

Swindon
Pharmaceutical Needs Assessment
(2025-2028)

Appendices

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Appendix 1: Public Engagement Survey

About the survey

We are working with the Swindon Health and Wellbeing Board to help work out where pharmacies are needed and what services they provide. This work has to be done every three years and it helps with planning. This process is called a *pharmaceutical needs assessment*. The revised pharmaceutical needs assessment (PNA) will be published in October 2022. It will take into account the views of local people and of pharmacies themselves; and it helps review what services we have in place, what local people need and how things might change in future. It will be used to make decisions when applications are received for new pharmacies and will help the health service make decisions about which services are paid for by the NHS in the community pharmacies we already have. **This survey has been put together to collect the views of local people who have used a pharmacy in the last 12 months.**

Healthwatch Swindon is an independent organisation which gathers views about health and social care issues.

If you would prefer to complete the survey over the phone please call Healthwatch Swindon on 01793 xxxxxx. You may need to leave your name and telephone number so that we can call you back.

Please respond to the survey by XX XX 2024.

If you would like to request the survey in an alternative format please e-mail: info@healthwatchswindon.org.uk or call 01793 xxxxxx

1. Why and how often do you usually use pharmacy services? This might be visiting in person or using online services (please tick any or all that apply)

	About once a week	About once a month	Less than once a month	Never
To get a prescription for myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get a prescription for someone else	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else gets my prescription for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To buy medicines for myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else buys medicines for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get advice for myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get advice for someone else	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Someone else gets advice for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To get a service the pharmacy offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<div></div>			

2. Do you...? (please tick one)

- | | |
|--|--------------------------|
| Use the same pharmacy all of the time | <input type="checkbox"/> |
| Use different pharmacies but visit one most often | <input type="checkbox"/> |
| Use different pharmacies and none more frequently than any other | <input type="checkbox"/> |
| Only access online pharmacy services | <input type="checkbox"/> |
| Access both physical pharmacies and online service | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |

If you can remember the name and the location of the pharmacy you use most often please type it here:

3. If you visit a pharmacy in person, what factors influences you to use that/those particular pharmacy/pharmacies? (please tick all that apply to you)

- | | |
|---|---|
| <input type="checkbox"/> Close to my home | <input type="checkbox"/> I've always used this pharmacy |
| <input type="checkbox"/> Close to my work | <input type="checkbox"/> The service is quick |
| <input type="checkbox"/> Close to my doctor | <input type="checkbox"/> They usually have what I need in stock |
| <input type="checkbox"/> Close to my children's school or nursery | <input type="checkbox"/> They have good opening hours |
| <input type="checkbox"/> Close to other shops | <input type="checkbox"/> The pharmacy collects my prescription(s) and delivers my medicine(s) |
| <input type="checkbox"/> The pharmacy delivers | <input type="checkbox"/> The pharmacy was recommended to me |
| <input type="checkbox"/> It is easy to get to the pharmacy | <input type="checkbox"/> They provide good advice and information |
| <input type="checkbox"/> It is easy to park at the pharmacy | <input type="checkbox"/> The customer service |
| <input type="checkbox"/> I just like the pharmacy | <input type="checkbox"/> It's a well-known big chain |
| <input type="checkbox"/> I trust the people there | <input type="checkbox"/> It's not one of the big chains |
| <input type="checkbox"/> The people know and look after me | <input type="checkbox"/> There is a private area if I need to talk to the pharmacist |
| <input type="checkbox"/> They don't know me | <input type="checkbox"/> Other (please specify): |

4. If you go to the pharmacy yourself, how do you usually get there?

- | | |
|--|-------------------------------|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Car |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Bike |
| <input type="checkbox"/> Train | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Other (please specify): | |

5. How long does it usually take you to get there?

- ☐ Less than 5 minutes
- ☐ Between 5 and 15 minutes
- ☐ More than 15 minutes

6. In an ideal world, when would it be most convenient for you to use a pharmacy?
(please tick all that apply)

	Normal weekday	Saturday	Sunday
Before 9am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 9am and noon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between noon and 2pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 2pm and 5pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 5pm and 8pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After 8pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If there has been a time recently when you weren't able to use your normal pharmacy/get to a pharmacy, what did you do?

- | | |
|---|--|
| <input type="checkbox"/> Went to another pharmacy | <input type="checkbox"/> Went to a walk-in centre |
| <input type="checkbox"/> Waited until the pharmacy was open | <input type="checkbox"/> Called 111 |
| <input type="checkbox"/> Went to my GP | <input type="checkbox"/> Used online pharmacies services |
| <input type="checkbox"/> Went to a hospital | |
| <input type="checkbox"/> Other (please specify): | |

8. When you have been prescribed new medicines, was it helpful to have the pharmacist explain them to you?

- ☐ Yes
- ☐ No
- ☐ N/A

please tell us why:

9. How well do you feel your illness/condition/need is supported by your pharmacy?

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Slightly well
- ☐ Not at all well
- ☐ I don't know

10. How well do you feel that your pharmacist works with others who support you? E.g. carer, family member, GP, or district nurse.

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Slightly well
- ☐ Not at all well
- ☐ I don't know

Please tell us more:

11. Are there barriers which make it difficult for you to access services? (please tick any that apply)

- ☐ I do not have access to the internet/I have difficulty using online services
- ☐ I find it difficult to read, write or understand written information
- ☐ English is not my first language
- ☐ I have a condition(s) which limits my day-to-day activities (e.g. mobility, sensory, cognitive impairment)
- ☐ None
- ☐ Other (please specify):

12. If there are any barriers which make it difficult for you to access services, how well do you feel your pharmacy supports you with these?

- ☐ Extremely well
- ☐ Very well
- ☐ Moderately well
- ☐ Slightly well
- ☐ Not at all well
- ☐ I don't know

Please tell us more:

13. What do you feel could be improved at your pharmacy?

14. Community pharmacies offer a range of services. Which services are you already aware of? Which of these have you ever used? (please tick all that apply)

	Tick if aware of this service	Tick if ever used this service
Pharmacy First (pharmacy service providing consultations for a number of minor ailments)	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension (blood pressure) checks or 24 hour blood pressure monitoring (for people aged 40 and over, or for people with a family history)	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking (advice and medication)	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations (such as flu and Covid-19)	<input type="checkbox"/>	<input type="checkbox"/>
New Medicines Service (related to Q8)	<input type="checkbox"/>	<input type="checkbox"/>
Substance misuse or needle exchange services	<input type="checkbox"/>	<input type="checkbox"/>
Contraception (initiation and continuation of oral contraception)	<input type="checkbox"/>	<input type="checkbox"/>
NHS Health Check for people aged 40-74 years (available every 5 years)	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Hormone Contraception for people aged between 13-24 years	<input type="checkbox"/>	<input type="checkbox"/>

15. If you have used any of the services above, how was your experience of using the service/those services? (Please note which service you used if applicable)

	Very Satisfied	Neither Satisfied nor Dissatisfied	Very Dissatisfied
Pharmacy First (pharmacy service providing consultations for a number of minor ailments)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension (blood pressure) checks or 24 hour blood pressure monitoring (for people aged 40 and over, or for people with a family history)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking (advice and medication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vaccinations (such as flu and Covid-19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicines Service (related to Q8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Substance misuse or needle exchange services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraception (initiation and continuation of oral contraception)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Health Check for people aged 40-74 years (available every 5 years)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Hormone Contraception for people aged between 13-24 years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If you haven't accessed any of these services described above, how likely are you going to use them in the future?

- ☐ Very Likely
- ☐ Likely
- ☐ Not Sure
- ☐ Unlikely
- ☐ Never /Very Unlikely

Thank you for completing this PNA questionnaire.

Appendix 2: PNA Pharmacy Interview Topic Guide

Table 1. Interview Topic Guide

Date	
Pharmacy Name and Postcode	
Name of Pharmacist	
Category	

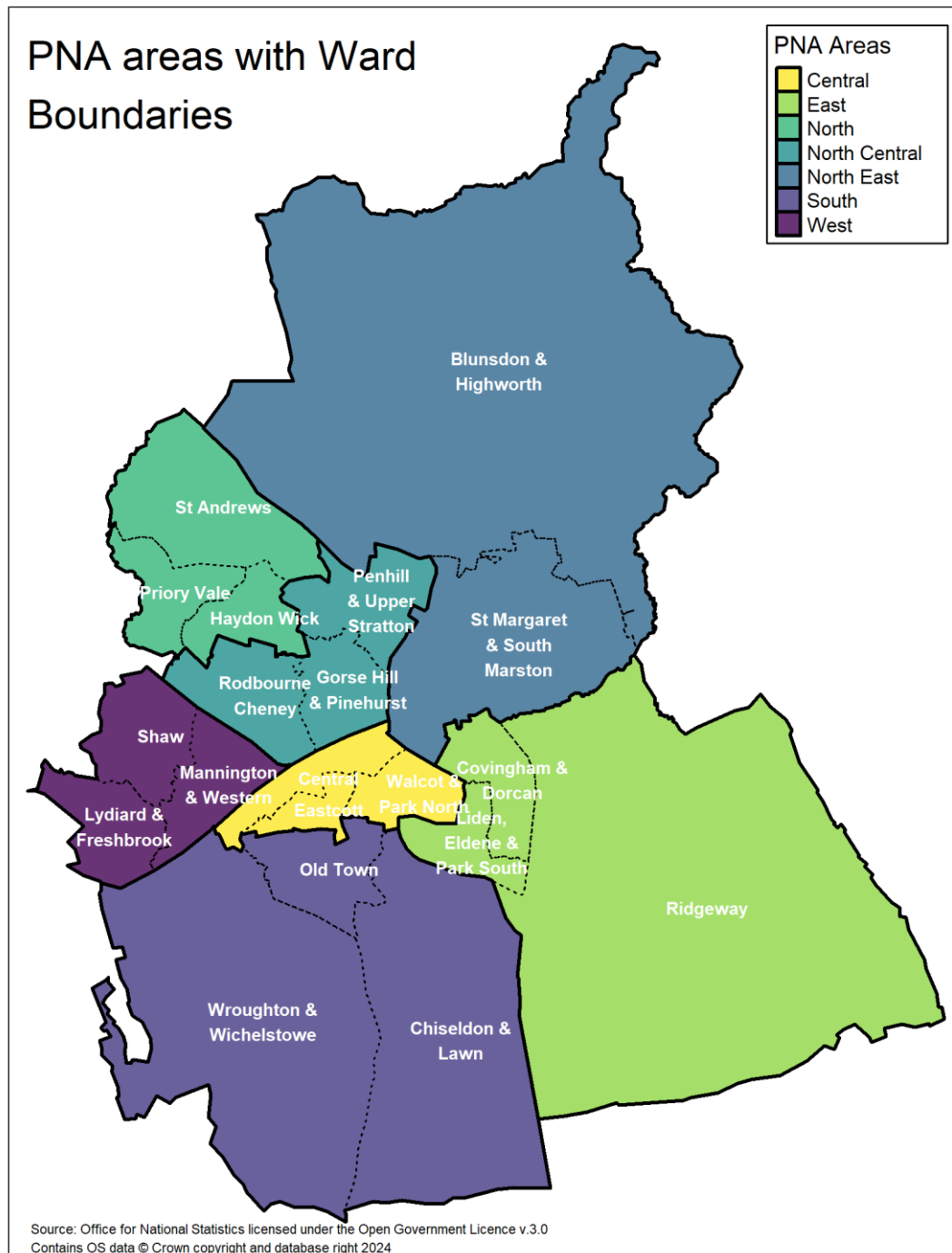
<p>1. What do you consider are the top 3 challenges related to customers/patients for you as a pharmacist?</p> <p>1)</p> <p>2)</p> <p>3)</p>
<p>2. How well do you feel that the needs of your patients are met? Are there any changes you would like to make to better meet the needs of your patients? What works well at the moment, and what could be improved.</p>
<p>3. Do you think there are any patient groups that find it difficult to access your services? For example, groups with digital literacy or health literacy issues, barriers linked to languages, a condition which limits day to day activities (mobility, sensory or cognitive impairments) etc. Encourage elaboration for each patient group. What does your pharmacy have in place to support these groups?</p>
<p>4. Do you feel there is sufficient capacity within your existing premises and staffing levels to manage current demand? If there is an increase in demand, how do you feel you would manage?</p>

5. Of the new services, advanced or enhanced, listed below, which does your pharmacy provide?
6. In relation to Q5, how is your pharmacy advertising the services you listed above?
7. Have you had any patient feedback about the services that the pharmacy provides (from Q5)?
8. Are there any new services, advanced or enhanced, that you are not providing but you would like to provide in your pharmacy in the next three years? (This includes privately funded and those commissioned by the Local Authority/ICB). See list below. What type of support (staff training, facilities or adjustment) would you need in order to provide the services you have mentioned in Q7?
9. Is there anything else that you would like to mention?

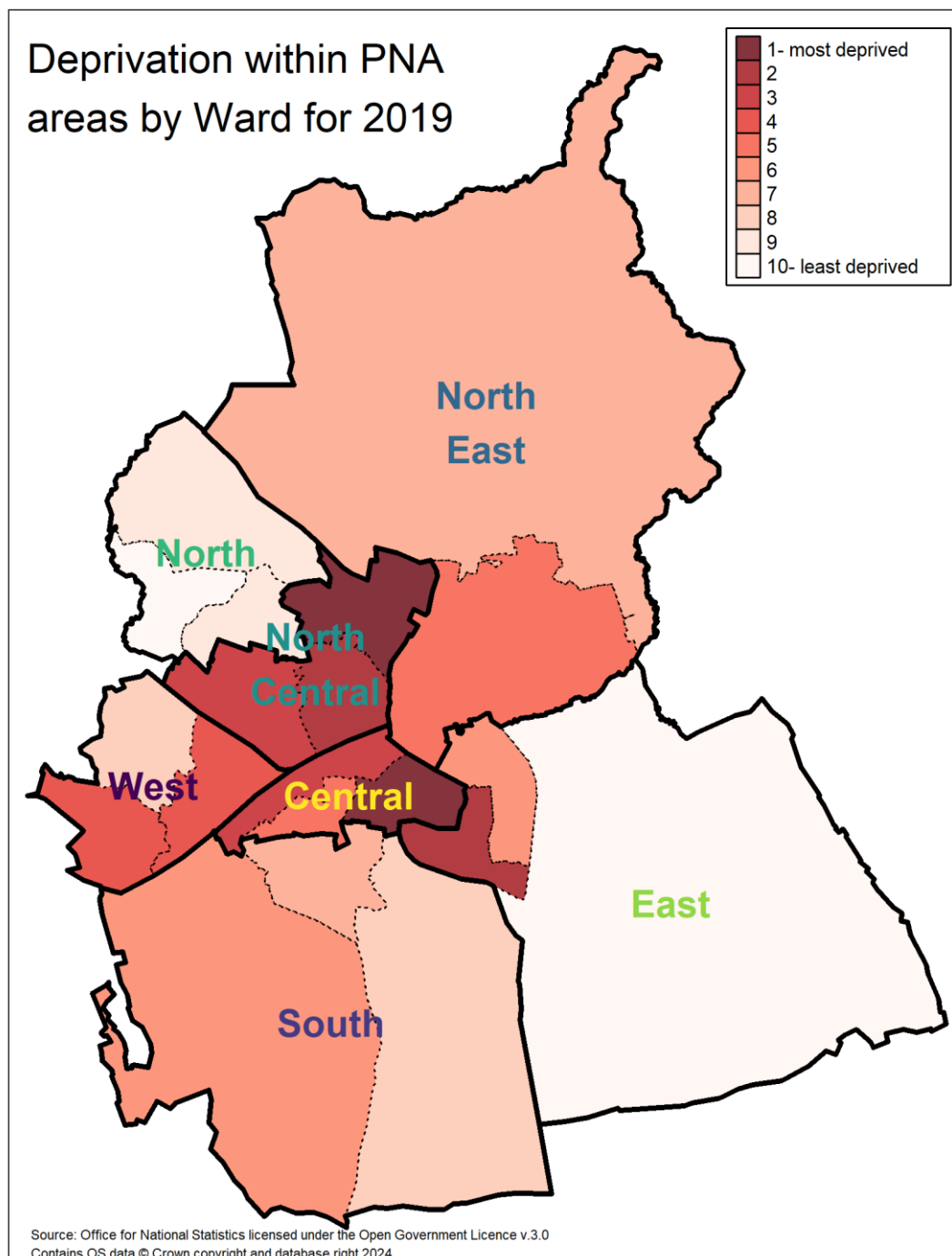
Thank you for completing this PNA questionnaire.

Appendix 3: Maps

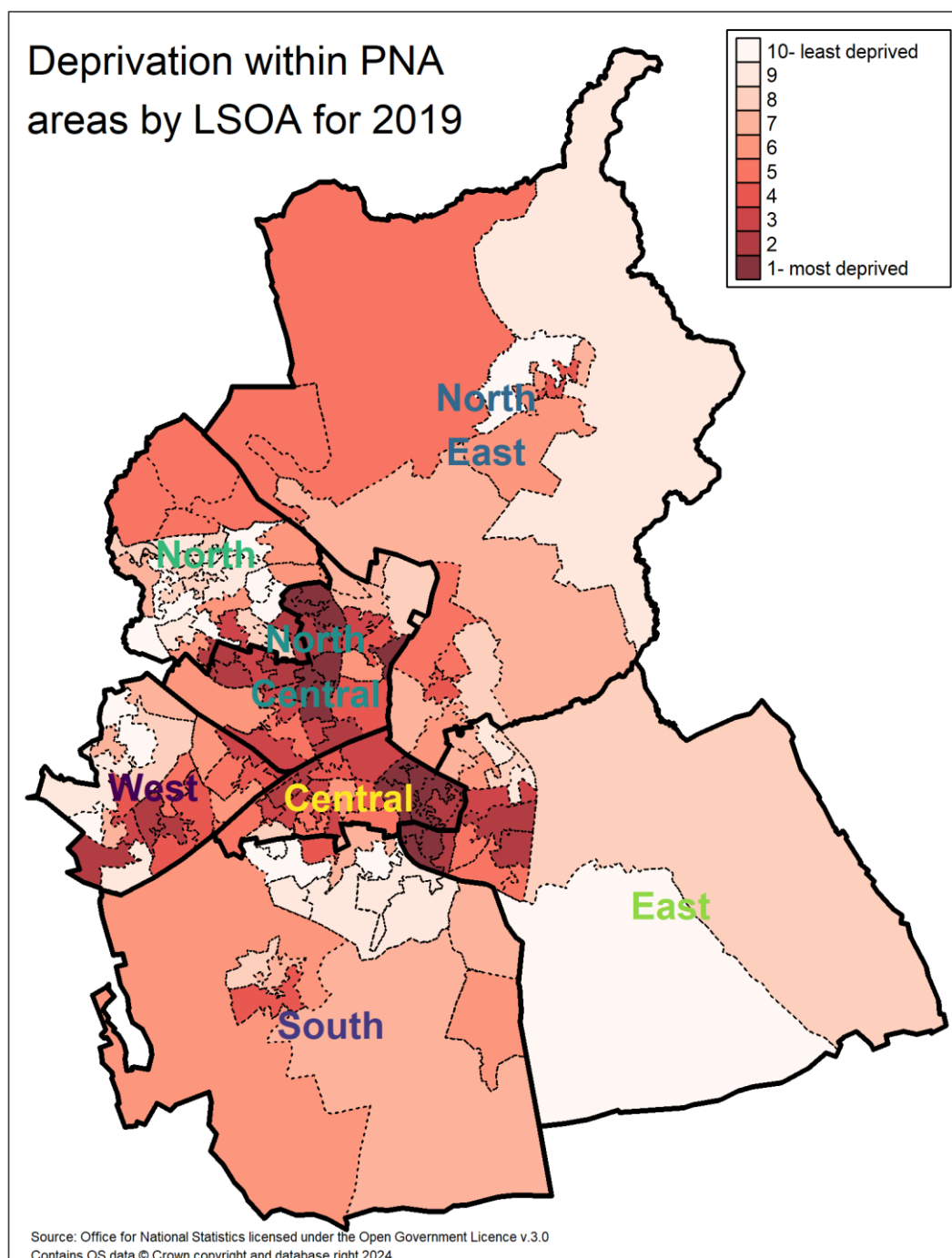
Map 1: Swindon's seven PNA geographical areas with ward boundaries



Map 2.1: Areas of deprivation by ward

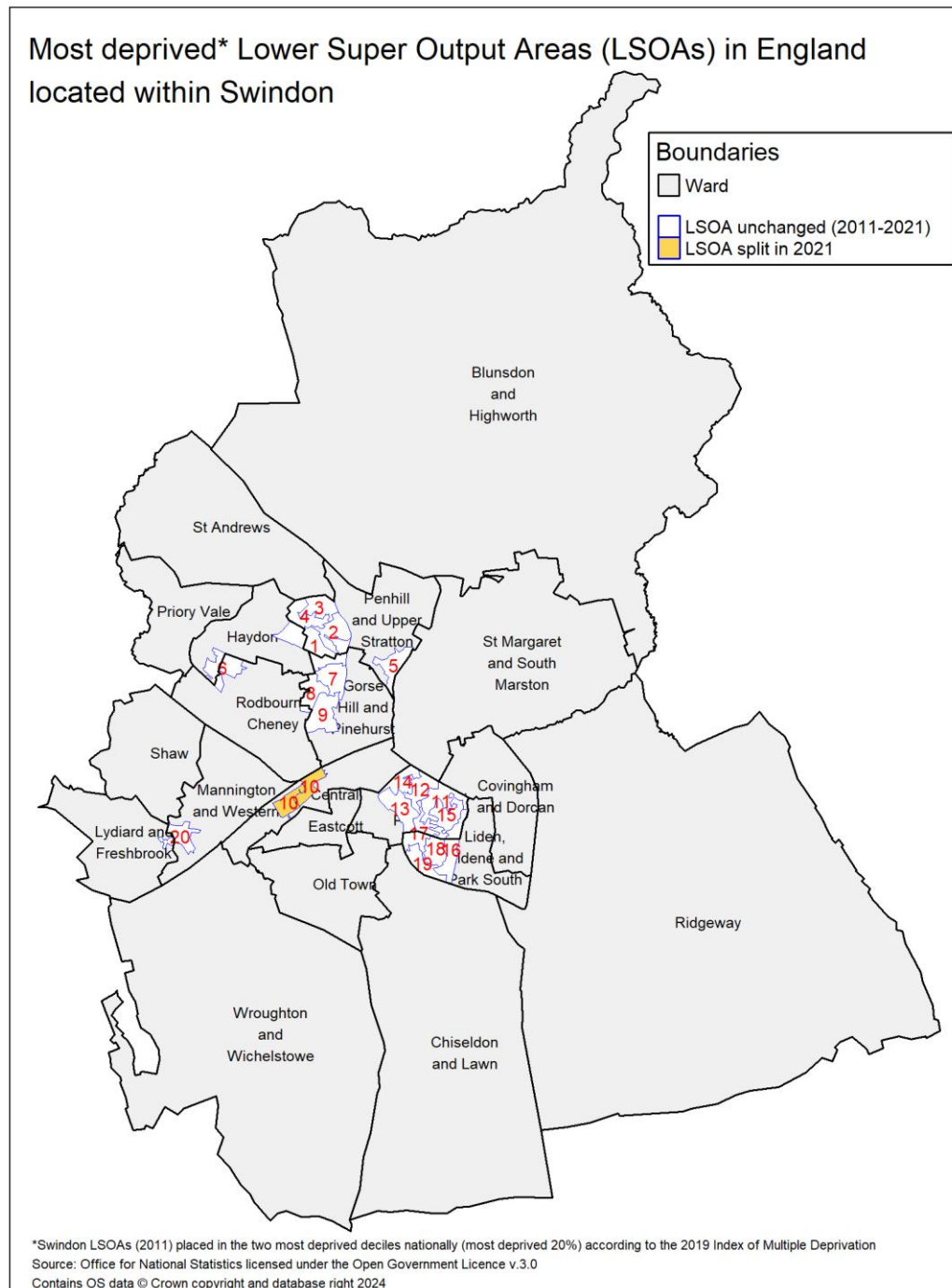


Map 2.2: Areas of deprivation by LSOA within Swindon

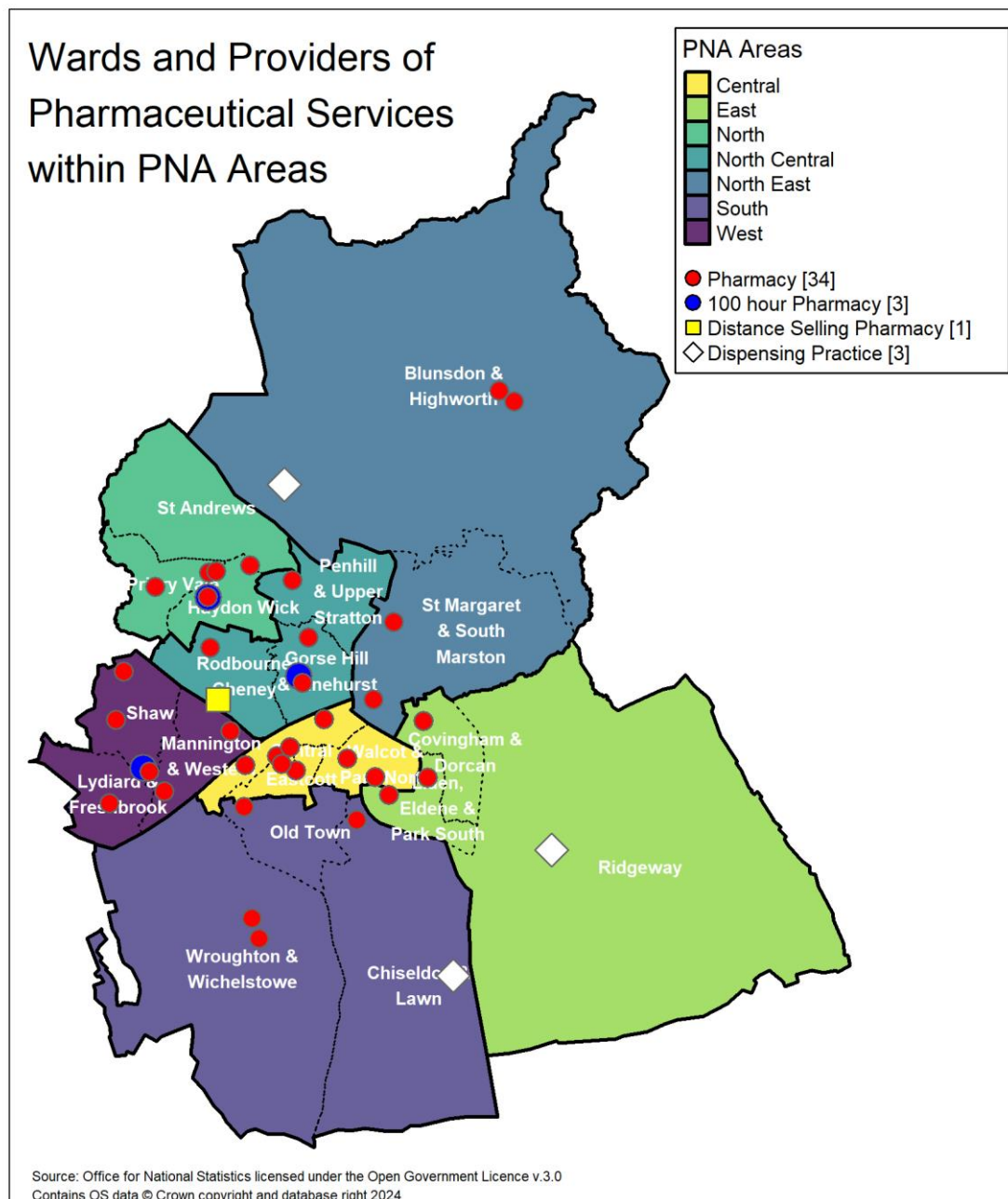


Map 2.3: Most deprived LSOAs in England located in Swindon

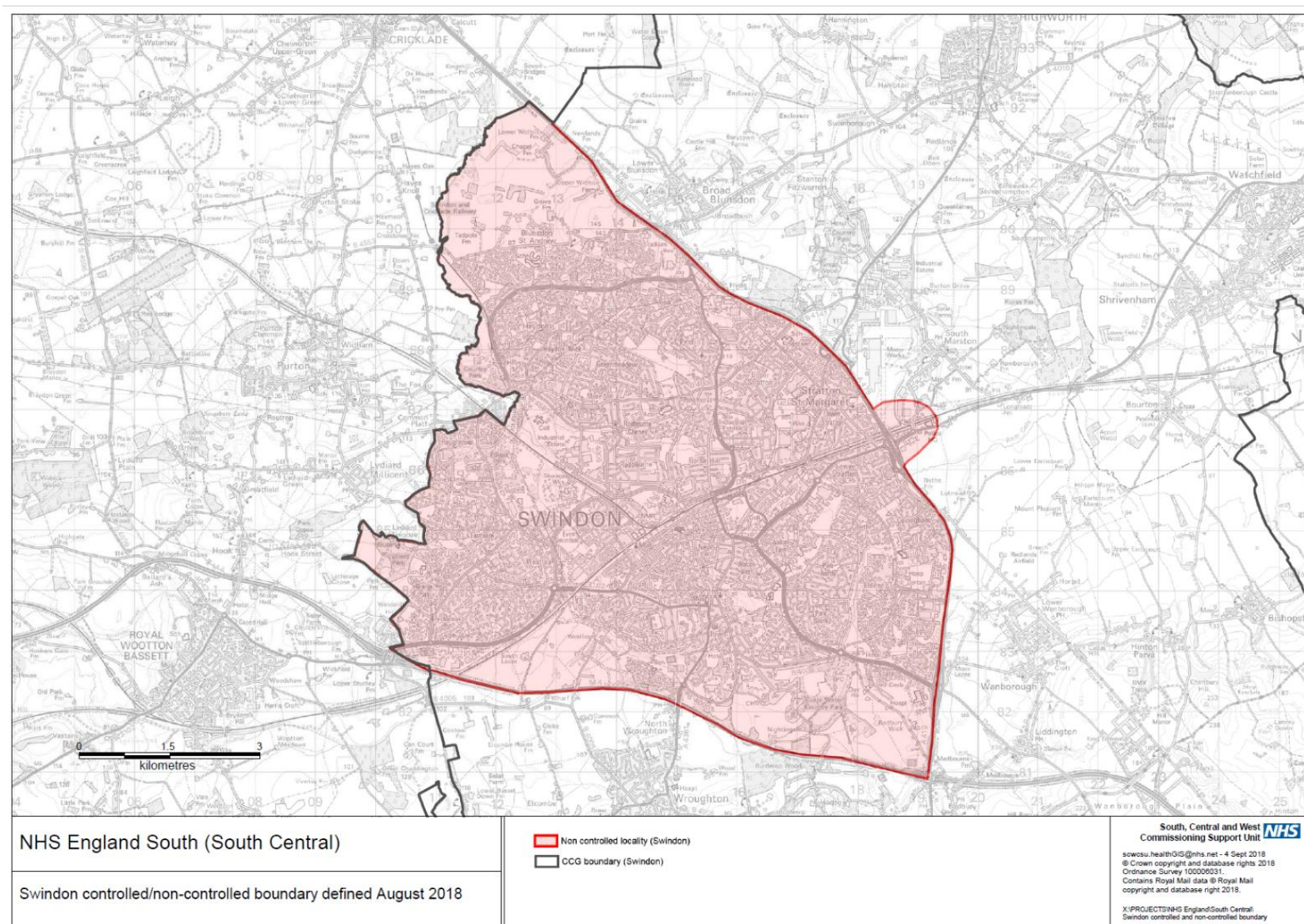
In 2021, LSOAs were re-created by merging or splitting 2011 LSOAs. As a result, a Central ward 2011 LSOA that was classified as part of the 20% most deprived LSOAs nationally, depicted as number 10 in the map, was split into two LSOAs in 2021.



Map 3: Pharmacies and GP dispensing practices in Swindon

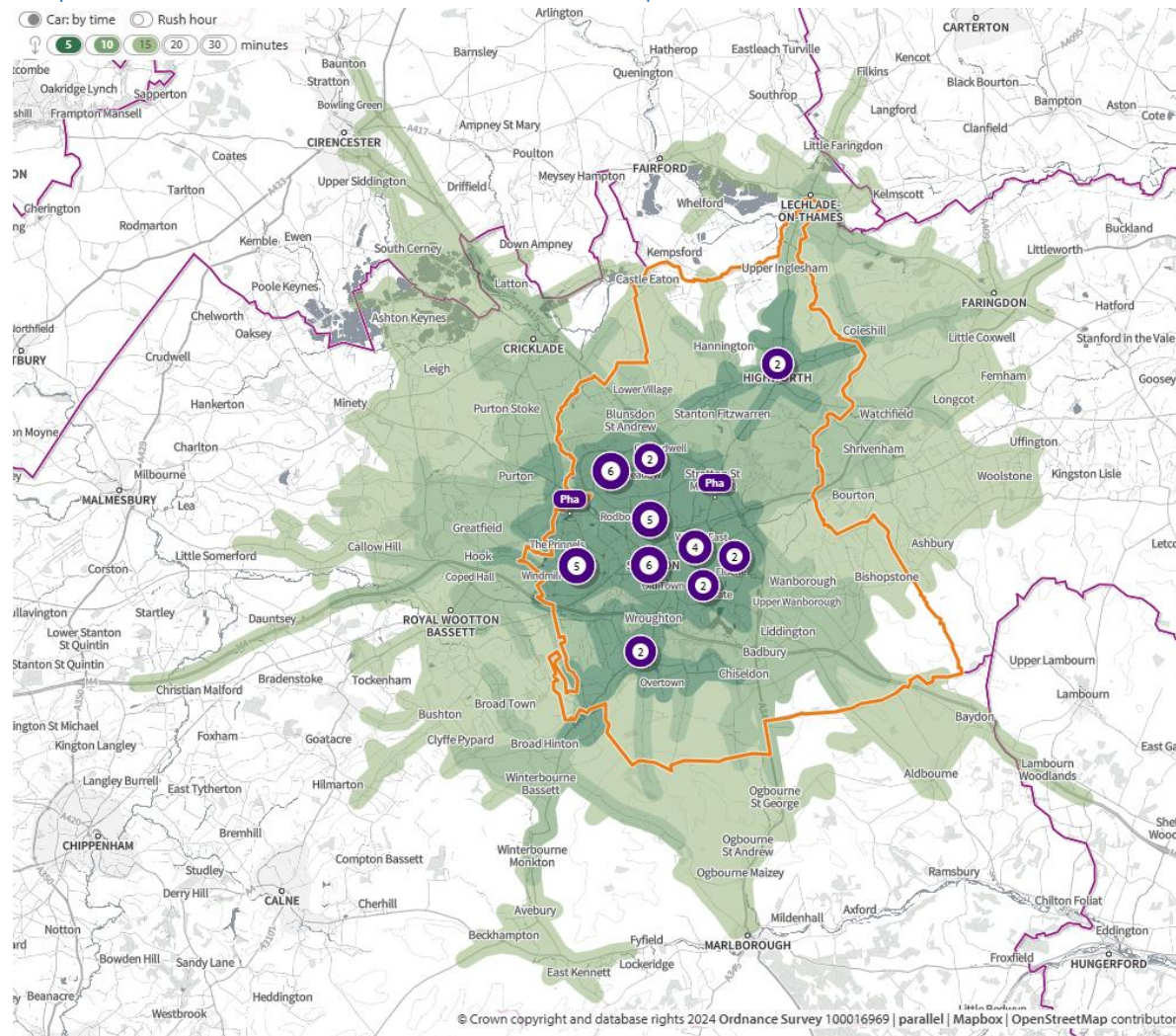


Map 4 – Map of non-controlled areas¹



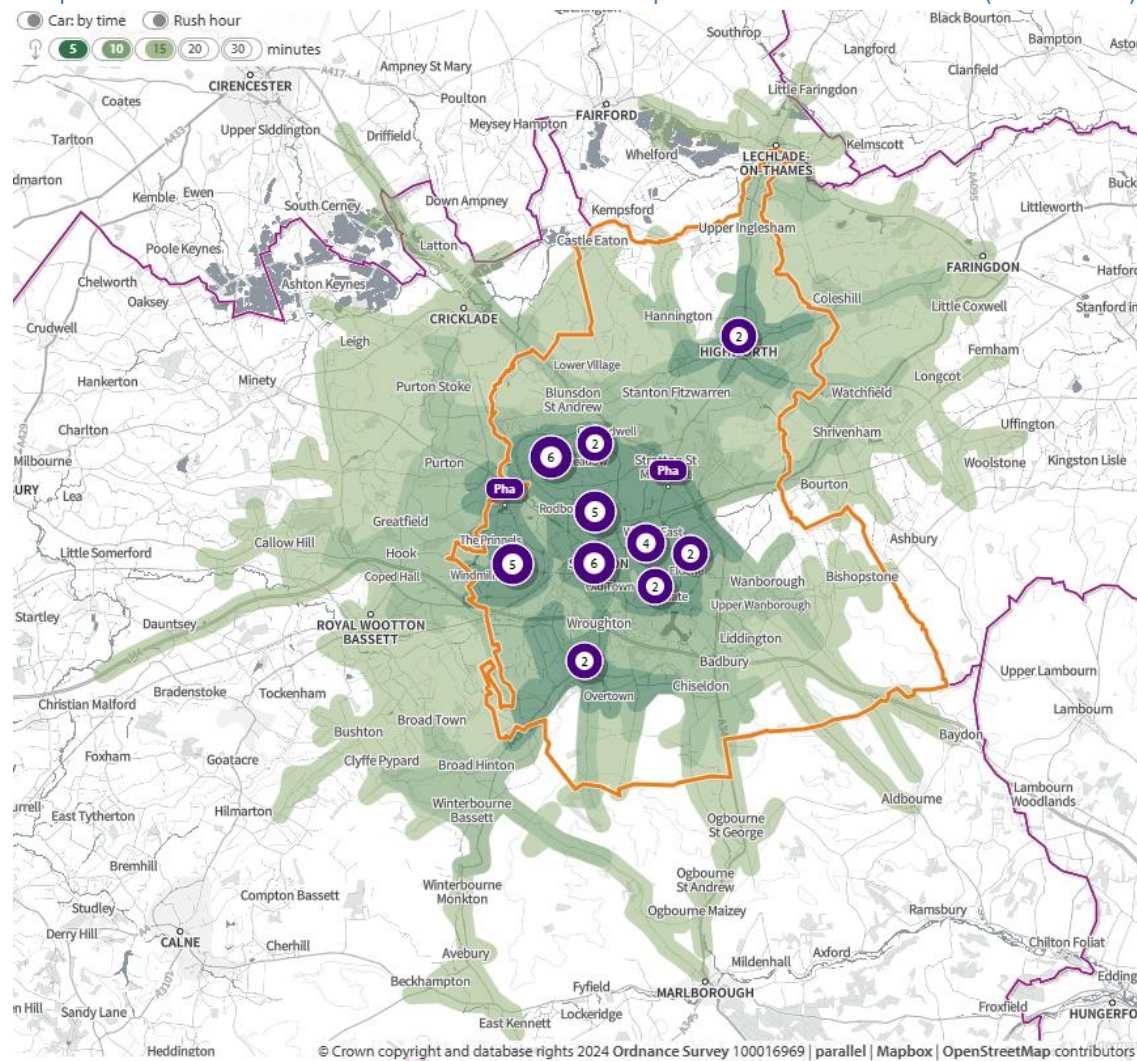
¹ Provided by Community Pharmacy Swindon & Wiltshire.

Map 5.1: Fifteen minute drive time area from pharmacies in Swindon²



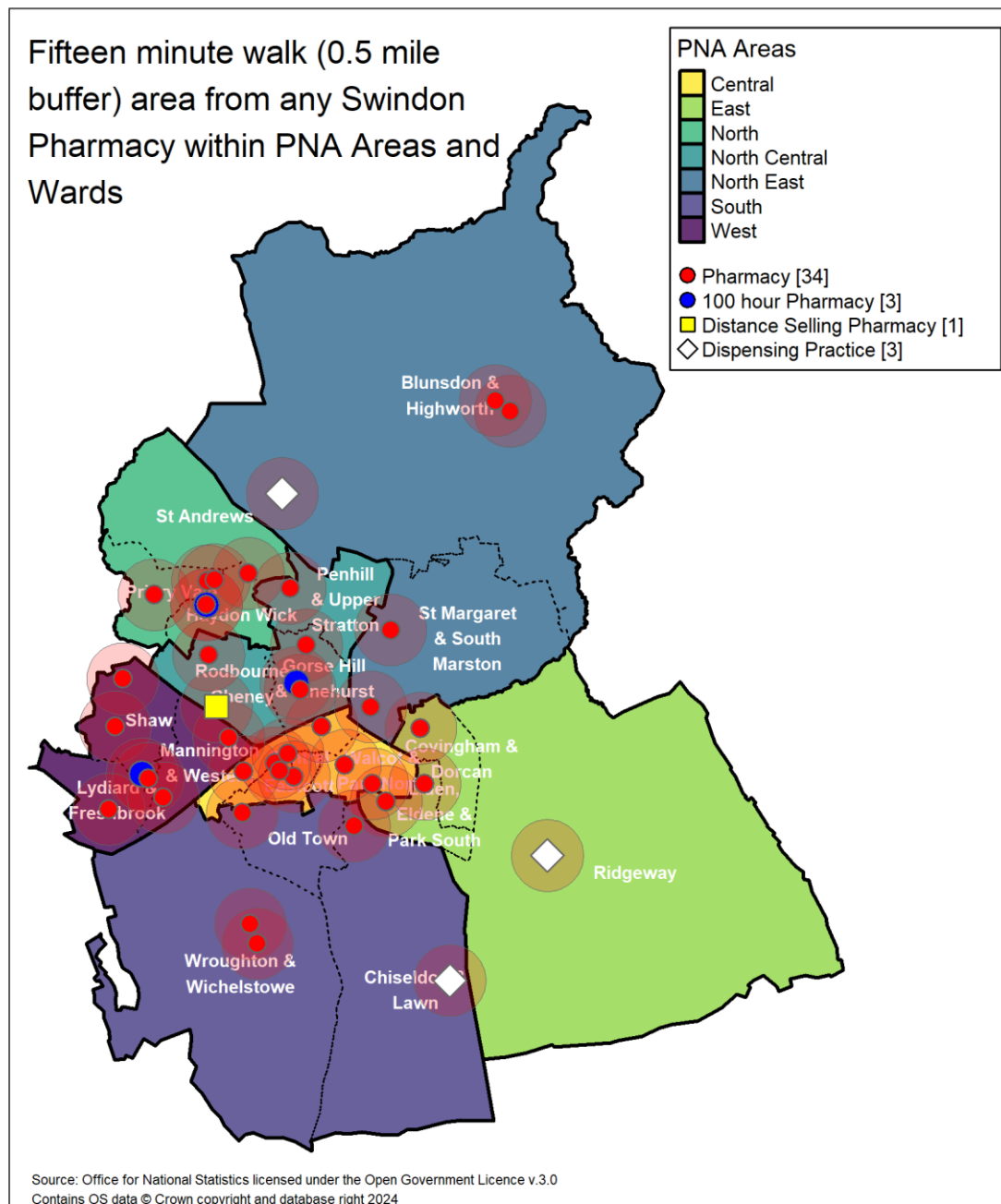
² Created using the Department of Health and Social Care Shape tool available from: <https://app.shapeatlas.net>

Map 5.2: Fifteen minute drive time area from pharmacies in Swindon (rush hour)³

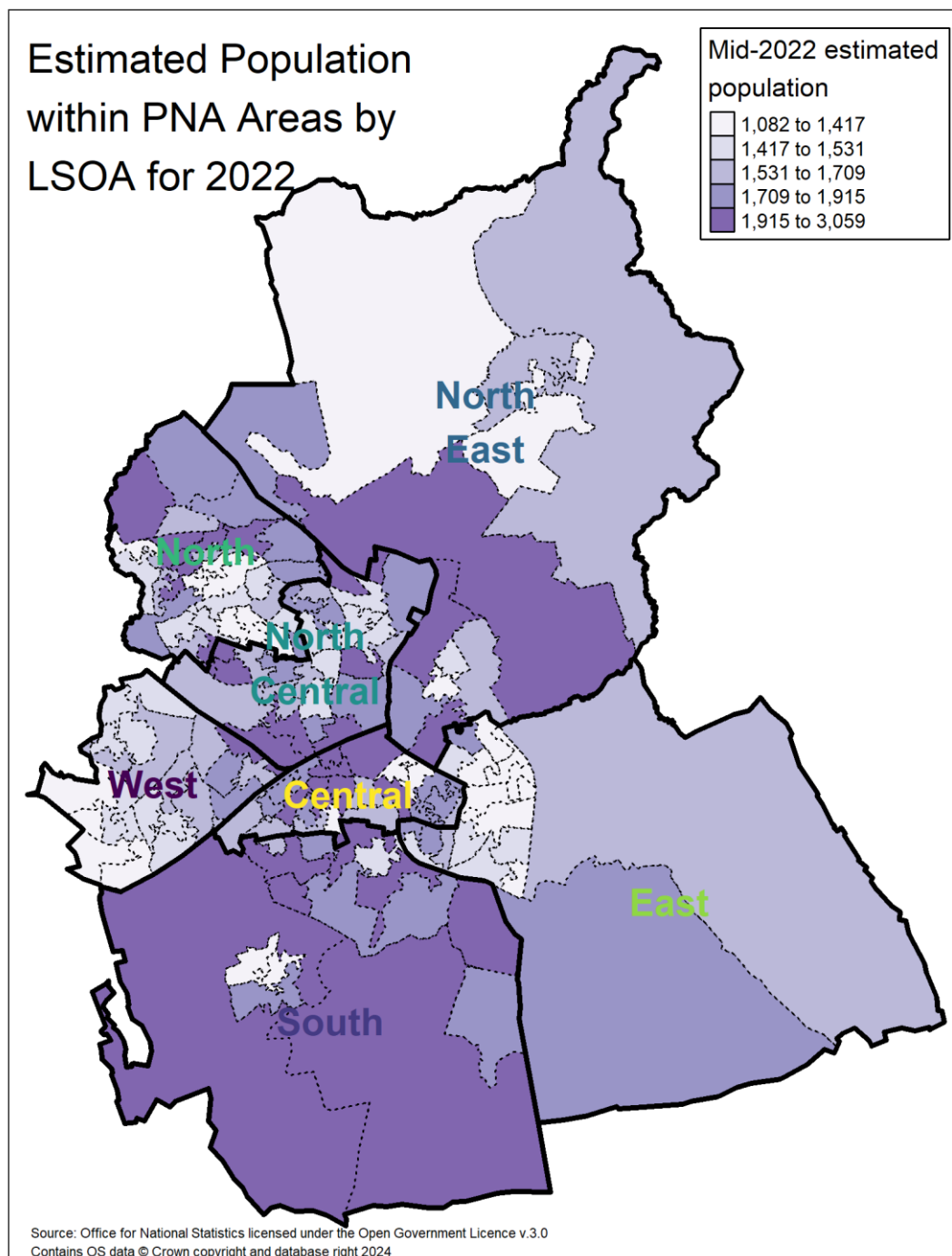


³ Created using the Department of Health and Social Care Shape tool available from: <https://app.shapeatlas.net>

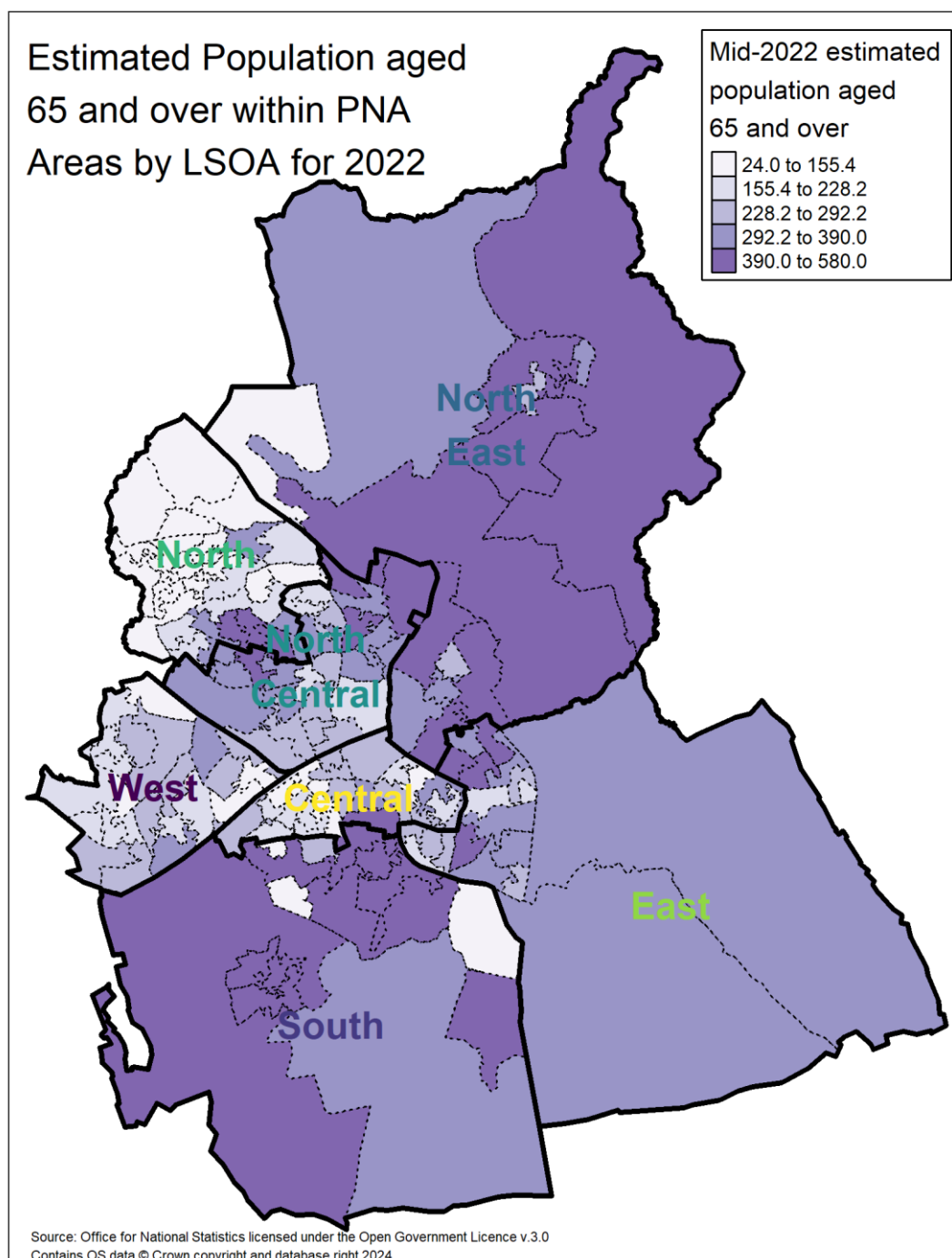
Map 5.3: Fifteen minute walk (0.5 mile buffer) area from any Swindon pharmacy



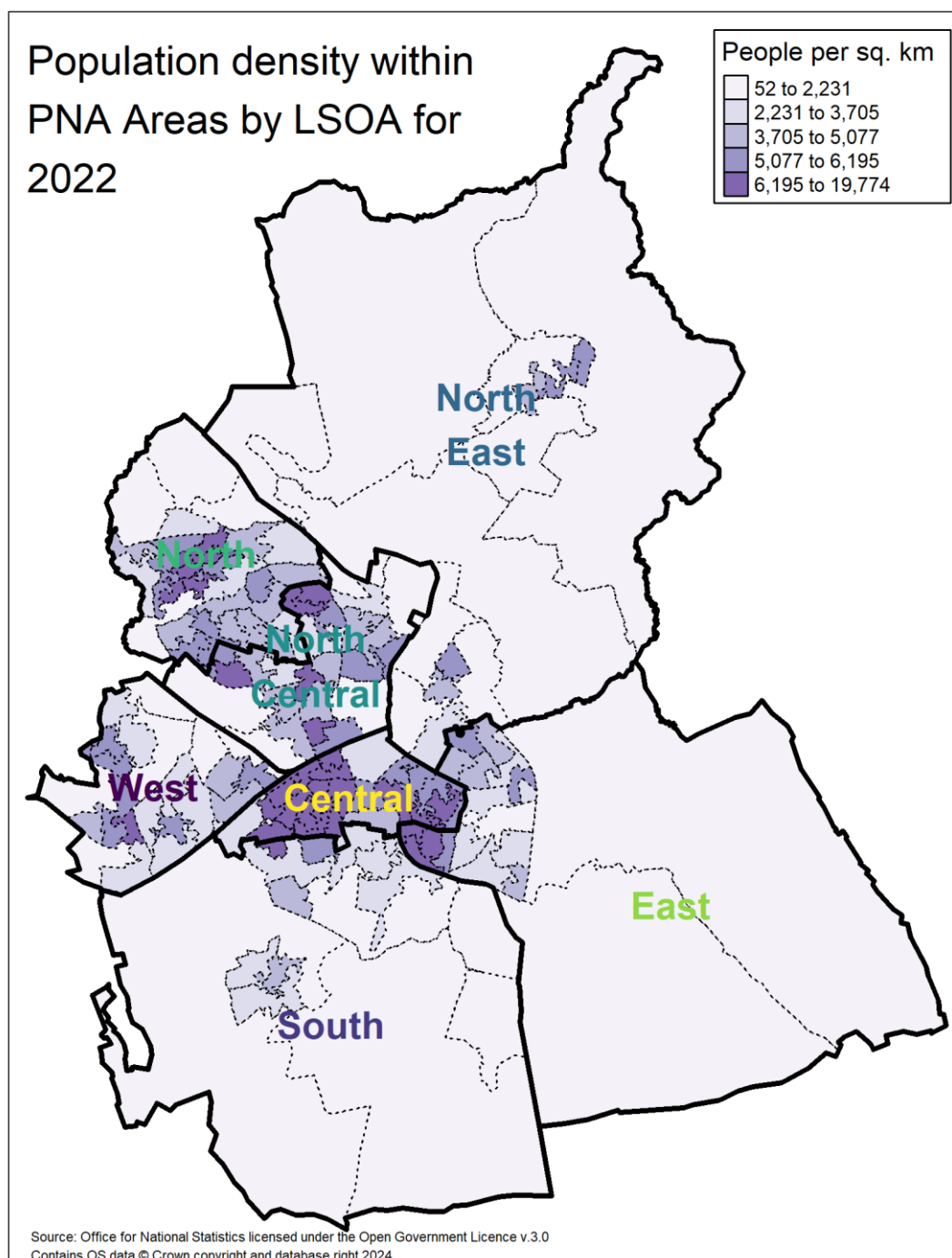
Map 6.1: population estimates by LSOA, all ages



Map 6.2: population estimates by LSOA, 65 years and over



Map 6.3: population density by LSOA



Appendix 4: Population

Table 1. Mid-2022 ward-level population estimates⁴

Electoral Ward	Residents
Blunsdon and Highworth	11,597
Central	15,740
Chiseldon and Lawn	8,234
Covingham and Dorcan	10,643
Eastcott	12,511
Gorse Hill and Pinehurst	13,907
Haydon Wick	11,999
Liden, Eldene and Park South	11,289
Lydiard and Freshbrook	10,754
Mannington and Western	11,120
Old Town	11,376
Penhill and Upper Stratton	12,715
Priory Vale	12,613
Ridgeway	3,428
Rodbourne Cheney	12,786
Shaw	10,749
St Andrews	20,209
St Margaret and South Marston	11,895
Walcot and Park North	13,768
Wroughton and Wichelstowe	8,324
Total resident population	235,657

⁴ ONS, Ward-level population estimates. Available at:
<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/wardlevelmidyearpopulationestimatesexperimental>

Table 2. 2018-based population projections by five year age group⁵

Age group	2022	2025	2026	2027	2028
0-4	13,490	13,162	13,111	13,084	13,071
5-9	14,895	14,152	13,912	13,647	13,446
10-14	14,851	15,068	14,988	14,716	14,489
15-19	12,686	13,867	14,106	14,483	14,604
20-24	10,844	10,719	10,954	11,290	11,687
25-29	13,576	13,513	13,336	13,057	12,926
30-34	15,283	14,833	14,734	14,821	14,849
35-39	16,304	16,144	16,237	16,016	15,739
40-44	15,962	16,511	16,412	16,434	16,474
45-49	15,736	15,484	15,737	16,108	16,460
50-54	16,399	16,283	15,908	15,495	15,068
55-59	16,048	15,886	15,992	15,850	16,004
60-64	13,701	14,909	15,074	15,361	15,271
65-69	11,125	12,047	12,500	12,958	13,489
70-74	9,573	9,894	10,106	10,371	10,595
75-79	7,948	8,775	8,933	8,615	8,571
80-84	4,997	5,638	5,915	6,538	6,930
85-89	3,111	3,355	3,334	3,449	3,581
90+	1,857	1,951	2,002	2,034	2,093
All ages	228,384	232,191	233,288	234,326	235,347

⁵ ONS: Population projections for local authorities, 2018 based edition. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/datasets/localauthoritiesinenglandtable2>

Table 3. Swindon Borough Council housing-led population projections by age group⁶

Age group	2023	2024	2025	2026	2027	2028	2035	2040	2043
0-15	47,337	47,017	46,896	46,570	46,570	46,176	44,063	45,260	46,740
16-19	9,987	11,045	11,625	11,957	11,957	12,355	12,551	11,409	10,892
20-24	11,338	11,169	11,208	11,521	11,521	11,738	14,628	14,104	13,457
25-29	15,060	15,206	15,333	15,666	15,666	15,861	18,512	18,865	18,413
30-34	17,454	17,736	17,940	17,878	17,878	18,041	18,578	21,602	21,623
35-39	18,071	18,380	18,612	19,105	19,105	19,353	20,193	20,193	21,596
40-44	17,198	17,696	18,053	18,252	18,252	18,805	20,819	20,973	21,512
45-49	15,719	15,802	16,300	16,833	16,833	17,176	20,182	21,224	21,282
50-54	16,664	16,619	16,518	16,393	16,393	16,236	18,749	20,274	20,956
55-59	16,176	16,378	16,350	16,333	16,333	16,389	16,469	18,508	19,450
60-64	14,026	14,494	14,975	15,401	15,401	15,828	16,055	16,072	17,332
65-69	11,054	11,284	11,913	12,505	12,505	12,913	15,400	15,358	14,908
70-74	9,378	9,784	9,697	9,815	9,815	10,166	13,594	14,599	14,734
75-79	8,143	8,346	8,671	8,890	8,890	8,591	10,294	12,434	13,262
80-84	5,059	5,264	5,546	5,862	5,862	6,541	7,625	8,862	10,007
85-89	3,221	3,279	3,359	3,411	3,411	3,493	5,410	5,658	6,151
90+	1,790	1,735	1,697	1,666	1,666	1,697	2,137	2,929	3,164
All ages	237,675	241,233	244,692	248,060	248,060	251,359	275,259	288,325	295,480

⁶ Swindon Local Housing Needs Assessment (September 2024)

Appendix 5: Pharmaceutical providers, pharmaceutical services, dispensing activity and opening times

Table 1. Number of providers offering essential pharmaceutical services in Swindon

Area	Community Pharmacies	Dispensing Practices	Distance Selling Pharmacies	Dispensing Appliance Contractors	Total
Central	8	0	0	0	8
East	3	1	0	0	4
North	6	0	0	0	6
North Central	5	0	1	0	6
North East	4	1	0	0	5
South	4	1	0	0	5
West	7	0	0	0	7
Swindon	37	3	1	0	41

Table 2. Pharmaceutical providers per 100,000 population in Swindon

Area	Population (ONS, mid-2022 estimates)	Community pharmacies per 100,000 population	Distance selling pharmacies per 100,000 population	Dispensing GP practices per 100,000 population	Total per 100,000 population
Central	42,019	19	0	0	19
East	25,360	11.8	0	3.9	15.8
North	44,821	13.4	0	0	13.4
North Central	39,408	12.7	2.5	0	15.2
North East	23,492	17	0	4.3	21.3
South	27,934	14.3	0	3.6	17.9
West	32,623	21.5	0	0	21.5
Swindon	235,657	15.7	0.4	1.3	17.4

Table 3. Pharmacy items dispensed in Swindon (October 2023- September 2024)⁷

Area	Pharmacies claiming*	Total items	Items per month	Items per month per pharmacy	Population (ONS, mid-2022 population estimates)	Items per person per month
Central	8	806,951	67,246	7,911	42,019	1.6
East	3	337,095	28,091	9,111	25,360	1.1
North	6	657,272	54,773	9,129	44,821	1.2
North Central	6	988,878	82,406	13,734	39,408	2.1
North East	4	437,930	36,494	9,124	23,492	1.6
South	4	523,965	43,664	10,916	27,934	1.6
West	7	626,228	52,186	7,367	32,623	1.6
Swindon	38	4,378,319	364,860	9,497	235,657	1.6

* Includes Community pharmacies and the Distance selling pharmacy. The number of pharmacies is reflective of the number of pharmacies dispensing items in September 2024. However, any information listed and calculations performed are based on the items dispensed by open pharmacies on a monthly basis in the year ending September 2024.

⁷ NHS BSA Statistics Dispensing contractors' data. Available at: <https://www.nhsbsa.nhs.uk/prescription-data/dispensing-data/dispensing-contractors-data>

Table 4. Number of providers offering advanced pharmaceutical services in Swindon⁸

Area	Advanced pharmaceutical services (number of providers)*								
	Appliance Use Review	Pharmacy Contraception	Flu Vaccination	Hypertension Case Finding	Lateral Flow Device	New Medicine Service	Pharmacy First	Smoking Cessation	Stoma Appliance Customisation
Central	0	5	8	7	6	8	8	4	1
East	0	2	3	3	2	3	3	1	1
North	0	6	6	5	6	6	6	2	0
North Central	0	4	4	4	4	5	5	6	1
North East	0	4	4	4	1	4	4	2	0
South	0	3	3	4	3	4	4	2	2
West	0	4	4	5	5	7	7	4	0
Swindon	0	28	32	32	27	37	37	21	5

*Includes Community pharmacies and the Distance selling pharmacy

⁸ NHS South West Collaborative Commissioning Hub

Table 5.1. Swindon pharmacies in Central PNA geographical area showing opening hours and locally commissioned services offered^{9,10,11}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Park Lane Pharmacy 1 Park Lane SN1 5HG	Mon-Fri: 08:30-13:00 and 14:00-17:30 Sat-Sun: Closed	No	No	No	No	No	No
Swindon Health Centre Pharmacy Pharmacy Department Swindon NHS Health Centre 1 Islington Street SN1 2DQ	Mon-Fri: 08:30-18:30 Sat-Sun: Closed	Yes	Yes	Yes	Yes	Yes	No
Rowlands Pharmacy Unit 4 Sussex Place Somerville Road SN3 3FS	Mon-Fri: 08:45-13:15 and 14:00-17:30 Sat-Sun: Closed	No	No	Yes	Yes	No	No
Tesco In-Store Pharmacy Ocotol Way SN1 2EH	Mon-Fri: 08:00-20:00 Sat: 08:00-20:00 Sun: 10:00-16:00	Yes	Yes	Yes	Yes	No	No
Rowlands Pharmacy Kingswood Avenue Park North SN3 2RJ	Mon-Fri: 09:00-12:55 and 13:15-17:30 Sat: 09:00-13:00 Sun: Closed	No	No	No	Yes	Yes	Yes

⁹ NHS South West Collaborative Commissioning Hub

¹⁰ SBC Public Health

¹¹ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

The Pharmacy 123 Commercial Road SN1 5PL	Mon-Fri: 09:00-17:30 Sat: 09:00-13:00 Sun: Closed	Yes	Yes	Yes	No	No	Yes
Victoria Road Pharmacy 171 Victoria Road SN1 3DF	Mon-Fri: 09:00-13:00 and 14:00-18:00 Sat: 09:00-12:00 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Boots Pharmacy 3 Brunel Plaza SN1 1LF	Mon-Fri: 09:30-18:00 Sat: 08:00-18:00 Sun: 10:30-16:30	No	No	No	No	No	No

Table 5.2. Swindon pharmacies in East PNA geographical area showing opening hours and locally commissioned services offered^{12,13,14}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Covingham Pharmacy 3 Covingham Square SN3 5AA	Mon-Fri: 09:00-18:00 Sat: 09:00-17:00 Sun: Closed	No	No	Yes	Yes	No	No
Allied Pharmacy Park South Unit 1 Royston Road Park South SN3 2FB	Mon-Fri: 09:00-18:00 Sat: 09:00-17:00 Sun: Closed	Yes	No	Yes	Yes	Yes	No
Rowlands Pharmacy Colingsmead Eldene SN3 3TQ	Mon-Fri: 09:00-13:00 and 13:20-18:00 Sat-Sun: Closed	Yes	No	No	No	No	No

¹² NHS South West Collaborative Commissioning Hub

¹³ SBC Public Health

¹⁴ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Table 5.3. Swindon pharmacies in North PNA geographical area showing opening hours and locally commissioned services offered^{15,16,17}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Tawhill Pharmacy 24 Aiken Road Taw Hill SN25 1UH	Mon-Fri: 09:00-18:30 Sat-Sun: Closed	No	No	No	No	No	No
Morrisons Pharmacy Thames Avenue Haydon Wick SN25 1QQ	Mon-Fri: 9:00-19:00 Sat: 9:00-17:00 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Boots Pharmacy North Swindon District Centre Orbital Shopping Park Thamesdown Drive SN25 4AN	Mon-Fri: 09:00-14:00 and 15:00-19:00 Sat: 09:00-13:30 and 14:30-16:00 Sun: 10:30-15:00	No	No	No	No	No	No
Cohens Chemist Abbey Meads Medical Center Elstree Way Haydon SN25 4YX	Mon-Fri: 08:30-18:30 Sat: 09:00-12:00 Sun: Closed	No	No	No	No	No	No
Home Ground Pharmacy Home Ground Surgery Thames Avenue SN25 1QQ 100 hour Pharmacy	Mon-Fri: 09:00-20:00 Sat: 09:00-20:00 Sun: 08:00-18:00	No	No	Yes	Yes	No	Yes

¹⁵ NHS South West Collaborative Commissioning Hub

¹⁶ SBC Public Health

¹⁷ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Asda Pharmacy Orbital Shopping Park Abbey Meads SN25 4BG	Mon-Fri: 09:00-20:00 Sat: 09:00-20:00 Sun: 10:00-16:00	Yes	No	Yes	No	No	No
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Table 5.4. Swindon pharmacies in North Central PNA geographical area showing opening hours and locally commissioned services offered^{18,19,20}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Homeground Care Unit 75 BSS House Cheney Manor Industrial Estate SN2 2PJ Distance Selling Pharmacy	Mon-Fri: 09:30-19:00 Sat-Sun: Closed	No	No	No	No	No	No
Clive Parade Pharmacy 16 Clive Parade Cricklade Road SN2 1AJ	Mon-Fri: 09:00-18:00 Sat: 09:00-17:00 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Jhoots Pharmacy Moredon Health Centre Moredon Road SN2 2JG	Mon-Fri: 08:45-18:15 Sat: 09:00-17:30 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Penhill Pharmacy 257a Penhill Drive SN2 5HN	Mon-Fri: 08:30-17:30 Sat-Sun: Closed	No	No	No	No	No	No
Hawthorn Pharmacy 261 Cricklade Road Gorse Hill SN2 1AE	Mon-Fri: 08:30-18:30 Sat: 09:00-12:00 Sun: Closed	Yes	Yes	Yes	No	No	No

¹⁸ NHS South West Collaborative Commissioning Hub

¹⁹ SBC Public Health

²⁰ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Swindon Pharmacy At Hawthorn Medical Centre May Close SN2 1UU 100 hour Pharmacy	Mon-Fri: 09:00-21:00 Sat: 09:00-21:00 Sun: 08:00-21:00	No	No	No	No	Yes	Yes
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Table 5.5. Swindon pharmacies in North East PNA geographical area showing opening hours and locally commissioned services offered^{21,22,23}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Boots Pharmacy Unit 5-6 Greenbridge Retail Park Stratton Road SN3 3SG	Mon-Fri: 09:00-13:30 and 14:00-19:00 Sat: 09:00-13:30 and 14:00-19:05 Sun: 10:00-16:00	No	No	No	No	No	No
Home Farm Pharmacy 25 Newburgh Place Home Farm SN6 7DN	Mon-Fri: 09:00-12:45 and 14:00-19:00 Sat-Sun: Closed	No	No	No	No	No	No
Highworth Pharmacy 4 Sheep Street Market Place SN6 7AA	Mon-Fri: 09:00-17:30 Sat: 09:00-17:00 Sun: Closed	Yes	Yes	Yes	No	No	Yes
Merchiston Pharmacy St Margarets Chase Highworth Road SN3 4BF	Mon-Fri: 09:00-18:45 Sat: 09:00-13:00 Sun: Closed	Yes	Yes	Yes	No	No	No

²¹ NHS South West Collaborative Commissioning Hub

²² SBC Public Health

²³ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Table 5.6. Swindon pharmacies in South PNA geographical area showing opening hours and locally commissioned services offered^{24,25,26}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Jephson Pharmacy Ltd Wroughton Health Centre Barrett Way SN4 9LW	Mon-Fri: 08:30-18:30 Sat: 09:00-12:00 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Jephson Pharmacy Ltd 6 St John Road SN4 9ED	Mon-Fri: 09:00-17:00 Sat-Sun: Closed	Yes	Yes	Yes	Yes	No	No
Lawn Pharmacy 56 Guildford Avenue Lawn SN3 1JE	Mon-Fri: 08:30-13:00 and 14:00-18:00 Sat: 09:00-12:00 Sun: Closed	No	No	No	No	No	No
Jhoots Pharmacy The Health Centre Curie Avenue SN1 4GB	Mon-Fri: 09:00-13:00 and 14:00-18:15 Sat-Sun: Closed	Yes	Yes	Yes	Yes	No	No

²⁴ NHS South West Collaborative Commissioning Hub

²⁵ SBC Public Health

²⁶ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Table 5.7. Swindon pharmacies in West PNA geographical area showing opening hours and locally commissioned services offered^{27,28,29}

Pharmacy	Opening Hours	Stop Smoking	NHS Health Checks	Supervised Consumption of opiate substitute therapy	Needle and syringe provision (NSP)	Take home Naloxone (THN)	Alcohol brief interventions
Facechoice Pharmacy Freshbrook Village Centre Freshbrook SN5 8LY	Mon-Fri: 09:00-13:00 and 14:15-18:00 Sat: 09:00-12:00 Sun: Closed	Yes	Yes	Yes	No	No	No
Jhoots Pharmacy 2 Shaw Village Centre Shaw SN5 5PY	Mon-Fri: 09:00-18:00 Sat: 09:00-12:00 Sun: Closed	Yes	Yes	Yes	Yes	No	No
Ashington Way Pharmacy Ashington Way Westlea SN5 7XT	Mon-Fri: 08:30-18:00 Sat: 09:00-13:00 Sun: Closed	Yes	Yes	Yes	No	Yes	Yes
Rodbourne Pharmacy 167 Rodbourne Road SN2 2AY	Mon-Fri: 09:00-18:00 Sat: 09:00-13:00 Sun: Closed	No	No	No	No	No	No
Wellhub Pharmacy Dunwich Drive Toothill SN5 8SX	Mon-Fri: 09:00-13:00 and 14:00-18:00 Sat-Sun: Closed	No	No	No	No	No	No

²⁷ NHS South West Collaborative Commissioning Hub

²⁸ SBC Public Health

²⁹ Community Pharmacy England- Services Database. Available at: <https://cpe.org.uk/lpcs-and-local/locally-commissioned-services/local-services-database/>

Asda Pharmacy West Swindon District Centre Tewkesbury Way SN5 7DL 100 hour Pharmacy	Mon-Fri: 09:00-12:30 and 13:00-16:30 and 17:00-21:00 Sat: 09:00-12:30 and 13:00-16:30 and 17:00-21:00 Sun: 10:00-16:00	Yes	No	Yes	No	No	No
Sparcells Pharmacy Midwinter Close Peatmoor SN5 5AN	Mon-Fri: 09:00-13:00,14:00-18:00 Sat-Sun: Closed	Yes	Yes	Yes	Yes	No	No

Table 6. Community pharmacy opening hours, Core and Supplementary, by day of the week and PNA area³⁰

PNA Area	Number of Community Pharmacies	Open before 09:00 (Monday-Friday)	Open after 18:30 (Monday-Friday)	Open on Saturday	Open on Sunday
Central	8	4	1	5	2
East	3	0	0	2	0
North	6	1	4	5	3
North Central	5	3	1	4	1
North East	4	0	3	3	1
South	4	2	0	2	0
West	7	1	1	5	1
Swindon	37	11	10	26	8

³⁰ NHS South West Collaborative Commissioning Hub

Appendix 6: Dispensing General Practices and Pharmaceutical Services in Neighbouring Areas

Table 1. Dispensing General Practices³¹

PNA Area	Practice	Opening Hours
East	Wanborough Surgery* 3-5 Ham Road, Wanborough, Swindon, SN4 0DF	Mon, Wed: 08:30- 12:00 and 15:00 to 18:30 Tue, Thurs., Fri: 08:30- 12:00 Sat: 08:30- 09:30 (medication collection only) Sun: Closed
North East	Blunsdon Surgery 36 Berton Close, Blunsdon, Swindon, SN26 7BE	Mon: 15:00- 18:15 Tue, Thurs., Fri: 08:00- 12:15 Wed: 15:00- 19:15 Sat-Sun: Closed
South	Station House Surgery Station Road, Chiseldon, Swindon, SN4 0PW	Mon-Thurs.: 08:00- 18:30 Fri: 08:00- 17:00 Sat-Sun: Closed

* Branch of Ramsbury Surgery, located in Wiltshire, which serves patients within the boundaries of Swindon local authority area

³¹ NHS South West Collaborative Commissioning Hub

Table 2. Pharmaceutical Services in surrounding local authorities

The table below shows pharmacies within a 2 mile/3.2km buffer around Swindon local authority area. The PNA does not have information on commissioned services from pharmacies in surrounding local authorities.

Bordering Local Authority	Pharmacy
Oxfordshire	Shrivenham Pharmacy 50a High Street Shrivenham Wiltshire SN6 8AA
Wiltshire	Cohens Chemist 102 High Street Royal Wootton Bassett Wiltshire SN4 7AU
	Your Local Boots Pharmacy 100 High Street Cricklade Wiltshire SN6 6AA
	Purton Pharmacy 7 The Parade Pavenhill Purton Wiltshire SN5 4BX
Gloucestershire	Lechlade Pharmacy High Street Lechlade Gloucestershire GL7 3AA

Appendix 7: Draft PNA Consultation: Main Comments

Following the 60 day consultation period all responses were analysed and considered by the SBC PNA Working Group. Amendments were made to the draft document for clarity and accuracy as considered appropriate. The statutory consultee comments along with the actions taken (if necessary) are summarised below:

Statutory Consultee	Decision regarding PNA statement	Comments made	SBC PNA Working Group Actions/Comments (if applicable)
GP Practice	Disagree	<p>Swindon has less than the national average of pharmacies per 100000 and there are some large areas of Swindon that are not within a reasonable walking distance which needs to be taken into account as not everyone has a car. From the surgery in Tadpole it is a 40minute walk each way to the nearest chemist which is not reasonable when you are feeling unwell. There is no bus route from the surgery to the chemist.</p> <p>New chemists should be allowed to open in areas where there is a long walking distance to a chemist. Whilst there are distance selling chemists that patients can use for their prescriptions it does not work for acute urgent prescriptions such as antibiotics that need to be started on the same day so it is important all residents of Swindon have good access to in person community pharmacies. This also allows them to use face to face pharmacy first services and other pharmacy services such as blood pressure monitoring</p>	<ul style="list-style-type: none"> As listed in Appendix 5 (Table 2), Swindon has a total of 16 community pharmacies per 100,000 population (which increases to 17.4 per 100,000 population when considering distance selling pharmacies and dispensing practices). This is slightly lower the national average (19 community pharmacies per 100,000 population). There is no national guidance/recognition of the number of pharmacies per 100,000 population. Many other factors including housing developments and travelling distances have been taken into account when producing this draft PNA. Lack of access by foot does not necessarily indicate accessibility issues. In Tadpole Garden Village, car ownership is high, and there are adequate public transport options via bus to allow residents to access a pharmacy within a reasonable travel time. Maps 5.1 and 5.2 in Appendix 3 also indicate that pharmaceutical services are accessible within a 15 minute drive. In the public engagement survey, amongst 94 respondents, 68% said it took between 5 and 15 minutes to reach their pharmacy, with 58% reporting using their car to get there.

			<p>Only 1 in 20 participants reported having to travel more than 15 minutes to get to their pharmacy</p> <ul style="list-style-type: none"> It was recognised in the PNA draft that in some rural areas patients do not have local access to community pharmacies within their ward. The populations of these areas are eligible to access dispensing services from dispensing doctors and can access community pharmacies in neighbouring wards as well as larger villages or towns where they go to shop.
GP Practice	Disagree	Large parts of Swindon have areas where a pharmacy is not within a reasonable walking distance. Many patients do not drive nor have easy access to public transport, nor the financial means to pay for taxis. For example, a walk from the tadpole area to the closest pharmacy can be 40 minutes, maybe more for those less able.	This comment has been addressed in the steering group's response above.
Community Pharmacy Avon and Wiltshire	Agree	CPAW agrees with the conclusion of the draft PNA (adequate provision) and the statement that pharmaceutical provision within Swindon is considered satisfactory.	
Healthwatch Swindon	Agree	Although slightly below the national average per 100,000 population, we agree that pharmaceutical provision within Swindon is considered satisfactory	
Community Pharmacy	Agree	None	
Community Pharmacy	Agree	None	
Neighbouring HWB	Agree	The PNA appears to be a comprehensive assessment of population health needs, future population projections and provision of pharmaceutical services. All the relevant stakeholders have been involved in the process of producing the PNA. There is a clear rationale for the conclusions made.	

Pharmacy	Agree	We agree that provision is satisfactory. The survey does not cover Shrivenham but impacts on the village. A complicating factor for health care provision and particularly public health is that political boundaries do not align with NHS boundaries hence Shrivenham is in the Swindon and SW NHS economy but Oxfordshire (SE) for public health which complicates the provision of some services (e.g. addict services).	
Local Authority	Agree	Swindon is a growing town with a diverse population. We need to ensure residents can access the advice and services they need as close to home as possible.	Swindon pharmaceutical provision is routinely reviewed and any potential future need or gap can be addressed through future supplementary statements or via the production of a new PNA.
Great Western Hospitals NHS Foundation Trust	Disagree	<p>There is a need for patients to have medication in compliance aids to support social care, but this is not really covered in this draft. Why are the 100 hour pharmacies not open 100 hours routinely? Section 6.31 should read prescriptions from the UTC are dispensed by Boots which is a service commissioned by GWH. Clarification that internal prescriptions are dispensed but FP10 are not would be useful. It might also be worthwhile highlighting that the Pharmacy First service is not offered at the Boots on the GWH site</p> <p>It would be useful to know which pharmacies offer the urgent supply of medicines for palliative care under the enhanced services list, as this seems to be problematic in terms of knowing which pharmacy to try and if they are one of the 100 hour pharmacies/availability over weekends and bank holidays. Is this specified anywhere? How do patients know which pharmacy to try and obtain meds from?</p>	The information addressed is outside of the scope of the Pharmaceutical Needs Assessment's aims and objectives. Further information is publicly available and/or can be requested/discussed with the Local Pharmaceutical Committee or BSW ICB.

Neighbouring HWB	Agree	The 100 hours provision in Swindon is relevant for out of hours access to residents of north and east Wiltshire and if there were significant changes to this then a supplementary statement to the Wiltshire PNA may be issued.	
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