Pharmaceutical Committee

Healthwatch

The group may co-opt members for specific pieces of work.

#### Reporting arrangements

The group will report progress and notes of its meetings will be circulated to the City of York HWB and, via its JSNA Editorial Group, to the North Yorkshire HWB.

#### Arrangements for meetings

The group will meet monthly initially but this will be reviewed as the production of the PNA progresses

## Appendix 2 - Community Pharmacies in the City of York

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Asda Superstore	Monks Cross Shopping Park Jockey Lane YORK YO32 9LF	Mon: 09:00-12:30; 14:30-21:00 Tue: 09:00-12:30; 14:30-21:00 Wed: 09:00-12:30; 14:30-21:00 Thu: 09:00-12:30; 14:30-21:00 Fri: 09:00-12:30; 14:30-21:00 Sat: 09:00-12:30; 14:30-21:00 Sun: 10:00-12:30; 14:30-16:00	Mon: 09:00-12:30; 14:30-18:00 Tue: 09:00-12:30; 14:30-18:00 Wed: 09:00-12:30; 14:30-18:00 Thu: 09:00-12:30; 14:30-18:00 Fri: 09:00-12:30; 14:30-18:00 Sat: 09:00-12:30; 14:30-16:00 Sun:
York	Badger Hill Pharmacy	35 Yarburgh Way Badger Hill YORK YO10 5HD	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
York	Bishopthorpe Pharmacy	22-24 Acaster Lane Bishopthorpe YORK YO23 2SJ	Mon: 09:00-13:00; 13:30-18:00 Tue: 09:00-13:00; 13:30-17:00 Wed: 09:00-13:00; 13:30-18:00 Thu: 09:00-13:00; 13:30-18:00 Fri: 09:00-13:00; 13:30-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00 Sun:
York	Bishopthorpe Road Pharmacy	18 Bishopthorpe Road YORK YO23 1JJ	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Boots the Chemist Ltd	5 Heworth Village YORK YO31 1AE	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
York	Boots the Chemists	10 East Parade YORK YO31 7YJ	Mon: 09:00-12:30; 13:30-17:30 Tue: 09:00-12:30; 13:30-17:30 Wed: 09:00-12:30; 13:30-17:30 Thu: 09:00-12:30; 13:30-17:30 Fri: 09:00-12:30; 13:30-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-12:30; 13:30-17:30 Tue: 09:00-12:30; 13:30-17:30 Wed: 09:00-12:30; 13:30-17:30 Thu: 09:00-12:30; 13:30-17:30 Fri: 09:00-12:30; 13:30-17:30 Sat: 09:00-11:30 Sun:
York	Boots UK Ltd	5, St Mary's Square The Coppergate Centre YORK YO1 9NY	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00; 13:30-17:30 Sun: 10:30-16:30	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00; 13:30-17:00 Sun:
York	Boots UK Ltd	2 Spurriergate (also known as Coney Street) YORK YO1 9QR	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 08:30-18:00 Sun: 11:00-17:00	Mon: 09:30-16:00 Tue: 09:30-16:00 Wed: 09:30-16:00 Thu: 09:30-16:30 Fri: 09:30-16:30 Sat: 09:30-16:00 Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Boots UK Ltd	Unit 7, Monks Cross Shoppi YORK YO32 9GX	Mon: 09:00-20:00 Tue: 09:00-20:00 Wed: 09:00-20:00 Thu: 09:00-20:00 Fri: 09:00-20:00 Sat: 09:00-19:00 Sun: 11:00-17:00	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
York	Boots UK Ltd	1 Kings Square YORK YO1 8BH	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 11:00-16:00	Mon: 09:00-14:00; 15:00-16:30 Tue: 09:00-14:00; 15:00-16:30 Wed: 09:00-14:00; 15:00-16:30 Thu: 09:00-14:00; 15:00-16:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-16:30 Sun:
York	Boots UK Ltd	2 The Old School Front Street, Acomb YORK YO24 3BN	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-17:30 Sun:	Mon: 09:00-14:00; 15:00-16:30 Tue: 09:00-14:00; 15:00-16:30 Wed: 09:00-14:00; 15:00-16:30 Thu: 09:00-14:00; 15:00-16:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-16:30 Sun:
York	Cohens Chemist	22 Gillygate YORK YO31 7EQ	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Copmanthorpe Pharmacy	8 Copmanthorpe Shopping YORK YO23 3GG	Mon: 09:00-12:45; 13:45-18:00 Tue: 09:00-12:45; 13:45-18:00 Wed: 09:00-12:45; 13:45-18:00 Thu: 09:00-12:45; 13:45-18:00 Fri: 09:00-12:45; 13:45-18:00 Sat: Sun:	Mon: 09:00-12:45; 13:45-18:00 Tue: 09:00-12:45; 13:45-18:00 Wed: 09:00-12:45; 13:45-18:00 Thu: 09:00-12:45; 13:45-18:00 Fri: 09:00-12:45; 13:45-18:00 Sat: Sun:
York	Dunnington Pharmacy	35 York Street Dunnington YORK YO19 5QT	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:30 Sun:	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: Sun:
York	Fittleworth Medical Limited	Ground Floor, unit 4 Concep Kettlestring Lane Clifton Moor YORK YO30 4XF	Mon: 09:00-15:00 Tue: 09:00-15:00 Wed: 09:00-15:00 Thu: 09:00-15:00 Fri: 09:00-15:00 Sat: Sun:	Mon: 09:00-15:00 Tue: 09:00-15:00 Wed: 09:00-15:00 Thu: 09:00-15:00 Fri: 09:00-15:00 Sat: Sun:
York	Gale Farm Pharmacy	109-119 Front Street Acomb YORK YO24 4LZ	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 08:30-12:00 Sun:	Mon: 09:00-11:00; 12:00-18:00 Tue: 09:00-11:00; 12:00-18:00 Wed: 09:00-11:00; 12:00-18:00 Thu: 09:00-11:00; 12:00-18:00 Fri: 09:00-11:00; 12:00-18:00 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Haxby Group Pharmacy	Haxby & Wigginton Health C YORK YO32 2LL	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 09:00-19:00	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 09:00-19:00
York	Huntington Pharmacy	Huntington Surgery 1-3 North Lane Huntington YORK YO32 9RU	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-19:00 Sun: 09:00-17:00	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-19:00 Sun: 09:00-17:00
York	Lloyds Pharmacy	3 Intake Avenue YORK YO30 6HB	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	Lloyds Pharmacy	412 Huntington Road YORK YO31 9HU	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-14:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Lloyds Pharmacy	101 - 103 Green Lane Acomb YORK YO24 4PS	Mon: 08:45-17:30 Tue: 08:45-17:30 Wed: 08:45-17:30 Thu: 08:45-17:30 Fri: 08:45-17:30 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	Lloyds Pharmacy	3 Wains Grove Dringhouses YORK YO24 2TU	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	Lloyds Pharmacy	210 Fulford Road Fishergate YORK YO10 4DX	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	M Hepworth (Chemists) Ltd	101 Main Street Fulford YORK YO10 4PN	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	M J Roberts Chemists Ltd	8 Boroughbridge Road YORK YO26 5RU	Mon: 08:30-12:30; 13:30-18:00 Tue: 08:30-12:30; 13:30-18:00 Wed: 08:30-12:30; 13:30-17:30 Thu: 08:30-12:30; 13:30-17:30 Fri: 08:30-12:30; 13:30-17:30 Sat: Sun:	Mon: 08:30-12:30; 13:30-17:30 Tue: 08:30-12:30; 13:30-17:30 Wed: 08:30-12:30; 13:30-17:30 Thu: 08:30-12:30; 13:30-17:30 Fri: 08:30-12:30; 13:30-17:30 Sat: Sun:
York	Marsden Pharmacy	67 Front Street Acomb YORK YO24 3BR	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
York	Monkbar Pharmacy	3 Goodramgate YORK YO1 7LJ	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 08:30-18:30	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 08:30-18:30
York	Monkton Road Pharmacy	71 Monkton Road YORK YO31 9AL	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Parkers Pharmacy	61 North Moor Road Huntington YORK YO32 9QN	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
York	PT & HJ Richardson	57 Blossom Street YORK YO24 1AZ	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
York	S K F Lo (Chemist) Ltd	151 Beckfield Lane YORK YO26 5PJ	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
York	Sainsbury's Supermarkets Ltd	Monks Cross Shopping Park Jockey Lane YORK YO32 9LG	Mon: 08:00-21:00 Tue: 08:00-21:00 Wed: 08:00-21:00 Thu: 08:00-21:00 Fri: 08:00-21:00 Sat: 08:00-21:00 Sun: 10:00-16:00	Mon: 09:00-12:00; 13:00-16:00 Tue: 09:00-12:00; 13:00-17:00 Wed: 09:00-12:00; 13:00-17:00 Thu: 09:00-12:00; 13:00-17:00 Fri: 09:00-12:00; 13:00-17:00 Sat: 09:00-12:00; 13:00-16:00 Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Tesco In store Pharmacy	Askham Bar Tadcaster Road YORK YO24 1LW	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00
York	Tesco Superstore	9 Stirling Road Clifton Moor YORK YO30 4XZ	Mon: 08:00-21:00 Tue: 08:00-21:00 Wed: 08:00-21:00 Thu: 08:00-21:00 Fri: 08:00-21:00 Sat: 08:00-21:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-16:30 Thu: 09:00-13:00; 14:00-16:30 Fri: 09:00-13:00; 14:00-16:30 Sat: 09:00-13:00; 14:00-16:30 Sun:
York	The Priory Pharmacy	Priory Medical Centre YORK YO24 3WX	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 10:00-20:00	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 10:00-20:00
York	Tower Court Pharmacy Ltd	Unit 1, Tower Court Oakdale Road, Clifton Moor YORK YO30 4WL	Mon: 09:00-13:00; 13:30-18:00 Tue: 09:00-13:00; 13:30-18:00 Wed: 09:00-13:00; 13:30-18:00 Thu: 09:00-13:00; 13:30-18:00 Fri: 09:00-13:00; 13:30-18:00 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Upper Poppleton Pharmacy	The Green Upper Poppleton YORK YO26 6DF	Mon: 09:00-12:45; 14:00-18:00 Tue: 09:00-12:45; 14:00-18:00 Wed: 09:00-12:45; 14:00-18:00 Thu: 09:00-12:45 Fri: 09:00-12:45; 14:00-18:00 Sat: Sun:	Mon: 09:00-12:45; 14:00-18:00 Tue: 09:00-12:45; 14:00-18:00 Wed: 09:00-12:45; 14:00-18:00 Thu: 09:00-12:45 Fri: 09:00-12:45; 14:00-18:00 Sat: Sun:
York	Whitworth Chemists Ltd	275 Melrosegate YORK YO10 3SN	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-16:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
York	York Medical Pharmacy	199 Acomb Road Acomb YORK YO24 4HD	Mon: 08:30-17:45 Tue: 08:30-17:45 Wed: 08:30-17:45 Thu: 08:30-17:45 Fri: 08:30-17:45 Sat: Sun:	Mon: 08:30-17:45 Tue: 08:30-17:45 Wed: 08:30-17:45 Thu: 08:30-17:45 Fri: 08:30-17:45 Sat: Sun:
York	Your Local Boots Pharmacy	153a Tang Hall Lane YORK YO10 3SD	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:

District	Trading Name	Address	Total Opening Hours	Core Opening Hours
York	Your Local Boots Pharmacy	25b The Village Strensall YORK YO32 5XR	Mon: 08:45-13:30; 14:00-18:00 Tue: 08:45-13:30; 14:00-18:00 Wed: 08:45-13:30; 14:00-18:00 Thu: 08:45-13:30; 14:00-18:00 Fri: 08:45-13:30; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
York	Your Local Boots Pharmacy	68 The Village Haxby YORK YO32 2HX	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00; 13:30-17:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	Your Local Boots Pharmacy	66 Clarence Street YORK YO31 7EW	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
York	Your Local Boots Pharmacy	86 Clifton YORK YO30 6BA	Mon: 09:00-14:00; 14:30-17:30 Tue: 09:00-14:00; 14:30-17:30 Wed: 09:00-14:00; 14:30-17:30 Thu: 09:00-14:00; 14:30-17:30 Fri: 09:00-14:00; 14:30-17:30 Sat: 09:00-14:00; 14:30-17:00 Sun:	Mon: 09:00-13:30; 14:30-17:30 Tue: 09:00-13:30; 14:30-17:30 Wed: 09:00-13:30; 14:30-17:30 Thu: 09:00-13:30; 14:30-17:30 Fri: 09:00-13:30; 14:30-17:30 Sat: 09:00-11:30 Sun:

### Appendix 3 - Community Pharmacies within NHS Vale of York Clinical Commissioning Group catchment area

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Your Local Boots Pharmacy	Market Place EASINGWOLD YO61 3AD	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	Helmsley Pharmacy	Helmsley Medical Centre Carlton Road HELMSLEY YO62 5HD	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Towler's Chemist Limited	10 Market Place KIRKBYMOORSIDE YO62 6DB	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-12:30 Fri: 09:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-12:30 Fri: 09:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	Eggborough Pharmacy Ltd	87 Selby Road Eggborough KNOTTINGLEY DN14 0LJ	Mon: 09:00-12:30; 13:00-17:30 Tue: 09:00-12:30; 13:00-17:30 Wed: 09:00-12:30; 13:00-17:30 Thu: 09:00-12:30; 13:00-17:30 Fri: 09:00-12:30; 13:00-17:30 Sat: Sun:	Mon: 09:00-12:30; 13:00-17:30 Tue: 09:00-12:30; 13:00-17:30 Wed: 09:00-12:30; 13:00-17:30 Thu: 09:00-12:30; 13:00-17:30 Fri: 09:00-12:30; 13:00-17:30 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Milford Pharmacy	14 High Street South Milford LEEDS LS25 5AA	Mon: 09:00-19:30 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	Beckside Pharmacy	Maltongate Thornton Le Dale PICKERING YO18 7RJ	Mon: 09:00-18:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: Fri: 09:00-17:00 Sat: Sun:	Mon: 09:00-18:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Pickering Pharmacy	22 Market Place PICKERING YO18 7AE	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-17:00 Sun:	Mon: 09:00-12:45; 14:00-17:30 Tue: 09:00-12:45; 14:00-17:30 Wed: 09:00-12:45; 14:00-17:30 Thu: 09:00-12:45; 14:00-17:30 Fri: 09:00-12:45; 14:00-17:30 Sat: 09:00-12:45 Sun:
NHS Vale of York	ARC Pharmacy	Portholme Road SELBY YO8 4QH	Mon: 08:45-20:00 Tue: 08:45-18:30 Wed: 08:45-18:30 Thu: 08:45-18:30 Fri: 08:45-18:30 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Barlby Pharmacy	65-67 Sycamore Rd Barlby SELBY YO8 5XD	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Boots UK Ltd	10 Market Place SELBY YO8 4PB	Mon: 08:30-12:00; 13:00-17:30 Tue: 08:30-12:00; 13:00-17:30 Wed: 08:30-12:00; 13:00-17:30 Thu: 08:30-12:00; 13:00-17:30 Fri: 08:30-12:00; 13:00-17:30 Sat: 08:30-12:00; 13:00-17:30 Sun:	Mon: 09:00-12:00; 13:00-17:00 Tue: 09:00-12:00; 13:00-17:00 Wed: 09:00-12:00; 13:00-17:00 Thu: 09:00-12:00; 13:00-17:00 Fri: 09:00-12:00; 13:00-17:00 Sat: 09:00-12:00; 13:00-15:00 Sun:
NHS Vale of York	Rowlands Pharmacy	66 Doncaster Road SELBY YO8 9AJ	Mon: 08:45-18:00 Tue: 08:45-12:00; 13:00-18:00 Wed: 08:45-12:00; 13:00-18:00 Thu: 08:45-12:00; 13:00-18:00 Fri: 08:45-12:00; 13:00-18:00 Sat: Sun:	Mon: 09:00-12:00; 13:00-18:00 Tue: 09:00-12:00; 13:00-18:00 Wed: 09:00-12:00; 13:00-18:00 Thu: 13:00-12:00; 13:00-18:00 Fri: 09:00-12:00; 13:00-18:00 Sat: Sun:
NHS Vale of York	Scott Road Pharmacy	Scott Road SELBY YO8 4BL	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: Sun:	Mon: 08:30-13:00; 14:00-17:30 Tue: 08:30-13:00; 14:00-17:30 Wed: 08:30-13:00; 14:00-17:30 Thu: 08:30-13:00; 14:00-17:30 Fri: 08:30-13:00; 14:00-17:30 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Thorpe Willoughby Pharmacy	26 Field Lane Thorpe Willoughby SELBY YO8 9FL	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Your Local Boots Pharmacy	Unit 14 Market Cross St Centre SELBY YO8 4JS	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-16:00 Sun:	Mon: 09:00-13:30; 14:00-17:30 Tue: 09:00-13:30; 14:00-17:30 Wed: 09:00-13:30; 14:00-17:30 Thu: 09:00-13:30; 14:00-17:30 Fri: 09:00-13:30; 14:00-17:30 Sat: Sun:
NHS Vale of York	Your Local Boots Pharmacy	18 Finkle Hill SHERBURN IN ELMET LS25 6EA	Mon: 08:30-13:00; 14:00-18:00 Tue: 08:30-13:00; 14:00-18:00 Wed: 08:30-13:00; 14:00-18:00 Thu: 08:30-13:00; 14:00-18:00 Fri: 08:30-13:00; 14:00-18:00 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	Calcaria Pharmacy	7-9 High Street TADCASTER LS24 9AP	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:30 Sun:	Mon: 09:00-12:00; 12:30-17:30 Tue: 09:00-12:00; 12:30-17:30 Wed: 09:00-13:30 Thu: 09:00-12:00; 12:30-17:30 Fri: 09:00-12:00; 12:30-17:30 Sat: 09:00-12:30 Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Kirkgate Pharmacy	7 Kirkgate TADCASTER LS24 9AQ	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-18:00 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-12:30; 13:00-17:30 Tue: 09:00-12:30; 13:00-17:30 Wed: 09:00-12:30; 13:00-17:30 Thu: 09:00-12:30; 13:00-17:30 Fri: 09:00-12:30; 13:00-17:30 Sat: Sun:
NHS Vale of York	Alliance Pharmacy	6 Wyre Court Haxby YORK YO32 2ZB	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	Asda Superstore	Monks Cross Shopping Jockey Lane YORK YO32 9LF	Mon: 09:00-12:30; 14:30-21:00 Tue: 09:00-12:30; 14:30-21:00 Wed: 09:00-12:30; 14:30-21:00 Thu: 09:00-12:30; 14:30-21:00 Fri: 09:00-12:30; 14:30-21:00 Sat: 09:00-12:30; 14:30-21:00 Sun: 10:00-12:30; 14:30-16:00	Mon: 09:00-12:30; 14:30-18:00 Tue: 09:00-12:30; 14:30-18:00 Wed: 09:00-12:30; 14:30-18:00 Thu: 09:00-12:30; 14:30-18:00 Fri: 09:00-12:30; 14:30-18:00 Sat: 09:00-12:30; 14:30-16:00 Sun:
NHS Vale of York	Badger Hill Pharmacy	35 Yarburgh Way Badger Hill YORK YO10 5HD	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:30 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Bishopthorpe Pharmacy	22-24 Acaster Lane Bishopthorpe YORK YO23 2SJ	Mon: 09:00-13:00; 13:30-18:00 Tue: 09:00-13:00; 13:30-17:00 Wed: 09:00-13:00; 13:30-18:00 Thu: 09:00-13:00; 13:30-18:00 Fri: 09:00-13:00; 13:30-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00 Sun:
NHS Vale of York	Bishopthorpe Road Pharm	18 Bishopthorpe Road YORK YO23 1JJ	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Boots the Chemist Ltd	5 Heworth Village YORK YO31 1AE	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00; 14:00-17:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	Boots the Chemists	10 East Parade YORK YO31 7YJ	Mon: 09:00-12:30; 13:30-17:30 Tue: 09:00-12:30; 13:30-17:30 Wed: 09:00-12:30; 13:30-17:30 Thu: 09:00-12:30; 13:30-17:30 Fri: 09:00-12:30; 13:30-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-12:30; 13:30-17:30 Tue: 09:00-12:30; 13:30-17:30 Wed: 09:00-12:30; 13:30-17:30 Thu: 09:00-12:30; 13:30-17:30 Fri: 09:00-12:30; 13:30-17:30 Sat: 09:00-11:30 Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Boots UK Ltd	5, St Mary's Square The Coppergate Centre YORK YO1 9NY	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30	Mon: 09:00-13:00;13:30-17:30 Tue: 09:00-13:00;13:30-17:30 Wed: 09:00-13:00;13:30-17:30 Thu: 09:00-13:00;13:30-17:30 Fri: 09:00-13:00;13:30-17:30 Sat: 09:00-13:00; 13:30-17:30 Sun:
NHS Vale of York	Boots UK Ltd	2 Spurriergate (also known as Coney Street) YORK YO1 9QR	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 08:30-18:00 Sun: 11:00-17:00	Mon: 09:30-16:00 Tue: 09:30-16:00 Wed: 09:30-16:00 Thu: 09:30-16:30 Fri: 09:30-16:30 Sat: 09:30-16:00 Sun:
NHS Vale of York	Boots UK Ltd	Unit 7, Monks Cross Shopping Park YORK YO32 9GX	Mon: 09:00-20:00 Tue: 09:00-20:00 Wed: 09:00-20:00 Thu: 09:00-20:00 Fri: 09:00-20:00 Sat: 09:00-19:00 Sun: 11:00-17:00	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Boots UK Ltd	1 Kings Square YORK YO1 8BH	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-17:30 Sun: 11:00-16:00	Mon: 09:00-14:00; 15:00-16:30 Tue: 09:00-14:00; 15:00-16:30 Wed: 09:00-14:00; 15:00-16:30 Thu: 09:00-14:00; 15:00-16:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-16:30 Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Boots UK Ltd	2 The Old School Front Street, Acomb YORK YO24 3BN	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-17:30 Sun:	Mon: 09:00-14:00; 15:00-16:30 Tue: 09:00-14:00; 15:00-16:30 Wed: 09:00-14:00; 15:00-16:30 Thu: 09:00-14:00; 15:00-16:30 Fri: 09:00-14:00; 15:00-17:30 Sat: 09:00-14:00; 15:00-16:30 Sun:
NHS Vale of York	Cohens Chemist	22 Gillygate YORK YO31 7EQ	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-12:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	Copmanthorpe Pharmacy	8 Copmanthorpe Shopp Centre YORK YO23 3GG	Mon: 09:00-12:45; 13:45-18:00 Tue: 09:00-12:45; 13:45-18:00 Wed: 09:00-12:45; 13:45-18:00 Thu: 09:00-12:45; 13:45-18:00 Fri: 09:00-12:45; 13:45-18:00 Sat: Sun:	Mon: 09:00-12:45; 13:45-18:00 Tue: 09:00-12:45; 13:45-18:00 Wed: 09:00-12:45; 13:45-18:00 Thu: 09:00-12:45; 13:45-18:00 Fri: 09:00-12:45; 13:45-18:00 Sat: Sun:
NHS Vale of York	Dunnington Pharmacy	35 York Street Dunnington YORK YO19 5QT	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-12:30 Sun:	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-13:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Gale Farm Pharmacy	109-119 Front Street Acomb YORK YO24 4LZ	Mon: 08:30-18:00 Tue: 08:30-18:00 Wed: 08:30-18:00 Thu: 08:30-18:00 Fri: 08:30-18:00 Sat: 08:30-12:00 Sun:	Mon: 09:00-11:00; 12:00-18:00 Tue: 09:00-11:00; 12:00-18:00 Wed: 09:00-11:00; 12:00-18:00 Thu: 09:00-11:00; 12:00-18:00 Fri: 09:00-11:00; 12:00-18:00 Sat: Sun:
NHS Vale of York	Haxby Group Pharmacy	Haxby & Wigginton Hea Centre YORK YO32 2LL	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 09:00-19:00	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 09:00-19:00
NHS Vale of York	Huntington Pharmacy	Huntington Surgery 1-3 North Lane Huntington YORK YO32 9RU	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-19:00 Sun: 09:00-17:00	Mon: 07:00-23:00 Tue: 07:00-23:00 Wed: 07:00-23:00 Thu: 07:00-23:00 Fri: 07:00-23:00 Sat: 07:00-19:00 Sun: 09:00-17:00
NHS Vale of York	Lloyds Pharmacy	3 Intake Avenue YORK YO30 6HB	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Lloyds Pharmacy	412 Huntington Road YORK YO31 9HU	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-14:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Lloyds Pharmacy	101 - 103 Green Lane Acomb YORK YO24 4PS	Mon: 08:45-17:30 Tue: 08:45-17:30 Wed: 08:45-17:30 Thu: 08:45-17:30 Fri: 08:45-17:30 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Lloyds Pharmacy	3 Wains Grove Dringhouses YORK YO24 2TU	Mon: 08:30-17:30 Tue: 08:30-17:30 Wed: 08:30-17:30 Thu: 08:30-17:30 Fri: 08:30-17:30 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Lloyds Pharmacy	210 Fulford Road Fishergate YORK YO10 4DX	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	M Hepworth (Chemists) Ltd	101 Main Street Fulford YORK YO10 4PN	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	M J Roberts Chemists Ltd	8 Boroughbridge Road YORK YO26 5RU	Mon: 08:30-12:30; 13:30-18:00 Tue: 08:30-12:30; 13:30-18:00 Wed: 08:30-12:30; 13:30-17:30 Thu: 08:30-12:30; 13:30-17:30 Fri: 08:30-12:30; 13:30-17:30 Sat: Sun:	Mon: 08:30-12:30; 13:30-17:30 Tue: 08:30-12:30; 13:30-17:30 Wed: 08:30-12:30; 13:30-17:30 Thu: 08:30-12:30; 13:30-17:30 Fri: 08:30-12:30; 13:30-17:30 Sat: Sun:
NHS Vale of York	Marsden Pharmacy	67 Front Street Acomb YORK YO24 3BR	Mon: 09:00-18:00 Tue: 09:00-18:00 Wed: 09:00-18:00 Thu: 09:00-18:00 Fri: 09:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Monkbar Pharmacy	3 Goodramgate YORK YO1 7LJ	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 08:30-18:30	Mon: 07:30-22:30 Tue: 07:30-22:30 Wed: 07:30-22:30 Thu: 07:30-22:30 Fri: 07:30-22:30 Sat: 07:30-22:30 Sun: 08:30-18:30

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Monkton Road Pharmacy	71 Monkton Road YORK YO31 9AL	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: Sun:	Mon: 09:00-17:00 Tue: 09:00-17:00 Wed: 09:00-17:00 Thu: 09:00-17:00 Fri: 09:00-17:00 Sat: Sun:
NHS Vale of York	Parkers Pharmacy	61 North Moor Road Huntington YORK YO32 9QN	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	PT & HJ Richardson	57 Blossom Street YORK YO24 1AZ	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-17:30 Tue: 09:00-13:00; 14:00-17:30 Wed: 09:00-13:00; 14:00-17:30 Thu: 09:00-13:00; 14:00-17:30 Fri: 09:00-13:00; 14:00-17:30 Sat: 09:00-11:30 Sun:
NHS Vale of York	S K F Lo (Chemist) Ltd	151 Beckfield Lane YORK YO26 5PJ	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Sainsbury's Supermarkets	Monks Cross Shopping Jockey Lane YORK YO32 9LG	Mon: 08:00-21:00 Tue: 08:00-21:00 Wed: 08:00-21:00 Thu: 08:00-21:00 Fri: 08:00-21:00 Sat: 08:00-21:00 Sun: 10:00-16:00	Mon: 09:00-12:00; 13:00-16:00 Tue: 09:00-12:00; 13:00-17:00 Wed: 09:00-12:00; 13:00-17:00 Thu: 09:00-12:00; 13:00-17:00 Fri: 09:00-12:00; 13:00-17:00 Sat: 09:00-12:00; 13:00-16:00 Sun:
NHS Vale of York	Tesco In store Pharmacy	Askham Bar Tadcaster Road YORK YO24 1LW	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00	Mon: 08:00-22:30 Tue: 06:30-22:30 Wed: 06:30-22:30 Thu: 06:30-22:30 Fri: 06:30-22:30 Sat: 06:30-22:00 Sun: 10:00-16:00
NHS Vale of York	Tesco Superstore	9 Stirling Road Clifton Moor YORK YO30 4XZ	Mon: 08:00-21:00 Tue: 08:00-21:00 Wed: 08:00-21:00 Thu: 08:00-21:00 Fri: 08:00-21:00 Sat: 08:00-21:00 Sun: 10:00-16:00	Mon: 09:00-13:00; 14:00-17:00 Tue: 09:00-13:00; 14:00-17:00 Wed: 09:00-13:00; 14:00-16:30 Thu: 09:00-13:00; 14:00-16:30 Fri: 09:00-13:00; 14:00-16:30 Sat: 09:00-13:00; 14:00-16:30 Sun:
NHS Vale of York	The Priory Pharmacy	Priory Medical Centre YORK YO24 3WX	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 10:00-20:00	Mon: 08:00-23:00 Tue: 08:00-23:00 Wed: 08:00-23:00 Thu: 08:00-23:00 Fri: 08:00-23:00 Sat: 08:00-23:00 Sun: 10:00-20:00

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Tower Court Pharmacy Ltd	Unit 1, Tower Court Oakdale Road, Clifton M YORK YO30 4WL	Mon: 09:00-13:00; 13:30-18:00 Tue: 09:00-13:00; 13:30-18:00 Wed: 09:00-13:00; 13:30-18:00 Thu: 09:00-13:00; 13:30-18:00 Fri: 09:00-13:00; 13:30-18:00 Sat: Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Upper Poppleton Pharmaco	The Green Upper Poppleton YORK YO26 6DF	Mon: 09:00-12:45; 14:00-18:00 Tue: 09:00-12:45; 14:00-18:00 Wed: 09:00-12:45; 14:00-18:00 Thu: 09:00-12:45 Fri: 09:00-12:45; 14:00-18:00 Sat: Sun:	Mon: 09:00-12:45; 14:00-18:00 Tue: 09:00-12:45; 14:00-18:00 Wed: 09:00-12:45; 14:00-18:00 Thu: 09:00-12:45 Fri: 09:00-12:45; 14:00-18:00 Sat: Sun:
NHS Vale of York	Whitworth Chemists Ltd	275 Melrosegate YORK YO10 3SN	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-16:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	York Medical Pharmacy	199 Acomb Road Acomb YORK YO24 4HD	Mon: 08:30-17:45 Tue: 08:30-17:45 Wed: 08:30-17:45 Thu: 08:30-17:45 Fri: 08:30-17:45 Sat: Sun:	Mon: 08:30-17:45 Tue: 08:30-17:45 Wed: 08:30-17:45 Thu: 08:30-17:45 Fri: 08:30-17:45 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Your Local Boots Pharmaco	153a Tang Hall Lane YORK YO10 3SD	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	Your Local Boots Pharmaco	25b The Village Strensall YORK YO32 5XR	Mon: 08:45-13:30; 14:00-18:00 Tue: 08:45-13:30; 14:00-18:00 Wed: 08:45-13:30; 14:00-18:00 Thu: 08:45-13:30; 14:00-18:00 Fri: 08:45-13:30; 14:00-18:00 Sat: 09:00-13:00 Sun:	Mon: 09:00-13:00; 14:00-18:00 Tue: 09:00-13:00; 14:00-18:00 Wed: 09:00-13:00; 14:00-18:00 Thu: 09:00-13:00; 14:00-18:00 Fri: 09:00-13:00; 14:00-18:00 Sat: Sun:
NHS Vale of York	Your Local Boots Pharmaco	68 The Village Haxby YORK YO32 2HX	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: 09:00-13:00; 13:30-17:00 Sun:	Mon: 09:00-13:00; 13:30-17:30 Tue: 09:00-13:00; 13:30-17:30 Wed: 09:00-13:00; 13:30-17:30 Thu: 09:00-13:00; 13:30-17:30 Fri: 09:00-13:00; 13:30-17:30 Sat: Sun:
NHS Vale of York	Your Local Boots Pharmaco	66 Clarence Street YORK YO31 7EW	Mon: 09:00-17:30 Tue: 09:00-17:30 Wed: 09:00-17:30 Thu: 09:00-17:30 Fri: 09:00-17:30 Sat: Sun:	Mon: 09:00-13:00;13:30-17:30 Tue: : 09:00-13:00;13:30-17:30 Wed: : 09:00-13:00;13:30-17:30 Thu: : 09:00-13:00;13:30-17:30 Fri: : 09:00-13:00;13:30-17:30 Sat: Sun:

CCG	Trading Name	Address	Total Opening Hours	Core Opening Hours
NHS Vale of York	Your Local Boots Pharmacy	86 Clifton YORK YO30 6BA	Mon: 09:00-14:00; 14:30-17:30 Tue: 09:00-14:00; 14:30-17:30 Wed: 09:00-14:00; 14:30-17:30 Thu: 09:00-14:00; 14:30-17:30 Fri: 09:00-14:00; 14:30-17:30 Sat: 09:00-14:00; 14:30-17:00 Sun:	Mon: 09:00-13:30; 14:30-17:30 Tue: 09:00-13:30; 14:30-17:30 Wed: 09:00-13:30; 14:30-17:30 Thu: 09:00-13:30; 14:30-17:30 Fri: 09:00-13:30; 14:30-17:30 Sat: 09:00-11:30 Sun:

## Appendix 4 – Dispensing GP practices and dispensing branches

<b>DISPENSING PRACTICE - MAIN BRANCH</b>	<b>DISPENSING BRANCH 1</b>	<b>DISPENSING BRANCH 2</b>	<b>NOTES</b>
Elvington Medical Practice, York Road, Elvington, York, YO41 4DY	54a Main Street, Wheldrake, York, YO19 6AB	37 Common Road, Dunnington, York, YO19 5NG	
Haxby, 2 The Village, Wiggington, York	36 The Village, Stockton on the Forest, York		
The Old School Medical Practice, Horseman Lane, Copmanthorpe, York, YO23 3UA			
My Health Group, Strensall Health Care Centre, Southfields Lane, Strensall, York, YO32 5UA	Dunnington Healthcare Centre, Petercroft Lane, Dunnington, York, YO19 5NQ	Huntington Healthcare Centre, Garth Road, Huntington, York, YO32 9QJ	
Gale Farm Surgery, 109 Front Street Acomb, York, YO24 3BU	The Old Forge Surgery, Upper Poppleton, YO26 6EQ		Does not dispense from main Practice

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## Appendix 5 – Pharmacy, dispensing GP practice and non-dispensing GP practice locations

***See the interactive map at:***

[http://maps.northyorks.gov.uk/connect/?mapcfg=ph\\_pharmacies](http://maps.northyorks.gov.uk/connect/?mapcfg=ph_pharmacies)

This shows the services provided at each dispensing site, and the opening hours, and can be updated more frequently than a paper copy.

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## Appendix 6 – Controlled locality boundaries

York – follow link to - [http://www.york.gov.uk/downloads/file/15751/appendix\\_6 - map 1\\_pna](http://www.york.gov.uk/downloads/file/15751/appendix_6_-_map_1_pna)

Haxby – follow link to - [http://www.york.gov.uk/downloads/file/15752/appendix\\_6 - map 2\\_pna](http://www.york.gov.uk/downloads/file/15752/appendix_6_-_map_2_pna)

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## Appendix 7 - Questionnaires

Pharmacy Users Questionnaire



### York and North Yorkshire Pharmaceutical Needs Assessments

#### Pharmacy Users Questionnaire

Every Health and Wellbeing Board in England has a statutory responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA). The PNA is used to inform decisions about where to site pharmacies (some people call them chemists), opening hours and what services are provided.

**Pharmacy** - some people call them chemists but in this survey we use the word pharmacy. By a pharmacy, we mean a place you would use to get a prescription dispensed or buy medicines some of which you cannot buy anywhere else.

**GP Practice** (Dispensing Doctor) - some GP practices dispense medicines at the practice building to patients who live in a rural area. This is different to GP practice buildings in which there is also a full pharmacy within the building.

During the next few months we will be collecting information with the aim of publishing draft PNAs for North Yorkshire and for York in October 2014 and final versions in March 2015. To help produce the PNAs we want to hear about your experiences and opinions about the pharmacy services in your area, and whether there is anything you feel could be changed or improved

This questionnaire is for completion by people who use are users of pharmaceutical services, for example to get their prescriptions dispensed. Other questionnaires are available for completion by:

- Health or social care service providers and practitioners
- Strategic Partners - Organisations that commission services or plan other aspects of communities (e.g. housing, transport, etc.) that could impact on the need for pharmaceutical services.

Further details can be found at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) or email [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

An additional questionnaire for organisations providing pharmaceutical services has been sent directly to pharmacies and dispensing GP practices.

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**1. In what capacity are you responding? (Please choose which of the following is most appropriate)**

As a member of the public

In what town, village or post code area do you live?

In which town or village is the pharmacy that you normally use?

As a member of a voluntary or community organisation

Name of organisation

What area is covered by your group? Please state town, district or whole county:

Does your organisation represent any particular group of people? If so please give details:

**Thinking about when you collect prescription medicines, buy other medicines, get advice about prescribed and other medicines or for other pharmacy services:**

**2. Where do you generally visit a pharmacy?**

Close to my home   Close to my work   Close to school/nursery   Close to the shops | Close to my GP practice   At my GP practice   At the supermarket |

**3. Where would you prefer to visit a pharmacy?**

Close to my home   Close to my work   Close to the school/nursery/my child use   Close to the shops | Close to my GP practice   At my GP practice   At the supermarket use   Other   No preference

**4. When do you usually visit a pharmacy?**

Weekdays before 9am   weekdays between 9am and 6pm   weekdays after 6pm   Saturdays   Sundays   no particular time

**5. When would you prefer to visit a pharmacy?**

Weekdays before 9am    weekdays between 9am and 6pm    weekdays after 6pm    Saturdays    Sundays    no particular time

**6. On average, how often do you use a pharmacy?**

Weekly    monthly    every 3 months    every 6 months    other

**7. How do you usually travel to your pharmacy?**

By public transport    by car    on foot    by cycle    other

**8. Do you normally get your prescriptions medicines?**

- Pharmacy
- GP practice dispensary
- Internet

**9. If you normally get your prescriptions from a GP practice dispensary, please indicate if you also visit a pharmacy for other services (tick all that apply):**

- To buy over-the-counter medicine from the pharmacy
- To get advice from the pharmacy
- To access other pharmacy services e.g. stop smoking services, emergency contraception  To get my flu jab
- To shop for non-medical goods (e.g. beauty products, toiletries, baby products, etc.)

Other (please give details):

**10. Overall, I consider that:**

	Always	Usually	Don't know	Sometimes	Never
I can find a pharmacy open when needed					
I can find a pharmacy open after 6pm, Monday to Friday					

I can find a pharmacy open on Saturday mornings					
I can find a pharmacy open on Sundays					
I can find a pharmacy open on Saturday afternoons					
The pharmacy offers advice to help me have a healthier lifestyle					
When I visit a pharmacy I can get the medication I need					
There is some privacy when I want to speak to a member of the staff					

**11. Overall, how would you rate the availability of pharmacy services in your area:**

Very good      Good      Adequate      Poor      Very Poor

**12. In the last 12 months, have you experienced any recurrent problems when using your usual pharmacy or one close by?**

Yes

No

If you answered 'Yes', please tell us why:

**13. Please tell us which of the services listed below is available at your local pharmacy and which ones you have used or would find useful.**

Please note that some of the services listed below may not be funded by the NHS or may not be available from your pharmacy at present

<b>Service</b>	<b>AVAILABLE</b>	<b>NOT AVAILABLE</b>	<b>Don't</b>
	<b>I have used</b>	<b>I have not use I would use th</b>	<b>I would not us know</b>
Prescription collection service from your GP surgery			
Prescription medicines delivery service from pharmacy to home			
Repeat prescription service at pharmacy			
Stop Smoking Support Service			
Chlamydia screening service			
Healthy eating and living advice service			

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Medicines usage review service  
New medicines service  
Emergency contraception  
Minor conditions advice e.g. sore throat, hay fever, thrush  
Health checks, for example, blood pressure checks  
Weight management / dietary advice  
Information on health and social services  
Vaccinations  
Dispensing into monitored dose containers  
Other (please give details):

**14. What do you like about your pharmacy?**

**15. What do you think could be improved about your pharmacy?**

---

**16. Is there anything else you would like to tell us about Pharmacy services in your area?**

**17. About You**

**Your Age**

- 18 or under
- 19-29
- 30-59
- 60-74
- 75 or over

**Are you:**

- Male
- Female

---

**Over the last 12 months, how would you say your health has been?**

- Very good
- Good
- Fair
- Bad
- Very Bad

**Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?**

- Yes
- No

**Do you consider yourself to be a carer, contributing to the care needs of a friend or relative?**

- Yes
- No

Thank you for completing this questionnaire. Your views will help us to produce the Pharmaceutical Needs Assessments for York and for North Yorkshire, scheduled to be published in draft form in October 2014. This will then be consulted on until December 2014. The final versions of the reports are scheduled for publication in March 2015. The draft and final reports will be available on-line at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) (North Yorkshire) and [www.york.gov.uk](http://www.york.gov.uk) (York)

**Please feel free to forward this questionnaire to anyone you think can contribute to the Pharmaceutical Needs Assessments for York and North Yorkshire**

**Please return completed questionnaires by 18<sup>th</sup> July 2014**

email to: [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

or by post to: Pharmaceutical Needs Assessment, North Yorkshire County Council, North Yorkshire House, 442-444 Scalby Road, Scarborough YO12 6EE

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Health or social care service providers and practitioners questionnaire



## **York and North Yorkshire Pharmaceutical Needs Assessments**

### **Questionnaire for health or social care service providers and practitioners**

Every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA). The PNA is used to inform decisions about where to site pharmacies (some people call them chemists), opening hours and what services are provided.

During the next few months we will be collecting information with the aim of publishing draft PNAs for North Yorkshire and for York in October 2014 and final versions in March 2015. To help produce the PNAs we want to find out your opinions about local pharmacy services, and whether there is anything you feel should be changed or could be improved.

This questionnaire is for health or social care service providers and practitioners. Other questionnaires are available for completion by:

- Strategic Partners - Organisations that commission services or plan other aspects of communities (e.g. housing, transport, etc.) that could impact on the need for pharmaceutical services.
- Users of pharmaceutical services

Further details can be found at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) or email [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

A special questionnaire for organisations providing pharmaceutical services has been sent directly to pharmacies and dispensing GP practices.

**Organisation:**

**Job description:**

---

**Service area (e.g., primary health, social care, public health, etc.):**

**In which area(s) do you operate?**

- All of North Yorkshire
- City of York**
- Craven District
- Hambleton District
- Harrogate Borough
- Richmondshire District
- Ryedale District
- Scarborough Borough
- Selby District

Other (please give details):

---

**1. How good do you consider pharmacy services are in North Yorkshire or York as a whole and/or in your area of North Yorkshire or York?**

**Your overall rating**

very good    good    adequate    Poor    very poor

**Availability of services**

*– open hours/days and location, range of additional services available, variation/equitable of services in different areas, etc.*

**Quality of services**

**2. Are there any aspects that you feel should be improved?**

---

**3. Are you aware of any particular problems people have had accessing pharmacy services or may have in the futures?**

**4. How desirable is availability of the following services at local pharmacies?**

	Very desirable	Desirable	Not necessary
Prescription collection service from your GP surgery			
Prescription medicines delivery service from pharmacy home			
Repeat prescription service at pharmacy			
Stop Smoking Support Service			
Chlamydia screening service			
Healthy eating and living advice service			
Medicines use review service			
Emergency contraception			
Minor conditions advice, for example, sore throat, hay fever			
Health checks, for example, blood pressure checks			
Weight management / dietary			
Information on health and social services			
Vaccinations			
<b>Substance misuse services</b>			

Other (please give details):

**5. Are there any other services you think could be provided by pharmacies?**

---

*We are particularly interested in innovative suggestions for services for local communities that would normally be provided, but could be provided, by pharmacies.*

**6. Have you any other comments about pharmaceutical services in York and North Yorkshire including development to meet current and future needs??**

---

Thank you for completing this questionnaire. Your views will help produced the PNA for the York and for North Yorkshire scheduled to be published in draft form in October 2014 for consultation until December. The final versions of the reports are scheduled for publication in March 2015. The draft and final reports will be available on-line at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) (North Yorkshire) and [www.york.gov.uk](http://www.york.gov.uk) (York)

**Please feel free to forward this questionnaire to anyone you think can contribute to the PNA for York and North Yorkshire.**

**Please return completed questionnaires by 18<sup>th</sup> July 2014**

email to: [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

or by post to: Pharmaceutical Needs Assessment, North Yorkshire County Council, North Yorkshire House, 442-444 Scalby Road, Scarborough YO12 6EE

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Strategic Partners Questionnaire

Health and Wellbeing Board  
North Yorkshire



## York and North Yorkshire Pharmaceutical Needs Assessments

### Strategic Partners Questionnaire

Every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up-to-date a statement of the needs for pharmaceutical services for the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA). The PNA is used to inform decisions about where to site pharmacies (some people call them chemists), opening hours and what services are provided.

During the next few months we will be collecting information with the aim of publishing draft PNAs for North Yorkshire and for York in October 2014 and final versions in March 2015. To help produce the PNAs we want to find out your opinions about local pharmacy services, and whether there is anything you feel should be changed or could be improved.

This questionnaire is for people and organisations that commission services or plan other aspects of communities (e.g. housing, transport, etc.) that could impact on the need for pharmaceutical services in particular areas. Other questionnaires are available for completion by:

- Health or social care service providers and practitioners
- Users of pharmaceutical services

Further details can be found at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) or email [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

A special questionnaire for organisations providing pharmaceutical services has been sent directly to pharmacies and dispensing GP practices.

**Department or lead area:**

**Organisation:**

---

**In which area(s) do you operate?**

- All of North Yorkshire
- City of York**
- Craven District
- Hambleton District
- Harrogate Borough
- Richmondshire District
- Ryedale District
- Scarborough Borough
- Selby District

Other (please give details):

**1. How good do you consider pharmacy services are in North Yorkshire or York as a whole and / or in your area of North Yorkshire or York?**

**Your overall rating**

- very good    good    adequate    Poor    very poor

**Availability of services**

---

*– open hours/days and location, range of additional services available, variation/equitable of services in d. areas, gaps in service, etc.*

## **Quality of services**

**2. Are there any aspects that you feel should be improved?**

**3. Are you aware of any particular problems people have had accessing pharmacy services?**

**4. How desirable is availability of the following services at local pharmacies?**

	Very desirable	Desirable	Not necessary
Prescription collection service from your GP surgery			
Prescription medicines delivery service from pharmacy home			
Repeat prescription service at pharmacy			
Stop Smoking Support Service			
Chlamydia screening service			
Healthy eating and living advice service			
Medicines use review service			
Emergency contraception			
Minor conditions advice, for example, sore throat, hay thrush			
Health checks, for example, blood pressure checks			
Weight management / dietary			
Information on health and social services			
Vaccinations			
<b>Substance misuse services</b>			

---

Other (please give details):

**5. Are there any other services you think could be provided by pharmacies? Are there any you are considering commissioning?**

*We are particularly interested in innovative suggestions for services for local communities that would not normally be provided, but could be provided, by pharmacies.*

**6. Does your organisation have any plans or are you aware of any other plans that are likely to have an impact on the need for pharmaceutical services during the next five years? If so please give details**

*e.g. quantity, location, type of service*

---

**7. Have you any other comments about pharmaceutical services in York and North Yorkshire?**

Thank you for completing this questionnaire. Your views will help produced the Pharmaceutical Needs Assessments for the York and for North Yorkshire scheduled to be published in draft form in October 2014 for consultation until December. The final versions of the reports are scheduled for publication in March 2015. The draft and final reports will be available on-line at [www.nypartnerships.org.uk/pna](http://www.nypartnerships.org.uk/pna) (North Yorkshire) and [www.york.gov.uk](http://www.york.gov.uk) (York)

**Please feel free to forward this questionnaire to anyone you think can contribute to the Pharmaceutical Needs Assessments for York and North Yorkshire.**

**Please return completed questionnaires by 18<sup>th</sup> July 2014**

email to: [jsna@northyorks.gov.uk](mailto:jsna@northyorks.gov.uk)

or by post to: Pharmaceutical Needs Assessment, North Yorkshire County Council, North Yorkshire House, 442-444 Scalby Road, Scarborough YO12 6EE

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**Pharmacies Questionnaire**

Health and Wellbeing Board  
North Yorkshire



**Pharmaceutical Needs Assessment – Community Pharmacy Questionnaire**

Date of completion

Name of contractor

Address of contractor

Trading name

Is this a distance selling pharmacy?

No

Yes

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Pharmacy email address

Pharmacy phone number

Pharmacy fax

Pharmacy website address

Can we store the above information to contact you and to share with other commissioners?

Yes

No

### Opening hours

Please complete the box below with your current opening hours

### Core hours

Day	Open	Close	Open	Close
Monday				
Tuesday				
Wednesday				

<b>Thursday</b>				
<b>Friday</b>				
<b>Saturday</b>				
<b>Sunday</b>				

**Total hours – Core + Supplementary hours**

<b>Day</b>	<b>Open</b>	<b>Close</b>	<b>Open</b>	<b>Close</b>
<b>Monday</b>				
<b>Tuesday</b>				
<b>Wednesday</b>				
<b>Thursday</b>				
<b>Friday</b>				
<b>Saturday</b>				
<b>Sunday</b>				

**Consultation facilities**

Is there a consultation area?      Yes            No     

If yes:

On the premises?      Yes            No     

Away from the premises?      Yes            No     

**Information facilities**

Is the pharmacy EPS R2 enabled      Yes            No

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Can you access websites from a computer within your pharmacy?

Yes

No

Limited

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

**Adobe PDF files (.pdf)**

Not able to view

Able to view only

**Microsoft Word files (.doc or .docx)**

Not able to view or open

Able to view only

Able to open fully, edit and save

**Microsoft Excel files (.xls or .xlsx)**

Not able to view or open

Able to view only

Able to open fully, edit and save

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### Advanced services

Please give details of the advanced services provided by your pharmacy.

Please tick the box which applies for each service

Medicines Use Review Service

New Medicine Service

Appliance Use Review Service

Stoma Appliance customisation service

### Commissioned Services

Please give details of the commissioned services provided by your pharmacy. These can be enhanced services commissioned by NHS England Area Team, Public Health services commissioned by a Local Authority or a CCG service.

AT – currently commissioned by Area Team and providing

LA – currently commissioned by Local Authority and providing

CCG – currently commissioned by a CCG and providing

If you are not providing the service then leave blank

Service	AT	LA	CCG
Emergency Hormonal Contraception Service			
NRT Voucher Service			
Smoking Cessation Service			
Supervised consumption of methadone or Buprenorphine			
Needle exchange			
Out of hours service			

Other services:			
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### Privately provided services

We would like to know what other services you provide i.e. not commissioned by NHS England or Local Authority – please tick the appropriate box in the table below. Where the service is not funded by either the pharmacy or the patient please state who does fund it.

Ph = Pharmacy funded      Pt = Patient funded

Service	Ph	Pt	Other commissioners please specify
Anticoagulant monitoring service			
Anti-viral distribution service			
Care Home service			
Contraception service ( not an EHC service)			
Gluten Free Food Supply Service			
Independent Prescribing Service			
Language Access Service			
Medication Review Service (this is not the NMS services)			
Minor Ailments Scheme			
Weight Management Services			
Directly Observed therapy of TB medicines			
Palliative care scheme			
Phlebotomy			
Prescriber Support Service			
Schools Service			
Seasonal influenza Vaccination Service			
Childhood vaccinations			
Travel vaccines			
Sharps Disposal service other than needle exc			

service			
Vascular Risk Assessment Service (NHS HealthCheck)			
Stop Smoking Service other than that commissioned by the local authority:			
Supervised Administration Service: other than commissioned by the local authority:			
Monitored Dosage system			
Others please specify:			
<b>Services that treat or test for</b>			
Allergies			
Alzheimer's/Dementia			
Asthma			
CHD			
Chlamydia			
Depression			
Diabetes			
Epilepsy			
Heart Failure			
Hypertension			
Parkinson's Disease			
Alcohol dependency			
Cholesterol			
Gonorrhoea			
H.pylori			
HbA1C			
Hepatitis			
HIV			
HPV			
Others please specify:			

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**Healthy Living Pharmacy**

Are you currently working towards being a HLP? Yes  No

How many Healthy Living Champions do you have?  Full time equivalent

**Collection and Delivery Services**

Does your pharmacy provide any of the following:

Collection of prescriptions from surgeries? Yes

Delivery of dispensed medicines free of charge on request? Yes

Delivery of dispensed medicines – selected patient groups (list criteria)

Delivery of dispensed medicines – selected areas (list areas)

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Dispensed medicines – chargeable

Yes

**Additional information**

Please list additional services/facilities you provide to enhance patient accessibility

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 here:

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Do you know of any potential changes in your area that may affect pharmaceutical need and/or provision

Details of person completing this questionnaire in case we need to contact them for further information.

Contact name

Contact number

**Thank you for completing this PNA questionnaire**

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## **Appendix 8 - Questionnaire distribution**

### **Health and social care service providers and practitioners**

GPs

NHS trusts: York Hospitals NHS FTrust,, Leeds & York Partnership Trust

Residential/Domiciliary Care providers

Adult social services

Children's Services

Dentists

GP out of hours services

Sexual Health, substance misuse, tobacco control services

### **Strategic Partners**

Vale of York CCG

Health and Wellbeing Board members

Mental Health and Learning Disability Partnership

Planning/Transport

Collaborative Transformation Board

NHS Area Team

Out of Area organisations

### **Pharmacy users**

Voluntary Sector

Partnership Boards

Healthwatch

CSU/CCG communications managers

### **Pharmacies Questionnaire**

York Pharmacies

York GP dispensing practices

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## 13.0 References

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- <sup>i</sup> The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the legislative basis for developing and updating PNAs and can be found at:  
<http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations/> .
  - <sup>ii</sup> Gill, P., MacLeod, U., Lester, H., Hegenbarth, A. (2013) *Improving access to health care for Gypsies and Travellers, homeless people and sex workers*, Royal College of General Practitioners Clinical Innovation and Research Centre
  - <sup>iii</sup> Cavanagh, S., Chadwick, K. (2005) *Health needs assessment – a practical guide*, National Institute for Health and Clinical Excellence
  - <sup>iv</sup> NHS Choices pages on internet pharmacies, accessed from <http://www.nhs.uk/Service-Search/pharmacies/internetpharmacies> on 10/9/2014
  - <sup>v</sup> Health and Social Care Information Centre (2013) *General Pharmaceutical Services in England: 2003-04 to 2012-13*, accessed from <http://www.hscic.gov.uk/catalogue/PUB12683/gen-pharm-eng-200304-201213-rep.pdf> on 10/9/2014
  - <sup>vi</sup> NHS England (2013) *Improving health and patient care through community pharmacy– evidence resource pack*
  - <sup>vii</sup> General Household Survey 2009
  - <sup>viii</sup> Barnett K, Mercer SW, Norbury M, Watt G, Wyke S, Guthrie B. (2012) Epidemiology of multimorbidity and implications for health care, research, and medical education: a cross-sectional study, *Lancet* Jul 7;380(9836):37-43