

South Tyneside Pharmaceutical Needs Assessment 2022

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South Tyneside Health and Wellbeing Board

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1 Executive Summary

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

South Tyneside Health and Wellbeing Board (HWB) published its current PNA in March 2018 [2]. This was due to be renewed and published by April 2021. However, in May 2021, the Department of Health and Social Care (DHSC) initially determined that the requirement to publish renewed PNAs would be suspended for a year (to April 2022). This was to reduce unnecessary extra pressure on local authorities, Local Pharmaceutical Committees, pharmacy contractors and other stakeholders during the response to the COVID-19 pandemic. Further to this, due to ongoing pressures across all sectors in managing the pandemic response, the requirement to publish renewed PNAs was suspended further until October 2022 [1].

Pharmaceutical needs assessments are used by NHS England in its consideration of applications to join the pharmaceutical list. They are also used by commissioners of community pharmacy enhanced and locally commissioned services to make decisions on how to best meet the needs of the local population [1].

1.1 Pharmaceutical Needs Assessment Process

The South Tyneside Council (STC) Public Health team oversaw the development of the Pharmacy Needs Assessment on behalf of the South Tyneside Health and Wellbeing Board. This included the establishment of a Steering Group and drawing data from several sources. This included a survey of members of the public to understand how they access and use pharmacies. All South Tyneside pharmacies were sent a questionnaire via PharmOutcomes [3] to understand which services they provide and which they would be interested in providing.

Additional data was also sought from NHS England and NHS Improvement, South Tyneside Clinical Commissioning Group, South Tyneside Council, Gateshead and South Tyneside Local Pharmaceutical Committee (LPC), and South Tyneside and Sunderland NHS Foundation Trust. 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 8th July and 6th September 2022 to seek the views of the public and other stakeholders on whether they agree with the contents of this assessment. All comments have been incorporated into the final PNA following the consideration of the Steering Group.

1.2 Identified Health Needs

The South Tyneside Pharmacy Needs Assessment links to the health needs identified in the Joint Strategic Needs and Assets Assessment (JSNAA).

South Tyneside is a metropolitan borough in North East England that is bordered by North Tyneside to the north (across the River Tyne), the North Sea to the East, Gateshead to the West and Sunderland to the South [4]. In 2020, South Tyneside had an estimated population size of 151,133, which was predicted to increase to 159,681 by 2043 [5] [6]. South Tyneside is one of the 20% most deprived LAs in England and includes four of the 'left behind' neighbourhoods identified in a recent report researched by the Northern Health Science Alliance and Oxford Consultants for Social Inclusion [7]. Many health indicators are worse locally than the national averages. This includes life expectancy for men and women, premature mortality from cancer, hospital admissions for self-harm and alcohol-related harm, excess weight in adults, and smoking prevalence. However, rates of sexually transmitted infections and people killed and seriously injured on roads are better than the England averages [8].

1.3 Current and future provision

There are 33 community pharmacies in South Tyneside and one dispensing appliance contractor. This is two less than in 2018. These two pharmacies were providers of standard contracted pharmacy services. 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 was generally considered good compared to national and regional averages. If any further gaps are identified between now and the next PNA in 2025, then South Tyneside Health and Wellbeing Board will issue a supplementary statement and attach it to this document.

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 three years.

2 Introduction

2.1 What is the Pharmaceutical Needs Assessment?

The Pharmaceutical Needs Assessment (PNA) describes the health needs of the population, current pharmaceutical services provision, and any gaps in that provision [1]. It identifies potential new services to both meet health needs and help achieve the objectives in the South Tyneside Health and Wellbeing Strategy [9]. It takes account of the South Tyneside Joint Strategic Needs and Assets Assessment (JSNAA) [10] and is a strategic commissioning document. NHS England uses the assessment in its determination as to whether to approve applications to join the pharmaceutical list under the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013* [1].

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, Clinical Commissioning Groups (CCGs) [replaced by Integrated Care Boards (ICB) on 1st July 2022] or other private organisations
- 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 and Wellbeing Strategy; and
- facilitate opportunities for pharmacies to make a significant contribution to the health of the population of South Tyneside [1].

The previous PNA published by South Tyneside Health and Wellbeing Board in April 2018 concluded that access to essential pharmaceutical services within South Tyneside was adequate for the needs of the population [2].

Recommendations in the 2018 PNA were:

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 [2].

This latest review of the PNA considers these two recommendations and reports on the current pharmacy services being delivered to the population of South Tyneside.

This document is available on the council's website here:

<https://www.southtyneside.gov.uk/article/8607/Pharmaceutical-Needs-Assessments>

The Health Act 2009 introduced a legal requirement for all Primary Care Trusts (PCTs) to publish a PNA by 1 February 2011 [11]. The Health and Social Care Act 2012 subsequently transferred the responsibility for developing and updating the PNA to Health and Wellbeing Boards [12]. A PNA

should be updated every three 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].

South Tyneside Health and Wellbeing Board (HWB) published its current PNA in March 2018 [2]. This was due to be renewed and published by April 2021. However, in May 2021, the Department of Health and Social Care (DHSC) initially determined that the requirement to publish renewed PNAs would be suspended for a year (to April 2022). This was to reduce unnecessary extra pressure on local authorities, Local Pharmaceutical Committees, pharmacy contractors and other stakeholders during the response to the COVID-19 pandemic. Due to ongoing pressures across all sectors in managing the pandemic response, the requirement to publish renewed PNAs was suspended further until October 2022 [1].

South Tyneside Health and Wellbeing Board has therefore produced an updated PNA for publication on 1st October 2022.

2.2 Pharmacy services

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 [13].

There are five types of routine market entry applications that can be made to be included on the NHS England Pharmaceutical List [14]. 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
- to fulfil an unforeseen benefit, where the applicant provides evidence of a need that was not foreseen when the pharmaceutical needs assessment was published

There are three classifications of services provided by pharmacies in relation to the PNA [14]. 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/ ICB’s and Local Authorities

2.3 National context

There are more than 11,600 community pharmacies in England providing accessible healthcare alongside the dispensing of medicines [15]. For a typical pharmacy, NHS income accounts for 85-95% of their total turnover [16].

Community pharmacies in England provide a range of services including [15]:

- dispensing and repeat dispensing
- support for self-care
- signposting patients to other healthcare professionals
- participation in set public health campaigns (to promote healthy lifestyles)
- disposal of unwanted medicines

Key findings of General Pharmaceutical Services in England 2015/16 - 2020/21 [17] indicated that:

- there were 11,600 active community pharmacies and 112 active appliance contractors in England during 2020/21. In total, 236 new pharmacies opened during 2020/21, while 451 closed. This was the lowest number of active contractors since 2015/16
- in 2020/21, 1.03 billion prescription items were dispensed by community pharmacies and appliance contractors in England. This was a 1.79% decrease from the number of items dispensed in 2019/20 but still a 2.35% increase in items dispensed since 2015/16
- in 2020/21, 964 million prescription items were dispensed via the Electronic Prescription Service (EPS), 93.9% of all items dispensed in the year by community pharmacies and appliance contractors. This was an increase of 58.6 percentage points from 2015/16
- the cost of drugs and appliances reimbursed to community pharmacies and appliance contractors totalled £8.97 billion in 2020/21. This was an increase of 3.72% from £8.65 billion in 2019/20 and a six year high despite the reduction in dispensed items in 2020/21
- in 2020/21, 2.77 million seasonal influenza vaccines were administered by community pharmacies. This was a 60.9% increase from the 1.72 million vaccines administered in 2019/2020 and a 365% increase on the 595 thousand vaccines administered in 2015/16

Over 90% of community pharmacies now have a private consultation room from which they can offer advice to patients and a range of nationally commissioned services such as vaccine administrations and private, personal discussions regarding medicines. Many pharmacies are also commissioned to offer public health services by Local Authorities and the NHS [18].

2.3.1 Community Pharmacy Contractual Framework 2019-2024

The Department of Health and Social Care (DHSC), NHS England and NHS Improvement (NHSE&I), and the Pharmaceutical Services Negotiating Committee (PSNC) have agreed a five-year plan, the Community Pharmacy Contractual Framework (CPCF), which describes a vision for how community pharmacy will support delivery of the NHS Long Term Plan [19].

In August 2021, the Framework described how community pharmacy services would be more integrated in the NHS, provide more clinical services, be the first port of call for healthy living support as well as minor illnesses and to support managing demand in general practice and urgent care settings [20].

The Pharmacy Quality Scheme (PQS) replaced the Quality Payments Scheme with the gateway and quality criteria changed on an annual basis, with some becoming CPCF Terms of Service requirements during 2020/21. For the 2021/22 scheme, there was a focus on priorities supporting recovery from COVID-19 which officially began on 1st September 2021 [21].

By 2023/24, as outlined in the CPCF, the NHS and PSNC's vision that community pharmacies in England will [19]:

- be the preferred NHS location for treating minor health conditions
- take pressure off urgent care, out of hours services and GPs, reducing waiting times and offering convenient care for patients, closer to their homes
- become healthy living centres, helping local people and communities to stay healthy, identifying those at risk of disease and reducing health inequalities
- provide diagnostic testing on-site related to minor illness
- support key NHS targets such as tackling antimicrobial resistance
- continue to ensure patients can safely and conveniently access the medicines they need as well as doing more to improve patient and medicines safety.

2.3.2 Pharmacy Integration Fund

As described in the previous PNA, the Pharmacy Integration Fund (PhIF) was established in 2016 to accelerate the integration of:

- pharmacy professionals across health and care systems to deliver medicines optimisation for patients as part of an integrated system
- clinical pharmacy services into primary care networks building on the NHS Five Year Forward View and NHS Long Term Plan

The Community Pharmacy Contractual Framework (CPCF) agreement for 2019 – 2024 sets out the ambition for developing new clinical services for community pharmacy as part of the five-year commitment. The pharmacy integration programme will pilot and evaluate these services with the intention of incorporating them into the national framework depending on pilot evaluations [22].

2.3.3 Point of care testing

As part of the Community Pharmacy Contractual Framework agreement of 2019, NHS England and NHS Improvement committed to explore point-of-care testing (POCT) by community pharmacists to help in the drive to conserve the use of antibiotics. The impact of the COVID-19 pandemic and emergence of new POCT technologies that are more robust and less prone to error have now broadened the scope for the deployment of POCT in community pharmacies. This can help to improve the quality and efficiency of the delivery of diagnostic services closer to home and support the recovery of primary care [23]. This drive also reflects the NHS Long Term Plan focus on

prevention of ill-health, making the best use of the clinical skills of pharmacists and providing more clinical services in convenient and accessible locations in the community [24].

Examples of NHS-commissioned POCT services that can now be delivered in community pharmacies include:

- Non-invasive blood pressure monitoring as part of the hypertension case finding and blood pressure checks
- Urinalysis for possible urinary tract infections
- Chlamydia screening for the under 25s
- Carbon monoxide monitoring as part of smoking cessation services
- COVID-19 rapid antigen testing
- Blood glucose measurements as part of diabetes prevention services
- Oxygen saturation using oximeters to assess people presenting with breathing difficulties
- Peak flow measurements for patients with asthma [23]

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.

2.4 South Tyneside context

The South Tyneside Health and Wellbeing Board brings together key leaders from across the health and care system to work together to improve the health and wellbeing of local population. The Health and Wellbeing Board oversees the South Tyneside Joint Strategic Needs and Assets Assessment (JSNAA) which informs their commissioning decisions aimed at improving health, social care, and public health for the whole community. The Pharmaceutical Needs Assessment (PNA) forms an integral part of the JSNAA, which informs South Tyneside's Joint Health and Wellbeing Strategy [25].

The South Tyneside's Health and Wellbeing Strategy [26] is currently being refreshed and will be published later in 2022. However, the Health and Wellbeing Board have agreed the following set of strategic outcomes:

- Giving every Child and Young Person the Best Start
- Good mental health and social networks throughout life
- Financial security to lead healthy, fulfilling lives
- Safe and healthy places to live, learn, and work

With two further cross-cutting themes which will underpin work across all Strategy outcomes:

- Fair delivery of services
- Public involvement and community engagement

The ambition of our Health and Wellbeing Board, in developing the Strategy, was to ensure that it was community-informed and reflective of what truly matters to local people. Recognising that the burden of ill health is not evenly distributed across our population, the Board commissioned a Community Insights research project to solicit the views from a range of marginalised, disadvantaged, or otherwise under-represented populations across the borough as to what could be done to make South Tyneside a healthier and happier place [27]. The insights collected through this project were then used to directly inform the Strategy outcomes and accompanying action planning.

3 Pharmaceutical Needs Assessment Process

3.1 Pharmaceutical Needs Assessment development group

The requirements of a pharmaceutical needs assessment are set out in the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013* [13]. The process of producing the PNA followed guidance set out in the *Pharmaceutical Needs Assessment, Information Pack for Local Authority Health and Wellbeing Boards*, published by the Department of Health in 2013 [28].

The South Tyneside Council public health team oversaw the development of the pharmaceutical needs assessment on behalf of the South Tyneside Health and Wellbeing Board. A collaborative Steering Group was established in April 2021. 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 and Sunderland NHS Foundation Trust, Gateshead and 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.

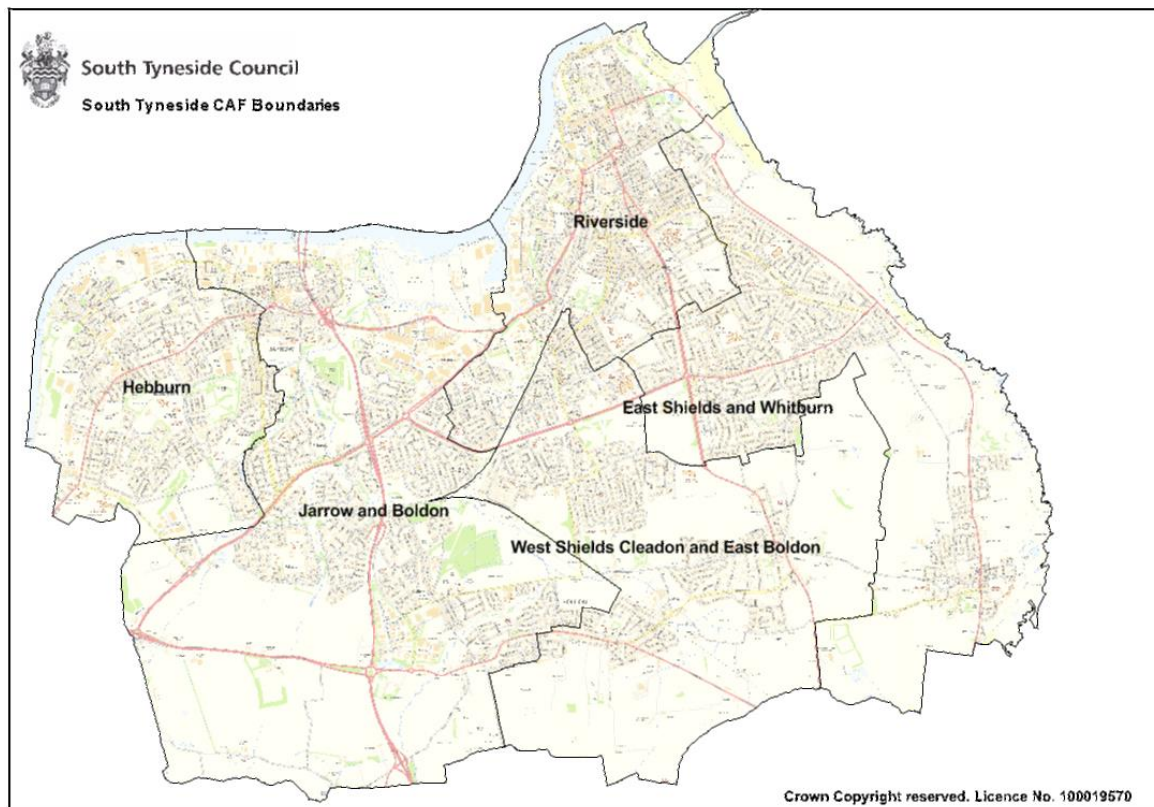
3.2 Determination of localities

Regulation 9 (1)(c) of the *NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013* states that, in making its assessment of needs, the Health and Wellbeing Board should have regard to the different needs of different localities within its area [13].

In accordance with this regulation, the Steering Group considered how to assess these different needs and agreed to use the five locality areas used in the previous PNA. These are as follows:

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

Figure 1 Map of the five localities used for the Pharmacy Needs Assessment



3.3 Determination of health needs

This Pharmaceutical Needs Assessment is directly aligned to the South Tyneside Joint Strategic Needs and Assets Assessment, a collection of topic specific needs assessments, overseen by the Health and Wellbeing Board. A summary of health needs is presented in 4 Health needs of this document.

3.4 Current provision

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 with 33 of the 34 pharmacy contractors responding, representing a 97% response rate (see 3.6.1 and 10.1.2 for further information).

3.5 Future provision

The Pharmaceutical Needs Assessment seeks 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) [13], had regard to:

- the demography of South Tyneside
- whether there is sufficient choice to obtaining pharmaceutical services within South Tyneside
- the different needs of the localities within South Tyneside
- the pharmaceutical services provided in any neighbouring Health and Wellbeing Board areas (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 considered [29].

3.6 Consultation process

3.6.1 Pharmacy survey

All pharmacies operating in South Tyneside were invited in August to December 2021 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 Service Users and Community Pharmacy Providers.

3.6.2 Service user survey

During July to November 2021, a survey was made available to gather the views of the public on pharmacy services. Pharmacies were asked to make printed copies available for patients and a Survey Monkey link, hosted on the Council's Website, was circulated to the pharmacies and steering group organisations. Posters were also provided to advertise the survey highlighting the availability of the paper copies and the weblink, including a QR, to the online version.

Eighty responses were received and have been summarised in Appendix 1: Survey to Service Users and Community Pharmacy Providers.

3.6.3 Formal consultation

The formal 60-day consultation on this draft of the PNA took place from 8th July to 6th September 2022. The 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 organisations of the South Tyneside Health and Wellbeing Board including:
 - South Tyneside Clinical Commissioning Group
 - South Tyneside Council

- South Tyneside and Sunderland NHS Foundation Trust
- Healthwatch South Tyneside
- Northumberland Tyne and Wear NHS Foundation Trust
- the Local Pharmaceutical Committee
- the Local Medical Committee
- all organisations currently on the pharmaceutical list
- NHS England
- Neighbouring 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
- North East and North Cumbria Integrated Care Board
- South Tyneside Primary Care Networks

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

Five responses were received to the formal consultation process. The draft report and its findings were mostly well received, and feedback was positive.

Some minor issues of accuracy were also identified and addressed during the post-consultation revisions. This included the inclusion of updated information regarding pharmacy services from NHSE&I. These changes are described in Appendix 2: Public Consultation and Analysis of Results.

4 Health needs

4.1 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 services, building on the recommendations in the Health and Wellbeing Strategy. The JSNAA can be accessed at: <https://www.southtyneside.gov.uk/jsnaa>.

Joint Strategic Needs and Asset Assessment (JSNAA) is a statutory requirement of Clinical Commissioning Groups and Local Authorities through Health and Wellbeing Boards. The purpose of JSNAAs is to identify current and future health and wellbeing needs and inform the basis of commissioning plans across all local health, social care, public health, and children's services [30] [12].

The South Tyneside JSNAA includes topic specific health needs assessments (HNA). A HNA is a systematic method of identifying a population's unmet health and healthcare needs and making changes to meet those unmet needs. Each considers any health inequalities, that is the systematic, unfair, and avoidable differences in health which occur between different population groups due to social, geographical, or other factors [31]. Reducing health inequalities has been a priority in South Tyneside since our first Health and Wellbeing Strategy was launched 10 years ago and remains as important to us today as it was then [9].

4.2 Population profile and demography

The resident population of South Tyneside has fallen from 154,402 in 1998 to 151,133 in 2020. In the next 20 years the population is estimated to increase to 153,796 (+2,402) people by 2025. In 2020, 20.1% (30,814) of the South Tyneside population were aged 65 years old and over. For the North East this was 20.1% and 18.5% for England [5]. The proportion of older people is estimated to increase over time. By 2024, 22.0% (33,850) of the South Tyneside population is likely to be aged 65 years old and over, 21.8% in the North East and 19.7% for England [6].

The prevalence of long-term conditions increases with age, as such older people use health and social care services more than other ages [32]. This has important implications for the planning of health and care services, both in terms of service capacity and workforce planning.

4.2.1 Ethnicity

Health outcomes and experience of healthcare varies between different ethnic minority groups in England. For example, people from Gypsy or Irish Traveller, Bangladeshi and Pakistani populations have the poorest health outcomes across a range of indicators and rates of infant and maternal mortality, cardiovascular disease (CVD) and diabetes are higher among Black and South Asian groups [33]. In 2022, 81.4% of GP registered South Tyneside patients had their ethnic category recorded. Of all registered, 86.0% were British, 3.5% other White background, 1.2% Indian, 1.1% Bangladeshi, 4.1% unknown, the rest were other ethnic categories [34].

Pharmaceutical services need to reflect the specific needs of the ethnic minority 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.

4.2.2 Life expectancy

In South Tyneside, life expectancy at birth has recently declined for both men and women. In 2018-20, the average life expectancy for men was 76.4 years old, compared to 77.7 years in 2015-17. In 2018-20, the average life expectancy for women was 81.2 years old, compared to 81.8 years in 2017-19. The borough continues to fall behind the England average with an average life expectancy of 79.4 years for men and 83.1 years for women [8].

During 2020 to 2021, mortality due to cancer (27.3% in men, 28.6% in women), circulatory diseases (17.4% in men, 10.7% in women), and respiratory diseases (12.4% in men, 6.4% in women) contributed to the life expectancy gap between South Tyneside and England [35]. Smoking is a key risk factor contributing to 33.1% of cancer, 15.9% of cardiovascular diseases and 52.9% of chronic respiratory disease deaths in South Tyneside in 2019 [36].

Health inequalities within South Tyneside result in significant variations in mortality and life expectancy at birth between wards. In 2018-20, the slope index of inequality for life expectancy at birth was 10.7 years for males and 7.3 years for females [8].

4.2.3 Deprivation

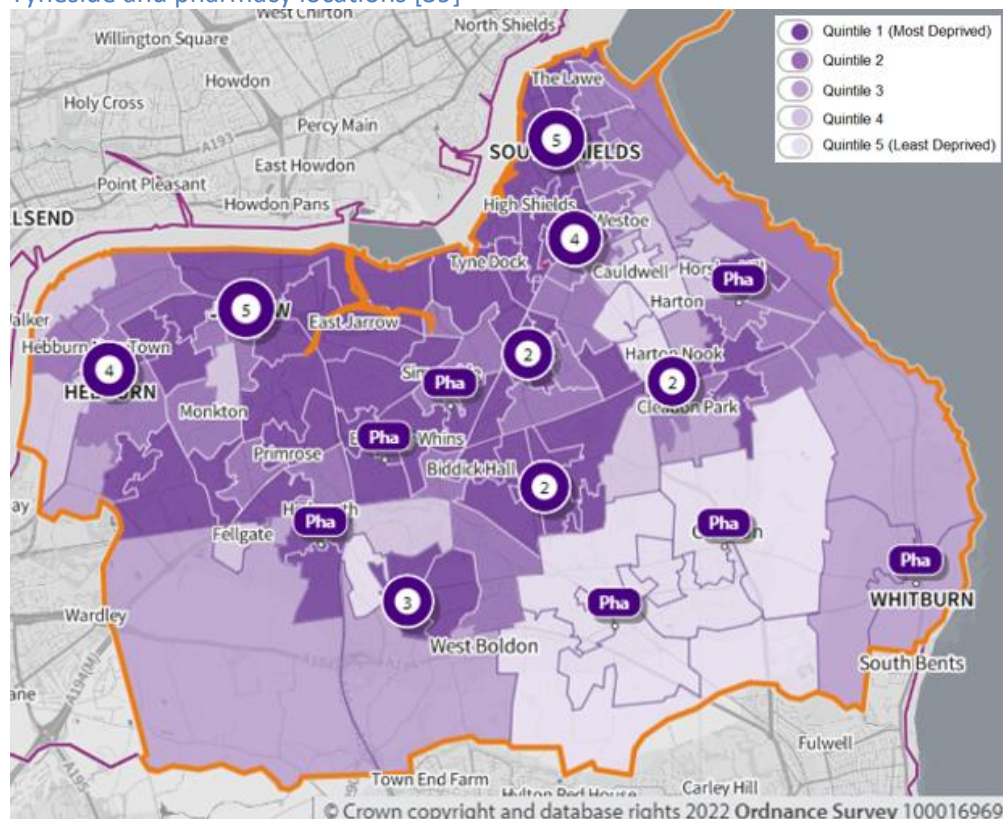
There is a substantial amount of evidence which shows that people living in the most deprived areas have worse health and health indicators than those in the most affluent areas. People in deprived areas are likely to have a higher exposure to negative influences on health, and to lack resources to avoid their effects [37].

The Index of Multiple Deprivation (IMD) 2019 measures socioeconomic disadvantage across seven domains. In 2019 South Tyneside had the following rankings (higher rankings indicate more deprivation and are out of 317 authorities):

- Income: 13th
- Employment: 3rd
- Education: 75th
- Health: 15th
- Crime: 69th
- Barriers to Housing and Services: 266th
- Living environment: 315th [38]

The Index of Multiple Deprivation aggregated indicator is commonly visualised into quintiles ([Figure 2](#)). Deprivation in South Tyneside is significantly higher than England on average, though there are pockets of relative affluence.

Figure 2 Distribution of Index of Multiple Deprivation by Lower Super Output Areas in South Tyneside and pharmacy locations [39]



4.3 Smoking

How pharmacies can support:

- Smoking Cessation
- Nicotine Replacement Therapy
- Active Intervention Smoking Cessation
- Smoking Cessation Advanced Service
- Supporting annual public health campaigns
- Promotion of Healthy Lifestyle

The proportion of adults that smoke in South Tyneside fell between 2010 and 2019 from 24.5% to 16.3%, whilst in routine and manual group smoking prevalence has fallen from 28.4% in 2011 to 23.2% in 2019 [8]. Smoking remains a key risk factor for lung cancer and deaths rates due to this disease are over 80% higher in South Tyneside than England in 2020 [40]. Supporting people to give up smoking will make a significant contribution to reducing health inequalities between South Tyneside and England.

In 2019, rates of smoking are highest among young adults aged 25-29 years, males, people from socially and economically disadvantaged communities and people in routine and manual occupational groups [8].

Almost 1 in 10 smokers in South Tyneside now access NHS Stop Smoking Services each year. In 2019/20, 44% of people setting a quit date successfully quit at four weeks. The coronavirus pandemic impacted engagement with services. In 2020/21 there was 27% decline in quit attempts compared to the previous year, the quit rate increased to 52.6% however over 90% of quits were self-reported rather than carbon monoxide (CO)-verified.

4.4 Alcohol

How pharmacies can support:

- Healthy Lifestyle advice
- Brief intervention
- Signposting to services

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. Alcohol misuse contributes (wholly or partially) to 200 health conditions due either to acute alcohol intoxication or to the toxic effect of alcohol misuse over time [41].

In 2015-18, 21.2% of South Tyneside population aged 18+ reported to drink more than 6 units of alcohol (women) or more than 8 units of alcohol (men) on their heaviest drinking day in the last week in the Health Survey for England, compared to 15.4% for the England population. In 2020/21, there were 1,108 admissions for alcohol related harm (narrow definition), the directly age standardised rate of 735 per 100,000. This was statistically significantly above the England average of 456 per 100,000. Between 2018/19 and 2020/21 there were 70 under 18-year-olds admissions to hospital for alcohol specific conditions [42].

4.5 Substance Misuse

How pharmacies can support:

- Needle Exchange
- Supervised Administration of opiate substitutes
- Hepatitis C testing
- Signposting

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 [43].

In 2020/21, there was an estimated 325 opiate and/or crack cocaine users in South Tyneside were not in treatment, 42.4% of all opiates and/or crack cocaine users. In 2020, 13 adult opiate users (3.3%) and 55 non-opiate users (27.5%) completed successfully drug treatment [8]. 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 [43].

4.6 Obesity

How pharmacies can support:

- Healthy Lifestyle Advice - offering information, advice, and support
- NHS Health Checks
- NHS Weight Management Programme referral
- Hypertension case finding service
- Supporting annual public health campaigns

In 2020/21, 65.9% of South Tyneside adults were classed as overweight or obese; this was higher than the England prevalence of 63.5% [8]. The latest data from the National Childhood Measurement Programme for the school year 2020/21 shows that in South Tyneside:

- 30.6% of reception class children were recorded as overweight or obese, compared to 27.7% for England
- 50.5% of year 6 children were recorded as overweight or obese, compared to 40.9% for England [44] [45]

The underlying causes of the increased prevalence obesity include the consumption and availability of food high in sugar and fat, larger portions, increases physical inactivity due to reduction in manual labour and transport systems which favour greater car usage. Obesity is one of the leading causes of death and disability globally and is associated with a range of health problems including Type 2 Diabetes, cardiovascular disease, and cancer [46].

4.7 Sexual health

How pharmacies can support:

- Condom distribution scheme
- Emergency hormonal contraception
- Pregnancy testing
- Referral on for further contraception services
- Dual screening service

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 including sexually transmitted infections, unplanned pregnancies and abortion, cervical cancer, and infertility [47].

Sexually transmitted infections can affect anyone but are more common among heterosexuals aged 15 to 24 years, black and minority ethnic (BME) populations, men who have sex with men (MSM) and people residing in the most deprived areas in England [48].

In 2020, South Tyneside had significantly better diagnostic rates per 100,000 population compared to England for syphilis (4.0 vs. 12.2), gonorrhoea (57 vs. 101), chlamydia in those aged 25 years old and over (88 vs. 171). In contrast, South Tyneside had worse diagnostic rates per 100,000 population compared to England for chlamydia detection in those aged 15-24 years old (1,218 vs. 1,408) and genital herpes (49.6 vs. 36.3) [49].

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 [47].

4.7.1 Teenage Pregnancy

The latest full year data available for 2020 shows that there were 38 conceptions to girls aged under 18 years in South Tyneside, giving a rate of 16.3 per 1,000 girls aged 15-17. This is lower than the North East rate of 18.6 per 1,000 girls aged 15-17 and lower than the England rate of 13.0 per 1,000 girls aged 15-17 averages. There is a significant correlation between teenage pregnancy and deprivation [8].

Between 1998 and 2020, South Tyneside's under-18 conception rate reduced from 64.9 per 1,000 to 16.3 per 1,000, a decrease of almost 75%. The rate for the North East decreased by 67% and England decreased by 72% [8].

4.8 Long Term Conditions

How pharmacies can help:

- Hypertension case finding
- Medicines Optimisation
- New medicine service
- Discharge medicine service
- Lifestyle advice and support including low carbohydrate diet and exercise
- Healthy living advice
- Advice on pain management
- On demand availability of specialist drugs service
- Blood cholesterol check
- Blood glucose check

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. People from lower socio-economic groups have increased risk of developing a long-term condition; better management can help to reduce health inequalities.

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 and 70% of all inpatient bed days. In total around 70% of the total health and care spend in England [50].

4.8.1 Cardiovascular disease

Cardiovascular disease (CVD) is a term which describes a range of conditions that affect the heart, blood vessels, or both. It is caused by blood clots or build of fatty deposits in arteries restricting blood flow (Atherosclerosis). Atherosclerosis causes coronary heart disease, stroke, transient

ischaemic attack, and peripheral arterial disease. Morbidity and mortality related to CVD increases with age, is more common in men, in the winter, more deprived population groups and people from a South Asian or sub-Saharan African background [51].

Death rates from CVD 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 [35]. In 2020, the under 75 mortality rate from all CVD in South Tyneside was 87.7 per 100,000 population aged under 75. The rate of premature mortality from CVD considered preventable is 35.1 per 100,000 population aged under 75. Both rates were similar to the North East and England averages [8].

In 2020/21, the recorded prevalence for coronary heart disease in South Tyneside was 4.2% (around 6,700 persons) compared to a prevalence of 3.0% in England. For stroke, recorded prevalence in South Tyneside was 2.1% (around 3,400 persons) compared to a prevalence of 1.8% in England [52].

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.

4.8.2 Hypertension

Hypertension is persistently raised arterial blood pressure. There is no natural cut-off point for high blood pressure however the current standard used is 140/90 mmHg or greater is used. Persistent blood pressure above this level may be associated with increased risk of cardiovascular events [53].

In 2020/21, the recorded prevalence for hypertension was higher for South Tyneside (15.6%) than the England average (13.9%) [52].

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.

4.8.3 Diabetes

Diabetes, a condition where the body's blood sugars are too high (hyperglycaemia), is a chronic and progressive disease. There are three main types. Type 1 is an absolute insulin deficiency persistent hyperglycaemia. Type 2, approximately 90% of all diabetes cases, is characterised by insulin resistance and relative deficiency leading to persistent hyperglycaemia. Gestational diabetes occurring during pregnancy and resolves after delivery. Risk factors for Type 2 diabetes include obesity, inactivity, family history, people from Asian, African, and Afro-Caribbean population groups and diet [54].

It is one of the most common causes of chronic disease in the UK and increasing in prevalence. Diabetes can result in premature mortality and morbidity, 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 [54]. In

2020/201, the recorded prevalence of diabetes in those aged 17 years old and over in South Tyneside was 7.7% (around 10,000 people), compared to a prevalence of 7.1% in England.

4.8.4 Chronic Obstructive Pulmonary Disease

Chronic obstructive pulmonary disease (COPD) is a common, largely preventable lung condition. It is characterised by persistent respiratory symptoms and airflow obstruction. It is usually progressive and not fully reversible. Smoking is the major risk factor, and the condition can lead to increased morbidity and mortality [55]. Symptoms include breathlessness, persistent chesty cough with phlegm, frequent chest infections and persistent wheezing. Treatments include stopping smoking, inhalers, and medicines to make breathing easier, a specialised programme of exercise and education, and surgery or lung transplant [56].

In 2020/21, the recorded prevalence of COPD in South Tyneside was 3.7% (around 5,800 persons) compared to a prevalence of 1.9% in England [52].

4.9 Wellbeing and mental health

The World Health Organisation (WHO) defines mental health as “a state of wellbeing in which the individual realises his or her abilities, can cope with the normal stresses of life, work productively and fruitfully, and is able to make a contribution to his or her community” [57].

Mental health problems are common with 1 in 6 adults in England reporting a common mental health disorder, such as anxiety. There is estimated over half a million people in England reporting more severe mental illness such as schizophrenia or bipolar disorder. Together with substance misuse, mental illness accounts for an estimated 21.3% of the total burden of disease and has an economic and social cost of £105 billion a year in England. Mental health influences physical health, as well as capability to lead a healthy lifestyle and to manage and recover from physical health conditions [58].

In 2017, South Tyneside had an above average estimated prevalence of common mental disorders in those aged 16 and over, 19.1% compared to 16.9% for England. In 2020/21, a higher proportion of the South Tyneside population aged 16 and over reported low satisfaction, low worthwhile, low happiness and high anxiety compared to the national average. These are the four Office for National Statistics Wellbeing Measures.

Community pharmacies are also well positioned to respond to mental health needs locally, both as health organisations and employers. Pharmacy teams are encouraged to use ‘Making Every Contact Count’ (MECC) for mental health. Pharmacy training could include promoting wellbeing and resilience, 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 [59].

4.10 Summary of health needs in South Tyneside [60]



5 South Tyneside Pharmacies

5.1 Introduction and overview

NHS England & NHS Improvement (NHSE&I) is responsible for administering pharmacy services and for maintaining information regarding opening hours for all pharmacies, which is handled locally by North East and Yorkshire offices [13].

A table listing the current pharmacist services and key opening times is attached in Appendix 3: Pharmacies in South Tyneside.

In South Tyneside, there are currently 33 community pharmacies made up of 32 standard contract (40-hour) pharmacies, one 100-hour pharmacy. There is also one appliance contractor. There are no distance selling pharmacies or dispensing doctors' services.

There has been a decrease of two community pharmacy services in South Tyneside since the last pharmaceutical needs assessment was undertaken.

- Lloyds, New Green Street: 40-hour pharmacy service closed 30th November 2018
- Galen Pharmacy, Stanhope Parade Health Centre: 40 hours pharmacy service closed 1st January 2021

There has also been some relocation of existing pharmacy services to alternative locations within the City area, generally close to previous sites with little change to service provision.

Table 1: Number of community pharmacies by type of pharmacy [2] [61]

	2014	2017	2022
Standard Pharmacy	34	34	32
Non-exempt Dispensing Appliance Contractors	1	1	1
100-hour	2	1	1
Distance selling	2	0	0
Dispensing Doctors	0	0	0
TOTAL	39	36	34

Locally commissioned community pharmacies services can be contracted by different routes [62]. NHS England commissions essential, advanced, and enhanced pharmaceutical services (see section 7) whilst local authorities and clinical commissioning groups commission 'locally commissioned services' (see section 7.5).

Based on ONS data population estimates (mid-2020), the national average number of pharmacies is 17.3 per 100,000 population in England, not including dispensing practices; this equates to one pharmacy per 5,784 population [5] [61].

With 33 community pharmacy services in South Tyneside and a population of 151,133 (based on ONS 2020 mid-year population estimates), the average number of community pharmacies is 21.8 per 100,000 people; this equates to one pharmacy per 4,580 population [5] [61].

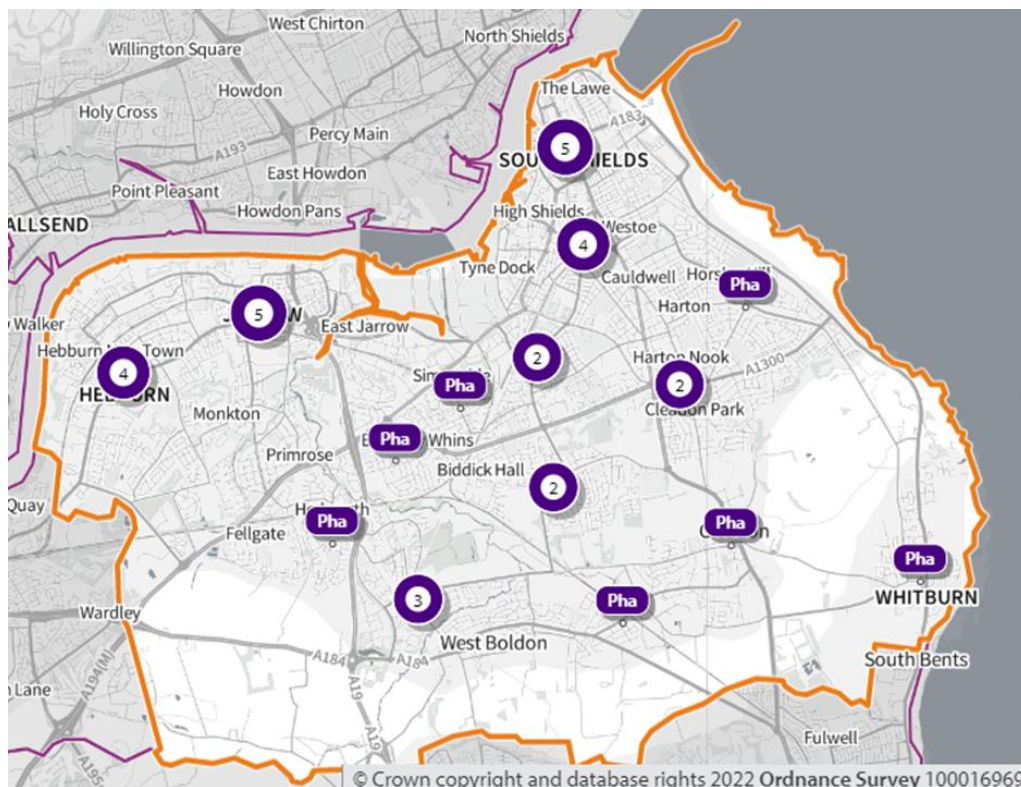
Prescribing and data reports (ePACT2) published by NHS Business Services Authority in January 2022 indicated that a total of 4,215,989 items were prescribed by GPs in the South Tyneside HWB area in 2020/21 [63].

Further information regarding pharmacies and prescribing data are described in sections 6 and 7.

5.2 Standard Contract

Figure 3 shows the current provision of essential pharmaceutical services within the South Tyneside local authority boundary. Appendix 4 in section 10.4 also shows the location of the pharmacies and proximity to GP practices in South Tyneside.

Figure 3: Map of South Tyneside Pharmacies [39]



5.2.1 Core Hours

Community pharmacy contractors provide Essential Services (see section 7.2) as part of the NHS Community Pharmacy Contractual Framework (the 'pharmacy contract') [19]. Most community pharmacies provide a core of 40 hours per week. Some pharmacies may be contracted to provide a 100-hour pharmacy service, and some may offer less than 40 hours.

Core opening hours can only be changed by first applying to NHS England and NHS Improvement and as with all applications, these may be granted or refused.

5.2.2 Supplementary hours

These are provided on a voluntary basis by the pharmacy contractor often based on patient need and business viability. As such, they are additional to the core hours provided. Supplementary hours

can be amended by giving NHS England 90 days' notice of the intended change but would not be expected to fall unless there had been prior reduction in demand [13].

In South Tyneside most of the community pharmacies provide extended hours, typically providing between 40-55 hours opening. There is one pharmacy provider that is open for 90 hours providing extended hours in the Riverside and Jarrow locality (more information is detailed in section 6).

5.2.3 100-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 [64]. 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 [65]. 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 in the Riverside Locality.

5.2.4 Pharmacy Access Scheme

In October 2016, as part of the renewed funding package for community pharmacies in England, the Department of Health and Social Care (DHSC) introduced of a Pharmacy Access Scheme (PhAS) [66]. This was to give patients access to NHS community pharmacy services in areas where there are fewer pharmacies with higher health needs, so that no area need be left without access to NHS community pharmaceutical services. This scheme was updated in January 2022, with revised criteria, and is based on both the dispensing volume of the pharmacy, and distance from the next nearest pharmacy [67].

Information provided by NHS England and NHS improvement in January 2022 indicated that 3 pharmacies in South Tyneside were identified as being eligible for the Pharmacy Access Scheme for 2022 these are:

- East Boldon Village Pharmacy, East Boldon
- SE Gill Chemist, Cleadon Village
- Neil Pharmacy, Jarrow

5.3 Dispensing appliance contractors

Dispensing Appliance Contractors (DAC) specialise in the supply of prescribed appliances such as catheter, stoma and incontinence products and dressings. These items are usually delivered direct to the patient's home. Community pharmacies can also provide this service, in accordance with the pharmaceutical regulations [13].

Dispensing appliance contractors (DAC) are different to pharmacy contractors because they only dispense prescriptions for appliances and cannot dispense prescriptions for medicines. They tend to operate remotely, receiving prescriptions either via the post or the electronic prescription service, and arranging for dispensed items to be delivered to the patient [13] [68].

One appliance contractor has been based in South Tyneside for several years, as seen in previous PNAs, sited in the Riverside locality.

However, 30 of the 33 (90%) the responses to the pharmacy questionnaire (Appendix 1) indicated that they dispensed "all types of appliances" and a further 2 pharmacies (6%) indicating that they would supply some appliances i.e., other appliances excluding stoma or incontinence products.

5.4 Distance selling pharmacies

Distance selling pharmacies are required to deliver the full range of essential services, though the 2013 regulations (6) do not allow them to provide essential services to people on a face-to-face basis on the premises of the pharmacy. They will receive prescriptions either via the electronic prescription service or through the post, dispense them at the pharmacy and then either deliver them to the patient or arrange for them to be delivered [69].

They must provide essential services to anyone, anywhere in England, where requested to do so and may choose to provide advanced services, but when doing so must ensure that they do not provide any essential or advanced services whilst the patient is at the pharmacy premises [69].

As of 30th June 2021, there were 379 distance selling premises in England, based in 115 health and wellbeing board areas. Not every health and wellbeing board therefore has one in their area, however it is likely that some of their residents will use one.

In the NHSE&I North East and Yorkshire, in January 2022, there were 19 distance selling pharmacies although none are in South Tyneside.

5.5 Dispensing Doctors

NHS legislation provides that in certain rural areas (classified as controlled localities) general practitioners may apply to dispense NHS prescriptions. A reserved location is designated, in a controlled locality, where the total patient population within 1.6 km (one mile) of the proposed location of a new pharmacy is less than 2,750 at the time an application is received. Patients living in these areas have the choice of having their prescriptions dispensed from a pharmacy or from a dispensing GP, if one is available within their practice. Where an application for a new pharmacy is made in a controlled locality, a determination must also be made as to whether the location of the pharmacy is in a reserved location [70].

There are no dispensing doctors in the South Tyneside area.

5.6 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.

5.7 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.

Prescribing and data reports (ePACT2) published by NHS Business Services Authority in January 2022 indicated that in 2020/21, 94.6% of the items prescribed by GP practices in South Tyneside were dispensed by pharmacies based in South Tyneside (i.e., "in area and 5.4 % were dispensed "out of area").

The number of prescriptions dispensed out of area has remained consistent in recent years with 4.7% being dispensed out of area in 2018/19 and 5.3% in 2019/20. It is possible that the reduction in out of area dispensing in 2019/20 was accounted for by people remaining closer to home during the early phases of the COVID-19 Pandemic response.

It is important to note that although the out of area dispensing averages as 5.1% over the last 3 years, this still accounts for over 200,000 dispensed items which were prescribed by GPs in South Tyneside but supplied by pharmacies in other localities [63].

6 Access to community pharmacies

6.1 Overview

NHS England & NHS Improvement (NHSE&I) is responsible for administering pharmacy services and for maintaining information regarding opening hours for all pharmacies, which is handled locally by North East and Yorkshire offices [20].

A table listing the pharmacist services and key opening times as reported through the pharmacy survey is attached in Appendix 3: Pharmacies in South Tyneside and Figure 3: Map of South Tyneside Pharmacies Figure 3 (section 5.2) shows the locations of the pharmacies across South Tyneside.

In South Tyneside, there are currently 34 dispensing services made up of:

- 32 standard contract (40 hour) pharmacies
- one 100-hour pharmacy
- one appliance contractors
- No distance selling pharmacies
- No dispensing doctors' services

Based on ONS data population estimates (mid 2020), the national average number of pharmacies was 17.3 per 100,000 population in England, not including dispensing practices; this equates to one pharmacy per 5,784 population. With 33 community pharmacy services (standard contract and 100-hour) in South Tyneside and a population of 151,133 (based on ONS 2020 mid-year population estimates), the average number of community pharmacies was 21.8 per 100,000 people. This equates to one pharmacy per 4,580 population [71] [5].

Prescribing and data reports (ePACT2) published by NHS Business Services Authority in January 2022 indicated that a total of 4,215,989 items were prescribed by GPs in the South Tyneside HWB area in 2020/21 [63].

There has been a decrease of two 40-hour pharmacies in South Tyneside since the last PNA was published.

6.2 Number, type of pharmacies in South Tyneside

Table 2: Distribution of standard, appliance and 100-hour community and pharmacies by locality [71]

Locality	Standard Pharmacy	Appliance Contractor	100-hour	TOTAL
East Shields and Whitburn	4	0	0	4
Hebburn	5	0	0	5
Jarrow and Boldon	9	0	0	9
Riverside	8	1	1	10
West Shields, Cleadon and East Boldon	6	0	0	6
SOUTH TYNESIDE	32	1	1	34

Table 3: Number of community pharmacies per 100,000 population and persons per community pharmacy, by locality [71] [5]

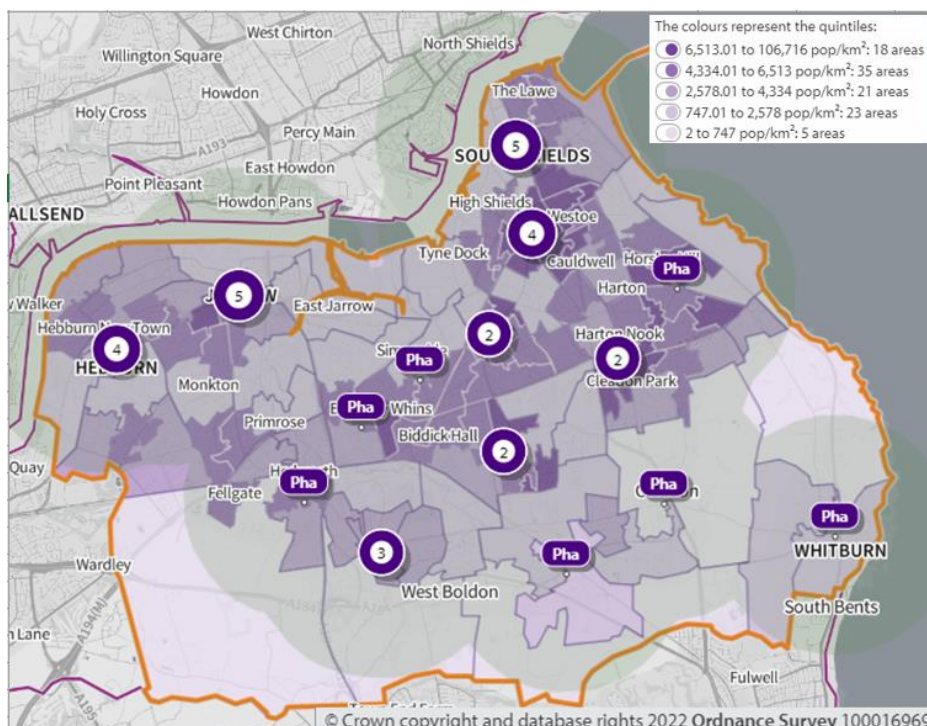
	Number of community pharmacies	Mid 2020 population estimate	Pharmacies per 100,000 population	Persons per pharmacy
East Shields and Whitburn	4	32,453	12.3	8,113
Hebburn	5	26,309	19.0	5,262
Jarrow and Boldon	9	32,400	27.8	3,600
Riverside	9	34,386	26.2	3,821
West Shields, Cleadon and East Boldon	6	25,585	23.5	4,264
SOUTH TYNESIDE	33	151,133	21.8	4,580
ENGLAND	11,600	56,550,138	20.5	4,879

Across South Tyneside the average number of pharmacies per 100,000 population was greater than the national average as seen in Table 3 above. The exception to this is in the East Shields and Whitburn and Hebburn areas where these proportions were less. However, on reflection with the previous PNA 2018, it was seen that the number of pharmacies per population figures for this area has remained consistent and the number of pharmacies continues to be considered adequate.

6.3 Access to pharmacies in areas of high population density

Figure 4 shows that there was 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/km² and the lightest sections are ones where there are fewer than 600 people/km².

Figure 4: Pharmacies in South Tyneside showing 1 mile radius by population density [39]

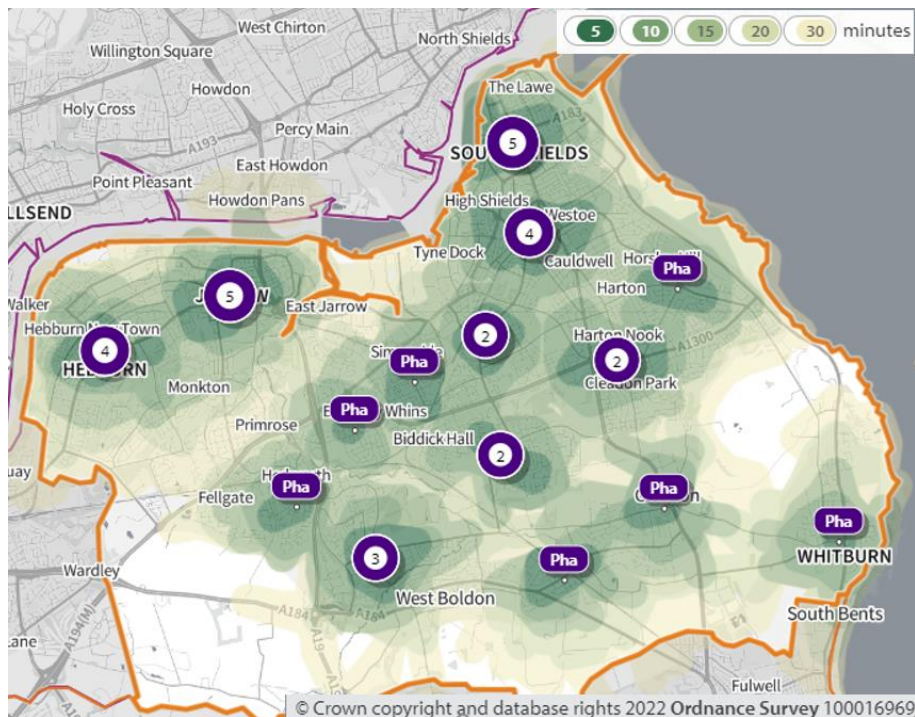


6.4 Access to pharmacy by travel time

Figure 5 shows the location of the pharmacies in South Tyneside and the estimated times, between five and 25 minutes to walk to them. Analysis shows that 41% of South Tyneside residents were within a five-minute walk to a pharmacy, 76% within 10-minutes, and 99% within 20-minutes.

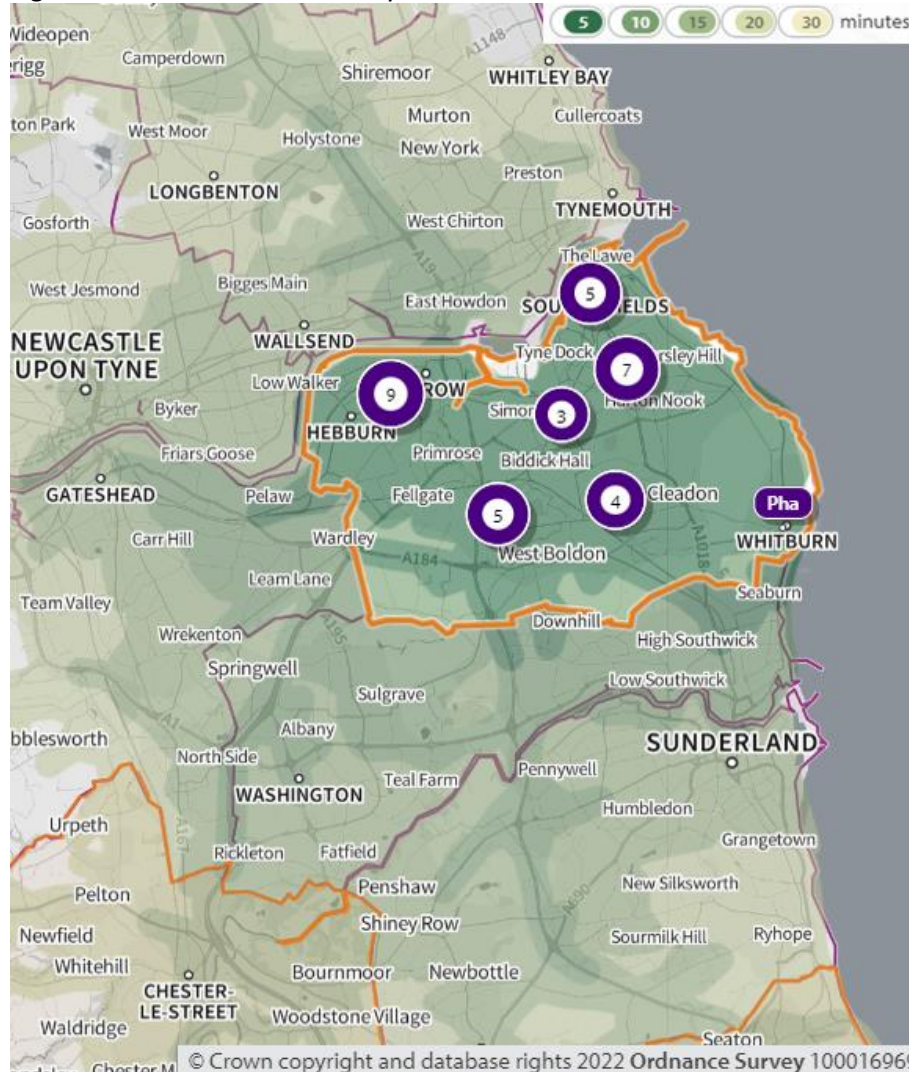
Of the public survey respondents, 42% indicated they accessed their pharmacy by foot, with 83% saying it was easily accessible by foot (14% “difficult”, 3% “don’t know”).

Figure 5: Pharmacy access by walking between 5 and 25 minutes [39]



Of the public survey respondents, 50% indicated they accessed their pharmacy by car or taxi. A similar analysis by driving time in Figure 6 shows that 99% of residents in South Tyneside were within a 4-minute drive of a pharmacy [39]. The figure also shows that large parts of Sunderland, Gateshead, North Tyneside, and Newcastle were within a 20-minute drive of South Tyneside pharmacies.

Figure 6: Drive times to South Tyneside Pharmacies between 5 and 20 minutes [39]

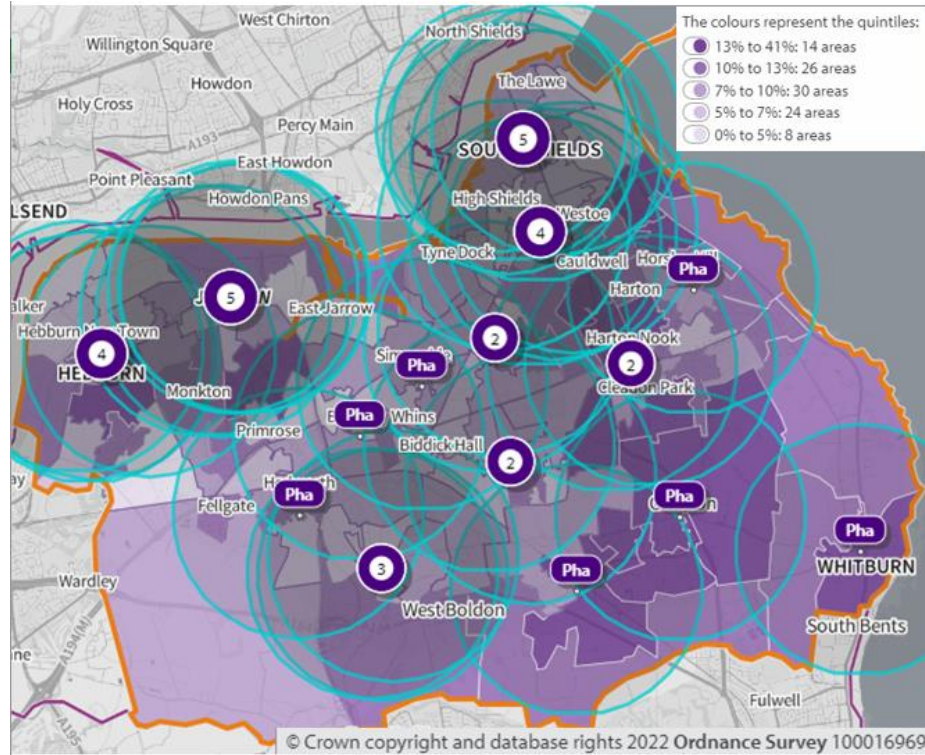


In addition, 8% of survey respondents indicated they accessed their pharmacy by public transport. Only 5% of survey respondents indicated that it was difficult to access their primary pharmacy by public transport.

6.5 Access to pharmacies for elderly people

In 2020, there was an estimated 13,646 people over the age of 75 in South Tyneside [39]. Figure 7 shows those areas with the highest percentage of 75+ residents in quintiles, ranging from 13-40% down to 0-5%. It shows that there was a good distribution and sufficient provision of community pharmacies in or near areas with a high proportion of the population aged 75 and over (denser purple colour) [39].

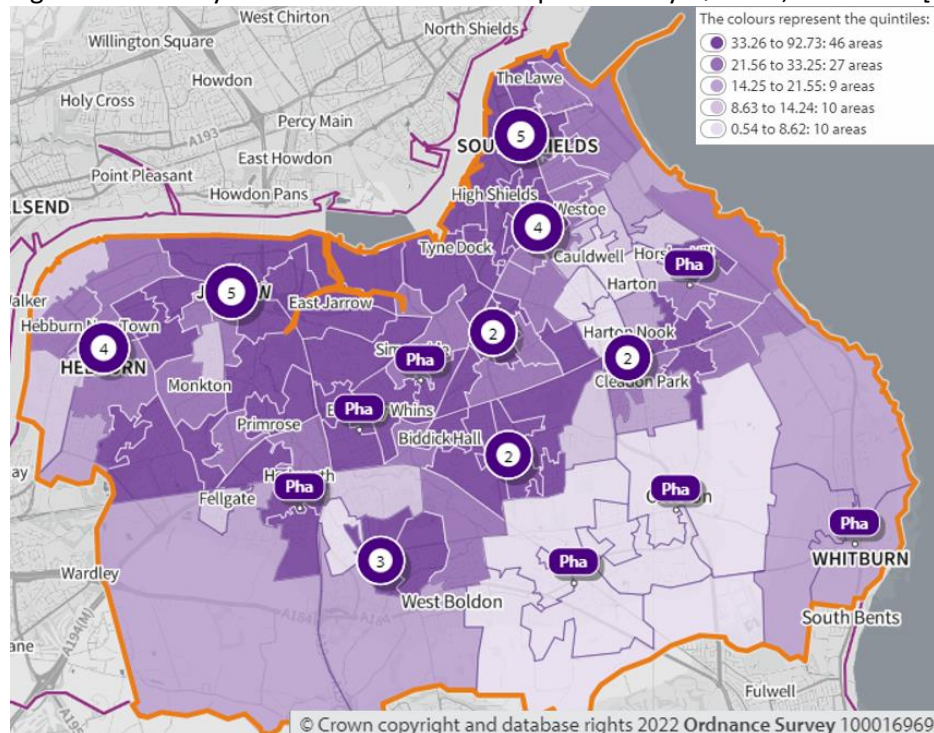
Figure 7: South Tyneside pharmacies and rate of residents aged 75+ [39]



6.6 Access to pharmacies in areas of high deprivation

Figure 8 shows the distribution of deprivation within in South Tyneside using the 2019 Indices of Multiple Deprivation. Darker shades are more deprived areas and lighter shades less deprived. The figure demonstrated that there was a good distribution and sufficient provision of community pharmacies in or near areas with the highest levels of deprivation.

Figure 8: South Tyneside Pharmacies and Deprivation by Quintile, IMD-2019 [39]



6.7 Access to pharmacies by opening hours

6.7.1 Current local picture

Since the last PNA 2018, the following significant changes to pharmacy provision in South Tyneside include:

- Closure Lloyds Pharmacy, New Green Street (40-hour provision) 30th November 2018
- Closure Galen Pharmacy (40-hour provision) 1st February 2021

Both pharmacies were in the Riverside locality of South Tyneside. There has also been some relocation of existing pharmacy services to alternative locations within the area, generally close to previous sites with little change to service provision [72].

NHS England & NHS Improvement (NHSE&I) recognised that during the pandemic, there were occasions when temporary adjustments were needed to pharmacy opening hours as workload and other pressures on community pharmacy increased. It was recognised as important that pharmacy staff stay well and rest appropriately and contractors were supported to consider steps to temporarily shorten the working day or have periods of time for staff to recover and catch up with any backlog of work [73].

All pharmacies, both those providing 40- and 100-hour services were required to be open at specific times during the day as defined by NHSE&I and patients provided with information about how to contact the pharmacy if urgent help was required. This flexible approach to opening hours was no longer applicable by the time this PNA was carried out.

Subsequently, there have been some changes in hours of service, specifically regarding supplementary services rather than changes in core service delivery, with formal notification to NHSE&I as required by the NHS Regulations.

As described in section 5 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 part of essential pharmacy services. There is one 100-hour pharmacy in South Tyneside opened under the previous exemption which enabled longer opening hours, and these pharmacies must be open for at least 100 hours per week as core hours. Dispensing appliance contractors are required to open for a minimum of 30 core hours per week [68].

In South Tyneside, 91% of pharmacies contracted to deliver a 40-hour service reported opening hours for more than the core contract hours. In January 2022, community pharmacies in South Tyneside (excluding 100-hour pharmacy and the appliance contractor) provided an additional 253 supplementary hours of access to service.

Table 4 below and the charts that follow illustrate how important supplementary hours are to the provision of good access to pharmaceutical services.

Appendix 3: Pharmacies in South Tyneside provides a complete list of pharmacy core, supplementary and opening hours. Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services

provide more information on the location of these pharmacies by weekend and evening opening hours.

Table 4: Distribution of the number of hours that pharmaceutical services are available each week in South Tyneside [2] [74]

Number of hours	2017		2021	
	Number	%	Number	%
less than 40 hours	0	0%	0	0%
Exactly 40 hours	3	8%	4	12%
More than 40 and up to 45 hours	14	39%	12	36%
More than 45 and up to 50 hours	8	22%	10	30%
More than 50 and up to 55 hours	6	17%	4	12%
More than 55 and up to 60 hours	3	8%	1	3%
More than 60 and up to 80 hours	0	0%	0	0%
More than 80 and less than 100 hours	1	3%	1	3%
Exactly 100 hours	1	3	1	3%

These operating hours allow pharmacies greater scope to respond to local population needs and preferences. The dispensing appliance contractor is not open in weekday evenings after 5pm or at weekends. The 100-hour pharmacy is in a supermarket in the Riverside Locality and the pharmacy providing 90 hours service is also in a supermarket in the Jarrow and East Bolden locality.

The South Tyneside Health and Wellbeing Board recognises that many pharmacies provide extended opening hours in addition to the NHSE&I contracted hours as supplementary hours which, if reduced could impact on access to pharmacy services for the population of South Tyneside.

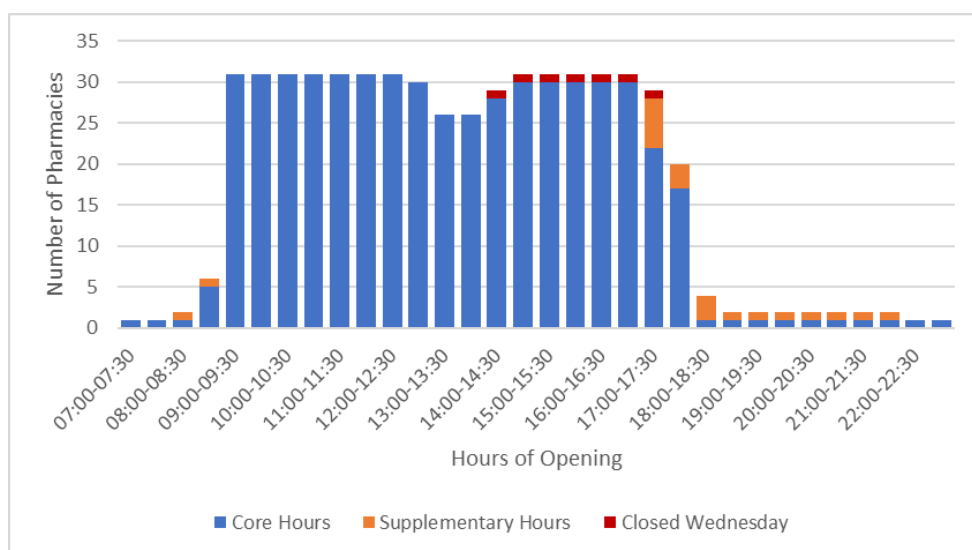
6.7.2 Pharmacy opening times

The following sections provide a summary of the opening hours of community pharmacies in South Tyneside as provided through the community pharmacy provider survey. The openings hours have been split between weekday and weekend provision. For the week days, a pharmacy has been counted as being open during a particular time slot if it is open on three out of the five days. Full information regarding opening hours is described in Appendix 3: Pharmacies in South Tyneside, including any variations to this general overview.

6.7.2.1 Weekday opening

Access to community pharmacy across South Tyneside was well provided for during the hours from 9:00 am until 6:00 pm on weekdays in all localities. Twenty-five (76%) pharmacies that were not 100-hour pharmacies remain open without closing for lunch time. Others vary from having a 30-minute break to closing for to one hour and 15 minutes over lunchtime. More frequently this was a one-hour break.

Figure 9: Distribution of South Tyneside Pharmacies by weekday opening hours



All community pharmacies in South Tyneside reported being open from 9am on weekday mornings. Some pharmacies offer earlier opening times, as seen in Figure 9, some of which are provided as supplementary hours.

Most pharmacies reported remaining open until between 5.30pm and 6.00pm after which there was a reduction in provision. Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services [Figure 40](#) demonstrates the location of the pharmacies with later weekday evening opening hours. This shows that there was a limited access across all localities in the early evening during weekdays, particularly in the southern localities of South Tyneside.

Opening until 9pm was provided by:

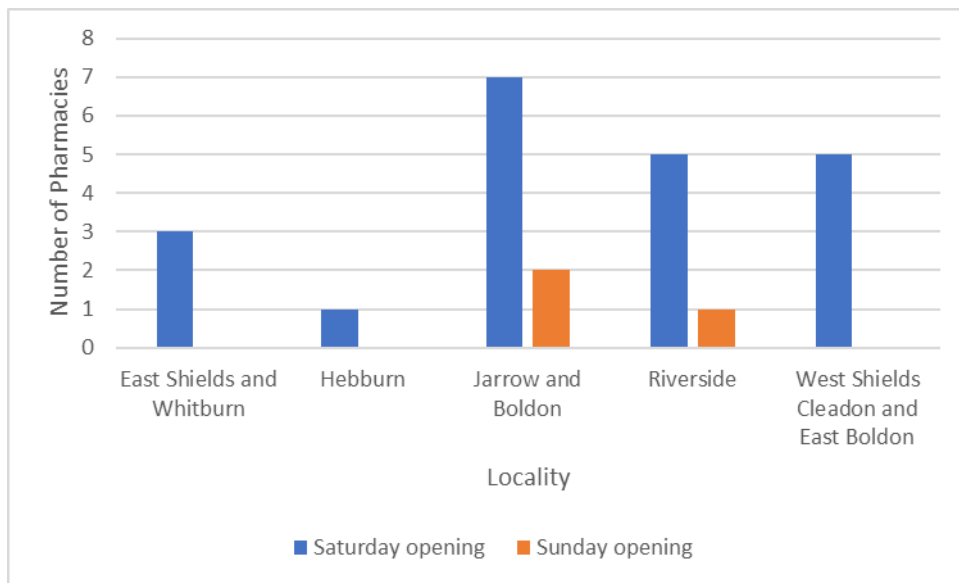
- Riverside: 1 x100hr pharmacies
- Jarrow and East Boldon one pharmacy with long supplementary hours

Whilst evening opening during this time within other localities in South Tyneside would improve access and choice, no specific need for additional pharmacies to open has been identified.

6.7.2.2 Weekend opening

There was more variation across the localities in South Tyneside in pharmacies reporting opening hours over weekends as demonstrated in Figure 10.

Figure 10: Number of South Tyneside pharmacies with weekend opening by locality



6.7.2.3 Saturday opening

In total, 23 pharmacies across South Tyneside reported being open on Saturdays. All these pharmacies open on Saturday mornings with access in all localities. This reduces to 10 pharmacies that remain open on Saturday afternoons in all localities apart from West Shields, Cleadon and East Boldon.

Figure 11: Distribution of South Tyneside pharmacies by Saturday opening hours

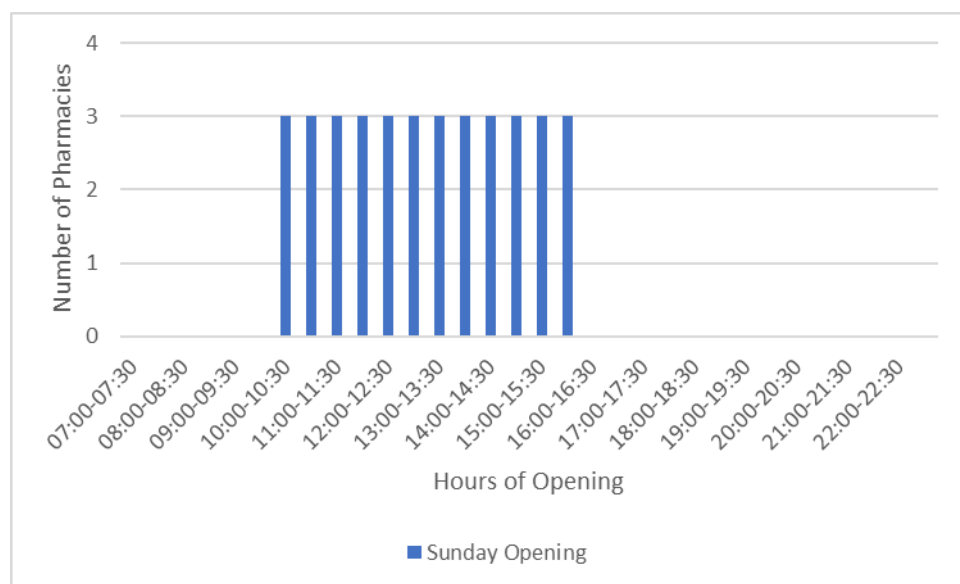


Figure 11 demonstrates the distribution of Saturday opening hours across South Tyneside as whole and how the hours are delivered in part, by supplementary hours. This is also demonstrated in Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services. Figure 38 shows that the most of South Tyneside's population is within a one-mile radius of a pharmacy open on a Saturday morning.

6.7.2.4 Sunday opening

In total, there were only three pharmacies in South Tyneside open on Sundays all of which reported being open between 10am and 4pm and sited in supermarkets. This is also demonstrated in Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services [Figure 39](#). Two of these were in the Jarrow and Boldon areas, in part provided by supplementary hours. One pharmacy in the Riverside locality was the 100-hour pharmacy. There was no provision in the other localities on Sundays.

Figure 12: Distribution of South Tyneside pharmacies by Sunday opening hours



In Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services, [Figure 37](#) demonstrates that most of the population was within a 10-minute drive to the 100-hour pharmacy, sited in the Riverside area.

Recognising that not all households will have access to their own private vehicle, no specific concerns were raised in the customer questionnaires regarding difficult of accessing pharmacies in the evenings or over weekends. Whilst extended opening in evenings or over weekends would provide a wider opportunity for access and choice, no specific need for additional pharmacies to open was identified.

Access to pharmacy services in the weekday evenings and the weekends, specifically Saturday afternoon and Sundays, was largely made via the 100-hour pharmacies and the pharmacies providing significant extended supplementary hours.

6.7.3 Opening during extended GP access and Urgent Care Centres opening hours

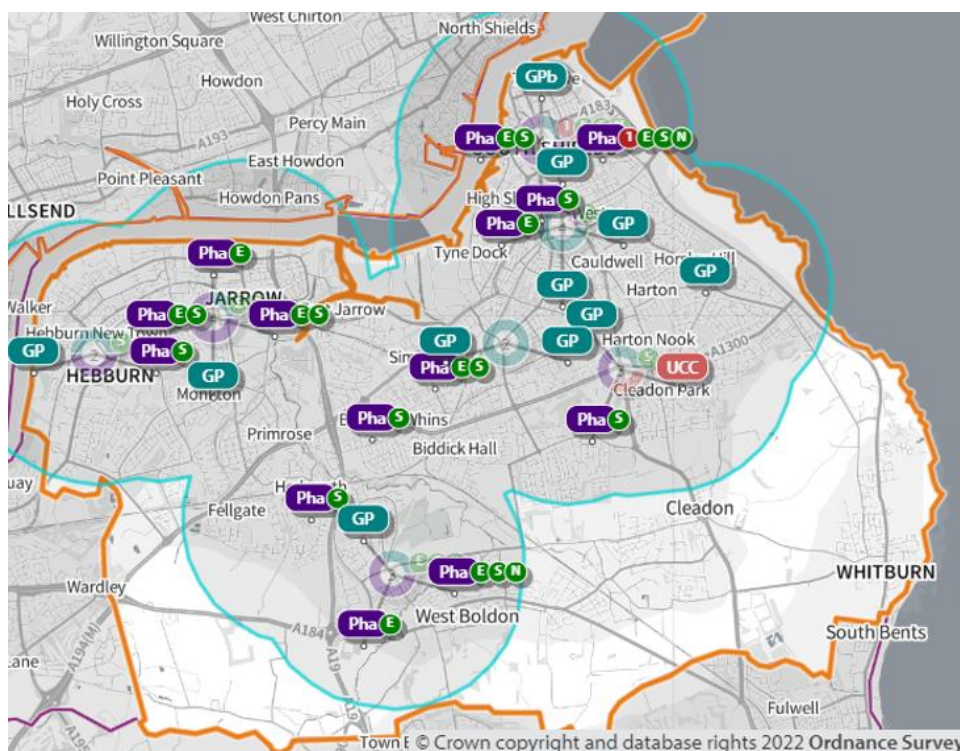
The residents in South Tyneside can access GP and urgent care services during evenings and weekends. There is an extended access GP Service provided by South Tyneside Health Collaboration (STHC) is available at GP practices across the borough. This service varies from day to day and week to week as practices volunteer on a rota. Generally, there are appointments available before core hours start, usually from around 07:30am and in the evenings. Saturday and Sunday appointments, usually throughout the day are also available, varying by different practices. The GP led Urgent Care

Centre (UCC) at South Tyneside District Hospital is open 08:00 – 22:00 daily. North East Ambulance Service (NEAS) also provide an out of hours telephone and home visiting service in South Tyneside [75].

Figure 13 demonstrates the pharmacies that have extended or later opening hours and weekend opening across South Tyneside and their proximity to the UCC and GP practices.

In addition, South Tyneside CCG/ICB commissions provision of an out of hour on call emergency pharmacist services (see Section 7.5.1). These support people to access medicines if supplies were urgently needed during evenings or weekends.

Figure 13: Pharmacies that provide longer service provision, extended hours GP and urgent care centres (E= evenings, S= Saturday opening and N= Sunday opening)



Taking this into account, it is considered that the community pharmacies across the borough that open during weekday evening and weekends provide adequate access to support the current extended GP hours for people living in the borough.

6.7.4 Access to pharmacy services out of the South Tyneside area

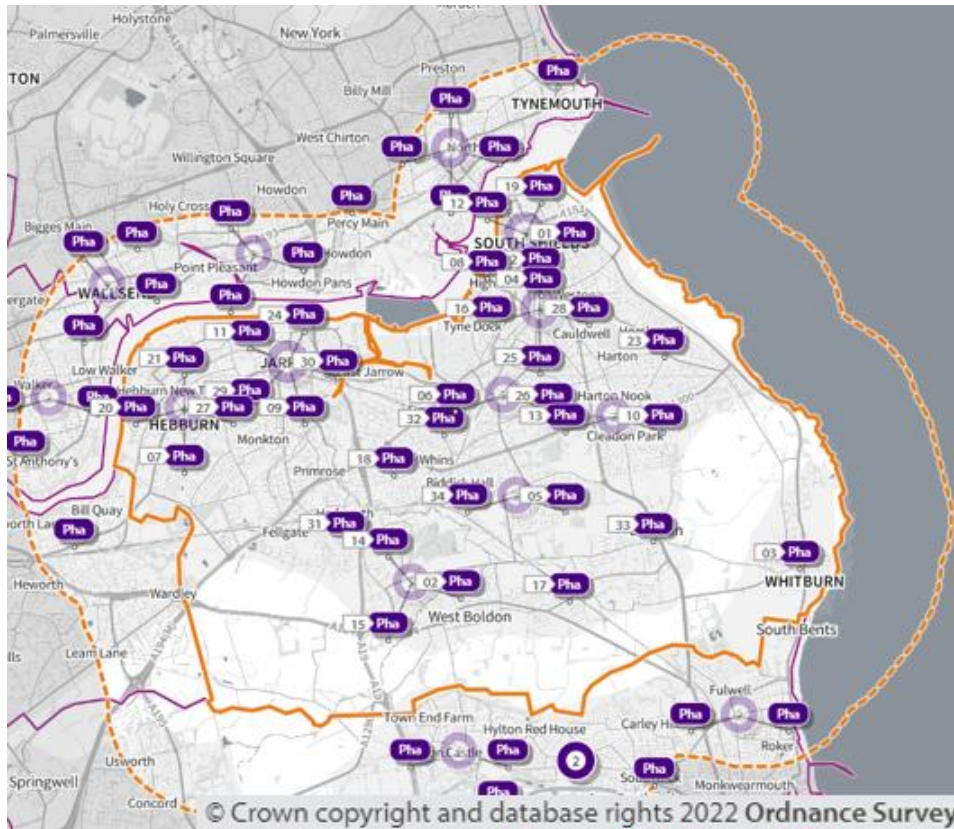
Pharmacy services that are out of the South Tyneside area may provide additional alternatives for people to access medicines and advice. There may be pharmacies close to residents who live on or close to the city boundaries. Figure 14 demonstrate the pharmacy locations within one mile surrounding South Tyneside.

Other options for accessing pharmacy services include choosing to have prescriptions dispensed closer to someone's place of work for convenience or to utilise distance selling pharmacy services.

Some prescriptions may be specialist items which services, such as dispensing appliance contractors, can supply. This may also be facilitated using out of area provision.

As described in section 6.9, most prescriptions issued in South Tyneside were issued by pharmacy contractors within the South Tyneside boundaries.

Figure 14: Pharmacy Provision within one mile surrounding South Tyneside



6.7.5 Insights from public engagement

Of respondents to the public survey, 25.8% recalled trying to access their local pharmacy and finding it unavailable due to closure or other issues such as excessive queues. Of these, 48% waited until the pharmacy opened and 20% visited another pharmacy. Nearly all of respondents who found their pharmacy closed were looking for medication rather than a non-prescription service.

6.8 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 Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services.

6.8.1 East Shields and Whitburn

The East Shields and Whitburn locality has four pharmacies and the lowest ratio of pharmacies per person at 12.3 per 100,000. However, most of the population are within a five-minute drive to a 100-hour pharmacy and within one mile of pharmacies open weekday evenings and Saturdays.

6.8.2 Hebburn

Hebburn had five pharmacies within the locality, a rate of 19.0 per 100,000 population, lower than the national rate. There was good access in Hebburn on Saturdays and access to pharmacies on Sunday access nearby in Jarrow. There were pharmacies open during evenings in both Hebburn and Jarrow.

6.8.3 Jarrow and Boldon

There were nine pharmacies in the Jarrow and Boldon area including a pharmacy providing 90 hours service in a supermarket. Most of the population was within a five-minute drive of the 100-hour pharmacy, within one mile of pharmacies open Saturdays and weekday evenings. There were two pharmacies within the locality open on Sundays.

6.8.4 Riverside

Riverside locality is approximately five km (three miles) from North to South and has nine pharmacies, 26.2 per 100,000 population. This was higher than the national rate. This includes one 100-hour pharmacy. Most of the population was within a five-minute drive of the 100-hour pharmacy, within one mile of pharmacies open Saturdays, Sundays, and weekday evenings.

Two pharmacies have closed in this area since the previous PNA, but provision remains good.

6.8.5 West Shields, Cleadon and East Boldon

West Shields, Cleadon and East Boldon locality was served by six pharmacies, a rate of 23.5 per 100,000 population. This was higher than national rate.

Lower evening and weekend provision was mitigated by the one 100-hour pharmacy in the nearby Riverside locality and the pharmacy providing extended hours to the west (within the Jarrow and Boldon locality).

6.9 Dispensing activity in South Tyneside Pharmacies

6.9.1 Dispensing activity

To assess the average dispensing activity levels of the community pharmacies in South Tyneside, data from the NHS Business Services Authority on prescribing and dispensing activity was mapped to localities using pharmacy codes and addresses [63].

Table 5 shows that community pharmacies in South Tyneside dispensed on average, 110,656 prescription items per provider during 2020/21, compared to an average of 86,711 for England [63]. Note, these items are prescribed in South Tyneside and dispensed in South Tyneside and do not

represent the total number of dispensed items by pharmacies (who may also process prescriptions from other areas).

Table 5: Average number of items prescribed by South Tyneside based prescribers and dispensed per pharmacy (including Appliance contractors) by South Tyneside locality, 2020/21 [63]

Locality	No of community pharmacies	Number of prescription items dispensed by pharmacies	Average no. of prescription items dispensed per pharmacy
East Shields and Whitburn	4	664,372	166,093
Hebburn	5	595,523	119,105
Jarrow and Boldon	9	751,821	83,536
Riverside	10	1,119,852	111,985
West Shields, Cleadon and East Boldon	6	630,737	105,123
South Tyneside	34	3,762,305	110,656
England	11,600	1,030,000,000	86,711

The pharmacies in East Shields and Whitburn locality have higher dispensing activities per pharmacy than is seen in other localities within South Tyneside. However, these pharmacies were supporting the local population to meet the dispensing needs and therefore this continues to be considered as adequate provision for the locality.

Over the last three years, 38% of the pharmacy stores in South Tyneside were part of a multiple or chain of pharmacy stores [defined as having five or more premises]. This accounted for an average 29% of the dispensed items. Over 60% of the pharmacy premises in South Tyneside were smaller "independent" pharmacy stores who have dispensed on average 71% of the prescriptions. This indicates that the population of South Tyneside make good use of independent pharmacies as well as the larger businesses.

6.9.2 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.

Prescribing and data reports (ePACT2) published by NHS Business Services Authority in January 2022 indicated that in 2020/21, 94.6% of the items prescribed by GP practices in South Tyneside were dispensed by pharmacies in the South Tyneside area and 5.4% were dispensed "out of area" [63].

The number of prescriptions dispensed out of area has increased slightly in recent years with 4.7% being dispensed out of area in 2018/19 and 5.3% in 2019/20. It is possible that the reduction in out of area dispensing in 2019/20 was accounted for by people remaining closer to home during the early phases of the COVID-19 Pandemic response.

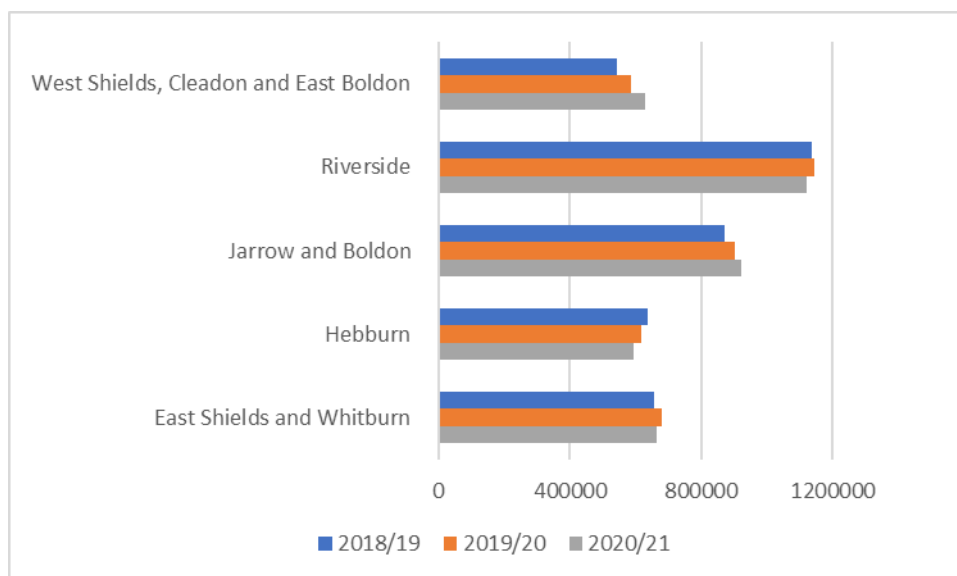
It is important to note that although the out of area dispensing averages as 5.1% over the last three years, this accounts for over 214,000 dispensed items per year which were prescribed by GPs in South Tyneside but supplied by pharmacies in other localities.

6.9.3 Access to pharmacies during pandemic

Consideration has been given to whether people would use their pharmacies differently during periods of lockdown, restricted movement and working from home during the COVID-19 Pandemic.

Figure 15 below indicates a similar annual trend regarding the number of items being dispensed by pharmacies in each locality over the last three years during suggesting that generally, people have not significantly changed their pharmacy dispensing choices during this period.

Figure 15: Comparison of dispensing activity of South Tyneside Pharmacies between 2018/19 – 2020/21 [63]



6.10 Improving access to pharmacies

6.10.1 Electronic prescription service

Whilst the Electronic Prescription Service (EPS) was being introduced across GP and pharmacy services at the time of the previous PNA publication, it has now been implemented as part of the essential dispensing service all community pharmacies are now required to provide [19].

The service makes the prescribing and dispensing process more efficient and convenient for both patients and staff. Prescriptions can be sent directly from GPs computer to the computer in the community pharmacy 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 is also used to encourage more GPs to consider using the repeat dispensing scheme if a person's medicines are stable and suitable.

During 2020/21, 97.1% of the prescriptions issued in South Tyneside were via the electronic prescribing system. 36% of these prescriptions were on electronic repeat (eRepeat) to further support ease of access to regular, repeated prescriptions for the patient and a more efficient system for the GP and pharmacy services [63].

6.10.2 Collection and Delivery Services

Two further services which improve access to medicines are prescription collection from the GP surgery and home delivery services. Patients are often surprised to find that these are not NHS services.

Almost all (91%) of the pharmacies responding to the questionnaire indicated that they collect prescriptions from surgeries. This is likely to reduce with the implementation of electronic prescribing across primary care.

Of the pharmacies responding to the questionnaire, 82% deliver dispensed medicines free of charge with some (18%) pharmacies charging for this service. The patient groups that the pharmacies generally provided this service for included those who were housebound, elderly, vulnerable, and those requiring end of life care or urgent medicines. In some cases, deliveries had to be restricted to these groups due to the limited resources available to provide this service.

It is also important to recognise that in response to COVID-19 the pandemic delivery service by community pharmacies was commissioned by NHSE&I and supported by 97% of the pharmacies responding to the questionnaire. The service remained active until 31st March 2022 for people notified of the need to self-isolate by NHS Test and Trace in all areas of England [76].

6.10.3 Disability access

To comply with the Equality Act 2010 [29], community pharmacies must make reasonable provision for access by patients who have disabilities. It sets out a framework which requires service providers to ensure they do not discriminate against persons with a disability. A person is regarded as being having a disability if they have a physical or mental impairment which has a substantial adverse effect on that person's ability to carry out day to day activities. If there are obstacles to accessing a service, then the service provider must consider what reasonable adjustments are needed to overcome that obstacle.

Common adjustments in community pharmacies include [77]:

- easy open containers
- large print labels
- reminder charts, showing which times of day medicines are to be taken
- monitored dosage system (MDS) to improve their adherence to medicines taking

Most community pharmacies have planned to ensure that those with a disability can access their pharmacy and consultation rooms. As part of the NHSE&I regulations and guidance almost all pharmacies comply with the need to have a consultation room as specified to deliver advanced services [20] [78].

The requirements for the consultation room are that it is:

- clearly designated as a room for confidential conversations, for example a sign is attached to the door to the room saying Consultation room
- distinct from the public areas of the pharmacy premises

- a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially

6.10.4 Translation requirements

NHS England has worked with professionals and the public to work out what good quality interpreting (spoken word or British Sign Language (BSL)) and translation (written word or braille transcription) services look like with primary medical care services (GP surgeries) in mind, but this may also be applicable to other settings, such as other primary care settings [79] [80].

NHS England contracts with Language Empire to provide various linguistic services and all pharmacies were contacted in March 2021 by NHS England’s public health team about the new arrangements from 1 April 2021 for Interpretation and Translation Services which they can access [79] [80].

The pharmacy providers questionnaire indicated that currently 6% of pharmacies are currently provide access to language or translation services and 53% indicated that they would do so if this service were commissioned. This indicates that there may be further communication required to raise awareness of the linguistic services facilitated by NHSE&I to community pharmacy providers.

6.11 Housing developments

Between 2018 and 2022 there has been a net change of 884 additional dwellings in South Tyneside [81].

Table 6: Housing stock by locality [81]

	2018	2020	Change 2018- 2020	2022	Change 2020-2022	Change 2018-2022
East Shields and Whitburn	14,997	15,003	6	15,051	48	54
Hebburn	12,250	12,563	313	12,762	199	512
Jarrow and Boldon	15,312	15,283	-29	15,334	51	22
Riverside	17,147	17,369	222	17,392	23	245
West Shields Cleadon and East Boldon	11,931	11,945	14	11,982	37	51
South Tyneside	71,637	72,163	526	72,521	358	884

Analysis in the South Tyneside Local Plan estimates that over 5,700 new homes are required by 2039. That is, at least 321 new homes will be needed each year in South Tyneside [82].

The average pharmacy in Cumbria, Northumberland, Tyne & Wear dispensed 8,500 items in July¹, though there is significant variation with two thirds of 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

¹ 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.

existing pharmacy capacity in South Tyneside is sufficient given the future number of dwellings expected.

6.12 Health landscape

In 2022, there were 21 GP practices in South Tyneside, of which five have branch surgeries [39]. This was one fewer than the previous PNA [2].

The NHS Long Term Plan led to the establishment of Primary Care Networks (PCNs) in 2019 as an objective of the Network Contract Directed Enhanced Service. Primary Care Networks are groups of general practices working together with a range of local providers, including across primary care, community services, social care, and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations. They typically cover local populations of 30-50,000 registered patients [24]. In South Tyneside there are three PCNs – South Tyneside East (7 GPs, population 53,668), South Tyneside South (6 GPs, population 57,191) and South Tyneside West (8 GPs, population 47,702) [39] [83].

From 1st July 2022, 42 Integrated Care Systems were established across England following recommendations of NHS England and the Health and Care Act 2022. Integrated Care Systems are partnerships which bring together providers and commissioners of NHS services including local authorities and other local partners across an area to health and care services to meeting the needs of their population. South Tyneside is in the North East and North Cumbria ICS [84].

Integrated Care Systems are central to local health and care planning, so it is important that community pharmacy effectively engages with them at a local level [85].

7 Assessment of current pharmaceutical services

7.1 Overview

The requirements for the commissioning of pharmaceutical services are set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 [64] and the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013 [86].

NHS England and NHS Improvement (NHSE&I) commissions pharmaceutical services via the national community pharmacy contractual framework [20]. 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 if they meet the requirements set out in the directions
- Enhanced Services: services that can be commissioned locally by NHS England

In addition, a Local Pharmaceutical Service (LPS) contract allows NHSE&I 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. Locally commissioned community pharmacy services can be contracted via several different routes and by different commissioners, including local authorities, Integrated Care Boards (ICB) {previously via Clinical Commissioning Groups (CCGs)} and local NHS England teams.

7.2 Essential services

The NHS Community Pharmacy Contractual Framework (CPCF or the 'pharmacy contract') that all pharmacies, including distance selling pharmacies, are required to provide the essential services [20].

As of October 2021, the essential services are:

- Dispensing of prescriptions
- Dispensing of repeat prescriptions i.e., prescriptions which contain more than one month's supply of drugs on them
- Disposal of unwanted medicines returned to the pharmacy
- Promotion of healthy lifestyles, which includes providing advice and participating in health campaigns, where requested to do so by NHS England and NHS Improvement
- Signposting people who require advice, treatment, or support that the pharmacy cannot provide to another provider of health or social care services, where the pharmacy has that information
- Support for self-care which may include advising on over-the-counter medicines or changes to the person's lifestyle

- Discharge medicines service (a new service was introduced in 2021)
- Dispensing of appliances (in the "normal course of business")

Dispensing appliance contractors have a narrower range of services that they must provide:

- Dispensing of prescriptions
- Dispensing of repeat prescriptions
- For certain appliances, offer to deliver them to the patient (delivering in unbranded packaging), provide a supply of wipes and bags, and provide access to expert clinical advice
- Where the contractor cannot provide a particular appliance, signposting or referring a patient to another provider of appliances who can

In the previous PNA, all pharmacies were required to participate in the Health Living Pharmacy Scheme in recognition of the role that community pharmacy can play to help reduce health inequalities [2]. The principle of community pharmacy being proactive in supporting the public health agenda has now been incorporated into the essential services as the promotion of health lifestyles.

In addition, the Pharmacy Quality Scheme (PQS) forms part of the Community Pharmacy Contractual Framework (CPCF). PQS is designed to support delivery of the NHS Long Term Plan and reward community pharmacies that deliver quality criteria in three quality dimensions: clinical effectiveness, patient safety and patient experience [24].

7.3 Advanced Services

In addition to the essential services, the NHS Community Pharmacy Contractual Framework (CPCF) allows for the provision of 'advanced services'. Community pharmacies can choose to provide any of these services if they meet the service requirements including accreditation of the pharmacist providing the service and/or specific requirements to be met regarding premises. They are commissioned by NHS England and the specification and payment is agreed nationally.

Advanced services currently include:

- Appliance Use Review (AUR)
- Community Pharmacy Consultation Service (CPCS)
- Hepatitis C testing Service
- Hypertension case-finding service
- New Medicine Service (NMS)
- Stoma Appliance Customisation Service (SAC)
- Flu vaccination service
- Smoking Cessation Advanced Service

Additional advanced services were also established in response to the COVID-19 pandemic including:

- C19 Lateral Flow device distribution service
- Pandemic Delivery service

In April 2021, the Medicines Use Review (MUR) and Prescription Intervention Service services were decommissioned. Until 31st December 2020, 70% of MURs had to be targeted at high-risk medicines or patients who had recently been discharged from hospital [87].

The NHS Discharge Medicines Service was introduced as an essential service commencing on 15th February 2021 [88].

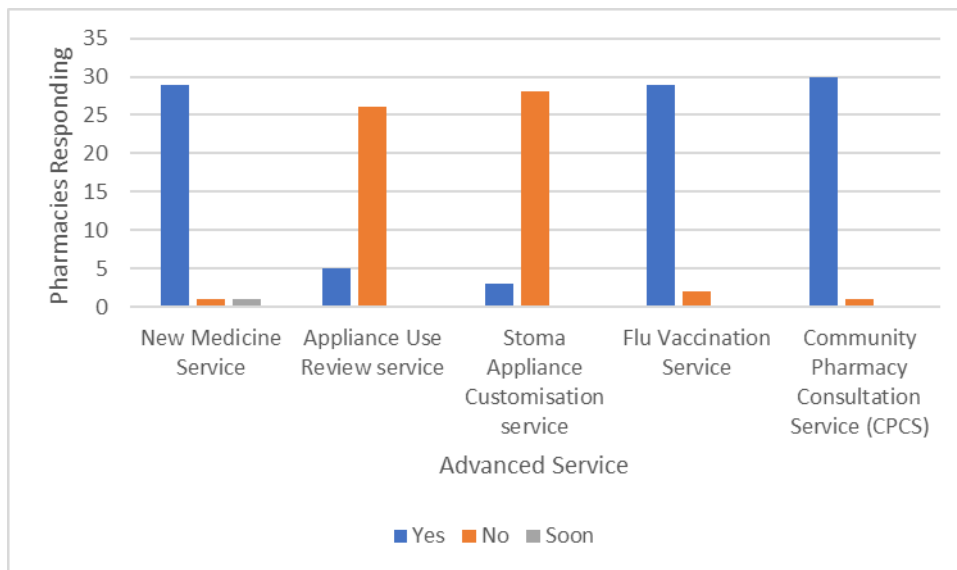
Table 7: Distribution of community pharmacies providing advanced services by locality

	New Medicine Service	Appliance Use Review service	Stoma Appliance Customisation service	Flu Vaccination Service	NHS Urgent Medicine Supply Advanced Service	Smoking Cessation Advanced Service
East Shields & Whitburn (3)	3	0	1	2	3	3
Hebburn (4)	4	1	1	4	4	1
Jarrow & Boldon (9)	9	1	0	9	9	4
Riverside (9)	7	2	1	8	8	3
West Shields Cleadon & East Boldon (6)	6	1	0	6	6	4
South Tyneside – no. of pharmacies providing advanced services	29	5	3	29	30	15
% of pharmacies providing services	94%	16%	10%	94%	97%	48%

Table 7 above shows the distribution of pharmacies across the localities of South Tyneside that deliver the Advanced services. At the time of production of the PNA, uptake of some of the more recently introduced services such as the hypertension case finding service was expected to increase as providers register their intent to provide.

This information also largely reflected in the responses to the Pharmacy questionnaire regarding provision of Advanced services as summarised in Figure 16 below. Further information regarding the pharmacy questionnaire is available in Appendix 1: Survey to Service Users and Community Pharmacy Providers.

Figure 16: NHSE&I Advanced Services: Pharmacy provision (based on questionnaire responses)



Few of the pharmacies responding to the survey indicated that they provide a stoma appliance customisation service (3/33; 9%) or the appliance use review (5/33, 15%). However, almost all indicated that they provide the New Medicine Service (31; 94%) and the Community Pharmacy Consultation Service (32/33; 97%).

Of the pharmacies responding to the survey, 94% (31/33) reported that they provided a Flu Vaccination Service, and the majority were involved in the COVID-19 Pandemic response with distribution of Lateral Flow tests and the Pharmacy Pandemic Delivery Service of medicines to vulnerable people.

In addition, more than half of the pharmacies indicated their intention to engage with new services being introduced at the time of the survey, such as the Hypertension finding advanced service.

Further information regarding these services is described below.

7.3.1 Appliance Use Review

Appliance Use Reviews (AURs) can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient’s home. Alternatively, where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation (in circumstances where the conversation cannot be overheard by others - except by someone whom the patient wants to hear the conversation, for example a carer). AURs should improve the patient’s knowledge and use of any ‘specified appliance’ [89].

Five of the pharmacies (15%) responding to the survey indicated that they provided appliance use review. However, this is also likely to be provided by the Appliance Contractors as a specialism of the services.

7.3.2 Community Pharmacy Consultation Service

The NHS Community Pharmacist Consultation Service launched on 29th October 2019 as an Advanced Service. Since 1st November 2020, general practices have been able to refer patients for a minor illness consultation via CPCS, once a local referral pathway has been agreed. The service, which replaced the NHS Urgent Medicine Supply (NUMSAS) connects patients who have a minor illness or need an urgent supply of a medicine with a community pharmacy [90].

As well as referrals from general practices, the service takes referrals to community pharmacy from NHS 111 (and NHS 111 online for requests for urgent supply), Integrated Urgent Care Clinical Assessment Services and in some cases, patients referred via the 999 service.

The CPCS aims to relieve pressure on the wider NHS by connecting patients with community pharmacy, which should be their first port of call and can deliver a swift, convenient, and effective service to meet their needs. Thus, providing the opportunity for community pharmacy to play a bigger role than ever within the urgent care system.

Since the CPCS was launched, an average of 10,500 patients per week are being referred for a consultation with a pharmacist following a call to NHS 111; these are patients who might otherwise have gone to see a GP [91].

In January 2022, NHS England and NHS Improvement announced that community pharmacy contractors could expect to receive more referrals from NHS 111 for the Community Pharmacist Consultation Service (CPCS) following a review of the NHS Pathway algorithms.

The majority (97%) of the pharmacies responding to the questionnaire indicated that they participate in the CPCS. This was further supported with information from NHSE&I which indicated that in January 2022, there were 31 community pharmacies in South Tyneside signed up to CPCS delivery. However, there was no data available regarding number of type of referrals at the time of producing this PNA.

7.3.3 Hepatitis C Testing Service

The Hepatitis C testing service was launched in September 2020 and focused on provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs (PWIDs), that is, individuals who inject illicit drugs, e.g., steroids or heroin, but who have not yet moved to the point of accepting treatment for their substance use. Where people test positive for Hepatitis C antibodies, they will be referred for a confirmatory test and treatment as appropriate [92].

This service is currently being provided by one pharmacy (core contract) in South Tyneside based in the Riverside locality.

7.3.4 Hypertension Case Finding Service

In 2020, NHS England and NHS Improvement (NHSE&I) commenced a pilot involving pharmacies offering blood pressure checks to people 40 years and over. In some pharmacies within the pilot, where the patient's initial blood pressure reading was elevated, they would be offered 24-hour ambulatory blood pressure monitoring (ABPM), which is the gold-standard for diagnosis of hypertension.

Following the initial findings of the pilot, the Department of Health and Social Care (DHSC) and NHSE&I proposed the commissioning of a new Hypertension case-finding service, as an Advanced service was commenced in October 2021 to support the programme of identification of undiagnosed cardiovascular disease.

The service aims to:

- Identify people with high blood pressure aged 40 years or older (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management
- At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements
- Provide another opportunity to promote healthy behaviours to patients [93]

Responses in the pharmacy questionnaire indicated that four (12%) of the pharmacies were providing the Hypertension case finding service with 21 (64%) respondents indicated that they would be providing the service "soon" and 8 (24%) not planning to.

Information from NHSE&I in January 2022 indicated that 10 pharmacies were signed up to delivery of the Hypertension Case finding services in South Tyneside (1 in the East Shields and Whitburn locality and 3 in each of Jarrow and Boldon, Riverside and West Shields, Cleadon and East Boldon localities). It is anticipated that registration for delivery of this new service will increase as the service becomes more established [79].

7.3.5 New Medicines Service

In England, around 15 million people have a long-term condition. The optimal use of appropriately prescribed medicines is vital to the management of most of these conditions. Non-adherence to prescribed medicine regimens is often a hidden problem, undisclosed by patients and unrecognised by prescribers. People make decisions about the medicines they are prescribed and whether they are going to take them very soon after being prescribed the new medicine [94]

The New Medicine Service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is focused on specific patient groups and conditions. From 1st September 2021, a broad range of following conditions were covered by the service including respiratory conditions, diabetes (Type 2), hypertension, hypercholesterolaemia, osteoporosis, gout, glaucoma, epilepsy, Parkinson's disease, urinary incontinence/retention, and many cardiac related conditions such as heart failure, atrial fibrillation, coronary heart disease, strokes, and long-term risks of venous thromboembolism/embolism [94].

Thirty-one of the 33 respondents (94%) to the pharmacy questionnaire indicated that they were active participants in the New Medicines Service. This is supported by information from NHSE&I which indicated that in January 2022 all pharmacies in South Tyneside were signed up to provide NMS [79]. However, during the pandemic, submissions to NHSE&I reflecting activity were temporarily ceased. These will recommence in April 2022.

In response to the customer questionnaire, 81% of respondents stated that they used their pharmacy for advice from their pharmacist e.g., about minor ailments or new medicines. and 19% indicated that they would use this service if it were available.

In the previous PNA 2018, 47% of customer respondents indicated that they accessed advice about medicines from their pharmacies showing that there has been a significant improvement in awareness of the role of the pharmacy in health care advice in recent years. However, there continues to be a need to increase awareness and ensure that all residents of South Tyneside are aware of and access healthcare advice from the pharmacy.

7.3.6 Stoma Appliance Customisation service

The Stoma Appliance Customisation service is based on modifying stoma appliance(s) to suit the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste [19].

Three of the pharmacies responding to the survey indicated that they provide a stoma appliance customisation service.

7.3.7 Flu Vaccination service

Community pharmacy has been providing flu vaccinations under a nationally commissioned service since September 2015. Each year from September through to March the NHS runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus. The accessibility of pharmacies, their extended opening hours, and the option to walk in without an appointment have proved popular with patients seeking vaccinations [95].

Thirty-one out of 33 (94%) of the pharmacies responding to the questionnaire indicated that they had been involved in the delivery of the 2021/22 Flu Vaccination Service in South Tyneside.

7.3.8 Smoking Cessation Advanced Service

The Smoking Cessation Advanced Service commenced in March 2022 for people referred to community pharmacies by hospital-based Tobacco Dependency Treatment Services. This service supplements other locally commissioned smoking cessation services and enables NHS trusts to refer patients discharged from hospital directly to a community pharmacy of their choice to continue their smoking cessation care pathway, including providing free medication and behavioural support as required in line with the NHS Long Term Plan care model for tobacco addiction [24].

As this service has only recently begun, there were currently six pharmacies signed up to the advanced specification. However, more than half of the pharmacies indicated their intention to engage with new Stop Smoking advanced service being introduced at the time of the survey.

7.3.9 Additional Advanced services set up in response to the COVID-19 Pandemic

In response to the pandemic, most providers were involved in the distribution of Lateral Flow Device (LFD) tests and the Pharmacy Pandemic Delivery Service of medicines to vulnerable people.

7.3.9.1 COVID-19 lateral flow device distribution service

At the end of March 2021, a new Advanced service, the NHS community pharmacy COVID-19 lateral flow device distribution service (or 'Pharmacy Collect' as it was described in communications to the public) was added to the NHS Community Pharmacy Contractual Framework. This service aimed to improve access to COVID-19 testing by making lateral flow device (LFD) test kits readily available at community pharmacies for asymptomatic people, to identify COVID-positive cases in the community and break the chain of transmission. The service was part of the Government's offer of lateral flow testing to all people in England and it worked alongside other available COVID-19 testing routes [96].

Information from NHSE&I confirmed that all pharmacies in South Tyneside had been involved in the lateral flow device distribution service.

7.3.9.2 Pandemic Delivery of Medicines Service

Delivery of medicines by pharmacies has not previously been a commissioned service although many pharmacies have offered this service, sometimes at a small cost to the customer [13].

The Pandemic Delivery of Medicines Service was initiated in response to the pandemic with the service requirements applied to clinically extremely vulnerable (CEV) patients self-isolating at home (also referred to as shielded patients). From 16th March 2021, people who had been notified of the need to self-isolate by NHS Test and Trace were able to access support during their isolation period for the delivery of their prescriptions from contractors. This service remained active until 31st March 2022 [96].

Many pharmacies provide a delivery service to their customers even though this is not a commissioned service.

7.4 Local Enhanced Services

Local Enhanced Services are the third tier of services that pharmacies may provide, and they can only be commissioned by NHS England and NHS Improvement to meet a local need [13].

7.4.1 COVID-19 vaccine administration (Local Enhanced Service)

Alongside vaccination centres and hospitals, Primary Care Networks, (PCN) over 600 community pharmacy sites in England supported the vaccination of patients and health and care workers against coronavirus. Through their strong relationships in local places and neighbourhoods, community pharmacies helped to tackle vaccine inequalities and improve vaccination take-up [96].

Delivery of this service was as a Local Enhanced Service and required the pharmacists to submit an expression of Interest application to become a designated site for this service delivery.

Information from NHSE&I January 2022 indicated that 12 pharmacies in South Tyneside were providers of this enhanced services, with at least one in each locality [79].

7.5 Locally commissioned services

Locally commissioned services are not described in the 2013 regulations, but the term is often used to describe those services commissioned from pharmacies by local authorities and clinical commissioning groups (CCGs)/ integrated care boards (ICBs) and local NHS England teams. As noted in the definition of enhanced services, they are not classified as enhanced services because they are not commissioned by NHS England and NHS Improvement [28].

From 1st July 2022 clinical commissioning groups replaced by Integrated Care Boards [84]. These will be able to take on delegated responsibility for pharmaceutical services, and from April 2023 NHS England and NHS Improvement expects all Integrated Care Boards to have done so [28]. Health and Wellbeing Boards should therefore be aware that some services that are commissioned from pharmacies by clinical commissioning groups (and are therefore other NHS services) will move to the integrated care boards and will fall then within the definition of enhanced services.

It is important to note that during the time of this PNA, commissioning of new services by the Integrated Care System (ICS) have commenced and are included in this report.

In South Tyneside, pharmacy services are currently commissioned locally by the Council's Public Health Team, South Tyneside CCG, the ICB and the local NHS England and NHS Improvements (NHSE&I) team.

7.5.1 South Tyneside CCG

At the time of preparing this PNA, South Tyneside CCG commissioned the following services with Community pharmacy services:

- Minor Ailments Scheme (Think Pharmacy First)
- Medicine Administration Record (MAR) Service
- Emergency Supply of Palliative Care Medicines
- On call out of hours pharmacist for emergencies

From 1st July 2022, the commissioning of these services has been transferred to the ICB [84]. In addition, GP to Pharmacy service is commissioned by South Tyneside Health Collaboration [75].

7.5.1.1 Minor ailments

The scheme, delivered by all pharmacies in South Tyneside enables pharmacists to provide advice and treatment for several minor illnesses such as: Aches and pains, allergies, colds and flu, ear care, eye care, stomach aches, head lice, and skin and mouth problems.

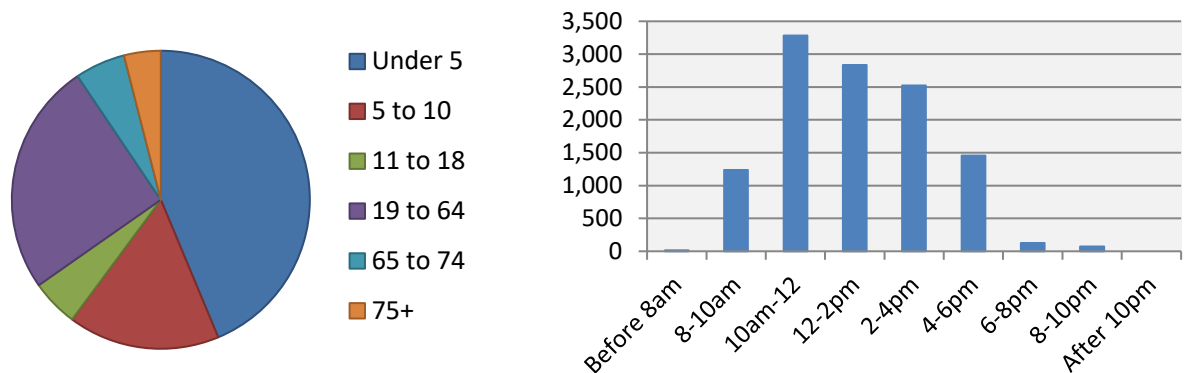
The scheme aims to:

- Promote self-care within a community pharmacy setting
- Support local developments to promote appropriate use of antibiotics
- Address health inequalities
- Provide additional access in the event of a Flu / COVID Pandemic, to encourage self-care to patients who can manage their own symptoms at home

- Contribute towards the reduction in demand on inappropriate attendances at GP surgeries and Accident and Emergency
- Bring care closer to home for patients
- Contribute towards the cost-effective use of medicines
- Increase patient choice to access primary care in alternative settings

In 2021/22, a total of 11,544 interventions were delivered to a wide range of people and the majority of which were during the day between as seen in the charts below:

Figure 17: South Tyneside Pharmacy First interventions 2021/22: Age range of people and times of the day



Thirty-two of the 33 (97%) pharmacies responding to our survey indicated participation in the Minor Ailments Scheme, locally titled "Think Pharmacy First".

More recently, the "Think Pharmacy First" programme has been commissioned by the ICS across the Region which will further promote community pharmacy services as the first point of contact for advice and treatment of minor ailments (see ICS commissioned services section below).

7.5.1.2 Medication Administration Record (MAR) service

The MAR service contracts pharmacies to provide a medication chart to patients with all their medications listed, directions for use and space for the administering person to sign to indicate the dosage has been taken/administered [97]. Twenty-one (64%) of the pharmacies responding to the survey indicated that they currently provide this service, with eight indicating they were 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).

7.5.1.3 On demand availability of specialist drugs

The CCG/ICB commissions pharmacies with longer opening hours to stock specialist drugs, primarily for palliative care [75]. Thirteen pharmacies are currently commissioned to deliver this service, 12 (36%) of whom responding to the questionnaire indicated that they currently provide the service with a further 12 pharmacies willing to provide the service if commissioned.

During the pandemic, the range of pharmacies stocking these medicines was extended from two to thirteen. This built resilience into the system at a time of extreme pressure.

7.5.1.4 Out of hour on call emergency pharmacist

South Tyneside CCG/ICB also commissions provision of an out of hour on call emergency pharmacist services which is provided by the same pharmacies that provide the specialist medicine service [75].

7.5.1.5 GP 2 Pharmacy

GP2Pharmacy is an initiative launched in 2019 which the South Tyneside Health Collaboration commissions to make additional appointments with healthcare professionals for patients in South Tyneside. The service involves the GP and Pharmacy Colleagues working together to ensure that patients are triaged against an agreed list of symptoms and when appropriate, given a fixed time appointment with a pharmacist, usually the same day or next day. The scheme frees up time with GPs so that appointments are available for urgent requirements and supports patients get seen quickly by an appropriate healthcare professional [75] [98] [99].

Twenty-six of the local pharmacies in South Tyneside support this scheme, some of which are pharmacies that are open over weekends. Participating pharmacists can provide medication for certain conditions and if people do not usually pay for their prescriptions, the supply of medicines will still be free of charge.

7.5.2 South Tyneside Council

There is a long history of community pharmacies engaging in public health activities and in delivering public health services. As part of its range of public health interventions South Tyneside Council commissions the following services from community pharmacies:

- Active intervention Stop Smoking service
- Dispensing services for smoking cessation products such as nicotine replacement
- Supervised consumption of opiate substitutes
- Alcohol brief intervention and advice
- Harm Reduction, including needle exchange
- Emergency hormonal contraception and C-card registration/supply
- NHS Health checks
- Healthy Start vitamins

Table 8: South Tyneside Public Health commissioned services by locality

Locality	Emergency Hormonal Contraception	NHS Health Checks	Stop Smoking Support	Chlamydia Testing	Condom Distribution Service	Alcohol Identification and Brief Advice
East Shields and Whitburn	2	0	3	1	0	1
Hebburn	1	0	1	2	0	0
Jarrow and Boldon	7	1	4	6	5	2
Riverside	7	0	3	5	2	4
West Shields Cleadon and East Boldon	6	1	4	2	2	3
SOUTH TYNESIDE	23	2	15	16	9	10

7.5.2.1 Stop smoking service

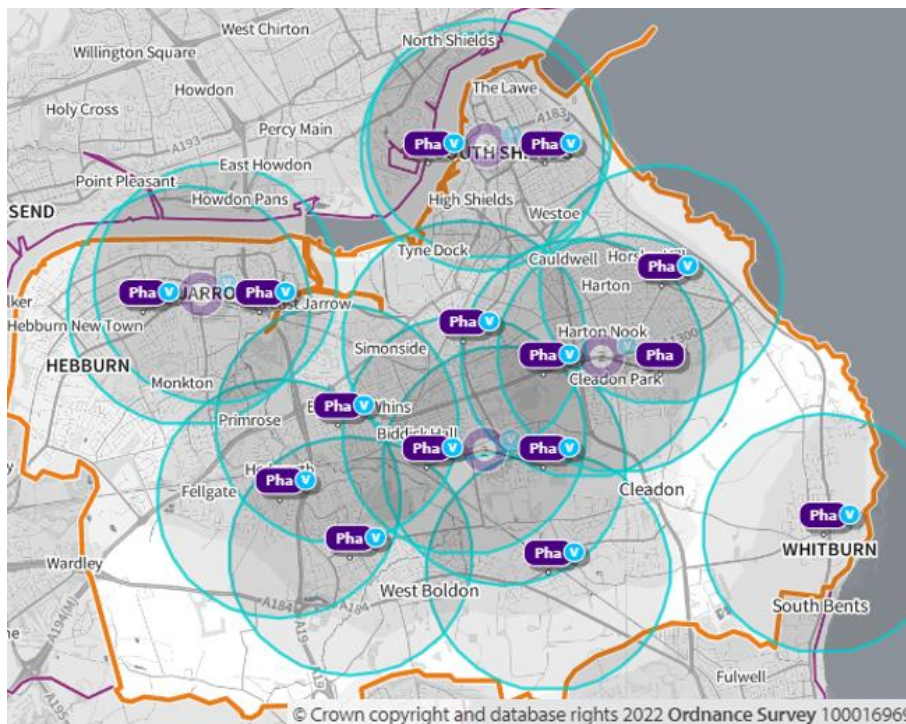
This service provides behavioural support for individuals wishing to stop smoking, including the prescription of nicotine-replacement therapies (NRT) and/or medication as appropriate in line with NICE guidelines [100].

In South Tyneside there was no specialist stop smoking service currently commissioned, making the provision of stop smoking support within community pharmacies very important due to the convenience and accessibility for residents. This service includes the delivery of stop smoking services and the provision of NRT to pregnant women.

- During 2019/20 stop smoking services in South Tyneside engaged 9% of the smoking population. This compares with 5.8% for the North East and 3.9% for England.
- Providers in the Borough have a 43.9% success rate compared to 51.5% for England and 45.3% for the North East.
- Community pharmacies continue to play an important role in the provision of stop smoking services in South Tyneside, providing around 30% of both cessation attempts and quits.

15 (48%) of the pharmacies who responded to the survey indicate that they currently provide active smoking intervention stop smoking services with 11 (35%) indicating that they would or intend to provide this service. 30 (97%) pharmacies indicated that they dispense NRT. Figure 18 shows that there is a good distribution of these pharmacies across South Tyneside.

Figure 18: Distribution of pharmacies providing smoking quit support with 1 mile radius drawn [39]



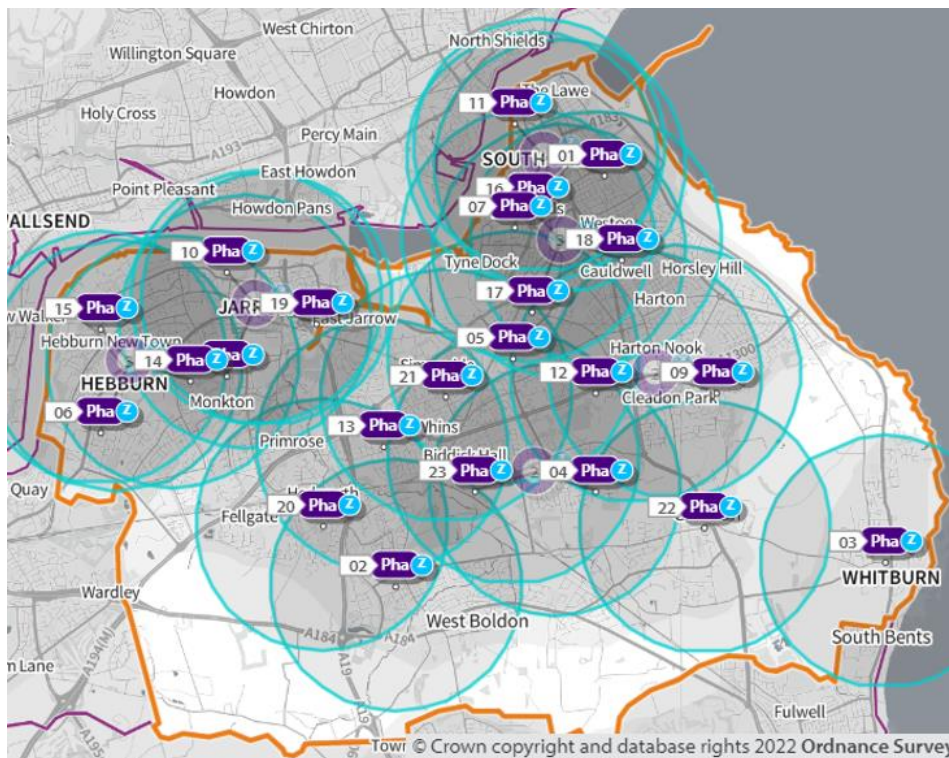
7.5.2.2 Supervised consumption of Opiate substitutes

Our commissioned provider 'South Tyneside Adult Recovery Service (STARS) work with pharmacies to ensure that clients can collect their medication in a timely manner and take as outlined in their individual treatment plan and within the requirements from the prescriber. Any changes to prescriptions or circumstances are communicated [101].

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 service 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. Pharmacists providing this service monitor and review risk and share any necessary information or concerns with the recovery service [102].

Currently 23 (74%) pharmacies are providing this service with good distribution across South Tyneside.

Figure 19: Distribution of pharmacies providing Supervised Consumption with one mile radius drawn [39]



7.5.2.3 Needle Exchange

There were three pharmacies providing a needle exchange service within South Tyneside:

- Boustead Chemist – 187 Albert Road, Jarrow
- Avicenna Hebburn Health Centre Pharmacy – Campbell Park Road, Hebburn
- Avicenna Boldon Lane Pharmacy – 59 Boldon Lane, South Shields

The pharmacies support clients with clean equipment, provide advice and support and encourage to return used works keeping them and the wider community safe.

These pharmacies complement the central Public Health Outreach Facility that is in Charlotte Street car park weekdays 10am – 4pm [102].

In response to the questionnaire, whilst only three (9%) respondents currently provide the needle exchange service, a further 13 (39%) respondents indicated that they would provide this if this were a commissioned service (Table 15). This suggests that there could be further enrolment to this service to enable improved access to the service.

7.5.2.4 Alcohol identification and brief advice (IBA)

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 [103].

Ten pharmacies responded to the survey indicating they could provide IBA in South Tyneside (Table 22).

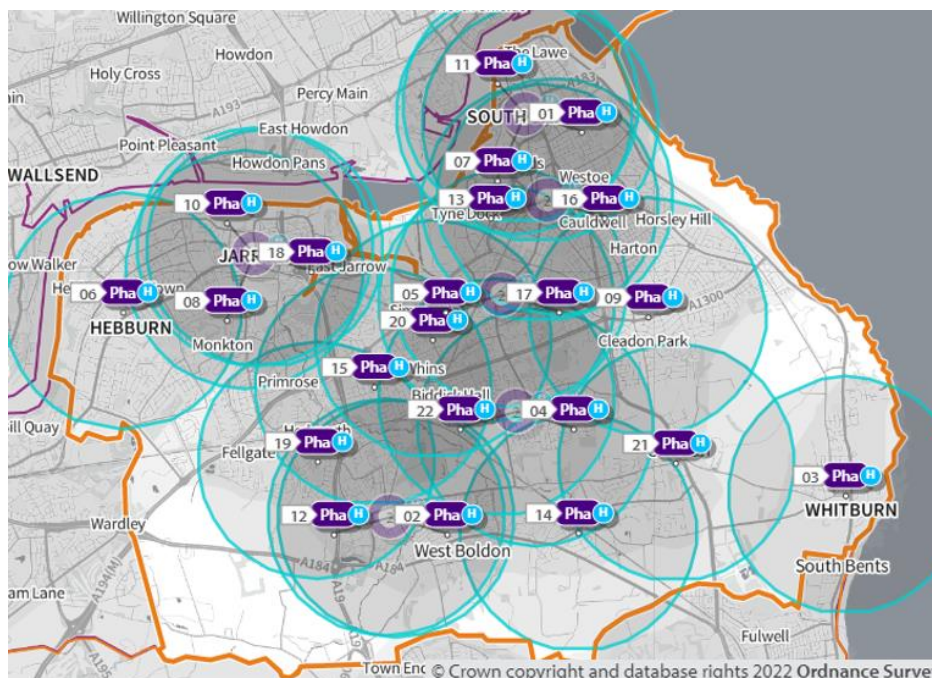
7.5.2.5 Emergency Hormonal Contraception (EHC)

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.

During the 12 month period between June 2021 to April 2022, an average of 80 consultations per month were undertaken by community pharmacies in South Tyneside resulting in supplies of emergency hormonal contraception.

Twenty-two (67%) of the pharmacies responding to the survey indicated that they provide this service with a good distribution across South Tyneside during normal weekday hours (Table 22).

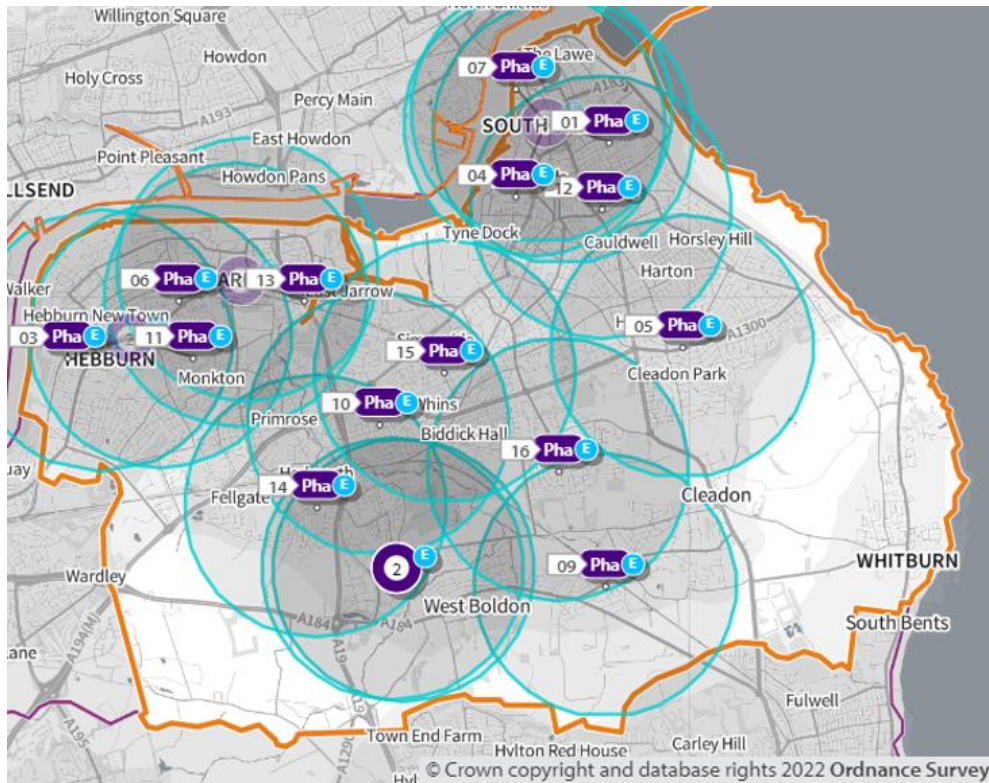
Figure 20: Distribution of EHC service across South Tyneside Pharmacies with one mile radius drawn [39]



7.5.2.6 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: Distribution of Chlamydia screening service across South Tyneside Pharmacies with one mile radius drawn [39]



7.5.2.7 Condom Distribution Service

South Tyneside Sexual Health Service offers a Free Condom Distribution/Supply service for young people aged 16+ in community settings and via an online model. The condom distribution scheme aims to provide increased service provision in Pharmacy, GP and community settings and help with the reduction of sexually transmitted infections and unwanted pregnancy. The service provides a "Grab & Collect Scheme" which facilitates distribution of free condoms either alongside routine consultations, to customers in store, by collecting over the counter/reception or establish a designated collection point in waiting areas offered to anyone over the age of 16 years. Packs supplied include condoms, condom demonstration leaflet (available in 12 languages), emergency contraception advice and South Tyneside Sexual Health information [104].

During 2021/22, 410 residents were registered with the scheme. Of those, 59% were male, 40% female, 1% preferred not to say with an average age of 29-years. The historic under 25 age cap was removed to support service access in over 25 age group during COVID-19 pandemic.

As well as GP and community settings, four community pharmacies in South Tyneside are amongst the locations providing this free condom scheme:

- Cohens Pharmacy
- Whiteleas Pharmacy
- Biddick Hall Pharmacy
- DG Neil Pharmacy

7.5.2.8 NHS Health Checks

The NHS Health Check programme aims to improve health and wellbeing of eligible adults aged 40-74 years. The NHS Health Check is a national risk assessment and prevention programme that systematically targets the top seven causes of preventable deaths: high blood pressure, smoking, high cholesterol, obesity, poor diet, physical inactivity, and alcohol consumption. It is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes, or dementia [105]. In 2020, a national review of Health Checks was undertaken. It found that the Health Check Programme had achieved its aims, reaching 2 in 5 eligible people, including those at higher risk of disease, and delivering better outcomes for attendees. It makes recommendations to ministers on how the programme could go further in preventing non-communicable disease and stresses the importance of restoring the existing programme following the disruption caused by the pandemic [105] [106].

The South Tyneside Public Health commissions NHS Health Checks from all GP practices and two pharmacies. During the COVID-19 pandemic, pharmacies paused delivery of NHS Health Checks to focus on the pandemic response, but it is hoped that this service will resume in due course.

7.5.2.9 Healthy Start Vitamins

Healthy Start is a statutory UK-wide government scheme which aims to improve the health of pregnant women and families on benefits or low incomes. One element of the scheme is the availability of vitamin supplements for eligible women who are pregnant or who have a baby aged under 1 year (containing folic acid and vitamins C and D) and for children aged from six months to four years (containing the recommended amounts of vitamins A, C and D) [107] [107].

In South Tyneside, the vitamins are available via maternity and children's centres, and pharmacies with a view to encourage local supermarkets and other venues to stock and distribute them. They are also available via our food banks too.

7.6 North East and North Cumbria Integrated Care System (NENC ICS) commissioned services

Community pharmacy services have recently been funded by the North East and North Cumbria Integrated Care System (NENC ICS) to support patients and the NHS over the winter period (2021/22) [61]. The local NHS England team and CCGs have supported commissioning of the services and has used Winter Access Funding (WAF) to support these services.

The services are:

- Walk-in Community Pharmacist Consultation Service (CPCS) emergency medicine supply
- Region Wide Think Pharmacy First Minor Ailment Service
- Urinary Tract infection (UTI) Patient Group Direction (PGD) service

The first two services have commenced in December 2021, and the UTI PGD service was launched in August 2022.

7.6.1 Walk-in Community Pharmacist Consultation Service emergency medicine supply

This service is identical to the advanced service already in operation, but patients do not require a referral from NHS 111, thus reducing pressure on NHS 111. Any patient presenting at the pharmacy for an emergency supply of repeat medicines who is unable to obtain a prescription in a timely manner, in line with the service specification, can be provided with their medication at NHS expense [91].

7.6.2 Think Pharmacy First minor ailment service

This service had been delivered in some of the areas within the North East Region previously, including South Tyneside. Pharmacies in South Tyneside will continue to deliver the Think Pharmacy First Service and customers will see no difference in this service.

7.6.3 Urinary Tract Infection (UTI) PGD service

This new service will allow pharmacists to provide a three-day course of a specific antibiotic (nitrofurantoin) used to treat UTIs to women who meet specific inclusion criteria defined in the Patient Group Direction (PGD) used to enable a prescription only medicine to be supplied by specific, trained staff [pharmacists in this case] without a prescription), thus enabling you to treat more women without having to refer them to their GP for treatment.

Pharmacies in the North East and Cumbria ICS have been selected to pilot this scheme and as the PNA was going to publication, in the first 3/4 weeks approximately 70% of pharmacies were offering the service across the ICS footprint and in this time, there were over 1200 consultations undertaken. The aim is that all community pharmacies in the NE&C ICS will offer this service. The service has a research element to it to enable the NHS to evaluate its success [108].

7.7 Non-commissioned services

Community pharmacies provide a range of services which are neither part of the core contract with the NHS, nor commissioned by local authorities, the CCG/ICB or NHS England. These services may not be aligned with the strategic priorities of the CCG/ICB or the council but may be fulfilling a customer generated demand for non-NHS services and are often very valuable for certain patient groups, for example the housebound. However, these services are provided at the discretion of the pharmacy owner and may or may not incur an additional fee.

As these services are not reimbursed by the NHS, the decision to provide the service is often a commercial one, especially when the service increases the pharmacy's overhead costs. Non-commissioned services identified in the Pharmacist PNA questionnaire included:

- Collection of prescriptions from GP practices
- Delivery of dispensed medicines
- Dispensing of medicines into Monitored Dosage Systems

It is worth noting that patients are often surprised to find that these are not NHS services.

7.7.1 Collection and delivery services

In the pharmacy questionnaire, almost all (31/33 94%) pharmacies collect prescriptions from surgeries. This will be significantly less than in previous PNAs with the implementation of electronic prescribing across primary care.

With the recent exception of the Local Enhanced Medicine Delivery Service which was established in response to the COVID-19 Pandemic, delivery of medicines is not currently a commissioned service provided by pharmacies. However, 82% of pharmacies responding to the survey indicated that they delivered dispensed medicines free of charge with and 18% indicating that they may charge for this service.

The patient groups that the pharmacies generally provided this service for included those who were housebound, elderly, vulnerable, and for those requiring end of life care or urgent medicines. In some cases, pharmacies stated that deliveries had to be restricted to these groups due to the limited resources available to provide this service.

In terms of customers, 29% of respondents identified that the pharmacy delivery process had been included in the changes to the way in which they use pharmacy services since the COVID-19 Pandemic. It is unclear from the information whether these changes were short term i.e., during isolation periods or a more permanent change to accessing pharmacy supplies.

Two of the services which customers find extremely useful are the prescription collection from the surgery and home delivery services.

7.7.2 Monitored Dosage Systems

Pharmacies are expected to make reasonable adjustments for patients who have disabilities which ensure that they can take their medicines as instructed by the doctor in line with the Equality Act 2010 [29]. This will sometimes require the use of monitored dose systems (MDS) to help patients take complicated drug regimens these are often seen as weekly or monthly cassettes with medication placed in boxes relating to the day and time of the day that the medicine is to be taken [109].

Family or carers may ask for medicines to be dispensed in MDS, without any assessment of whether this is the most appropriate way of providing the help that the patient needs to safely take their medicines. This is an ideal opportunity for the pharmacy service to engage with the person or their representative to ascertain the most appropriate delivery system for medicines to suit their needs [109].

NICE guidance NG67 published in March 2017 recognised the role that pharmacists play in supporting people in the community and recommended that “use of a monitored dosage system should only be when an assessment by a health professional (for example, a pharmacist) has been carried out” [109] [109].

Most of the pharmacies responding in the survey were found to provide medicines in MDS, sometimes free of charge (94%) or chargeable (3%) (see Table 23).

At the time of renewing the PNA, work was ongoing to establish the use of a Reasonable Adjustment Flag (RAF) feature in the NHS electronic prescribing system to enable information to be input to help enable health and care professionals to record, share and view patients' key potential reasonable adjustments or more often related considerations across the NHS; enabling staff and services to carry out their duty to provide assessments or adjustments when relevant criteria may be fulfilled [77].

This information sharing should help to identify patients who would benefit from interventions such as the provision of medicines in a MDS and evidence assessments that have been undertaken to support this decision [77].

7.7.3 Other 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, for example the housebound. As these services are not reimbursed by the NHS, the decision to provide them is often a commercial one. Appendix 1: Survey to Service Users and Community Pharmacy Providers Table 15 includes private services and shows several pharmacies are willing to provide more of these services in the future.

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

8 Conclusion and Recommendations

8.1 Overall picture and distribution of pharmacies

In 2020, the population of South Tyneside was 151,133 [5] and was projected to rise by approximately 2,400 by 2025 [6]. In South Tyneside, there were currently 33 community pharmacies made up of 32 standard contract (40-hour) pharmacies, one 100-hour pharmacy. There was also one appliance contractor. There were no distance selling pharmacies or dispensing doctors' services. This was a decrease of two community pharmacy services in South Tyneside since the last pharmaceutical needs assessment was undertaken [2].

The community pharmacy providers are well distributed throughout the borough at the rate of pharmacies per 100,000 population at 21.8. This was higher than the national average of 17.3 per 100,000 [71] [5].

Access to pharmacies was good with 41% of South Tyneside residents are within a five-minute to a pharmacy, 76% within a ten-minute, and 99% within 20-minute walk. Evening and weekend access is lower, but still considered adequate with one remaining 100-hour pharmacy in the borough and several accessible in nearby localities [39]. The expected increase in dwellings, around 1,000 over the next three years [82], is not anticipated to impact on these figures.

8.2 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 2025, then South Tyneside Health and Wellbeing Board will issue a supplementary statement and attach it to this PNA.

8.2.1 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 several 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.

8.3 Key findings

Based on this needs assessment, South Tyneside Health and Wellbeing Board concludes the following:

- South Tyneside is adequately served by community pharmacies, and has 21.8 pharmacies per 100,000 population as compared to 20.5 for England
- Relatively low per capita provision of pharmacies in East Shields and Whitburn locality is mitigated by provision in neighbouring localities including the 100-hour pharmacy to the North and pharmacies in neighbouring Sunderland local authority
- 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
- The level of planned development is unlikely to require new pharmacy contracts, due to satisfactory cover from existing pharmacies
- 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
- Pharmacies made an important contribution to health and wellbeing of the South Tyneside population during the COVID-19 pandemic and as a community asset are likely to play a significant role in the delivery of the Joint Health and Wellbeing Strategy for South Tyneside

8.4 Recommendations

- Whilst the provision of community pharmacies overall is considered adequate, commissioners should monitor the localities and service provision across the borough to ensure they continue to meet the needs of the population
- Commissioners should consider the opportunities afforded by community pharmacy services to further deliver on health and wellbeing priorities
- Commissioners should support the effective engagement of community pharmacies in the newly established North East North Cumbria Integrated Care Systems highlighting the significant role they play in the prevention, promotion, and treatment of the health of the local population

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10 Appendices

10.1 Appendix 1: Survey to Service Users and Community Pharmacy Providers

10.1.1 Service User Survey results

When We Consulted: July to November 2022

How We Consulted and Who Responded: A short paper survey was circulated to all South Tyneside pharmacies by the Local Pharmaceutical Committee Members on the PNA Steering Group. Pharmacies were asked to display the survey on their counters and encourage customers to complete it. An on-line version of the survey was also built and accessible via the Council's website.

Ninety-eight people responded to the survey. There was at least one response from every locality in South Tyneside. The spread of responses from each locality is shown in the table.

Table 9: Service user service respondents by locality

PNA Locality	Number of Responses
East Shields and Whitburn	15
Hebburn	5
Jarrow and Boldon	6
Riverside	12
West Shields Cleadon and East Boldon	11
Not Reported	49
Total	98

Figure 22: How old are you? (N=91)

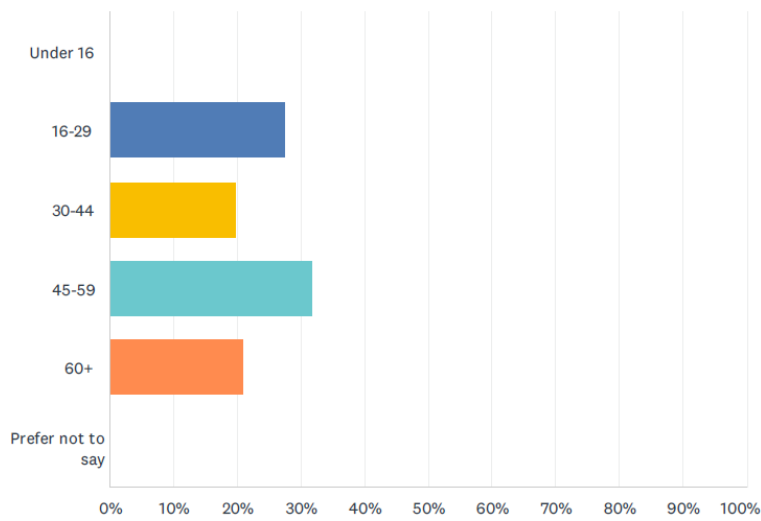


Figure 23: What is your sex? (N=90)

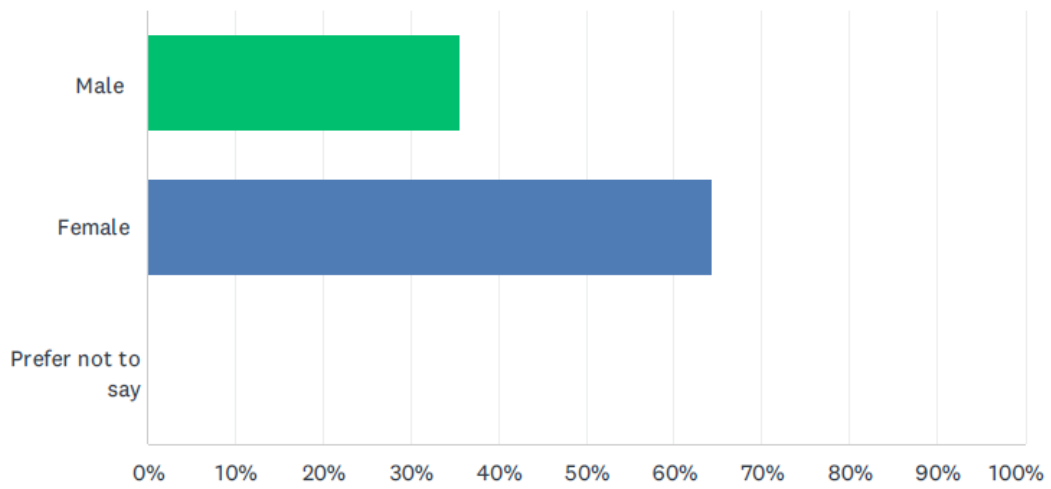


Figure 24: What is your ethnicity? (N=90)

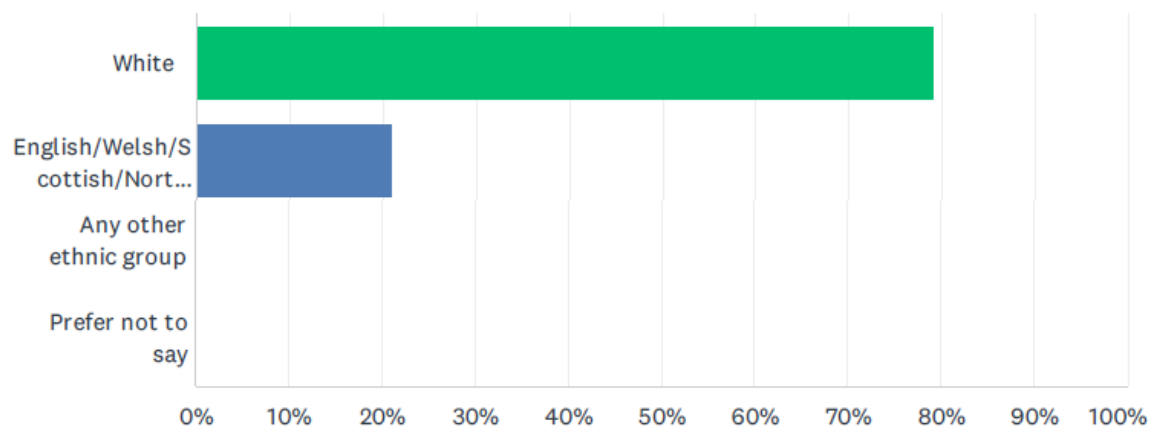


Figure 25: How often do you use this or any other pharmacy for your health care needs? (e.g., prescriptions, medicines, advice) (N=97)

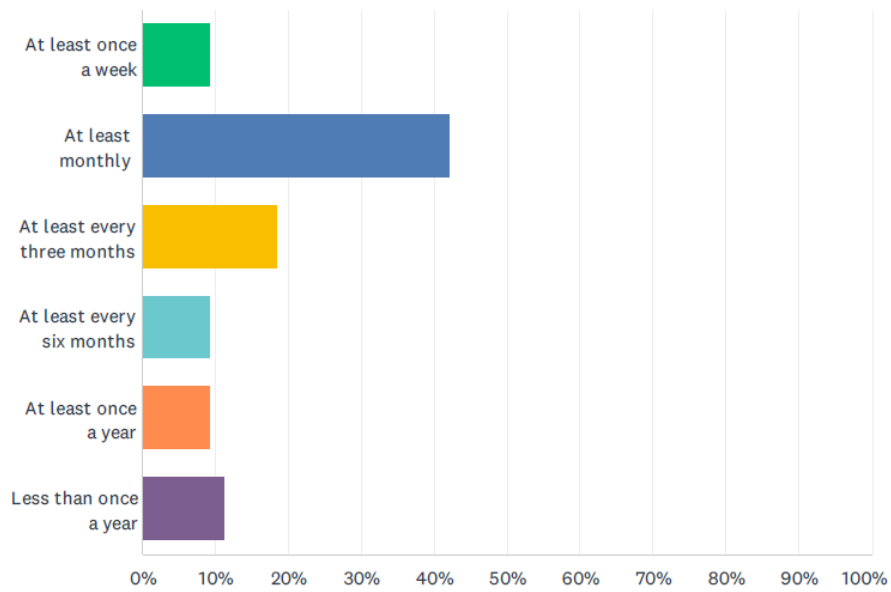


Figure 26: Do you always use the same pharmacy? (N=98)

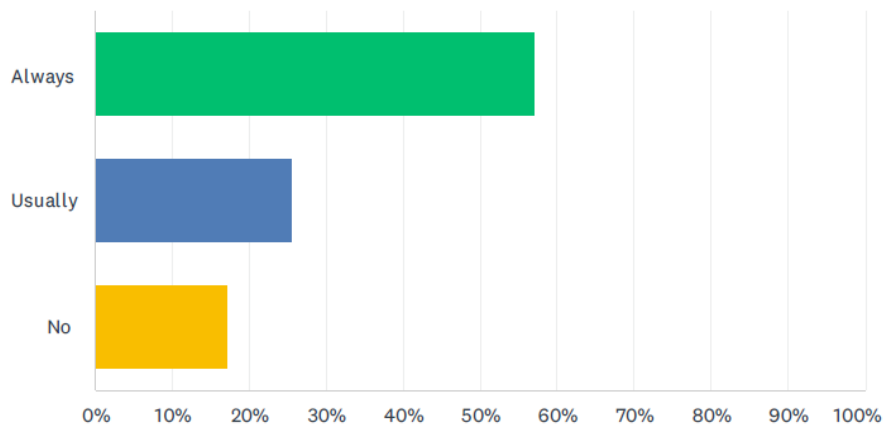


Figure 27: What type of pharmacy is it? (N=98)

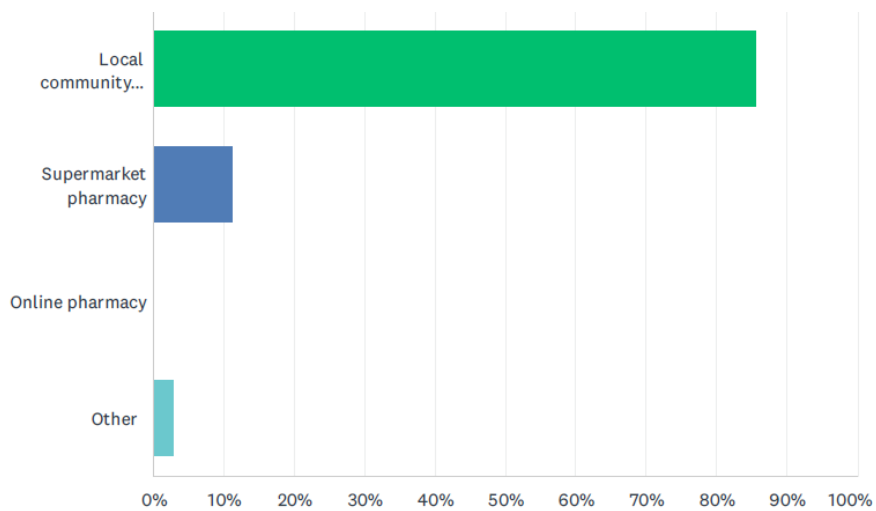


Figure 28: Think about the pharmacy you use most often, how do you usually access it? (N=98)

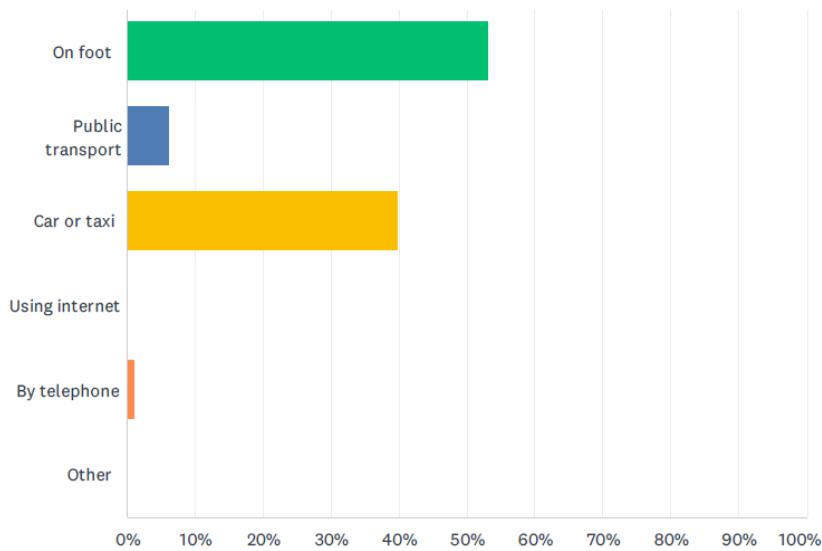


Figure 29: If you visit a pharmacy in person, is it easy or difficult to get there on foot or by public transport? (N=95)

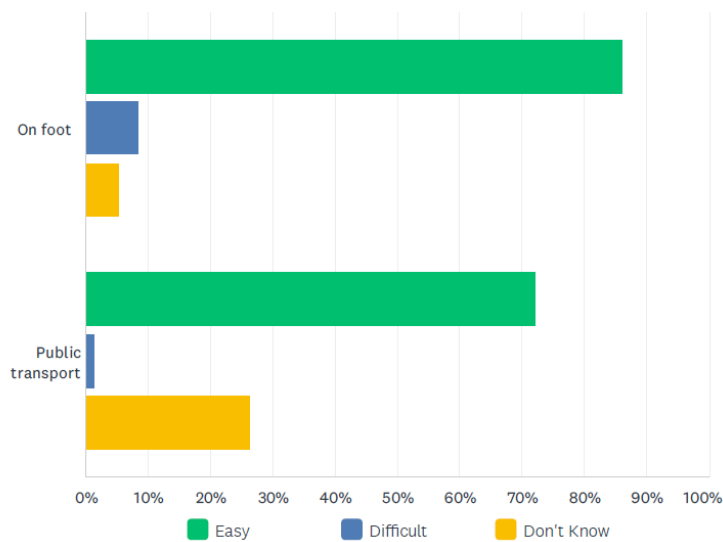


Figure 30: Have you ever needed something from a pharmacy but could not access it at the time? (N=97)

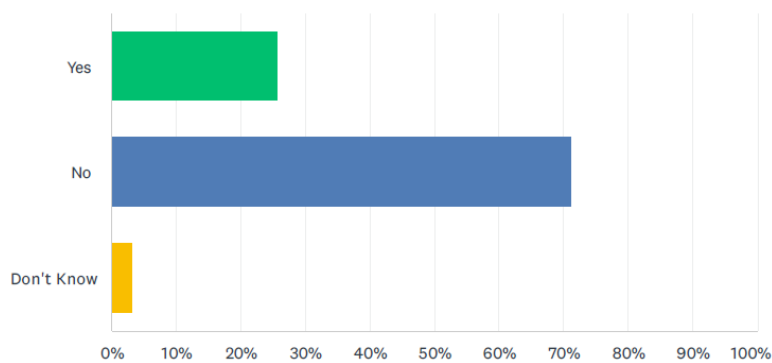


Figure 31: Why could you not access it? (N=25)

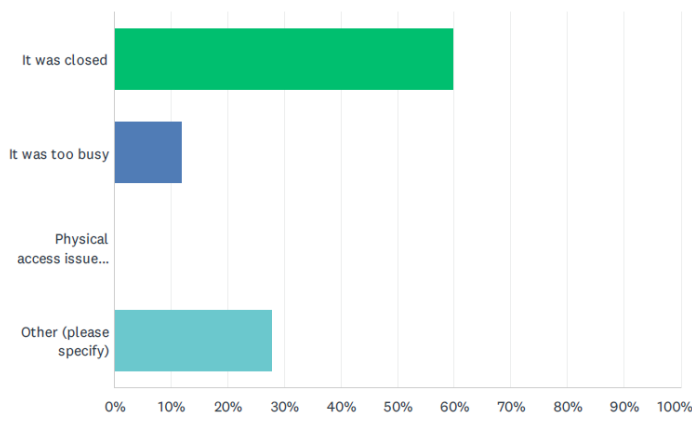


Figure 32: What did you do instead? (Please tick one box only) (N=25)

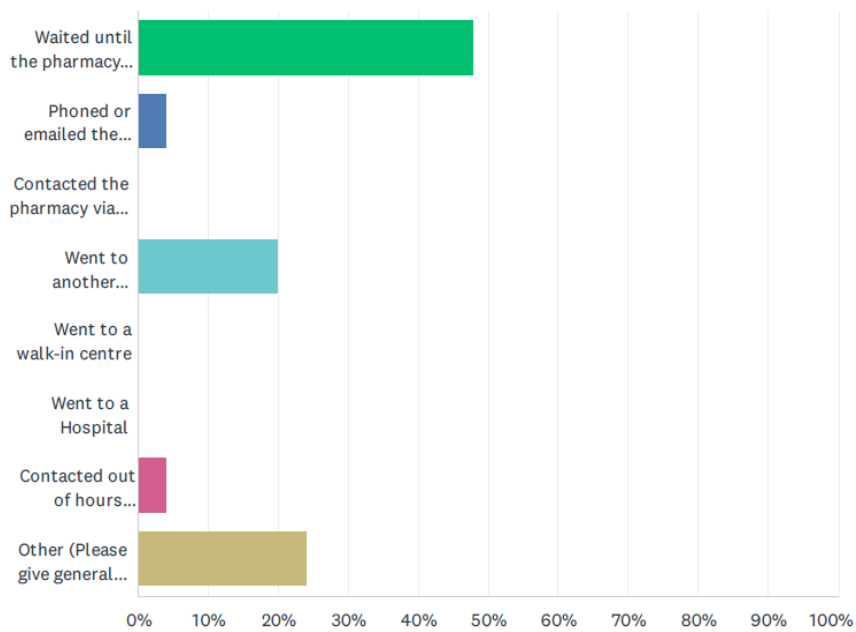


Figure 33: When you visit a pharmacy, which services do you use and are there any that you would be likely to use if they were available? (Please tick all that apply) (N=93)

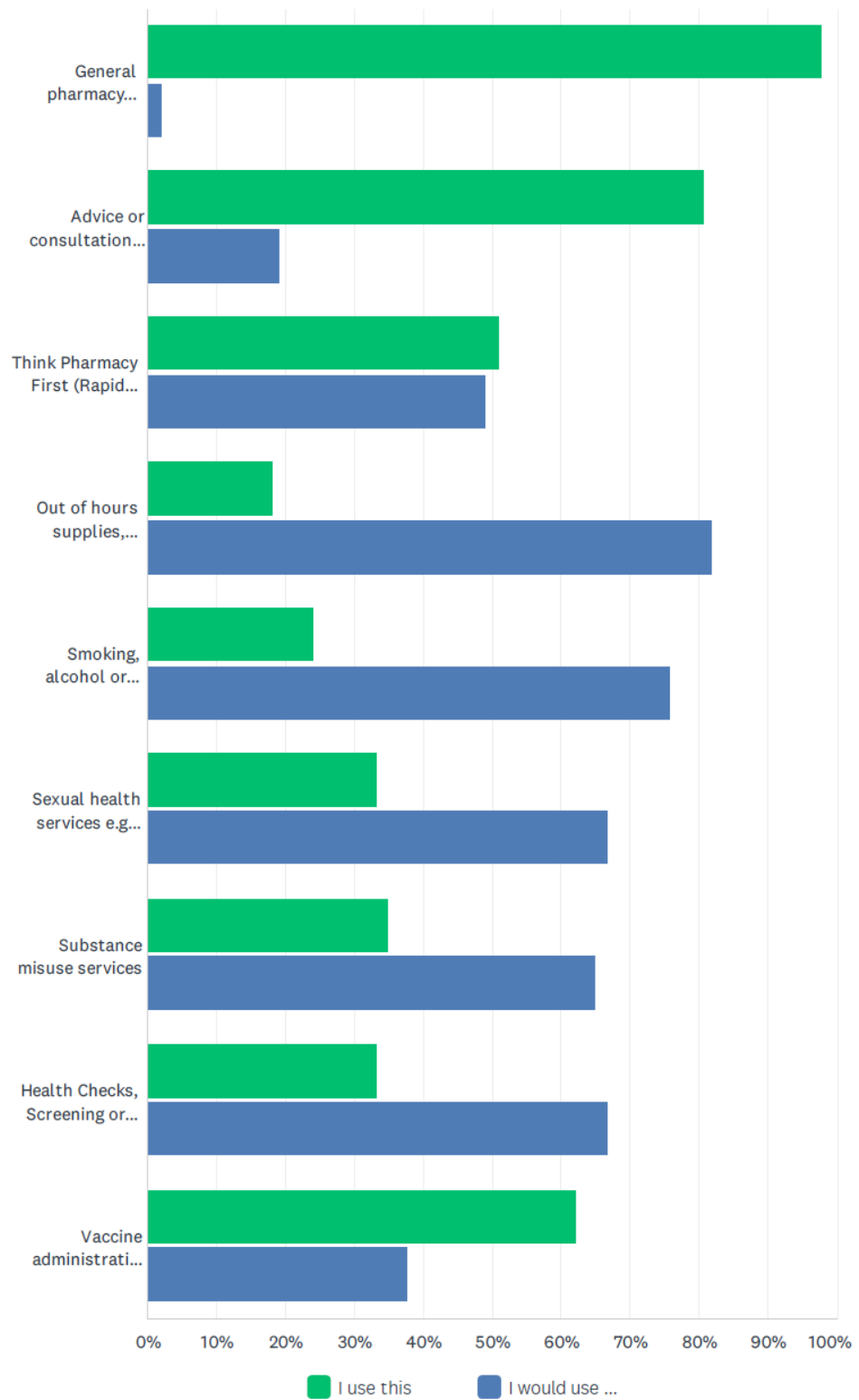


Figure 34: Have you changed the way you visit or use pharmacy services since the COVID-19 pandemic began? (March 2020) (N=93)

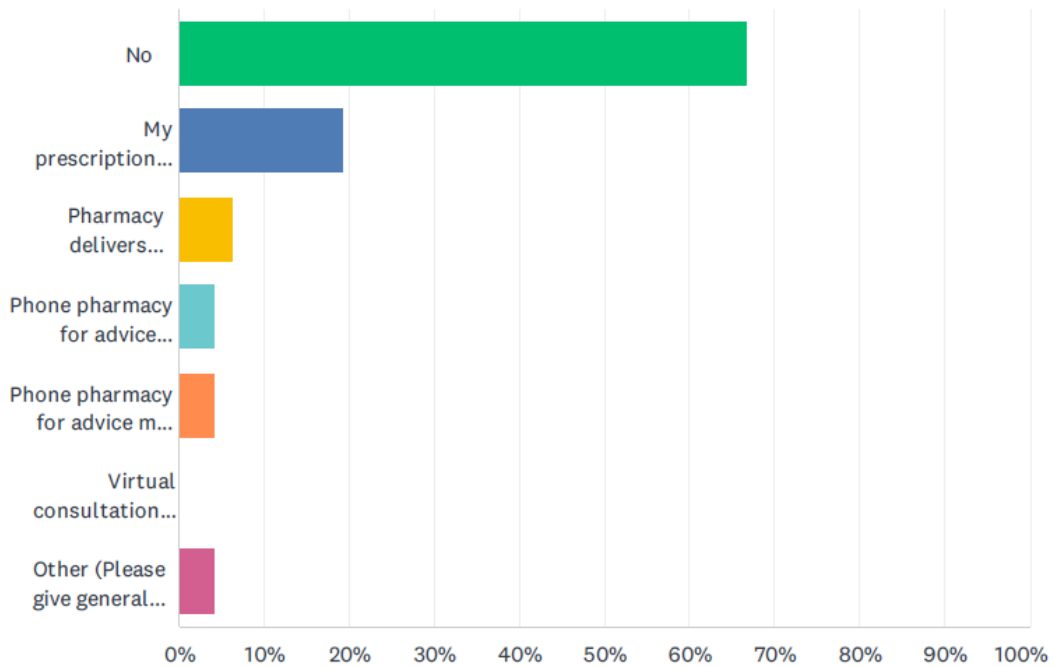
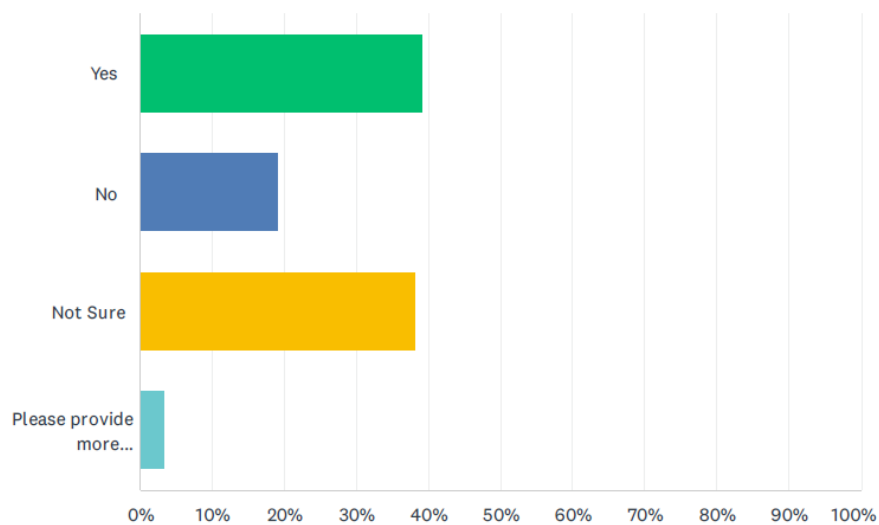


Figure 35: Given the challenges of COVID-10 and how pharmacy services have had to adapt, do you think these new ways of working improve the service you get from the pharmacy? (N=89)



A summary of the themes from the free text box:

- 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

10.1.2 Community Pharmacy provider survey results

When We Consulted: August to December 2021

How We Consulted and Who Responded: A survey was built on-line using South Tyneside Council's Consultation Portal and circulated to all South Tyneside community pharmacies by the Local Pharmaceutical Committee Members using PharmOutcomes.

31 of the 33 community pharmacies in South Tyneside responded to the survey (an 94% response rate) the appliance contractor based in South Tyneside was not included in the survey.

Table 10: Access

	Yes	No	No - Plans in place to address in the next 12 months
Does the pharmacy entrance allow for unaided wheelchair access?	26 (84%)	4 (13%)	1 (3%)
Do patients ever require translations services?	10 (32%)	21 (68%)	0 (0%)

Table 11: Consultation Facilities

Is there a consultation room?	
Available (including wheelchair access) on the premises	26 (84%)
Available (without wheelchair access) on premises	5 (16%)

Table 12: Other facilities - Handwashing

Handwashing Facilities?	
Close to the consultation area	4 (13%)
Hand sanitiser available	7 (23%)
In the consultation area	20 (65%)

Table 13: Other facilities - Toilet

Toilet Facilities?	
No	22 (71%)
Yes	9 (29%)

Table 14: Advanced Services

	Yes	No	Soon
New Medicine Service	29 (94%)	1 (3%)	1 (3%)
Appliance Use Review service	5 (16%)	26 (84%)	0 (0%)
Stoma Appliance Customisation service	3 (10%)	28 (84%)	0 (0%)
Flu Vaccination Service	29 (94%)	2 (6%)	0 (0%)
Community Pharmacy Consultation Service (CPCS)	30 (97%)	1 (3%)	0 (0%)
Pandemic Delivery Service (Advanced Service)	30 (97%)	1 (3%)	0 (0%)

Table 15: Services (Enhanced, Commissioned and Private)

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
Anticoagulant Monitoring Service	2 (7%)	0 (0%)	13 (45%)	14 (48%)	0 (0%)
Care Home Service	6 (21%)	0 (0%)	10 (36%)	12 (43%)	0 (0%)
Chlamydia Treatment Service	7 (23%)	1 (3%)	15 (50%)	7 (23%)	0 (0%)
Contraception Service	4 (13%)	1 (3%)	17 (57%)	8 (27%)	0 (0%)
Emergency Supply Service	22 (71%)	1 (3%)	6 (19%)	2 (6%)	0 (0%)
Gluten Free Food Supply Service	3 (10%)	0 (0%)	15 (52%)	11 (38%)	0 (0%)
Home Delivery Service	27 (93%)	0 (0%)	2 (7%)	0 (0%)	0 (0%)
Independent Prescribing Service	1 (3%)	1 (3%)	16 (55%)	10 (34%)	1 (3%)
Supplementary prescribing	0 (0%)	2 (7%)	14 (50%)	11 (39%)	1 (4%)
Language Access Service	1 (4%)	0 (0%)	14 (50%)	13 (46%)	0 (0%)
Medication Review Service	3 (10%)	0 (0%)	21 (70%)	6 (20%)	0 (0%)
Medicines Assessment and Compliance Support Service	7 (24%)	0 (0%)	19 (66%)	3 (10%)	0 (0%)
MUR Plus/Medicines Optimisation Service	2 (7%)	1 (3%)	20 (69%)	6 (21%)	0 (0%)
Obesity management (adults and children)	2 (7%)	1 (3%)	20 (69%)	6 (21%)	0 (0%)
Not Dispensed Scheme	1 (4%)	1 (4%)	17 (61%)	9 (32%)	0 (0%)
Phlebotomy Service	0 (0%)	0 (0%)	14 (50%)	14 (50%)	0 (0%)
Prescriber Support Service	0 (0%)	0 (0%)	18 (62%)	11 (38%)	0 (0%)
Sharps Disposal Service	0 (0%)	0 (0%)	18 (62%)	11 (38%)	0 (0%)
Schools Service	3 (10%)	0 (0%)	18 (62%)	8 (28%)	0 (0%)
Patient Group Direction Service (Excluding GP2P)	6 (19%)	1 (3%)	15 (48%)	8 (26%)	1 (3%)

Table 16: Disease specific medicines management services:

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
Allergies	4 (14%)	0 (0%)	18 (62%)	7 (24%)	0 (0%)
Alzheimer's/dementia	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)
Asthma	4 (14%)	0 (0%)	18 (62%)	7 (24%)	0 (0%)
CHD	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)
COPD	4 (14%)	0 (0%)	18 (62%)	7 (24%)	0 (0%)
Depression	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)
Diabetes type I	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)
Diabetes type II	4 (14%)	0 (0%)	18 (62%)	7 (24%)	0 (0%)
Epilepsy	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)
Heart Failure	2 (7%)	1 (3%)	19 (66%)	7 (24%)	0 (0%)
Hypertension	4 (14%)	0 (0%)	18 (62%)	7 (24%)	0 (0%)
Parkinson's disease	3 (10%)	0 (0%)	19 (66%)	7 (24%)	0 (0%)

Table 17: Screening Services

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
Alcohol	3 (10%)	2 (7%)	16 (55%)	8 (28%)	0 (0%)
Cholesterol	1 (3%)	1 (3%)	19 (66%)	8 (28%)	0 (0%)
Diabetes	1 (3%)	1 (3%)	19 (66%)	8 (28%)	0 (0%)
Gonorrhoea	3 (10%)	1 (3%)	18 (62%)	7 (24%)	0 (0%)
H. pylori	0 (0%)	1 (3%)	20 (69%)	8 (28%)	0 (0%)
HbA1C	1 (3%)	1 (3%)	19 (66%)	8 (28%)	0 (0%)
Hepatitis	2 (7%)	1 (3%)	18 (62%)	8 (28%)	0 (0%)
HIV	1 (3%)	1 (3%)	19 (66%)	8 (28%)	0 (0%)

Table 18: Commissioned Services via contract with PSNE Ltd

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
Think Pharmacy First Minor Ailments	30 (97%)	1 (3%)	0 (0%)	0 (0%)	0 (0%)
Anti-viral Distribution Service	1 (3%)	0 (0%)	20 (67%)	9 (30%)	0 (0%)
Supervised Administration	24 (77%)	0 (0%)	3 (10%)	4 (13%)	0 (0%)
Needle and Syringe Exchange Service	3 (10%)	0 (0%)	12 (41%)	14 (48%)	0 (0%)
GP2P Service	23 (79%)	0 (0%)	3 (10%)	3 (10%)	0 (0%)
Out of hours - On Call service	5 (17%)	0 (0%)	8 (28%)	16 (55%)	0 (0%)
MAR Chart Provision	20 (69%)	0 (0%)	5 (17%)	4 (14%)	0 (0%)
On Demand Availability of Specialist Drugs Service	11 (35%)	0 (0%)	12 (39%)	8 (26%)	0 (0%)

Table 19: South Tyneside Public Health Services

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
NRT Supply Service	30 (97%)	0 (0%)	1 (3%)	0 (0%)	0 (0%)
Active Intervention Stop Smoking	15 (48%)	1 (3%)	10 (32%)	5 (16%)	0 (0%)
EHC Service via contract with STFT	23 (74%)	1 (3%)	5 (16%)	2 (6%)	0 (0%)
Condom Distribution Service	9 (30%)	1 (3%)	14 (47%)	6 (20%)	0 (0%)
Chlamydia Testing Services via contract with STFT	16 (52%)	1 (3%)	12 (39%)	2 (6%)	0 (0%)
Brief Alcohol Intervention	10 (34%)	1 (3%)	11 (38%)	7 (24%)	0 (0%)
NHS Health Checks	2 (7%)	1 (3%)	18 (62%)	8 (28%)	0 (0%)

Table 20: Vaccinations

Service	Currently Provide	Intent to provide within 12 months	Willing to provide	Not intending to provide	Offer Privately
Seasonal Influenza	27 (87%)	0 (0%)	2 (6%)	2 (6%)	0 (0%)
Childhood vaccinations	0 (0%)	1 (3%)	13 (45%)	13 (45%)	2 (7%)
Hepatitis	1 (3%)	2 (7%)	15 (50%)	10 (33%)	2 (7%)
HPV	0 (0%)	1 (3%)	17 (59%)	10 (34%)	1 (3%)
Travel Vaccines	3 (10%)	1 (3%)	17 (55%)	8 (26%)	2 (6%)

Table 21: CCG commissioned services by South Tyneside Locality

Locality	Think Pharmacy First	MAR	On demand availability of specialist drugs
East Shields and Whitburn	4	3	3
Hebburn	4	2	2
Jarrow and Boldon	8	5	5
Riverside	8	4	4
West Shields Cleadon and East Boldon	6	6	4
SOUTH TYNESIDE	30	20	18

Table 22: South Tyneside Public Health commissioned services

Locality	Active Intervention Stop Smoking	EHC Service via contract with STFT	Condom Distribution Service	Chlamydia Testing Services via contract with STFT	Brief Alcohol Intervention	NHS Health Checks
East Shields & Whitburn	3	2	0	1	1	0
Hebburn	1	1	0	2	0	0
Jarrow & Boldon	4	7	5	6	2	1
Riverside	3	7	2	5	4	0
West Shields Cleadon & East Boldon	4	6	2	2	3	1
SOUTH TYNESIDE	15	23	9	16	10	2

Table 23: Non-commissioned services

	Yes	No
Collection of prescriptions from surgeries	29 (94%)	2 (6%)
Delivery of dispensed medicines - Free of charge on request	26 (84%)	5 (16%)
Delivery of dispensed medicines - chargeable	5 (16%)	26 (84%)
Monitored Dosage Systems - Free of charge on request	29 (94%)	2 (6%)
Monitored Dosage Systems - Chargeable	1 (3%)	30 (97%)

Table 24: COVID-19 related services

	Pandemic Delivery Service (Advanced Service)	Lateral Flow Test (Pharmacy Collect) - Advanced Service	COVID-19 Vaccination Service (Enhanced Service)
East Shields & Whitburn	4	4	0
Hebburn	4	4	0
Jarrow & Boldon	8	8	3
Riverside	8	9	4
West Shields Cleadon & East Boldon	6	6	2
SOUTH TYNESIDE	30	31	9

10.2 Appendix 2: Public Consultation and Analysis of Results

The statutory consultation for South Tyneside PNA 2022 of 60 days was undertaken between 8th July and 6th September 2022.

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 and Sunderland NHS Foundation Trust
- South Tyneside Local Medical Committee
- South Tyneside Local Pharmaceutical Committee
- Sunderland Health and Wellbeing Board

Notification was sent to all consultees informing them of the web site address which contained the draft PNA document. Comments from the public were sought via the Council's on-line consultation portal.

The specific consultation questions asked were:

1. Do you think the purpose of the Pharmaceutical Needs Assessment has been explained?
2. Do you think the Pharmaceutical Needs Assessment provides an accurate assessment of pharmaceutical services in South Tyneside?
3. Do you think the PNA provides an accurate assessment of the current and future pharmaceutical needs in South Tyneside?
4. Do you agree that the current pharmacy provision and services in South Tyneside are adequate?
5. Do you feel that there are any gaps in pharmaceutical services provision that are not covered by the Pharmaceutical Needs Assessment?

Respondents were also invited to offer other comments.

10.2.1 Findings of consultation

In total, four responses to the consultation were received all of which were anonymised. However, respondents identified themselves as members of the public and representatives of organisational groups. In addition, NHSE&I were in broad agreement with the PNA and submitted a letter saying they had no further comments.

The consultation draft of South Tyneside Pharmaceutical Needs Assessment 2022 was well received, and feedback was mainly positive. A summary of the consultation feedback and the Health and Wellbeing Board response is given on the following pages.

In response to the first three questions of the survey, all respondents indicated that the PNA had been explained and provided an accurate assessment of the pharmaceutical services in South Tyneside and of the current and future needs. All respondents indicated that there were no gaps in the service provision that had not been covered or identified by the PNA

Most respondents indicated that they felt the current pharmacy provision in South Tyneside was adequate. One respondent indicated that this was not always the case as sometimes the pharmacy hours change, or the pharmacist is not available.

One respondent stated: *"Invaluable service, our pharmacy is open 5 and a half days a week which is a brilliant service, the government was very wrong and slow in not using this service from the beginning... thank you for all you do"*

In response to the findings of the consultation process, the HWB is satisfied that the respondents indicate that the draft PNA reflects the current and future community pharmacy provision. As indicated in the recommendations, the HWB recognises that many pharmacies provide extended opening hours in addition to the NHSE&I contracted hours as supplementary hours which, if reduced could impact on access to pharmacy services for the population of South Tyneside. The HWB will continue to monitor the pharmacy provision during the lifespan of the PNA.

10.2.2 Changes to the Draft PNA consultation document

Changes have been made to the draft consultation PNA document. This was mainly due to new information after the consultation process commenced. These changes are listed below. They are not considered to impact on the overall findings and recommendations of the PNA.

Table 25: List of changes made following completion of the consultation process

Section	Summary of change
Section 6.7 Pharmacy opening hours	Changes to pharmacy opening hours, see information below, based on NHSE&I changes that occurred during the consultation process – minor changes regarding supplementary hours, no significant impact
Section 7.6. and 7.6.3	UTI PGD service went live in August 2022, updated information from LPC included in main body of PNA
Appendix 2 Summary of Consultation findings and changes to document	Consultation results – added to PNA document And Changes to the document following the consultation including changes to pharmacy opening hours – based on NHSE&I changes that occurred during the consultation process
Throughout document	Other minor wording and accuracies identified during the consultation process have been amended

10.2.3 Changes to pharmacy opening hours since the consultation

There have been minor changes to pharmacy opening hours that have occurred whilst the PNA has been in development and out to consultation. This information is based on updated data provided by NHSE&I in August 2022.

1) Change of pharmaceutical provider

Flagg court pharmacy: Flagg Court Health Centre, South Shields, Tyne & Wear, NE33 2LX is now owned by D.L.Carter and Sons Ltd

2) Pharmacy opening hours

There have been six pharmacies that have changed their opening hours during the PNA development and consultation time. These are listed below

Table 26: Changes to pharmacy opening hours

ST Locality	Pharmacy	Address	New hours (change in blue)	Impact of change
Jarrow and Boldon	Asda Stores Limited	North Road, Boldon Colliery NE35 9AR	Monday: 08:00-20:00 Tuesday: 08:00-20:00 Wednesday: 08:00-20:00 Thursday: 08:00-20:00 Friday: 08:00-20:00 Saturday: 08:00-20:00 Sunday: 10:00-16:00	Reduction of 12 supplementary hours Closed at 8pm each evening rather than 10pm
	Boots UK Limited	30 Bede Precinct, Jarrow NE32 3LN	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: 09:00-17:00 Sunday: Closed	Reduction of 3 supplementary hours Closed at 5pm each evening rather than 5.30pm
Riverside	Boots UK Limited	49-61 King Street, South Shields, Ne33 1DA	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: 09:00-17:00 Sunday: Closed	Reduction of 3 supplementary hours Closed at 5pm each evening rather than 5.30pm
East Shields and Whitburn	Horsley hill Pharmacy (Elmfield Trading Ltd)	60 Horsley Hill Square, S.Shields NE34 6RF	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-20:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed	Reduction of 3 supplementary hours Closed Saturday morning but late opening on Wednesday evenings
	Cleadon Park Pharmacy (Norchem Healthcare Ltd)	10 Prince Edward Rd, S. Shields, Ne34 8PS	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	Reduction of 5 supplementary hours

			Saturday: Closed Sunday: Closed	Close at 5pm each evening rather than 5.30pm and Closed Saturday mornings
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The change of most relevance is Asda Pharmacy at Boldon which has reduced its opening hours and now closes at 20:00 rather than previously 22:00 during weekday and Saturday evenings. Note: this pharmacy holds a 40-hour contract and therefore provides the later opening as part of the supplementary hour provision. There is still one 100hour pharmacy in South Tyneside Riverside locality which provides later opening in the evenings and weekends.

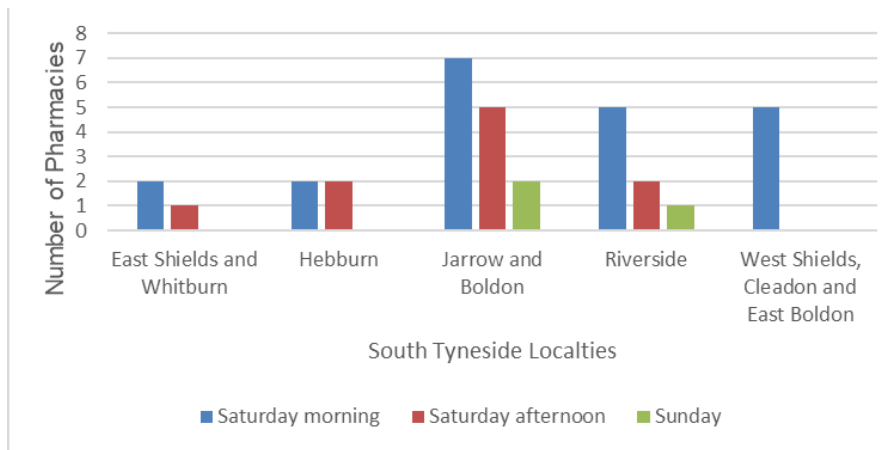
Information about pharmacy opening hours may be accessed via <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

Table 27 and Figure 36 provide an overview of the impact of these changes in terms of hours of provision each week and locality opening hours over weekends.

Table 27: The distribution of pharmacy hours following the updated pharmacy hours (updated table 4 p38)

Number of hours	2017		2022	
	Number	%	Number	%
less than 40 hours	0	0	0	0
Exactly 40 hours	3	8	3	9%
More than 40 and up to 45 hours	14	39	13	39%
More than 45 and up to 50 hours	8	22	11	33%
More than 50 and up to 55 hours	6	17	3	9%
More than 55 and up to 60 hours	3	8	1	3%
More than 60 and up to 80 hours	0	0	1	3%
More than 80 and less than 100 hours	1	3	0	0
Exactly 100 hours	1	3	1	3%

Figure 36: Pharmacy weekend opening times by South Tyneside Localities



The HWB consider that there continues to be adequate pharmacy provision in South Tyneside when the more recent changes to pharmacy opening hours are considered and that these changes do not impact significantly on the overall findings of the PNA.

10.3 Appendix 3: Pharmacies in South Tyneside

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
Asda (Branch: 4639 - BOLDON)	Asda Boldon Pharmacy	Jarrow and Boldon	North Road, Boldon Colliery NE35 9AR	0191 537 7510	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	Mon: 08:00 - 22:00 Tue: 08:00 - 22:00 Wed: 08:00 - 22:00 Thu: 08:00 - 22:00 Fri: 08:00 - 22:00 Sat: 08:00 - 22:00 Sun: 10:00 - 16:00
Asda (Branch: 5889 - SOUTH SHIELDS)	Asda pharmacy	Riverside	Coronation Street, South Shields NE33 1AZ	0191 275 8030	Mon: 08:00 - 23:00 Tue: 07:00 - 23:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 07:00 - 23:00 Fri: 07:00 - 23:00 Sat: 07:00 - 22:00 Sun: 10:00 - 16:00	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
Ashchem Chemist (Boldon Lane)	Boldon Lane Pharmacy, Avicenna	West Shields Cleadon and East Boldon	Boldon Lane Pharmacy, 59 Boldon Lane, South Shields, Tyne & Wear, NE34 0AR	0191 455 3222	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 18:00 Thu: 09:00 - 18:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Fri: 09:00 - 18:00 Sat: 09:00 - 13:00 Sun: Closed	Fri: 09:00 - 18:00 Sat: 09:00 - 18:00 Sun: Closed
Ashchem Chemist (Hebburn Health Centre)	Avicenna Pharmacy hebburn health centre	Hebburn	Hebburn Health Centre, Campbell Park Road, Hebburn NE31 2SP	0191 483 4371	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	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: Closed Sun: Closed
Ashchem Dispensing Chemist	Glen Street Pharmacy	Hebburn	30 Glen Primary Care Centre, Glen Street, Hebburn NE31 1NU	0191 483 7445	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	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: Closed Sun: Closed
Avenue Pharmacy (Whitburn)	Avenue Pharmacy Whitburn	East Shields and Whitburn	7 North Guards, Whitburn SR6 7EJ	0191 529 2344	Mon: 09:00 - 13:00, 14:00 - 18:00 Tue: 09:00 - 13:00, 14:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 13:00, 14:00 - 18:00	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

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Fri: 09:00 - 13:00, 14:00 - 18:00 Sat: 09:00 - 13:00 Sun: Closed	Fri: 09:00 - 13:00, 14:00 - 18:00 Sat: 09:00 - 13:00 Sun: Closed
Biddick Hall Pharmacy	Biddick Hall Pharmacy	West Shields Cleadon and East Boldon	47 Gaskell Avenue, South Shields, Tyne and Wear, NE34 9TQ	0191 536 3060	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: 09:00 - 13:00 Sun: Closed	Mon: 09:00 - 13:00, 13:30 - 18:00 Tue: 09:00 - 13:00, 13:30 - 18:00 Wed: 09:00 - 13:00, 13:30 - 18:00 Thu: 09:00 - 13:00, 13:30 - 18:00 Fri: 09:00 - 13:00, 13:30 - 18:00 Sat: 09:00 - 13:00 Sun: Closed
Boots UK Ltd (Branch: 0540 - South Shields King St)	Boots	Riverside	Unit 1, 49-61 King Street, South Shields NE33 1DA	0191 456 0616	Mon: 09:00 - 14:00, 14:30 - 17:00 Tue: 09:00 - 14:00, 14:30 - 17:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 14:00, 14:30 - 17:00 Fri: 09:00 - 14:00, 14:30 - 17:00 Sat: 09:00 - 14:00, 14:30 - 16:00 Sun: Closed	Mon: 09:00 - 14:00, 14:30 - 17:30 Tue: 09:00 - 14:00, 14:30 - 17:30 Wed: 09:00 - 14:00, 14:30 - 17:30 Thu: 09:00 - 14:00, 14:30 - 17:30 Fri: 09:00 - 14:00, 14:30 - 17:30 Sat: 09:00 - 14:00, 14:30 - 17:30 Sun: Closed
Boots UK Ltd (Branch: 0684 -	Boots UK Hebburn	Hebburn		0191 483 2332	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
Hebburn St James Mall)			15 St James Mall, Hebburn, Tyne & Wear NE31 1LE		Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 11:30 Sun: Closed	Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:30 Sun: Closed
Boots (Branch: 5582 - South Shields AP0582)	Boots	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 - 12:30, 14:30 - 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, 13:30 - 13:00 Sun: Closed	Mon: 09:00 - 13:00, 14:00 - 18:00 Tue: 09:00 - 13:00, 14:00 - 18:00 Wed: 09:00 - 13:00, 14:00 - 18:00 Thu: 09:00 - 13:00, 14:00 - 18:00 Fri: 09:00 - 13:00, 14:00 - 18:00 Sat: 09:00 - 13:00, 13:30 - 17:00 Sun: Closed
Boots UK Ltd (Branch: 5026 - Jarrow Bede Precinct)	Boots	Jarrow and Boldon	30 Bede Precinct, Jarrow, Tyne & Wear NE32 3LN	0191 489 8351	Mon: 09:00 - 17:00 Tue: 09:00 - 17:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:00 Sat: 09:00 - 17:00 Sun: Closed	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:30 Sun: Closed
		Jarrow and Boldon		0191 489 7477	Mon: 08:30 - 18:00	Mon: 08:30 - 18:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
Boustead Chemist	Boustead Chemist		187 Albert Road, Jarrow, Tyne And Wear NE32 5AF		Tue: 08:30 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 08:30 - 18:00 Fri: 08:30 - 18:00 Sat: 09:00 - 17:00 Sun: Closed	Tue: 08:30 - 18:00 Wed: 08:30 - 18:00 Thu: 08:30 - 18:00 Fri: 08:30 - 18:00 Sat: 09:00 - 17:00 Sun: Closed
Chemcare Ltd (89 Edinburgh Road)	edinburgh road pharmacy	Jarrow and Boldon	89 Edinburgh Road, Jarrow NE32 4BB	0191 489 8053	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 11:30 Sun: Closed	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 11:30 Sun: Closed
Cleadon Park Pharmacy	Knights	East Shields and Whitburn	10 Prince Edward Road, South Shields, Tyne And Wear NE34 8PS	0191 456 1443	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: 09:00 - 12:45 Sun: Closed	Mon: 09:00 - 18:30 Tue: 09:00 - 18:30 Wed: 09:00 - 18:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: 09:00 - 12:45 Sun: Closed
Cohens Chemist (Branch: 492)	Gorgemead Ltd	Jarrow and Boldon	41 East View, Boldon Colliery, Tyne And Wear NE35 9AU	0191 536 7569	Mon: 09:00 - 17:00 Tue: 09:00 - 17:00 Wed: 09:00 - 12:30, 14:30 - 17:00	Mon: 09:00 - 17:00 Tue: 09:00 - 17:00 Wed: 09:00 - 17:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Thu: 09:00 - 17:00 Fri: 09:00 - 17:00 Sat: Closed Sun: Closed	Thu: 09:00 - 17:00 Fri: 09:00 - 17:00 Sat: Closed Sun: Closed
D L Carter and Son Ltd	D LCarter & son ltd (carters chemist)	Riverside	114-116 Fowler Street, South Shields, Tyne And Wear NE33 1PZ	0191 455 2812	Mon: 09:00 - 17:00 Tue: 09:00 - 17:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:00 Fri: 09:00 - 17:00 Sat: 09:00 - 11:30 Sun: Closed	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 18:00 Thu: 09:00 - 18:00 Fri: 09:00 - 17:00 Sat: 09:00 - 12:00 Sun: Closed
East Boldon Village Pharmacy Ltd	East Boldon Village Pharmacy Ltd	West Shields Cleadon and East Boldon	7 Station Terrace, East Boldon, Tyne And Wear NE36 0LJ	0191 536 7459	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: Closed Sun: Closed	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 12:30 Sun: Closed
Elmfield Trading Ltd (Branch: 1)	Elmfield trading Ltd	East Shields and Whitburn	HORSLEY HILL PHARMACY, 60, HORSLEY HILL SQUARE, SOUTH SHIELDS, NE34 6RF	0191 455 2870	Mon: 08:30 - 18:00 Tue: 08:30 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 08:30 - 18:00 Fri: 08:30 - 18:00 Sat: 09:00 - 13:00	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: 09:00 - 13:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Sun: Closed	Sun: Closed
Flagg Court Pharmacy Ltd	Flagg Court Pharmacy Ltd	Riverside	Flagg Court Health Centre, Dale Street, South Shields, 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 - 12:30, 14:30 - 17:00 Thu: 09:00 - 13:00, 14:00 - 18:00 Fri: 09:00 - 13:00, 14:00 - 18:00 Sat: Closed Sun: Closed	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
Hogg Chemists Ltd	Hogg Chemist ltd	Riverside	216-220 Westoe Road, South Shields, Tyne And Wear NE33 3PW	0191 456 0812	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed
J Dinning (Jarrow) Ltd	J Dinning (Jarrow) Ltd	Hebburn	Mayfield Medical Centre, Park Road, Jarrow NE32 5SE	0191 489 7257	Mon: 09:00 - 17:00 Tue: 09:00 - 17:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:00 Fri: 09:00 - 17:00 Sat: Closed	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: Closed

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Sun: Closed	Sun: Closed
JM and W Darling Ltd	J M & W Darling Ltd	Riverside	88 Dean Road, South Shields, Tyne And Wear NE33 4AR	0191 454 3841	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	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: Closed Sun: Closed
JM and W Darling Ltd	J M & W Darling Ltd	West Shields Cleadon and East Boldon	433 Stanhope Road, South Shields, Tyne And Wear NE33 4QY	0191 454 2161	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 08:45 - 18:30 Sat: 10:00 - 13:30 Sun: Closed	Mon: 08:45 - 18:30 Tue: 08:45 - 18:30 Wed: 08:45 - 18:00 Thu: 08:45 - 18:30 Fri: 08:45 - 18:30 Sat: 10:00 - 13:30 Sun: Closed
JM and W Darling Ltd (Branch: 01914554551)	J M & W Darling Ltd	Riverside	1 Stanhope Parade, South Shields, Tyne And Wear NE33 4BB	0191 455 4551	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	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
LloydsPharmacy (Branch: 6839 -	Lloyds Pharmacy	Riverside	Trinity Medical Centre, New George Street,	0191 427 1850	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00	Mon: 09:00 - 18:00 Tue: 09:00 - 18:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
New George Street)			South Shields NE33 5DU		Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed	Wed: 09:00 - 09:00, 18:00 - 18:00 Thu: 09:00 - 18:00 Fri: 09:00 - 18:00 Sat: Closed Sun: Closed
Metro Pharmacy	Metro Pharmacy	Jarrow and Boldon	79 Ellison Street, Jarrow, Tyne And Wear NE32 3JU	0191 483 3005	Mon: 08:30 - 18:00 Tue: 08:30 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 08:30 - 18:00 Fri: 08:30 - 18:00 Sat: 09:00 - 12:00 Sun: Closed	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: 09:00 - 12:00 Sun: Closed
Morrisons Pharmacy	Morrisons Pharmacy	Jarrow and Boldon	20 Viking Precinct, Jarrow, Tyne & Wear NE32 3LQ	0191 489 8534	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:00 Sun: 10:00 - 16:00	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 17:30 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:00 Sun: 10:00 - 16:00
Neil Pharmacy	Neil Pharmacy	Riverside	95 Wenlock Road, South Shields NE34 9BD	0191 451 6576	Mon: 08:30 - 18:00 Tue: 08:30 - 18:00 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 08:30 - 18:00	Mon: 08:30 - 18:00 Tue: 08:30 - 18:00 Wed: 08:30 - 18:00 Thu: 08:30 - 18:00

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Fri: 08:30 - 18:00 Sat: 09:00 - 12:00 Sun: Closed	Fri: 08:30 - 18:00 Sat: 09:00 - 12:00 Sun: Closed
Neil Pharmacy (Branch: 01915364640)	DG Neil Ltd	Jarrow and Boldon	47 Fellgate Avenue, Jarrow, Tyne And Wear NE32 4LZ	0191 536 4640	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:00 Sun: Closed	Mon: 09:00 - 17:30 Tue: 09:00 - 17:30 Wed: 09:00 - 13:00 Thu: 09:00 - 17:30 Fri: 09:00 - 17:30 Sat: 09:00 - 17:00 Sun: Closed
S E Gill Chemist Ltd (Cleadon Village Pharmacy)	S E GILL CHEMIST Ltd	West Shields Cleadon and East Boldon	35 Front Street, Cleadon Village, Sunderland SR6 7PG	07411 704069	Mon: 09:00 - 13:00, 14:00 - 17:30 Tue: 09:00 - 13:00, 14:00 - 17:30 Wed: 09:00 - 12:30, 14:30 - 17:00 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	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
Whiteleas Pharmacy	Whiteleas Way Ltd	West Shields Cleadon and East Boldon	176 Whiteleas Way, South Shields NE34 8HF	0191 536 2830	Mon: 08:45 - 17:15 Tue: 08:45 - 17:15 Wed: 09:00 - 12:30, 14:30 - 17:00 Thu: 08:45 - 17:15	Mon: 08:45 - 17:15 Tue: 08:45 - 17:15 Wed: 08:45 - 17:15 Thu: 08:45 - 17:15

Pharmacy Name	Trading Name	Locality	Address	Telephone Number	Core Hours	Total Opening Hours
					Fri: 08:45 - 17:15 Sat: Closed Sun: Closed	Fri: 08:45 - 17:15 Sat: Closed Sun: Closed

10.4 Appendix 4: Maps of Pharmacy Opening Times and Commissioned Services

Figure 37: Drive time within 5 or 10 minutes to 100-hour pharmacy in South Tyneside [39]

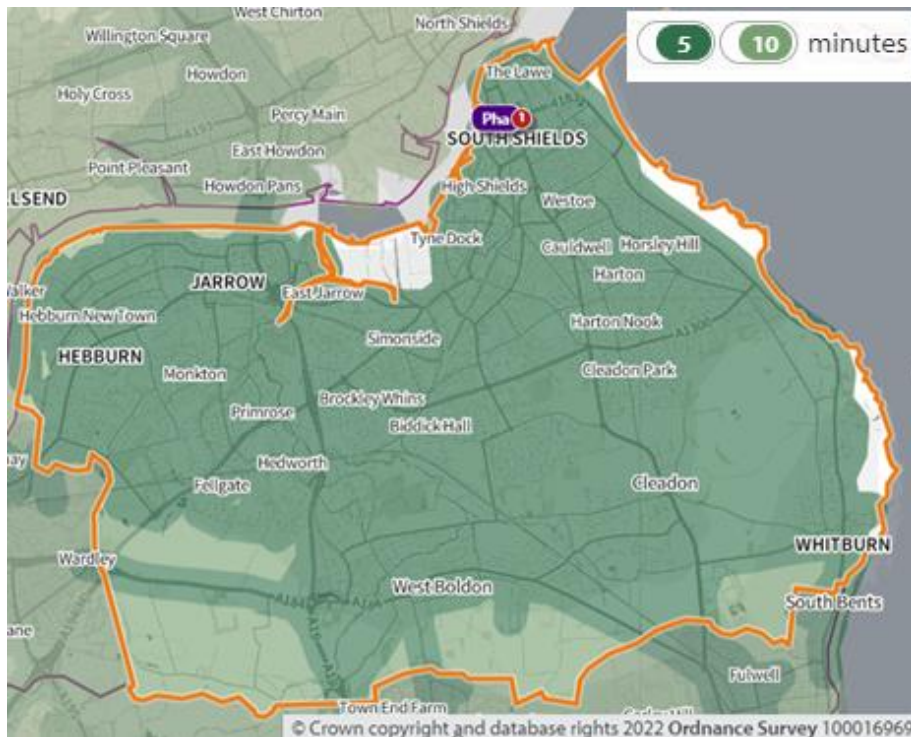


Figure 38: South Tyneside Pharmacies open Saturday and a 1-mile radius [39]

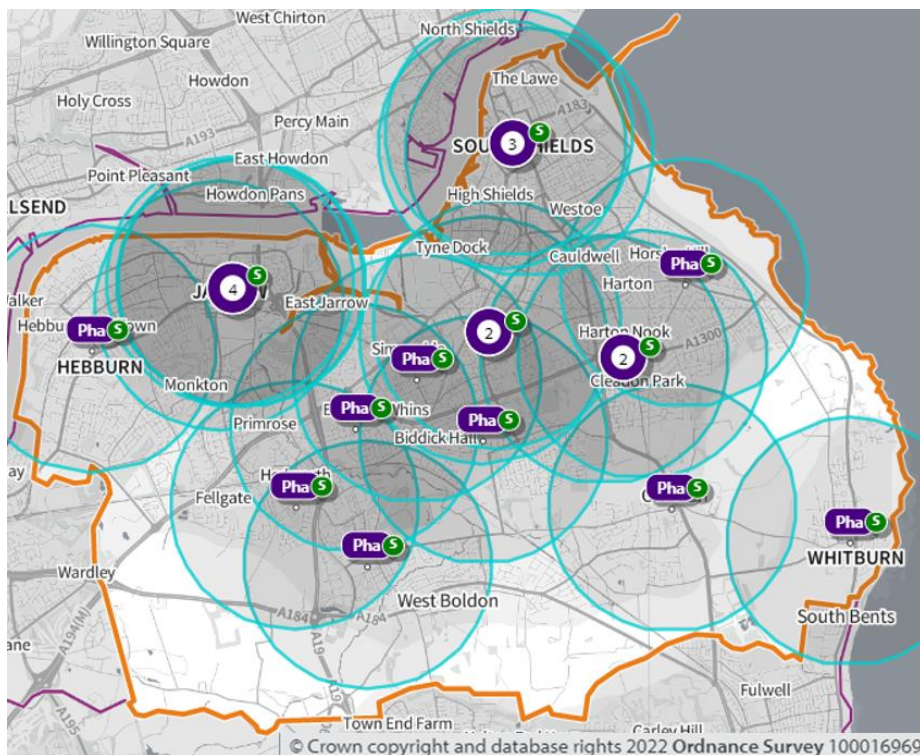


Figure 39: South Tyneside Pharmacies open Sunday and a 1-mile radius [39]

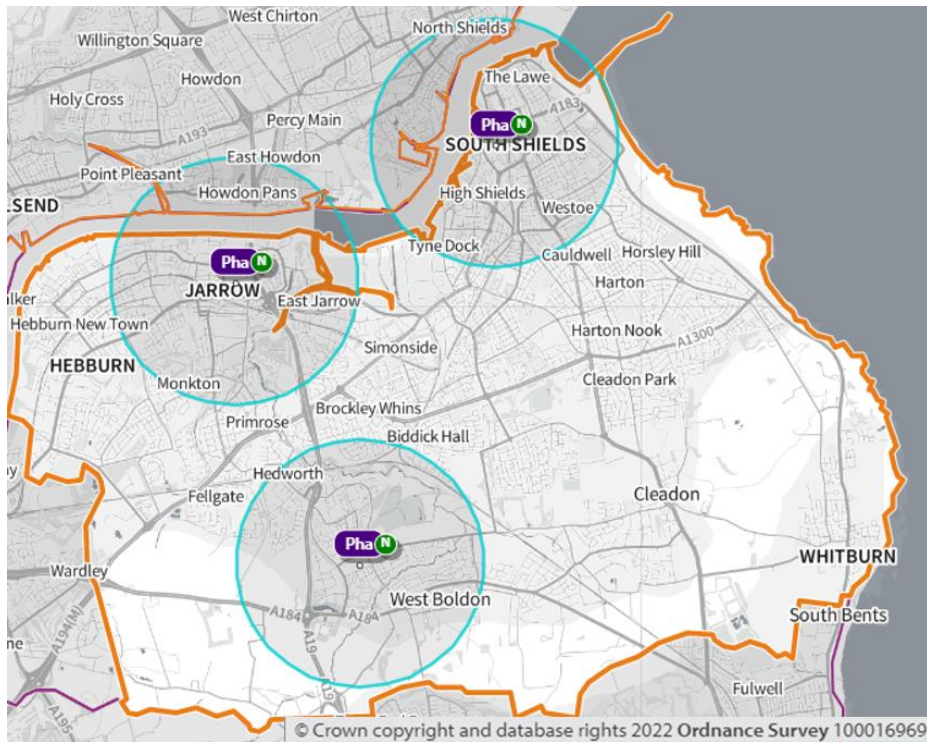


Figure 40: South Tyneside pharmacies open weekday evenings past 18:30 and a 1-mile radius [39]

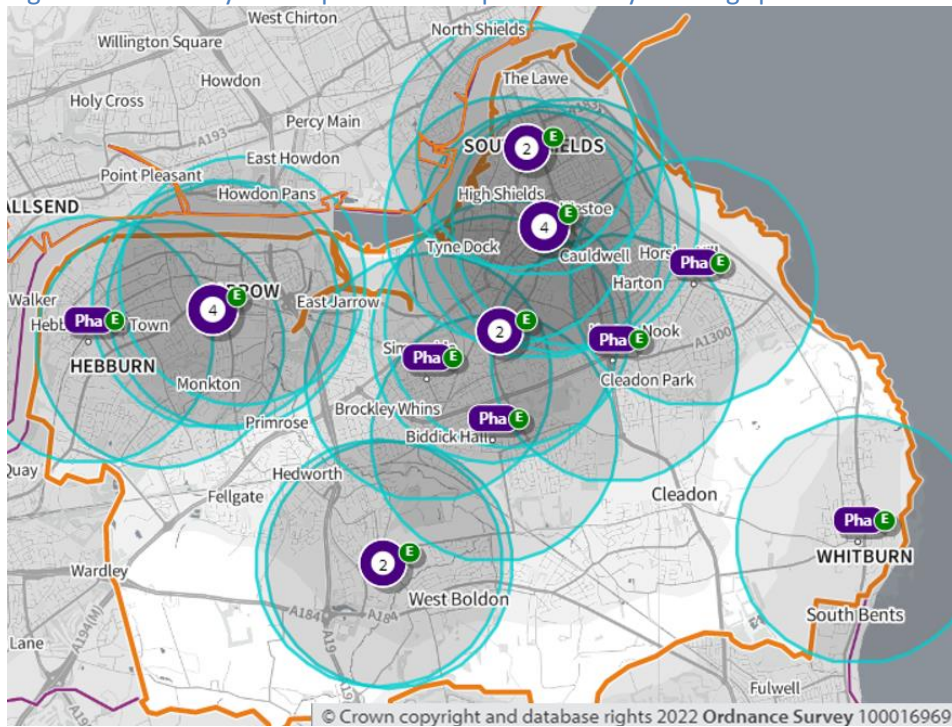
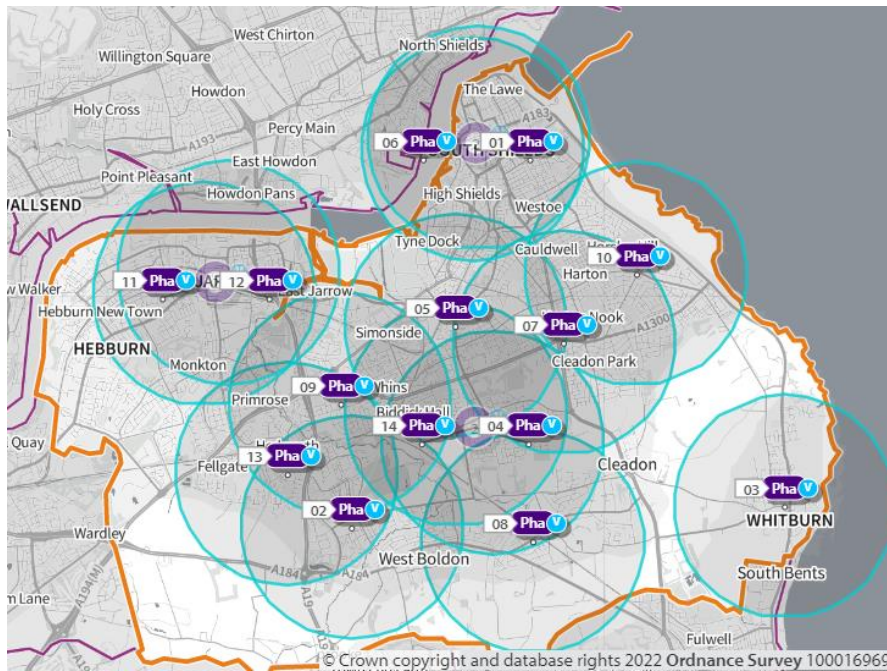


Figure 41: South Tyneside Pharmacies Offering stop smoking services [39]



10.5 Appendix 5: Supplementary Statements

Supplementary Statements will be appended here as required.