

Sandwell Pharmaceutical Needs Assessment

2022

Appendices

[Draft for consultation]

Appendices

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Appendix 1: Terms of Reference

Sandwell Pharmaceutical Needs Assessment (PNA) Steering Group **Terms of Reference**

Background

From 1st April 2013, the Health and Social Care Act 2012 established Health and Wellbeing Boards (HWBs). Every Health and Wellbeing Board in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services for the population in its area, referred to as a 'Pharmaceutical Needs Assessment' (PNA). The HWB's third revised PNA must be published by 1st April 2022.

The PNA will help in the commissioning of pharmaceutical services in the context of local priorities and will be used by NHS England when making decisions on applications to open new pharmacies (referred to as the market entry test). As these decisions may be appealed and challenged via the courts, it is important that PNAs comply with regulations and that mechanisms are established to keep the PNA up-to-date.

To comply with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, widespread consultation of the draft PNA is needed with a minimum period of 60 days for response.

Membership

Chair: Stephanie Lacey – Registrar in Public Health, Sandwell MBC

Clair Norton (tbc) - Health and Wellbeing Board

Lina Martino - Consultant in Public Health, Sandwell MBC

Christine Wright – Research & Intelligence Specialist, Sandwell MBC

Nathan Lauder – Information Officer, Sandwell MBC

Ali Din - Sandwell Local Pharmaceutical Committee

Melissa Elders - Healthwatch

Jonathan Boyd – Head of Medicines, Sandwell. Black Country and West Birmingham CCG

Quoracy

A meeting of the group shall be regarded as quorate provided that when a core member is unable to attend a representative shall be in attendance.

Key Responsibilities

1. To revise the current PNA and to develop a new PNA for Sandwell HWB that fulfils the statutory requirements in accordance with the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, the NHS Act 2006 (as amended by the Health and Social Care Act 2012) and the NHS Act 2009 (chapter 21, part 3).
2. To assure the HWB that all statutory requirements regarding the PNA and Supplementary Statements are met.
3. To ensure systems and processes are in place for assuring that the pharmaceutical needs of the local population are identified, optimised and provided for.
4. To ensure active engagement with key stakeholders throughout the process of revision including the Local Pharmaceutical Committee (LPC), the Local Medical Committee (LMC), Public Health, the NHS England Area Team (AT), the Clinical Commissioning Group (CCG), the Local Professional Network (LPN) and a range of other teams within Sandwell Council.
5. To ascertain and collate the core information needed from local needs data to support the process and to consider other sources of information where needed.
6. To ensure that the PNA reflects future needs of Sandwell's population.
7. To produce reports and briefing papers for the HWB.
8. To integrate with Sandwell's Joint Strategic Needs Assessments and to ensure that the outputs of the PNA are suitable to be utilised to influence commissioning.
9. To establish milestones for completion of the PNA and to oversee the progress of revision.
10. To establish arrangements to ensure the appropriate maintenance of the PNA, following publication, as required by the Regulations.

Reports and Briefings for HWB Assurance

Two HWB reports will be prepared, one prior to consultation and one prior to publication of the PNA.

Frequency of the Meetings

It is envisaged that the group will communicate electronically as often as required to ensure successful completion of the PNA.

Following publication of the final PNA, the PNA Steering Group will be convened on an 'as required' basis to fulfil its role in timely maintenance of the PNA.

Appendix 2: List of pharmacies and their opening hours

| Trading name | Address | Postcode | Town | Opening hours Monday | | Opening hours Tuesday | | Opening hours Wednesday | | Opening hours Thursday | | Opening hours Friday | | Opening hours Saturday | | Opening hours Sunday | |
|-----------------------|---|----------|---------------|----------------------|-------|-----------------------|-------|-------------------------|-------|------------------------|-------|----------------------|-------|------------------------|-------|----------------------|-------|
| Regent Street Chemist | Smethwick Medical Centre | B66 3BQ | Smethwick | 08:30 | 20:00 | 08:30 | 20:00 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | | | | |
| Asda Pharmacy | Off Windmill Lane | B66 3EN | Smethwick | 08:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 22:00 | 11:00 | 17:00 |
| Asda Pharmacy | Asda Superstore | DY4 0BP | Tipton | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 21:00 | 08:00 | 20:00 | 08:00 | 20:00 | 10:00 | 16:00 |
| Asda Pharmacy | Asda Superstore | DY4 7HW | Tipton | 08:30 | 22:00 | 08:30 | 22:00 | 08:30 | 22:00 | 08:30 | 22:00 | 08:30 | 22:00 | 08:30 | 22:00 | 10:00 | 16:00 |
| Asda Pharmacy | Old Park Lane | B69 4PU | Oldbury | 08:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 22:00 | 10:00 | 16:00 |
| Ashworth Pharmacy | 211A Queens Road | B67 6NX | Oldbury | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 13:00 | | |
| Langley Pharmacy | 21 Langley High Street | B69 4SN | Oldbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 14:00 | | |
| Oldbury Pharmacy | 196 Causeway Green Road | B68 8LS | Oldbury | 09:00 | 21:00 | 09:00 | 21:00 | 09:00 | 21:00 | 09:00 | 21:00 | 09:00 | 21:00 | 09:00 | 18:00 | 10:00 | 16:00 |
| Well Pharmacy | 938-940 Walsall Road | B42 1TQ | West Bromwich | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 17:00 | | |
| Well Pharmacy | 1 Union Street | WS10 7HD | Wednesbury | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 09:00 | 14:00 | | |
| Well Pharmacy | 86 Hill Top | B70 0RT | Wednesbury | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:00 | 09:00 | 18:30 | | | | |
| Boots The Chemist | Unit 2 Windmill Shopping Park (Off Windmill Lane) | B66 3PR | Smethwick | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 10:00 | 14:00 | 11:00 | 15:00 |
| Boots The Chemist | 24 High Street | B65 0DR | Rowley Regis | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 14:00 | | |

Sandwell Pharmaceutical Needs Assessment 2022 Appendices [draft for consultation]

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|---------------------------|------------------------------|----------|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Boots Pharmacy | 27 The Sandwell Centre | B70 7NG | West Bromwich | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 10:00 | 17:00 | | |
| Boots Pharmacy | Unit 2 Gt Bridge Retail Park | B70 0EN | Tipton | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 08:00 | 22:00 | 10:00 | 16:00 |
| Your Local Boots Pharmacy | 1 Hartlebury Road | B69 1DF | Oldbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Boots Pharmacy | Unit D Gallagher Retail Park | WS10 9QY | Wednesbury | 09:00 | 20:00 | 09:00 | 20:00 | 09:00 | 20:00 | 09:00 | 20:00 | 09:00 | 20:00 | 09:00 | 18:00 | 10:30 | 16:30 |
| Boots Pharmacy | Oakeswell Hc | WS10 9HP | Wednesbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Your Local Boots Pharmacy | 48 Three Shires Oak Road | B67 5BS | Smethwick | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Ingrams Chemist | 351 High Street | B70 9QG | West Bromwich | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 17:00 | | |
| Murrays Healthcare | Glebefields Health Centre | DY4 0SN | Tipton | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 13:00 | | |
| Murrays Healthcare | Neptune Health Park | DY4 8LY | Tipton | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 09:00 | 13:00 | | |
| Murrays Healthcare | 232 Halesowen Road | B64 6HN | Rowley Regis | 08:45 | 18:15 | 08:45 | 18:15 | 08:45 | 18:15 | 08:45 | 18:15 | 08:45 | 18:15 | 09:00 | 13:00 | | |
| Sandwell Pharmacy | 85 Church Vale | B71 4DH | West Bromwich | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 09:00 | 13:00 | | |
| D P Forrest Ltd | 145 Hamstead Road | B43 5BB | West Bromwich | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 18:00 | 08:30 | 19:00 | 09:00 | 13:00 | | |
| D R Dalvair Pharmacy | 479 Bearwood Road | B66 4DH | Smethwick | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 14:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Carters Chemist | 30 Carters Green | B70 9LW | West Bromwich | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 13:00 | | |
| Tividale Pharmacy | 213 Regent Road | B69 1RZ | Rowley Regis | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | | | | |
| Dunstones Chemist | 62 Mallin Street | B66 1QZ | Smethwick | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | | | | |
| Wednesbury Pharmacy | 140 Crankhall Lane | WS10 0ED | Wednesbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 17:30 | | |

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|---------------------|-----------------------------|----------|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Swanpool Pharmacy | Swanpool Medical Centre | DY4 0SZ | Tipton | 07:30 | 22:30 | 07:30 | 22:30 | 07:30 | 22:30 | 07:30 | 22:30 | 07:30 | 22:30 | 07:30 | 22:30 | 10:00 | 20:00 |
| Lyng Pharmacy | 1 Lyng Lane | B70 7RW | West Bromwich | 08:30 | 18:00 | 08:30 | 18:00 | 08:30 | 18:00 | 08:30 | 18:00 | 08:30 | 18:00 | 09:00 | 13:00 | | |
| Haden Vale Pharmacy | 50 Barrs Road | B64 7HG | Rowley Regis | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | | | | |
| Pharmacy 365 | 249 Halesowen Road | B64 6JD | Rowley Regis | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 09:00 | 23:00 | | |
| Hills Pharmacy | 15 Hill Top Road | B68 9DU | Oldbury | 07:00 | 22:00 | 07:00 | 22:00 | 07:00 | 22:00 | 07:00 | 22:00 | 07:00 | 22:00 | 08:00 | 22:00 | 11:00 | 22:00 |
| Park Lane Pharmacy | 3 Park Lane | WS10 9PR | Wednesbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| C H White Pharmacy | Unity House, 6 Unity Place, | B69 4DB | Oldbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Bearwood Pharmacy | 348A Bearwood Road | B66 4ES | Smethwick | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 14:00 | 09:00 | 19:00 | 10:00 | 13:00 | | |
| Jhoots Pharmacy | Scott Arms Medical Centre | B43 6EE | West Bromwich | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Jhoots Pharmacy | Rowley Village | B65 9HJ | Rowley Regis | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Jubilee Pharmacy | 2 Upper Russell Street | WS10 7DF | Wednesbury | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 17:00 | 08:30 | 18:30 | 09:00 | 13:00 | | |
| Khaira Pharmacy | 6A High Street | B70 6JX | West Bromwich | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:30 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 00:00 | | |
| Rowley Pharmacy | 352 Oldbury Road | B65 0QH | Oldbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| R K Pharmacy | 90 Lewisham Road | B66 2DD | Smethwick | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 13:00 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 12:00 | | |
| Lloydspharmacy | 581 Bearwood Road | B66 4BH | Smethwick | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 17:30 | | |
| Lloyds Pharmacy | 19 West Gate Plaza | B70 7AD | West Bromwich | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 08:00 | 23:00 | 10:00 | 22:00 |
| Lloydspharmacy | Unit 9-10 Tollgate Precinct | B67 7RA | Smethwick | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 17:30 | | |

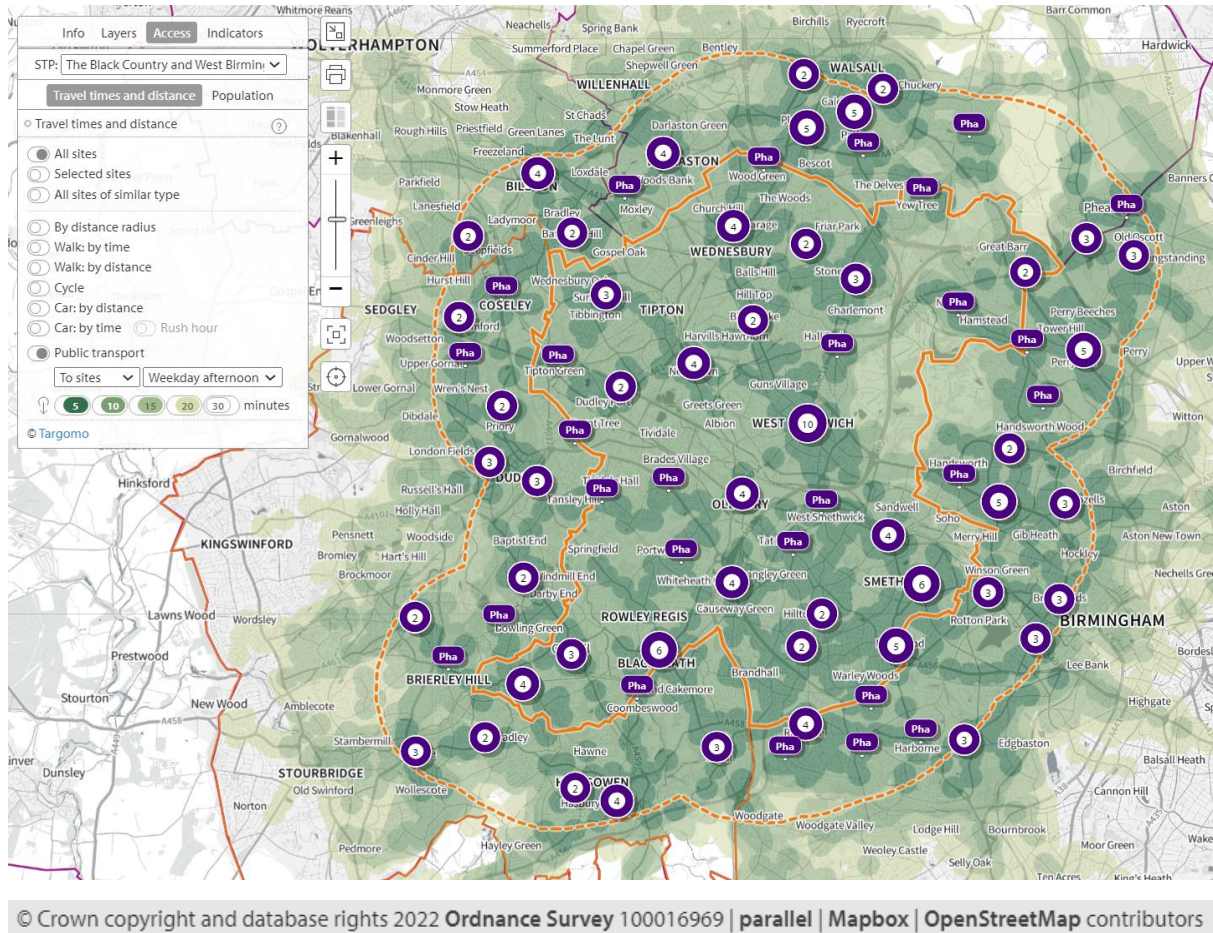
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| Lloydspharmacy | 518 Hagley Road West | B68 0BZ | Oldbury | 08:00 | 22:00 | 08:00 | 22:00 | 08:00 | 22:00 | 08:00 | 22:00 | 08:00 | 22:00 | 09:00 | 22:00 | 10:00 | 22:00 |
| Lloyds Pharmacy | 152 Walsall Road | B71 3HP | West Bromwich | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 17:30 | | |
| Lloydspharmacy | Oldbury Health Centre | B69 4DE | Oldbury | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 18:30 | 08:30 | 19:00 | 08:30 | 19:00 | | | | |
| Lloyds Pharmacy | Halesowen Street | B65 0HG | Rowley Regis | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 20:00 | 08:00 | 20:00 | 10:00 | 16:00 |
| Lloydspharmacy | 52 Lodge Road | B70 8PA | West Bromwich | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | | | | |
| Lloydspharmacy | Warley Medical Centre | B68 0RT | Oldbury | 08:00 | 20:00 | 08:00 | 18:30 | 08:00 | 18:30 | 08:00 | 18:30 | 08:00 | 18:30 | 08:00 | 13:00 | | |
| Lloyds Pharmacy | Freeth Street | B69 3DB | Oldbury | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 23:00 | 07:00 | 22:00 | 10:00 | 16:00 |
| Lloyds Pharmacy | Cape Hill Medical Centre | B66 3NR | Smethwick | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | | | | |
| Hingley Pharmacy | Regis Medical Centre | B65 0BA | Rowley Regis | 08:45 | 18:00 | 08:45 | 18:00 | 08:45 | 18:00 | 08:45 | 18:00 | 08:45 | 18:00 | | | | |
| Hingleys Chemist | 95 High Street | B64 5HF | Rowley Regis | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Hingleys Chemist | 59 Cradley Road | B64 6AG | Rowley Regis | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Michaels Chemist | 262 High Street | B66 3NL | Smethwick | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 13:00 | | |
| Medipharma Chemist | 279 Walsall Road | B71 3HR | West Bromwich | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | | | | |
| Great Bridge Pharmacy | 30 Great Bridge | DY4 7EN | Tipton | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 09:00 | 14:00 | | |
| Malchem Chemists | 60 High Street | B66 1DT | Smethwick | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:30 | 17:30 | | |
| Masters Pharmacy | 182-184 Vicarage Road | B68 8JB | Smethwick | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 13:00 | | |
| Duggals Chemist | 75 Park Lane East | DY4 8RP | Tipton | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 13:00 | 09:00 | 18:30 | 09:00 | 13:00 | | |
| Carters Green Clinic | 185 Halesowen Road | B64 6HF | Rowley Regis | 08:30 | 18:15 | 08:30 | 18:15 | 08:30 | 18:15 | 08:30 | 18:00 | 08:30 | 18:15 | 08:30 | 17:00 | | |

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|------------------------|---------------------------------|----------|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Duggals Chemist | 8 Mostyn Buildings | DY4 7PE | Tipton | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 08:30 | 19:00 | 09:00 | 13:00 | | |
| Beaconview Pharmacy | 314 Beaconview Road | B71 3NX | West Bromwich | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 13:00 | 09:00 | 17:30 | 09:00 | 17:30 | 09:00 | 13:00 | | |
| Vishnu Pharmacy | 57 Hurst Road | B67 6LY | Oldbury | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 13:00 | | |
| Pharmassured Limited | Unit 2 Great Bridge Centre | B70 0BF | Tipton | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | 09:00 | 17:00 | | | | |
| Portway Pharmacy | 51A New Birmingham Road | B69 2JQ | Rowley Regis | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 18:30 | 08:30 | 13:00 | 08:30 | 18:30 | 10:00 | 12:00 | | |
| M W Phillips | 396 Long Lane | B65 0JF | Rowley Regis | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Hill Top Pharmacy Ltd | 1 Pottery Road | B68 9EX | Oldbury | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 13:00 | | |
| DH Pharmacy | 8 St Michaels Court | B70 8ET | West Bromwich | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | | | | |
| Sidhu's Pharmacy | 369 High Street | B70 9QL | West Bromwich | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | 08:00 | 18:00 | 09:00 | 13:00 | | |
| Friar Park Pharmacy | 158 Crankhall Lane | WS10 0EB | Wednesbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Tesco Instore Pharmacy | Foxoak Street | B64 5HJ | Rowley Regis | 08:00 | 22:30 | 06:30 | 22:30 | 06:30 | 22:30 | 06:30 | 22:30 | 06:30 | 22:30 | 06:30 | 22:00 | 10:00 | 16:00 |
| Superdrug Pharmacy | Unit 36, Kings Square | B70 6NZ | West Bromwich | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 08:30 | 17:30 | 09:00 | 17:30 | | |
| Victoria Pharmacy | 5A Suffrage Street | B66 3PZ | Smethwick | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 18:30 | 09:00 | 12:00 | | |
| Yew Tree Pharmacy | 20 Redwood Road | WS5 4LB | West Bromwich | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| Al-Shafa Pharmacy | 93 Shireland Road | B66 4QJ | Smethwick | 09:00 | 00:00 | 09:00 | 00:00 | 09:00 | 00:00 | 09:00 | 00:00 | 09:00 | 00:00 | 09:00 | 00:00 | 10:30 | 20:30 |
| Pharmacy Xpress | Unit 32, Fountain Business Park | B69 3BH | Oldbury | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 18:00 | 09:00 | 13:00 | | |
| New Street Pharmacy | 4 New Street | B70 0HN | Wednesbury | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 19:00 | 09:00 | 12:30 | | |

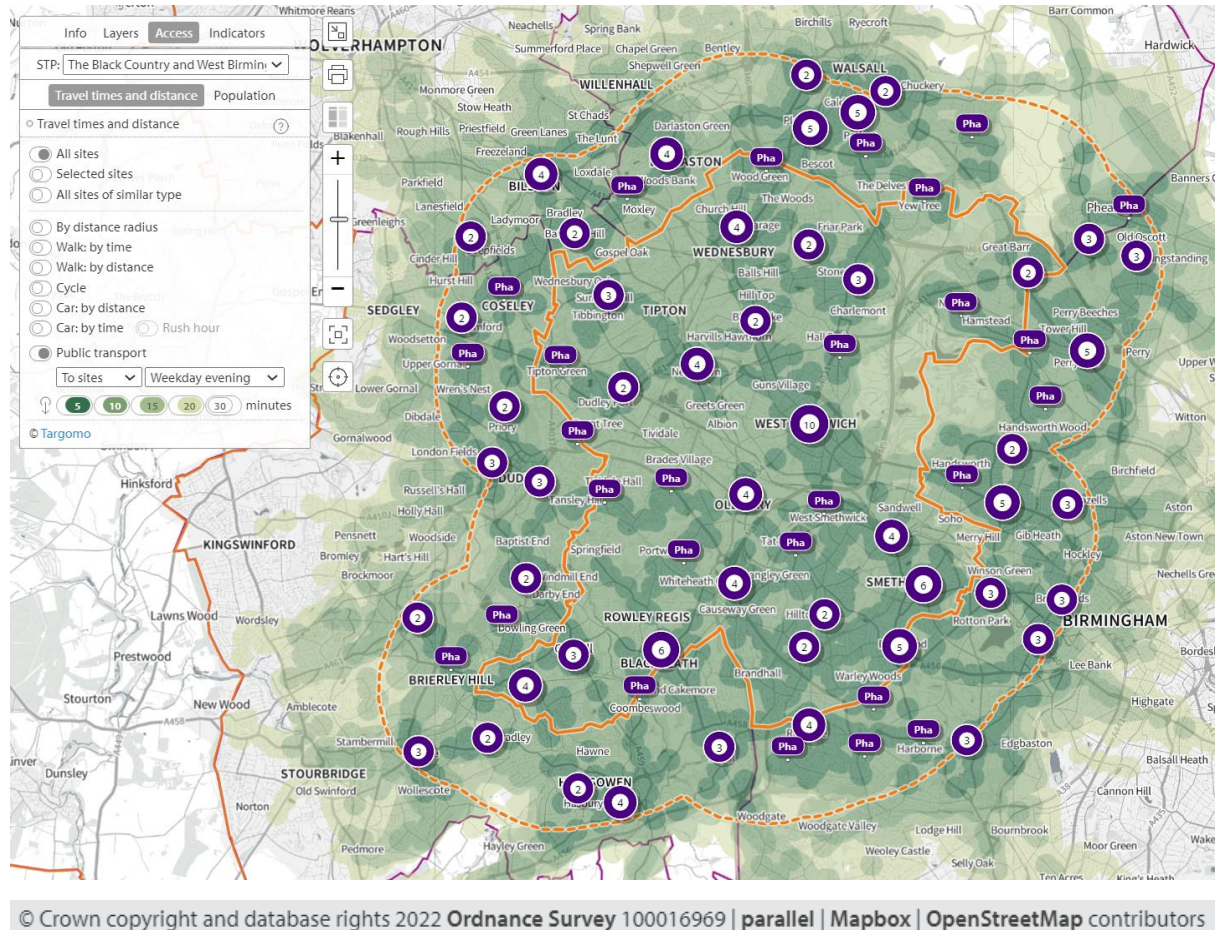
Appendix 3: 20-minute travel to pharmacy by public transport (weekday afternoons)



Source: SHAPE Place Atlas

The map was exported from the SHAPE Place Atlas on 22/03/2022

Appendix 4: 20-minute travel to pharmacy by public transport (weekday evenings)



Source: SHAPE Place Atlas

The map was exported from the SHAPE Place Atlas on 22/03/2022

Appendix 5: Pharmacy contractor questionnaire

Pharmaceutical Needs Assessment Contractor Questionnaire 2022

Please complete this survey online if possible at
<https://wh1.snapsurveys.com/s.asp?k=163653614047>

Q1 Pharmacy details

Contractor Code (ODS Code)

Contractor Name

Contractor Trading Name (if different from above)

Address of contractor pharmacy

Q2 Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?

Yes No

Q3 Is this pharmacy a 100-hour pharmacy?

Yes No

Q4 Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?

Yes No

Q5 Is this pharmacy a distance selling pharmacy?

Yes No

Q6 NHS Shared email address allocated to this pharmacy

Q7 Pharmacy Telephone Number

Q8 Pharmacy website address (if applicable)

Q9 Sandwell Metropolitan Borough Council will share your email information with NHS England and Sandwell LPC. Are you happy for us to do so?

Yes No

Q10 We will be using NHS Choices to publish your opening hours. Are they up to date?

Yes Don't know
 No

Q11 Is parking available close to the pharmacy?

Yes No

Q12 Does this pharmacy have wheelchair access?

Yes Not sure
 No

Q13 Information Technology.

This pharmacy has the following:

- Electronic Prescription Services Release 2 enabled
- An active NHS Mail address
- Summary Care Record Access
- An up to date NHS Choices Profile
- An up to date entry on the DOS (Directory of Services)

Q14 Consultation facilities

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

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

If other, please specify

Q14b Where there is a consultation area, is it a closed room?

- Yes No

Q14c During consultations are there hand-washing facilities

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

Q14d Patients attending for consultations have access to toilet facilities

- Yes No

Q15 Languages and Communication.

Please indicate which of the following languages (in addition to English) members of your pharmacy team are able to speak for the majority of your working week to assist patients.

- Punjabi Gujarati Other
- Urdu Hindi

"Other" please specify

Q16 Healthy Living Pharmacy.

Please mark which statement applies

- This pharmacy has achieved HLP status
- This pharmacy is working towards HLP status
- This pharmacy has no plans to implement HLP status

Q17 Services

Does the pharmacy dispense appliances?

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

If "other", please specify

Q18 Advanced Services. Does the pharmacy provide the following services?

| | Yes | Intending to begin within next 12 months | No - not intending to provide |
|---|--------------------------|--|-------------------------------|
| Appliance Use Review service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Pharmacist Consultation Service (CPCS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C-19 LFD distribution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flu Vaccination Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hepatitis C testing service (Until 31st March 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hypertension case finding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New Medicine Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pandemic Delivery Service (Until 31st March 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stoma Appliance Customisation service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stop smoking service (from January 2022) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q19 Which of the following other services does the pharmacy provide, or would be willing to provide?

| | Currently providing under contract with NHSE&I regional team | Currently providing under contract with CCG | Currently providing under contract with Local Authority | Willing to provide if commissioned | Not able or willing to provide | Willing to provide privately |
|--|--|---|---|------------------------------------|--------------------------------|------------------------------|
| Anticoagulant Monitoring Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Anti-viral Distribution Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Care Home Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chlamydia Testing Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chlamydia Treatment Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Contraceptive service (not EC) | <input type="checkbox"/> | | | | | |
| Disease Specific Medicines Management Service: | | | | | | |
| Allergies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Alzheimer's/dementia | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Asthma | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CHD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| COPD | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Depression | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Diabetes type I | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Diabetes type II | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Epilepsy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heart Failure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hypertension | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parkinson's disease | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Palliative care service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

| | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Emergency Contraception Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency Supply Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gluten Free Food Supply Service (i.e. not via FP10) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Home Delivery Service (not appliances) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Independent Prescribing Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

Q21 Which of the following other services does the pharmacy provide, or would be willing to provide?

| | Currently providing under contract with NHSE&I regional team | Currently providing under contract with CCG | Currently providing under contract with Local Authority | Willing to provide if commissioned | Not able or willing to provide | Willing to provide privately |
|--|--|---|---|------------------------------------|--------------------------------|------------------------------|
| Childhood vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| COVID-19 vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hepatitis (at risk workers or patients) vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| HPV vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Meningococcal vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pneumococcal vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel vaccinations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please state) | <input type="text"/> | | | | | |
| Sharps Disposal Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stop Smoking Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supervised Administration Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supplementary Prescribing Service (name therapeutic areas) | <input type="text"/> | | | | | |
| Vascular Risk Assessment Service (NHS Health Check) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q22 Non-commissioned services. Does the pharmacy provide any of the following?

| | Yes | No |
|---|--------------------------|--------------------------|
| Collection of prescriptions from GP practices - with charge | <input type="checkbox"/> | <input type="checkbox"/> |
| Collection of prescriptions from GP practices – Free of charge on request | <input type="checkbox"/> | <input type="checkbox"/> |
| We deliver prescriptions to all patients | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery of dispensed medicines – Selected patient groups (list criteria) | <input type="text"/> | |
| Delivery of dispensed medicines – Selected areas (list areas) | <input type="text"/> | |
| Delivery of dispensed medicines – Free of charge on request | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery of dispensed medicines – With charge | <input type="checkbox"/> | <input type="checkbox"/> |
| Monitored Dosage Systems – Free of charge on request | <input type="checkbox"/> | <input type="checkbox"/> |
| Monitored Dosage Systems – With charge | <input type="checkbox"/> | <input type="checkbox"/> |

Q23 Is there a particular need for a locally commissioned service in your area?

Yes No

Q23a If yes, what is the service requirement and why?

Q24 May the LPC update its opening hours and related matters and services details for you with the above information?

Yes

Q25 Details of the person completing this form on behalf of the contractor if questions arise:

Contact name

Contact email

Contact telephone number

Impact of COVID-19 on pharmacy staff and services

Q26 How has COVID-19 affected service provision?

- We are offering more services to patients than before the pandemic
- We are offering less services to patients than before the pandemic
- Service provision has not changed

Q27 How has COVID-19 affected the delivery of services? *Please tick all that apply*

- Some of our face-to-face services have moved online
- Some of our face-to-face services have moved to over the phone
- Some of our face-to-face services have been stopped (not delivered by another route)
- For face-to-face services we have stopped we are always able to sign post the patient to another provider offering this service

Q28 How has COVID-19 affected access to services?

- Our opening times have been extended
- Our opening times have been reduced
- Our opening times have remained the same

Q29 How has COVID-19 affected waiting times for medicine dispensing?

- Waiting times have increased
- Waiting times have decreased
- Waiting times have stayed the same

Q30 How has COVID-19 affected waiting times for other services e.g. flu vaccinations and health checks?

- Waiting times have increased
- Waiting times have decreased
- Waiting times have stayed the same

Q31 How has COVID-19 affected patient demand for pharmacy services? *e.g. medical advice, using pharmacy as first point of contact as opposed to GP*

- Overall, patients are relying more on pharmacy services
- Overall, patients are relying less on pharmacy services
- Patient demand for pharmacy services has remained the same

Thank you for taking the time to complete this survey

Appendix 6: Pharmacy contractor questionnaire responses

| Counts | Respondents | Is this pharmacy one which is entitled to Pharmacy Access Scheme payments? | | |
|--------|----------------------------|--|-----------|-----------|
| | | Base | Yes | No |
| | Total | 72 | 10 | 62 |
| | Locality | | | |
| | Oldbury | 13 | 2 | 11 |
| | Rowley Regis | 12 | 3 | 9 |
| | Smethwick | 15 | 4 | 11 |
| | Tipton | 10 | - | 10 |
| | Wednesbury | 8 | - | 8 |
| | West Bromwich | 14 | 1 | 13 |
| | Ward | | | |
| | Bristnall | 4 | - | 4 |
| | Langley | 5 | 1 | 4 |
| | Old Warley | - | - | - |
| | Oldbury | 4 | 1 | 3 |
| | Blackheath | 4 | - | 4 |
| | Cradley Heath and Old Hill | 6 | 2 | 4 |
| | Rowley | - | - | - |
| | Tividale | 2 | 1 | 1 |
| | Abbey | 4 | 1 | 3 |
| | Smethwick | 2 | 1 | 1 |
| | Soho and Victoria | 6 | 2 | 4 |
| | St Pauls | 3 | - | 3 |
| | Great Bridge | 5 | - | 5 |
| | Princes End | 3 | - | 3 |
| | Tipton Green | 2 | - | 2 |
| | Friar Park | 1 | - | 1 |
| | Wednesbury North | 4 | - | 4 |
| | Wednesbury South | 3 | - | 3 |
| | Charlemont with Grove Vale | 3 | 1 | 2 |
| | Great Barr with Yew Tree | 1 | - | 1 |
| | Greets Green and Lyng | 3 | - | 3 |
| | Hateley Heath | - | - | - |
| | Newton | 1 | - | 1 |
| | West Bromwich Central | 6 | - | 6 |

| Counts Respondents | Base | Is this pharmacy a 100-hour pharmacy? | |
|----------------------------|-----------|---------------------------------------|-----------|
| | | Yes | No |
| Total | 72 | 10 | 62 |
| Locality | | | |
| Oldbury | 13 | 3 | 10 |
| Rowley Regis | 12 | 1 | 11 |
| Smethwick | 15 | 3 | 12 |
| Tipton | 10 | 2 | 8 |
| Wednesbury | 8 | - | 8 |
| West Bromwich | 14 | 1 | 13 |
| Ward | | | |
| Bristnall | 4 | 1 | 3 |
| Langley | 5 | 1 | 4 |
| Old Warley | - | - | - |
| Oldbury | 4 | 1 | 3 |
| Blackheath | 4 | - | 4 |
| Cradley Heath and Old Hill | 6 | 1 | 5 |
| Rowley | - | - | - |
| Tividale | 2 | - | 2 |
| Abbey | 4 | - | 4 |
| Smethwick | 2 | - | 2 |
| Soho and Victoria | 6 | 3 | 3 |
| St Pauls | 3 | - | 3 |
| Great Bridge | 5 | 1 | 4 |
| Princes End | 3 | 1 | 2 |
| Tipton Green | 2 | - | 2 |
| Friar Park | 1 | - | 1 |
| Wednesbury North | 4 | - | 4 |
| Wednesbury South | 3 | - | 3 |
| Charlemont with Grove Vale | 3 | - | 3 |
| Great Barr with Yew Tree | 1 | - | 1 |
| Greets Green and Lyng | 3 | 1 | 2 |
| Hateley Heath | - | - | - |
| Newton | 1 | - | 1 |
| West Bromwich Central | 6 | - | 6 |

| Counts | Base | Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? | |
|----------------------------|-----------|---|-----------|
| | | Yes | No |
| Respondents | | | |
| Total | 71 | 28 | 43 |
| Locality | | | |
| Oldbury | 13 | 4 | 9 |
| Rowley Regis | 12 | 6 | 6 |
| Smethwick | 14 | 6 | 8 |
| Tipton | 10 | 3 | 7 |
| Wednesbury | 8 | 3 | 5 |
| West Bromwich | 14 | 6 | 8 |
| Ward | | | |
| Bristnall | 4 | 2 | 2 |
| Langley | 5 | 2 | 3 |
| Old Warley | - | - | - |
| Oldbury | 4 | - | 4 |
| Blackheath | 4 | 1 | 3 |
| Cradley Heath and Old Hill | 6 | 4 | 2 |
| Rowley | - | - | - |
| Tividale | 2 | 1 | 1 |
| Abbey | 4 | 2 | 2 |
| Smethwick | 1 | 1 | - |
| Soho and Victoria | 6 | 2 | 4 |
| St Pauls | 3 | 1 | 2 |
| Great Bridge | 5 | 1 | 4 |
| Princes End | 3 | 1 | 2 |
| Tipton Green | 2 | 1 | 1 |
| Friar Park | 1 | - | 1 |
| Wednesbury North | 4 | 2 | 2 |
| Wednesbury South | 3 | 1 | 2 |
| Charlemont with Grove Vale | 3 | 2 | 1 |
| Great Barr with Yew Tree | 1 | 1 | - |
| Greets Green and Lyng | 3 | - | 3 |
| Hateley Heath | - | - | - |
| Newton | 1 | 1 | - |
| West Bromwich Central | 6 | 2 | 4 |

| Counts | | Is this pharmacy a distance selling pharmacy? | |
|-----------------------------------|-------------|---|-----------|
| | | Yes | No |
| Respondents | Base | | |
| Total | 71 | 2 | 69 |
| Locality | | | |
| Oldbury | 13 | 1 | 12 |
| Rowley Regis | 12 | - | 12 |
| Smethwick | 14 | - | 14 |
| Tipton | 10 | 1 | 9 |
| Wednesbury | 8 | - | 8 |
| West Bromwich | 14 | - | 14 |
| Ward | | | |
| Bristnall | 4 | - | 4 |
| Langley | 5 | - | 5 |
| Old Warley | - | - | - |
| Oldbury | 4 | 1 | 3 |
| Blackheath | 4 | - | 4 |
| Cradley Heath and Old Hill | 6 | - | 6 |
| Rowley | - | - | - |
| Tividale | 2 | - | 2 |
| Abbey | 3 | - | 3 |
| Smethwick | 2 | - | 2 |
| Soho and Victoria | 6 | - | 6 |
| St Pauls | 3 | - | 3 |
| Great Bridge | 5 | 1 | 4 |
| Princes End | 3 | - | 3 |
| Tipton Green | 2 | - | 2 |
| Friar Park | 1 | - | 1 |
| Wednesbury North | 4 | - | 4 |
| Wednesbury South | 3 | - | 3 |
| Charlemont with Grove Vale | 3 | - | 3 |
| Great Barr with Yew Tree | 1 | - | 1 |
| Greets Green and Lyng | 3 | - | 3 |
| Hateley Heath | - | - | - |
| Newton | 1 | - | 1 |
| West Bromwich Central | 6 | - | 6 |

| Counts | Base | Is parking available close to the pharmacy? | |
|-----------------------------------|-----------|---|----------|
| | | Yes | No |
| Respondents | | | |
| Total | 72 | 72 | - |
| Locality | | | |
| Oldbury | 13 | 13 | - |
| Rowley Regis | 13 | 13 | - |
| Smethwick | 15 | 15 | - |
| Tipton | 9 | 9 | - |
| Wednesbury | 8 | 8 | - |
| West Bromwich | 14 | 14 | - |
| Ward | | | |
| Bristnall | 4 | 4 | - |
| Langley | 5 | 5 | - |
| Old Warley | - | - | - |
| Oldbury | 4 | 4 | - |
| Blackheath | 4 | 4 | - |
| Cradley Heath and Old Hill | 6 | 6 | - |
| Rowley | 1 | 1 | - |
| Tividale | 2 | 2 | - |
| Abbey | 4 | 4 | - |
| Smethwick | 2 | 2 | - |
| Soho and Victoria | 6 | 6 | - |
| St Pauls | 3 | 3 | - |
| Great Bridge | 4 | 4 | - |
| Princes End | 3 | 3 | - |
| Tipton Green | 2 | 2 | - |
| Friar Park | 1 | 1 | - |
| Wednesbury North | 4 | 4 | - |
| Wednesbury South | 3 | 3 | - |
| Charlemont with Grove Vale | 3 | 3 | - |
| Great Barr with Yew Tree | 1 | 1 | - |
| Greets Green and Lyng | 3 | 3 | - |
| Hateley Heath | - | - | - |
| Newton | 1 | 1 | - |
| West Bromwich Central | 6 | 6 | - |

| Counts | Base | Does this pharmacy have wheelchair access? | | |
|-----------------------------------|-----------|--|----------|----------|
| | | Yes | No | Not sure |
| Respondents | | | | |
| Total | 72 | 67 | 2 | 3 |
| Locality | | | | |
| Oldbury | 13 | 10 | 1 | 2 |
| Rowley Regis | 13 | 12 | 1 | - |
| Smethwick | 15 | 15 | - | - |
| Tipton | 9 | 9 | - | - |
| Wednesbury | 8 | 8 | - | - |
| West Bromwich | 14 | 13 | - | 1 |
| Ward | | | | |
| Bristnall | 4 | 2 | 1 | 1 |
| Langley | 5 | 5 | - | - |
| Old Warley | - | - | - | - |
| Oldbury | 4 | 3 | - | 1 |
| Blackheath | 4 | 4 | - | - |
| Cradley Heath and Old Hill | 6 | 5 | 1 | - |
| Rowley | 1 | 1 | - | - |
| Tividale | 2 | 2 | - | - |
| Abbey | 4 | 4 | - | - |
| Smethwick | 2 | 2 | - | - |
| Soho and Victoria | 6 | 6 | - | - |
| St Pauls | 3 | 3 | - | - |
| Great Bridge | 4 | 4 | - | - |
| Princes End | 3 | 3 | - | - |
| Tipton Green | 2 | 2 | - | - |
| Friar Park | 1 | 1 | - | - |
| Wednesbury North | 4 | 4 | - | - |
| Wednesbury South | 3 | 3 | - | - |
| Charlemont with Grove Vale | 3 | 3 | - | - |
| Great Barr with Yew Tree | 1 | 1 | - | - |
| Greets Green and Lyng | 3 | 3 | - | - |
| Hateley Heath | - | - | - | - |
| Newton | 1 | - | - | 1 |
| West Bromwich Central | 6 | 6 | - | - |

| Counts | Information Technology. This pharmacy has the following: | | | | | |
|----------------------------|--|--|----------------------------|----------------------------|-----------------------------------|--|
| | Base | Electronic Prescription Services Release 2 enabled | An active NHS Mail address | Summary Care Record Access | An up to date NHS Choices Profile | An up to date entry on the DOS (Directory of Services) |
| Respondents | | | | | | |
| Total | 73 | 73 | 73 | 71 | 71 | 69 |
| Locality | | | | | | |
| Oldbury | 13 | 13 | 13 | 13 | 12 | 13 |
| Rowley Regis | 13 | 13 | 13 | 12 | 12 | 12 |
| Smethwick | 15 | 15 | 15 | 14 | 15 | 15 |
| Tipton | 10 | 10 | 10 | 10 | 10 | 10 |
| Wednesbury | 8 | 8 | 8 | 8 | 8 | 7 |
| West Bromwich | 14 | 14 | 14 | 14 | 14 | 12 |
| Ward | | | | | | |
| Bristnall | 4 | 4 | 4 | 4 | 4 | 4 |
| Langley | 5 | 5 | 5 | 5 | 4 | 5 |
| Old Warley | - | - | - | - | - | - |
| Oldbury | 4 | 4 | 4 | 4 | 4 | 4 |
| Blackheath | 4 | 4 | 4 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 6 | 6 | 6 | 6 | 6 | 6 |
| Rowley | 1 | 1 | 1 | - | - | - |
| Tividale | 2 | 2 | 2 | 2 | 2 | 2 |
| Abbey | 4 | 4 | 4 | 4 | 4 | 4 |
| Smethwick | 2 | 2 | 2 | 2 | 2 | 2 |
| Soho and Victoria | 6 | 6 | 6 | 6 | 6 | 6 |
| St Pauls | 3 | 3 | 3 | 2 | 3 | 3 |
| Great Bridge | 5 | 5 | 5 | 5 | 5 | 5 |
| Princes End | 3 | 3 | 3 | 3 | 3 | 3 |
| Tipton Green | 2 | 2 | 2 | 2 | 2 | 2 |
| Friar Park | 1 | 1 | 1 | 1 | 1 | 1 |
| Wednesbury North | 4 | 4 | 4 | 4 | 4 | 4 |
| Wednesbury South | 3 | 3 | 3 | 3 | 3 | 2 |
| Charlemont with Grove Vale | 3 | 3 | 3 | 3 | 3 | 2 |
| Great Barr with Yew Tree | 1 | 1 | 1 | 1 | 1 | 1 |
| Greets Green and Lyng | 3 | 3 | 3 | 3 | 3 | 3 |
| Hateley Heath | - | - | - | - | - | - |
| Newton | 1 | 1 | 1 | 1 | 1 | - |
| West Bromwich Central | 6 | 6 | 6 | 6 | 6 | 6 |

| Counts | There is a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) | | | | | | | |
|----------------------------|--|--|--|----------------------------------|---|---------------------------------------|-------------------------------|-------|
| | Respondents | None, have submitted a request to the NHS England and NHS Improvement (NHSE&I) regional team that the premises are too small for a consultation room | None, the NHSE&I regional team has approved my request that the premises are too small for a consultation room | None (Distance Selling Pharmacy) | Available (including wheelchair access) | Available (without wheelchair access) | Planned before 1st April 2023 | Other |
| Total | Base | | | | | | | |
| Total | 73 | - | - | - | 58 | 13 | 2 | - |
| Locality | | | | | | | | |
| Oldbury | 13 | - | - | - | 9 | 3 | 1 | - |
| Rowley Regis | 13 | - | - | - | 8 | 5 | - | - |
| Smethwick | 15 | - | - | - | 12 | 3 | - | - |
| Tipton | 10 | - | - | - | 9 | - | 1 | - |
| Wednesbury | 8 | - | - | - | 7 | 1 | - | - |
| West Bromwich | 14 | - | - | - | 13 | 1 | - | - |
| Ward | | | | | | | | |
| Bristnall | 4 | - | - | - | 2 | 2 | - | - |
| Langley | 5 | - | - | - | 4 | - | 1 | - |
| Old Warley | - | - | - | - | - | - | - | - |
| Oldbury | 4 | - | - | - | 3 | 1 | - | - |
| Blackheath | 4 | - | - | - | 4 | - | - | - |
| Cradley Heath and Old Hill | 6 | - | - | - | 3 | 3 | - | - |
| Rowley | 1 | - | - | - | - | 1 | - | - |
| Tividale | 2 | - | - | - | 1 | 1 | - | - |
| Abbey | 4 | - | - | - | 3 | 1 | - | - |
| Smethwick | 2 | - | - | - | 2 | - | - | - |
| Soho and Victoria | 6 | - | - | - | 5 | 1 | - | - |
| St Pauls | 3 | - | - | - | 2 | 1 | - | - |
| Great Bridge | 5 | - | - | - | 5 | - | - | - |
| Princes End | 3 | - | - | - | 2 | - | 1 | - |
| Tipton Green | 2 | - | - | - | 2 | - | - | - |
| Friar Park | 1 | - | - | - | 1 | - | - | - |
| Wednesbury North | 4 | - | - | - | 3 | 1 | - | - |
| Wednesbury South | 3 | - | - | - | 3 | - | - | - |
| Charlemont with Grove Vale | 3 | - | - | - | 3 | - | - | - |
| Great Barr with Yew Tree | 1 | - | - | - | 1 | - | - | - |
| Greets Green and Lyng | 3 | - | - | - | 3 | - | - | - |
| Hateley Heath | - | - | - | - | - | - | - | - |
| Newton | 1 | - | - | - | 1 | - | - | - |
| West Bromwich Central | 6 | - | - | - | 5 | 1 | - | - |

| Counts | Respondents | Where there is a consultation area, is it a closed room? | | |
|--------|-----------------------------------|--|-----------|----------|
| | | Base | Yes | No |
| | Total | 71 | 71 | - |
| | Locality | | | |
| | Oldbury | 13 | 13 | - |
| | Rowley Regis | 13 | 13 | - |
| | Smethwick | 13 | 13 | - |
| | Tipton | 10 | 10 | - |
| | Wednesbury | 8 | 8 | - |
| | West Bromwich | 14 | 14 | - |
| | Ward | | | |
| | Bristnall | 4 | 4 | - |
| | Langley | 5 | 5 | - |
| | Old Warley | - | - | - |
| | Oldbury | 4 | 4 | - |
| | Blackheath | 4 | 4 | - |
| | Cradley Heath and Old Hill | 6 | 6 | - |
| | Rowley | 1 | 1 | - |
| | Tividale | 2 | 2 | - |
| | Abbey | 3 | 3 | - |
| | Smethwick | 2 | 2 | - |
| | Soho and Victoria | 5 | 5 | - |
| | St Pauls | 3 | 3 | - |
| | Great Bridge | 5 | 5 | - |
| | Princes End | 3 | 3 | - |
| | Tipton Green | 2 | 2 | - |
| | Friar Park | 1 | 1 | - |
| | Wednesbury North | 4 | 4 | - |
| | Wednesbury South | 3 | 3 | - |
| | Charlemont with Grove Vale | 3 | 3 | - |
| | Great Barr with Yew Tree | 1 | 1 | - |
| | Greets Green and Lyng | 3 | 3 | - |
| | Hateley Heath | - | - | - |
| | Newton | 1 | 1 | - |
| | West Bromwich Central | 6 | 6 | - |

| Counts | | During consultations are there hand-washing facilities | | |
|-----------------------------------|-----------|--|--------------------------|--------------------------------|
| | | | In the consultation area | Close to the consultation area |
| Respondents | Base | | | |
| Total | 73 | 45 | 22 | 6 |
| Locality | | | | |
| Oldbury | 13 | 9 | 3 | 1 |
| Rowley Regis | 13 | 7 | 5 | 1 |
| Smethwick | 15 | 9 | 5 | 1 |
| Tipton | 10 | 7 | 3 | - |
| Wednesbury | 8 | 4 | 2 | 2 |
| West Bromwich | 14 | 9 | 4 | 1 |
| Ward | | | | |
| Bristnall | 4 | 4 | - | - |
| Langley | 5 | 3 | 2 | - |
| Old Warley | - | - | - | - |
| Oldbury | 4 | 2 | 1 | 1 |
| Blackheath | 4 | 2 | 2 | - |
| Cradley Heath and Old Hill | 6 | 3 | 2 | 1 |
| Rowley | 1 | 1 | - | - |
| Tividale | 2 | 1 | 1 | - |
| Abbey | 4 | 4 | - | - |
| Smethwick | 2 | - | 1 | 1 |
| Soho and Victoria | 6 | 3 | 3 | - |
| St Pauls | 3 | 2 | 1 | - |
| Great Bridge | 5 | 4 | 1 | - |
| Princes End | 3 | 2 | 1 | - |
| Tipton Green | 2 | 1 | 1 | - |
| Friar Park | 1 | 1 | - | - |
| Wednesbury North | 4 | 2 | 1 | 1 |
| Wednesbury South | 3 | 1 | 1 | 1 |
| Charlemont with Grove Vale | 3 | 2 | 1 | - |
| Great Barr with Yew Tree | 1 | 1 | - | - |
| Greets Green and Lyng | 3 | 2 | 1 | - |
| Hateley Heath | - | - | - | - |
| Newton | 1 | 1 | - | - |
| West Bromwich Central | 6 | 3 | 2 | 1 |

| Counts | Base | Patients attending for consultations have access to toilet facilities | |
|----------------------------|-----------|---|-----------|
| | | Yes | No |
| Respondents | | | |
| Total | 73 | 26 | 47 |
| Locality | | | |
| Oldbury | 13 | 6 | 7 |
| Rowley Regis | 13 | 5 | 8 |
| Smethwick | 15 | 5 | 10 |
| Tipton | 10 | 5 | 5 |
| Wednesbury | 8 | 3 | 5 |
| West Bromwich | 14 | 2 | 12 |
| Ward | | | |
| Bristnall | 4 | 1 | 3 |
| Langley | 5 | 1 | 4 |
| Old Warley | - | - | - |
| Oldbury | 4 | 4 | - |
| Blackheath | 4 | 2 | 2 |
| Cradley Heath and Old Hill | 6 | 2 | 4 |
| Rowley | 1 | - | 1 |
| Tividale | 2 | 1 | 1 |
| Abbey | 4 | 1 | 3 |
| Smethwick | 2 | - | 2 |
| Soho and Victoria | 6 | 3 | 3 |
| St Pauls | 3 | 1 | 2 |
| Great Bridge | 5 | 3 | 2 |
| Princes End | 3 | 1 | 2 |
| Tipton Green | 2 | 1 | 1 |
| Friar Park | 1 | 1 | - |
| Wednesbury North | 4 | - | 4 |
| Wednesbury South | 3 | 2 | 1 |
| Charlemont with Grove Vale | 3 | - | 3 |
| Great Barr with Yew Tree | 1 | - | 1 |
| Greets Green and Lyng | 3 | - | 3 |
| Hateley Heath | - | - | - |
| Newton | 1 | - | 1 |
| West Bromwich Central | 6 | 2 | 4 |

| Counts Respondents | Base | Languages and Communication. | | | | |
|----------------------------|-----------|------------------------------|-----------|-----------|-----------|-----------|
| | | Punjabi | Urdu | Gujurati | Hindi | Other |
| Total | 64 | 56 | 39 | 25 | 43 | 15 |
| Locality | | | | | | |
| Oldbury | 13 | 11 | 7 | 3 | 8 | 2 |
| Rowley Regis | 7 | 4 | 6 | 5 | 6 | 2 |
| Smethwick | 15 | 15 | 10 | 6 | 12 | 4 |
| Tipton | 7 | 6 | 4 | 3 | 5 | 1 |
| Wednesbury | 8 | 7 | 4 | 3 | 5 | 1 |
| West Bromwich | 14 | 13 | 8 | 5 | 8 | 5 |
| Ward | | | | | | |
| Bristnall | 4 | 3 | 3 | 2 | 2 | - |
| Langley | 5 | 5 | 1 | - | 4 | 1 |
| Old Warley | - | - | - | - | - | - |
| Oldbury | 4 | 3 | 3 | 1 | 2 | 1 |
| Blackheath | 1 | 1 | 1 | 1 | 1 | - |
| Cradley Heath and Old Hill | 3 | 1 | 3 | 2 | 2 | - |
| Rowley | 1 | - | - | - | - | 1 |
| Tividale | 2 | 2 | 2 | 2 | 2 | 1 |
| Abbey | 4 | 4 | 2 | 1 | 3 | 1 |
| Smethwick | 2 | 2 | 1 | - | 1 | - |
| Soho and Victoria | 6 | 6 | 4 | 2 | 5 | 1 |
| St Pauls | 3 | 3 | 3 | 3 | 3 | 2 |
| Great Bridge | 4 | 3 | 1 | 2 | 2 | 1 |
| Princes End | 2 | 2 | 2 | - | 2 | - |
| Tipton Green | 1 | 1 | 1 | 1 | 1 | - |
| Friar Park | 1 | 1 | 1 | 1 | 1 | - |
| Wednesbury North | 4 | 3 | 2 | 2 | 2 | 1 |
| Wednesbury South | 3 | 3 | 1 | - | 2 | - |
| Charlemont with Grove Vale | 3 | 3 | 1 | - | 2 | - |
| Great Barr with Yew Tree | 1 | 1 | - | 1 | - | 1 |
| Greets Green and Lyng | 3 | 2 | 2 | 1 | 2 | 2 |
| Hateley Heath | - | - | - | - | - | - |
| Newton | 1 | 1 | 1 | - | - | - |
| West Bromwich Central | 6 | 6 | 4 | 3 | 4 | 2 |

| Counts | | Healthy Living Pharmacy | | |
|----------------------------|-----------|---------------------------------------|---|--|
| | | | | |
| Respondents | Base | This pharmacy has achieved HLP status | This pharmacy is working towards HLP status | This pharmacy has no plans to implement HLP status |
| Total | 71 | 56 | 12 | 3 |
| Locality | | | | |
| Oldbury | 12 | 8 | 4 | - |
| Rowley Regis | 12 | 12 | - | - |
| Smethwick | 15 | 12 | 1 | 2 |
| Tipton | 10 | 5 | 4 | 1 |
| Wednesbury | 8 | 7 | 1 | - |
| West Bromwich | 14 | 12 | 2 | - |
| Ward | | | | |
| Bristnall | 3 | 1 | 2 | - |
| Langley | 5 | 3 | 2 | - |
| Old Warley | - | - | - | - |
| Oldbury | 4 | 4 | - | - |
| Blackheath | 4 | 4 | - | - |
| Cradley Heath and Old Hill | 6 | 6 | - | - |
| Rowley | - | - | - | - |
| Tividale | 2 | 2 | - | - |
| Abbey | 4 | 3 | 1 | - |
| Smethwick | 2 | 2 | - | - |
| Soho and Victoria | 6 | 5 | - | 1 |
| St Pauls | 3 | 2 | - | 1 |
| Great Bridge | 5 | 4 | 1 | - |
| Princes End | 3 | - | 2 | 1 |
| Tipton Green | 2 | 1 | 1 | - |
| Friar Park | 1 | 1 | - | - |
| Wednesbury North | 4 | 4 | - | - |
| Wednesbury South | 3 | 2 | 1 | - |
| Charlemont with Grove Vale | 3 | 2 | 1 | - |
| Great Barr with Yew Tree | 1 | - | 1 | - |
| Greets Green and Lyng | 3 | 3 | - | - |
| Hateley Heath | - | - | - | - |
| Newton | 1 | 1 | - | - |
| West Bromwich Central | 6 | 6 | - | - |

| Counts | | Services Does the pharmacy dispense appliances? | | | | | | |
|----------------------------|-----------|---|-------------------------------------|--|--|-------------------------|----------|----------|
| | | Yes – All types | Yes, excluding stoma appliances, or | Yes, excluding incontinence appliances, or | Yes, excluding stoma and incontinence appliances, or | Yes, just dressings, or | Other | None |
| Respondents | Base | | | | | | | |
| Total | 72 | 58 | - | 1 | 1 | 8 | 1 | 3 |
| Locality | | | | | | | | |
| Oldbury | 13 | 8 | - | - | - | 5 | - | - |
| Rowley Regis | 13 | 10 | - | - | 1 | 1 | 1 | - |
| Smethwick | 14 | 13 | - | - | - | - | - | 1 |
| Tipton | 10 | 8 | - | - | - | - | - | 2 |
| Wednesbury | 8 | 6 | - | 1 | - | 1 | - | - |
| West Bromwich | 14 | 13 | - | - | - | 1 | - | - |
| Ward | | | | | | | | |
| Bristnall | 4 | 2 | - | - | - | 2 | - | - |
| Langley | 5 | 4 | - | - | - | 1 | - | - |
| Old Warley | - | - | - | - | - | - | - | - |
| Oldbury | 4 | 2 | - | - | - | 2 | - | - |
| Blackheath | 4 | 4 | - | - | - | - | - | - |
| Cradley Heath and Old Hill | 6 | 4 | - | - | 1 | 1 | - | - |
| Rowley | 1 | - | - | - | - | - | 1 | - |
| Tividale | 2 | 2 | - | - | - | - | - | - |
| Abbey | 3 | 3 | - | - | - | - | - | - |
| Smethwick | 2 | 1 | - | - | - | - | - | 1 |
| Soho and Victoria | 6 | 6 | - | - | - | - | - | - |
| St Pauls | 3 | 3 | - | - | - | - | - | - |
| Great Bridge | 5 | 4 | - | - | - | - | - | 1 |
| Princes End | 3 | 3 | - | - | - | - | - | - |
| Tipton Green | 2 | 1 | - | - | - | - | - | 1 |
| Friar Park | 1 | 1 | - | - | - | - | - | - |
| Wednesbury North | 4 | 3 | - | 1 | - | - | - | - |
| Wednesbury South | 3 | 2 | - | - | - | 1 | - | - |
| Charlemont with Grove Vale | 3 | 3 | - | - | - | - | - | - |
| Great Barr with Yew Tree | 1 | 1 | - | - | - | - | - | - |
| Greets Green and Lyng | 3 | 3 | - | - | - | - | - | - |
| Hateley Heath | - | - | - | - | - | - | - | - |
| Newton | 1 | 1 | - | - | - | - | - | - |
| West Bromwich Central | 6 | 5 | - | - | - | 1 | - | - |

| Counts | | | | | | | | | | | |
|----------------------------|-------------|------------------------------|--|-----------------------|-------------------------|---|---------------------------|----------------------|---|---------------------------------------|--|
| | Respondents | Appliance Use Review service | Community Pharmacist Consultation Service (CPCS) | C-19 LFD distribution | Flu Vaccination Service | Hepatitis C testing service (Until 31st March 2022) | Hypertension case finding | New Medicine Service | Pandemic Delivery Service (Until 31st March 2022) | Stoma Appliance Customisation service | Stop smoking service (from January 2022) |
| Total | 707 | 69 | 73 | 73 | 73 | 67 | 71 | 73 | 70 | 68 | 70 |
| Locality | | | | | | | | | | | |
| Oldbury | 130 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| Rowley Regis | 129 | 12 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | 13 |
| Smethwick | 145 | 14 | 15 | 15 | 15 | 13 | 15 | 15 | 15 | 13 | 15 |
| Tipton | 91 | 9 | 10 | 10 | 10 | 8 | 9 | 10 | 9 | 8 | 8 |
| Wednesbury | 79 | 8 | 8 | 8 | 8 | 7 | 8 | 8 | 8 | 8 | 8 |
| West Bromwich | 133 | 13 | 14 | 14 | 14 | 13 | 13 | 14 | 12 | 13 | 13 |
| Ward | | | | | | | | | | | |
| Bristnall | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Langley | 50 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Old Warley | - | - | - | - | - | - | - | - | - | - | - |
| Oldbury | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Blackheath | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 60 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |
| Rowley | 10 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Tividale | 19 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Abbey | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Smethwick | 17 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 2 |
| Soho and Victoria | 59 | 6 | 6 | 6 | 6 | 5 | 6 | 6 | 6 | 6 | 6 |
| St Pauls | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |
| Great Bridge | 41 | 4 | 5 | 5 | 5 | 3 | 4 | 5 | 4 | 3 | 3 |
| Princes End | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Tipton Green | 20 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| Friar Park | 9 | 1 | 1 | 1 | 1 | - | 1 | 1 | 1 | 1 | 1 |
| Wednesbury North | 40 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Wednesbury South | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Charlemont with Grove Vale | 30 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| Great Barr with Yew Tree | 10 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| Greets Green and Lyng | 29 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| Hateley Heath | - | - | - | - | - | - | - | - | - | - | - |
| Newton | 10 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| West Bromwich Central | 54 | 5 | 6 | 6 | 6 | 5 | 5 | 6 | 5 | 5 | 5 |

| | | Base | Appliance Use Review service | | |
|-----------------|-----------------------------------|-----------|------------------------------|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 69 | 12 | 14 | 43 |
| Locality | Oldbury | 13 | 3 | 2 | 8 |
| | Rowley Regis | 12 | - | 2 | 10 |
| | Smethwick | 14 | 5 | 4 | 5 |
| | Tipton | 9 | 1 | 1 | 7 |
| | Wednesbury | 8 | 1 | 2 | 5 |
| | West Bromwich | 13 | 2 | 3 | 8 |
| Ward | Bristnall | 4 | 1 | 1 | 2 |
| | Langley | 5 | - | 1 | 4 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 2 | - | 2 |
| | Blackheath | 4 | - | 1 | 3 |
| | Cradley Heath and Old Hill | 6 | - | - | 6 |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 1 | - | 1 | - |
| | Abbey | 4 | 1 | 2 | 1 |
| | Smethwick | 1 | - | 1 | - |
| | Soho and Victoria | 6 | 2 | 1 | 3 |
| | St Pauls | 3 | 2 | - | 1 |
| | Great Bridge | 4 | 1 | 1 | 2 |
| | Princes End | 3 | - | - | 3 |
| | Tipton Green | 2 | - | - | 2 |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | - | 1 | 3 |
| | Wednesbury South | 3 | - | 1 | 2 |
| | Charlemont with Grove Vale | 3 | 1 | - | 2 |
| | Great Barr with Yew Tree | 1 | - | - | 1 |
| | Greets Green and Lyng | 3 | - | 1 | 2 |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | - | - | 1 |
| | West Bromwich Central | 5 | 1 | 2 | 2 |

| | | Base | Community Pharmacist Consultation Service (CPCS) | | |
|------------------------------|-----------------------------------|-----------|--|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 73 | 70 | 2 | 1 |
| Locality | Oldbury | 13 | 12 | - | 1 |
| | Rowley Regis | 13 | 13 | - | - |
| | Smethwick | 15 | 14 | 1 | - |
| | Tipton | 10 | 10 | - | - |
| | Wednesbury | 8 | 8 | - | - |
| | West Bromwich | 14 | 13 | 1 | - |
| Ward | Bristnall | 4 | 3 | - | 1 |
| | Langley | 5 | 5 | - | - |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 4 | - | - |
| | Blackheath | 4 | 4 | - | - |
| | Cradley Heath and Old Hill | 6 | 6 | - | - |
| | Rowley | 1 | 1 | - | - |
| | Tividale | 2 | 2 | - | - |
| | Abbey | 4 | 4 | - | - |
| | Smethwick | 2 | 1 | 1 | - |
| | Soho and Victoria | 6 | 6 | - | - |
| | St Pauls | 3 | 3 | - | - |
| | Great Bridge | 5 | 5 | - | - |
| | Princes End | 3 | 3 | - | - |
| | Tipton Green | 2 | 2 | - | - |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 4 | - | - |
| | Wednesbury South | 3 | 3 | - | - |
| | Charlemont with Grove Vale | 3 | 3 | - | - |
| | Great Barr with Yew Tree | 1 | 1 | - | - |
| | Greets Green and Lyng | 3 | 3 | - | - |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | 1 | - | - |
| West Bromwich Central | 6 | 5 | 1 | - | |

| | | Base | C-19 LFD distribution | | |
|-----------------|-----------------------------------|-----------|-----------------------|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 73 | 72 | 1 | - |
| Locality | Oldbury | 13 | 13 | - | - |
| | Rowley Regis | 13 | 13 | - | - |
| | Smethwick | 15 | 14 | 1 | - |
| | Tipton | 10 | 10 | - | - |
| | Wednesbury | 8 | 8 | - | - |
| | West Bromwich | 14 | 14 | - | - |
| Ward | Bristnall | 4 | 4 | - | - |
| | Langley | 5 | 5 | - | - |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 4 | - | - |
| | Blackheath | 4 | 4 | - | - |
| | Cradley Heath and Old Hill | 6 | 6 | - | - |
| | Rowley | 1 | 1 | - | - |
| | Tividale | 2 | 2 | - | - |
| | Abbey | 4 | 4 | - | - |
| | Smethwick | 2 | 1 | 1 | - |
| | Soho and Victoria | 6 | 6 | - | - |
| | St Pauls | 3 | 3 | - | - |
| | Great Bridge | 5 | 5 | - | - |
| | Princes End | 3 | 3 | - | - |
| | Tipton Green | 2 | 2 | - | - |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 4 | - | - |
| | Wednesbury South | 3 | 3 | - | - |
| | Charlemont with Grove Vale | 3 | 3 | - | - |
| | Great Barr with Yew Tree | 1 | 1 | - | - |
| | Greets Green and Lyng | 3 | 3 | - | - |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | 1 | - | - |
| | West Bromwich Central | 6 | 6 | - | - |

| | | Base | Flu Vaccination Service | | |
|------------------------------|-----------------------------------|-----------|--|-------------------------------|----------|
| | | | Intending to begin within next 12 months | No - not intending to provide | |
| | | Yes | | | |
| Total | Sandwell | 73 | 67 | 3 | 3 |
| Locality | Oldbury | 13 | 12 - | | 1 |
| | Rowley Regis | 13 | 12 - | | 1 |
| | Smethwick | 15 | 14 | 1 - | |
| | Tipton | 10 | 8 | 2 - | |
| | Wednesbury | 8 | 7 - | | 1 |
| | West Bromwich | 14 | 14 - | | |
| Ward | Bristnall | 4 | 3 - | | 1 |
| | Langley | 5 | 5 - | | |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 4 - | | |
| | Blackheath | 4 | 4 - | | |
| | Cradley Heath and Old Hill | 6 | 6 - | | |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 2 | 2 - | | |
| | Abbey | 4 | 4 - | | |
| | Smethwick | 2 | 2 - | | |
| | Soho and Victoria | 6 | 6 - | | |
| | St Pauls | 3 | 2 | 1 - | |
| | Great Bridge | 5 | 5 - | | |
| | Princes End | 3 | 2 | 1 - | |
| | Tipton Green | 2 | 1 | 1 - | |
| | Friar Park | 1 | 1 - | | |
| | Wednesbury North | 4 | 3 - | | 1 |
| | Wednesbury South | 3 | 3 - | | |
| | Charlemont with Grove Vale | 3 | 3 - | | |
| | Great Barr with Yew Tree | 1 | 1 - | | |
| | Greets Green and Lyng | 3 | 3 - | | |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | 1 - | | |
| West Bromwich Central | 6 | 6 - | | | |

| | | Base | Hepatitis C testing service (Until 31st March 2022) | | |
|-----------------|-----------------------------------|-----------|---|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 67 | 7 | 15 | 45 |
| Locality | Oldbury | 13 | - | 1 | 12 |
| | Rowley Regis | 13 | 1 | 3 | 9 |
| | Smethwick | 13 | 1 | 4 | 8 |
| | Tipton | 8 | 2 | 4 | 2 |
| | Wednesbury | 7 | - | 2 | 5 |
| | West Bromwich | 13 | 3 | 1 | 9 |
| Ward | Bristnall | 4 | - | 1 | 3 |
| | Langley | 5 | - | - | 5 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | - | - | 4 |
| | Blackheath | 4 | 1 | - | 3 |
| | Cradley Heath and Old Hill | 6 | - | 1 | 5 |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 2 | - | 2 | - |
| | Abbey | 4 | 1 | 2 | 1 |
| | Smethwick | 1 | - | - | 1 |
| | Soho and Victoria | 5 | - | - | 5 |
| | St Pauls | 3 | - | 2 | 1 |
| | Great Bridge | 3 | - | 2 | 1 |
| | Princes End | 3 | 1 | 1 | 1 |
| | Tipton Green | 2 | 1 | 1 | - |
| | Friar Park | - | - | - | - |
| | Wednesbury North | 4 | - | 1 | 3 |
| | Wednesbury South | 3 | - | 1 | 2 |
| | Charlemont with Grove | 3 | - | - | 3 |
| | Vale | 1 | - | - | 1 |
| | Great Barr with Yew Tree | 3 | 2 | - | 1 |
| | Greets Green and Lyng | 3 | - | - | 1 |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | - | - | 1 |
| | West Bromwich Central | 5 | 1 | 1 | 3 |

| | | Base | Hypertension case finding | | |
|------------------------------|-----------------------------------|-----------|---------------------------|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 71 | 31 | 27 | 13 |
| Locality | Oldbury | 13 | 3 | 5 | 5 |
| | Rowley Regis | 13 | 5 | 4 | 4 |
| | Smethwick | 15 | 7 | 6 | 2 |
| | Tipton | 9 | 6 | 3 | - |
| | Wednesbury | 8 | 4 | 4 | - |
| | West Bromwich | 13 | 6 | 5 | 2 |
| Ward | Bristnall | 4 | 1 | - | 3 |
| | Langley | 5 | 1 | 2 | 2 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 1 | 3 | - |
| | Blackheath | 4 | 2 | - | 2 |
| | Cradley Heath and Old Hill | 6 | 1 | 3 | 2 |
| | Rowley | 1 | 1 | - | - |
| | Tividale | 2 | 1 | 1 | - |
| | Abbey | 4 | 2 | 1 | 1 |
| | Smethwick | 2 | - | 2 | - |
| | Soho and Victoria | 6 | 2 | 3 | 1 |
| | St Pauls | 3 | 3 | - | - |
| | Great Bridge | 4 | 3 | 1 | - |
| | Princes End | 3 | 2 | 1 | - |
| | Tipton Green | 2 | 1 | 1 | - |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 1 | 3 | - |
| | Wednesbury South | 3 | 2 | 1 | - |
| | Charlemont with Grove Vale | 3 | 1 | 2 | - |
| | Great Barr with Yew Tree | 1 | - | 1 | - |
| | Greets Green and Lyng | 3 | 2 | - | 1 |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | 1 | - | - |
| West Bromwich Central | 5 | 2 | 2 | 1 | |

| | | Base | New Medicine Service | | |
|------------------------------|-----------------------------------|-----------|----------------------|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 73 | 73 | - | - |
| Locality | Oldbury | 13 | 13 | - | - |
| | Rowley Regis | 13 | 13 | - | - |
| | Smethwick | 15 | 15 | - | - |
| | Tipton | 10 | 10 | - | - |
| | Wednesbury | 8 | 8 | - | - |
| | West Bromwich | 14 | 14 | - | - |
| Ward | Bristnall | 4 | 4 | - | - |
| | Langley | 5 | 5 | - | - |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 4 | - | - |
| | Blackheath | 4 | 4 | - | - |
| | Cradley Heath and Old Hill | 6 | 6 | - | - |
| | Rowley | 1 | 1 | - | - |
| | Tividale | 2 | 2 | - | - |
| | Abbey | 4 | 4 | - | - |
| | Smethwick | 2 | 2 | - | - |
| | Soho and Victoria | 6 | 6 | - | - |
| | St Pauls | 3 | 3 | - | - |
| | Great Bridge | 5 | 5 | - | - |
| | Princes End | 3 | 3 | - | - |
| | Tipton Green | 2 | 2 | - | - |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 4 | - | - |
| | Wednesbury South | 3 | 3 | - | - |
| | Charlemont with Grove Vale | 3 | 3 | - | - |
| | Great Barr with Yew Tree | 1 | 1 | - | - |
| | Greets Green and Lyng | 3 | 3 | - | - |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | 1 | - | - |
| West Bromwich Central | 6 | 6 | - | - | |

| | | Base | Pandemic Delivery Service (Until 31st March 2022) | | |
|------------------------------|-----------------------------------|-----------|---|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 70 | 52 | 3 | 15 |
| Locality | Oldbury | 13 | 9 | - | 4 |
| | Rowley Regis | 13 | 9 | 1 | 3 |
| | Smethwick | 15 | 12 | - | 3 |
| | Tipton | 9 | 6 | 2 | 1 |
| | Wednesbury | 8 | 5 | - | 3 |
| | West Bromwich | 12 | 11 | - | 1 |
| Ward | Bristnall | 4 | 3 | - | 1 |
| | Langley | 5 | 4 | - | 1 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | 2 | - | 2 |
| | Blackheath | 4 | 3 | - | 1 |
| | Cradley Heath and Old Hill | 6 | 4 | 1 | 1 |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 2 | 2 | - | - |
| | Abbey | 4 | 4 | - | - |
| | Smethwick | 2 | 1 | - | 1 |
| | Soho and Victoria | 6 | 4 | - | 2 |
| | St Pauls | 3 | 3 | - | - |
| | Great Bridge | 4 | 2 | 2 | - |
| | Princes End | 3 | 2 | - | 1 |
| | Tipton Green | 2 | 2 | - | - |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 3 | - | 1 |
| | Wednesbury South | 3 | 1 | - | 2 |
| | Charlemont with Grove Vale | 3 | 3 | - | - |
| | Great Barr with Yew Tree | 1 | 1 | - | - |
| | Greets Green and Lyng | 2 | 2 | - | - |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | - | - | 1 |
| West Bromwich Central | 5 | 5 | - | - | |

| | | Base | Stoma Appliance Customisation service | | |
|------------------------------|-----------------------------------|-----------|---------------------------------------|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 68 | 11 | 9 | 48 |
| Locality | Oldbury | 13 | 2 | 1 | 10 |
| | Rowley Regis | 13 | 1 | 1 | 11 |
| | Smethwick | 13 | 3 | 3 | 7 |
| | Tipton | 8 | 1 | 1 | 6 |
| | Wednesbury | 8 | 3 | 1 | 4 |
| | West Bromwich | 13 | 1 | 2 | 10 |
| Ward | Bristnall | 4 | 2 | - | 2 |
| | Langley | 5 | - | 1 | 4 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | - | - | 4 |
| | Blackheath | 4 | - | 1 | 3 |
| | Cradley Heath and Old Hill | 6 | - | - | 6 |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 2 | 1 | - | 1 |
| | Abbey | 4 | - | 2 | 2 |
| | Smethwick | 1 | - | - | 1 |
| | Soho and Victoria | 6 | 2 | 1 | 3 |
| | St Pauls | 2 | 1 | - | 1 |
| | Great Bridge | 3 | - | 1 | 2 |
| | Princes End | 3 | 1 | - | 2 |
| | Tipton Green | 2 | - | - | 2 |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | 2 | - | 2 |
| | Wednesbury South | 3 | - | 1 | 2 |
| | Charlemont with Grove | | | | |
| | Vale | 3 | - | - | 3 |
| | Great Barr with Yew Tree | 1 | - | - | 1 |
| | Greets Green and Lyng | 3 | - | 1 | 2 |
| | Hateley Heath | - | - | - | - |
| Newton | 1 | - | - | 1 | |
| West Bromwich Central | 5 | 1 | 1 | 3 | |

| | | Base | Stop smoking service (from January 2022) | | |
|-----------------|-----------------------------------|-----------|--|--|-------------------------------|
| | | | Yes | Intending to begin within next 12 months | No - not intending to provide |
| Total | Sandwell | 70 | 10 | 30 | 30 |
| Locality | Oldbury | 13 | 1 | 4 | 8 |
| | Rowley Regis | 13 | 4 | 4 | 5 |
| | Smethwick | 15 | 1 | 10 | 4 |
| | Tipton | 8 | 2 | 4 | 2 |
| | Wednesbury | 8 | 1 | 4 | 3 |
| | West Bromwich | 13 | 1 | 4 | 8 |
| Ward | Bristnall | 4 | 1 | 1 | 2 |
| | Langley | 5 | - | 3 | 2 |
| | Old Warley | - | - | - | - |
| | Oldbury | 4 | - | - | 4 |
| | Blackheath | 4 | 2 | - | 2 |
| | Cradley Heath and Old Hill | 6 | 2 | 2 | 2 |
| | Rowley | 1 | - | - | 1 |
| | Tividale | 2 | - | 2 | - |
| | Abbey | 4 | 1 | 3 | - |
| | Smethwick | 2 | - | 2 | - |
| | Soho and Victoria | 6 | - | 3 | 3 |
| | St Pauls | 3 | - | 2 | 1 |
| | Great Bridge | 3 | - | 3 | - |
| | Princes End | 3 | 1 | 1 | 1 |
| | Tipton Green | 2 | 1 | - | 1 |
| | Friar Park | 1 | 1 | - | - |
| | Wednesbury North | 4 | - | 2 | 2 |
| | Wednesbury South | 3 | - | 2 | 1 |
| | Charlemont with Grove Vale | 3 | 1 | - | 2 |
| | Great Barr with Yew Tree | 1 | - | - | 1 |
| | Greets Green and Lyng | 3 | - | 1 | 2 |
| | Hateley Heath | - | - | - | - |
| | Newton | 1 | - | - | 1 |
| | West Bromwich Central | 5 | - | 3 | 2 |

| | Base | Currently providing under contract with NHSE&I regional team | Currently providing under contract with CCG | Currently providing under contract with Local | Willing to provide if commissioned | Not able or willing to provide | Willing to provide privately |
|---|-----------|--|---|---|------------------------------------|--------------------------------|------------------------------|
| Anticoagulant Monitoring Service | 70 | 2 | - | - | 46 | 19 | 3 |
| Anti-viral Distribution Service | 68 | 1 | - | - | 48 | 16 | 3 |
| Care Home Service | 67 | 2 | - | - | 38 | 24 | 3 |
| Chlamydia Testing Service | 70 | 1 | - | - | 55 | 10 | 4 |
| Chlamydia Treatment Service | 69 | 1 | - | - | 55 | 9 | 4 |
| Contraceptive service (not EC) | 16 | 16 | - | - | - | - | - |
| Disease Specific Medicines Management Service: | - | - | - | - | - | - | - |
| Allergies | 69 | 2 | - | - | 47 | 17 | 3 |
| Alzheimer's/dementia | 67 | 2 | - | - | 47 | 17 | 1 |
| Asthma | 70 | 3 | - | - | 55 | 10 | 2 |
| CHD | 68 | 2 | - | - | 52 | 12 | 2 |
| COPD | 68 | 2 | - | - | 54 | 10 | 2 |
| Depression | 67 | 2 | - | - | 49 | 14 | 2 |
| Diabetes type I | 68 | 3 | - | - | 50 | 12 | 3 |

| | | | | | | | |
|--|-----------|-----------|-----------|----------|-----------|-----------|-----------|
| Diabetes type II | 67 | 3 | - | - | 50 | 11 | 3 |
| Epilepsy | 66 | 2 | - | - | 47 | 15 | 2 |
| Heart Failure | 67 | 2 | - | - | 50 | 13 | 2 |
| Hypertension | 70 | 16 | - | - | 45 | 8 | 1 |
| Parkinson's disease | 67 | 2 | - | - | 47 | 15 | 3 |
| Palliative care service | 65 | 4 | 1 | - | 46 | 12 | 2 |
| Emergency Contraception Service | 69 | 14 | 3 | 8 | 32 | 4 | 8 |
| Emergency Supply Service | 71 | 28 | 3 | - | 30 | 4 | 6 |
| Gluten Free Food Supply Service (i.e. not via FP10) | 67 | 5 | 1 | - | 41 | 16 | 4 |
| Home Delivery Service (not appliances) | 68 | 17 | - | 2 | 25 | 11 | 13 |
| Independent Prescribing Service | 67 | 2 | - | - | 39 | 19 | 7 |
| Language Access Service | 66 | 2 | - | - | 37 | 25 | 2 |
| Medication Review Service | 70 | 11 | - | - | 49 | 8 | 2 |
| Medicines Assessment and Compliance Support Service | 65 | 5 | - | - | 48 | 11 | 1 |
| Minor Ailment Scheme | 71 | 32 | 12 | 5 | 16 | 5 | 1 |

| | | | | | | | |
|---|-----------|-----------|----------|----------|-----------|-----------|----------|
| Medicines Optimisation Service | 68 | 3 | - | - | 51 | 12 | 2 |
| Needle and Syringe Exchange Service | 69 | 14 | - | 2 | 28 | 25 | - |
| Distribution of naloxone | 67 | 3 | - | - | 42 | 21 | 1 |
| Obesity management (adults and children) | 70 | 5 | - | 1 | 47 | 13 | 4 |
| Not Dispensed Scheme | 66 | 3 | - | - | 45 | 17 | 1 |
| On Demand Availability of Specialist Drugs Service | 65 | 4 | - | - | 41 | 19 | 1 |
| Out of Hours Services | 67 | 3 | - | - | 37 | 26 | 1 |
| Phlebotomy Service | 68 | 1 | - | - | 38 | 27 | 2 |
| Prescriber Support Service | 66 | 1 | - | - | 43 | 20 | 2 |
| Schools Service | 66 | 1 | - | - | 41 | 22 | 2 |
| Screening Service | - | - | - | - | - | - | - |
| Alcohol | 68 | 1 | - | - | 47 | 18 | 2 |
| Cholesterol | 68 | 4 | - | - | 51 | 11 | 2 |
| Diabetes | 68 | 4 | - | - | 52 | 10 | 2 |
| Gonorrhoea | 66 | 1 | - | - | 46 | 17 | 2 |
| H. pylori | 66 | 1 | - | - | 47 | 15 | 3 |
| HbA1C | 68 | 1 | - | - | 50 | 14 | 3 |
| Hepatitis | 67 | 3 | - | - | 43 | 18 | 3 |
| HIV | 65 | 1 | - | - | 39 | 23 | 2 |

| | | | | | | | |
|---|-----------|-----------|----------|----------|-----------|-----------|-----------|
| Seasonal Influenza Vaccination Service | 66 | 51 | 1 | 2 | 7 | 5 | - |
| Childhood vaccinations | 68 | 1 | - | - | 44 | 22 | 1 |
| COVID-19 vaccinations | 70 | 23 | - | 1 | 30 | 15 | 1 |
| Hepatitis (at risk workers or patients) vaccinations | 68 | 3 | - | - | 43 | 19 | 3 |
| HPV vaccinations | 69 | 2 | 1 | - | 47 | 16 | 3 |
| Meningococcal vaccinations | 71 | 3 | - | - | 49 | 14 | 5 |
| Pneumococcal vaccinations | 71 | 6 | - | - | 47 | 10 | 8 |
| Travel vaccinations | 71 | 3 | - | - | 41 | 15 | 12 |
| Sharps Disposal Service | 67 | 5 | - | - | 42 | 19 | 1 |
| Stop Smoking Service | 70 | 5 | - | 2 | 54 | 8 | 1 |
| Supervised Administration Service | 69 | 23 | 4 | 9 | 19 | 12 | 2 |
| Vascular Risk Assessment Service (NHS Health Check) | 68 | 1 | - | - | 47 | 18 | 2 |

| Counts | | | | | | |
|----------------------------|------------|---------------------------------|--------------------------|---|--|---------------------------------|
| | | | | | | |
| Respondents | Base | Emergency Contraception Service | Emergency Supply Service | Gluten Free Food Supply Service (i.e. not via FP10) | Home Delivery Service (not appliances) | Independent Prescribing Service |
| Total | 342 | 69 | 71 | 67 | 68 | 67 |
| Locality | | | | | | |
| Oldbury | 65 | 13 | 13 | 13 | 13 | 13 |
| Rowley Regis | 57 | 11 | 12 | 11 | 12 | 11 |
| Smethwick | 70 | 14 | 15 | 14 | 14 | 13 |
| Tipton | 48 | 10 | 10 | 9 | 9 | 10 |
| Wednesbury | 40 | 8 | 8 | 8 | 8 | 8 |
| West Bromwich | 62 | 13 | 13 | 12 | 12 | 12 |
| Ward | | | | | | |
| Bristnall | 20 | 4 | 4 | 4 | 4 | 4 |
| Langley | 25 | 5 | 5 | 5 | 5 | 5 |
| Old Warley | - | - | - | - | - | - |
| Oldbury | 20 | 4 | 4 | 4 | 4 | 4 |
| Blackheath | 20 | 4 | 4 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 30 | 6 | 6 | 6 | 6 | 6 |
| Rowley | 2 | - | 1 | - | 1 | - |
| Tividale | 5 | 1 | 1 | 1 | 1 | 1 |
| Abbey | 17 | 4 | 4 | 3 | 3 | 3 |
| Smethwick | 8 | 1 | 2 | 2 | 2 | 1 |
| Soho and Victoria | 30 | 6 | 6 | 6 | 6 | 6 |
| St Pauls | 15 | 3 | 3 | 3 | 3 | 3 |
| Great Bridge | 23 | 5 | 5 | 4 | 4 | 5 |
| Princes End | 15 | 3 | 3 | 3 | 3 | 3 |
| Tipton Green | 10 | 2 | 2 | 2 | 2 | 2 |
| Friar Park | 5 | 1 | 1 | 1 | 1 | 1 |
| Wednesbury North | 20 | 4 | 4 | 4 | 4 | 4 |
| Wednesbury South | 15 | 3 | 3 | 3 | 3 | 3 |
| Charlemont with Grove Vale | 9 | 2 | 2 | 2 | 1 | 2 |
| Great Barr with Yew Tree | 5 | 1 | 1 | 1 | 1 | 1 |
| Greets Green and Lyng | 15 | 3 | 3 | 3 | 3 | 3 |
| Hateley Heath | - | - | - | - | - | - |
| Newton | 5 | 1 | 1 | 1 | 1 | 1 |
| West Bromwich Central | 28 | 6 | 6 | 5 | 6 | 5 |

| Counts | | | | | | |
|----------------------------|------------|-------------------------|---------------------------|---|----------------------|--------------------------------|
| | | | | Medicines Assessment and Compliance Support Service | Minor Ailment Scheme | Medicines Optimisation Service |
| Respondents | Base | Language Access Service | Medication Review Service | | | |
| Total | 340 | 66 | 70 | 65 | 711 | 68 |
| Locality | | | | | | |
| Oldbury | 62 | 12 | 13 | 12 | 12 | 13 |
| Rowley Regis | 61 | 12 | 12 | 12 | 13 | 12 |
| Smethwick | 68 | 13 | 14 | 13 | 15 | 13 |
| Tipton | 45 | 8 | 10 | 8 | 10 | 9 |
| Wednesbury | 39 | 8 | 8 | 7 | 8 | 8 |
| West Bromwich | 65 | 13 | 13 | 13 | 13 | 13 |
| Ward | | | | | | |
| Bristnall | 19 | 4 | 4 | 3 | 4 | 4 |
| Langley | 23 | 4 | 5 | 5 | 4 | 5 |
| Old Warley | - | - | - | - | - | - |
| Oldbury | 20 | 4 | 4 | 4 | 4 | 4 |
| Blackheath | 20 | 4 | 4 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 30 | 6 | 6 | 6 | 6 | 6 |
| Rowley | 1 | - | - | - | 1 | - |
| Tividale | 10 | 2 | 2 | 2 | 2 | 2 |
| Abbey | 16 | 3 | 3 | 3 | 4 | 3 |
| Smethwick | 8 | 1 | 2 | 2 | 2 | 1 |
| Soho and Victoria | 29 | 6 | 6 | 5 | 6 | 6 |
| St Pauls | 15 | 3 | 3 | 3 | 3 | 3 |
| Great Bridge | 20 | 3 | 5 | 3 | 5 | 4 |
| Princes End | 15 | 3 | 3 | 3 | 3 | 3 |
| Tipton Green | 10 | 2 | 2 | 2 | 2 | 2 |
| Friar Park | 5 | 1 | 1 | 1 | 1 | 1 |
| Wednesbury North | 19 | 4 | 4 | 3 | 4 | 4 |
| Wednesbury South | 15 | 3 | 3 | 3 | 3 | 3 |
| Charlemont with Grove Vale | 15 | 3 | 3 | 3 | 3 | 3 |
| Great Barr with Yew Tree | 5 | 1 | 1 | 1 | 1 | 1 |
| Greets Green and Lyng | 15 | 3 | 3 | 3 | 3 | 3 |
| Hateley Heath | - | - | - | - | - | - |
| Newton | 5 | 1 | 1 | 1 | 1 | 1 |
| West Bromwich Central | 25 | 5 | 5 | 5 | 5 | 5 |

| Counts Respondents | | | | | | | |
|----------------------------|------------|--|-----------------------------|---|-------------------------|---|--------------------------|
| | Base | Needle and Syringe Exchange Service | Distribution of naloxone | Obesity management (adults and children) | Not Dispensed Scheme | On Demand Availability of Specialist Drugs Service | Out of Hours Services |
| Total | 404 | 69 | 67 | 70 | 66 | 65 | 67 |
| Locality | | | | | | | |
| Oldbury | 75 | 13 | 13 | 13 | 12 | 11 | 13 |
| Rowley Regis | 68 | 12 | 12 | 12 | 10 | 11 | 11 |
| Smethwick | 80 | 14 | 12 | 14 | 13 | 13 | 14 |
| Tipton | 55 | 9 | 9 | 10 | 10 | 9 | 8 |
| Wednesbury | 48 | 8 | 8 | 8 | 8 | 8 | 8 |
| West Bromwich | 78 | 13 | 13 | 13 | 13 | 13 | 13 |
| Ward | | | | | | | |
| Bristnall | 23 | 4 | 4 | 4 | 4 | 3 | 4 |
| Langley | 28 | 5 | 5 | 5 | 4 | 4 | 5 |
| Old Warley | - | - | - | - | - | - | - |
| Oldbury | 24 | 4 | 4 | 4 | 4 | 4 | 4 |
| Blackheath | 24 | 4 | 4 | 4 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 35 | 6 | 6 | 6 | 5 | 6 | 6 |
| Rowley | - | - | - | - | - | - | - |
| Tividale | 9 | 2 | 2 | 2 | 1 | 1 | 1 |
| Abbey | 22 | 4 | 3 | 4 | 4 | 3 | 4 |
| Smethwick | 4 | 1 | - | 1 | - | 1 | 1 |
| Soho and Victoria | 36 | 6 | 6 | 6 | 6 | 6 | 6 |
| St Pauls | 18 | 3 | 3 | 3 | 3 | 3 | 3 |
| Great Bridge | 25 | 4 | 4 | 5 | 5 | 4 | 3 |
| Princes End | 18 | 3 | 3 | 3 | 3 | 3 | 3 |
| Tipton Green | 12 | 2 | 2 | 2 | 2 | 2 | 2 |
| Friar Park | 6 | 1 | 1 | 1 | 1 | 1 | 1 |
| Wednesbury North | 24 | 4 | 4 | 4 | 4 | 4 | 4 |
| Wednesbury South | 18 | 3 | 3 | 3 | 3 | 3 | 3 |
| Charlemont with Grove Vale | 18 | 3 | 3 | 3 | 3 | 3 | 3 |
| Great Barr with Yew Tree | 6 | 1 | 1 | 1 | 1 | 1 | 1 |
| Greets Green and Lyng | 18 | 3 | 3 | 3 | 3 | 3 | 3 |
| Hateley Heath | - | - | - | - | - | - | - |
| Newton | 6 | 1 | 1 | 1 | 1 | 1 | 1 |
| West Bromwich Central | 30 | 5 | 5 | 5 | 5 | 5 | 5 |

| Counts | Seasonal Influenza Vaccination Service | | | | | | |
|----------------------------|--|------|--|---|---|------------------------------------|--------------------------------|
| | Respondents | Base | Currently providing under contract with NHSE&I regional team | Currently providing under contract with CCG | Currently providing under contract with Local Authority | Willing to provide if commissioned | Not able or willing to provide |
| Total | 66 | 51 | 1 | 2 | 7 | 5 | - |
| Locality | | | | | | | |
| Oldbury | 12 | 9 | 1 | - | 1 | 1 | - |
| Rowley Regis | 11 | 8 | - | - | 2 | 1 | - |
| Smethwick | 14 | 12 | - | 1 | 1 | - | - |
| Tipton | 8 | 5 | - | - | 1 | 2 | - |
| Wednesbury | 8 | 6 | - | 1 | - | 1 | - |
| West Bromwich | 13 | 11 | - | - | 2 | - | - |
| Ward | | | | | | | |
| Bristnall | 3 | 2 | - | - | - | 1 | - |
| Langley | 5 | 5 | - | - | - | - | - |
| Old Warley | - | - | - | - | - | - | - |
| Oldbury | 4 | 2 | 1 | - | 1 | - | - |
| Blackheath | 4 | 3 | - | - | - | 1 | - |
| Cradley Heath and Old Hill | 5 | 3 | - | - | 2 | - | - |
| Rowley | - | - | - | - | - | - | - |
| Tivdale | 2 | 2 | - | - | - | - | - |
| Abbey | 3 | 3 | - | - | - | - | - |
| Smethwick | 2 | 2 | - | - | - | - | - |
| Soho and Victoria | 6 | 5 | - | 1 | - | - | - |
| St Pauls | 3 | 2 | - | - | 1 | - | - |
| Great Bridge | 5 | 4 | - | - | 1 | - | - |
| Princes End | 1 | - | - | - | - | 1 | - |
| Tipton Green | 2 | 1 | - | - | - | 1 | - |
| Friar Park | 1 | 1 | - | - | - | - | - |
| Wednesbury North | 4 | 3 | - | - | - | 1 | - |
| Wednesbury South | 3 | 2 | - | 1 | - | - | - |
| Charlemont with Grove Vale | 2 | 1 | - | - | 1 | - | - |
| Great Barr with Yew Tree | 1 | 1 | - | - | - | - | - |
| Greets Green and Lyng | 3 | 3 | - | - | - | - | - |
| Hateley Heath | - | - | - | - | - | - | - |
| Newton | 1 | 1 | - | - | - | - | - |
| West Bromwich Central | 6 | 5 | - | - | 1 | - | - |

| Counts Respondents | | | | | | | | | | |
|----------------------------|------------|---------------------------|--------------------------|---|---------------------|-------------------------------|------------------------------|------------------------|--|--|
| | Base | Childhood vaccinations | COVID-19 vaccinations | Hepatitis (at risk workers or patients) vaccinations | HPV vaccinations | Meningococcal vaccinations | Pneumococcal vaccinations | Travel vaccinations | | |
| Total | 488 | 68 | 70 | 68 | 69 | 71 | 71 | 71 | | |
| Locality | | | | | | | | | | |
| Oldbury | 91 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | | |
| Rowley Regis | 79 | 10 | 12 | 10 | 11 | 12 | 12 | 12 | | |
| Smethwick | 105 | 15 | 15 | 15 | 15 | 15 | 15 | 15 | | |
| Tipton | 66 | 9 | 9 | 9 | 9 | 10 | 10 | 10 | | |
| Wednesbury | 56 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | | |
| West Bromwich | 91 | 13 | 13 | 13 | 13 | 13 | 13 | 13 | | |
| Ward | | | | | | | | | | |
| Bristnall | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Langley | 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |
| Old Warley | - | - | - | - | - | - | - | - | | |
| Oldbury | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Blackheath | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Cradley Heath and Old Hill | 42 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | | |
| Rowley | - | - | - | - | - | - | - | - | | |
| Tividale | 9 | - | 2 | - | 1 | 2 | 2 | 2 | | |
| Abbey | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Smethwick | 14 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | |
| Soho and Victoria | 42 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | | |
| St Pauls | 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| Great Bridge | 31 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | | |
| Princes End | 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| Tipton Green | 14 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | |
| Friar Park | 7 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Wednesbury North | 28 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Wednesbury South | 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| Charlemont with Grove Vale | 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| Great Barr with Yew Tree | 7 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | |
| Greets Green and Lyng | 21 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | |
| Hateley Heath | - | - | - | - | - | - | - | - | | |
| Newton | 7 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | |
| West Bromwich Central | 35 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | |

| Counts | | | | |
|----------------------------|------------|-------------------------|----------------------|-----------------------------------|
| | | | | |
| Respondents | Base | Sharps Disposal Service | Stop Smoking Service | Supervised Administration Service |
| Total | 206 | 67 | 70 | 69 |
| Locality | | | | |
| Oldbury | 39 | 13 | 13 | 13 |
| Rowley Regis | 35 | 11 | 12 | 12 |
| Smethwick | 42 | 14 | 15 | 13 |
| Tipton | 28 | 9 | 9 | 10 |
| Wednesbury | 24 | 8 | 8 | 8 |
| West Bromwich | 38 | 12 | 13 | 13 |
| Ward | | | | |
| Bristnall | 12 | 4 | 4 | 4 |
| Langley | 15 | 5 | 5 | 5 |
| Old Warley | - | - | - | - |
| Oldbury | 12 | 4 | 4 | 4 |
| Blackheath | 12 | 4 | 4 | 4 |
| Cradley Heath and Old Hill | 18 | 6 | 6 | 6 |
| Rowley | - | - | - | - |
| Tividale | 5 | 1 | 2 | 2 |
| Abbey | 11 | 3 | 4 | 4 |
| Smethwick | 5 | 2 | 2 | 1 |
| Soho and Victoria | 17 | 6 | 6 | 5 |
| St Pauls | 9 | 3 | 3 | 3 |
| Great Bridge | 13 | 4 | 4 | 5 |
| Princes End | 9 | 3 | 3 | 3 |
| Tipton Green | 6 | 2 | 2 | 2 |
| Friar Park | 3 | 1 | 1 | 1 |
| Wednesbury North | 12 | 4 | 4 | 4 |
| Wednesbury South | 9 | 3 | 3 | 3 |
| Charlemont with Grove Vale | 8 | 2 | 3 | 3 |
| Great Barr with Yew Tree | 3 | 1 | 1 | 1 |
| Greet Green and Lyng | 9 | 3 | 3 | 3 |
| Hateley Heath | - | - | - | - |
| Newton | 3 | 1 | 1 | 1 |
| West Bromwich Central | 15 | 5 | 5 | 5 |

| Counts | Vascular Risk Assessment Service (NHS Health Check) | | | | | | | |
|----------------------------|---|----------|--|---|---|------------------------------------|--------------------------------|------------------------------|
| | Respondents | Base | Currently providing under contract with NHSE&I regional team | Currently providing under contract with CCG | Currently providing under contract with Local Authority | Willing to provide if commissioned | Not able or willing to provide | Willing to provide privately |
| Total | 68 | 1 | - | - | - | 47 | 18 | 2 |
| Locality | | | | | | | | |
| Oldbury | 13 | - | - | - | - | 11 | 2 | - |
| Rowley Regis | 11 | - | - | - | - | 8 | 3 | - |
| Smethwick | 14 | 1 | - | - | - | 7 | 5 | 1 |
| Tipton | 9 | - | - | - | - | 5 | 3 | 1 |
| Wednesbury | 8 | - | - | - | - | 5 | 3 | - |
| West Bromwich | 13 | - | - | - | - | 11 | 2 | - |
| Ward | | | | | | | | |
| Bristnall | 4 | - | - | - | - | 3 | 1 | - |
| Langley | 5 | - | - | - | - | 5 | - | - |
| Old Warley | - | - | - | - | - | - | - | - |
| Oldbury | 4 | - | - | - | - | 3 | 1 | - |
| Blackheath | 4 | - | - | - | - | 2 | 2 | - |
| Cradley Heath and Old Hill | 6 | - | - | - | - | 6 | - | - |
| Rowley | - | - | - | - | - | - | - | - |
| Tividale | 1 | - | - | - | - | - | 1 | - |
| Abbey | 4 | 1 | - | - | - | 2 | 1 | - |
| Smethwick | 1 | - | - | - | - | - | - | 1 |
| Soho and Victoria | 6 | - | - | - | - | 3 | 3 | - |
| St Pauls | 3 | - | - | - | - | 2 | 1 | - |
| Great Bridge | 4 | - | - | - | - | 2 | 1 | 1 |
| Princes End | 3 | - | - | - | - | 2 | 1 | - |
| Tipton Green | 2 | - | - | - | - | 1 | 1 | - |
| Friar Park | 1 | - | - | - | - | 1 | - | - |
| Wednesbury North | 4 | - | - | - | - | 2 | 2 | - |
| Wednesbury South | 3 | - | - | - | - | 2 | 1 | - |
| Charlemont with Grove Vale | 3 | - | - | - | - | 2 | 1 | - |
| Great Barr with Yew Tree | 1 | - | - | - | - | 1 | - | - |
| Greets Green and Lyng | 3 | - | - | - | - | 3 | - | - |
| Hateley Heath | - | - | - | - | - | - | - | - |
| Newton | 1 | - | - | - | - | 1 | - | - |
| West Bromwich Central | 5 | - | - | - | - | 4 | 1 | - |

| Counts | Respondents | Base | Collection of prescriptions from GP practices - with charge | Collection of prescriptions from GP practices – Free of charge on request | We deliver prescriptions to all patients |
|--------|----------------------------|------------|---|---|--|
| | | | | | |
| | Total | 209 | 69 | 71 | 69 |
| | Locality | | | | |
| | Oldbury | 37 | 12 | 12 | 13 |
| | Rowley Regis | 35 | 12 | 12 | 11 |
| | Smethwick | 42 | 13 | 15 | 14 |
| | Tipton | 30 | 10 | 10 | 10 |
| | Wednesbury | 24 | 8 | 8 | 8 |
| | West Bromwich | 41 | 14 | 14 | 13 |
| | Ward | | | | |
| | Bristnall | 11 | 4 | 3 | 4 |
| | Langley | 15 | 5 | 5 | 5 |
| | Old Warley | - | - | - | - |
| | Oldbury | 11 | 3 | 4 | 4 |
| | Blackheath | 10 | 4 | 4 | 2 |
| | Cradley Heath and Old Hill | 18 | 6 | 6 | 6 |
| | Rowley | 3 | 1 | 1 | 1 |
| | Tividale | 4 | 1 | 1 | 2 |
| | Abbey | 12 | 4 | 4 | 4 |
| | Smethwick | 4 | 1 | 2 | 1 |
| | Soho and Victoria | 18 | 6 | 6 | 6 |
| | St Pauls | 8 | 2 | 3 | 3 |
| | Great Bridge | 15 | 5 | 5 | 5 |
| | Princes End | 9 | 3 | 3 | 3 |
| | Tipton Green | 6 | 2 | 2 | 2 |
| | Friar Park | 3 | 1 | 1 | 1 |
| | Wednesbury North | 12 | 4 | 4 | 4 |
| | Wednesbury South | 9 | 3 | 3 | 3 |
| | Charlemont with Grove Vale | 9 | 3 | 3 | 3 |
| | Great Barr with Yew Tree | 3 | 1 | 1 | 1 |
| | Greets Green and Lyng | 8 | 3 | 3 | 2 |
| | Hateley Heath | - | - | - | - |
| | Newton | 3 | 1 | 1 | 1 |
| | West Bromwich Central | 18 | 6 | 6 | 6 |

| Counts | Respondents | Base | Delivery of dispensed medicines – Free of charge on request | Delivery of dispensed medicines – With charge | Monitored Dosage Systems – Free of charge on request | Monitored Dosage Systems – With charge |
|--------|----------------------------|------------|---|---|--|--|
| | | | | | | |
| | Total | 267 | 71 | 63 | 71 | 62 |
| | Locality | | | | | |
| | Oldbury | 48 | 12 | 12 | 12 | 12 |
| | Rowley Regis | 44 | 12 | 10 | 13 | 9 |
| | Smethwick | 52 | 15 | 11 | 14 | 12 |
| | Tipton | 37 | 10 | 9 | 10 | 8 |
| | Wednesbury | 32 | 8 | 8 | 8 | 8 |
| | West Bromwich | 54 | 14 | 13 | 14 | 13 |
| | Ward | | | | | |
| | Bristnall | 14 | 4 | 3 | 4 | 3 |
| | Langley | 20 | 5 | 5 | 5 | 5 |
| | Old Warley | - | - | - | - | - |
| | Oldbury | 14 | 3 | 4 | 3 | 4 |
| | Blackheath | 14 | 3 | 4 | 4 | 3 |
| | Cradley Heath and Old Hill | 22 | 6 | 5 | 6 | 5 |
| | Rowley | 4 | 1 | 1 | 1 | 1 |
| | Tividale | 4 | 2 | - | 2 | - |
| | Abbey | 16 | 4 | 4 | 4 | 4 |
| | Smethwick | 6 | 2 | 1 | 2 | 1 |
| | Soho and Victoria | 19 | 6 | 4 | 5 | 4 |
| | St Pauls | 11 | 3 | 2 | 3 | 3 |
| | Great Bridge | 20 | 5 | 5 | 5 | 5 |
| | Princes End | 10 | 3 | 2 | 3 | 2 |
| | Tipton Green | 7 | 2 | 2 | 2 | 1 |
| | Friar Park | 4 | 1 | 1 | 1 | 1 |
| | Wednesbury North | 16 | 4 | 4 | 4 | 4 |
| | Wednesbury South | 12 | 3 | 3 | 3 | 3 |
| | Charlemont with Grove Vale | 12 | 3 | 3 | 3 | 3 |
| | Great Barr with Yew Tree | 4 | 1 | 1 | 1 | 1 |
| | Greets Green and Lyng | 12 | 3 | 3 | 3 | 3 |
| | Hateley Heath | - | - | - | - | - |
| | Newton | 4 | 1 | 1 | 1 | 1 |
| | West Bromwich Central | 22 | 6 | 5 | 6 | 5 |

| Counts | Base | Is there a particular need for a locally commissioned service in your area? | |
|----------------------------|-----------|---|-----------|
| | | Yes | No |
| Respondents | | | |
| Total | 71 | 26 | 45 |
| Locality | | | |
| Oldbury | 13 | 3 | 10 |
| Rowley Regis | 13 | 8 | 5 |
| Smethwick | 14 | 4 | 10 |
| Tipton | 10 | 4 | 6 |
| Wednesbury | 8 | 4 | 4 |
| West Bromwich | 13 | 3 | 10 |
| Ward | | | |
| Bristnall | 4 | 1 | 3 |
| Langley | 5 | 2 | 3 |
| Old Warley | - | - | - |
| Oldbury | 4 | - | 4 |
| Blackheath | 4 | 2 | 2 |
| Cradley Heath and Old Hill | 6 | 5 | 1 |
| Rowley | 1 | - | 1 |
| Tividale | 2 | 1 | 1 |
| Abbey | 4 | 2 | 2 |
| Smethwick | 1 | 1 | - |
| Soho and Victoria | 6 | 1 | 5 |
| St Pauls | 3 | - | 3 |
| Great Bridge | 5 | - | 5 |
| Princes End | 3 | 2 | 1 |
| Tipton Green | 2 | 2 | - |
| Friar Park | 1 | 1 | - |
| Wednesbury North | 4 | 1 | 3 |
| Wednesbury South | 3 | 2 | 1 |
| Charlemont with Grove Vale | 3 | 1 | 2 |
| Great Barr with Yew Tree | 1 | - | 1 |
| Greets Green and Lyng | 3 | 2 | 1 |
| Hateley Heath | - | - | - |
| Newton | 1 | - | 1 |
| West Bromwich Central | 5 | - | 5 |

| Counts Break % Respondents | Total | Locality | | | | | |
|---|----------------------------|-------------|-----------------|--------------|-------------|-------------|------------------|
| | | Oldbury | Rowley Regis | Smethwick | Tipton | Wednesbury | West Bromwich |
| Base | 71 | 13 | 13 | 14 | 10 | 7 | 14 |
| How has COVID-19 affected service provision? | | | | | | | |
| We are offering more services to patients than before the pandemic | 39 54.90% | 6 46.20% | 6 46.20% | 10 71.40% | 6 60.00% | 3 42.90% | 8 57.10% |
| We are offering less services to patients than before the pandemic | 11 15.50% | 3 23.10% | 3 23.10% | - - | 3 30.00% | 1 14.30% | 1 7.10% |
| Service provision has not changed | 21 29.60% | 4 30.80% | 4 30.80% | 4 28.60% | 1 10.00% | 3 42.90% | 5 35.70% |

| Counts Break % Respondents | Total | Locality | | | | | |
|--|----------------------------|-------------|-----------------|--------------|-------------|-------------|------------------|
| | | Oldbury | Rowley Regis | Smethwick | Tipton | Wednesbury | West Bromwich |
| Base | 72 | 13 | 13 | 15 | 10 | 7 | 14 |
| How has COVID-19 affected access to services? | | | | | | | |
| Our opening times have been extended | 4 5.60% | 1 7.70% | - - | 1 6.70% | 1 10.00% | - - | 1 7.10% |
| Our opening times have been reduced | 6 8.30% | 4 30.80% | - - | - - | - - | 1 14.30% | 1 7.10% |
| Our opening times have remained the same | 62 86.10% | 8 61.50% | 13 100.00% | 14 93.30% | 9 90.00% | 6 85.70% | 12 85.70% |

| Counts Break % Respondents | Total | Locality | | | | | |
|---|----------------------------|---------------------------|---------------------------|----------------------------|---------------------------|---------------------------|----------------------------|
| | | Oldbury | Rowley Regis | Smethwick | Tipton | Wednesbury | West Bromwich |
| Base | 72 | 13 | 13 | 15 | 10 | 7 | 14 |
| How has COVID-19 affected waiting times for medicine dispensing? | | | | | | | |
| Waiting times have increased | 39 54.20% | 5 38.50% | 8 61.50% | 3 20.00% | 7 70.00% | 6 85.70% | 10 71.40% |
| Waiting times have decreased | 1 1.40% | 1 7.70% | - - | - - | - - | - - | - - |
| Waiting times have stayed the same | 32 44.40% | 7 53.80% | 5 38.50% | 12 80.00% | 3 30.00% | 1 14.30% | 4 28.60% |

| Counts Break % Respondents | Total | Locality | | | | | |
|--|----------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| | | Oldbury | Rowley Regis | Smethwick | Tipton | Wednesbury | West Bromwich |
| Base | 71 | 13 | 13 | 14 | 10 | 7 | 14 |
| How has COVID-19 affected waiting times for other services e.g. flu vaccinations and health checks? | | | | | | | |
| Waiting times have increased | 35 49.30% | 5 38.50% | 6 46.20% | 5 35.70% | 8 80.00% | 3 42.90% | 8 57.10% |
| Waiting times have decreased | 1 1.40% | 1 7.70% | - - | - - | - - | - - | - - |
| Waiting times have stayed the same | 35 49.30% | 7 53.80% | 7 53.80% | 9 64.30% | 2 20.00% | 4 57.10% | 6 42.90% |

| Counts Break % Respondents | Total | Locality | | | | | |
|--|----------------------------|--------------|-----------------|--------------|---------------|--------------|------------------|
| | | Oldbury | Rowley Regis | Smethwick | Tipton | Wednesbury | West Bromwich |
| Base | 72 | 13 | 13 | 15 | 10 | 7 | 14 |
| How has COVID-19 affected patient demand for pharmacy services? | | | | | | | |
| Overall, patients are relying more on pharmacy services | 69 95.80% | 12 92.30% | 13 100.00% | 13 86.70% | 10 100.00% | 7 100.00% | 14 100.00% |
| Overall, patients are relying less on pharmacy services | - | - | - | - | - | - | - |
| Patient demand for pharmacy services has remained the same | 3 4.20% | 1 7.70% | - | 2 13.30% | - | - | - |

Appendix 7: Public survey

Your views on Community Pharmacy (Chemists) Services in Sandwell

If you are able, please complete this survey online at:
<https://www.sandwell.gov.uk/consultation>. The survey closes on 10th December

Q1 Which pharmacy (chemist) do you most regularly use?

Please enter name of pharmacy

Q2 Where is this pharmacy (Chemist) located, eg Bearwood Road Smethwick

Name of Road (if known)

Town

Q3 Why do you normally use this pharmacy? *Please tick all that apply*

- It is near my home
- It is near my work
- It is near or at my local GP surgery
- It is easy to get to whilst shopping
- It has on-site parking
- It has the services I require
- It stocks the medicines that I need
- It has opening hours that suit me
- It operates the Electronic Prescription Service

Q4 How do you normally travel to your regular pharmacy?

- Car
- Public Transport
- Bicycle
- Taxi
- Walk

Q5 How often do you visit a pharmacy for Health reasons (health advice, prescriptions or over the counter medicines)?

- Daily
- Two or more times weekly
- Weekly
- Fortnightly
- Monthly
- Every 2-3 Months
- 6 Monthly
- Yearly
- Never

Q6 How often do you visit a pharmacy for any other reason (eg shopping, toiletries, baby products)?

- Daily
- Two or more times weekly
- Weekly
- Fortnightly
- Monthly
- Every 2-3 Months
- 6 Monthly
- Yearly
- Never

Q7 At what time of day to you normally use pharmacy services?

- Weekdays 6am-9am
- Weekdays 9am-6pm
- Weekdays 6pm-11pm
- Saturday
- Sunday

Q8 Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy? Please tick all that apply

- Weekdays 6am-9am
 Weekdays 6pm-11pm
 Saturday 9am-1pm
 Saturday 1pm-6pm
 Saturday 6pm-11pm
 Sunday before 10am
 Sunday 10am-2pm
 Sunday after 4pm

Q9 Access to pharmacy services - Please rate how strongly you agree or disagree with the following statements.
Please tick ONE box only for each statement

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| I can easily find an open pharmacy when needed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily find a pharmacy near where I want it | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily find a pharmacy open in the evening (i.e after 6pm) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily find a pharmacy open at weekends | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I can easily find a pharmacy open at lunchtime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q10 Using Pharmacy services - Please rate how strongly you agree or disagree with the following statements.
Please tick ONE box only for each statement

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| My pharmacy is customer friendly and polite | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My pharmacy is easy to get to by public transport or car | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I find my pharmacist helpful | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My pharmacy has a confidential and private area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q11 Does your pharmacy have any of the following?

| | Yes | No | Not sure |
|---|--------------------------|--------------------------|--------------------------|
| Seating area | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electronic Prescription Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Wheelchair Accessibility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stocks of Living Aids to support Independent Living | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hearing Aid Loop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Prescription Delivery Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information and advice on medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information and advice on healthy lifestyles (eg diet and nutrition, physical activity) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q12 Have you ever used a Prescription Delivery Service?

- Yes
 No Go to NEXT PAGE
 Not Sure Go to NEXT PAGE

I used a prescription delivery service because...

- I was unable to leave home
 I could not get to a pharmacy during their opening times
 I don't have a pharmacy near me
 Other

If "other", please specify

How much do you agree or disagree that the Prescription Delivery Service is important enough to you that you would be prepared to pay for the service?

- Strongly Agree
 Agree
 Neither agree or disagree
 Disagree
 Strongly disagree

Q13 Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available? *Please tick all that apply*

| | I am aware of | I have used | I am not aware of | I would like to see available |
|---|--------------------------|--------------------------|--------------------------|-------------------------------|
| Minor Ailments Service <i>(advice and support to eligible people for the supply of appropriate medicines without the need for a prescription and without charge)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Vaccinations <i>(eg Flu vaccinations)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS Healthchecks <i>(a free health MOT for patients aged 50 or over)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS Screening Services <i>(eg diabetes, HIV, Hepatitis C, Chlamydia screening)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Smoking Cessation Services <i>(services to help you quit smoking)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency Hormonal Contraception <i>(the morning after pill)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pregnancy Testing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Blood Pressure Monitoring | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cholesterol Testing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS Repeat prescription services <i>(a service where some patient groups are able to obtain supplies of their regular medicines without requesting a new prescription from their GP every time)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Terminal Illness support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Alcohol Use Awareness and treatment services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weight Management Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mental Health Support | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| NHS Phlebotomy Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Anti Coagulation Monitoring | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medicines Use Reviews <i>(private discussion with a pharmacist about how you use your existing medication)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| New Medicines Service <i>(three discussions with a pharmacist about your new medicine in the first month of the therapy) (ONLY APPLIES to CERTAIN GROUPS OF MEDICINES)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Disposal of Unwanted Medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Needle and Syringe Exchange scheme | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Supervised consumption of medicines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Language Access Services <i>(advice and support to patients in a language understood by them)</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Are there any other services available from your pharmacy that we have not described, that you would use (please state)

Q14 Are you aware that pharmacies can help to direct you to other services for health? eg Patients support groups like Diabetes UK

- Yes Not Sure
 No

Q15 How have you previously found out about the services offered by your pharmacy?
Please tick all that apply

- | | |
|---|---|
| <input type="checkbox"/> At the Pharmacy | <input type="checkbox"/> GP or practice staff |
| <input type="checkbox"/> Website (NHS Choices) | <input type="checkbox"/> Leaflets |
| <input type="checkbox"/> Website (other) | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Local Press |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Mail drop |
| <input type="checkbox"/> Screen Advertising (TV, or moving screens in GP surgeries or post offices) | |

Q16 Please enter the first 4 digits of your postcode

Q17 Where did you get your questionnaire from?

- | | |
|---|--|
| <input type="checkbox"/> At a pharmacy | <input type="checkbox"/> From work |
| <input type="checkbox"/> At a GP surgery | <input type="checkbox"/> From Sandwell MBC |
| <input type="checkbox"/> From a patient group | <input type="checkbox"/> via Social Media |
| <input type="checkbox"/> From a voluntary organisation | <input type="checkbox"/> via email |
| <input type="checkbox"/> From my local Healthwatch | <input type="checkbox"/> Website |
| <input type="checkbox"/> From my local library | <input type="checkbox"/> Other |
| <input type="checkbox"/> From my Clinical commissioning group (CCG) | |

If "other", please specify

Q18 Overall - How satisfied are you with pharmacy services in Sandwell?

- Very Satisfied
 Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied
 Very dissatisfied

Q19 Please use this comment box to tell us anything you may feel is important about your local pharmacy services

 Impact of COVID-19 on my access to pharmacy services

Q20 Has COVID-19 changed how you collect your medication?

Yes

No

Go to Q21

If yes, how has this changed? *Please tick all that apply*

I now get my medication delivered to my home

I used to collect my own medication, now friends or family collect it for me

I used to take a paper prescription to my local pharmacy, now the GP sends my prescription to the pharmacy electronically

Other

If "other", please specify

Q21 How has COVID-19 affected access to your local pharmacy? *Please tick all that apply*

It is easier for me to access my pharmacy due to extended opening times

It is harder for me to access my pharmacy due to reduced opening times

Services I use are now offered over the phone/online and this is easier for me

Services I use are now offered over the phone/online and this is harder for me

Services I would normally use are no longer being offered by my pharmacy

COVID-19 has not affected access to my local pharmacy

Q22 Have any of the services you access from your pharmacy been stopped due to COVID-19?

Yes

I don't use any pharmacy services

No

Q22a If yes, which services have not been available to you? *Please tick all that apply*

Minor Ailments Service

Weight Management Services

Vaccinations (eg Flu vaccinations)

Mental Health Support

NHS Healthchecks

NHS Phlebotomy Services

NHS Screening Services

Anti Coagulation Monitoring

Smoking Cessation Services

Medicines Use Reviews

Emergency Hormonal Contraception (the morning after pill)

New Medicines Service

Pregnancy Testing

Disposal of Unwanted Medicines

Blood Pressure Monitoring

Needle and Syringe Exchange scheme

Cholesterol Testing

Supervised consumption of medicines

NHS Repeat prescription services

Language Access Services

Alcohol Use Awareness and treatment services

Q23 Are there pharmacy services you wouldn't normally use that you have started using since the start of COVID-19?

Yes

No

Go to Q23b

If yes, which services? *Please tick all that apply*

Minor Ailments Service

Weight Management Services

Vaccinations (eg Flu vaccinations)

Mental Health Support

NHS Healthchecks

NHS Phlebotomy Services

NHS Screening Services

Anti Coagulation Monitoring

Smoking Cessation Services

Medicines Use Reviews

Emergency Hormonal

New Medicines Service

Contraception (the morning after pill)

Disposal of Unwanted Medicines

Pregnancy Testing

Needle and Syringe Exchange scheme

Blood Pressure Monitoring

Supervised consumption of medicines

Cholesterol Testing

Language Access Services

NHS Repeat prescription services

Alcohol Use Awareness and treatment services

Q23b Overall, how do you feel COVID-19 has impacted your access to pharmacy services?

It is easier for me to access my local pharmacy

It is harder for me to access my local pharmacy

Access to my local pharmacy has not changed

About You...

The rest of this questionnaire is about you and we will not be able to identify you from the information you share with us.

Q24 Which of the following best describes your involvement in pharmacy services

Customer or patient

Pharmacy service provider

GP surgery staff

Other

Please specify

Q25 How would you best describe yourself?

Employed or self employed

Unemployed

Student

Retired

Full time parent

Carer

Q26 What is your marital status?

Single

Divorced / separated

Married / cohabiting / civil partnership

Widowed

Q27 How old are you?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 85 plus |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> prefer not to say |
| <input type="checkbox"/> 45-54 | |
| <input type="checkbox"/> 55-64 | |

Q28 Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more?

- Yes No

If yes, does your condition or illness reduce your ability to carry out day-to-day activities?

- Yes, a lot Not at all
 Yes, a little

Q29 What is your sex?

- Male Female

Q32 Which of the following groups do you consider you belong to?

- | | |
|--|---|
| <input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Pakistani |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Bangladeshi |
| <input type="checkbox"/> Eastern European | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> White and Black Caribbean | <input type="checkbox"/> African |
| <input type="checkbox"/> White and Black African | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> White and Asian | <input type="checkbox"/> Any other Black / African / Caribbean background |
| <input type="checkbox"/> Any other Mixed / Multiple ethnic background | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Any other ethnic group |
| | <input type="checkbox"/> Prefer not to say |

If "other", please specify

Q33 What is your religion?

- | | | |
|--------------------------------------|---------------------------------|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Hindu | <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> Other |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh | <input type="checkbox"/> Prefer not to say |

Q30 Is your gender the same as the sex you were registered at birth?

- Yes No

If no, please write in your gender identity

Q31 What is your sexual orientation?

- Heterosexual / straight
 Bisexual
 Gay man
 Gay woman / lesbian
 Prefer not to say
 Other

If "other", please specify

Thank you for taking the time to complete this questionnaire

Appendix 8: Results of the public survey

| Which of the following best describes your involvement in pharmacy services | Count | % |
|---|-------|-------|
| Customer or patient | 163 | 98.2% |
| Pharmacy service provider | - | - |
| GP surgery staff | 3 | 1.8% |
| Other | - | - |

| How would you best describe yourself? | Count | % |
|---------------------------------------|-------|-------|
| Employed or self employed (working) | 79 | 47.6% |
| Unemployed | 8 | 4.8% |
| Student | - | - |
| Retired | 66 | 39.8% |
| Full time parent | 2 | 1.2% |
| Carer | 11 | 6.6% |

| What is your marital status? | Count | % |
|--|-------|-------|
| Single | 29 | 17.9% |
| Married / cohabiting / civil partnership | 107 | 66.0% |
| Divorced / separated | 15 | 9.3% |
| Widowed | 11 | 6.8% |

| How old are you? | Total | What is your sex? | |
|-------------------|-------|-------------------|--------|
| | | Male | Female |
| Under 16 | - | - | - |
| 16-24 | 1 | - | 1 |
| 25-34 | 4 | 1 | 3 |
| 35-44 | 15 | 1 | 14 |
| 45-54 | 34 | 2 | 32 |
| 55-64 | 51 | 7 | 44 |
| 65-74 | 36 | 22 | 14 |
| 75-84 | 21 | 10 | 11 |
| 85 plus | 2 | 1 | 1 |
| prefer not to say | 1 | - | 1 |

| Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more? | Count | % |
|---|-------|-------|
| Yes | 100 | 60.2% |
| No | 66 | 39.8% |

| If yes, does your condition or illness reduce your ability to carry-out day-to-day activities? | Count | % |
|--|-------|-------|
| Yes, a lot | 33 | 33.7% |
| Yes, a little | 44 | 44.9% |
| Not at all | 21 | 21.4% |

| Is your gender the same as the sex you were registered at birth? | Count | % |
|--|-------|-------|
| Yes | 159 | 99.4% |
| No | 1 | 0.6% |

| What is your sexual orientation? | Count | % |
|----------------------------------|-------|-------|
| Heterosexual / straight | 133 | 84.2% |
| Bisexual | 2 | 1.3% |
| Gay man | 2 | 1.3% |
| Gay woman / lesbian | 2 | 1.3% |
| Prefer not to say | 18 | 11.4% |
| Other | 1 | 0.6% |

| Which of the following groups do you consider you belong to? | Count | % |
|--|-------|-------|
| English / Welsh / Scottish / Northern Irish / British | 140 | 90.3% |
| Irish | 3 | 1.9% |
| Gypsy or Irish Traveller | - | - |
| Eastern European | - | - |
| Any other White background | 1 | 0.6% |
| White and Black Caribbean | - | - |
| White and Black African | - | - |
| White and Asian | 1 | 0.6% |
| Any other Mixed / Multiple ethnic background | 1 | 0.6% |
| Indian | 3 | 1.9% |
| Sikh | 2 | 1.3% |
| Pakistani | 1 | 0.6% |
| Bangladeshi | 2 | 1.3% |
| Chinese | - | - |
| Any other Asian background | - | - |
| African | - | - |
| Caribbean | 1 | 0.6% |
| Any other Black / African / Caribbean background | - | - |
| Arab | - | - |
| Any other ethnic group | - | - |
| Prefer not to say | - | - |

| What is your religion? | Count | % |
|------------------------|-------|-------|
| No religion | 33 | 20.4% |
| Christian | 102 | 63.0% |
| Jewish | - | - |
| Hindu | 3 | 1.9% |
| Muslim | 6 | 3.7% |
| Sikh | 2 | 1.2% |
| Buddhist | - | - |
| Other | 3 | 1.9% |
| Prefer not to say | 13 | 8.0% |

| Postcode Area/District | Count | % |
|------------------------|-------|-------|
| B43 | 10 | 6.0% |
| B64 | 3 | 1.8% |
| B65 | 13 | 7.7% |
| B66 | 3 | 1.8% |
| B67 | 13 | 7.7% |
| B68 | 17 | 10.1% |
| B69 | 9 | 5.4% |
| B70 | 20 | 11.9% |
| B71 | 17 | 10.1% |
| DY4 | 33 | 19.6% |
| WS10 | 12 | 7.1% |
| WV14 | 4 | 2.4% |
| Outside Sandwell | 1 | 0.6% |
| No response | 10 | 6.0% |
| Grand Total | 168 | |

Which pharmacy do you most regularly use?

| Pharmacy Code | Trading Name | Locality | Count |
|---------------|---------------------------|---------------|-------|
| FC399 | Murrays Healthcare | Tipton | 11 |
| FCX28 | Lyng Pharmacy | West Bromwich | 8 |
| FQG53 | Tividale Pharmacy | Rowley Regis | 8 |
| FL368 | Swanpool Pharmacy | Tipton | 6 |
| FWA64 | Your Local Boots Pharmacy | Smethwick | 6 |
| FGM75 | Hills Pharmacy | Oldbury | 5 |
| FKF01 | Boots Pharmacy | Wednesbury | 5 |
| FQF60 | Jubilee Pharmacy | Wednesbury | 5 |
| FW507 | Ingrams Chemist | West Bromwich | 5 |
| FC667 | Vishnu Pharmacy | Oldbury | 4 |
| FD488 | Hill Top Pharmacy Ltd | Oldbury | 4 |
| FDP14 | Duggals Chemist | Tipton | 4 |
| FFJ61 | Great Bridge Pharmacy | Tipton | 4 |
| FJG17 | Khaira Pharmacy | West Bromwich | 4 |
| FK052 | Your Local Boots Pharmacy | Oldbury | 4 |
| FYV46 | Sandwell Pharmacy | West Bromwich | 4 |
| FED83 | Lloyds Pharmacy | West Bromwich | 3 |
| FHJ26 | Well Pharmacy | West Bromwich | 3 |
| FJ013 | New Street Pharmacy | Wednesbury | 3 |
| FJF84 | Boots Pharmacy | Tipton | 3 |
| FYD26 | Murrays Pharmacy | Rowley Regis | 3 |
| FYH42 | Friar Park Pharmacy | Wednesbury | 3 |
| FAY45 | Boots The Chemist | Rowley Regis | 2 |
| FCR09 | Boots Pharmacy | West Bromwich | 2 |
| FD816 | Lloyds Pharmacy | Smethwick | 2 |
| FG606 | Asda Pharmacy | Tipton | 2 |
| FJE11 | Lloyds Pharmacy | Oldbury | 2 |
| FL253 | Lloyds Pharmacy | Rowley Regis | 2 |
| FLE88 | Murrays Pharmacy | Tipton | 2 |
| FM186 | Hingleys Chemist | Rowley Regis | 2 |
| FML19 | Well Pharmacy | Wednesbury | 2 |
| FN029 | Lloyds Pharmacy | West Bromwich | 2 |
| FN086 | Well Pharmacy | Wednesbury | 2 |
| FNG97 | Lloyds Pharmacy | Oldbury | 2 |
| FRX65 | Lloyds Pharmacy | Smethwick | 2 |
| FTC53 | Jhoots Pharmacy | West Bromwich | 2 |
| FYL65 | D P Forrest Ltd | West Bromwich | 2 |
| FAN84 | Masters Pharmacy | Smethwick | 1 |
| FD120 | Dunstones Chemist | Smethwick | 1 |
| FD801 | Medipharma Chemist | West Bromwich | 1 |
| FD802 | Medipharma Chemist | West Bromwich | 1 |
| FDR60 | Pharmacy 365 | Rowley Regis | 1 |
| FE629 | Beaconview Pharmacy | West Bromwich | 1 |
| FF663 | Asda Pharmacy | Smethwick | 1 |

| Pharmacy Code | Trading Name | Locality | Count |
|------------------|-----------------------|---------------|-------|
| FGF57 | D R Dalvair Pharmacy | Smethwick | 1 |
| FGG25 | Lloyds Pharmacy | Smethwick | 1 |
| FGV35 | Peaches Pharmacy | Rowley Regis | 1 |
| FJT71 | Lloyds Pharmacy | West Bromwich | 1 |
| FK966 | C H White Pharmacy | Oldbury | 1 |
| FMT97 | Langley Pharmacy | Oldbury | 1 |
| FN497 | Sidhu's Pharmacy | West Bromwich | 1 |
| FP892 | Oldbury Pharmacy | Oldbury | 1 |
| FPA45 | Bearwood Pharmacy | Smethwick | 1 |
| FQ140 | Asda Pharmacy | Tipton | 1 |
| FQE91 | M W Phillips | Rowley Regis | 1 |
| FQJ11 | Lloyds Pharmacy | Oldbury | 1 |
| FV008 | Yew Tree Pharmacy | West Bromwich | 1 |
| FV044 | Michaels Chemist | Smethwick | 1 |
| FW075 | Park Lane Pharmacy | Wednesbury | 1 |
| FW220 | Jhoots Pharmacy | Rowley Regis | 1 |
| FWL41 | Haden Vale Pharmacy | Rowley Regis | 1 |
| FXF63 | Regent Street Chemist | Smethwick | 1 |
| Outside Sandwell | | | 6 |
| Total | | | 166 |

| Why do you normally use this pharmacy? | Count | % |
|---|-------|-------|
| It is near my home | 98 | 59.4% |
| It is near my work | 11 | 6.7% |
| It is near or at my local GP surgery | 89 | 53.9% |
| It is easy to get to whilst shopping | 37 | 22.4% |
| It has on-site parking | 30 | 18.2% |
| It has the services I require | 50 | 30.3% |
| It stocks the medicines that I need | 58 | 35.2% |
| It has opening hours that suit me | 54 | 32.7% |
| It operates the Electronic Prescription Service | 75 | 45.5% |

| How do you normally travel to your regular pharmacy? | Count | % |
|--|-------|-------|
| Car | 95 | 57.9% |
| Public Transport | 13 | 7.9% |
| Bicycle | - | - |
| Taxi | 3 | 1.8% |
| Walk | 53 | 32.3% |

| How often do you visit a pharmacy for Health reasons? | Count | % |
|---|-------|-------|
| Daily | - | - |
| Two or more times weekly | 3 | 1.8% |
| Weekly | 3 | 1.8% |
| Fortnightly | 14 | 8.5% |
| Monthly | 81 | 49.1% |
| Every 2-3 Months | 45 | 27.3% |
| 6 Monthly | 10 | 6.1% |
| Yearly | 4 | 2.4% |
| Never | 5 | 3.0% |

| How often do you visit a pharmacy for any other reason? | Count | % |
|---|-------|-------|
| Daily | - | - |
| Two or more times weekly | 1 | 0.6% |
| Weekly | 6 | 3.6% |
| Fortnightly | 10 | 6.0% |
| Monthly | 33 | 19.9% |
| Every 2-3 Months | 31 | 18.7% |
| 6 Monthly | 5 | 3.0% |
| Yearly | 5 | 3.0% |
| Never | 75 | 45.2% |

| At what time of day to you normally use pharmacy services? | Count | % |
|--|-------|-------|
| Weekdays 6am-9am | 11 | 6.7% |
| Weekdays 9am-6pm | 128 | 78.0% |
| Weekdays 6pm-11pm | 16 | 9.8% |
| Saturday | 9 | 5.5% |
| Sunday | - | - |

| Other than normal opening hours (Weekdays 9am-6pm), what other times would you find it most useful to visit a pharmacy? | Count | % |
|---|-------|-------|
| Weekdays 6am-9am | 21 | 14.1% |
| Weekdays 6pm-11pm | 35 | 23.5% |
| Saturday 9am-1pm | 63 | 42.3% |
| Saturday 1pm-6pm | 66 | 44.3% |
| Saturday 6pm-11pm | 27 | 18.1% |
| Sunday before 10am | 16 | 10.7% |
| Sunday 10am-2pm | 59 | 39.6% |
| Sunday after 4pm | 41 | 27.5% |

| Access to pharmacy services | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|--|----------------|-------|-------|-------|----------------------------|-------|----------|-------|-------------------|------|
| | Count | % | Count | % | Count | % | Count | % | Count | % |
| I can easily find an open pharmacy when needed | 44 | 27.3% | 63 | 39.1% | 31 | 19.3% | 19 | 11.8% | 4 | 2.5% |
| I can easily find a pharmacy near where I want it | 52 | 32.9% | 67 | 42.4% | 31 | 19.6% | 7 | 4.4% | 1 | 0.6% |
| I can easily find a pharmacy open in the evening (i.e after 6pm) | 22 | 13.9% | 40 | 25.3% | 40 | 25.3% | 47 | 29.7% | 9 | 5.7% |
| I can easily pharmacy open at weekends | 28 | 17.6% | 58 | 36.5% | 35 | 22.0% | 31 | 19.5% | 7 | 4.4% |
| I can easily find a pharmacy open at lunchtime | 45 | 29.0% | 70 | 45.2% | 24 | 15.5% | 11 | 7.1% | 5 | 3.2% |

| Using pharmacy services | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|--|----------------|-------|-------|-------|----------------------------|-------|----------|-------|-------------------|------|
| | Count | % | Count | % | Count | % | Count | % | Count | % |
| My pharmacy is customer friendly and polite | 79 | 47.9% | 43 | 26.1% | 22 | 13.3% | 17 | 10.3% | 4 | 2.4% |
| My pharmacy is easy to get to by public transport or car | 78 | 47.9% | 70 | 42.9% | 10 | 6.1% | 4 | 2.5% | 1 | 0.6% |
| I find my pharmacist helpful | 78 | 48.1% | 38 | 23.5% | 26 | 16.0% | 17 | 10.5% | 3 | 1.9% |
| My pharmacy has a confidential and private area | 69 | 42.6% | 46 | 28.4% | 25 | 15.4% | 17 | 10.5% | 5 | 3.1% |

| Does your pharmacy have any of the following? | Yes | | No | | Not sure | |
|---|-------|-------|-------|-------|----------|-------|
| | Count | % | Count | % | Count | % |
| Seating area | 116 | 71.6% | 38 | 23.5% | 8 | 4.9% |
| Electronic Prescription Service | 135 | 83.3% | 4 | 2.5% | 23 | 14.2% |
| Wheelchair Accessibility | 103 | 64.4% | 17 | 10.6% | 40 | 25.0% |
| Stocks of Living Aids to support Independent Living | 32 | 19.9% | 19 | 11.8% | 110 | 68.3% |
| Hearing Aid Loop | 18 | 11.4% | 15 | 9.5% | 125 | 79.1% |
| Prescription Delivery Service | 110 | 67.5% | 9 | 5.5% | 44 | 27.0% |
| Information and advice on medicines | 120 | 74.5% | 8 | 5.0% | 33 | 20.5% |
| Information and advice on healthy lifestyles (eg diet and nutrition, physical activity) | 56 | 34.8% | 12 | 7.5% | 93 | 57.8% |

| Have you ever used a Prescription Delivery Service? | Count | % |
|---|-------|-------|
| Yes | 57 | 34.3% |
| No | 107 | 64.5% |
| Not Sure | 2 | 1.2% |

| I used a prescription delivery service because... | Count | % |
|--|-------|-------|
| I was unable to leave home | 25 | 44.6% |
| I could not get to a pharmacy during their opening times | 5 | 8.9% |
| I don't have a pharmacy near me | 1 | 1.8% |
| Other | 25 | 44.6% |

| How much do you agree or disagree that the Prescription Delivery Service is important enough to you that you would be prepared to pay for the service? | Count | % |
|--|-------|-------|
| Strongly Agree | 10 | 17.5% |
| Agree | 8 | 14.0% |
| Neither agree or disagree | 16 | 28.1% |
| Disagree | 15 | 26.3% |
| Strongly disagree | 8 | 14.0% |

| Thinking about your regular pharmacy: Which of the following services are you aware of, have used or would like to see available? | I am aware of | | I have used | | I am not aware of | | I would like to see available | |
|--|---------------|-------|-------------|-------|-------------------|-------|-------------------------------|-------|
| | Count | % | Count | % | Count | % | Count | % |
| Minor Ailments Service | 56 | 35.0% | 31 | 19.4% | 47 | 29.4% | 30 | 18.8% |
| Vaccinations | 63 | 40.9% | 42 | 27.3% | 36 | 23.4% | 20 | 13.0% |
| NHS Healthchecks | 31 | 19.5% | 7 | 4.4% | 90 | 56.6% | 37 | 23.3% |
| NHS Screening Services | 24 | 15.2% | 1 | 0.6% | 104 | 65.8% | 33 | 20.9% |
| Smoking Cessation Services | 44 | 28.0% | 2 | 1.3% | 97 | 61.8% | 18 | 11.5% |
| Emergency Hormonal Contraception | 49 | 31.6% | 2 | 1.3% | 91 | 58.7% | 15 | 9.7% |
| Pregnancy Testing | 49 | 31.6% | 1 | 0.6% | 94 | 60.6% | 14 | 9.0% |
| Blood Pressure Monitoring | 35 | 22.2% | 3 | 1.9% | 89 | 56.3% | 37 | 23.4% |
| Cholesterol Testing | 17 | 10.7% | 3 | 1.9% | 104 | 65.4% | 42 | 26.4% |
| NHS Repeat prescription services | 53 | 33.3% | 66 | 41.5% | 17 | 10.7% | 29 | 18.2% |
| Terminal Illness support | 6 | 3.8% | 3 | 1.9% | 123 | 78.8% | 28 | 17.9% |
| Alcohol Use Awareness and treatment services | 14 | 8.9% | - | - | 120 | 76.4% | 26 | 16.6% |
| Weight Management Services | 18 | 11.5% | 1 | 0.6% | 114 | 72.6% | 28 | 17.8% |
| Mental Health Support | 5 | 3.2% | 1 | 0.6% | 118 | 76.1% | 34 | 21.9% |
| NHS Phlebotomy Services | 6 | 3.8% | 2 | 1.3% | 99 | 62.3% | 59 | 37.1% |
| Anti Coagulation Monitoring | 5 | 3.3% | - | - | 127 | 83.0% | 26 | 17.0% |
| Medicines Use Reviews | 27 | 17.1% | 27 | 17.1% | 74 | 46.8% | 32 | 20.3% |
| New Medicines Service | 19 | 12.3% | 9 | 5.8% | 94 | 61.0% | 34 | 22.1% |
| Disposal of Unwanted Medicines | 62 | 39.2% | 39 | 24.7% | 38 | 24.1% | 24 | 15.2% |
| Needle and Syringe Exchange scheme | 27 | 17.4% | 1 | 0.6% | 112 | 72.3% | 17 | 11.0% |
| Supervised consumption of medicines | 26 | 16.9% | 3 | 1.9% | 117 | 76.0% | 11 | 7.1% |
| Language Access Services | 18 | 11.7% | 1 | 0.6% | 122 | 79.2% | 17 | 11.0% |

| Are you aware that pharmacies can help to direct you to other services for health? | Count | % |
|--|-------|-------|
| Yes | 45 | 27.1% |
| No | 77 | 46.4% |
| Not Sure | 44 | 26.5% |

| How have you previously found out about the services offered by your pharmacy? | Count | % |
|--|-------|-------|
| At the Pharmacy | 122 | 79.2% |
| Website (NHS Choices) | 23 | 14.9% |
| Website (other) | 10 | 6.5% |
| Poster | 19 | 12.3% |
| Radio | 2 | 1.3% |
| Screen Advertising (TV, or moving screens in GP surgeries or post offices) | 7 | 4.5% |
| GP or practice staff | 33 | 21.4% |
| Leaflets | 28 | 18.2% |
| Word of mouth | 41 | 26.6% |
| Local Press | 2 | 1.3% |
| Mail drop | 2 | 1.3% |

| Where did you get your questionnaire from? | Count | % |
|--|-------|-------|
| At a pharmacy | 1 | 0.6% |
| At a GP surgery | - | - |
| From a patient group | - | - |
| From a voluntary organisation | 3 | 1.9% |
| From my local Healthwatch | 4 | 2.5% |
| From my local library | - | - |
| From my Clinical commissioning group (CCG) | - | - |
| From work | 3 | 1.9% |
| From Sandwell MBC | 86 | 54.1% |
| via Social Media | 21 | 13.2% |
| via email | 32 | 20.1% |
| Website | 6 | 3.8% |
| Other | 3 | 1.9% |

| Overall - How satisfied are you with pharmacy services in Sandwell? | Count | % |
|---|-------|-------|
| Very Satisfied | 55 | 33.5% |
| Satisfied | 50 | 30.5% |
| Neither satisfied or dissatisfied | 34 | 20.7% |
| Dissatisfied | 18 | 11.0% |
| Very dissatisfied | 7 | 4.3% |

Impacts of COVID-19

| Has COVID-19 changed how you collect your medication? | Count | % |
|---|-------|-------|
| Yes | 43 | 25.9% |
| No | 123 | 74.1% |

| If yes, how has this changed? | Count | % |
|---|-------|-------|
| I now get my medication delivered to my home | 13 | 31.0% |
| I used to collect my own medication, now friends or family collect it for me | 9 | 21.4% |
| I used to take a paper prescription to my local pharmacy, now the GP sends my prescription to the pharmacy electronically | 23 | 54.8% |
| Other | 9 | 21.4% |

| How has COVID-19 affected access to your local pharmacy? | Count | % |
|--|-------|-------|
| It is easier for me to access my pharmacy due to extended opening times | 6 | 3.9% |
| It is harder for me to access my pharmacy due to reduced opening times | 15 | 9.7% |
| Services I use are now offered over the phone/online and this is easier for me | 18 | 11.7% |
| Services I use are now offered over the phone/online and this is harder for me | 4 | 2.6% |
| Services I would normally use are no longer being offered by my pharmacy | 1 | 0.6% |
| COVID-19 has not affected access to my local pharmacy | 120 | 77.9% |

| Have any of the services you access from your pharmacy been stopped due to COVID-19? | Count | % |
|--|-------|-------|
| Yes | 4 | 2.4% |
| No | 116 | 70.7% |
| I don't use any pharmacy services | 44 | 26.8% |

| If yes, which services have not been available to you? | Count | % |
|--|-------|-------|
| Minor Ailments Service | 1 | 33.3% |
| NHS Healthchecks | 1 | 33.3% |
| Smoking Cessation Services | 1 | 33.3% |
| Blood Pressure Monitoring | 1 | 33.3% |

| Are there pharmacy services you wouldn't normally use that you have started using since the start of COVID-19? | Count | % |
|--|-------|-------|
| Yes | 15 | 9.4% |
| No | 144 | 90.6% |

| Overall, how do you feel COVID-19 has impacted your access to pharmacy services? | Count | % |
|--|-------|-------|
| It is easier for me to access my local pharmacy | 10 | 6.1% |
| It is harder for me to access my local pharmacy | 26 | 15.8% |
| Access to my local pharmacy has not changed | 129 | 78.2% |