

South Tyneside

## **Pharmaceutical Needs Assessment 2018**

Published by South Tyneside Council on behalf of the  
South Tyneside Health and Wellbeing Board



# **South Tyneside Council**

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## Executive Summary

This Pharmaceutical Needs Assessment (PNA) looks at the current provision of pharmacy services across South Tyneside and whether there are any potential gaps in service delivery. The *Health and Social Care Act 2012* transferred the responsibility for developing and updating pharmaceutical needs assessments from Primary Care Trusts (PCTs) to Health & Wellbeing Boards with a requirement to publish the first PNA by 1 April 2015 and at minimum every three subsequent years.

The pharmaceutical needs assessment is used by NHS England in its consideration of applications to join the pharmaceutical list, and by commissioners of community pharmacy enhanced and locally commissioned services to make decisions on how to best meet the needs of the local population.

## Pharmaceutical Needs Assessment Process

The public health team of South Tyneside Council oversaw the development of this document on behalf of the South Tyneside Health & Wellbeing. In the process of undertaking the PNA, a Steering Group was established and data was sought from a number of stakeholders including NHS England, South Tyneside Clinical Commissioning Group, South Tyneside Council, Gateshead & South Tyneside Local Pharmaceutical Committee (LPC), local community pharmacists and South Tyneside Foundation Trust pharmacy services. The aim was to identify issues that affect the commissioning of community pharmacy services and to identify priorities for the future provision of community pharmacy services.

A statutory consultation was undertaken between 27th November 2017 and 26th January 2018 to seek the views of the public and other stakeholders on whether they agree with the contents of this pharmaceutical needs assessment. All comments will be incorporated into the final PNA following the consideration of the Steering Group.

## Identified Health Needs

The PNA for South Tyneside links to the health needs identified in the Joint Strategic Needs and Assets Assessment (JSNAA). South Tyneside is a predominantly urban borough with an aging population and experiences significantly higher levels of deprivation than the national average.

## Current and future provision

There are 36 community pharmacies in South Tyneside, 3 less than in 2015 (1 fewer 100 hour pharmacy and 2 fewer distance selling pharmacies). The evidence gathered and submitted suggests that people living in the borough are satisfied with the services provided by community pharmacies and that they generally have little difficulty in accessing these services. The access to pharmacies in South Tyneside is generally considered excellent compared to national and regional averages. If any further gaps are identified between now and the next version of the PNA being produced in 2021, then South Tyneside Health and Wellbeing Board will issue a supplementary statement and attach it to this PNA.

**The primary conclusion of this report is therefore that provision of pharmaceutical services in the borough is adequate for both current needs and likely needs over the next 3 years.**

# Introduction

## 1.1 What is the Pharmaceutical Needs Assessment

The pharmaceutical needs assessment describes the health needs of the population, current pharmaceutical services provision and any gaps in that provision. It also identifies potential new services to both meet health needs and help achieve the objectives in the South Tyneside Health & Wellbeing Strategy. It takes account of the Joint Strategic Needs and Assets Assessment (JSNAA) and is a strategic commissioning document which is used by NHS England in its determination as to whether to approve applications to join the pharmaceutical list under the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013*.

The PNA is used to:

- Ensure that decisions about applications for market entry for pharmaceutical services are based on robust and relevant information;
- Inform commissioning plans about pharmaceutical services that could be provided by community pharmacies and other providers to meet local need. These services can be commissioned by Local Authorities, NHS England, CCGs or other private organisation (see sections 6 and 6.5);
- Support commissioning of high quality pharmaceutical services;
- Ensure that pharmaceutical and medicines optimisation services are commissioned to reflect the health needs and ambitions outlined within the Health & Wellbeing Strategy; and
- Facilitate opportunities for pharmacies to make a significant contribution to the health of the population of South Tyneside.

The previous PNA published by South Tyneside Health and Wellbeing Board in April 2015 concluded that access to essential pharmaceutical services within South Tyneside was adequate for the needs of the population. This document is available on the council's website:

<http://www.southtyneside.info/article/13236/Joint-Strategic-Needs-Assessment-documents>

PNA's must be updated every 3 years or sooner if there are significant changes to the availability of pharmaceutical services. Health and Wellbeing Boards may publish supplementary statements to account for minor changes in service provision.

## 1.2 Pharmacy market

Under the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013*, a person – i.e., a pharmacist, a dispenser of appliances or, in some rural areas, a GP – who wishes to provide NHS pharmaceutical services must apply to NHS England to be included on the relevant pharmaceutical list by proving they are able to meet a pharmaceutical need as set out in the relevant pharmaceutical needs assessment. There are exceptions to this such



as applications to provide pharmaceutical services on a distance-selling (i.e., internet or mail order only) basis.

There are five types of routine market entry applications that can be made to be included on the NHS England Pharmaceutical List<sup>1</sup>. These are:

- To meet a current need in the pharmaceutical needs assessment;
- To meet a future need in the pharmaceutical needs assessment;
- To improve current access;
- To improve future access; and
- To fulfil an unforeseen benefit, where the applicant provides evidence of a need that was not foreseen when the pharmaceutical needs assessment was published.

### 1.3 Pharmacy services

There are three classifications of services provided by pharmacies in relation to the PNA<sup>2</sup>. They include:

- **“Essential services”** – services every community pharmacy providing NHS pharmaceutical services must provide as set out in their terms of service – 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, Influenza Vaccination and the New Medicines Service for community pharmacists and Appliance Use Reviews and the Stoma Customisation Service for dispensing appliance contractors;
- **“Locally commissioned services”** - commissioned by NHS England (known as “enhanced services”), CCG’s and Local Authorities

In addition, the Department of Health has introduced a **Quality Payments Scheme** as part of the Community Pharmacy Contractual Framework in 2017/18. Community pharmacy contractors are required to meet certain gateway and quality criteria, including patient safety, patient experience and a public health focus via Healthy Living Pharmacies (further detail in section 6.6 of this document)

### 1.4 National context

A number of reports and publications produced recently are expected to have an impact on the future of pharmacy services in the community:

- The pharmacy white paper (April 2008) and the Royal Pharmaceutical Society’s 2014 report *Now or Never: Shaping pharmacy for the future* gives a clear direction of travel for pharmacy services, shifting the emphasis from dispensing medicines to the

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<sup>1</sup> <http://psnc.org.uk/contract-it/market-entry-regulations/opening-a-pharmacy/>

<sup>2</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/197634/Pharmaceutical\\_Needs\\_Assessment\\_Information\\_Pack.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/197634/Pharmaceutical_Needs_Assessment_Information_Pack.pdf)

provision of a wider range of services in community pharmacies, making better use of pharmacists' clinical skills.

- In July 2015, as part of the NHS Five Year Forward View, a new three year initiative to fund, recruit and employ clinical pharmacists in GP surgeries was launched by NHS England. The scheme is to focus on areas of greatest need where GPs are under the most pressure, and aims to build on the success of GP practices already employing pharmacists in patient-facing roles. The roll out of clinical pharmacists in General Practice was set to commence from April 2017.
- The Pharmacy Integration Fund (PhIF) has been created through the community pharmacy review. It is led by the Department of Health as part of the package of proposals under consideration to transform the way pharmacy and community pharmacy services are commissioned from 2016/17 and beyond. The PhIF is the responsibility of NHS England and is separate to any negotiations related to the Community Pharmacy Contractual Framework (CPCF). The PhIF will be used to commission and evaluate activities that bring about clinical pharmacy integration within the NHS and the community demonstrating improvements in health outcomes for patients and the public in primary care and in the community. It is expected to be an important means of driving transformation of the pharmacy sector. It will aim to shift the balance of funding from dispensing activity towards clinical activity, putting pharmacists' skills, as well as those of other pharmacy professionals and their teams, to better use.
- In September 2016 NHS England published The Framework for Enhanced Health in Care Homes. This describes an enhanced health in care homes (EHCH) care model that has come out of the six EHCH vanguards in England. Mapping the range of services provided by community pharmacies to care homes and how they are commissioned have been included the proposal.
- In December 2016 The Murray Report was published. The report was commissioned by the Chief Pharmaceutical Officer to review Community Pharmacy Clinical Services. It is a comprehensive review of the available evidence and points the way to a more clinical future for community pharmacists and pharmacy technicians which will help patients to benefit from pharmacists expertise as clinical healthcare professionals.

Pharmacies provide a convenient and less formal environment for people to access professional advice and help to deal with everyday health concerns and problems. The role of pharmacies in promoting self-care will become even more important as the healthcare budget becomes stretched, and GPs have less time to spend on those with more minor health conditions. There is potential for the community pharmacy services to further utilise these opportunities and expand integration across the local healthcare community.

## 1.5 South Tyneside context

The South Tyneside Health & Wellbeing Board brings together South Tyneside Council, South Tyneside Clinical Commissioning Group, South Tyneside NHS Foundation Trust, Northumberland Tyne and Wear NHS Foundation Trust and Healthwatch South Tyneside. It promotes integrated working between commissioners of health services, public health and

social care services to improve the health and wellbeing of local people. The Health & Wellbeing Board produces a Joint Strategic Needs and Assets Assessment (JSNAA) which informs the Board on the health and wellbeing of people in South Tyneside and how this compares to the rest of England. The pharmaceutical needs assessment forms an integral part of the JSNA, which informs South Tyneside's Joint Health and Wellbeing Strategy.

South Tyneside's Health and Wellbeing Strategy<sup>3</sup> sets out our strategic priorities:

- Give every child the best start in life
- People live healthy lives
- Building emotional wellbeing and resilience across households
- Empowering Communities
- Promote economic wellbeing

The Health and Wellbeing Boards takes a holistic view of health and wellbeing, based on the long established Dahlgren and Whitehead model. The model recognises that improving health and wellbeing is a complex challenge and that we need to address socio-economic challenges, the wider environment, employment, education etc. If we are ever going to make an impact on unhealthy behaviours, ill health and early death. In using this model locally we have focussed our strategy on the wider determinants of health (such as reducing fuel poverty), community resilience and assets (such as creating healthy spaces and connecting with communities), and prevention approaches (such as supporting pregnant mothers to stop smoking).

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<sup>3</sup> <https://www.southtyneside.gov.uk/article/58747/Health-and-Wellbeing-Strategy>

## 2 Pharmaceutical Needs Assessment Process

### 2.1 PNA development group

The requirements of a pharmaceutical needs assessment are set out in the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013*<sup>4</sup>. The process of producing the PNA followed guidance set out in the *Pharmaceutical Needs Assessment, Information Pack for Local Authority Health and Wellbeing Boards*<sup>5</sup>, published by the Department of Health in 2013.

The public health team of South Tyneside Council oversaw the development of the pharmaceutical needs assessment on behalf of the South Tyneside Health & Wellbeing Board. In the process of undertaking the pharmaceutical needs assessment, a collaborative Steering Group was established in August 2017. The core membership of the group included representatives from: the public health team at South Tyneside Council, South Tyneside CCG, Healthwatch South Tyneside, South Tyneside Foundation Trust, Gateshead & South Tyneside Local Pharmaceutical Committee and a representative from the Medicines Optimisation Team at the North of England Commissioning Support (NECS) Unit.

The Steering Group agreed the following:

- Terms of reference of the steering group, including the frequency of meetings;
- Content of a PNA questionnaire to pharmacists and patients in South Tyneside;
- Timeline of the PNA process;
- Structure of the PNA document;
- Process for engagement and consultation;
- Appropriate governance, including declaration of interests, and reporting arrangements.

The collaborative steering group was responsible for overseeing the completion of the PNA and ensuring it met the minimum requirements set out in the regulations.

### 2.2 Determination of localities

Regulation 9 (1)(c) of the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013* states that, in making its assessment of needs, the Health & Wellbeing Board should have regard to the different needs of different localities within its area.

In accordance with this regulation, the Steering Group considered how to assess these different needs, and concluded that the most appropriate means of dividing the South Tyneside area was to adopt the five locality areas used in the previous PNA. These are as follows:

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<sup>4</sup> <https://www.legislation.gov.uk/uksi/2013/349/contents/made>

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

- **East Shields and Whitburn** – covering Cleadon Park, Harton, Horsley Hill and Whitburn & Marsden wards
- **Hebburn** – covering Hebburn North, Hebburn South and Monkton wards;
- **Jarrow and Boldon** – covering Bede, Boldon Colliery, Fellgate & Hedworth and Primrose wards;
- **Riverside** – covering Beacon & Bents, Simonside & Rekendyke, West Park and Westoe wards; and
- **West Shields, Cleadon and East Boldon** – covering Biddick & All Saints, Cleadon & East Boldon and Whiteleas wards.

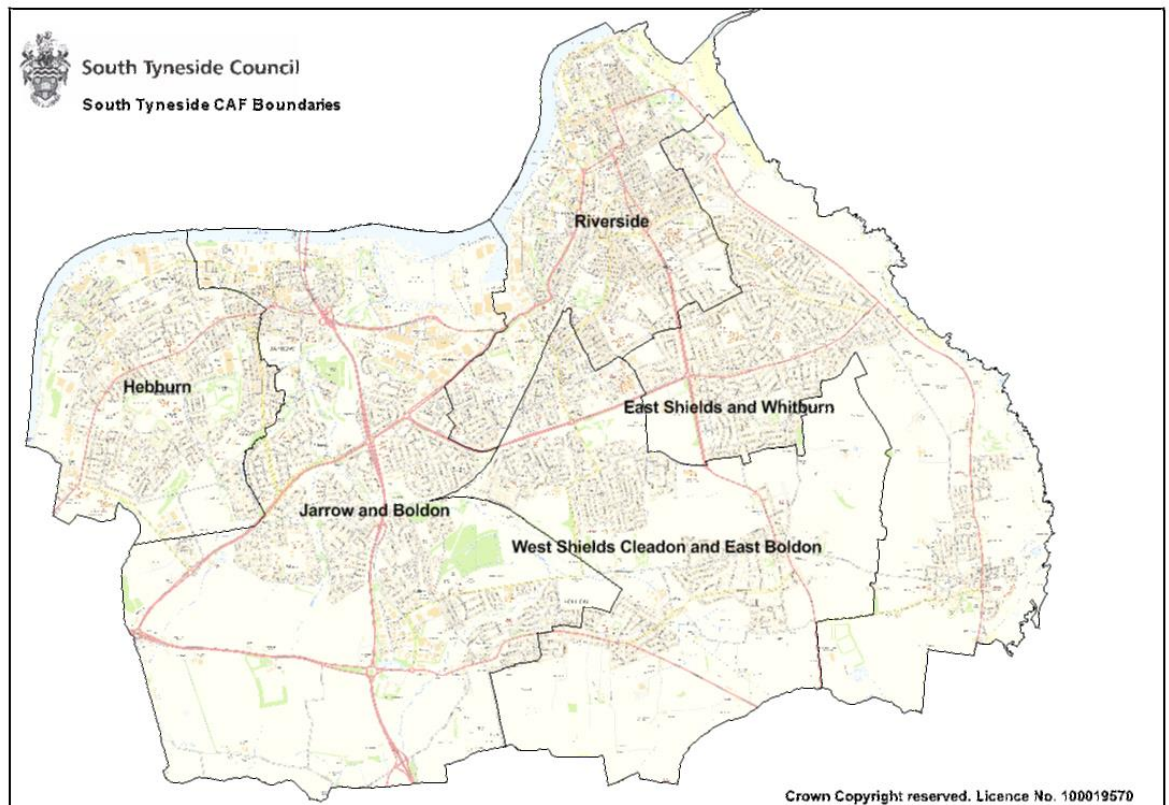


Figure 1 Map of localities used for the PNA

## 2.3 Determination of health needs

This pharmaceutical needs assessment is directly aligned to the South Tyneside JSNAA, a collection of topic specific needs assessments overseen by the Health and Wellbeing Board. The public health analyst identified the health needs for the PNA based on the content on the current JSNAA and Health and Wellbeing Strategy. The statement of health needs is presented in Section 3 of this document.

## 2.4 Current provision

In order to assess the adequacy of provision of pharmaceutical services and other services provided by community pharmacies, the current provision of services was identified and

mapped. Initially this was based on information provided by the NHS England Area Team, South Tyneside CCG and South Tyneside Council.

The information was then validated using a questionnaire sent to all community pharmacies and appliance contractors. The process was completed during September 2018. 34 out of a total of 36 pharmacy contractors responded, which represented a response rate of 94% (versus 85% in 2015).

## 2.5 Future provision

The pharmaceutical needs assessment will seek to assess the current and future needs of the area, identifying any gaps in pharmaceutical services. These may highlight the need for necessary provision or may require provision in specified future circumstances. In considering the future needs of the area and identifying any gaps in service the PNA has, in accordance with Regulation 9 (1) and (2), had regard to:

- the demography of South Tyneside;
- whether there is sufficient choice with regard to obtaining pharmaceutical services within South Tyneside;
- the different needs of the localities within South Tyneside;
- the pharmaceutical services provided in the area of any neighbouring Health & Wellbeing Boards (i.e., Newcastle, North Tyneside, Gateshead and Sunderland);
- any other NHS services provided in or outside of South Tyneside;
- likely changes to the demography (including the number of dwellings) of South Tyneside and/or the risks to the health or wellbeing of the people of South Tyneside.

The *Equality Act, 2010* requires that in making this assessment, the needs of different population groups have been taken into account. This PNA has been subject to an equality impact assessment, which is found in Appendix 4: Equality Impact Assessment.

## 2.6 Consultation process

### 2.6.1 Pharmacy survey

All pharmacies operating in South Tyneside were invited in September 2017 to participate in an on-line survey published in PharmOutcomes to inform this needs assessment. The survey related to facilities, current services provided, opening hours, and attitudes to providing a range of services in the future. The findings of the survey have been included in the appropriate sections of the needs assessment document, and the full results are attached at Appendix 1: Survey to Pharmacies and Service Users.

### 2.6.2 Service user survey

During September 2017 a survey was made available to gather the views of the public and a range of agencies and groups on pharmacy services. Pharmacies were asked to make printed copies available for patients and a Survey Monkey link was circulated through Steering Group organisations. 80 responses were received and have been summarised in Appendix 1: Survey to Pharmacies and Service Users.

### 2.6.3 Formal consultation

The formal 60 day consultation on this draft of the PNA took place from 27<sup>th</sup> November 2017 to 26<sup>th</sup> January 2018. Feedback from the consultation has been reflected in the final version of this document and summarised in Appendix 2: Public Consultation and Analysis of Results. The following stakeholders were included in the formal consultation:

- Member organisation of the South Tyneside Health and Wellbeing Board including:
  - South Tyneside CCG
  - South Tyneside Council
  - South Tyneside Foundation Trust
  - Healthwatch South Tyneside
  - Northumberland Tyne and Wear NHS Foundation
- the Local Pharmaceutical Committee;
- the Local Medical Committee
- all organisations currently on the pharmaceutical list
- NHS England
- The Health and Wellbeing Boards of Gateshead, and Sunderland
- The Public via copies made available in pharmacies, council buildings and online at the South Tyneside Council website.

Feedback was collected through a publicly available online survey found on the South Tyneside website and by email.

## 3 Health needs

### 3.1 Introduction

This section is based on the South Tyneside Joint Strategic Needs and Assets Assessment (JSNAA) and related resources. It provides a summary of the health needs of South Tyneside and highlights relevant issues for the commissioning of pharmacy services, building on the recommendations in the Health and Wellbeing Strategy. The JSNA can be accessed at: <https://www.southtyneside.gov.uk/jsnaa>.

The JSNAA is the process by which the South Tyneside Health and Wellbeing Board identifies the health and wellbeing needs of the local population. It provides an insight into current and future health, wellbeing and daily living needs of local people and informs the commissioning of services and interventions to improve health and wellbeing outcomes and reduce inequalities.

Although issues are separately identified for clarity, it is important to remember that pharmacies are ideally placed within communities to provide an integrated approach to the health needs of their local population. The impact of many of the wider determinants of health means that particular individuals, families and neighbourhoods tend to have multiple health issues that are best considered in a holistic way and services should reflect this approach wherever possible.

### 3.2 Population profile and demography

The population of South Tyneside has been falling over the past 20 years. However, this decline has recently levelled off and the population is forecast to rise over the next 20 years. In the early 1990s South Tyneside's population was 157,000. It is currently 149,400<sup>6</sup> and is forecast to rise to 150,700 in 2021 and 155,400 by 2039<sup>7</sup> Compared to England the population of South Tyneside has a higher proportion of older people. 20% of the population is currently aged 65 years or over compared with 18% across England and 19% across the North East. Older people use health and social care services more intensively than any other population group and so the absolute number of older people in South Tyneside as well as the percentage of the total population has important implications for the planning of health and care services.

Life expectancy is rising over time, and so the absolute size of the older population, and the size in proportion to the population as a whole, will grow. In South Tyneside, it is forecast that the number of older people aged 65 years and over will rise from 29,500 in 2016 to 42,500 in 2039 – an increase of 44%. The number of people in South Tyneside aged 85 years and over - those with the greatest care needs – will approximately double from 3,900 to around 7,800 over the same period. This forecasted increase in the number of older people means that service commissioners will need to consider how the health and care needs of a

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<sup>6</sup> 2016 mid-year estimate, ONS

<sup>7</sup> 2014-based projections, ONS



growing older population will be met, both in terms of service capacity and workforce planning.

### 3.2.1 Ethnicity

Black and Minority Ethnic (BME) communities are exposed to a range of health challenges, e.g. high incidence of long term conditions such as diabetes and cardiovascular disease. South Tyneside has the 5<sup>th</sup> highest percentage of BME residents of the 12 North East authorities at 4.1%.<sup>8</sup>

Pharmaceutical services need to reflect the specific needs of the BME populations, as well as providing a broad range of services to the entire population. In addition, the diversity of spoken languages potentially presents challenges for the delivery of pharmaceutical services, particularly with respect to the effective communication of health promotion messages and lifestyle advice.

### 3.2.2 Life expectancy

Whilst average life expectancy has improved (with declines in deaths as a result of specific diseases), the borough continues to lag behind the England position with an average life expectancy of 77.5 years for males and 81.5 years for females compared with 79.5 years and 83.1 years respectively for England (*source: Life expectancy at birth 2013-15, ONS*). The gap in mortality rates is demonstrated in [Figure 2](#) and [Figure 3](#). These show that for both males and females, the relative gap in life expectancy between South Tyneside and England (expressed as a percentage of the England life expectancy) has widened.

Around four fifths of the life expectancy gap between South Tyneside and England is due to higher rates of mortality due to cardiovascular diseases (mainly coronary heart disease), cancers (mainly lung cancer) and respiratory diseases (particularly chronic obstructive airways disease); smoking is a key contributory risk factor that will impact on all three causes.

Health inequalities within South Tyneside result in significant variations in mortality and life expectancy at birth between wards. For males, the gap in life expectancy at birth is around 8 years – Whiteleas 74.4 years compared to Cleadon & East Boldon 82.2 years. For females, the gap in life expectancy at birth is around 9 years – Biddick and All Saints 78.1 years compared to Cleadon & East Boldon 87 years (*source: Life expectancy at birth 2001-15, Local Health*).

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<https://fingertips.phe.org.uk/search/bme#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/92311/age/1/sex/4>

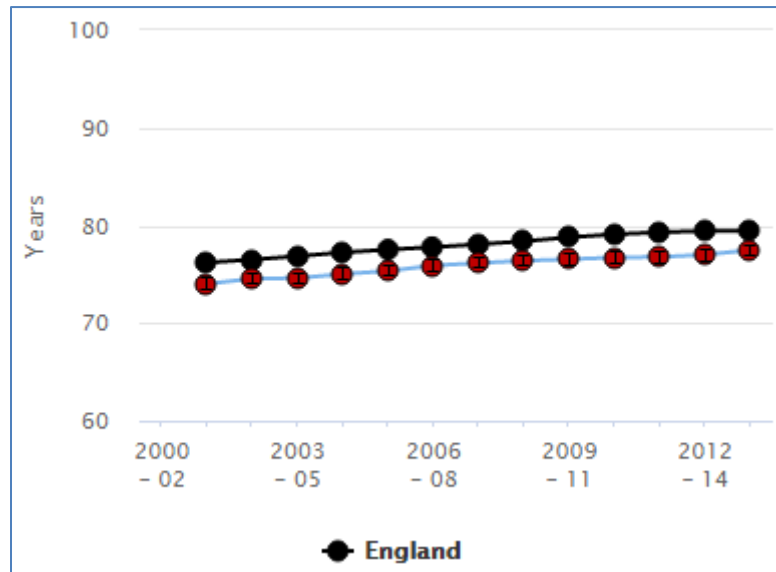


Figure 2: Gap in male life expectancy at birth between South Tyneside and England (red indicates a significant difference)<sup>9</sup>

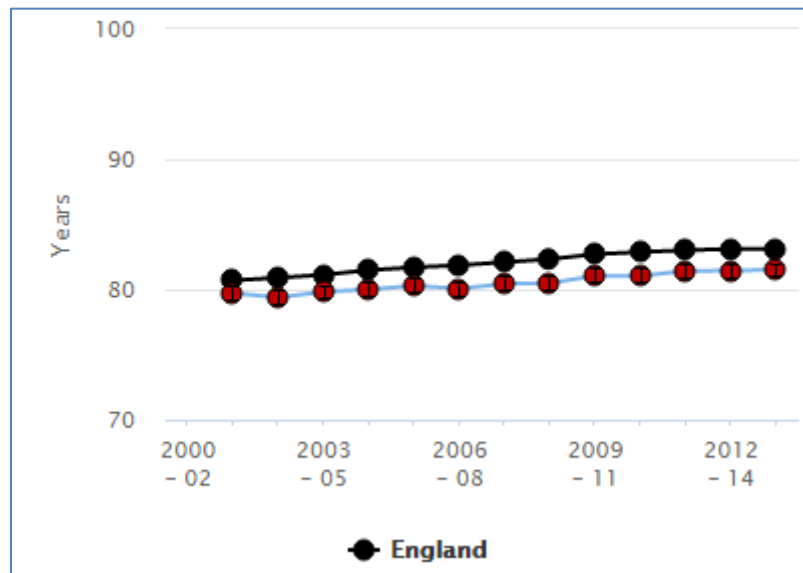


Figure 3: Gap in female life expectancy at birth between South Tyneside and England (red indicates a significant difference)<sup>10</sup>

### 3.2.3 Deprivation

There is a substantial amount of evidence which shows that people living in the most deprived areas have worse health and health indicators than those in the most affluent areas. People in deprived areas are likely to have a higher exposure to negative influences on health, and to lack resources to avoid their effects.

<sup>9</sup> <https://tinyurl.com/stlemale>

<sup>10</sup> <https://tinyurl.com/stlefemale>

The Index of Multiple Deprivation (IMD) 2015 measures socioeconomic disadvantage across seven domains:

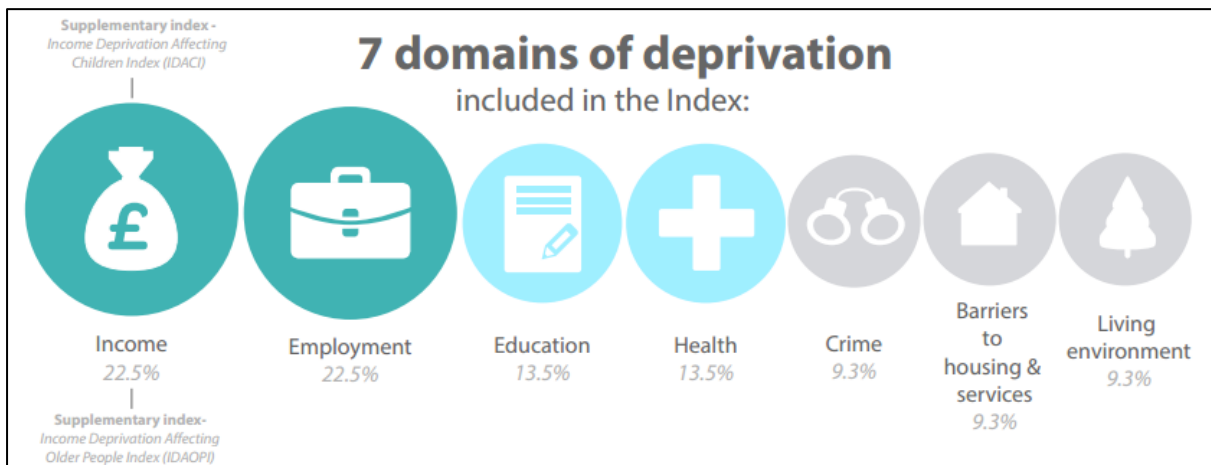


Figure 4 English Index of Multiple Deprivation 2015 Domains (source: DCLG)

Across the 7 domains, South Tyneside has the following rankings (higher rankings indicate more deprivation and are out of 326 authorities):

- Income: 15th
- Employment: 7th
- Education: 98th
- Health: 15th
- Crime: 186th
- Barriers: 163rd
- Living: 313th

IMD is most commonly presented as an aggregated indicator, split into deciles (Figure 5). Deprivation in South Tyneside is significantly higher than England on average, though there are pockets of relative affluence.



One in ten smokers in South Tyneside now access NHS Stop Smoking Services each year. In 2016/17, 46% of people setting a quit date successfully quit at four weeks. NHS Stop Smoking Services have successfully targeted routine and manual occupational groups, among which the proportion of adults that smoke is highest.

### 3.4 Alcohol

Alcohol is the second biggest lifestyle risk factor after tobacco use. Figures from 2011-2014 presented in the Local Alcohol Profiles for England (LAPE) showed that South Tyneside had the 25th highest rate in England for binge drinking with 22.3% of those surveyed admitting to drinking more than 6-8 units in a single session.<sup>15</sup>

Alcohol misuse is a major problem within South Tyneside in terms of health, social and economic consequences which affect a wide cross section of the borough at a considerable cost. The pattern of drinking has a socio-economic gradient with a higher proportion of both men and women in managerial and professional households exceeding the recommended maximum daily intake on at least one day per week.

Against a historic trend of rising levels of alcohol related hospital admissions for both males and females in the borough, there are early signs that rates may be beginning to decline. In 2015/16, there were 1,460 admissions for alcohol related harm (narrow definition), the rate of which (982 per 100,000 DSR) is significantly above the England average (647 per 100,000).<sup>16</sup>

Between 2013/14 and 2015/16 there were 83 under 18 admissions to hospital for alcohol specific conditions.<sup>17</sup>

### 3.5 Substance Misuse

Drug addiction leads to significant crime, health and social costs. Evidence-based drug treatment can reduce these and deliver real savings, particularly in relation to crime, but also in savings to the NHS through health improvements, reduced drug-related deaths and lower levels of blood-borne disease.

Estimates of prevalence of opiate and crack cocaine use in 2014/15<sup>18</sup> suggest that South Tyneside has a rate of:

- 7.5 per 1,000 population aged 15-64 opiate and/or crack cocaine users (around 715 people) compared to an England rate of 8.6 per 1,000.

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<sup>15</sup> <https://fingertips.phe.org.uk/profile/local-alcohol-profiles/data#page/3/gid/1938133118/pat/6/par/E12000001/ati/102/are/E08000023/iid/92776/age/168/sex/4>

<sup>16</sup> <https://fingertips.phe.org.uk/profile/local-alcohol-profiles/data#page/4/gid/1938132833/pat/6/par/E12000001/ati/102/are/E08000023/iid/92904/age/173/sex/4>

<sup>17</sup> <https://fingertips.phe.org.uk/profile/local-alcohol-profiles/data#page/4/gid/1938132982/pat/6/par/E12000001/ati/102/are/E08000023/iid/92904/age/173/sex/4>

<sup>18</sup> <http://www.nta.nhs.uk/facts-prevalence.aspx>

- In 2011/12 it was estimated that 1.9 per 1,000 population aged 15-64 inject opiates and/or crack (around 180 people) compared to an England rate of 2.5 per 1,000.<sup>19</sup>

When engaged in treatment, people use fewer illicit drugs, commit less crime, improve their health and manage their health better. Preventing early drop-out and keeping people in treatment long enough to benefit contributes to these improved outcomes. In 2013/2014, there were 595 adults in effective drug treatment; during this period 109 adults successfully completed their treatment journey.<sup>20</sup>

### 3.6 Obesity

In South Tyneside, 71.3% of adults were classed as overweight or obese ; this is higher than the England prevalence of 64.6%.<sup>21</sup>

The latest data from the National Childhood Measurement Programme for the school year 2015/16 shows that:

- In South Tyneside, 11.3% of Reception class children were obese compared to 9.3% for England.<sup>22</sup>
- In South Tyneside, 22.2% of Year 6 children were obese, compared to 19.8% for England.<sup>23</sup>
- In South Tyneside, 14.4% of Reception class children were recorded with excess weight, compared to 12.8% for England.<sup>24</sup>
- In South Tyneside, 38.2% of Year 6 children were recorded with excess weight, compared to 34.2% for England.<sup>25</sup>

The underlying causes of obesity are the ready availability of high calorie food, more sedentary lifestyles caused by a reduction in activity and manual labour, and greater use of the car as a means of transport. Obesity is associated with a range of health problems including Type 2 Diabetes, cardiovascular disease and cancer.

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<sup>19</sup>

<https://fingertips.phe.org.uk/search/opiate#page/4/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/90883/age/182/sex/4>

<sup>20</sup> National Drug Treatment Monitoring System - <http://ndtms.net/>

<sup>21</sup> <https://fingertips.phe.org.uk/profile/physical-activity/data#page/4/gid/1938133001/pat/6/par/E12000001/ati/102/are/E08000023/iid/90640/age/164/sex/4>

<sup>22</sup>

<https://fingertips.phe.org.uk/search/obesity#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/90319/age/200/sex/4>

<sup>23</sup>

<https://fingertips.phe.org.uk/search/obesity#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/90323/age/201/sex/4>

<sup>24</sup>

<https://fingertips.phe.org.uk/search/obesity#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/92464/age/200/sex/4>

<sup>25</sup>

<https://fingertips.phe.org.uk/search/obesity#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/20601/age/200/sex/4>

### 3.7 Sexual health

Good sexual health forms a fundamental aspect of an individual’s general wellbeing and state of health, and is also an important public health issue. Poor sexual health imposes significant social, economic, emotional and health costs.

Sexually transmitted infections can affect anyone but are more common among those aged under 25 years. Many sexual infections have long lasting effects on health, including cervical cancer and infertility.

Reducing the burden of poor sexual health requires sustained approaches to support early detection, successful treatment and partner notification in conjunction with access to a full range of contraception choices alongside safer sex health promotion and the promotion of safer sexual behaviour.

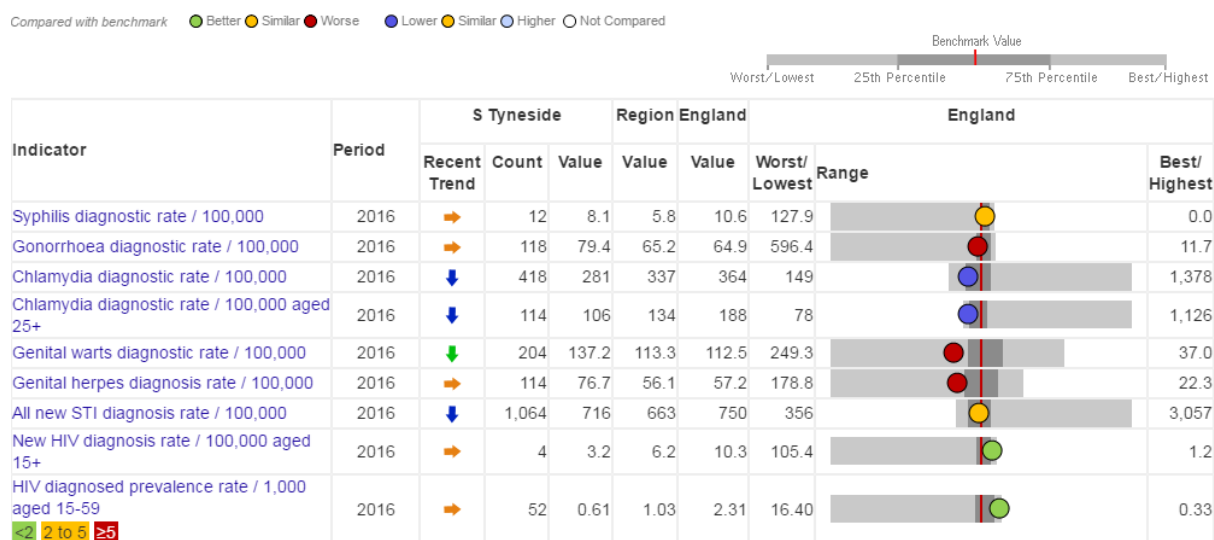


Figure 6: Sexual Health Indicators<sup>26</sup>

Figure 6 shows that South Tyneside has a significantly higher diagnoses rate for gonorrhoea, genital warts, and genital herpes than the national average.

#### 3.7.1 Teenage Pregnancy

The latest full year data available for 2015 shows that there were 64 conceptions to girls aged under 18 years in South Tyneside, giving a rate of 25.0 per 1,000 girls aged 15-17. This is lower than the North East rate of 28.0 per 1,000 girls aged 15-17 but higher than the England rate of 20.8 per 1,000 girls aged 15-17 averages. Local data shows a significant correlation between teenage pregnancy and deprivation.

26

<https://fingertips.phe.org.uk/profile/sexualhealth/data#page/1/gid/8000035/pat/6/par/E1200001/ati/102/are/E08000023/iid/90729/age/1/sex/4>

Between 1998 and 2015, South Tyneside’s under-18 conception rate reduced from 64.9 per 1,000 to 25.0 per 1,000, a decrease of 61.5%. During the same period the rate for the North East decreased by 21.2% and England decreased by 34.6%.<sup>27</sup>

### 3.8 Long Term Conditions

A long term condition is a condition that cannot, at present, be cured but is managed by medication and/or other treatment/therapies. The prevalence of long term conditions increases with age and the proportion of the population with multiple long term conditions also increases with age (Figure 7). People from lower socio economic groups have increased risk of developing a long term condition; better management can help to reduce health inequalities.<sup>28</sup>

People with long term conditions are intensive users of health and social care services, including community services, urgent and emergency care and acute services. They account for:

- 50% of all GP appointments;
- 64% of outpatient appointments;
- 70% of all inpatient bed days;
- In total around 70% of the total health and care spend in England.

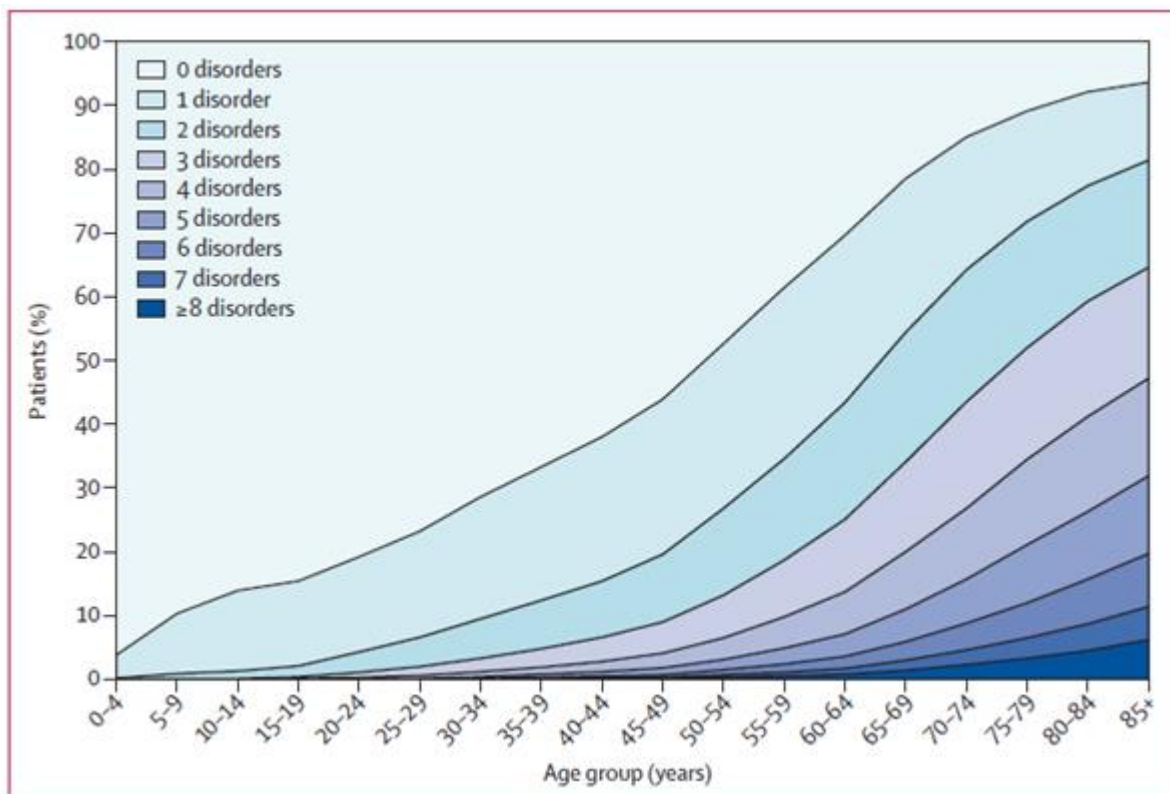


Figure 7: Number of chronic disorders by age-group (Source: Barnett 2012)

<sup>27</sup>

<https://fingertips.phe.org.uk/search/teenage%20pregnancy#page/1/gid/1/pat/6/par/E1200001/ati/102/are/E0800023>

<sup>28</sup> Long Term Conditions Compendium of Information, 3rd Edition, Department of Health, 2012



### 3.8.1 Cardiovascular disease

Cardiovascular disease (CVD) covers a number of different problems of the heart and circulatory system, such as coronary heart disease (CHD), stroke and peripheral vascular disease (PVD). It is strongly linked with other conditions such as diabetes and chronic kidney disease, and is more prevalent in lower socio-economic and minority ethnic groups.

Death rates from cardiovascular disease have decreased significantly over the last two decades due to a systematic approach to secondary prevention and improved treatment. However, within South Tyneside, cardiovascular disease remains a significant cause of premature death (death under 75 years) and health inequalities. Cardiovascular disease is the second commonest cause of premature death in South Tyneside with a death rate of 84.0 per 100,000 person aged under 75, significantly higher than the England average. The rate of premature mortality from cardiovascular disease considered preventable is 52.7 per 100,000 population aged under 75. Both rates are statistically similar to the regional average.<sup>29</sup>

The recorded (diagnosed) prevalence for key cardiovascular long term conditions is higher for South Tyneside than the England average as follows:

- For coronary heart disease, recorded prevalence in South Tyneside is 4.6% (around 6,900 persons) compared to a prevalence of 3.2% in England.<sup>30</sup>
- For stroke, recorded prevalence in South Tyneside is 2.2% (around 3,300 persons) compared to a prevalence of 1.7% in England.<sup>31</sup>

The identification of patients who already have or who are at risk of developing disease and successful management of their conditions are important to the efforts to reduce premature mortality, morbidity and inequalities in health.

### 3.8.2 Hypertension

A measurement of blood pressure indicates the pressure that circulating blood puts on the walls of blood vessels. A blood pressure of 140/90 mmHg or greater is usually used to indicate hypertension (high blood pressure) because persistent levels above this start to be associated with increased risk of cardiovascular events. Uncontrolled hypertension is a major risk factor for stroke, heart attack, heart failure, aneurysms and chronic kidney disease.

The recorded (diagnosed) prevalence for hypertension is higher for South Tyneside than the England average as follows:

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<sup>29</sup>

<https://fingertips.phe.org.uk/search/cvd#page/1/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/40402/age/163/sex/4>

<sup>30</sup>

<https://fingertips.phe.org.uk/search/QOF#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/273/age/1/sex/4>

<sup>31</sup>

<https://fingertips.phe.org.uk/search/QOF#page/3/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/212/age/1/sex/4>

- For hypertension, recorded prevalence in South Tyneside is 16.0% (around 23,900 persons) compared to a prevalence of 13.8% in England.<sup>32</sup>

The prevalence estimate based on the published evidence suggest that the underlying prevalence in the population – including both diagnosed and undiagnosed disease – is more likely to be as follows in South Tyneside (*source: Cardiovascular Disease Profiles 2014, Public Health England*):

- For hypertension, 23.1% of the population or around 28,500 persons – this means that there could be around 4,600 persons in the population whose condition is undiagnosed.<sup>33</sup>

The identification of patients who already have or who are at risk of developing disease and successful management of their conditions are important to the efforts to reduce premature mortality, morbidity and inequalities in health

### 3.8.3 Diabetes

Diabetes, a condition where the body’s blood sugars are too high, is a chronic and progressive disease that impacts upon almost every aspect of life. It can affect infants, children, young people and adults of all ages, and is becoming more common. Diabetes can result in premature death, ill-health and disability, yet these can often be prevented or delayed by high quality care. Preventing Type 2 diabetes (the most common form) requires prevention activities to tackle obesity and lifestyle choices about diet and physical activity.

The recorded (diagnosed) prevalence for diabetes is higher for South Tyneside than the England average as follows (*source: Quality and Outcomes Framework (QoF), 2013/14 NHS Health and Social Care Information Centre*):

- For diabetes, recorded prevalence in South Tyneside is 7.1% (around 8,600 persons aged 17 and over) compared to a prevalence of 6.4% in England.<sup>34</sup>

The prevalence estimate based on the published evidence suggest that the underlying prevalence in the population – including both diagnosed and undiagnosed disease – is more likely to be as follows in South Tyneside (*source: Cardiovascular Disease Profiles 2014, Public Health England*):

- It’s estimated that there could be 549,000 people in the UK with undiagnosed diabetes. This would mean an increase of 16%. In south Tyneside that could mean over 1,300 people with undiagnosed diabetes.<sup>35</sup>

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<sup>32</sup>

<https://fingertips.phe.org.uk/search/hypertension#page/3/gid/1/pat/6/par/E12000001/ati/101/are/E08000023/iid/219/age/1/sex/4>

<sup>33</sup>

<https://fingertips.phe.org.uk/search/hypertension#page/3/gid/1/pat/6/par/E12000001/ati/101/are/E08000023/iid/92660/age/164/sex/4>

<sup>34</sup>

<https://fingertips.phe.org.uk/search/diabetes#page/4/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/21701/age/187/sex/4>

<sup>35</sup>

<http://www.diabetes.co.uk/diabetes-prevalence.html>

### 3.8.4 Chronic Obstructive Pulmonary Disease

Chronic obstructive pulmonary disease or COPD is a progressive disease which covers a range of conditions, including bronchitis and emphysema. Its symptoms include cough and breathlessness; over time it can become increasingly severe, having a major impact on mobility and quality of life as it impacts on people's ability to undertake routine activities. In the final stages it can result in heart failure and respiratory failure. Because of its disabling effects, it impacts not only on the person with the disease but also on those who provide informal care to that person. The biggest risk factor for the development and progression of COPD is smoking, so prevention of COPD is linked to smoking cessation activities and broader tobacco control.

Within South Tyneside, respiratory diseases are a significant cause of premature death (death under 75 years) and health inequalities. Respiratory disease is a common cause of premature death in South Tyneside with a death rate of 45.6 per 100,000 person aged under 75. The rate of premature mortality from respiratory disease considered preventable is 32.6 per 100,000 population aged under 75. Both rates are significantly higher than the England average, and the rate considered preventable is also significantly higher than the regional average.<sup>36</sup>

The recorded (diagnosed) prevalence for COPD is higher for South Tyneside than the England average as follows:

- For COPD, recorded prevalence in South Tyneside is 3.7% (around 5,800 persons) compared to a prevalence of 1.9% in England.<sup>37</sup>

The prevalence estimate based on the published evidence suggest that the underlying prevalence in the population – including both diagnosed and undiagnosed disease – is more likely to be as follows in South Tyneside (*source: Cardiovascular Disease Profiles 2014, Public Health England*):

- It's estimated that just 75.7% of South Tyneside's COPD cases have been diagnosed. If this is correct there could be an additional 1,860 people suffering from COPD.<sup>38</sup>

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<sup>36</sup>

<https://fingertips.phe.org.uk/search/copd#page/4/gid/1/pat/6/par/E12000001/ati/102/are/E08000023/iid/40701/age/163/sex/4>

<sup>37</sup>

<https://fingertips.phe.org.uk/profile/inhale/data#page/4/gid/8000003/pat/46/par/E39000039/ati/153/are/E38000163/iid/253/age/1/sex/4>

<sup>38</sup>

<https://fingertips.phe.org.uk/search/estimated%20copd%20prevalence#page/3/gid/1/pat/46/par/E39000039/ati/153/are/E38000163/iid/726/age/1/sex/4>

### 3.9 Mental health

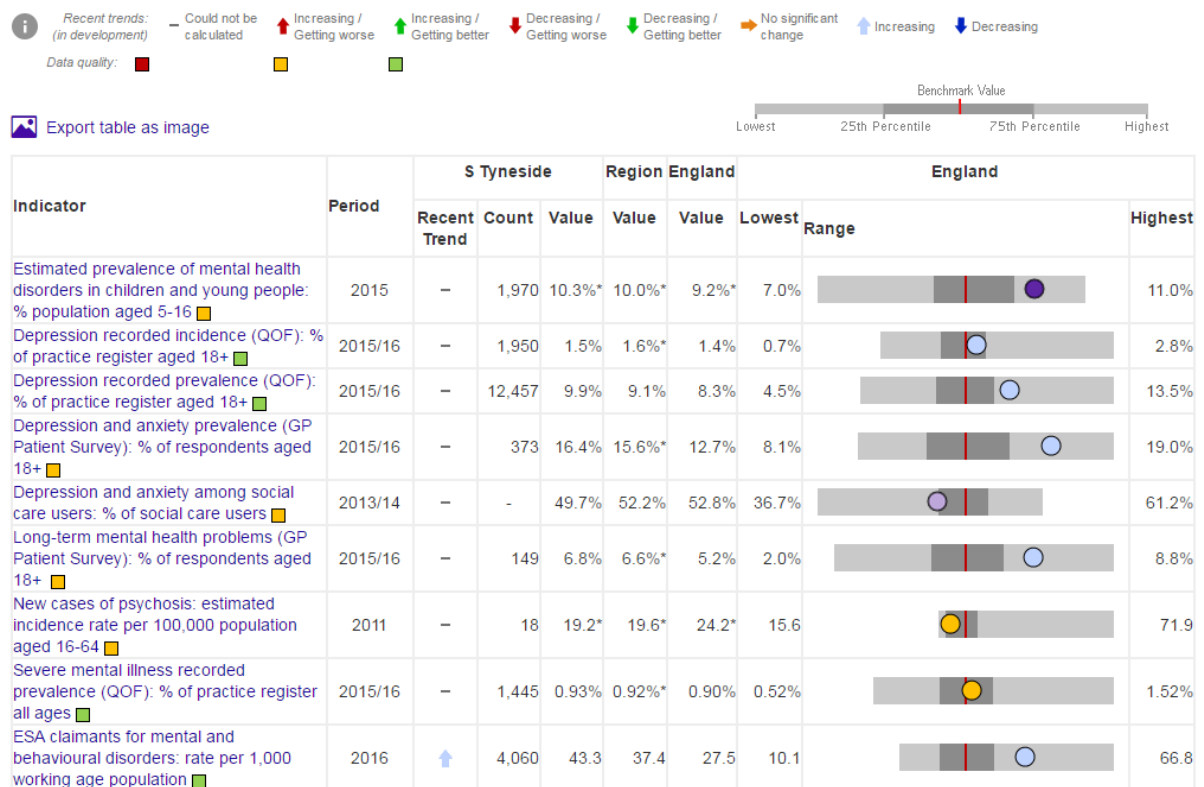


Figure 8: Fingertips mental health profile for South Tyneside<sup>39</sup>

Figure 8 shows that South Tyneside has an above average estimated prevalence of mental health disorders amongst both young people and adults. There has been an increase in the number of patients diagnosed with depression by their GP over the past few years, which hopefully shows that local health professionals are becoming more responsive to underlying needs.

Community pharmacies are also well positioned to respond to mental health needs locally, both as health organisations and employers.<sup>40</sup>

- Pharmacy teams are encouraged to use ‘Making Every Contact Count’ (MECC) for mental health. The national consensus statement for MECC now includes mental health and wellbeing within the MECC framework.
- Pharmacy staff could be trained as mental health champions, attaining knowledge and skills on improving mental wellbeing. Pharmacy-based mental health champions could play a key role in creating ‘mentally healthy pharmacies’. Training should include promoting wellbeing and resilience,

<sup>39</sup> <https://fingertips.phe.org.uk/profile-group/mental-health/profile/mh-jsna/data#page/1/gid/1938132922/pat/6/par/E12000001/ati/102/are/E08000023>

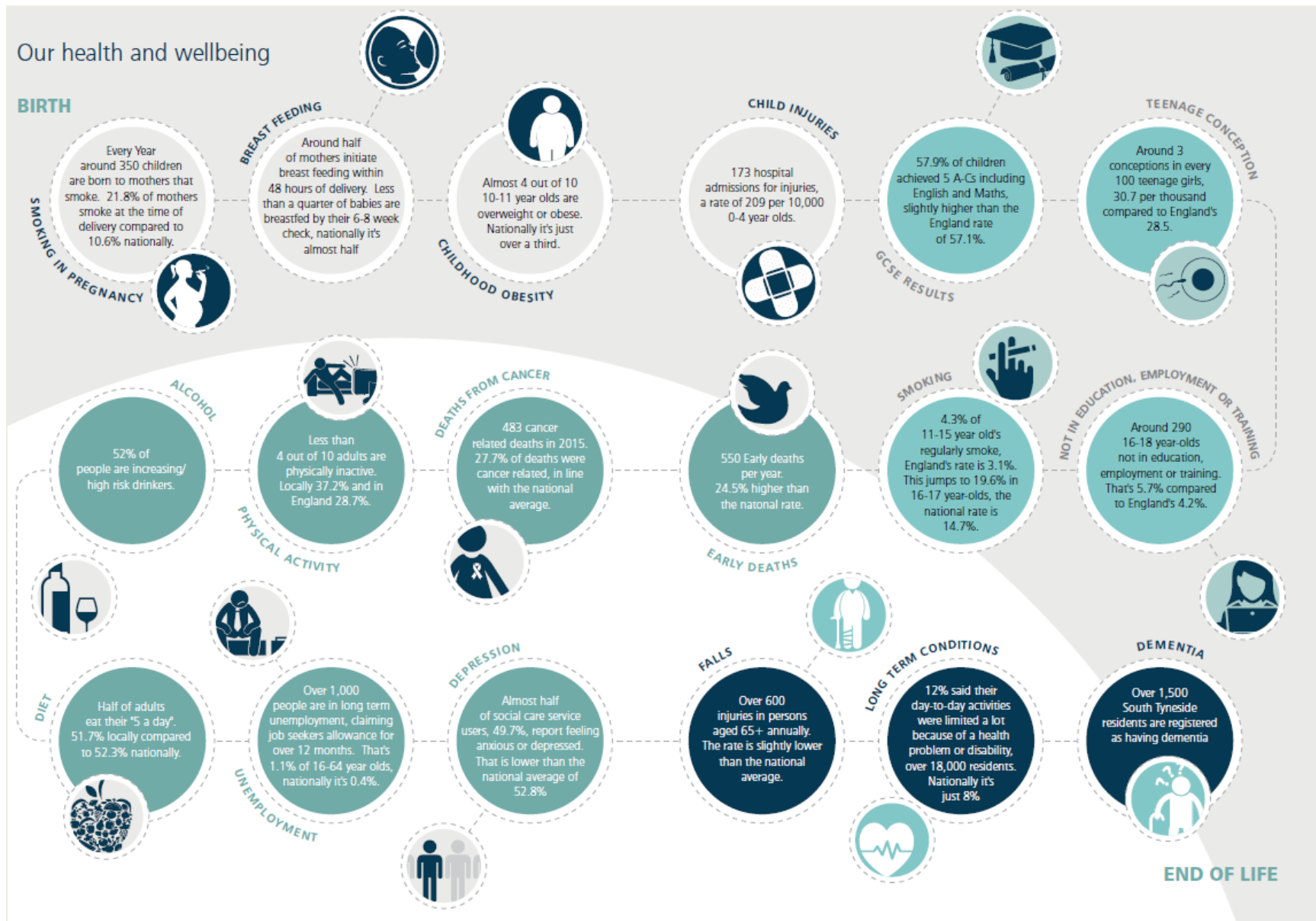
<sup>40</sup> Suggestions adapted from PHE’s *Pharmacy - a way forward for public health*, pg 41-42 accessed at [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/643520/Pharmacy\\_a\\_way\\_forward\\_for\\_public\\_health.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/643520/Pharmacy_a_way_forward_for_public_health.pdf)

awareness of symptoms and referral pathways, reducing stigma and preventing suicide

- Pharmacies could be a mentally healthy workplace, supporting a culture of work-life balance and adopting organisational approaches that assess and manage demands, job control, support, relationships, role and change.

1 3.10 Summary of health needs through the life course

2



## 4 South Tyneside Pharmacies

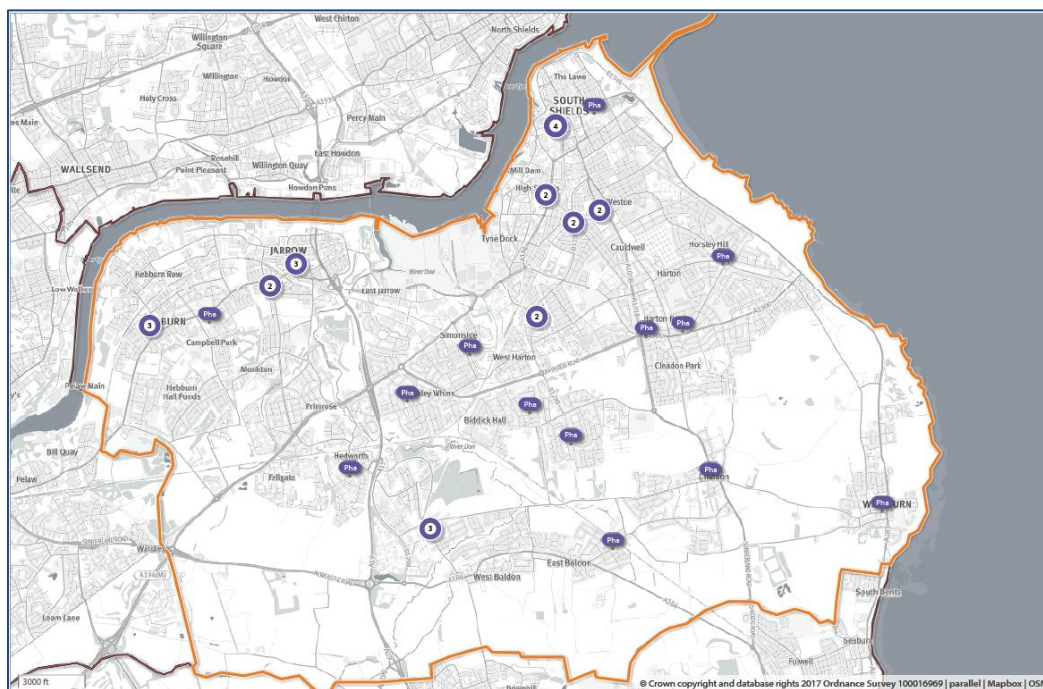


Figure 9: Map of South Tyneside Pharmacies

### 4.1 Introduction and overview

In South Tyneside, there are currently 36 community pharmacies made up of 34 standard contract pharmacies, one 100-hour pharmacy, and one appliance contractor. There are no distance selling pharmacies or dispensing doctors' services and the Essential Small Pharmacies Local Pharmaceutical Services (ESPLPS) provision ceased nationally in March 2015.

The latest available data (August 2017)<sup>41</sup> indicates that the national average number of pharmacies is 21 per 100,000 population in England, not including dispensing practices; this equates to one pharmacy per 4,880 population. With 36 pharmacies in South Tyneside and a population of 148,671 (based on ONS 2014 mid-year population estimates), the average number of community pharmacies is 24 per 100,000 people; this equates to one pharmacy per 4,130 population.

There has been a decrease of two distance selling pharmacies and one 100 hour pharmacy since the last pharmaceutical needs assessment was undertaken.

<sup>41</sup> <https://digital.nhs.uk/organisation-data-service/data-downloads/gp-data>

Table 1: Number of community pharmacies by type of pharmacy (source: NHS Digital and 2015 PNA)

	2011	2014	2017
<b>Standard Pharmacy</b>	33	34	34
<b>Non-exempt Dispensing Appliance Contractors</b>	1	1	1
<b>100 hour</b>	2	2	1
<b>Distance selling</b>	2	2	0
<b>Dispensing Doctors</b>	0	0	0
<b>TOTAL</b>	38	39	36

Any organisation can commission services from community pharmacies. NHS England commissions essential, advanced and enhanced pharmaceutical services (see section 6) whilst Local Authorities and CCGs commission 'locally commissioned services' (see section 6.5).

## 4.2 Dispensing appliance contractors

Dispensing Appliance Contractors (DAC) specialise in the supply of appliances, notably stoma and incontinence as prescribed. These items are usually delivered direct to the patient's home. Community pharmacies can also provide this service, in accordance with the pharmaceutical regulations.

There is one appliance contractor in South Tyneside. However, in addition to this there are at least four pharmacies which conduct appliance use reviews and at least 5 pharmacies provide a stoma appliance customisation service.

## 4.3 100 hour pharmacies

Previous regulation provided an exemption to the control of entry system for premises which are kept open for at least 100 hours per week for the provision of pharmaceutical services. Such 100 hour pharmacies provide extended and out of hours cover for pharmaceutical services across the borough. The new control of entry system came into force on 1st September 2012 whereby decisions on pharmacy contract applications became based on local PNAs. This removed the 100 hour exemption and exemptions allowing pharmacies to open automatically if they were situated in out-of-town shopping centres or one-stop primary care centres.

There is currently one 100 hour pharmacy within South Tyneside and a number of community pharmacies that provide extended hours which are detailed in section 5.6, including one community pharmacy that provides services for 90 hours per week.

## 4.4 Distance selling pharmacies

Distance selling pharmacies are required to deliver the full range of essential services, but the means of providing those services are such that no persons receive them on the



premises of the pharmacy. The two distance selling pharmacies that were active in the last PNA have since closed.

#### 4.5 Dispensing Doctors

Dispensing doctors provide dispensing services to patients mainly in rural areas, and often where there are no community pharmacies or access to them is limited. There are no dispensing doctors within South Tyneside.

#### 4.6 Out of area providers of pharmaceutical services

Consideration has been given to pharmaceutical services provided by community pharmacy contractors outside of the South Tyneside area that provide dispensing services to the registered population of South Tyneside. Using the latest data available at time of writing, for July 2017 a total of 330,618 items were dispensed for South Tyneside GP registered patients. 16,604, or 5.0%, of prescribed items were dispensed outside of South Tyneside, mostly in neighbouring authorities. This is slightly lower than the national average of 7% of prescribed items dispensed outside of the prescribing practice's local authority.<sup>42</sup>

It is worth noting that community pharmacy services in neighbouring localities include 100 hour and extended services which therefore provide additional choice of access for residents of South Tyneside out of hours.

#### 4.7 Hospital Pharmacy Services

NHS hospital trusts and private hospitals do not provide the type of pharmaceutical services which are in the scope of a PNA.

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<sup>42</sup> Analysis performed locally using dispensing data available at <https://www.nhsbsa.nhs.uk/prescription-data/dispensing-data/dispensing-contractors-data>

## 5 Access to community pharmacies

### 5.1 Number, type of pharmacies by geography and population

Table 2: Distribution of community pharmacies by locality (Source: NHS Digital)

Locality	Standard Pharmacy	Appliance Contractor	100 hour	TOTAL
<b>East Shields and Whitburn</b>	4	0	0	4
<b>Hebburn</b>	5	0	0	5
<b>Jarrow and Boldon</b>	9	0	0	9
<b>Riverside</b>	10	1	1	12
<b>West Shields, Cleadon and East Boldon</b>	6	0	0	6
<b>SOUTH TYNESIDE</b>	34	1	1	36

Table 3: Average number of pharmacies per 100,000 population and persons per pharmacy, by locality (Source: NHS Digital, ONS mid-2015 population projections)

South Tyneside Locality	No of community pharmacies	Mid 2015 population estimate	Pharmacies per 100,000 population	Persons per pharmacy
<b>East Shields and Whitburn</b>	4	32,288	12.4	8,072
<b>Hebburn</b>	5	25,096	19.9	5,019
<b>Jarrow and Boldon</b>	9	32,533	27.7	3,615
<b>Riverside</b>	12	33,277	36.1	2,773
<b>West Shields, Cleadon and East Boldon</b>	6	25,477	23.6	4,246
<b>SOUTH TYNESIDE</b>	36	148,671	24.2	4,130
<b>ENGLAND</b>	11,863	57,885,413	20.5	4,880

## 5.2 Access to pharmacies in areas of high population density

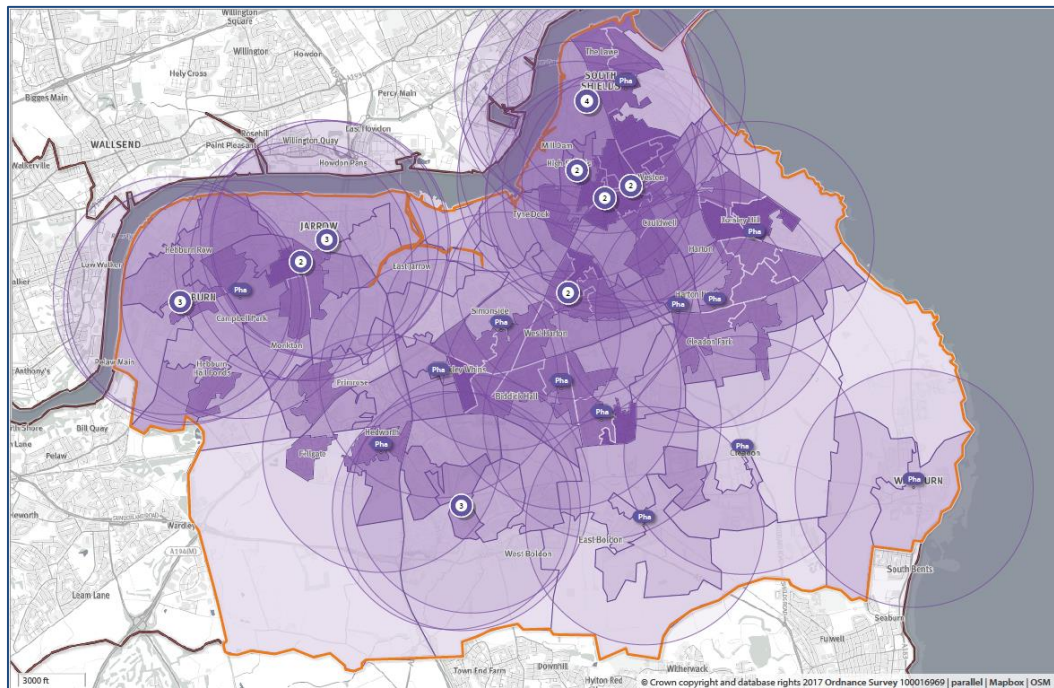


Figure 10: Pharmacies in South Tyneside showing 1 miles radius by population density (Source: SHAPE)

Figure 10 shows that there is a good distribution and sufficient provision of community pharmacies in or near areas of high population density. The darker shades of purple are areas where the population density is greater than 5,000/km<sup>2</sup> and the lightest sections are ones where there are fewer than 600 people/km<sup>2</sup>.



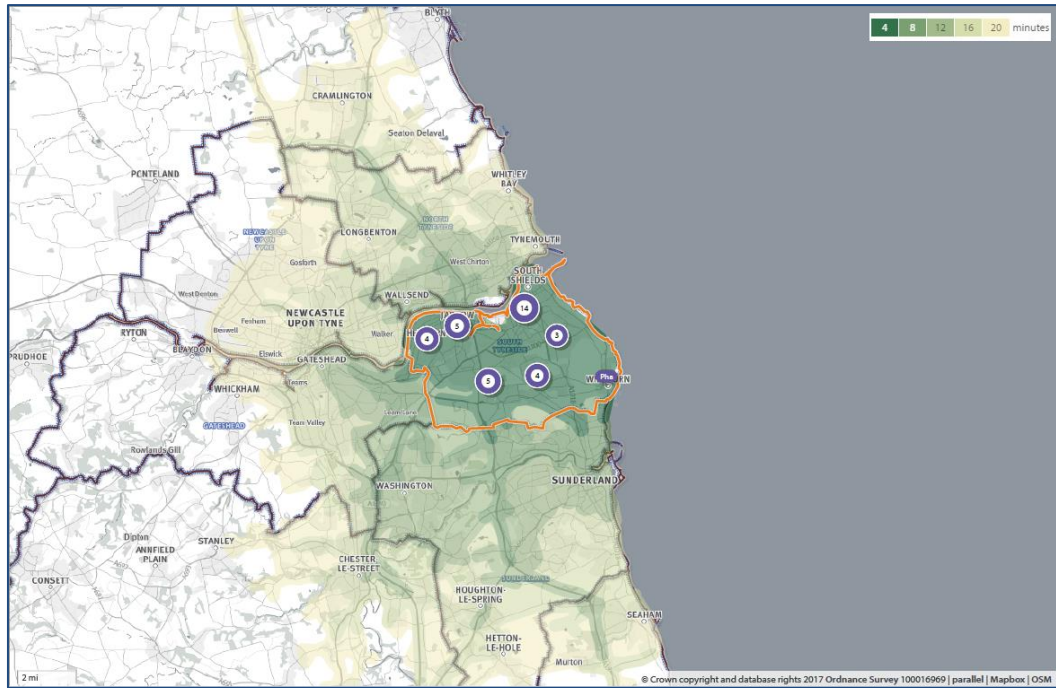


Figure 12: Drive times to South Tyneside Pharmacies between 4 and 20 minutes (Source: SHAPE)

A final 8% of survey respondents indicated they accessed their pharmacy by public transport. There is no corresponding data available on estimates for public transport times to pharmacies, though South Tyneside is generally considered well provided by bus and rail services. Only 5% of survey respondents indicated that it was difficult to access their primary pharmacy by public transport.

## 5.4 Access to pharmacies for elderly people

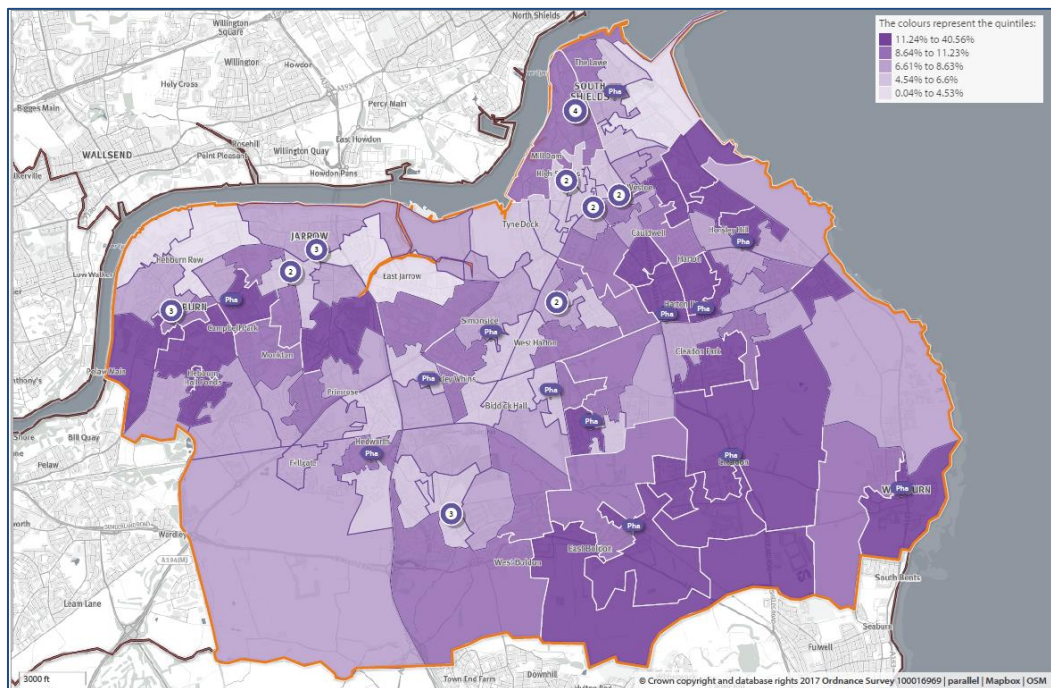


Figure 13: South Tyneside pharmacies and rate of residents aged 75+ (Source: SHAPE)

There are an estimated 13,300 people over the age of 75 in South Tyneside. Figure 13 shows those areas with the highest percentage of 75+ residents in quintiles, ranging from 40% down to 0%. The figure shows that there is a good distribution and sufficient provision of community pharmacies in or near areas with a high proportion of the population aged 75 and over.

## 5.5 Access to pharmacies in areas of high deprivation

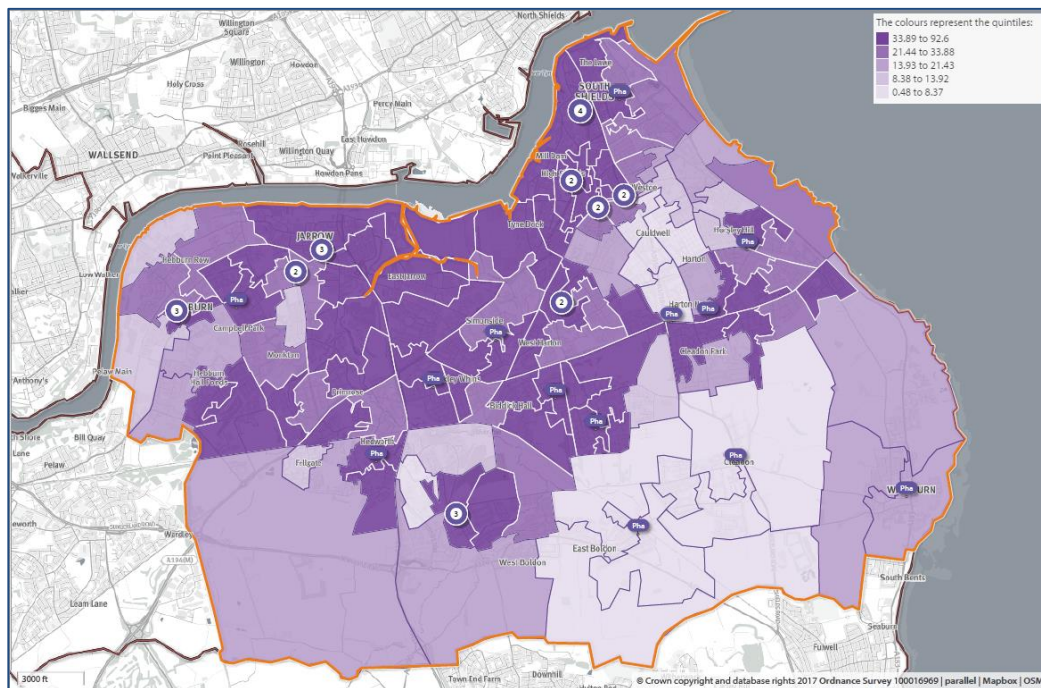


Figure 14: South Tyneside Pharmacies and Deprivation by Quintile, IMD-2015 (Source: SHAPE)

Figure 14 shows the distribution of deprivation within in South Tyneside using the 2015 Indices of Multiple Deprivation. Darker shades are more deprived areas and lighter shades less deprived. The figure demonstrated that there is a good distribution and sufficient provision of community pharmacies in or near areas with the highest levels of deprivation.

## 5.6 Access to pharmacies by opening hours

### 5.6.1 Overview

**Core hours:** Community pharmacy contractors are required to open for a minimum of 40 core hours per week, unless a reduction is agreed with NHS England. These core hours are provided as an 'essential' pharmacy service. There is one 100 hour pharmacy in South Tyneside which is required to open for at least 100 hours per week as part of their core hours.

**Supplementary hours:** These are provided on a voluntary basis by the pharmacy contractor often based on patient need and business viability, i.e. they are additional to the core hours provided. The pharmacy contractor can amend the supplementary hours by giving NHS England 90 days' notice of the intended change.

**Total hours:** The accumulative number of hours the pharmacy is open for business including both core and supplementary hours.

## 5.6.2 Current local picture

In South Tyneside, 92% of pharmacies open for more than the core contract hours. [Table 4](#) and the charts that follow illustrate how important supplementary hours are to the provision of good access to pharmaceutical services. There is currently one ‘100 hour’ pharmacy out of a total of 36 pharmacies in South Tyneside which provides extended and out of hours cover for pharmaceutical services across the borough; it opens on Saturdays and Sundays. There are currently 21 pharmacies in South Tyneside that are not 100 hour pharmacies that open on Saturdays and 2 pharmacies that are not 100 hour pharmacies that open on Sundays, responding to the needs of the local population.

[Table 4: Distribution of the number of hours that pharmaceutical services are available each week in South Tyneside \(Source: NHS England\)](#)

Number of hours	Pharmacies	%
Less than 40 hours	0	0%
40 Hours	3	8%
40.5 to 45 Hours	14	39%
45.5 to 50 Hours	8	22%
50.5 to 55 Hours	6	17%
55.5 to 60 Hours	3	8%
60.5 to 80 Hours	0	0%
80.5 to 99 Hours	1	3%
100+ Hours	1	3%

See Appendix 3: Pharmacies in South Tyneside for a complete list of pharmacy core, supplementary and opening hours. The maps in Appendix 5: Maps of Pharmacy Opening Times and Commissioned Services provide more information on the location of these pharmacies by weekend and evening opening hours.

## 5.6.3 Insights from public engagement

The public survey results indicate that 36% of respondents could recall trying to access their local pharmacy and finding it closed. Of these, 43% were able to access an alternative pharmacy and 50% waited until the pharmacy opened. The majority of respondents who found their pharmacy closed were looking for medication rather than a non-prescription service.

## 5.7 Ease of access to pharmacies

Given the relatively short distances involved, the provision of services in neighbouring localities and the level of public transport in the borough, the geographical variation in community pharmacy provision is adequate. Details for each locality are given in the following sections based on information already discussed and maps provided in the appendices.



### 5.7.1 East Shields and Whitburn

The East Shields and Whitburn locality has the lowest ratio of pharmacies per person at 12.4 per 100,000. In the North of the ward, limited out of hours provision, especially on evenings and Sundays, is mitigated because there is a 100 hour pharmacy within 1km of the NW locality boundary in Beacon and Bents ward. In the South of the locality, in Whitburn & Marsden ward, out of hours provision can be accessed to the North in Beacon & Bents ward or to the South, in St Peter's ward in Sunderland. In both directions the distance to provision is approximately 5km. The proportion of households in Whitburn & Marsden wards that own a car or van is above the South Tyneside average.

### 5.7.2 Hebburn

Good access in Hebburn on Saturday's with Sunday access nearby in Jarrow. During evenings, the nearest provision is a pharmacy which opens 90 hours per week in Boldon Colliery ward which is 2km from the boundary of Hebburn locality.

### 5.7.3 Jarrow and Boldon

There is a pharmacy open 90 hours per week in Boldon Colliery ward with good access to weekend pharmacies in both the north and south of the locality.

### 5.7.4 Riverside

Riverside locality is approximately 5km (3 miles) from North to South. There is one 100 hour pharmacy in the North of the locality, in Beacon and Bents ward.

### 5.7.5 West Shields, Cleadon and East Boldon

Lack of evening and weekend provision is mitigated because there is one 100 hour pharmacy and one pharmacy opening 90 hours per week within 1km of the locality to the west (within the Jarrow and Boldon locality).

## 5.8 Improving access to pharmacies

### 5.8.1 Electronic prescription service

The electronic prescription service seeks to make the prescribing and dispensing process more efficient and convenient for both patients and staff. Prescriptions can be sent directly from the GP's computer to the computer in the community via a secure internet link. Eventually the paper prescription, which is currently given to the patient, will no longer be necessary and will cease to be the legal prescription. This will streamline the transfer of prescriptions from GP surgery to the community pharmacy nominated by the patient. It will also encourage more GPs to use the repeat dispensing scheme in the future.

Since the creation of the last PNA, the roll out program has led to all pharmacies in South Tyneside able to receive electronic prescriptions.

## 5.8.2 Disability access

A key consideration with respect to access, is the extent to which a pharmacy has made adjustments to their premises to meet the needs of those with a disability.

Of the 34 pharmacies that responded to our survey, 29 indicated the entrance was wheelchair accessible. 32 indicated they had a consultation room with wheelchair access, while the remaining 2 had consultation rooms that were without wheelchair access.

## 5.8.3 Translation requirements

We introduced a new question to our survey to pharmacies on the need for translation services: “do you ever find patients attending the pharmacy in need of a translation service (this could be provided either by a family member, friend, translator or other method)?” 11 of 34 pharmacies answered yes (32%).

A follow-up question asked: “how many times has this happened in the last 2 weeks?” Four pharmacies responded “0”, four responded “1”, one responded “15” and one responded “20.” Although the need may differ across the Borough, it may be beneficial to review access to the translation services accessible to community pharmacies in line with GP services in the area

## 5.8.4 Distance selling

Some pharmacies offer dispensing services which are available over the internet or by telephone. Delivery is then made by post, carrier or through a branch network.



Figure 15: Distance selling pharmacies in England over time (Source: NHS Digital)<sup>43</sup>

Figure 15 shows that the number of distance selling pharmacies is on the rise. It is not known how many South Tyneside residents currently use these services, making it difficult

<sup>43</sup> <https://www.statista.com/statistics/418249/distance-selling-pharmacies-in-england/>

to assess the impact that they might have on the pharmacy market. The low percentage of items dispensed to South Tyneside registered patients by pharmacies external to South Tyneside (around 5%, see section 4.6) suggests uptake of distance selling may be low.

## 5.9 Housing developments

Over the last 3 years, there has been a net change of 1,115 additional dwellings in South Tyneside.

	Apr 2015- Mar 2016	Apr 2016 – Mar 2017	April 2017- Mar 2018	Totals by area
<b>East Shields and Whitburn</b>	18	-9	0	9
<b>Hebburn</b>	145	-12	217	350
<b>Jarrow and Boldon</b>	41	29	-25	45
<b>Riverside</b>	231	240	190	661
<b>West Shields, Cleadon and East Boldon</b>	11	35	4	50
<b>Totals by year</b>	446	283	386	1,115

The current local plan for South Tyneside<sup>44</sup> calls for 1,300 additional dwelling in the South Shields area and 350 additional dwellings in Hebburn/Jarrow between 2016 and 2021. Subtracting the number built in 2017/18 in the table above, this would roughly indicate an additional 1,000 dwellings should be expected over the next 3 years.

The average pharmacy in Cumbria, Northumberland, Tyne & Wear dispensed 8,500 items in July<sup>45</sup>, though there is significant variation with 2/3 pharmacies dispensing between 4,700 items and 13,300 items. South Tyneside pharmacies dispensed roughly 4% more items in July than the North East average at 8,700. This, combined with prior analysis in this section suggests that the existing pharmacy capacity in South Tyneside is sufficient given the future number of dwellings expected.

## 5.10 Health landscape

There are 22 GP practices in South Tyneside of which 5 have branch surgeries, a decrease in 26 practices over the past 3 years due to mergers and closures. All GP practices now have the ability to send electronic prescriptions to South Tyneside pharmacies and no practices are dispensing practices. The relocation of the Jarrow Walk-In Centre to South Tyneside Hospital in October 2015 was covered in the previous needs assessment:

<sup>44</sup> [https://www.southtyneside.gov.uk/media/2468/Core-Strategy-Adopted-June-2007-/pdf/Core\\_Strategy\\_\(Final\\_Adopted\\_Version\\_-\\_cWHS\\_modified\\_2014\).pdf](https://www.southtyneside.gov.uk/media/2468/Core-Strategy-Adopted-June-2007-/pdf/Core_Strategy_(Final_Adopted_Version_-_cWHS_modified_2014).pdf)

<sup>45</sup> This and the following figure are medians rather than means to account for extreme item counts at either end of the scale, likely distance sellers and appliance contractors. Analysis was done locally using data from NHSBSA.

“The current walk-in centre services have no pharmacy attached, and therefore this re-location is unlikely to impact on the need for community pharmacy services.”<sup>46</sup>

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<sup>46</sup> South Tyneside PNA, 2015 [https://www.southtyneside.gov.uk/media/25246/Pharmacy-Needs-Assessment-2015-18/pdf/PNA\\_document\\_final\\_approved\\_merged\\_-\\_Copy.pdf](https://www.southtyneside.gov.uk/media/25246/Pharmacy-Needs-Assessment-2015-18/pdf/PNA_document_final_approved_merged_-_Copy.pdf)

## 6 Assessment of current pharmaceutical services

### 6.1 Overview

The requirements for the commissioning of pharmaceutical services are set out in the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013* and the *Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013*.

NHS England commissions pharmaceutical services via the national community pharmacy contractual framework. Community pharmacies provide three tiers of pharmaceutical service which have been identified in regulations. These are:

- Essential Services: services all community pharmacies are required to provide;
- Advanced Services: services to support patients with safe and effective use of medicines or appliances that all community pharmacies may choose to provide as long as they meet the requirements set out in the directions ; and
- Enhanced Services: services that can be commissioned locally by NHS England.

In addition a Local Pharmaceutical Service (LPS) contract allows NHS England to commission community pharmaceutical services tailored to meet specific local requirements. It provides flexibility to include a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under the national pharmacy contract arrangements. All LPS contracts must, however, include an element of dispensing.

### 6.2 Essential services

Essential services are mandatory in the NHS community pharmacy contract and hence all community pharmacies are required to provide them. NHS England is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Each community pharmacy has to demonstrate compliance with the community pharmacy contractual framework by providing sufficient evidence for delivery of every service on an annual basis.

Essential services are:

- Dispensing medicines and appliances
- Repeat dispensing
- Disposal of unwanted medicines
- Public health (promotion of healthy lifestyles)
- Signposting
- Support for self-care

### 6.3 Advanced Services

There are 6 advanced services within the NHS community pharmacy contract.

Community pharmacies can choose to provide any of these services as long as they meet the necessary requirements set out in the *Secretary of State Directions*. The six advanced services are:

- New Medicines Service (NMS)
- Medicines Use Review (MUR)
- Stoma Appliance Customisation Service (SAC)
- Appliance Use Reviews (AUR)
- Flu Vaccination
- NHS Urgent Medicine Supply Advanced Service (NUMSAS)<sup>47</sup>

Table 5: Distribution of community pharmacies providing advanced services, by locality

	New Medicines Service	Medicines Use Review	Stoma Appliance Customisation Service	Appliance Use Review	Flu Vaccination	NUMSAS
<b>East Shields and Whitburn</b>	4	4	1	0	3	4
<b>Hebburn</b>	5	5	0	0	1	2
<b>Jarrow and Boldon</b>	8	8	1	1	7	4
<b>Riverside</b>	8	11	2	2	7	4
<b>West Shields, Cleadon and East Boldon</b>	6	6	1	1	4	6
<b>SOUTH TYNESIDE</b>	31	34	5	4	22	20

### 6.3.1 New Medicines Service

Non-adherence to prescribed medicines can lead to poor management of long term conditions and a cost to the patient, NHS and society. The new medicines service aims to provide early support to patients who are newly prescribed a medicine with repeated follow-up in the short term to increase adherence and effective medicine taking. Increased patient adherence to treatment will consequently reduce drug wastage and medicines related hospital admissions. The new medicines service is targeted to new medicines prescribed in the four therapy areas of:

- Hypertension
- Type 2 diabetes
- Asthma / COPD
- Anticoagulation / antiplatelet therapy

There is good availability of the New Medicines Service in South Tyneside with 31 out of 36 community pharmacies offering the service, though only 21 pharmacies declared interventions taking place in July 2017.

<sup>47</sup> See section 6.3.6: Pilot service until September 2018

### 6.3.2 Medicines use reviews

The medicines use review service consists of accredited pharmacists undertaking structured adherence-centred reviews with patients on multiple medicines, particularly those receiving medicines for long term conditions.

A medicines use review is a way to: improve patients' understanding of their medicines, highlight problematic side effects and propose solutions, improve adherence and reduce medicines wastage, usually by encouraging the patient only to order the medicines they require.

National target groups have been agreed in order to guide the selection of patients to whom the service will be offered. These target groups are:

- patient's taking high risk medicines (e.g. anticoagulants);
- patient's recently discharged from hospital who had changes made to their medicines while they were in hospital (ideally within four weeks of discharge);
- patient's with respiratory disease;
- patient's with CVD or with another condition which puts them at increasing risk of developing CVD, taking four or more medicines.

893 medicines use reviews took place in July 2017 across 31 pharmacies.

### 6.3.3 Stoma appliance customisation

Stoma appliance customisation refers to the process of modifying stoma appliances based on the patient's measurements or record of those measurements.

The survey of community pharmacies in South Tyneside shows that 5 out of 34 responding pharmacies offer the service with the 2 pharmacies planning to offer it in the next 12 months. This is consistent with the 5 pharmacies that offered the service at the time the last PNA was published in 2015.

### 6.3.4 Appliance use reviews

Appliance use reviews are intended to improve the patient's knowledge and use of the appliance they are using. These can only be undertaken with the consent of the patient. 4 pharmacies now offer the service compared to 0 pharmacies in 2015.

### 6.3.5 Flu Vaccination Service

Flu vaccination was added to the list of Advanced Services in September 2015, funding pharmacies to delivery flu shots to eligible populations. 22 of 34 surveyed pharmacies deliver the service with 8 more planning to deliver it in the next 12 months. These pharmacies are well distributed across South Tyneside with at least one per locality.

### 6.3.6 NHS Urgent Medicine Supply Advanced Services (NUMSAS)

NUMSAS has just completed its pilot stage, running from December 2016 to March 2018 with further extension to the end of September 2018. However, at the time of the production of the PNA, there was no certainty that this will become a permanent service.

The service provides repeat medications to patients referred to pharmacies by 111, bypassing the need for a renewed prescription with the intention of reducing the burden on urgent and emergency care services.

20 pharmacies in South Tyneside provided the service which NHS England will be evaluating for effectiveness with the aim of establishing a national service.

### 6.3.7 Consultation rooms

Medicines use reviews, appliance use reviews, NUMSAS and flu vaccination all require contractors to have a consultation room which complies with the requirements set out in the Advance and Enhanced Directions 2013. Consultation rooms may also be used to deliver some enhanced services. Each relevant service specification will detail any additional requirements for the facilities – including consultation rooms – for the delivery of the service.

34 out of 34 responding pharmacies report that they have a consultation area, though 2 pharmacies have room that do not have wheelchair access.

## 6.4 Enhanced Services

Enhanced Services can be commissioned by NHS England to meet a local need.

Many local pharmacies provide a range of these services, with more expressing an interest in providing them in the future. The LPC strategy also outlines a number of services, such as pharmacy triage; first port of call and signposting.

There are twenty enhanced services listed in the 2013 Directions as follows:

- 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
- Needle and Syringe Exchange Service
- On Demand Availability of Specialist Drugs Service
- Out of Hours Services



- Patient Group Direction Service
- Prescriber Support Service
- Schools Service
- Screening Service
- Stop Smoking Service
- Supervised Administration Service
- Supplementary Prescribing Service

Within South Tyneside, none of these twenty enhanced services are currently commissioned by the NHS England Area Team. Services that are now commissioned by either the clinical commissioning group or the local authority are described in the next section.

## 6.5 Quality Payment Scheme

From 1 December 2016 until 31 March 2018 a Community Pharmacy Quality Payments Scheme has been introduced and forms part of the Community Pharmacy Contract Framework (CPCF) by the Department of Health.

The scheme encourages a range of activities to widen their role beyond dispensing to improving the quality of health care for patients while at the same time helping to ease demand on other areas of the health system.

Gateway inclusion criteria to the CPCF require the pharmacy service to meet:

- provision of at least one specified Advanced Service;
- have their NHS Choices entry up to date;
- have the ability for staff to send and receive NHS Mail; and
- ongoing utilisation of the Electronic Prescription Service (EPS)

Appendix 1: Survey to Pharmacies and Service Users describes the status that the pharmacies in South Tyneside were in achieving these criteria at the time of the survey, with the majority utilising EPS and information on NHS Choices although only 23% able to access NHS mail.

The scheme has established the community pharmacy sector development targets including:

- More effective treatment of asthma – referring asthma patients who have been dispensed too many short-acting reliever inhalers without any preventer inhaler for an asthma review.
- Better care for people with dementia; as part of the drive to ensure 80% of all pharmacy staff working in patient-facing roles takes part in the Alzheimer’s Society’s Dementia Friends training.
- Increased support for healthy living ensuring there is a Royal Society of Public Health trained health champion in every community pharmacy, and each community pharmacy obtains the Healthy Living Pharmacy Level 1 status.

### 6.5.1 Healthy Living pharmacies

The Healthy Living Pharmacy (HLP) concept was initially developed in Portsmouth and set out to recognise the significant role community pharmacies could play in helping reduce health inequalities by delivering consistent, high quality health and wellbeing services, promoting health and providing proactive health advice with a vision to develop community pharmacies from being suppliers of medicines to become Healthy Living Centres providing self-care advice and treatment for common ailments and healthy lifestyle interventions. The three levels to the service delivery are described as Level 1: Promotion, Level 2: Prevention and Level 3: Protection although levels 2 and 3 are yet to be standardised

Participation in the Healthy Living Pharmacy scheme by pharmacy services places them in an ideal position to support the call in the NHS Plan for health services to scale up efforts on prevention for example in relation to the health and lifestyle challenges and to build the role of the community pharmacy in the healthcare forum, supporting people with their medicines and management of their health and wellbeing and also works well with the MECC approach.

33 of the pharmacies in South Tyneside indicated that they had either achieved (10 pharmacies) or working towards (23 pharmacies) national self-accreditation level 1 HLP, 1 of the pharmacies was not.

33 of the pharmacies were working towards having dementia friend status with at least 80% of front facing staff completing this training.

## 6.6 Locally commissioned services

Any organisation can commission services from community pharmacies. NHS England commissions 'Essential' and 'Enhanced' services - this section assess 'locally commissioned services' by local authorities and the CCG. Locally commissioned services are oftentimes included in the list of enhanced services that NHS England is able to commission.

### 6.6.1 South Tyneside CCG

Table 6: CCG commissioned services by locality

	Think Pharmacy First	MAR	On demand availability of specialist drugs
<b>East Shields and Whitburn</b>	4	3	0
<b>Hebburn</b>	5	4	0
<b>Jarrow and Boldon</b>	8	5	3
<b>Riverside</b>	11	8	1
<b>West Shields, Cleadon and East Boldon</b>	6	6	0
<b>SOUTH TYNESIDE</b>	<b>34</b>	<b>26</b>	<b>4</b>

South Tyneside CCG commissions three primary services from local pharmacies: Minor Ailments, On Demand Availability of Specialists Drugs, and Medication Administration Record (MAR) service.

#### *6.6.1.1 Minor ailments*

All 34 pharmacies responding to our survey currently participate in the Minor Ailments Scheme, locally titled “Think Pharmacy First”. The scheme enables pharmacists to provide advice and treatment for a number of minor illnesses listed at <http://www.southtynesideccg.nhs.uk/your-health/thinkpharmacyfirst/>. A sample of the illnesses includes: Aches and pains, allergies, colds and flu, ear care, eye care, stomach aches, head lice, and skin and mouth problems.

4 out of 34 pharmacies responding to the pharmacy survey suggested that additional treatments be made available to pharmacists as part of the minor ailments scheme.

#### *6.6.1.2 Medication Administration Record (MAR) service*

The MAR service contracts pharmacies to provide a medication chart to patients with all of their medications listed, directions for use and space for the administering person to sign to indicate the dosage has been taken/administered. 26 of 34 pharmacies surveyed provide this, with 1 intending to provide in the next 12 months and 5 more that are willing to provide it. The service aims to support people in taking their medicines dispensed in original packs (i.e individual labelled boxes and bottles) rather than in weekly monitored dosage systems (cassettes).

#### *6.6.1.3 On demand availability of specialist drugs*

The CCG commissions pharmacies with longer opening hours to stock specialist drugs, primarily for palliative care. 4 of 34 surveyed pharmacies currently provide the service with 22 additional pharmacies willing to provide the service if commissioned.

### **6.6.2 South Tyneside Council**

There is a long history of community pharmacies engaging in public health activities and in delivering public health services. This includes the healthy living pharmacy, tobacco alliance, and the provision of flu immunisation. There are regular meetings between public health and the LPC to ensure that public health services delivered by community pharmacies meet the level of needs within local communities.

Table 7: South Tyneside Council commissioned Pharmacy services by Locality

	Emergency Hormonal Contraception	NHS Health Checks	Supervised Consumption	Stop Smoking Support	Chlamydia Testing	Alcohol Identification and Brief Advice
<b>East Shields and Whitburn</b>	2	0	3	4	1	0
<b>Hebburn</b>	1	1	4	2	1	2
<b>Jarrow and Boldon</b>	6	1	6	6	5	2
<b>Riverside</b>	7	1	9	9	2	5
<b>West Shields, Cleadon and East Boldon</b>	3	2	4	4	1	2
<b>SOUTH TYNESIDE</b>	<b>19</b>	<b>5</b>	<b>26</b>	<b>25</b>	<b>10</b>	<b>11</b>

#### 6.6.2.1 Stop smoking service

This service aims to provide support for individuals wishing to stop smoking, including the prescription of medication as appropriate. In South Tyneside there is no specialist stop smoking service, making the provision of support in community pharmacies very important. This includes the delivery of stop smoking services to pregnant women.

- Currently stop smoking services in South Tyneside engage about 10% of the smoking population each year. This compares with 6.5% for the North East and 5.1% for England.
- Providers in the Borough have a 46% success rate compared to 51% for England and 46% for the North East.
- Community pharmacies continue to play an important role in the provision of stop smoking services in South Tyneside.

25 of 34 pharmacies who responded to the survey indicate that they currently provide smoking cessation services while 31 pharmacies dispense NRT. [Figure 16](#) shows that there is a good distribution of these pharmacies across South Tyneside.

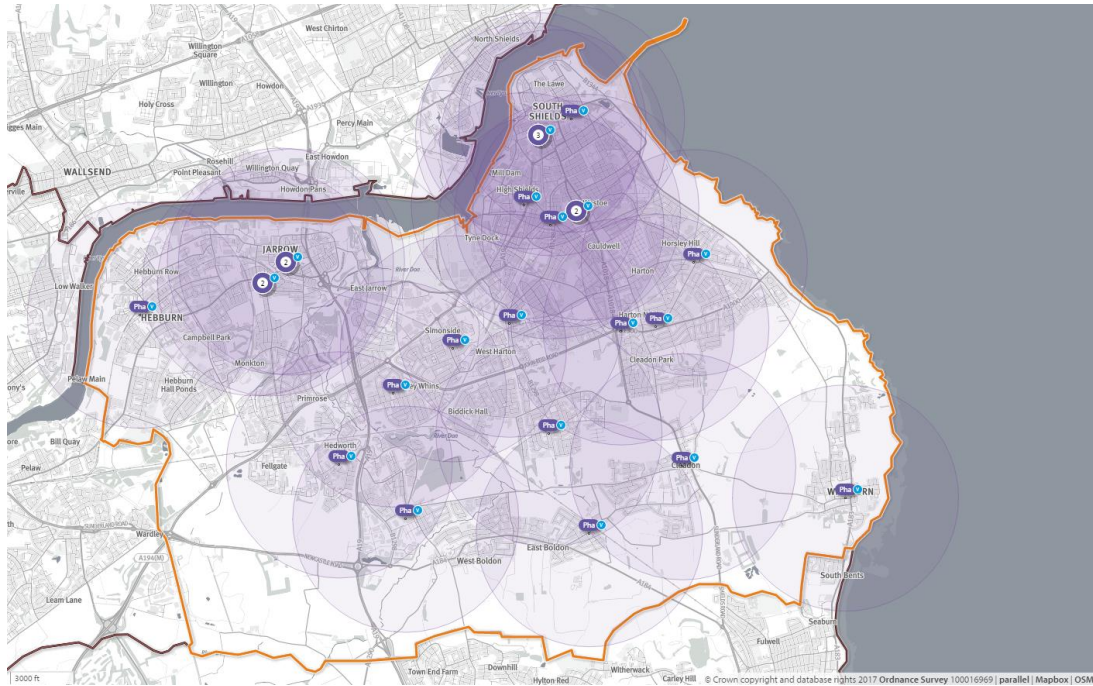


Figure 16: Distribution of pharmacies providing smoking quit support with 1 mile radius drawn (source: SHAPE)

#### 6.6.2.2 Supervised consumption of Opiate substitutes

Supervised consumption aims to offer an approachable and confidential service that assist drug users with compliance to an agreed treatment plan. It dispenses medication in specified instalments and ensures that supervised doses are correctly consumed by the intended patient. This reduces the risk to local communities of over-usage or under-usage of medicines and of the diversion of prescribed medicines.

The services also provides users with regular contact with healthcare professionals and helps them access further advice or assistance, including referral to specialist treatment centres or other health and social care professionals as appropriate.

Currently 26 pharmacies report that this service is currently provided, with good distribution across South Tyneside (Figure 17).

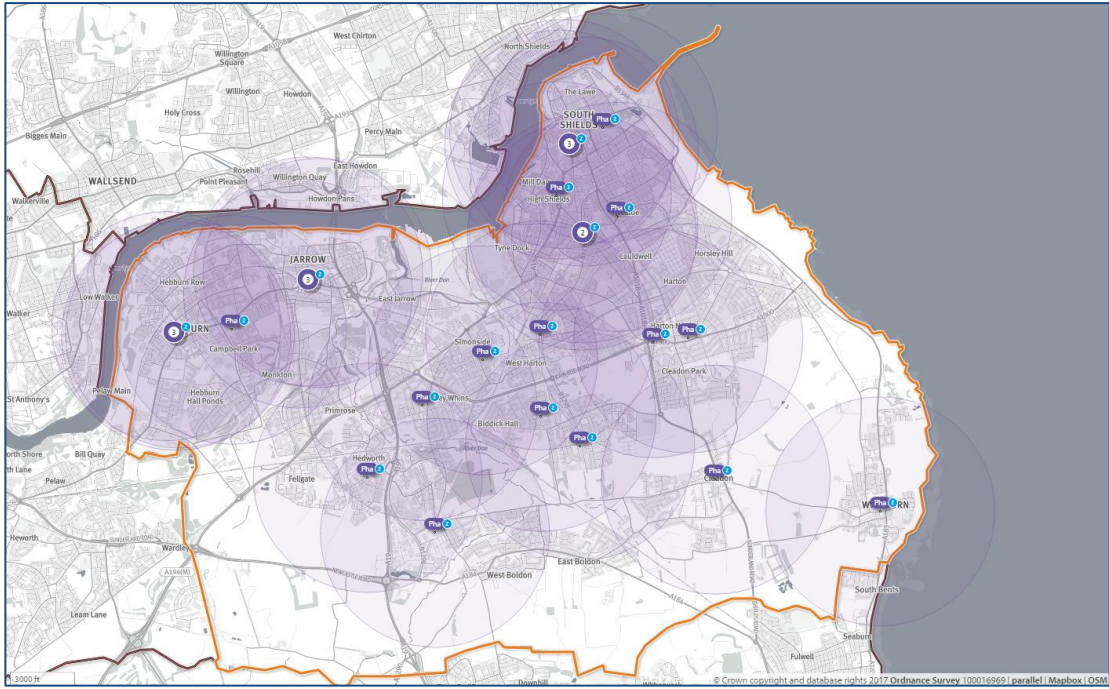


Figure 17: Distribution of supervised consumption service across South Tyneside Pharmacies with 1 mile radius drawn (Source: SHAPE)

6.6.2.3 Emergency Hormonal Contraception (EHC)

This locally commissioned service provides emergency contraceptive services for women in addition to advice around future contraceptive needs, referral into contraceptive services and chlamydia screening.

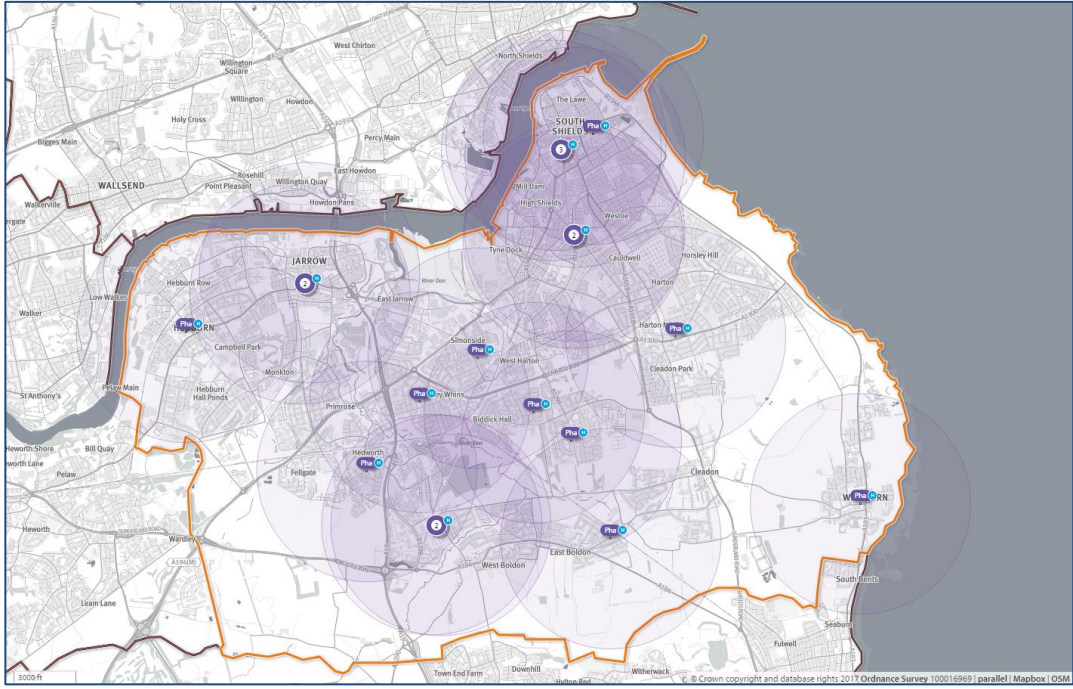


Figure 18: Distribution of EHC service across South Tyneside Pharmacies with 1 mile radius drawn (Source: SHAPE)

19 of 34 surveyed pharmacies provide this service with a good distribution across South Tyneside during normal weekday hours (Figure 18).

Weekend provision of EHC is more restricted, particularly on Sundays (Figure 19 and Figure 20). 15 of 21 pharmacies open on Saturday mornings and 2 of the 3 pharmacies open on Sundays offer EHC. Commissioners should consider ensuring EHC is available at the remaining pharmacy open on Sundays in Jarrow.

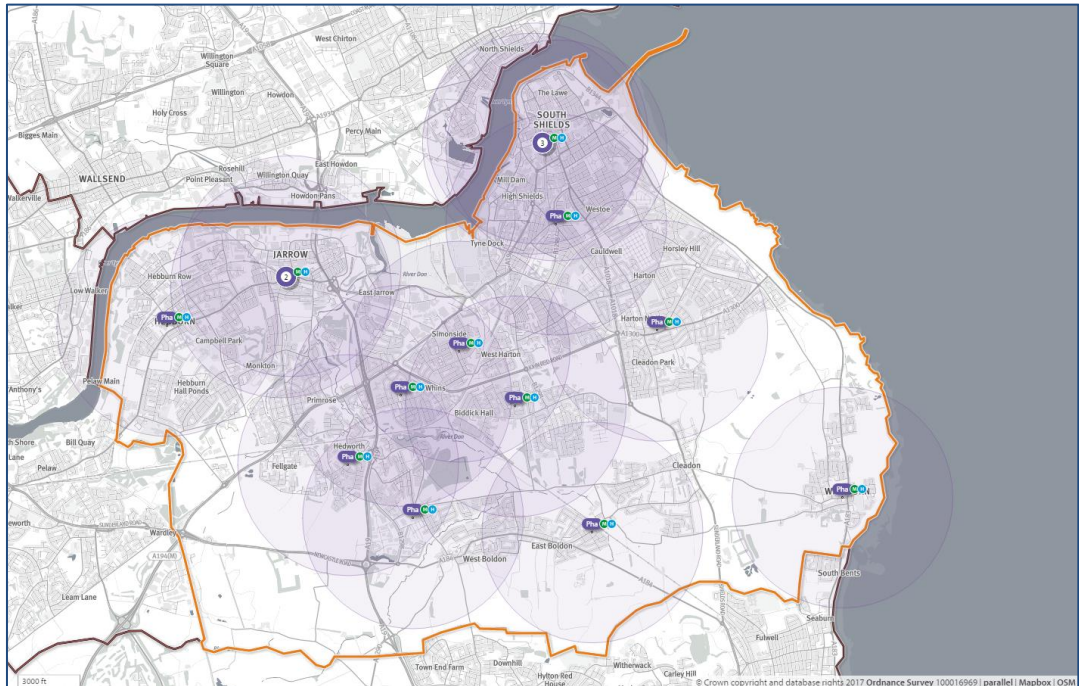


Figure 19: Saturday morning provision of EHC with 1 mile radius drawn (Source: SHAPE)

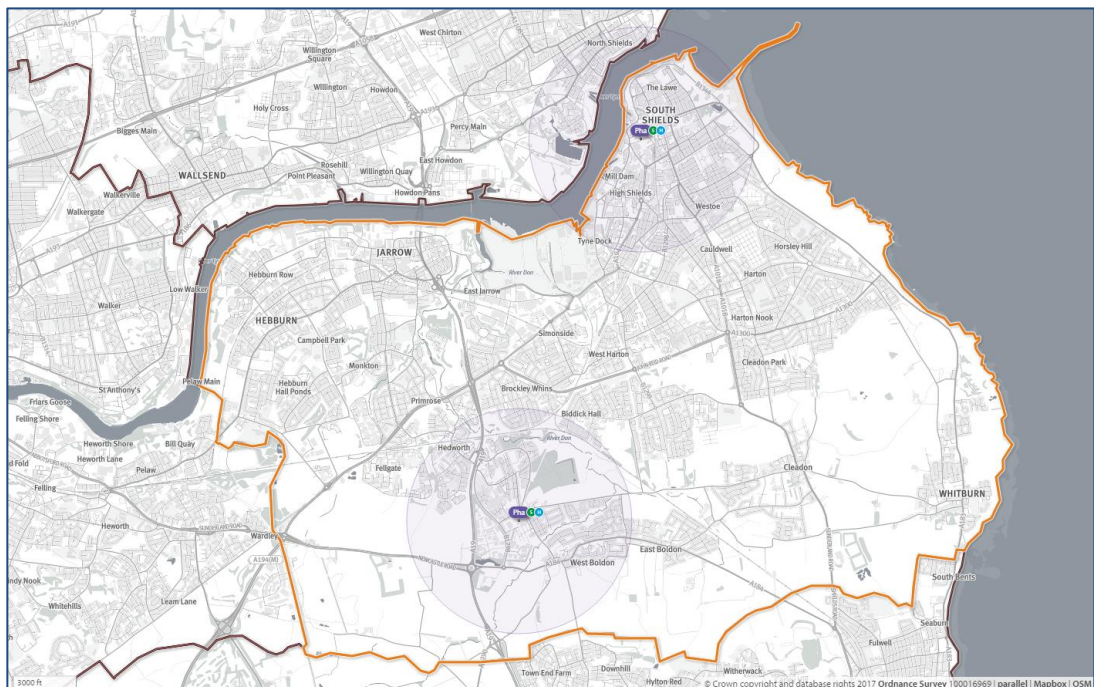
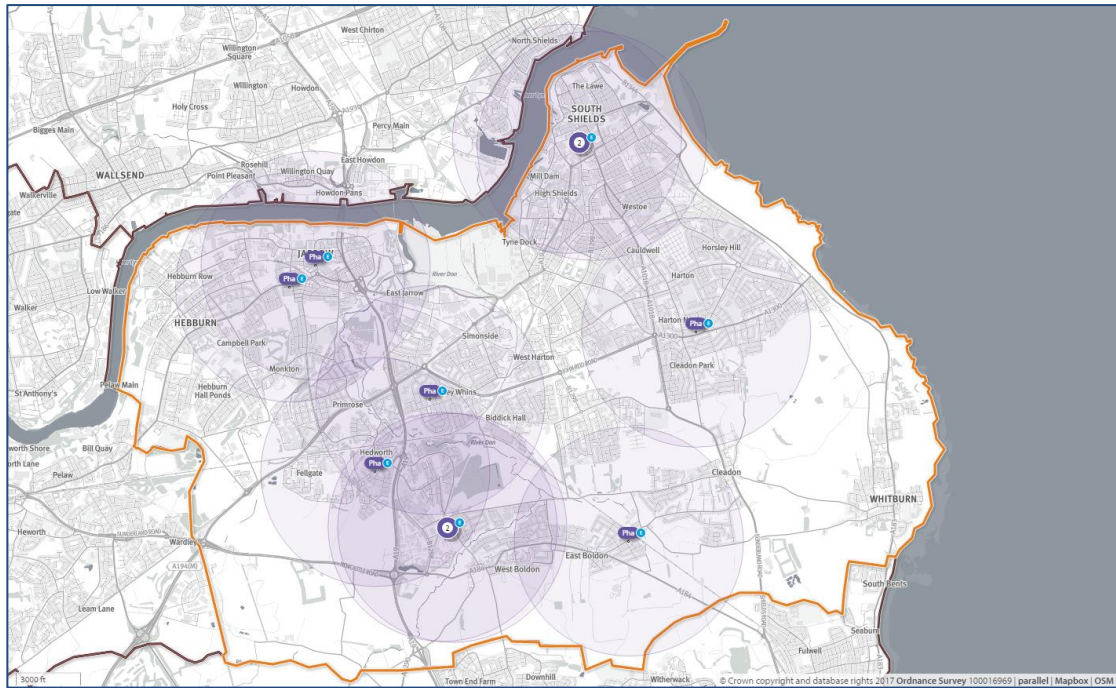


Figure 20: Sunday provision of EHC with 1 mile radius drawn (Source: SHAPE)

#### 6.6.2.4 Chlamydia Screening

Chlamydia screening is contracted alongside of EHC provision, though only about half of EHC providers also offer Chlamydia screening . Postal screening packs are also available to customers. **Figure 21** shows a good distribution of screening services, though with slightly less access in the Whitburn area in the south east of the borough.



**Figure 21** Distribution of Chlamydia screening service across South Tyneside Pharmacies with 1 mile radius drawn (Source: SHAPE)

#### 6.6.2.5 NHS Health Checks

NHS Health Checks are part of a national risk assessment and management programme for people aged 40 to 74 years who do not have existing cardiovascular disease and who are not currently being treated for cardiovascular risk factors. The aim of the programme is to identify anyone in this eligible population who has a high risk of developing cardiovascular disease, to assess and communicate that risk, and to offer lifestyle advice and other interventions to reduce that risk.

Nationally there has been an increase to the number of people receiving NHS health checks, with uptake amongst the eligible population at just under 50%. Most NHS health checks are offered via general practice and evidence suggests that accessibility can be a barrier for improving uptake.

In South Tyneside, NHS Health Checks are mainly delivered through GP practices. The survey of community pharmacies indicates that 5/34 currently provide this service, with a further 24 practices willing to do so on a commissioned basis.



### 6.6.2.6 Alcohol identification and brief advice (IBA)

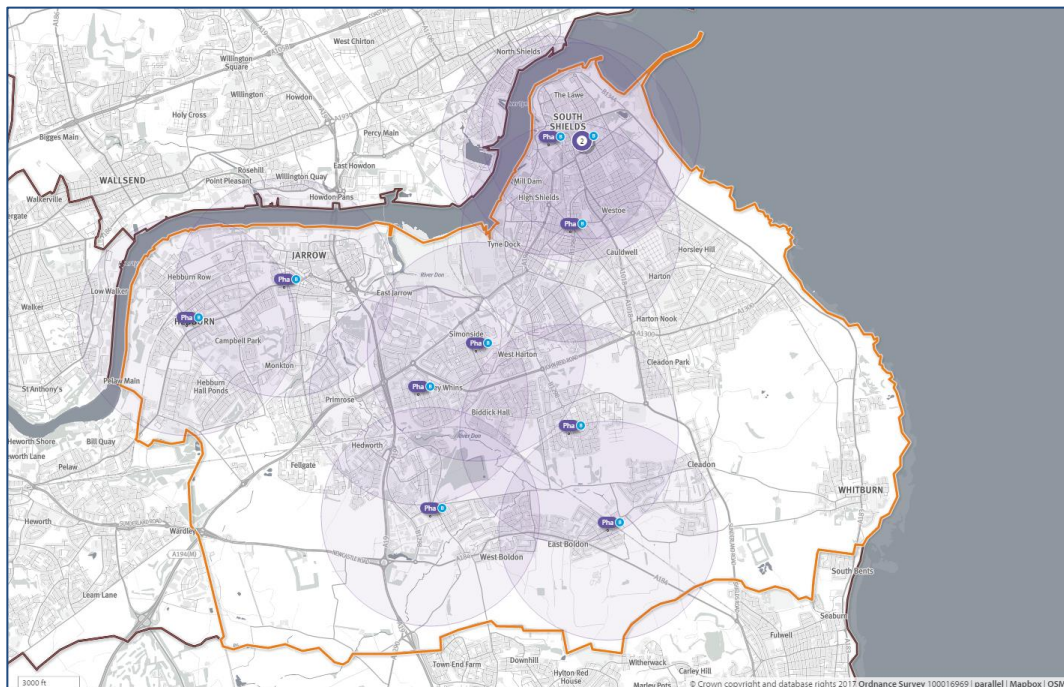


Figure 22: Distribution of Alcohol Identification and Brief Advice service at South Tyneside Pharmacies with 1 mile radius drawn (Source: SHAPE)

Identifying those at risk of harm caused by alcohol consumption and delivering brief advice can make a big difference in reducing consumption and cutting risk. IBA is usually delivered as a one-off one-to-one session lasting only a few minutes, prompting patients to review their use of alcohol, make decisions to change and set goals concerning their drinking behaviour.<sup>48</sup>

11 pharmacies provide IBA in South Tyneside (Figure 22). There is even distribution throughout the borough except for a gap in the East Shields and Whitburn locality. Though the rate of alcohol related problems is lower in this locality compared to the borough, it has a significantly higher rate of alcohol related problems compared to England as a whole.

<sup>48</sup> Adapted from PHE's *Pharmacy – A way forward for public health*

## 6.7 Non-commissioned services

A wide range of services are provided by community pharmacies that are not currently commissioned. These services are often valuable for special patient groups e.g. the housebound, and as these services are not reimbursed by the NHS, the decision to provide them is often a commercial one. Table 8 below shows a number of pharmacies are willing to provide more of these services in the future:

Table 8: Provision and potential provision of non-commissioned services

	Currently Provide	Intend to provide in next 12 months	Not intending to provide	Willing to provide
<b>Anticoagulant Monitoring Service</b>	2	0	8	24
<b>Anti-viral Distribution</b>	1	0	10	23
<b>Care Home Service</b>	5	0	12	17
<b>Chlamydia Treatment</b>	7	0	2	25
<b>Contraception Service</b>	4	0	3	27
<b>Emergency Supply</b>	24	1	1	8
<b>gluten Free Food Supply</b>	6	0	6	22
<b>Home Delivery</b>	32	0	1	1
<b>Independent Prescribing</b>	2	1	17	14
<b>Supplementary Prescribing</b>	0	0	20	14
<b>Language Access Service</b>	2	0	14	18
<b>Medication Review</b>	8	0	4	22
<b>Needle and Syringe Exchange</b>	2	0	17	15
<b>Obesity Management</b>	0	0	6	28
<b>Not Dispensed Scheme</b>	2	0	8	24
<b>out of hours service</b>	2	0	20	12
<b>Phlebotomy Service</b>	0	0	19	15
<b>Prescriber Support</b>	1	0	13	20
<b>Sharps Disposal</b>	0	0	14	20
<b>Schools Service</b>	0	0	10	24

The Pharmaceutical Services Negotiating Committee provides a comprehensive list of services commissioned throughout the UK at <https://psnc.org.uk/service-search-results/>.

## 7 Conclusion and Recommendations

### 7.1 Introduction

In this section, we summarise the high level findings from our assessment.

### 7.2 Overall picture and distribution of pharmacies

The population of South Tyneside is currently 149,400 and is projected to rise by only about 1,300 in the next 3 years. Since the last PNA in 2015, the number of pharmacies has decreased by 3 with two less distance selling pharmacies and 1 less 100-hour contract pharmacy for a total of 36 pharmacies.

The 36 pharmacies are well distributed throughout the borough and the rate of pharmacies per 100,000 population, 24, is higher than the national average of 21. Residents in South Tyneside have excellent access to pharmacies, with 72% within 10 minutes' walk and 99% within 4 minutes' drive. Evening and weekend access is lower, but still considered adequate with 1 remaining 100 hour pharmacy in the borough and several accessible in nearby localities. The expected increase in dwellings, around 1,300, is not anticipated

### 7.3 Services and provision

Community pharmacies provide a wide range of services - some commissioned, some privately provided, and some free of charge – which contribute to improving the health and wellbeing of the people of South Tyneside.

The overall rate of pharmacies to the population indicates that existing pharmaceutical provision is adequate for current need and for future predicted need within the next three years.

The population survey indicates that respondents are satisfied with the service they receive and that mostly they have little difficulty accessing their local pharmacy.

If any further gaps are identified between now and the next version of the PNA being produced in 2021, then South Tyneside Health and Wellbeing Board will issue a supplementary statement and attach it to this PNA.

#### 7.3.1 Locally commissioned services

A range of locally commissioned services are currently being provided in community pharmacies.

When pharmacy provision is considered alongside that of the primary and urgent and emergency care system, the provision of existing locally commissioned services across South Tyneside is adequate to meet identified health needs. For some services, access and equity of provision could be improved (for example, wheelchair access in all consultation rooms), and a number of community pharmacy services are clearly willing to do more, as

demonstrated by the engagement with the Healthy Living Pharmacy scheme. However, this improvement does not require any additional pharmacies.

## 7.4 Findings

Having taken account of the information in this needs assessment, South Tyneside Health and Wellbeing Board concludes the following:

1. South Tyneside is adequately served by community pharmacies, and has 24 pharmacies per 100,000 population as compared to 21 for England
2. Relatively low per capita provision of pharmacies in East Shields and Whitburn is mitigated by provision just across the boundaries with Beacon and Bents ward to the North and in St Peter's ward in Sunderland to the South.
3. There is no evening or Sunday pharmacy provision in Hebburn Ward, however, community pharmacies are available within 1.5 and 2 km to the East and South respectively
4. The existing 100 hour pharmacies in South Tyneside and surrounding localities, plus the 90 hour pharmacy in Bolden Colliery are essential to meet the needs of patients by extending access outside core hours when other pharmacies are closed
5. The level of planned development is unlikely to require new pharmacy contracts, due to satisfactory cover from existing pharmacies
6. Community pharmacies make an important contribution to the delivery of the Joint Health and Wellbeing Strategy for South Tyneside.

Additionally, many pharmacies are open to the idea of providing more services in the future – although in some cases this is dependent on the services being commissioned.

## 7.5 Recommendations

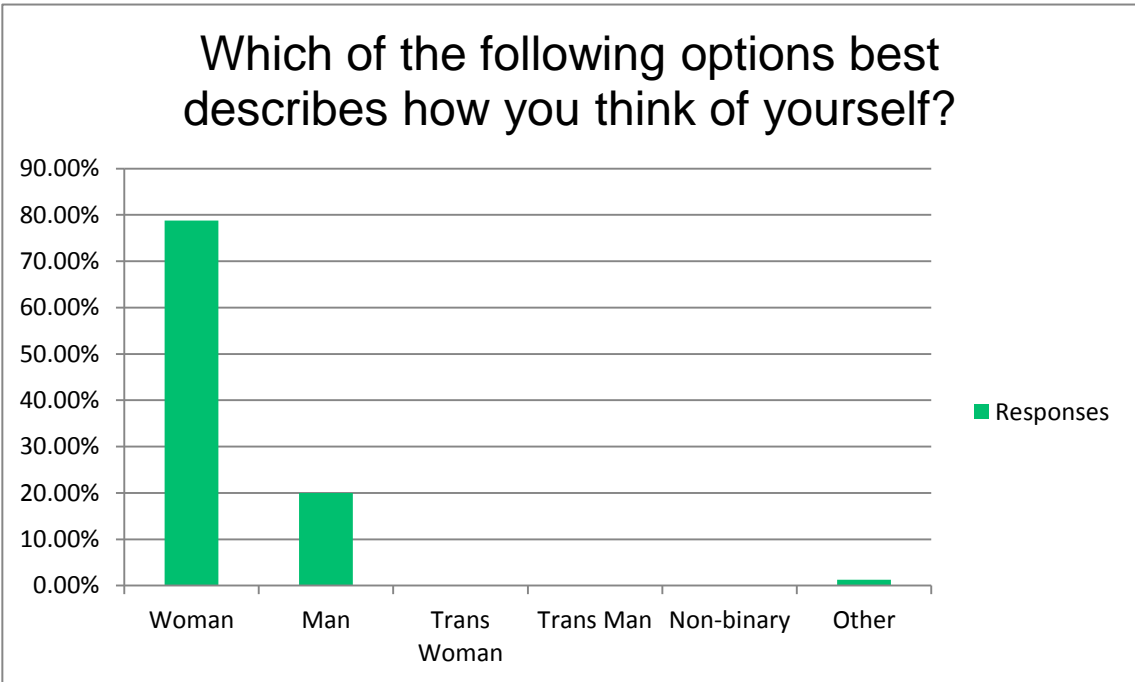
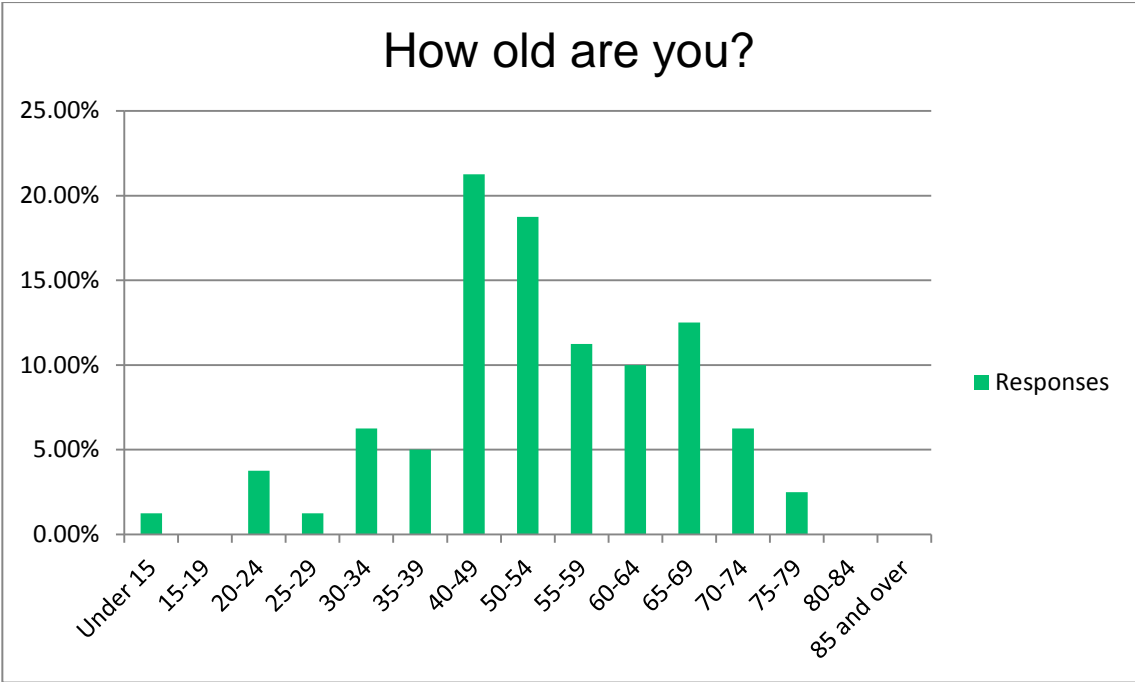
1. Whilst the provision of community pharmacies overall, and in specific localities is adequate, commissioners should monitor some aspects of pharmacy provision, for example the provision of emergency hormonal contraception on weekends in all localities.
2. Commissioners should consider the opportunities afforded by community pharmacy services to further deliver on health and wellbeing priorities.

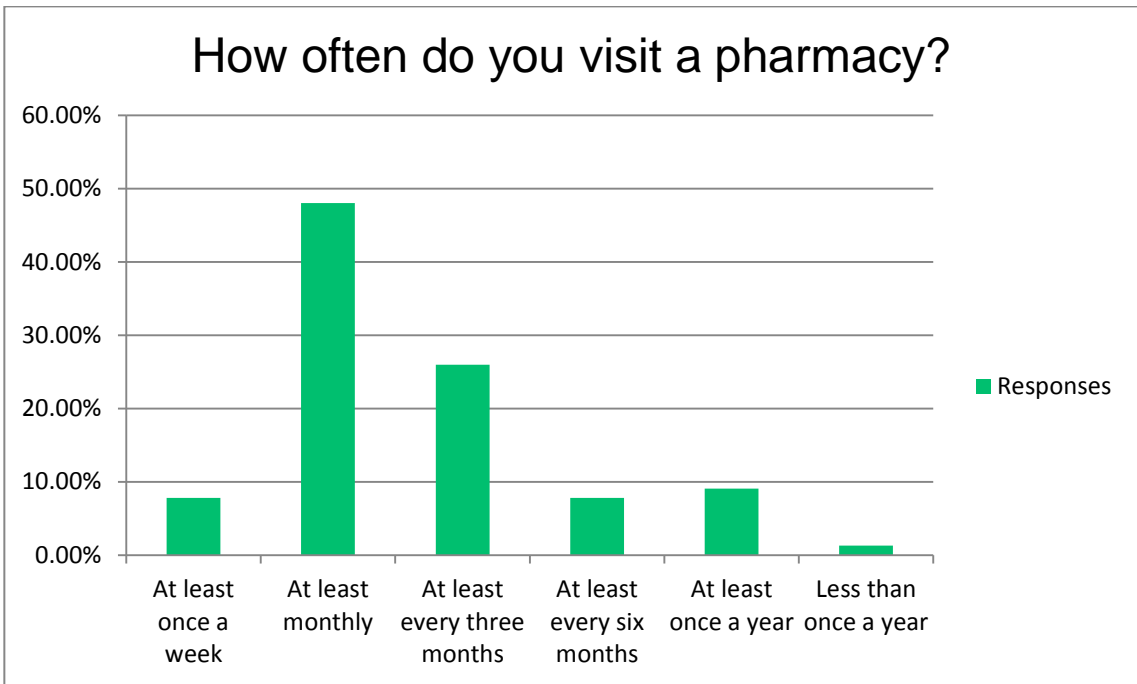
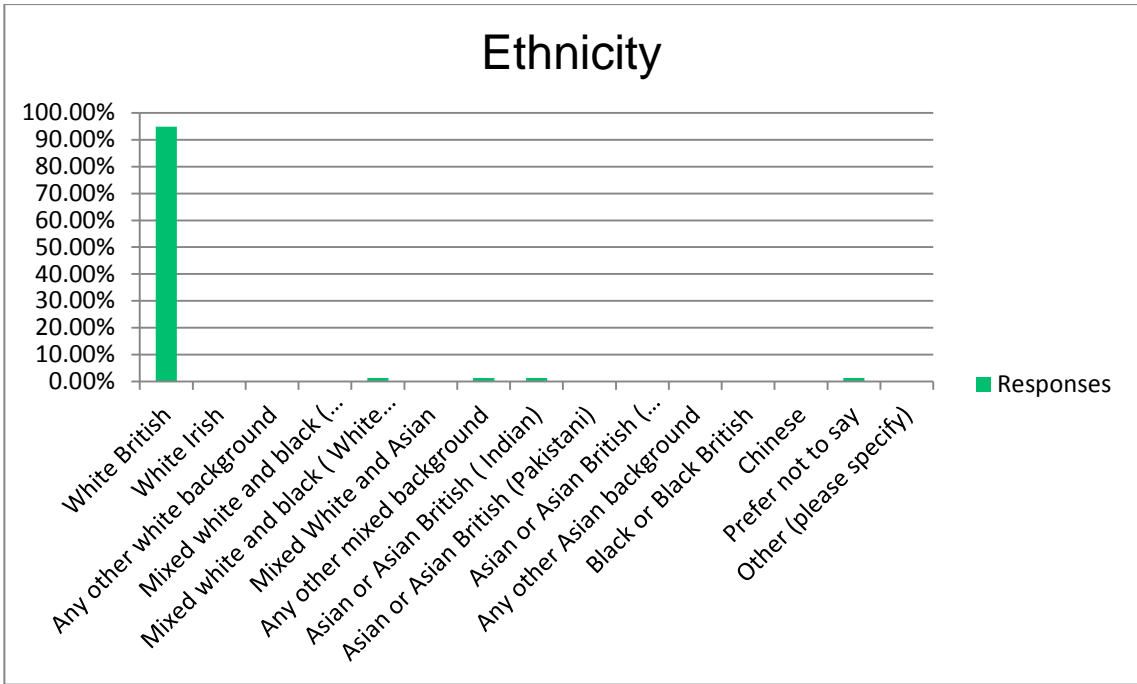
## 8 Appendices

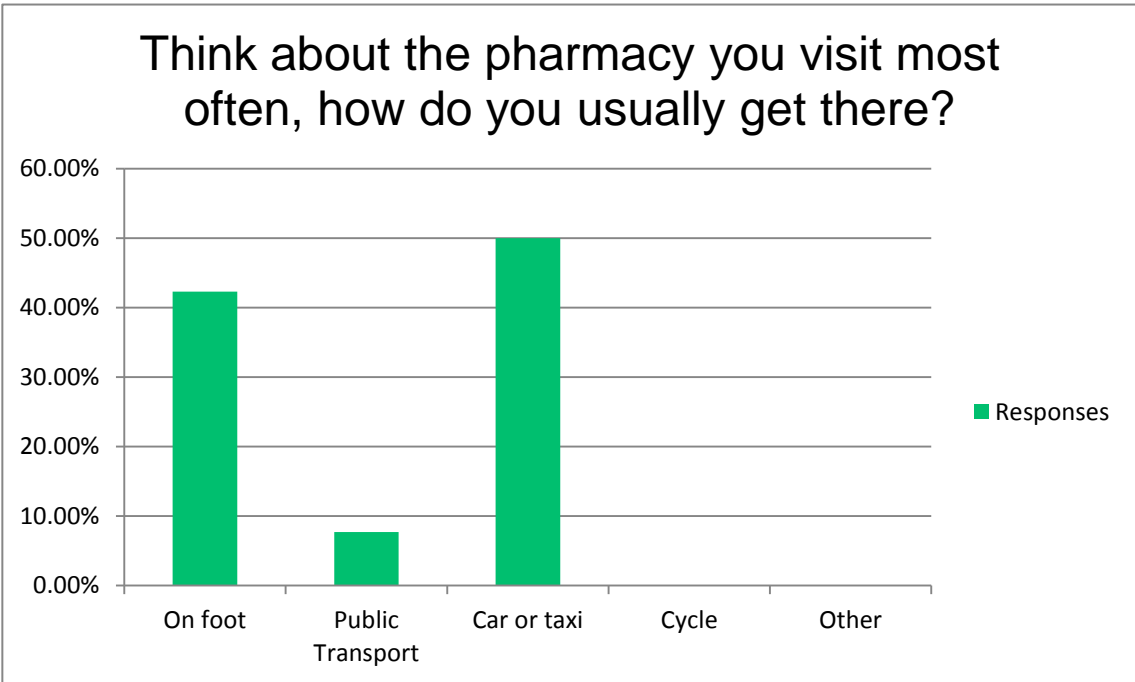
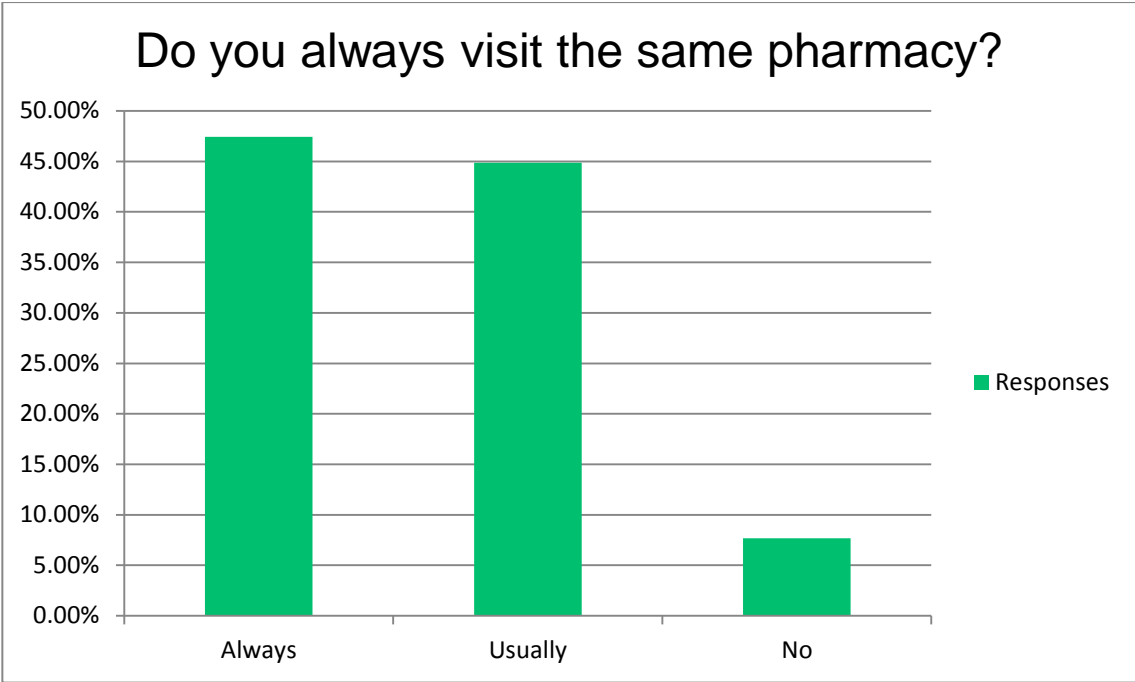
### 8.1 Appendix 1: Survey to Pharmacies and Service Users

#### 8.1.1 Service User Survey results

PNA Locality	Number of Responses
East Shields and Whitburn	10
Hebburn	4
Jarrow and Boldon	13
Riverside	13
West Shields, Cleadon and East Boldon	29
Not Reported	11
<b>Total</b>	<b>80</b>

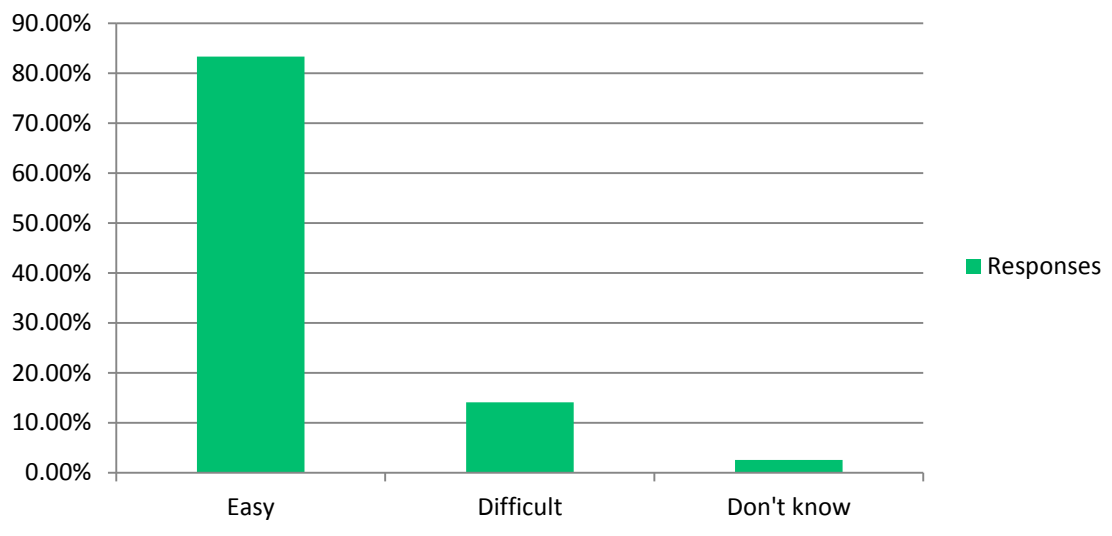




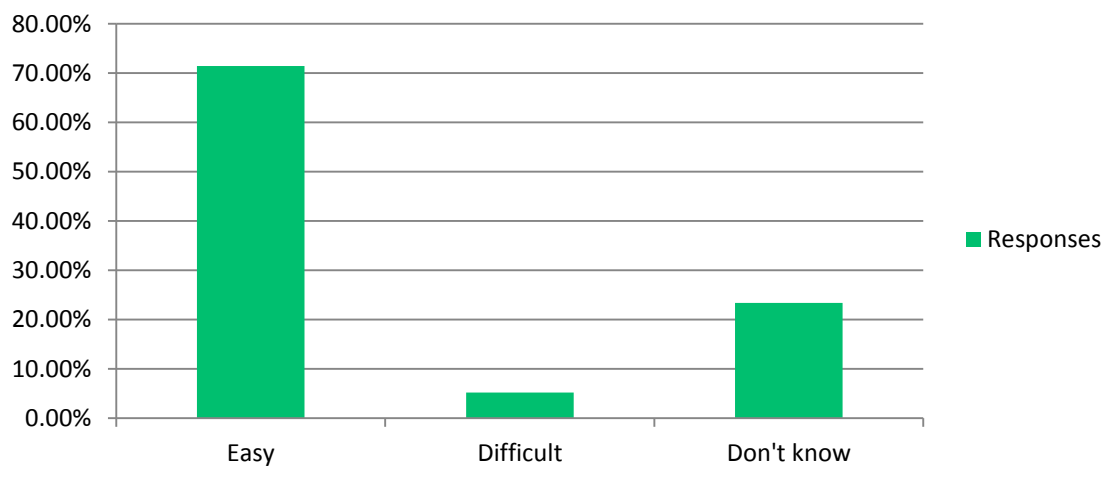




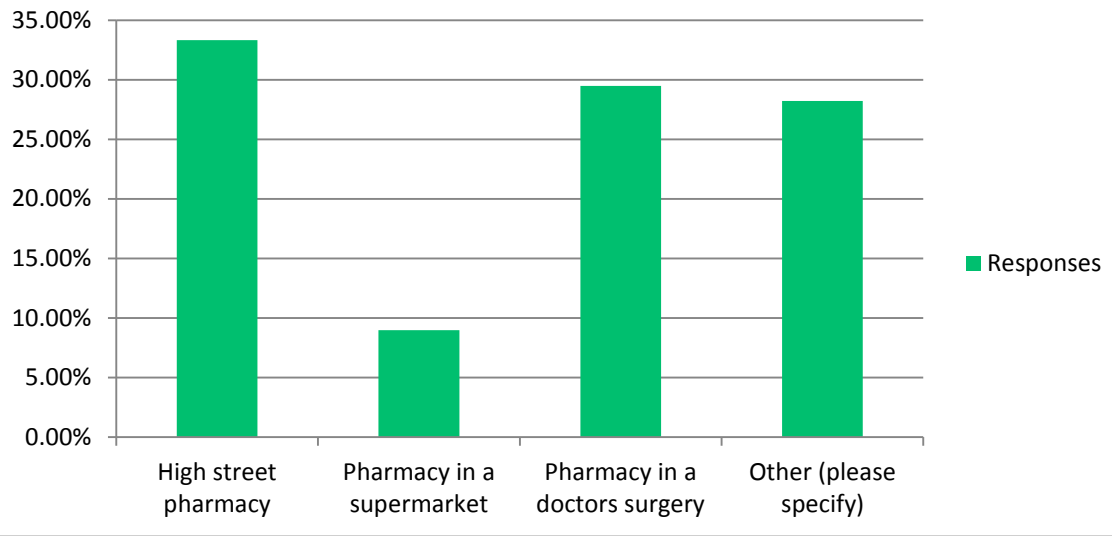
### Thinking about the same pharmacy, is it easy or difficult to get there on foot?



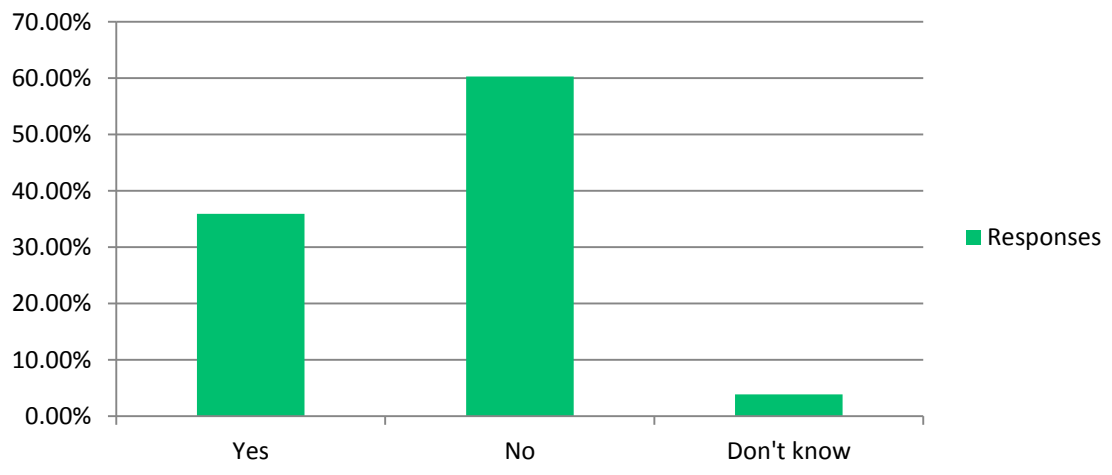
### Thinking about the same pharmacy, is it easy or difficult to get there by public transport?



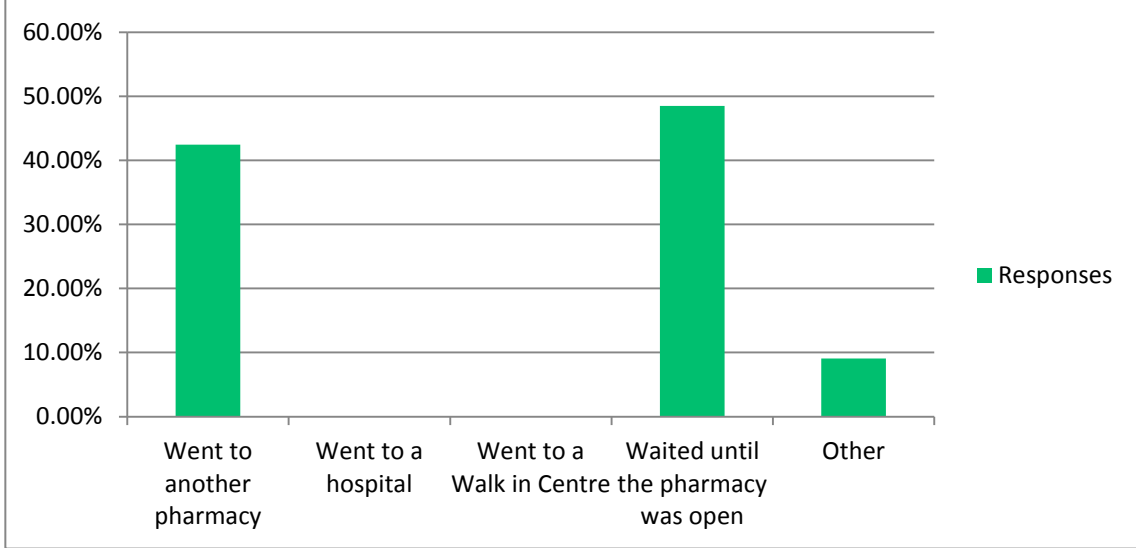
## What type of pharmacy do you visit most often?



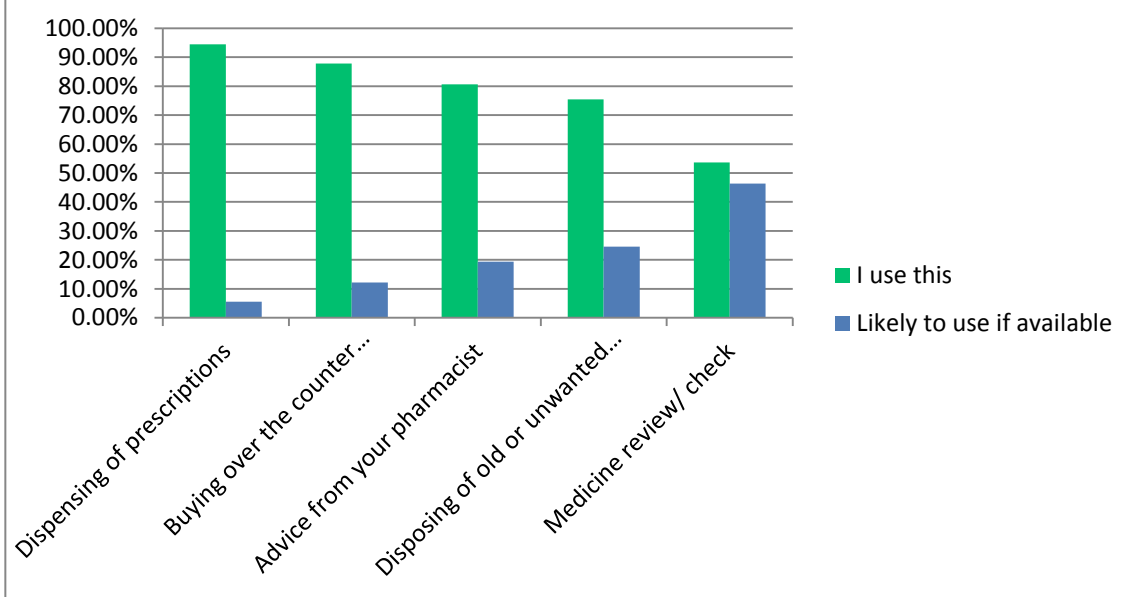
## Have you ever needed something from a pharmacy but found it was closed at the time?



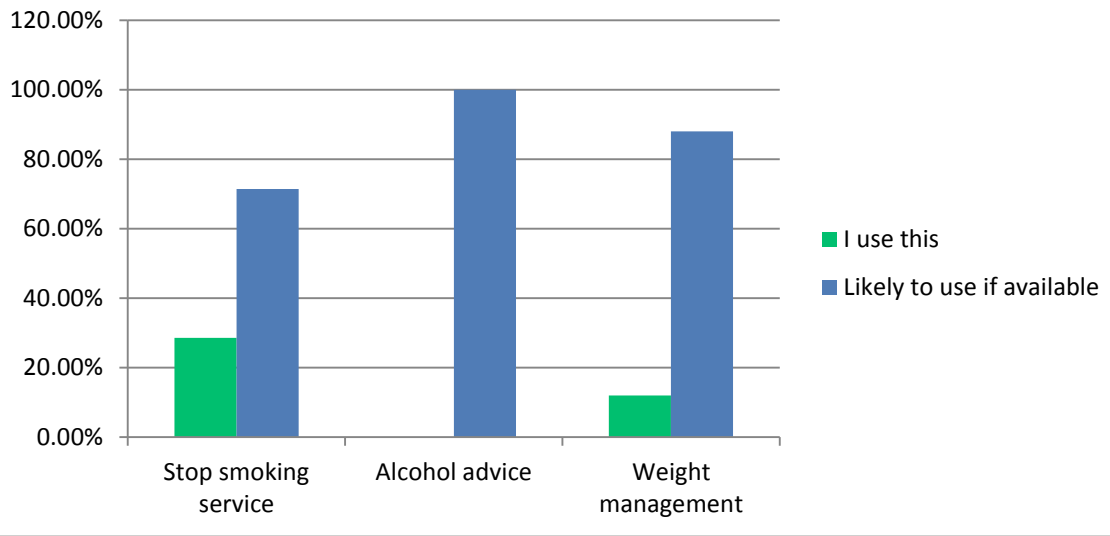
### If yes to question 11, what did you do when you realised it was closed?



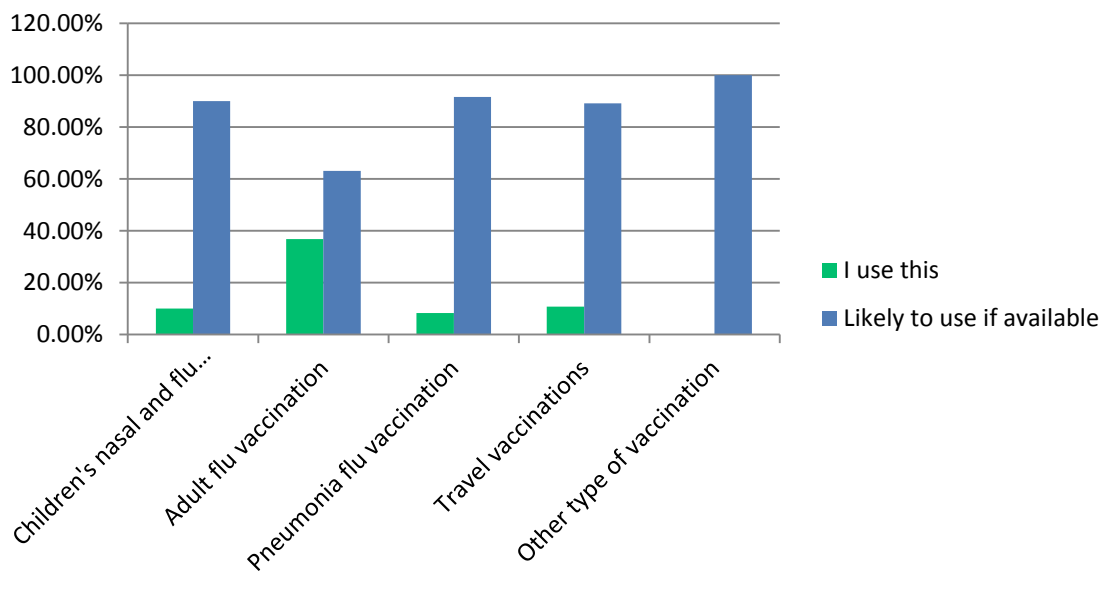
### General pharmacy services

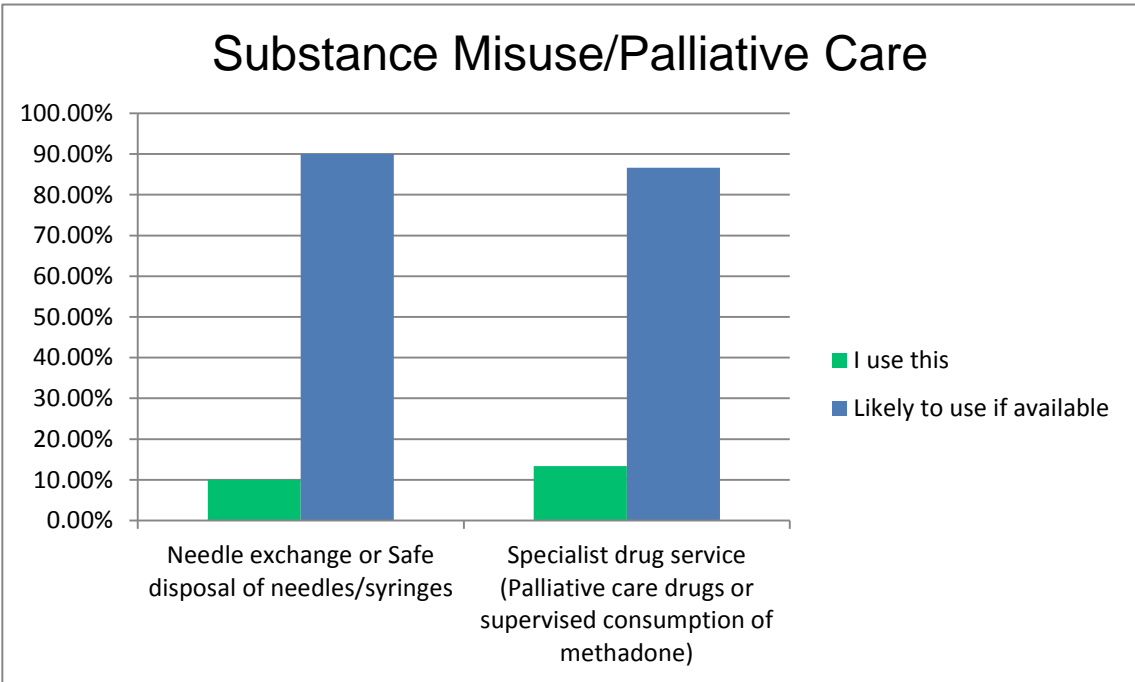
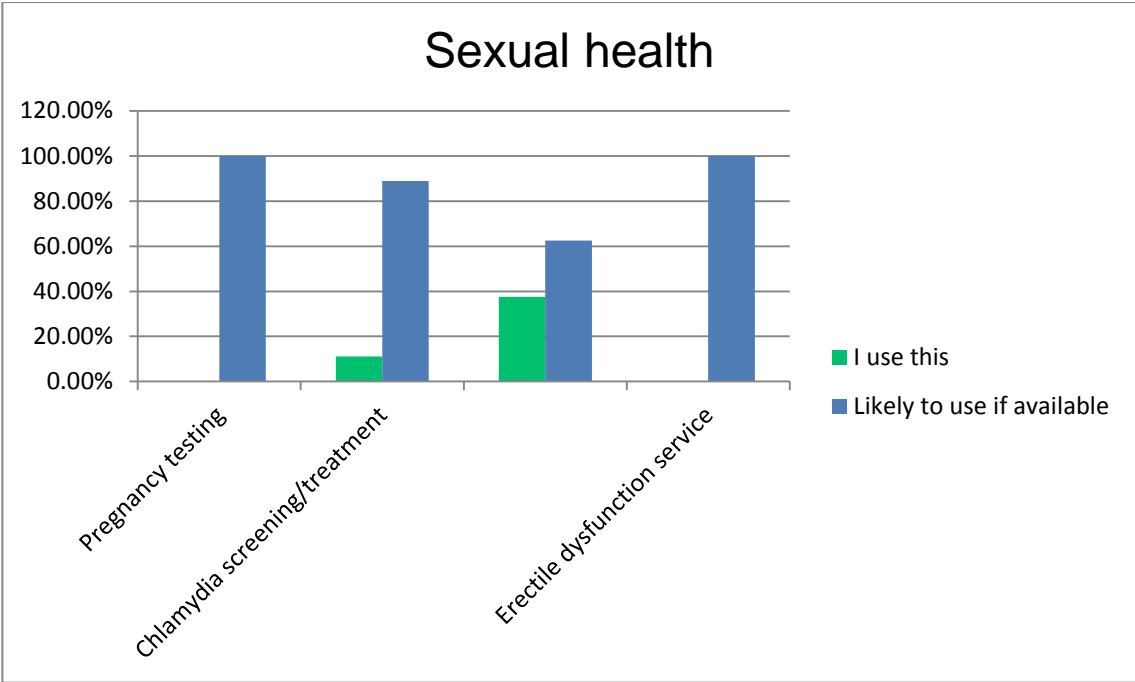


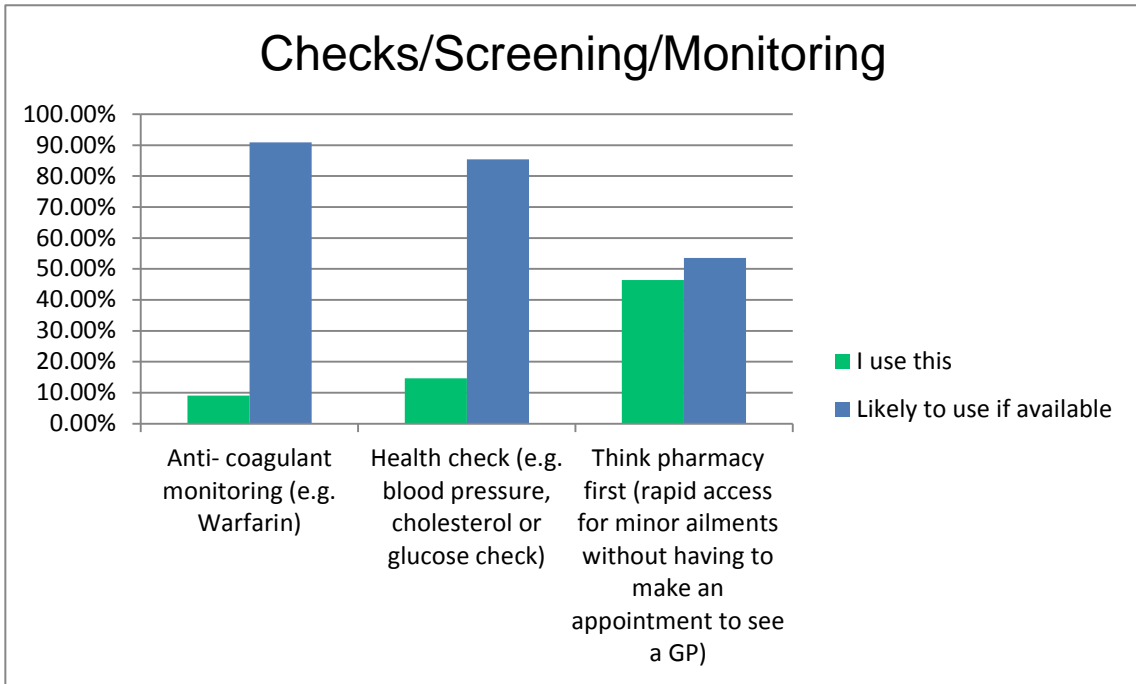
## Smoking, Alcohol and Weight Management



## Vaccinations







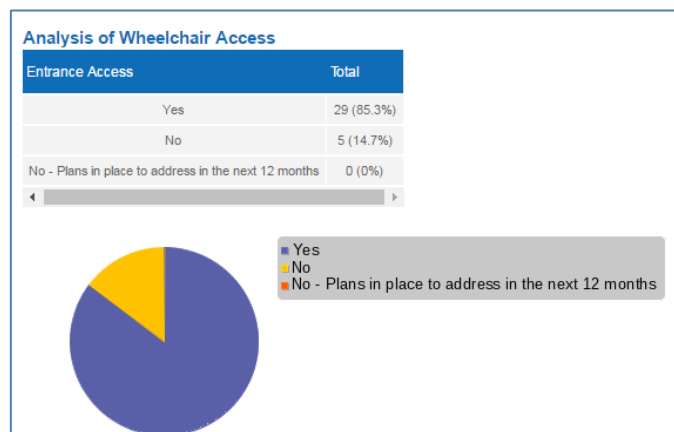
Individual comments summary:

- A large number of comments on high quality, friendly staff who give advice
- Satisfaction with pharmacy staff that respondents have come to be familiar with
- Appreciation for electronic prescriptions
- Satisfaction for delivery services where offered
- A negative comment on needing to go to Newcastle for out of hours pharmacy

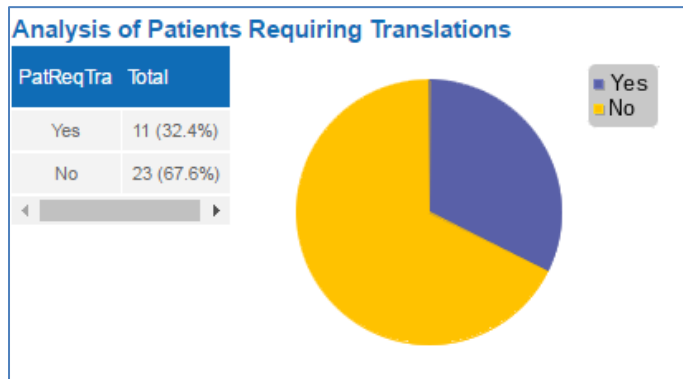
## 8.1.2 Pharmacy provider survey results

### 8.1.2.1 Access

Does the pharmacy entrance allow for unaided wheelchair access?

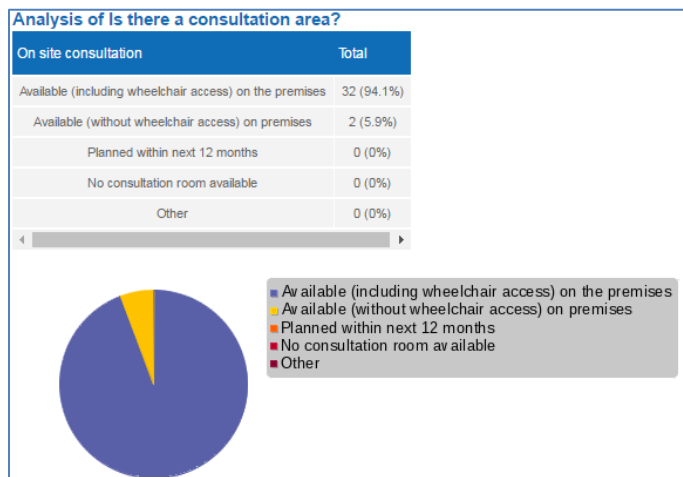


Do patients ever require translations services? This could be provided either by a family member, friend, translator, or other method.



### 8.1.2.2 Consultation Facilities

Is there a consultation area?

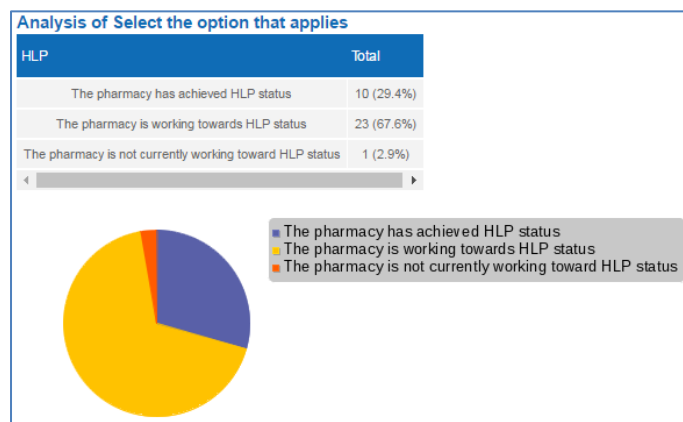


### 8.1.2.3 IT Facilities

**Analysis of Select any that apply**

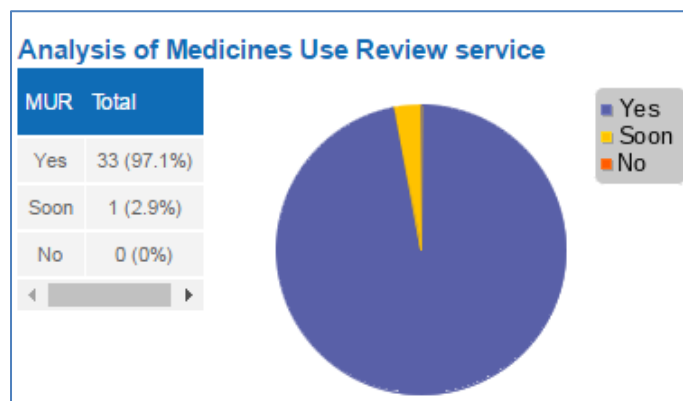
IT	Total
Electronic Prescription Service Release 2 enabled	34 (100%)
NHSmail being used	23 (67.6%)
NHS Summary Care Record enabled	30 (88.2%)
Up to date NHS Choice entry	31 (91.2%)

### 8.1.2.4 Quality payments scheme



Dementia Friends	Total
The pharmacy is working towards this quality payment, or 80% of staff in patient facing roles are now dementia friends	33 (97.1%)
The pharmacy is not working towards this quality payment	1 (2.9%)

### 8.1.2.5 Advanced Services





### Analysis of New Medicine Service

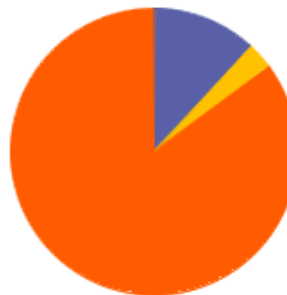
NMS	Total
Yes	31 (91.2%)
Soon	2 (5.9%)
No	1 (2.9%)



■ Yes  
■ Soon  
■ No

### Analysis of Appliance Use Review service

AUR	Total
Yes	4 (11.8%)
Soon	1 (2.9%)
No	29 (85.3%)



■ Yes  
■ Soon  
■ No

### Analysis of Flu Vaccination Service

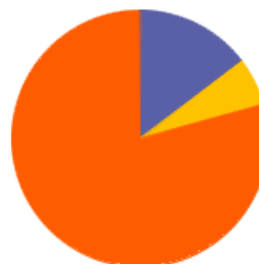
FluVacSer	Total
Yes	22 (64.7%)
Soon	8 (23.5%)
No	4 (11.8%)



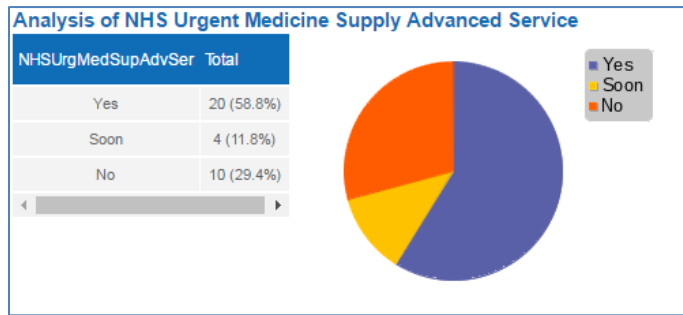
■ Yes  
■ Soon  
■ No

### Analysis of Stoma Appliance Customisation service

Stoma Cus	Total
Yes	5 (14.7%)
Soon	2 (5.9%)
No	27 (79.4%)



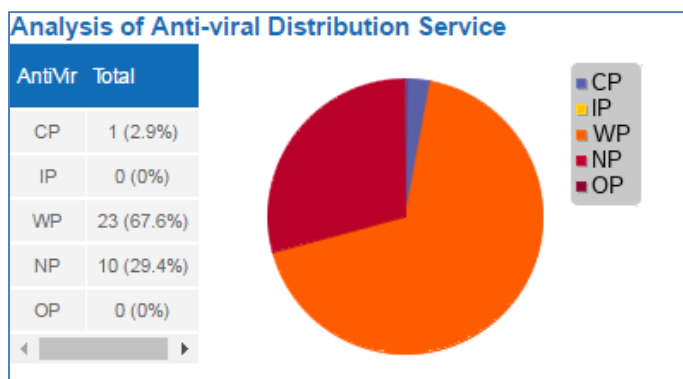
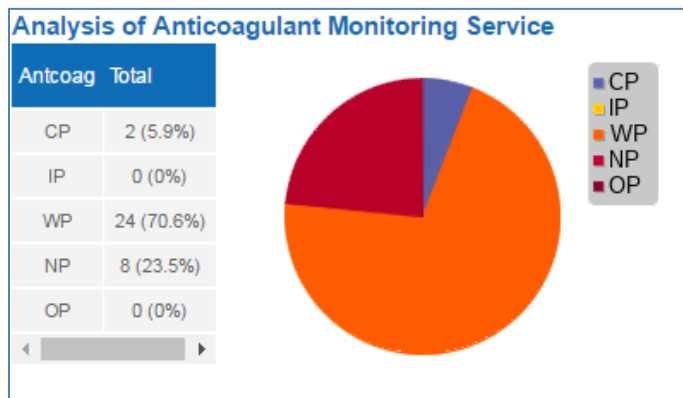
■ Yes  
■ Soon  
■ No



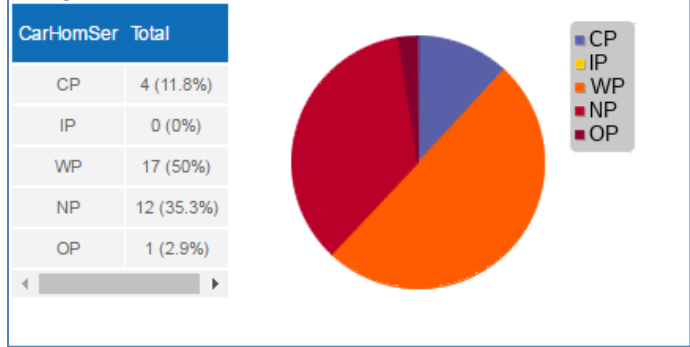
8.1.2.6 Services (Enhanced, Commissioned and Private)

Key:

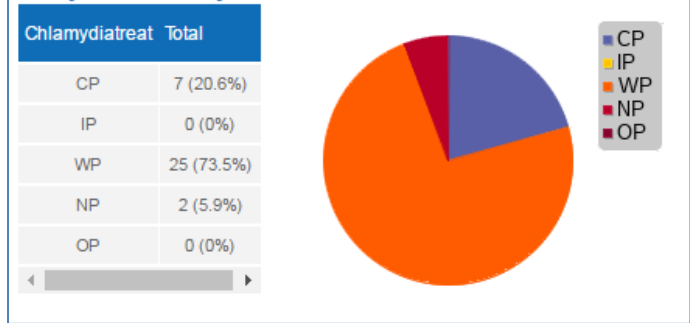
- CP – Currently Provide
- IP – Intent to provide within 12 months
- WP – Willing to provide
- NP – Not intending to provide
- OP – Offer privately



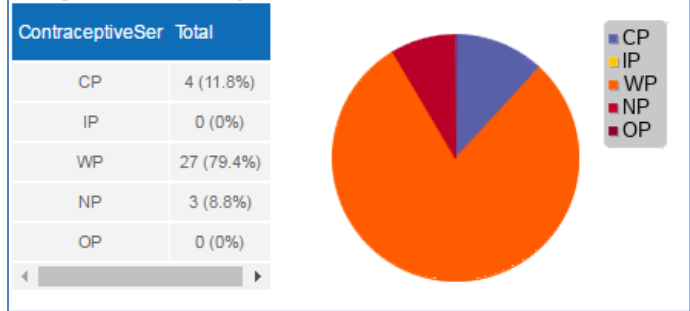
### Analysis of Care Home Service



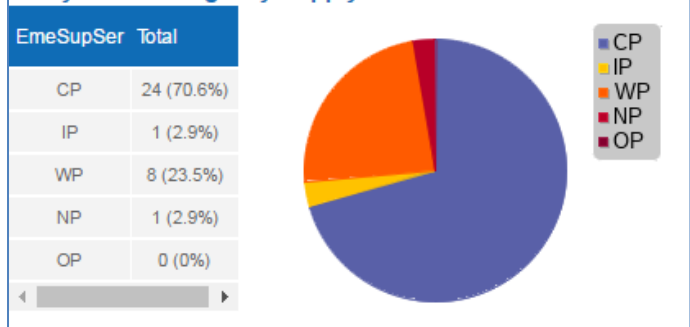
### Analysis of Chlamydia Treatment Service



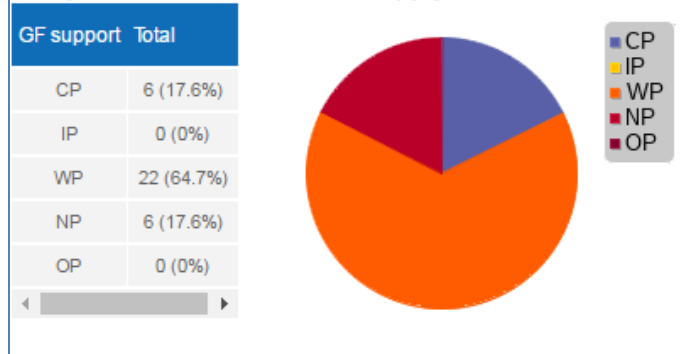
### Analysis of Contraception Service



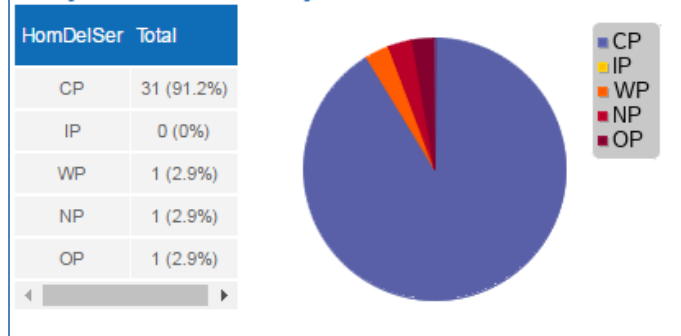
### Analysis of Emergency Supply Service



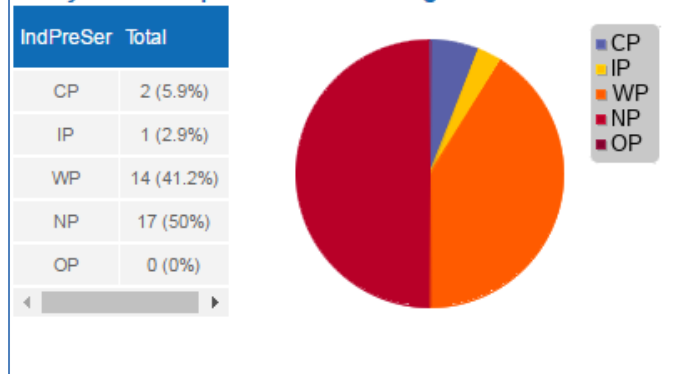
### Analysis of Gluten Free Food Supply Service



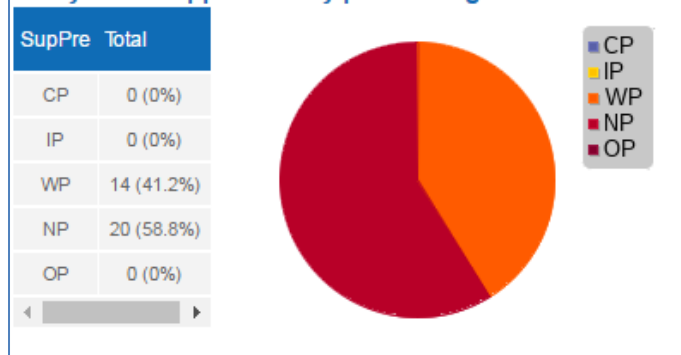
### Analysis of Home Delivery Service

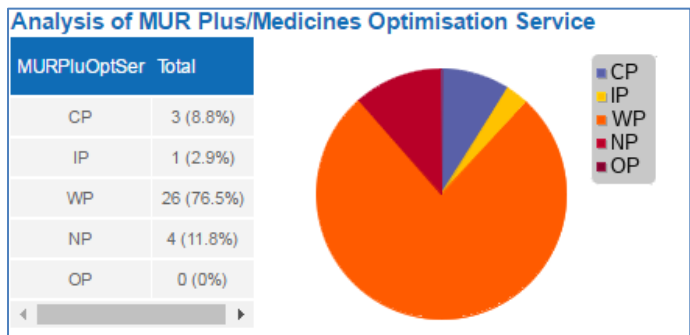
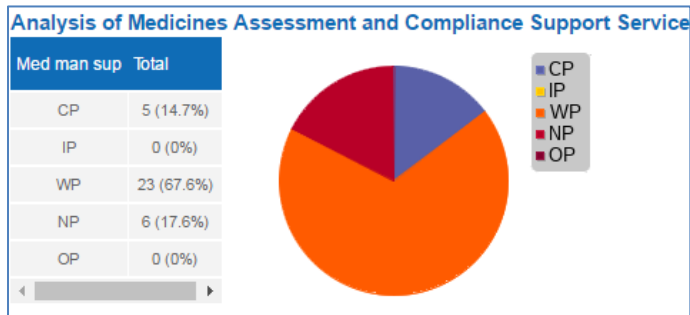
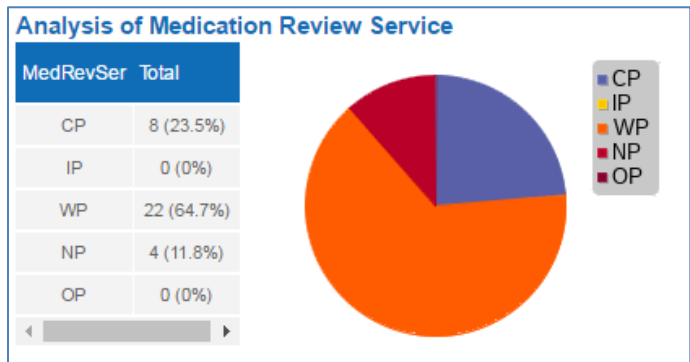
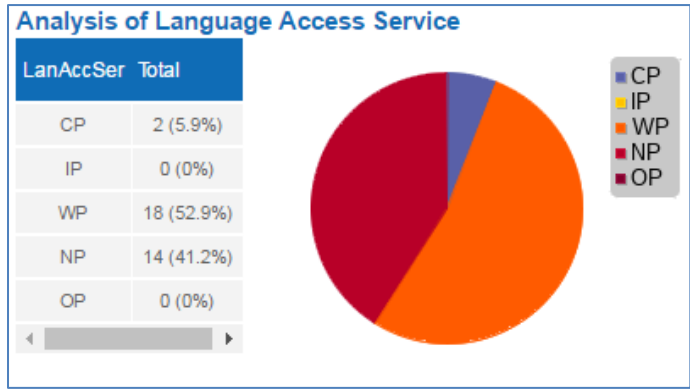


### Analysis of Independent Prescribing Service

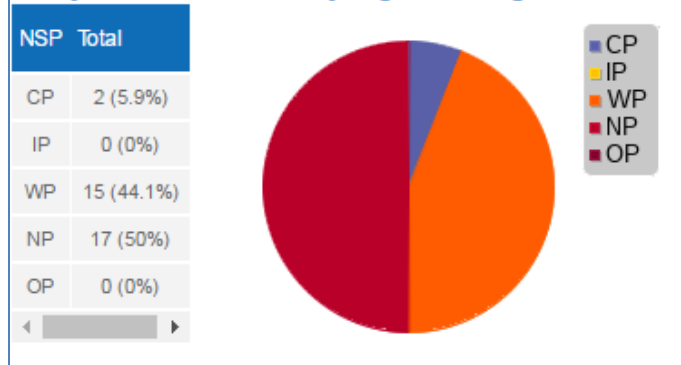


### Analysis of Supplementary prescribing

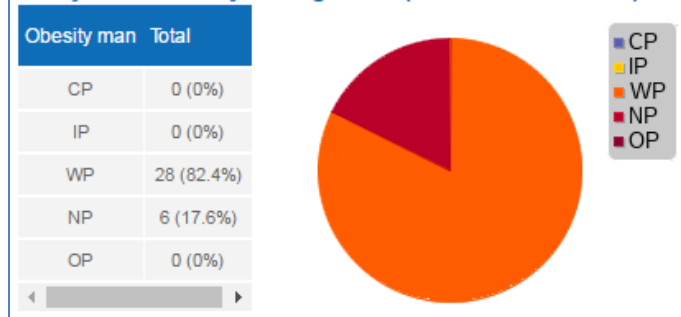




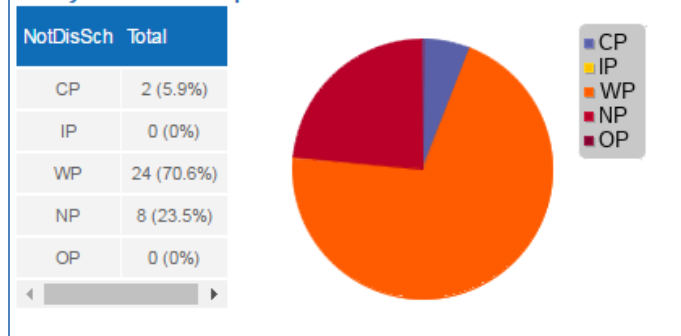
### Analysis of Needle and Syringe Exchange Service



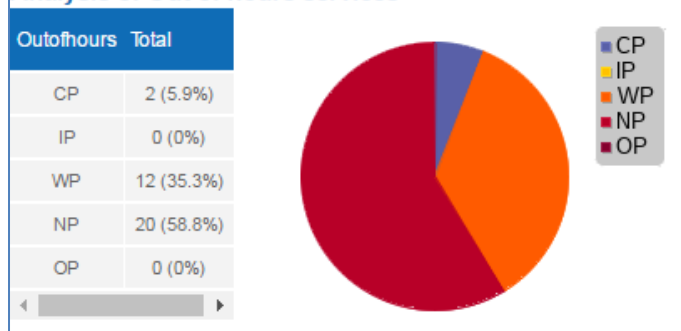
### Analysis of Obesity management (adults and children)



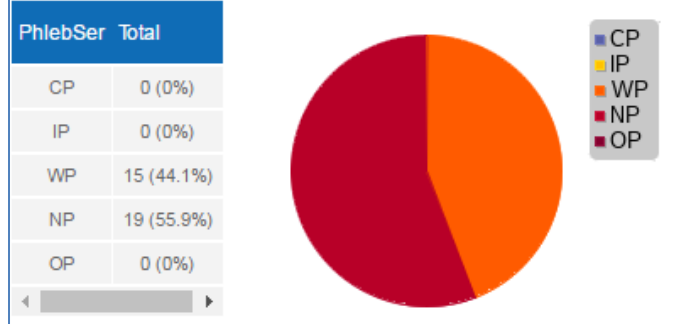
### Analysis of Not Dispensed Scheme



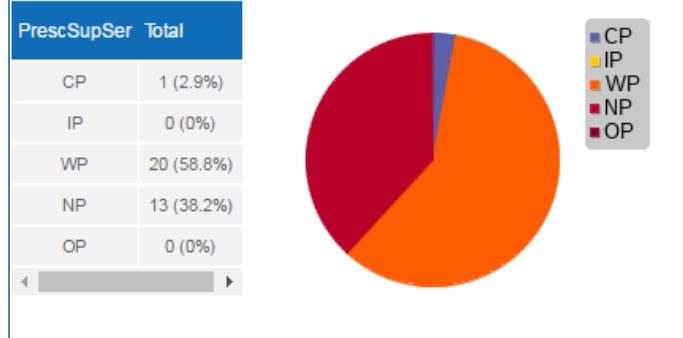
### Analysis of Out of hours services



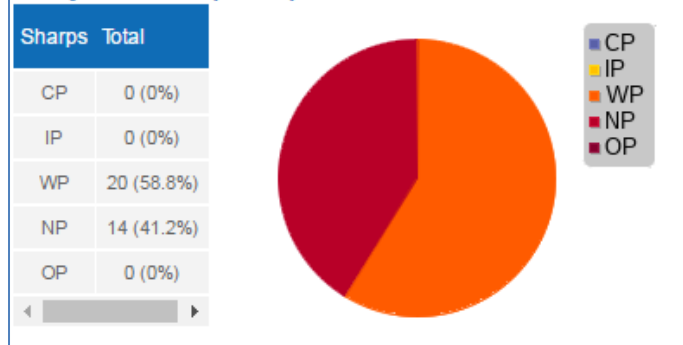
### Analysis of Phlebotomy Service



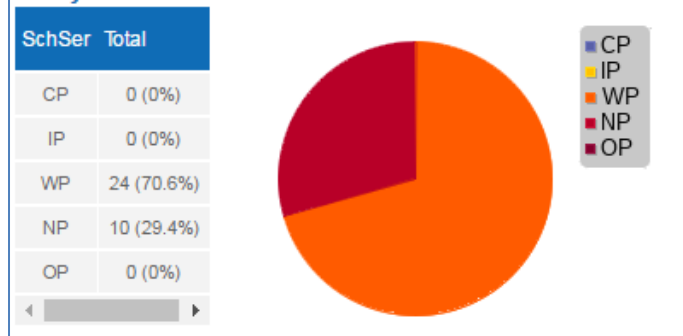
### Analysis of Prescriber Support Service

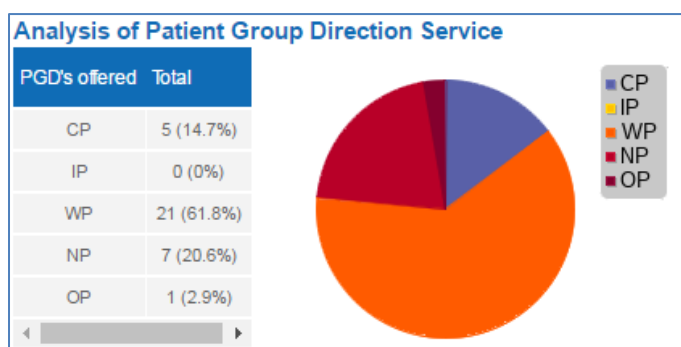


### Analysis of Sharps Disposal Service



### Analysis of Schools Service





### 8.1.2.7 Disease specific medicines management services

	Currently Provide	Intend to provide in next 12 months	Not intending to provide	Offer privately	Willing to provide
Allergies	3	0	2	0	29
Alzheimer's/dementia	1	0	2	0	31
Asthma	3	0	2	0	29
CHD	1	0	3	0	30
COPD	3	0	2	0	29
Depression	1	0	2	0	31
Diabetes type I	3	0	2	0	29
Diabetes type II	3	0	2	0	29
Epilepsy	1	0	2	0	31
Heart Failure	1	0	2	0	31
Hypertension	3	0	2	0	29
Parkinson's disease	1	0	2	0	31

### 8.1.2.8 Screening Services

	Currently Provide	Intend to provide in next 12 months	Not intending to provide	Offer privately	Willing to provide
Alcohol	4	1	4	0	25
Cholesterol	1	0	3	0	30
Diabetes	4	0	3	0	27
Gonorrhoea	0	0	9	0	25
H. pylori	0	0	7	0	27
HbA1C	0	0	7	0	27
Hepatitis	0	0	10	0	24
HIV	0	0	10	0	24



### 8.1.2.9 Vaccinations

	Currently Provide	Intend to provide in next 12 months	Not intending to provide	Offer privately	Willing to provide
Seasonal Influenza	15	6	3	0	10
Childhood vaccinations	0	1	9	0	24
Hepatitis	1	0	12	0	21
HPV	0	0	12	0	22
Travel Vaccines	4	3	9	0	18

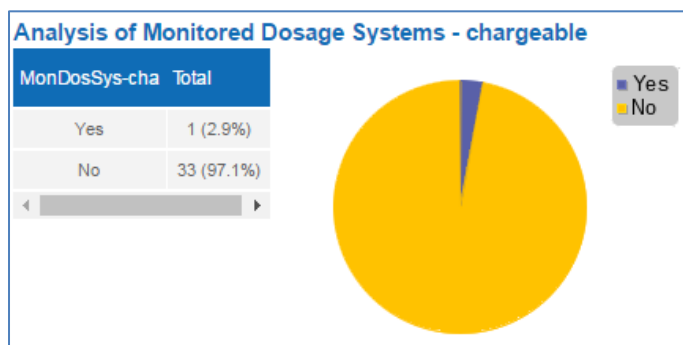
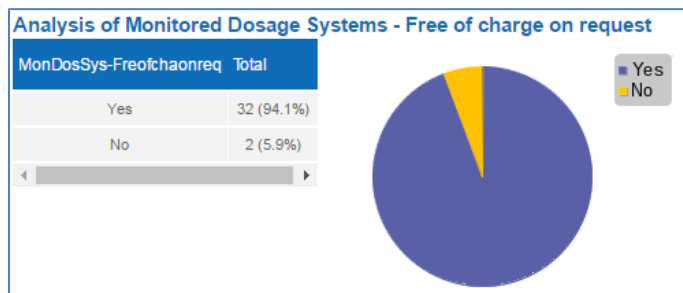
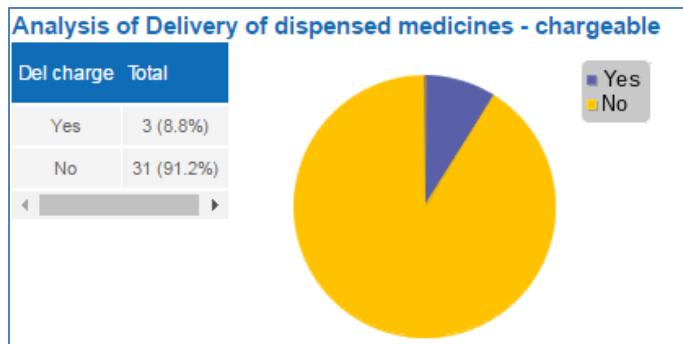
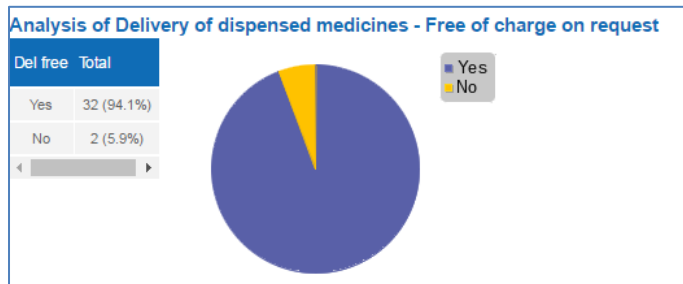
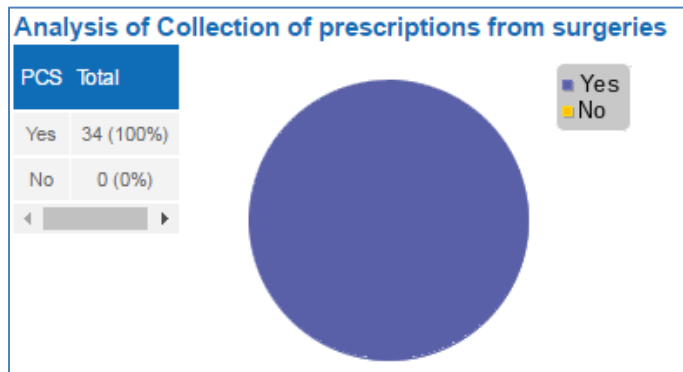
### 8.1.2.10 CCG commissioned services

Locality	Think Pharmacy First	MAR	On demand availability of specialist drugs
East Shields and Whitburn	4	3	0
Hebburn	5	4	0
Jarrow and Boldon	8	5	3
Riverside	11	8	1
West Shields, Cleadon and East Boldon	6	6	0
<b>SOUTH TYNESIDE</b>	<b>34</b>	<b>26</b>	<b>4</b>

### 8.1.2.11 Council commissioned services

Locality	Emergency Contraception	Emergency Hormonal Contraception	NHS Health Checks	Supervised Consumption	Stop Smoking Support	Chlamydia Testing	Alcohol Identification and Brief Advice
East Shields and Whitburn	2	0	3	4	1	0	
Hebburn	1	1	4	2	1	2	
Jarrow and Boldon	6	1	6	6	5	2	
Riverside	7	1	9	9	2	5	
West Shields, Cleadon and East Boldon	3	2	4	4	1	2	
<b>SOUTH TYNESIDE</b>	<b>19</b>	<b>5</b>	<b>26</b>	<b>25</b>	<b>10</b>	<b>11</b>	

8.1.2.12 *Non-commissioned services*



### 8.1.2.13 *Other Comments*

- 4 pharmacies suggested more PGD's as part of the minor ailments scheme to take pressure away from GP surgeries and A&E

## 8.2 Appendix 2: Public Consultation and Analysis of Results

The statutory consultation for South Tyneside PNA 2018 of 60 days was undertaken between 27th November 2017 and 26<sup>th</sup> January 2018.

Public and stakeholder consultation was undertaken by formally inviting the statutory consultees, posting information on the Council's website.

Statutory Consultees:

- Gateshead Health and Wellbeing Board
- Healthwatch South Tyneside
- NHS England
- North Tyneside health and Wellbeing Board
- Northumberland, Tyne and Wear NHS Foundation Trust
- Persons on pharmaceutical lists and dispensing doctors lists
- South Tyneside Local Medical Committee
- South Tyneside Local Pharmaceutical Committee
- South Tyneside NHS Foundation Trust
- Sunderland Health and Wellbeing Board

There were 4 consultation responses received; from the Local Pharmaceutical Committee (LPC), South Tyneside CCG and two from NHS England. No consultation responses were received from members of the public. These comments are summarised below and amendments have been made to the PNA as described. A number of minor issues of accuracy were also identified and addressed during the post-consultation revisions.

Responses received noted general agreement with the findings of the PNA with regards to current provision of community pharmacy services both at present and in the foreseeable future when predicted population and planned housing developments are considered as well as noting that the evidence gathered reflected that people living in South Tyneside are currently satisfied with the services provided by community pharmacies and have little difficulty in accessing these services.

Table 9 South Tyneside PNA consultation summary of responses:

Response received from	Section within PNA	Comment	HWB Response
Gateshead and South Tyneside Local Pharmacy Committee	National context Section 1.4	Agreement with the text regarding PhIF and Murray Review but expressed disappointment that these funding opportunities had not been fully utilised within the South Tyneside area	Noted and additional comment added to end of the section to reflect potential opportunity for community pharmacy services
	Executive summary and section 5.1: Number and Type of Pharmacies	Document states 36 pharmacies whereas there are 35 community pharmacies and one Appliance contractor who can only dispense prescriptions for appliances	PNA clearly describes the type of pharmacies included in the total number. Decision to retain current wording
	Section 5.8.3: Translation requirements	Observed that the wording within draft could open up an unnecessary need and requested rephrased statement	Wording rephrased as agreed with the PNA strategy group
South Tyneside Clinical Commissioning Group	Executive summary and section 5.10 Health Landscape	Clarification regarding current number of GP practices (22 rather than 28 cited in draft PNA)	Confirmation regarding details of GP closures and mergers and amended information in PNA
NHS England	as above	Also noted discrepancy regarding GP practices	As above
	Current pharmaceutical services: Section 6.3.6 NHS Urgent Medicine Supply Advanced Service (NUMSAS)	NUMSAS is only a pilot service, operational until September 2018. There is no certainty that this will become a permanent service thereafter Request to delete section or amend wording	Amended wording to reflect request as NUMSAS pilot currently being delivered across ST and information collected as part of the pharmacy survey for the PNA.
NHS England	Changes to pharmacy hours	Updated information regarding 2 pharmacy changes of hours (DL Carter & Son Ltd and East Boldon Village Pharmacy Ltd)	Updated information in document and Appendix 3. No overall impact on change of data regarding hours provided

### 8.3 Appendix 3: Pharmacies in South Tyneside

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Asda Stores Ltd</b>	Asda Pharmacy	Riverside	Coronation Street, South Shields, Tyne & Wear, NE33 1AZ	0191 275 8030	Mon: 08:00-23:00, Tue: 07:00-23:00, Wed: 07:00-23:00, Thu: 07:00-23:00, Fri: 07:00-23:00, Sat: 07:00-22:00, Sun: 10:00-16:00	Monday: 08:00-23:00 Tuesday: 07:00-23:00 Wednesday: 07:00-23:00 Thursday: 07:00-23:00 Friday: 07:00-23:00 Saturday: 07:00-22:00 Sunday: 10:00-16:00
<b>Asda Stores Ltd</b>	Asda Pharmacy	Jarrow and Boldon	North Road, Boldon Colliery, Tyne & Wear, NE35 9AR	0191 537 4700	Mon: 09:00-12:30; 14:30-17:00, Tue: 09:00-12:30; 14:30-17:00, Wed: 09:00-12:30; 14:30-17:00, Thu: 09:00-12:30; 14:30-17:00, Fri: 09:00-12:30; 14:30-17:00, Sat: 09:00-12:30; 14:30-17:00, Sun: 11:00-13:00; 14:00-16:00	Monday: 08:00-22:00 Tuesday: 08:00-22:00 Wednesday: 08:00-22:00 Thursday: 08:00-22:00 Friday: 08:00-22:00 Saturday: 08:00-22:00 Sunday: 10:00-16:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Ashchem Limited</b>	Ashchem Chemist	Hebburn	Glen Primary Care Centre, Glen Street, Hebburn, NE31 1NU	0191 483 7445	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: Closed Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
<b>Ashchem Limited</b>	Ashchem Chemists	West Shields, Cleadon and East Boldon	96 Boldon Lane, South Shields, Tyne & Wear, NE34 0BY	0191 455 3222	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: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-13:00 Sunday: Closed
<b>Ashchem Limited</b>	Ashchem Chemists	Hebburn	Campbell Park Road, Hebburn, Tyne & Wear, NE31 2SP	0191 483 4371	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: Closed Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>ASPP Limited</b>	Biddick Hall Pharmacy	West Shields, Cleadon and East Boldon	47 Gaskell Avenue, South Shields, Tyne & Wear, NE34 9TQ	0191 536 3060	Mon: 09:00-12:15; 14:00-18:00, Tue: 09:00-12:15; 14:00-18:00, Wed: 09:00-12:15; 14:00-18:00, Thu: 09:00-12:15; 14:00-18:00, Fri: 09:00-12:00; 14:00-18:00, Sat: 09:00-13:00, Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-13:00 Sunday: Closed
<b>Avenue Pharmacy (Sunderland) Limited</b>	Avenue Pharmacy	East Shields and Whitburn	7 North Guards, Whitburn, Tyne & Wear, SR6 7EJ	0191 529 2344	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: Closed	Monday: 09:00-13:00; 14:00-17:30 Tuesday: 09:00-13:00; 14:00-17:30 Wednesday: 09:00-13:00; 14:00-17:30 Thursday: 09:00-13:00; 14:00-17:30 Friday: 09:00-13:00; 14:00-17:30 Saturday: 09:00-13:00 Sunday: Closed



Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>BCA Direct Limited</b>		Riverside	Unit 6 Waverley, Market Dock, Long Row, South Shields, NE33 1LE	0800 854 753	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: Closed, Sun: Closed	Monday: 09:00-17:00 Tuesday: 09:00-17:00 Wednesday: 09:00-17:00 Thursday: 09:00-17:00 Friday: 09:00-17:00 Saturday: Closed Sunday: Closed
<b>Boots UK Limited</b>	Your Local Boots Pharmacy	East Shields and Whitburn	327 Prince Edward Road, South Shields, Tyne & Wear, NE34 7LZ	0191 456 1100	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: Closed	Monday: 09:00-13:00; 14:00-17:30 Tuesday: 09:00-13:00; 14:00-17:30 Wednesday: 09:00-13:00; 14:00-17:30 Thursday: 09:00-13:00; 14:00-17:30 Friday: 09:00-13:00; 14:00- 17:30 Saturday: 09:00-13:00; 14:00-17:00 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Boots UK Limited</b>		Riverside	Unit 1, 49-61 King Street, South Shields, NE33 1DA	0191 456 0616	Mon: 09:00-14:00; 15:00-17:00, Tue: 09:00-14:00; 15:00-17:00, Wed: 09:00-14:00; 15:00-17:00, Thu: 09:00-14:00; 15:00-16:30, Fri: 09:00-14:00; 15:00-16:30, Sat: 09:00-14:00; 15:00-16:00, Sun: Closed	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:30 Sunday: Closed
<b>Boots UK Limited</b>		Hebburn	15 St James Mall, Hebburn, Tyne & Wear, NE31 1LE	0191 483 2332	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: Closed	Monday: 09:00-12:30; 13:30-17:30 Tuesday: 09:00-12:30; 13:30-17:30 Wednesday: 09:00-12:30; 13:30-17:30 Thursday: 09:00-12:30; 13:30-17:30 Friday: 09:00-12:30; 13:30-17:30 Saturday: 09:00-12:30; 13:30-17:30 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Boots UK Limited</b>		Jarrow and Boldon	30 Bede Precinct, Jarrow, Tyne & Wear, NE32 3LN	0191 489 8351	Mon: 09:00-13:00; 14:00-17:00, Tue: 09:00-13:00; 14:00-17:00, Wed: 09:00-13:00; 14:00-17:00, 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: Closed	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:30 Sunday: Closed
<b>Chemcare Limited</b>	Edinburgh Road Pharmacy	Jarrow and Boldon	89 Edinburgh Road, Jarrow, Tyne & Wear, NE32 4BB	0191 489 8053	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: Closed	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-11:30 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>D G Neil Limited</b>	Neil Pharmacy	Jarrow and Boldon	47 Fellgate Avenue, Jarrow, Tyne & Wear, NE32 4LZ	0191 536 4640	Mon: 09:00-13:00; 14:00-17:30, Tue: 09:00-13:00; 14:00-17:30, Wed: 09:00-12:00, 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: Closed	Monday: 09:00 - 17:30 Tuesday: 09:00 - 17:30 Wednesday: 09:00-13:00 Thursday: 09:00 - 17:30 Friday: 09:00 - 17:30 Saturday: 09:00 - 17:00 Sunday: Closed
<b>D G Neil Limited</b>	Neil Pharmacy	Riverside	95 Wenlock Road, South Shields, Tyne & Wear, NE34 9BD	0191 451 6576	Mon: 08:30-13:00; 14:30-18:00, Tue: 08:30-13:00; 14:30-18:00, Wed: 08:30-13:00; 14:30-18:00, Thu: 08:30-13:30, Fri: 08:30-13:00; 14:30-18:00, Sat: 09:00-12:00, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-12:00 Sunday: Closed
<b>D L Carter &amp; Son Ltd</b>		Riverside	114-116 Fowler Street, South Shields, Tyne & Wear, NE33 1PZ	0191 455 2812	Mon: 09:00-13:00; 13:30-17:00, Tue: 09:00-13:00; 13:30-17:00, Wed: 09:00-13:00; 13:30-17:00, Thu: 09:00-13:00; 13:30-17:00, Fri: 09:00-13:00; 13:30-17:00, Sat: 09:00-11:30, Sun: Closed	Mon: 09:00-17:00 Tues: 09:00-17:00 Wed: 09:00-17:00 Thurs: 09:00-17:00 Fri: 09:00-17:00 Sat: 09:00-12:00 Sun: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Elmfield Trading Limited</b>	Horsley Hill Pharmacy	East Shields and Whitburn	60 Horsley Hill Square, South Shields, Tyne and Wear, NE34 6RF	0191 455 2870	Mon: 09:00-13:00; 14:00-17:00, Tue: 09:00-13:00; 14:00-17:00, Wed: 09:00-13:00; 14:00-17:00, Thu: 09:00-13:00; 14:00-17:00, Fri: 09:00-13:00; 14:00-17:00, Sat: Closed, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-13:00 Sunday: Closed
<b>Galen Pharmacy Ltd</b>		Riverside	Stanhope Parade Health Centre, 1 Gordon Street, South Shields, NE33 4JP	0191 455 5099	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: Closed, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
<b>Gorgemead Limited</b>	Cohens Chemist	Jarrow and Boldon	The Medical Centre Pharmacy, Gibson Court, Boldon Colliery, NE35 9AN	0191 536 4789	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: Closed, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Gorgemead Limited</b>	Cohens Chemist	Jarrow and Boldon	41 East View, Boldon Colliery, Tyne & Wear, NE35 9AU	0191 536 7569	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: Closed, Sun: Closed	Monday: 09:00-17:00 Tuesday: 09:00-17:00 Wednesday: 09:00-17:00 Thursday: 09:00-17:00 Friday: 09:00-17:00 Saturday: Closed Sunday: Closed
<b>Hogg Chemists Ltd</b>		Riverside	216-220 Westoe Road, South Shields, Tyne & Wear, NE33 3PW	0191 456 0812	Mon: 09:00-18:00, Tue: 09:00-13:00; 14:00-18:00, Wed: 09:00-13:00; 14:00-17:30, Thu: 09:00-13:00; 14:00-17:30, Fri: 09:00-13:00; 14:00-18:00, Sat: Closed, Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
<b>J Dinning Limited</b>	J Dinning (Jarrow) Ltd	Hebburn	Mayfield Medical Centre, Park Road, Jarrow, South Tyneside, NE32 5SE	0191 489 7257	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: Closed, Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>J M &amp; W Darling Ltd</b>		Riverside	88 Dean Road, South Shields, Tyne & Wear, NE33 4AR	0191 454 3841	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: Closed, Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
<b>J M &amp; W Darling Ltd</b>		West Shields, Cleadon and East Boldon	433 Stanhope Road, South Shields, Tyne & Wear, NE33 4QY	0191 454 2161	Mon: 08:45-18:30, Tue: 08:45-18:30, Wed: 08:45-18:30, Thu: 08:45-18:30, Fri: 08:45-18:30, Sat: Closed, Sun: Closed	Monday: 08:45-18:30 Tuesday: 08:45-18:30 Wednesday: 08:45-18:30 Thursday: 08:45-18:30 Friday: 08:45-18:30 Saturday: Closed Sunday: Closed
<b>J M &amp; W Darling Ltd</b>		Riverside	1 Stanhope Parade, South Shields, Tyne & Wear, NE33 4BB	0191 455 4551	Mon: 09:00-13:15; 14:30-18:00, Tue: 09:00-13:15; 14:30-18:00, Wed: 09:00-13:15; 14:30-18:00, Thu: 09:00-13:15; 14:30-18:00, Fri: 09:00-13:15; 14:30-18:00, Sat: 09:00-10:15, Sun: Closed	Monday: 09:00-13:15; 14:30-18:00 Tuesday: 09:00-13:15; 14:30-18:00 Wednesday: 09:00-13:15; 14:30-18:00 Thursday: 09:00-13:15; 14:30-18:00 Friday: 09:00-13:15; 14:30-18:00 Saturday: 09:00-13:00 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Lloyds Pharmacy Limited</b>	Lloyds Pharmacy	Riverside	The Medical Centre, New George Street, South Shields, NE33 5DU	0191 427 1850	Mon: 08:30-18:00, Tue: 08:30-18:00, Wed: 08:30-18:00, Thu: 08:30-13:00, Fri: 08:30-18:00, Sat: Closed, Sun: Closed	Monday: 08:00-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:00-13:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
<b>Lloyds Pharmacy Limited</b>	Lloyds Pharmacy	Riverside	20-22 New Green Street, South Shields, Tyne & Wear, NE33 5DL	0191 456 2936	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: Closed Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed



Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Lloyds Pharmacy Limited</b>	Lloyds Pharmacy	Hebburn	2 St Johns Precinct, Hebburn, Tyne & Wear, NE31 1LQ	0191 483 2297	Mon: 09:00-12:00; 14:00-18:00, Tue: 09:00-12:00; 14:00-18:00, Wed: 09:00-12:00; 14:00-18:00, Thu: 09:00-12:00; 14:00-18:00, Fri: 09:00-12:00; 14:00-18:00, Sat: 10:00-12:30; 14:30-17:00, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-17:00 Sunday: Closed
<b>M D &amp; A G Burdon Ltd</b>	Boustead Pharmacy	Jarrow and Boldon	187 Albert Road, Jarrow, Tyne & Wear, NE32 5AF	0191 489 7477	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: Closed, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-17:00 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Mr J A Schofield</b>	Flagg Court Pharmacy	Riverside	Flagg Court Health Centre, South Shields, Tyne & Wear, NE33 2LX	0191 456 5412	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: Closed, Sun: Closed	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
<b>Mr R Mackie</b>	East Boldon Village Pharmacy Limited	West Shields, Cleadon and East Boldon	7 Station Terrace, East Boldon, Tyne & Wear, NE36 0LJ	0191 536 7459	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: Closed, Sun: Closed	Mon: 9.00 am to 5.30 pm Tues: 9.00 am to 5.30 pm Wed: 9.00 am to 5.30 pm Thurs: 9.00 am to 5.30 pm Fri: 9.00 am to 5.30 pm Sat: 9.00 am to 12.30 pm Sun: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Mr S E Gill</b>		West Shields, Cleadon and East Boldon	35 Front Street, Cleadon Village, Sunderland, SR6 7PG	0191 554 3297	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: 09:00-12:00, Sun: Closed	Monday: 09:00-13:00; 14:00-17:30 Tuesday: 09:00-13:00; 14:00-17:30 Wednesday: 09:00-13:00; 14:00-17:30 Thursday: 09:00-13:00; 14:00-17:30 Friday: 09:00-13:00; 14:00-17:30 Saturday: 09:00-12:00 Sunday: Closed
<b>Norchem Healthcare Limited</b>	Cleadon Park Pharmacy	East Shields and Whitburn	10 Prince Edward Road, South Shields, Tyne & Wear, NE34 8PS	0191 456 1443	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: Closed, Sun: Closed	Monday: 09:00 - 18:30 Tuesday: 09:00 - 18:30 Wednesday: 09:00 - 18:00 Thursday: 09:00 - 18:00 Friday: 09:00 - 18:00 Saturday: 09:00 - 12:45 Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>S Fleming Limited</b>	Metro Pharmacy	Jarrow and Boldon	79 Ellison Street, Jarrow, South Tyneside, NE32 3JU	0191 483 3005	Mon: 08:30-13:00; 15:30-18:00, Tue: 08:30-13:00; 15:00-18:00, Wed: 08:30-13:00; 15:00-18:00, Thu: 08:30-13:00; 15:00-18:00, Fri: 08:30-13:00; 15:00-18:00, Sat: 09:00-12:00, Sun: Closed	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-12:00 Sunday: Closed
<b>Whiteleas Way Ltd</b>	Whiteleas Pharmacy	West Shields, Cleadon and East Boldon	176 Whiteleas Way, Whiteleas, South Shields, NE34 8HF	0191 536 2830	Mon: 08:45-13:30; 14:00-17:15, Tue: 08:45-13:30; 14:00-17:15, Wed: 08:45-13:30; 14:00-17:15, Thu: 08:45-13:30; 14:00-17:15, Fri: 08:45-13:30; 14:00-17:15, Sat: Closed, Sun: Closed	Monday: 08:45-13:30; 14:00-17:15 Tuesday: 08:45-13:30; 14:00-17:15 Wednesday: 08:45-13:30; 14:00-17:15 Thursday: 08:45-13:30; 14:00-17:15 Friday: 08:45-13:30; 14:00-17:15 Saturday: Closed Sunday: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
<b>Wm Morrison Supermarkets Plc</b>	Morrisons Pharmacy	Jarrow and Boldon	20 Viking Precinct, Jarrow, Tyne & Wear, NE32 3LQ	0191 489 8534	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: Closed, Sun: Closed	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:00 Sunday: 10:00-16:00

## 8.4 Appendix 4: Equality Impact Assessment

Equality Target Group Level of Impact	Positive Impact (it could benefit)		Negative Impact (it could disadvantage)		Reason/Comment
	High	Low	High	Low	
<b>Trans Gender People</b>					Neither negative or positive
<b>Women</b>		✓			Could identify health services for women e.g. EHC
<b>Men</b>		✓			Could make health services more accessible to men including behaviour change
<b>Race / Ethnicity</b>					While the specific health needs of BME groups have not been considered, the growing importance of these communities has been acknowledged and considered in terms of distribution of provision.
<b>Asian/Asian British People</b>					Neither negative or positive
<b>Black/Black British People</b>					Neither negative or positive
<b>Chinese/Other People</b>					Neither negative or positive
<b>People of Mixed Race</b>					Neither negative or positive
<b>White (inc. Irish) People</b>					Neither negative or positive
<b>People with disabilities</b>		✓			Consideration given for access to services by people with disabilities
<b>Lesbians, Gay Men and Bisexuals</b>					Neither negative or positive
<b>Older People (60+)</b>		✓			Health needs and services for older people are considered
<b>Younger People (17–25) and Children</b>		✓			Health needs and services for young people and children considered
<b>Faith or Belief Groups</b>					Neither negative or positive
<b>Socio Economic Group / Income Level</b>		✓			Consideration given to the health needs and access to services for those with low incomes

## 8.5 Appendix 5: Maps of Pharmacy Opening Times and Commissioned Services

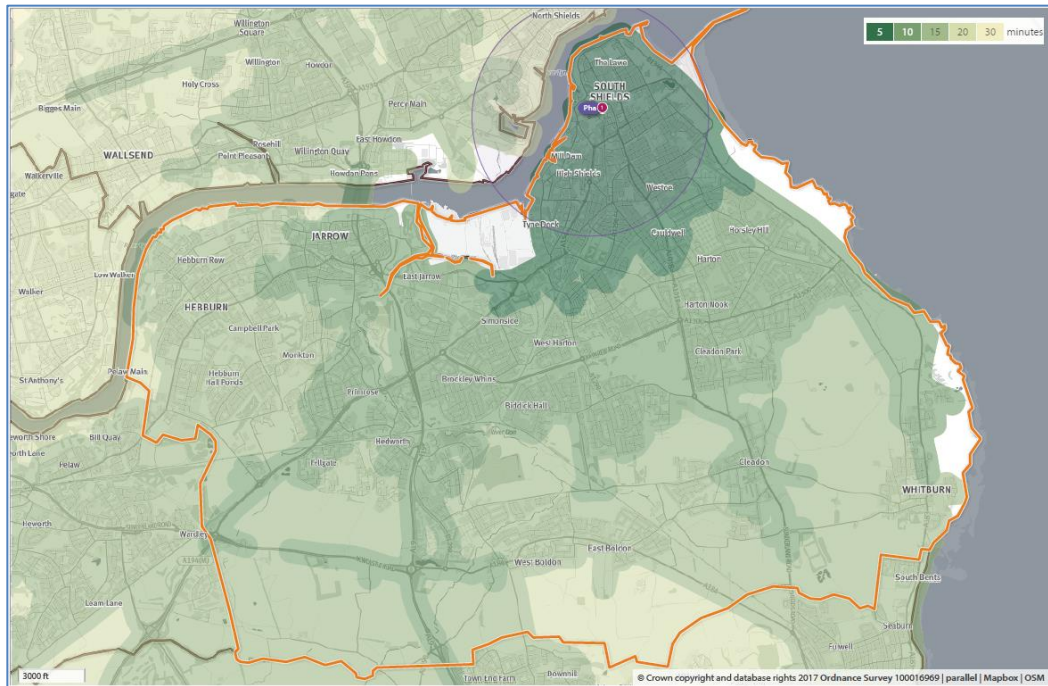


Figure 23: Drive time to 100 hour pharmacy in South Tyneside (Source: SHAPE)

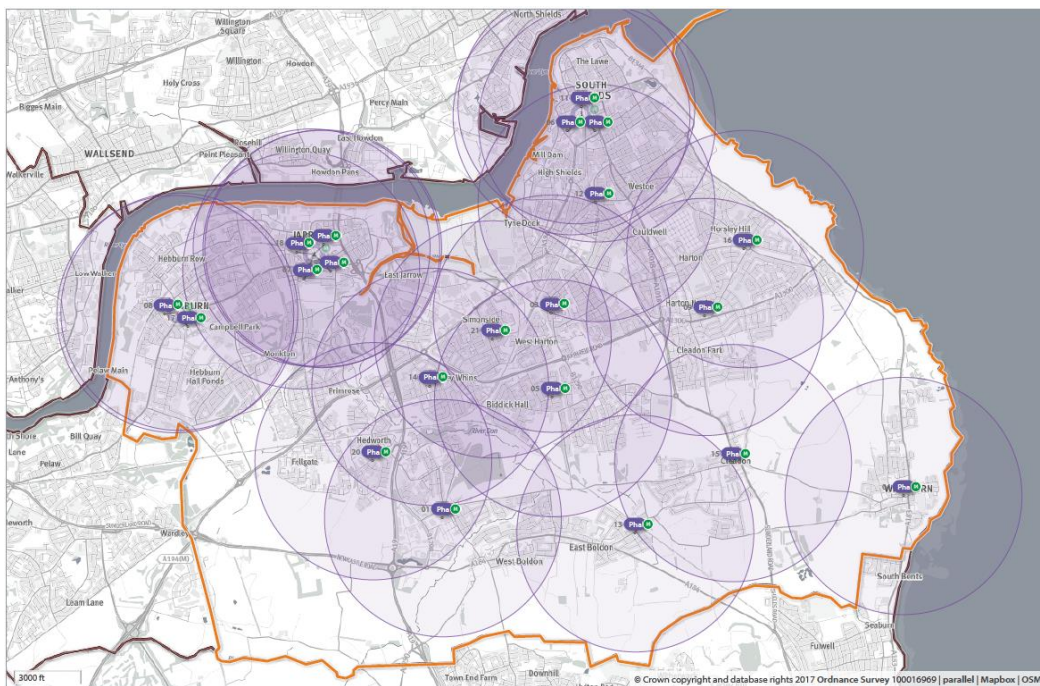


Figure 24: South Tyneside Pharmacies open Saturday mornings and a 1 mile radius (Source: SHAPE)

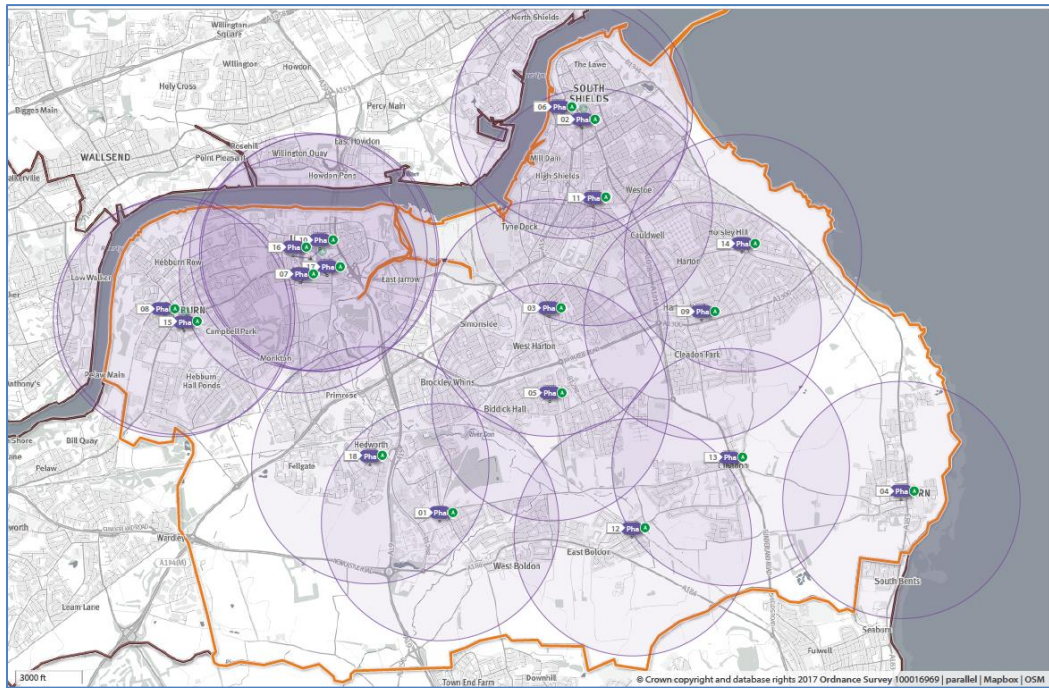


Figure 25: South Tyneside Pharmacies open Sunday's and a 1 mile radius (Source: SHAPE)

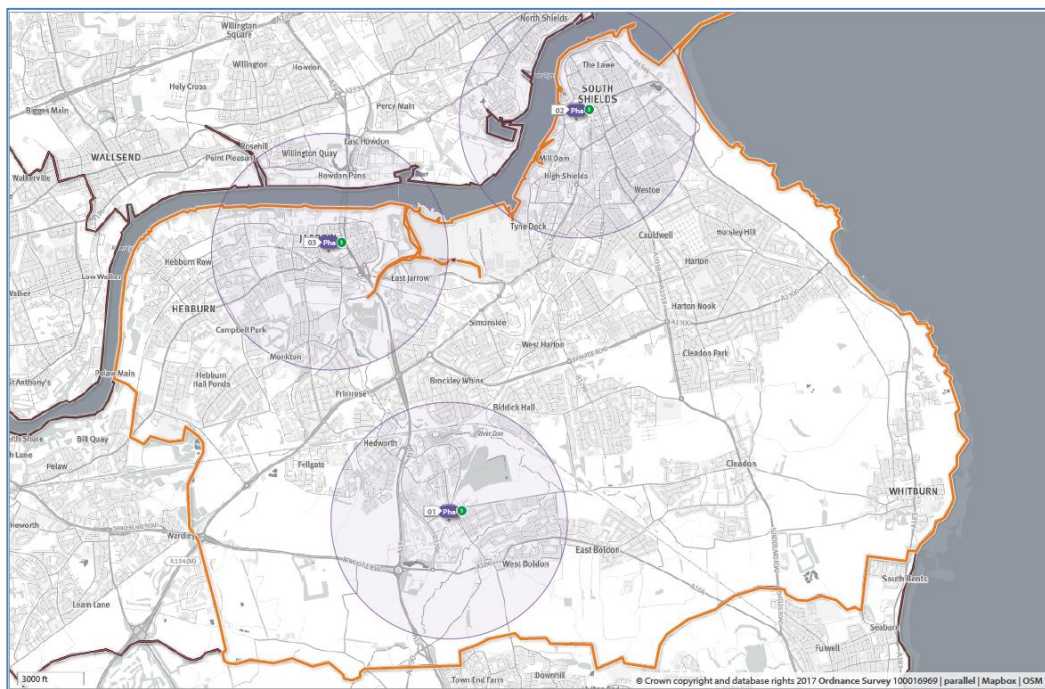


Figure 26: South Tyneside Pharmacies open Saturday afternoons and a 1 mile radius (Source: SHAPE)



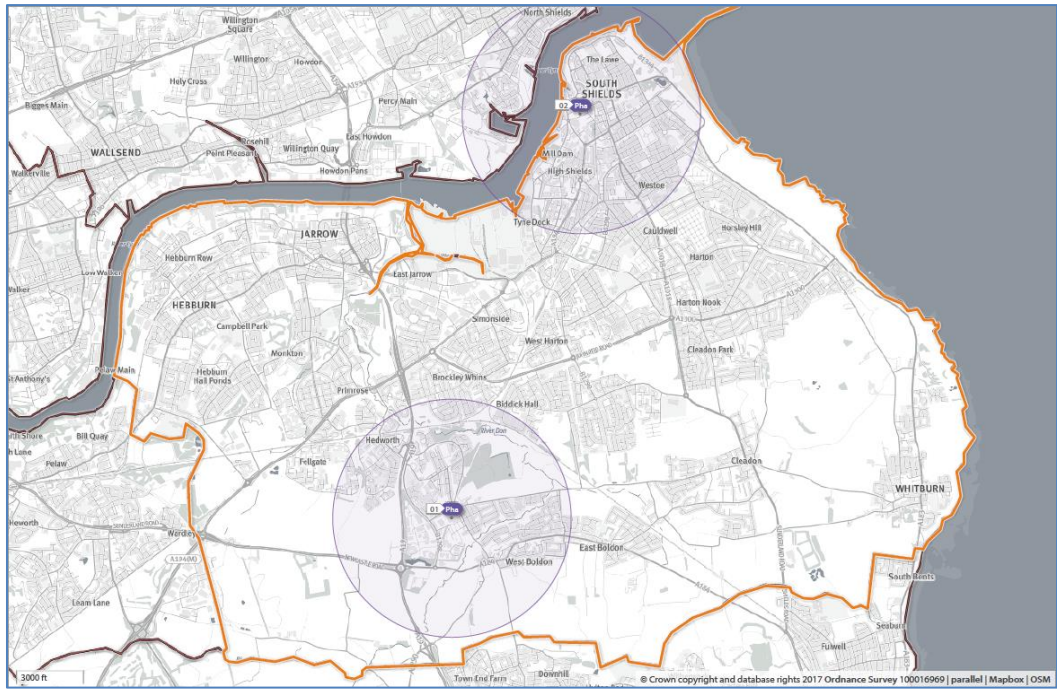


Figure 27: South Tyneside Pharmacies open weekday evenings past 18:30 and a 1 mile radius (Source: SHAPE)

## 8.6 Appendix 6: Supplementary Statements

Supplementary Statements will appear here as required.