

## Appendix A – Legislative context

### Purpose

The purpose of this secondary evidence review is to understand the key changes in legislation and guidance papers relevant to pharmaceutical needs assessment (PNA) that have taken place since the previous PNA was carried out in 2021.

### Legislation

1. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 changed to *The National Health Service (Pharmaceutical and Local Pharmaceutical Services) (amendment) Regulations 2023* and came into effect on 31<sup>st</sup> July 2023.

### Outline of the regulatory changes

The following new Terms of Service are introduced:

- a notification procedure for introducing or changing **rest breaks**, by changing core opening hours;
  - a requirement to have a **business continuity plan dealing with temporary closures** and to action it in the event of a temporary closure (suspension);
  - provision for **local hours plans** to be agreed by the local Integrated Care Board (ICB) with temporarily reduced opening hours for participating pharmacies within the area of the plan;
  - a 'notification' procedure for **100-hour pharmacies** to reduce their total weekly hours to no less than 72 hours, subject to various requirements; and
  - other regulatory amendments, including changes to **fitness information** and the procedures for **applying to change core opening hours** and **notifying changes of supplementary opening hours**.
2. The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013. No changes noted.
  3. The Census Act 1920. Although there has been no change in the legislation, the previous PNA contained data from the 2011 Census. There was a Census in 2021 and if the data is already available, then this needs to be reflected in the development of the new PNA.
  4. The Medicine Act 1968. It provides a system of licensing for manufacturing and dealing in medicines, governing who can be a pharmacy contractor. No changes noted.
  5. The Health and Social Care Act 2012 established Health and Wellbeing Boards and transferred responsibility to develop and update pharmaceutical needs assessments from Primary Care Trusts (PCTs) to Health and Wellbeing Boards; the Act also established Clinical Commissioning Groups (CCGs). However, the *Health and Social Care Act 2022* formalised Integrated Care Systems which have two components, Integrated Care Partnerships (ICPs) and Integrated Care Boards (ICBs). For the purpose of the PNA, ICBs have taken the responsibility previously held by CCGs.

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## Guidance

1. Pharmaceutical Needs Assessment. Information pack for local authorities and wellbeing boards. October 2021. This guidance was published by the Department of Health and Social Care after the previous PNA. This guidance is instrumental in the development of this PNA and will be used.
2. Live Your Best Life. Since the introduction of the Integrated Care Systems, the Live Your Best Life Strategy was developed together by NHS providers, local councils, voluntary and community organisations and other partners with a focus on enabling residents to benefit from equitable opportunities to live their best life, wherever they are and wherever they live in the county. The strategy sets out how we can achieve better outcomes throughout life course and thorough shared aims will support and improve the health and wellbeing of those who live and work in our county. These principles, as set out in the strategy, will provide the golden thread for the PNA.
3. The NHS England Community Pharmacy Hepatitis C Antibody Testing Service. This service was decommissioned on April 1, 2023. The service was part of a national program to eliminate the hepatitis C virus (HCV) by 2025.
4. Any other guidance or document such as community profiles and joint strategic needs assessment used to inform the development of the PNA will be the latest available version.

## Organisational Changes

- Clinical Commissioning Groups (CCGs) have been replaced by Integrated Care Boards (ICB).
- NHS Improvement became part of NHS England in 2022.

## Recommendations

This short secondary evidence review recommends that the above noted changes are implemented in the production of 2025 Pharmaceutical Needs Assessment for North and West Northamptonshire.

## References

In order of appearance:

1. West Northamptonshire Health and Wellbeing Board pharmaceutical needs assessment. May 2021.
2. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Available at The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 ([legislation.gov.uk](https://www.legislation.gov.uk)) [Accessed 24 September 2024].
3. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) (amendment) Regulations 2023. Available at The National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment) Regulations 2023 ([legislation.gov.uk](https://www.legislation.gov.uk)) [Accessed 24 September 2024].
4. The Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013. Available at The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 ([legislation.gov.uk](https://www.legislation.gov.uk)) [Accessed 24 September 2024].
5. The Census Act 1920. Available at Census Act 1920 ([legislation.gov.uk](https://www.legislation.gov.uk)) [Accessed 24 September 2024].

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6. The Medicine Act 1968. Available at [Medicines Act 1968 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1968/28) [Accessed 24<sup>th</sup> September 2024].
7. The Health and Social Care Act 2012. Available at [Health and Social Care Act 2012 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2012/24) [Accessed 24 September 2024].
8. The Health and Social Care Act 2022. Available at [Health and Care Act 2022 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2022/24) [Accessed 24 September 2024].
9. Pharmaceutical Needs Assessment. Information pack for local authorities and wellbeing boards. October 2021. Available at [Pharmaceutical needs assessments: Information pack for local authority health and \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101111) [Accessed 24 September 2024].
10. Live Your Best Life. Integrated Care Northamptonshire. Available at [Integrated Care Northamptonshire launches 10-year strategy | Latest updates | Integrated Care Northamptonshire \(icnorthamptonshire.org.uk\)](https://www.icnorthamptonshire.org.uk) [Accessed 27 September 2024].

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## Appendix B – Steering Group Terms of Reference

### **Northamptonshire Pharmaceutical Needs Assessment Steering Group – Terms of Reference 2024**

#### **1. Key purpose**

A pharmaceutical needs assessment (PNA) is a legal requirement and must be updated every three years. It is the responsibility of the Local Authority and its Health and Wellbeing Boards to commission this by looking at the local needs of the population and identify gaps so that it can then be used as a tool in the commissioning of other services where they are needed.

This paper sets out the terms of reference for the Northamptonshire PNA Steering Group.

The steering group is established as a collective system group to lead the development and implementation process of the PNA to improve pharmaceutical service provision across the Northamptonshire area, the group will be responsible to:

- Advise and develop structures and processes to support the preparation of a comprehensive, well researched, well considered and robust PNA, building on expertise from across the local healthcare community, whilst ensuring the views of the main stakeholders are taken into account throughout the process of writing the document.

#### **2. Membership**

The steering group will be chaired and coordinated by the West Northamptonshire Public Health Team:

Roberta Borges-Stewart (Public Health Principal)

Secretariat: add-hoc provision as required.

##### **2.1 Membership will include:**

- North Northamptonshire Council
  - Public Health
  - Business Intelligence
  - Communications Team (for information)
- West Northamptonshire Council
  - Public Health
  - Business Intelligence
  - Communications Team (for information)
- Northamptonshire Integrated Care Board
  - Pharmacy Lead
  - Population Health
- Community Pharmacy BLMK and Northamptonshire
- Healthwatch Northamptonshire
- NHS England

Representatives of other functions or programmes will be invited as ad hoc attendees, as required by the business being discussed at each meeting.

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Members who are unable to attend the meeting are asked to send a representative to deputise on their behalf. The deputy must have enough knowledge and authority to effectively contribute to the meeting and make decisions on behalf of their organisation. In circumstances where your organisation is unable to attend, the organisation is encouraged to submit and update any relevant documents.

### **3. Format of Meeting**

#### **3.1 Meeting frequency:**

- Meetings will take place every second month for the duration of the project
- Meeting invitations will be sent out as a recurrence
- Small sub-groups set up to move actions forward and will report back to the wider group at the PNA Steering Group meeting.

#### **3.2 Documentation:**

- Agenda, action log, highlight reports and risks will be documented and shared with the group a week in advance
- Any relevant documents from partner agencies should be requested a week prior to the meeting, for it to be shared with wider group
- Minute taking to be completed by the secretariat.

#### **3.3 Post meeting responsibilities**

- Minutes of the meeting should be completed and shared within two weeks of meeting completion
- Actions should be shared with the minutes

#### **3.4 Quorum**

- For the meeting to be quorate, at least 4 organisations must be present. North and West Northamptonshire may deputise for each other upon agreement.

### **4. Governance**

The group will report the progress to both North and West Northamptonshire Health and Wellbeing Board.

### **5. Review**

The terms of reference and membership will be reviewed and agreed at the first meeting. Due to the finite life of the project, a review date will not be agreed. Notwithstanding that, any member of the steering group may ask for the terms of reference to be reviewed if necessary.

## Appendix C – Engagement questionnaire templates

Questions with a strike through were removed for version two of the questionnaire.

### Give us your views on Pharmaceutical Needs – Dispensing Appliance Contractors\*

#### Contractor details

- 1) Please provide the following:
  - a) Name of the organisation/business you are completing the questionnaire on behalf of:
  - b) Address or addresses of the premises for which the practice has premises approval to dispense from:

#### Delivery of dispensed items

- 2) What appliances, devices or dressings do you dispense from the pharmacy?

If the delivery service is restricted please confirm the patient groups who may use the service.

- 3) Apart from English are there any other languages available to patients from staff at the premises?
  - Yes
  - No

If you have selected yes, please tell us what languages

#### Housing developments

As new housing and other developments coming forward can impact some services, the PNA will need to identify whether people's needs can be met by the existing spread of pharmacies and dispensing appliance contractor premises.

- 4) Should there be an increase in demand due to the above, which of the below statements best reflects how you feel:

We have sufficient capacity within our existing premises and staffing levels	
We do not have sufficient premises and staffing capacity at present but could make adjustments to manage	
We do not have sufficient premises and staffing capacity and would have difficulty managing	

#### Provision of services post COVID-19

- 5) We recognise that you will have made changes to how your pharmaceutical service is provided as a result of Covid-19. Please can you give us information on those changes that you have taken into the 'new normal'?

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[Free text]

### Further information and recommendations

- 6) Using the space below, let us know if you feel there are any gaps in service provision and any ideas or recommendations you have to close the gaps

[Free text]

- 7) If you wish to receive a copy of the final report (this will be via a link to our website), please provide the following below:

Your name:  
Your role/position:  
Your email:

### Calling all Northamptonshire Pharmacies – we need your views

#### The Pharmacy

- 1) Pharmacy location: *(required)*
- North Northamptonshire
  - West Northamptonshire
- 2) Pharmacy ODS code of the pharmacy you are completing the questionnaire on behalf of:  
The ODS code is also known as the F code or pharmacy code and starts with the letter F.

[Free text]

- 3) Please supply the following
- a) Name of the pharmacy/dispensing appliance contractor premises/GP practice you are completing the questionnaire on behalf of:

[Free text]

- b) Address of the pharmacy/dispensing appliance contractor premises you are completing the questionnaire on behalf of:

[Free text]

### Consultation facilities and other assistance

- 4) Which of the following consultation facilities do you have (select all that apply):

On site consultation	
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Available consultation area on the premises that is wheelchair accessible	
Available consultant area on the premises (without wheelchair access)	
No consultation area on the premises but there is one planned to be delivered within next 12 months	
No consultation area available	
No consultation area but alternative area available	

- 5) If the pharmacy has any provision to assist those who may have a hearing or visual impairment, please tell us what the provisions are
- Hearing loop
  - Brail signage
  - Staff that use British sign language
  - Other (please state)

- ~~6) Apart from English are there any other languages available to patients from staff at the premises?~~

~~Yes~~

~~No~~

~~If you have selected yes, please tell us what languages~~

~~[Free text]~~

[ALTERNATIVE instead of 5 and 6] - **AGREED Alt below**

- 5) If the pharmacy has any provision to assist those with particular needs, please select what is available from the options below: (select all that apply)

- Hearing loop
- Brail signage
- Staff that use British sign language
- Language interpreter (please specify below which language's)
- Other (please state)

Other:

If you have selected language interpreter, please tell us what languages:

### Pharmacy First

- 7) Is your pharmacy participating in the Pharmacy First programme?  
Yes/no



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### Housing developments

As new housing and other developments coming forward can impact some services, the PNA will need to identify whether people's needs can be met by the existing spread of pharmacies and dispensing appliance contractor premises.

- 8) Should there be an increase in demand due to the above, which of the below statements best reflects how you feel:

We have sufficient capacity within our existing premises and staffing levels	
We do not have sufficient premises and staffing capacity at present but could make adjustments to manage	
We do not have sufficient premises and staffing capacity and would have difficulty managing	

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### Give us your views on Pharmaceutical Needs

1) How are you responding to this questionnaire (please select one answer):

- Resident in North Northamptonshire  
 Resident in West Northamptonshire

2) What is the first part of your postcode?

In order to help us more precisely map the results of the survey, please could you provide the first part of your postcode only (e.g., NN1, NN11, NN12, etc).

By providing us with this, you are consenting for us to use this information to understand roughly where you live. **If you do not wish for us to use this information in this way, please leave the below space blank.**

First part of your postcode: \_\_\_\_\_

### Your use

We would like to know how you use your pharmacy - either in person or by having someone else go there for you.

**Did you know:** Pharmacists can offer advice and over the counter medication to help with a range of common conditions and some minor injuries. You can read more about this from the [NHS](#) – how pharmacies can help

3) During the last 12 months; for what reason would you have used a pharmacy? Select all that apply.

- To collect a prescription for myself [SKIP to Q6]  
 To collect a prescription for someone else [SKIP to Q6]  
 To buy medicines for myself [SKIP to Q6]  
 To buy medicines for someone else [SKIP to Q6]  
 To buy plasters, bandages or dressings for myself [SKIP to Q6]  
 To buy plasters, bandages or dressings for someone else [SKIP to Q6]  
 To get advice for myself [SKIP to Q6]  
 To get advice for someone else [SKIP to Q6]  
 To receive a pharmacist consultation instead of going to a GP (for minor illness, blood pressure or contraception) for myself
- Other (please state below) [SKIP to Q6]
- I do not use a pharmacy

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4) Why don't you visit a pharmacy?

- I use an online service or internet pharmacy
- My GP dispenses my medication
- I have no need to visit a pharmacy

[Skip to About you]

How often do you usually use a pharmacy?

At least a few times a week

- Not every week but at least a few times a month
- Once a month
- Every 2 to 3 months
- Once or twice a year
- I don't know

5) When do you prefer to use a pharmacy? Select all that apply

	Between 9am and 12noon	After 12noon and before 2pm	After 2pm and before 5:30pm	Between 5:30pm and 9am (for example: out of hours services)	No preference
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

6) During the last 12 months; If you have not been able to use the pharmacy you usually use, for example because it was closed or the service you needed was not available, what did you do instead?

- I went to another pharmacy
- I waited until the pharmacy was open
- I went to my GP
- I went to the general hospital
- I went to a Walk In Centre
- I called 111
- Other (please state below)

7) Use the following space if you would like to tell us the reason for not using your usual pharmacy:

### Your choice of pharmacy

8) About the pharmacy you usually use

- a) Name of pharmacy:
- b) Location (name of town or village):

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9) Please could you tell us whether you:

- Always use the same pharmacy
- Use different pharmacies but prefer to visit one most often
- Always use different pharmacies

10) Why do you use this pharmacy? Select all that apply.

- It is in reasonable distance from my home or workplace
- It is in reasonable distance from my school, colleague or university
- The pharmacy collects my prescriptions or delivers my medicines
- The pharmacy is easy to access and offers face to face consultations
- They usually have what I need in stock
- The pharmacy has good opening hours
- The pharmacy is linked to my GP practice
- The pharmacy provides good advice & information
- It is very accessible for example it's wheelchair/baby buggy friendly
- It's a well-known big chain
- It's not one of the big chains
- There is a private area if I need to talk to the pharmacist
- I can order my repeat medicines for this pharmacy using the NHS app
- The pharmacy delivers other extra clinical services which I can use instead of going to a GP
- Other (please state below)

11) Is there a more convenient or closer pharmacy that you do not use?

- Yes
- No

12) If you have answered yes to the above, tell us why you do not use the more convenient or closest pharmacy? [Free text]

### Travelling to a pharmacy

13) If you go to the pharmacy by yourself or with someone, how do you usually get there?

- On foot
- By bus
- By car
- By bike
- By taxi
- Other (please state below)

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14) How long does it usually take to get to the pharmacy you usually use?

- Less than 5 minutes
- Between 5 and 15 minutes
- More than 15 minutes but less than 30 minutes
- More than 30 minutes

### Pharmacy services

15) We would like to know how you find out information about a pharmacy such as opening times or services being offered. Select all that apply.

- Phoning the pharmacy
- Phoning 111
- Using the NHS website
- Searching the internet
- Using social media
- Asking friends or family
- Visiting the pharmacy to ask
- Viewing information at the pharmacy
- Other (please state below)

16) When using the pharmacy you tend to use normally, and speaking to a pharmacist, to what extent do you feel comfortable with the following?

	Very comfortable	Comfortable	Neither comfortable nor uncomfortable	Uncomfortable	Very uncomfortable	Would rather not say
Discussing medication and treatments						
Discussing illnesses and related problems						
Discussing sensitive or private issues about my health						

- I do not talk to a pharmacist when I visit

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17) Let us know if there is anything else you would like to tell us about your local pharmacy services

### About you

Are you:

Please tick relevant answer

- Male
- Female
- Prefer not to say
- Other (please specify below)

Are you currently pregnant or have you had a baby in the last 6 months?

Please tick relevant answer

- Yes
- No
- Prefer not to say

How old are you?

Please tick relevant answer

- 0 to 9
- 10 to 19
- 20 to 29
- 30 to 49
- 50 to 64
- 65 to 74
- 75+
- Prefer not to say

Do you have a disability?

Please tick relevant answer

- Yes
- No
- Prefer not to say

If 'Yes,' please tick the appropriate box(es) which best describes your disability:

- Mental health
- Physical disability
- Hearing impairment
- Sight impairment
- Learning Disability
- Other

What is your religion or belief?

Please tick relevant answer

- None
- Christian

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- Hindu
- Jewish
- Muslim
- Sikh
- Buddhist
- Prefer not to say
- Any other religion (please state below)

How would you describe your ethnic origin?

Please tick relevant answer

- White British
- White Irish
- White Gypsy or Irish Traveller
- Other white background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background
- White and Black Caribbean
- White and Black African
- Caribbean
- African
- White and Asian
- Other mixed or multiple
- Other Black background
- Arab
- Prefer not to say
- Other ethnic group (please state below)

If you are 16 or over which of the following options best describes how you think of yourself?

Please tick relevant answer

- Bisexual
- Gay Man
- Gay Woman / Lesbian
- Heterosexual
- Prefer not to say

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

Please tick relevant answer

- Yes
- No

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Prefer not to say

Are you:

Please tick relevant answer

Married

Single

Civil Partnership

Co-habiting / living together

Widow / Widower

Prefer not to say

Other

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## Appendix D – List of pharmacy contractors in North Northamptonshire

**Table 1: List of pharmacy contractors in the Corby locality area**

<b>ODS code</b>	<b>Pharmacy name</b>	<b>Address</b>	<b>Postcode</b>
FA424	Pickfords Pharmacy	8 Spencer Court, Corby	NN17 1NU
FDJ32	Well	The Pharmacy, Great Oakley Medical Ctr, Barth Close, Great Oakley	NN18 8LU
FE508	Well	Health Village, Forest Gate Road, Corby	NN17 1TR
FET42	Boots	The Peel Centre, Phoenix Retail Park, Corby	NN17 5DT
FG866	Boots	Lakeside Surgery, Cottingham Road, Corby	NN17 2UR
FGD08	Thursfield Pharmacy	63 Corporation Street, Corby	NN17 1NQ
FGM22	Priors Hall Pharmacy	Priors Hall Park D C, Priors Hall Park, Corby	NN17 5GT
FK591	Healthlines Pharmacy	188 Studfall Avenue, Corby	NN17 1LJ
FNK96	Boots	75 Greenhill Rise, Corby	NN18 0LR
FNL92	Oakley Pharmacy	4 Charter Court, Oakley Vale, Corby	NN18 8QT
FPH44	Well	Woodsend Medical Centre, School Place, Gainsborough Road	NN18 0QP
FPW79	Asda Pharmacy	In-House Pharmacy, Phoenix Parkway, Lloyds Rd, Corby	NN17 5DT
FQC73	Pytchley Court Pharmacy	3 Pytchley Court, Corby	NN17 2QD
FXQ26	Tesco Instore Pharmacy	Oakley Road, Corby	NN18 8AL
FY287	Boots	44 Queens Square, Corby	NN17 1PD

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**Table 2: List of pharmacy contractors in the East Northamptonshire locality area**

<b>ODS code</b>	<b>Pharmacy name</b>	<b>Address</b>	<b>Postcode</b>
FAG79	Boots Uk Limited	4 Market Place, Oundle, Peterborough	PE8 4BQ
FAJ05	Pct Healthcare Limited	80 High Street, Irthlingborough, Wellingborough	NN9 5PX
FEC85	Jardines (U.K.) Limited	1 Brook Street, Raunds, Wellingborough	NN9 6LL
FF021	Boots Uk Limited	29 High Street, Rushden	NN10 0QE
FF272	Avicenna Retail Ltd	Rushden Medical Centre, Adnitt Road, Rushden	NN10 9TR
FG536	Cherry Pharma Limited	85-87 High Street, Rushden	NN10 0NZ
FHX02	Elder Pharma Limited	Saffron Road, Higham Ferrers, Rushden	NN10 8ED
FMD67	Avicenna Retail Ltd	46 High Street, Thrapston, Kettering	NN14 4JH
FN328	Barrington Healthcare Ltd	160 Newton Road, Rushden	NN10 0GP
FNK53	Jardines (U.K.) Limited	The Cottons, Meadow Lane, Raunds	NN9 6UA
FTX50	A.P.A.Limited	32 Market Place, Oundle, Peterborough	PE8 4BE
FX002	L Rowland & Co (Retail) Ltd	Parklands, Wymington Road, Rushden	NN10 9EB

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**Table 3: List of pharmacy contractors in the Kettering locality area**

<b>ODS code</b>	<b>Pharmacy name</b>	<b>Address</b>	<b>Postcode</b>
FA832	Thursfield Pharmacy	1 School Lane, Kettering	NN16 0DH
FAW98	Kettering Pharmacy	Unit 1 Mariners Way, Northfield Avenue, Kettering	NN16 8AR
FCJ71	Asda Pharmacy	Northfield Avenue, Kettering	NN16 9HU
FD738	Odessey Pharmacy	50 Trafalgar Road, Kettering	NN16 8DD
FK010	Thursfield Pharmacy	63-65 Gold Street, Kettering	NN16 8JB
FL841	Prospect Pharmacy	Prospect House, 121 Lower Street, Kettering	NN16 8DN
FLN04	Well	Linden Medical Centre, 54 Linden Avenue, Kettering	NN15 7NX
FM561	Elan Chemists	2 School Lane, Kettering	NN16 0DH
FMV69	Well	37 High Street, Desborough, Kettering	NN14 2NB
FNM68	Sage Pharmacy	18 Headlands, Kettering	NN15 7HP
FNP53	Boots	35 Gold Street, Newlands Centre, Kettering	NN16 8JB
FPG70	Saffron Pharmacy	Burton Latimer Hth Ctr, Higham Rd, Burton Latimer, Kettering	NN15 5PU
FQ031	Rothwell Pharmacy	New Rothwell Med Ctre, 109 Desborough Road, Rothwell	NN14 6JQ
FQH73	Well	15-17 Bridge Street, Rothwell, Kettering	NN14 6JW
FQX38	Pickfords Pharmacy	75 St.Johns Road, Kettering	NN15 5AZ
FTM76	An Patel Chemists	181 Mill Road, Kettering	NN16 0RH
FTT08	Sage Pharmacy	3 Field Street, Kettering	NN16 8EJ
FW770	Tesco Instore Pharmacy	Carina Road, Kettering	NN15 6XB
FXF99	Howitts Chemist	10 High Street, Desborough, Kettering	NN14 2QS

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**Table 4: List of pharmacy contractors in the Wellingborough locality area**

<b>ODS code</b>	<b>Pharmacy name</b>	<b>Address</b>	<b>Postcode</b>
FDR32	Day Lewis	Unit 2 Bushfield Centre, 4 Grafton Close, Wellingborough	NN8 5WA
FE316	Wellingborough Pharmacy	34 Cambridge Street, Wellingborough	NN8 1DW
FEV78	Redhill Pharmacy	2-3 Stubbs Close, Redhill Farm, Wellingborough	NN8 4UQ
FF205	Jardines Pharmacy	48 High Street, Irchester, Wellingborough	NN29 7AB
FG039	3Q Pharmacy	3 Queen Street, Wellingborough	NN8 4RW
FGC15	Cohens Chemist	108 Gold Street, Wellingborough	NN8 4ES
FJH67	The Pharmacy	95 Wellingborough Road, Finedon, Wellingborough	NN9 5LG
FM803	Boots	73-76 Corn Lane, Wellingborough	NN8 1EZ
FPK16	Earls Barton Pharmacy	26-28 The Square, Earls Barton	NN6 0NA
FT329	Cohens Chemist	Mannock Medical Centre, Irthlingborough Road, Wellingborough	NN8 1LT
FT635	Loyal Healthcare Ltd	1 Manor Court, Church Lane, Northampton	NN29 7TR
FTG01	A1 Chemist	4 Herriotts Lane, Queen Street, Wellingborough	NN8 4PT
FVT68	Rowlands Pharmacy	New Queensway Medical Ctr, 12-14 Olympic Way, Wellingborough	NN8 3QE
FW163	Berrymoor Court	2-3 Berrymoor Court, Berrymoor Road, Wellingborough	NN8 2DL
FWA12	Tesco Instore Pharmacy	Victoria Park, Turnells Mill Lane, Wellingborough	NN8 2EF
FWD45	Croyland Ltd	77 London Road, Wollaston, Wellingborough	NN29 7QP

## Appendix E – Remaining demography and overall health needs data tables and figures

**Table 5: Mortality rates (per 100,000 population) – leading cause of death, 2021. All age, all males**

<b>Cause</b>	<b>Northamptonshire</b>	<b>East Midlands</b>	<b>England</b>
All causes	1,218	1,133	1,041
Neoplasms	305	312	289
Cardiovascular diseases	229	255	238
Respiratory infections and tuberculosis	184	225	215
Chronic respiratory diseases	83	84	74
Neurological disorders	59	65	62
Digestive diseases	43	46	43
Injuries	36	38	36
Diabetes and kidney diseases	24	25	22
Other non-communicable diseases	16	16	15
Substance use disorders	9	8	10
Skin and subcutaneous diseases	3	3	3
Musculoskeletal disorders	2	2	3
Maternal and neonatal disorders	2	2	2
Other infectious diseases	2	2	2
Enteric infections	2	1	1
HIV/AIDS and sexually transmitted infections	0	0	1
Nutritional deficiencies	0	0	0
Neglected tropical diseases and malaria	0	0	0
Mental disorders	0	0	0

**Table 6: Mortality rates (per 100,000 population) – leading cause of death, 2021. All age, all females**

Cause	Northamptonshire	East Midlands	England
All causes	1,003	1,001	943
Neoplasms	252	266	246
Cardiovascular diseases	195	231	217
Respiratory infections and tuberculosis	136	162	172
Neurological disorders	77	92	91
Chronic respiratory diseases	73	76	70
Digestive diseases	46	51	46
Diabetes and kidney diseases	29	30	24
Injuries	22	26	23
Other non-communicable diseases	19	20	18
Musculoskeletal disorders	5	5	6
Skin and subcutaneous diseases	5	5	4
Substance use disorders	4	3	4
Maternal and neonatal disorders	2	2	2
Other infectious diseases	2	2	2
Enteric infections	2	2	1
HIV/AIDS and sexually transmitted infections	0	0	0
Nutritional deficiencies	0	0	0
Mental disorders	0	0	0
Neglected tropical diseases and malaria	0	0	0

**Table 7: Uptake of flu vaccination (aged 65 and over) in North Northamptonshire, East Midlands and England, 2022/23 to 2023/24**

Locality	% 2022/23	Count 2022/23	% 2023/24	Count 2023/24
North Northamptonshire	80.3	48,500	78.8	53,932
East Midlands	82.1	783,027	80	808,564
England	79.9	8,563,418	77.8	8,608,243

**Table 8: Uptake of flu vaccination (at risk individuals) in North Northamptonshire, East Midlands and England, 2022/23 to 2023/24**

Locality	% 2022/23	Count 2022/23	% 2023/24	Count 2023/24
North Northamptonshire	51.2	25,817	41.9	24,808
East Midlands	51.8	360,588	43.3	345,922
England	49.1	4,098,547	41.4	3,908,092

**Table 9: Uptake of flu vaccination (2 – 3 year olds) in North Northamptonshire, East Midlands and England, 2022/23 to 2023/24**

Locality	% 2022/23	Count 2022/23	% 2023/24	Count 2023/24
North Northamptonshire	40.3	3,384	39.5	3,296
East Midlands	44.3	45,732	44.2	45,040
England	43.7	545,525	44.4	521,735

**Table 10: Uptake of flu vaccination (Primary school aged children) in North Northamptonshire, East Midlands and England, 2022/23 to 2023/24**

Locality	% 2022/23	Count 2022/23	% 2023/24	Count 2023/24
North Northamptonshire	48.5	14,744	48.2	14,678
East Midlands	54.6	219,358	51.1	204,351
England	56.3	2,647,295	55.1	2,552,536

**Table 11: Numbers and proportion of COVID-19 vaccination doses and boosters administered in North Northamptonshire by 2022**

Dose/booster	Count	Percentage
First doses administered	267,925	78.90%
Second doses administered	256,423	75.50%
First booster doses administered	203,396	59.90%
Second booster doses administered	25,547	7.50%

### Appendix F – Locally commissioned services

Data in this section has been obtained directly from the commissioner, i.e., North Northamptonshire Council.

North Northamptonshire Council commissions **5** services from community pharmacies: Emergency Hormonal Contraception (EHC), Needle Exchange Service, Supervised Consumption Service, NHS Health Checks and the Emergency Infant Feeding Pathway.

Northamptonshire Integrated Care Board commission **2** services from community pharmacies: Covid Medicines Delivery Unit (CMDU) Triage and Treatment Service and Palliative Care End of Life – Emergency Stock Service.

Emergency Hormonal Contraception is available free-of-charge to young females of child-bearing potential through community pharmacies across North Northamptonshire. As of January 2025, **10** pharmacies in North Northamptonshire provide this service out of **62** pharmacies. The service is distributed across community pharmacies in all locality areas: **4** in Kettering, **3** in Corby, **2** in Wellingborough, **1** in East Northamptonshire.

The Supervised Consumption Programme ensures safe and monitored medication use for individuals undergoing Medication-Assisted Treatment, specifically for those using methadone, buprenorphine, and buprenorphine/naloxone. **43** pharmacies in North Northamptonshire provide this service out of **62** pharmacies. This service is distributed across community pharmacies in all place-based partnership areas: **12** in Kettering, **11** in Corby, **10** in Wellingborough, **10** in East Northamptonshire.

The Needle Exchange Service offers sterile injecting equipment and promotes safer injecting practices for individuals who misuse drugs, particularly those not in structured treatment. **17** pharmacies in North Northamptonshire provide this service out of 62 pharmacies. This service is distributed across community pharmacies in all locality areas: **5** in Kettering, **3** in Corby, **6** in Wellingborough, **3** in East Northamptonshire.

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease and strokes. During the check-up patients will have the opportunity to discuss how to reduce the risk of these conditions. The NHS Health Check is available to adults aged 40-74 and should be offered every 5 years. Those with certain pre-existing conditions that the NHS Health Check screens for may be ineligible for the programme. Locally, NHS Health Checks are available through **3** pharmacy chains, with **6** pharmacies offering NHS Health Checks in Kettering and **1** in Corby.

The Emergency Infant Feeding Pathway is designed to support families experiencing food insecurity who may rely on formula milk to provide nutrition for their babies under 1 year. Support is provided through an emergency supply of infant formula as well as wrap around support to help families find more sustainable solutions to financial hardship. This service is not promoted to the public and is accessed via professional referral only for those families in an emergency situation. There are **4** pharmacies delivering this service in North Northamptonshire: **2** in Corby, **1** in Wellingborough, **1** in Kettering and **1** in East Northamptonshire.

The COVID-19 Medicines Delivery Unit (CMDU) Triage and Treatment Service provides assessment and Covid antiviral treatment for patients who are in the 'highest risk group' of clinical vulnerability. These treatments include intravenous infusions of neutralising



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monoclonal antibodies (nMABs) or oral antiviral medications, specifically for high-risk patients who have tested positive with a PCR test. **4** pharmacies in North Northamptonshire provide this service out of **62** pharmacies. This service is distributed across community pharmacies in all locality areas: **2** in Kettering, **1** in Corby and **1** in Wellingborough.

Palliative Care End of Life – Emergency Stock Service provides palliative care patients with good symptom control and maintenance by ensuring that there is an on-demand supply of palliative care drugs available from a network of pharmacies spread geographically across the NHS Northamptonshire ICB area. This service requires the pharmacy to maintain the required stock of palliative care drugs in line with the agreed list of palliative care drugs. **10** pharmacies in North Northamptonshire provide this service out of **62** pharmacies. This service is distributed across community pharmacies in all place-based partnership areas: **2** in Kettering, **3** in Corby, **3** in Wellingborough, **2** in East Northamptonshire.

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Appendix G – Locality maps of pharmacy contractors

Figure 1: Map of pharmacy and dispensing GP practices in Corby locality

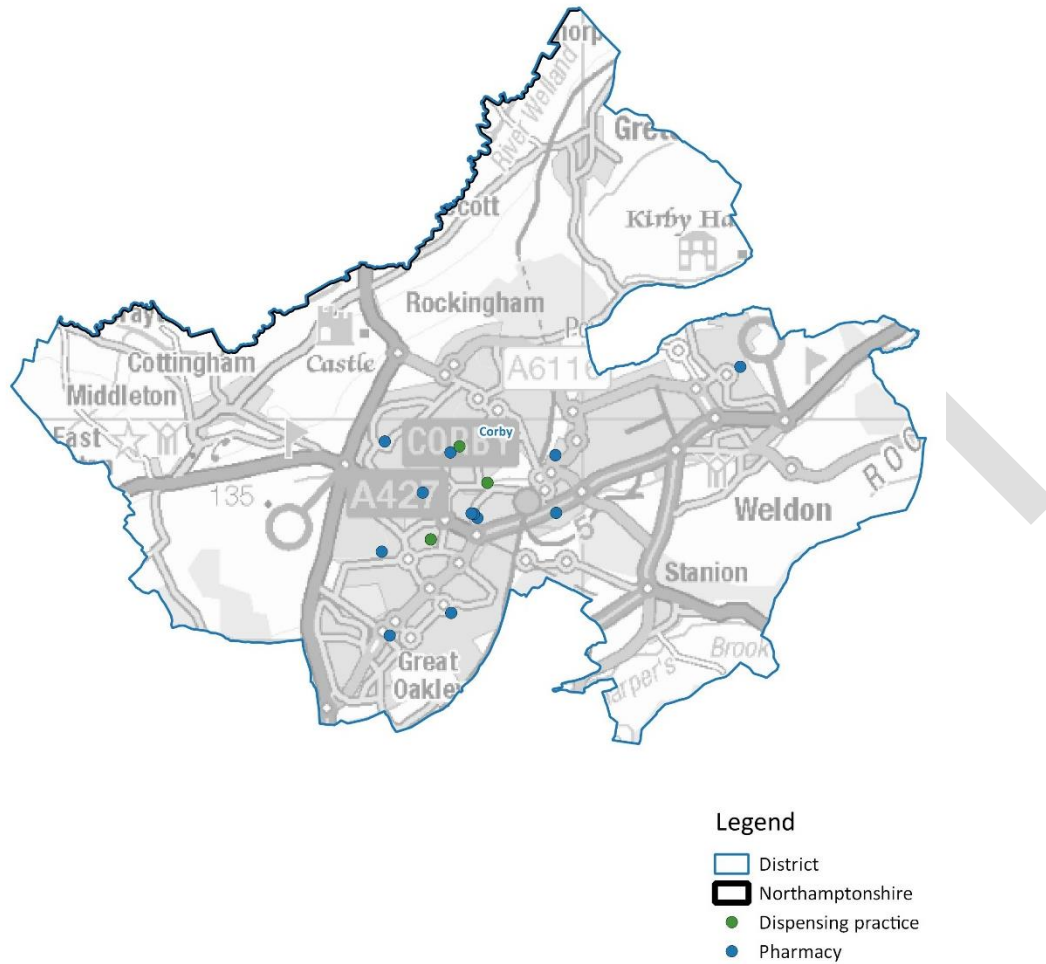


Figure 2: Map of pharmacy and dispensing GP practices in East Northamptonshire locality

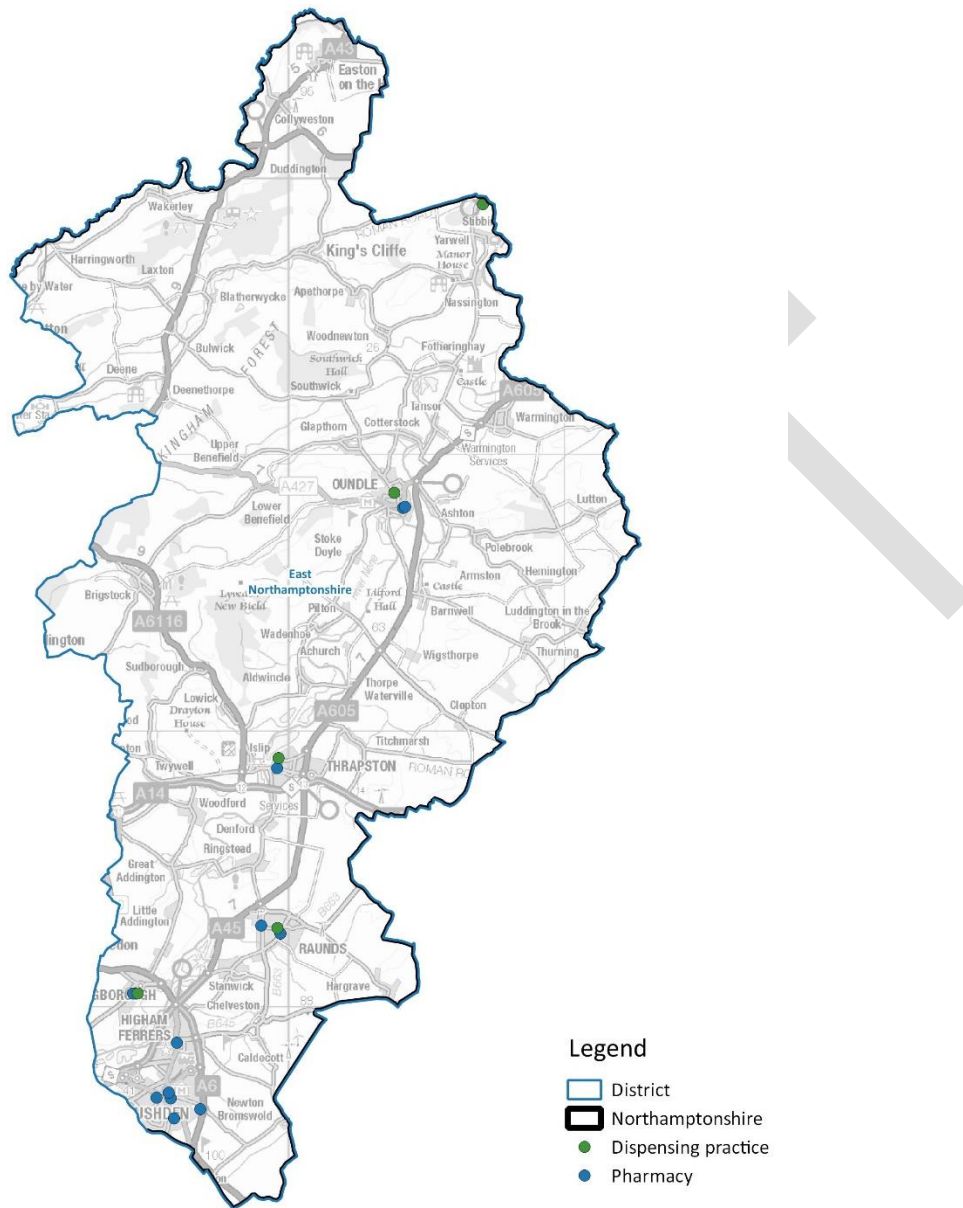


Figure 3: Map of pharmacy and dispensing GP practices in Kettering locality

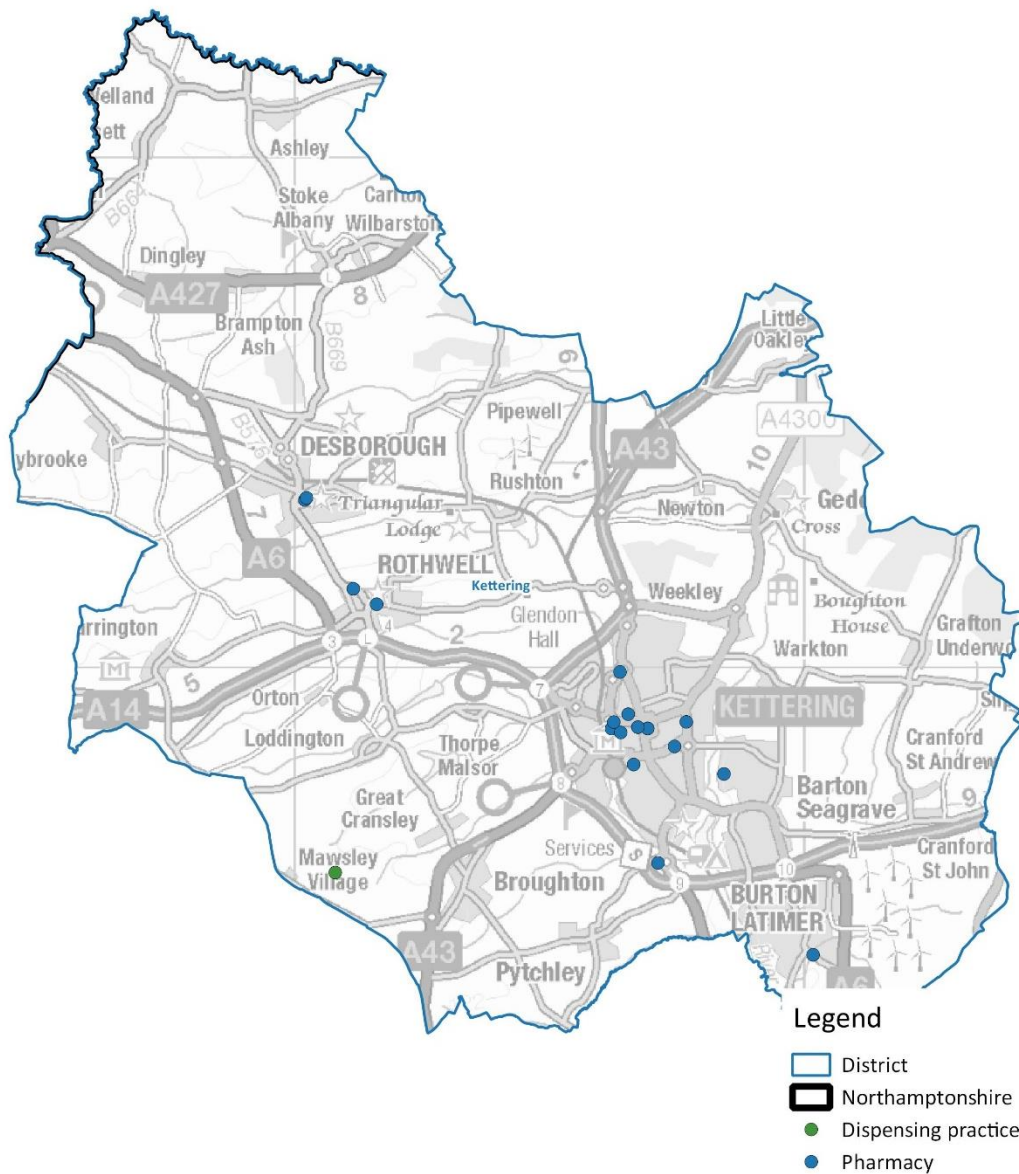
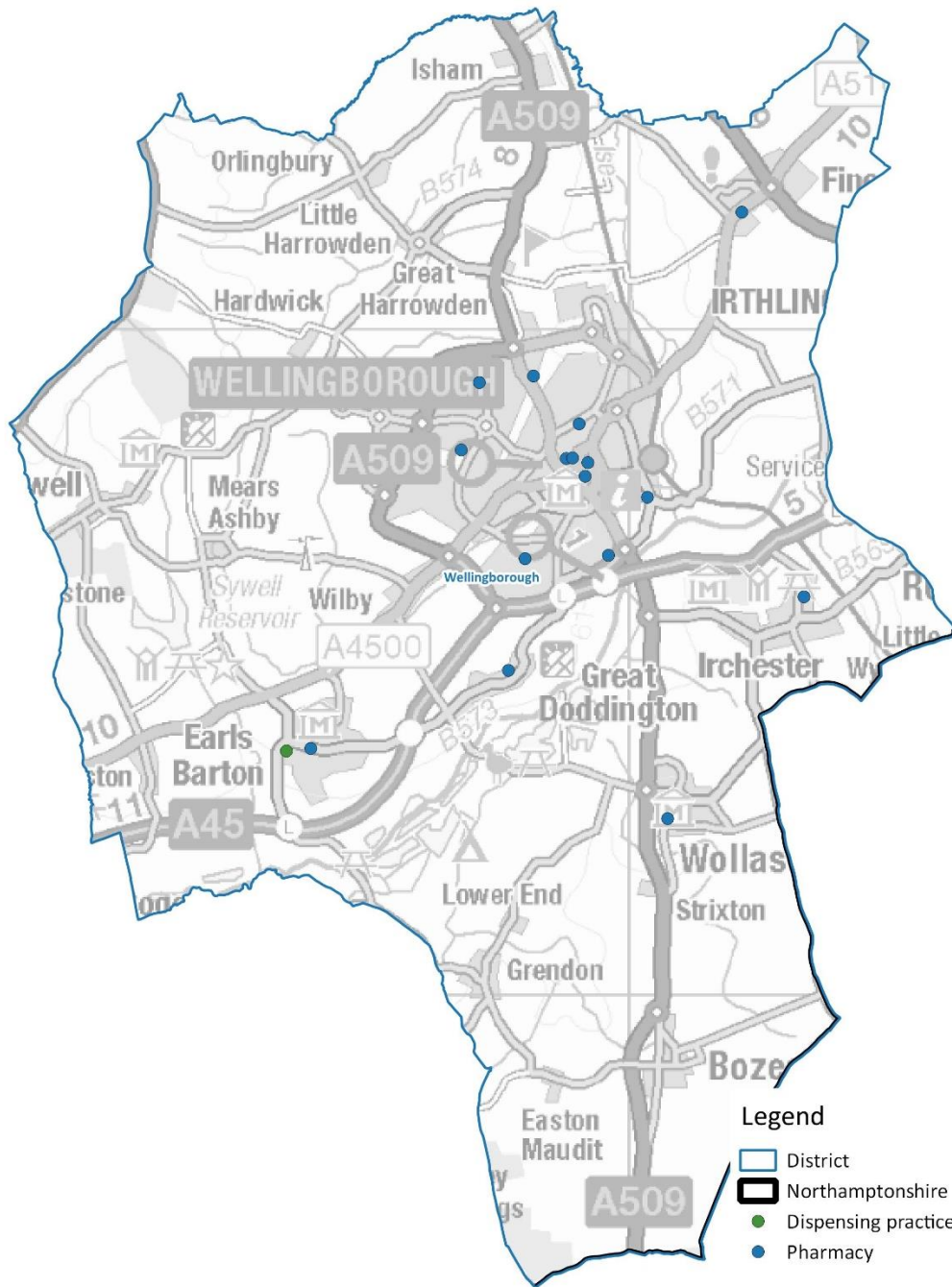


Figure 4: Map of pharmacy and dispensing GP practices in Wellingborough locality



## Appendix H – Opening times of community pharmacies in North Northamptonshire

**Table 12: Opening hours for pharmacies in Corby locality**

ODS code	Pharmacy name	Postcode	Weekday opening hours	Saturday opening hours	Sunday opening hours
FA424	Pickfords Pharmacy	NN17 1NU	09:00-21:00	09:00-21:00	10:00-20:00
FDJ32	Well	NN18 8LU	08:30-18:00	Closed	Closed
FE508	Well	NN17 1TR	08:30-18:00	Closed	Closed
FET42	Boots	NN17 5DT	09:00-13:00, 14:00-18:00	09:00-18:00	Closed
FG866	Boots	NN17 2UR	09:00-18:30	08:00-18:30	Closed
FGD08	Thursfield Pharmacy	NN17 1NQ	09:00-17:30	09:00-13:00	Closed
FGM22	Priors Hall Pharmacy	NN17 5GT	09:00-17:30	09:00-13:00	Closed
FK591	Healthlines Pharmacy	NN17 1LJ	09:00-18:00	09:00-13:00	Closed
FNK96	Boots	NN18 0LR	09:00-17:30	09:00-13:00	Closed
FNL92	Oakley Pharmacy	NN18 8QT	09:00-18:00	Closed	Closed
FPH44	Well	NN18 0QP	08:00-18:00	Closed	Closed
FPW79	Asda Pharmacy	NN17 5DT	09:00-20:00	09:00-20:00	10:00-16:00
FQC73	Pytchley Court Pharmacy	NN17 2QD	09:00-17:30	09:00-13:00	Closed
FXQ26	Tesco Instore Pharmacy	NN18 8AL	09:00-21:00	09:00-21:00	10:00-16:00
FY287	Boots	NN17 1PD	09:30-17:30	09:30-17:30	Closed

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Table 13: Opening hours for pharmacies in East Northamptonshire locality

ODS code	Pharmacy name	Postcode	Weekday opening hours	Saturday opening hours	Sunday opening hours
FAG79	Boots Uk Limited	PE8 4BQ	08:30-18:00	08:30-17:00	Closed
FAJ05	Pct Healthcare Limited	NN9 5PX	08:45-18:00	09:00-15:00	Closed
FEC85	Jardines (U.K.) Limited	NN9 6LL	09:00-17:30	09:00-14:00	Closed
FF021	Boots Uk Limited	NN10 0QE	09:00-13:30, 14:00-17:30	09:00-13:30, 14:00-17:30	Closed
FF272	Avicenna Retail Ltd	NN10 9TR	09:00-13:00, 14:00-18:00	Closed	Closed
FG536	Cherry Pharma Limited	NN10 0NZ	09:00-17:30	09:00-17:00	Closed
FHX02	Elder Pharma Limited	NN10 8ED	08:30-18:00	09:00-13:00	Closed
FMD67	Avicenna Retail Ltd	NN14 4JH	09:00-13:00, 14:00-18:00	09:00-13:00	Closed
FN328	Barrington Healthcare Ltd	NN10 0GP	08:00-18:00	Closed	Closed
FNK53	Jardines (U.K.) Limited	NN9 6UA	08:45-18:30	Closed	Closed
FTX50	A.P.A.Limite d	PE8 4BE	09:00-18:00	09:00-13:00	Closed
FX002	L Rowland & Co (Retail) Ltd	NN10 9EB	09:00-18:00	Closed	Closed

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Table 14: Opening hours for pharmacies in Kettering locality

ODS code	Pharmacy name	Postcode	Weekday opening hours	Saturday opening hours	Sunday opening hours
FA832	Thursfield Pharmacy	NN16 0DH	09:00-13:00, 14:00-18:00	09:00-13:00	Closed
FAW98	Kettering Pharmacy	NN16 8AR	08:00-21:00	09:00-21:00	09:00-21:00
FCJ71	Asda Pharmacy	NN16 9HU	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	10:00-16:00
FD738	Odessey Pharmacy	NN16 8DD	09:00-18:00	Closed	Closed
FK010	Thursfield Pharmacy	NN16 8JB	09:00-17:30	09:00-13:00	Closed
FL841	Prospect Pharmacy	NN16 8DN	08:45-18:00	09:00-12:00	Closed
FLN04	Well	NN15 7NX	08:30-18:00	Closed	Closed
FM561	Elan Chemists	NN16 0DH	08:30-18:00	Closed	Closed
FMV69	Well	NN14 2NB	09:00-18:15	09:00-12:30	Closed
FNM68	Sage Pharmacy	NN15 7HP	08:30-18:30	Closed	Closed
FNP53	Boots	NN16 8JB	09:00-17:30	09:00-17:00	Closed
FPG70	Saffron Pharmacy	NN15 5PU	08:30-18:00	09:00-13:00	Closed
FQ031	Rothwell Pharmacy	NN14 6JQ	08:30-18:00	Closed	Closed
FQH73	Well	NN14 6JW	09:00-18:00	09:00-12:00	Closed
FQX38	Pickfords Pharmacy	NN15 5AZ	09:00-18:00	Closed	Closed
FTM76	An Patel Chemists	NN16 0RH	09:00-18:00	09:00-13:00	Closed
FTT08	Sage Pharmacy	NN16 8EJ	09:00-17:30	Closed	Closed
FW770	Tesco Instore Pharmacy	NN15 6XB	08:00-20:00	08:00-20:00	10:00-16:00
FXF99	Howitts Chemist	NN14 2QS	09:00-13:00, 14:00-18:00	Closed	Closed



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Table 15: Opening hours for pharmacies in Wellingborough locality

ODS code	Pharmacy name	Postcode	Weekday opening hours	Saturday opening hours	Sunday opening hours
FDR32	Day Lewis	NN8 5WA	09:00-18:00	Closed	Closed
FE316	Wellingborough Pharmacy	NN8 1DW	09:00-17:30	09:00-17:30	Closed
FEV78	Redhill Pharmacy	NN8 4UQ	08:30-18:00	Closed	Closed
FF205	Jardines Pharmacy	NN29 7AB	09:00-18:00	Closed	Closed
FG039	3Q Pharmacy	NN8 4RW	08:00-21:00	08:00-21:00	08:00-18:00
FGC15	Cohens Chemist	NN8 4ES	09:00-12:00, 13:00-18:00	Closed	Closed
FJH67	The Pharmacy	NN9 5LG	09:00-18:00	09:00-12:30	Closed
FM803	Boots	NN8 1EZ	09:00-17:30	08:30-17:00	10:00-16:00
FPK16	Earls Barton Pharmacy	NN6 0NA	08:30-17:30	08:30-17:00	Closed
FT329	Cohens Chemist	NN8 1LT	08:30-18:00	Closed	Closed
FT635	Loyal Healthcare Ltd	NN29 7TR	09:00-18:00	Closed	Closed
FTG01	A1 Chemist	NN8 4PT	08:30-18:00	09:00-13:00	Closed
FVT68	Rowlands Pharmacy	NN8 3QE	09:00-13:00, 13:20-17:30	09:00-12:00	Closed
FW163	Berrymoor Court	NN8 2DL	09:00-17:30	09:00-13:00	Closed
FWA12	Tesco Instore Pharmacy	NN8 2EF	09:00-21:00	09:00-21:00	10:00-16:00
FWD45	Croyland Ltd	NN29 7QP	09:00-18:15	09:00-12:00	Closed

Appendix I – Map of necessary and other relevant services

Figure 5: Location of pharmacies providing Flu Vaccination Service in Northamptonshire.

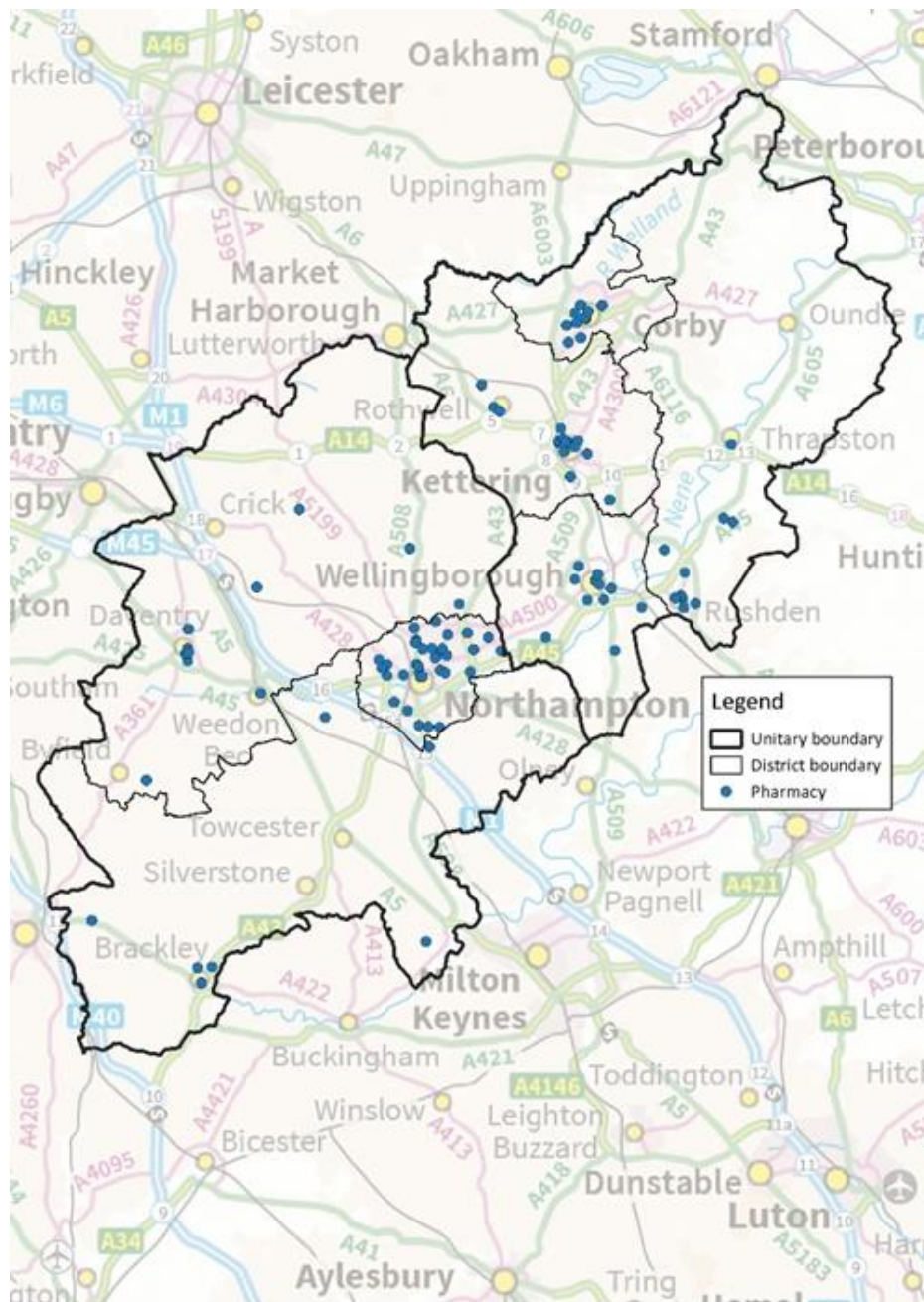


Figure 6: Location of pharmacies providing COVID-19 Vaccination Service in Northamptonshire.

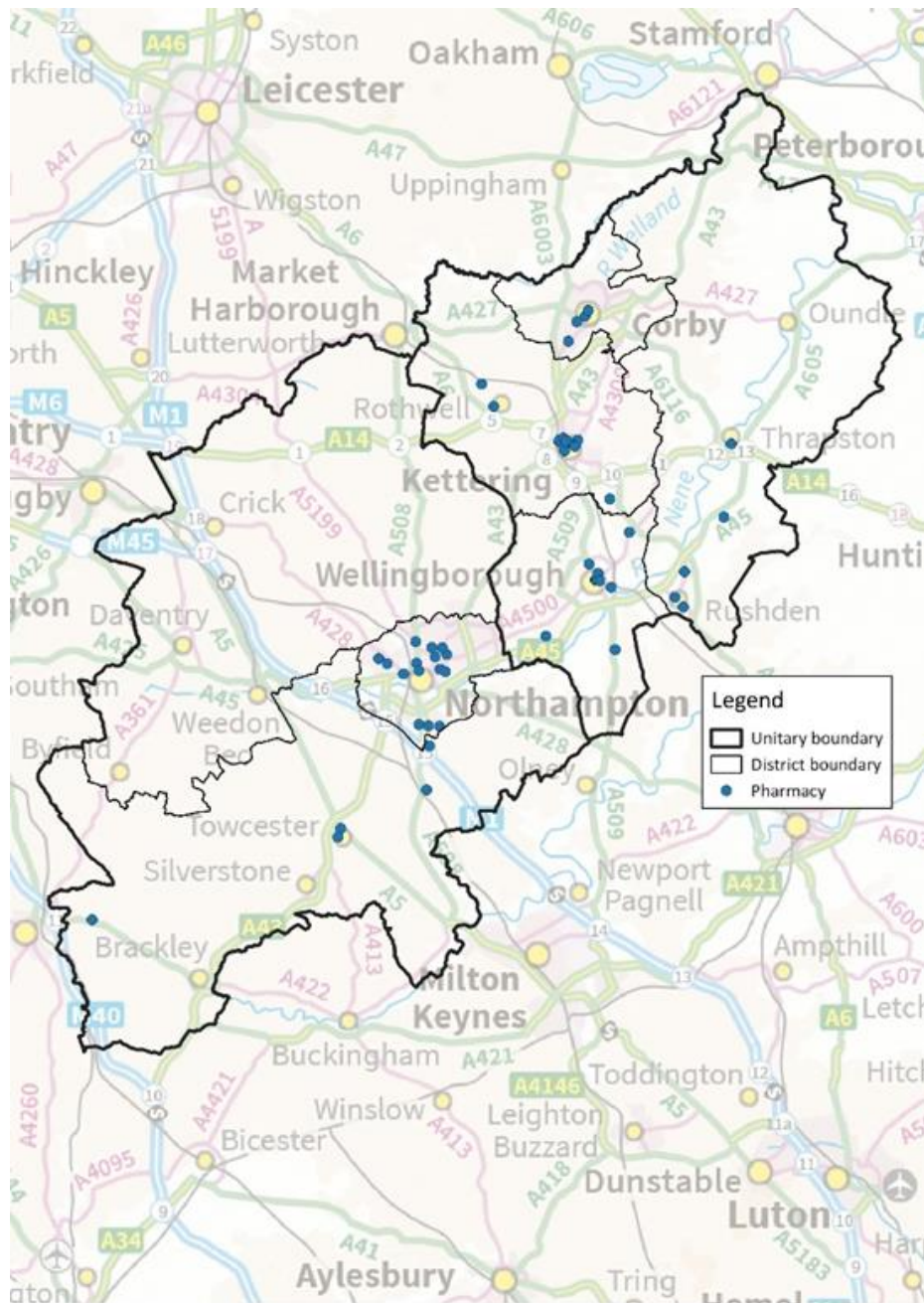


Figure 7: Location of pharmacies providing New Medicine Service in Northamptonshire.

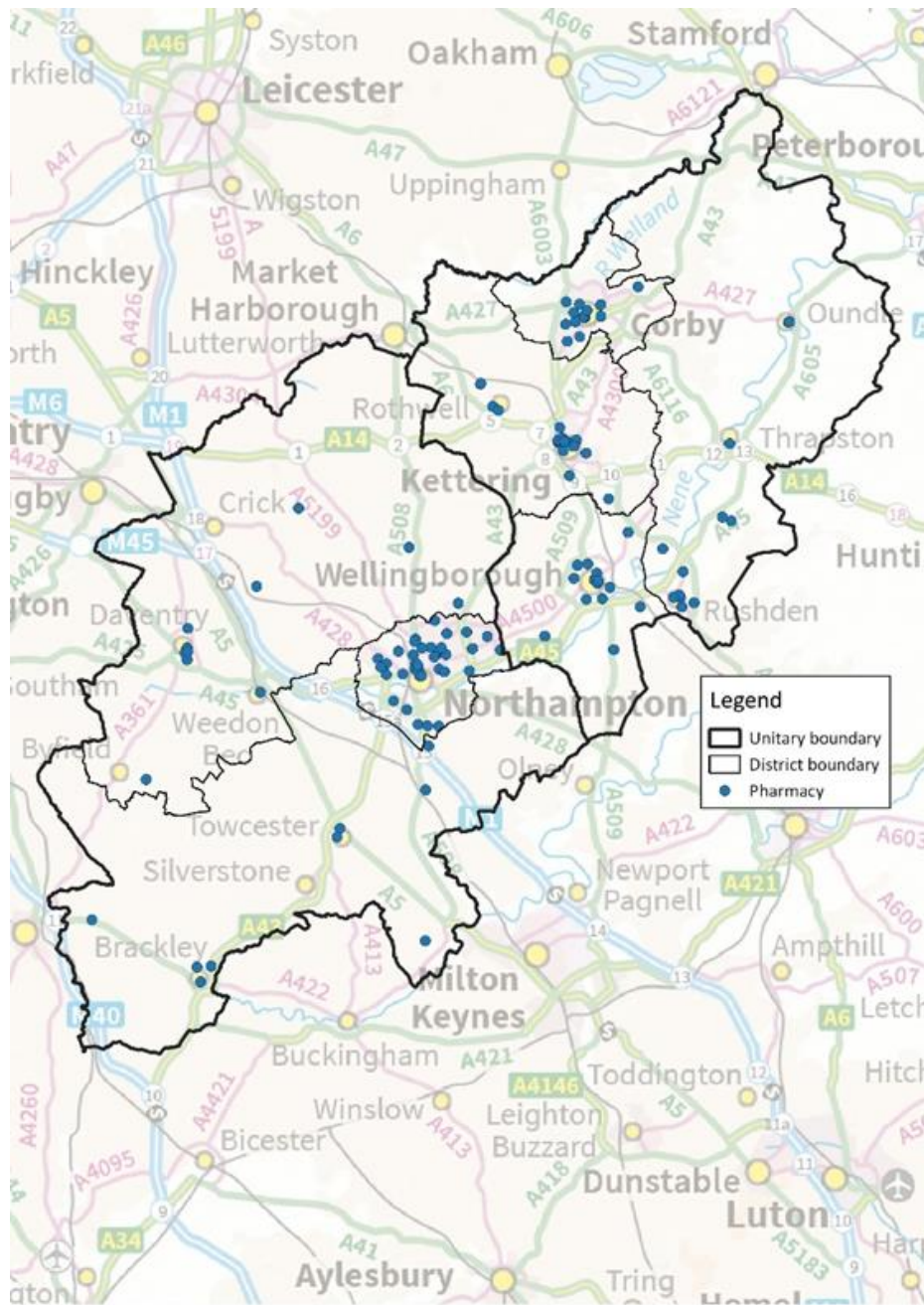


Figure 8: Location of pharmacies providing Hypertension Case-Finding Service in Northamptonshire.

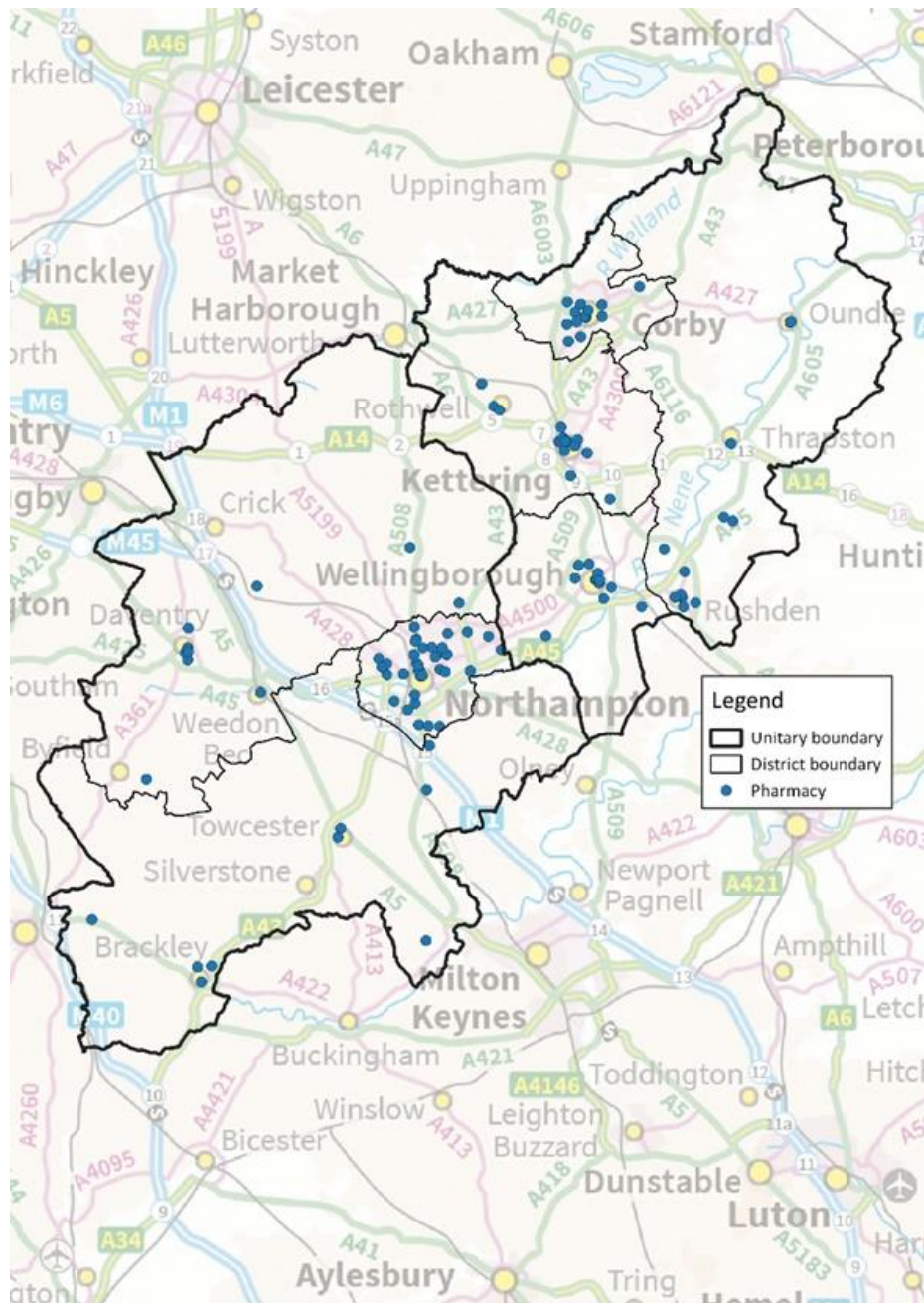


Figure 9: Location of pharmacies providing Pharmacy First Service in Northamptonshire.

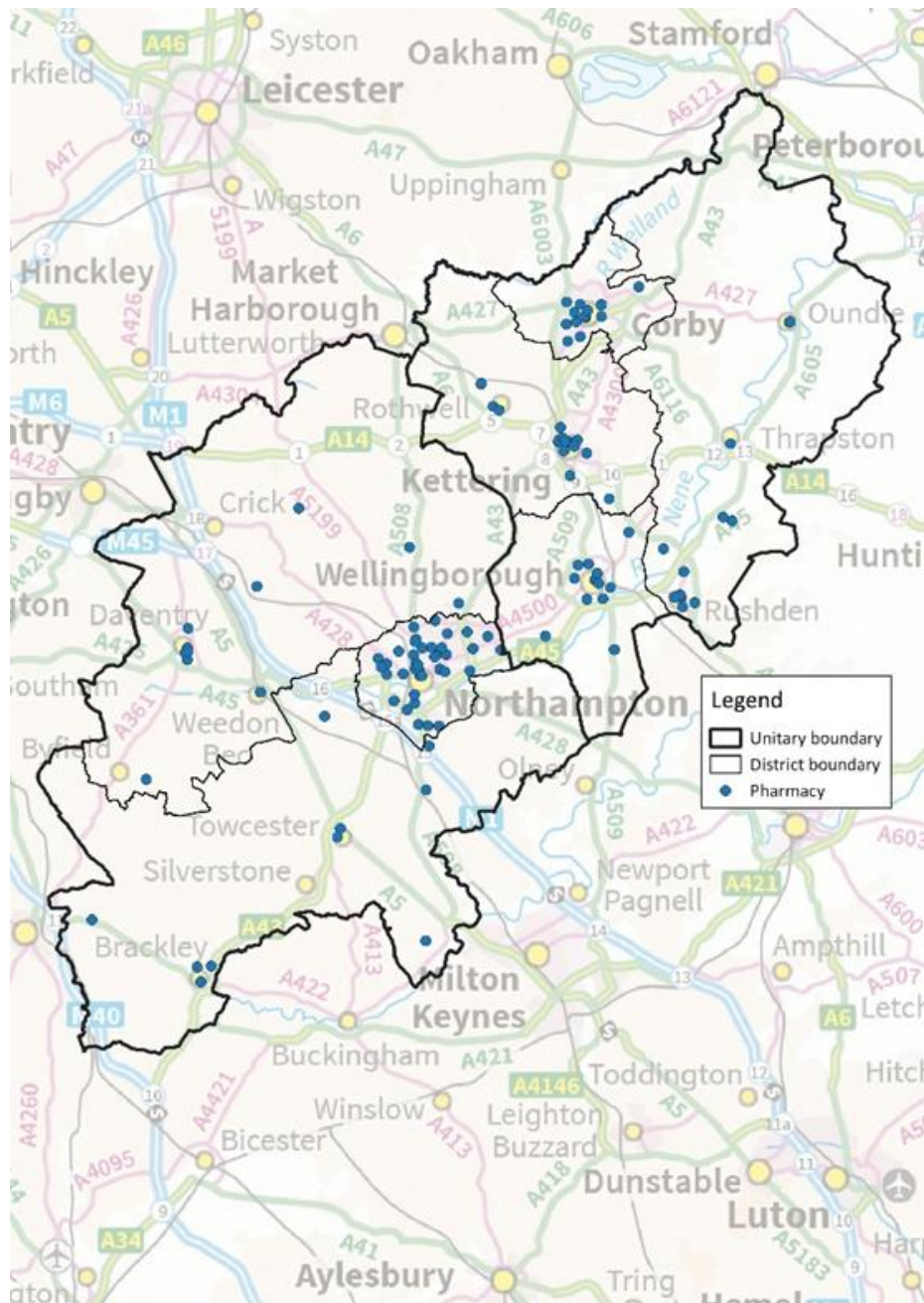


Figure 10: Location of pharmacies providing Pharmacy Contraception Service in Northamptonshire.

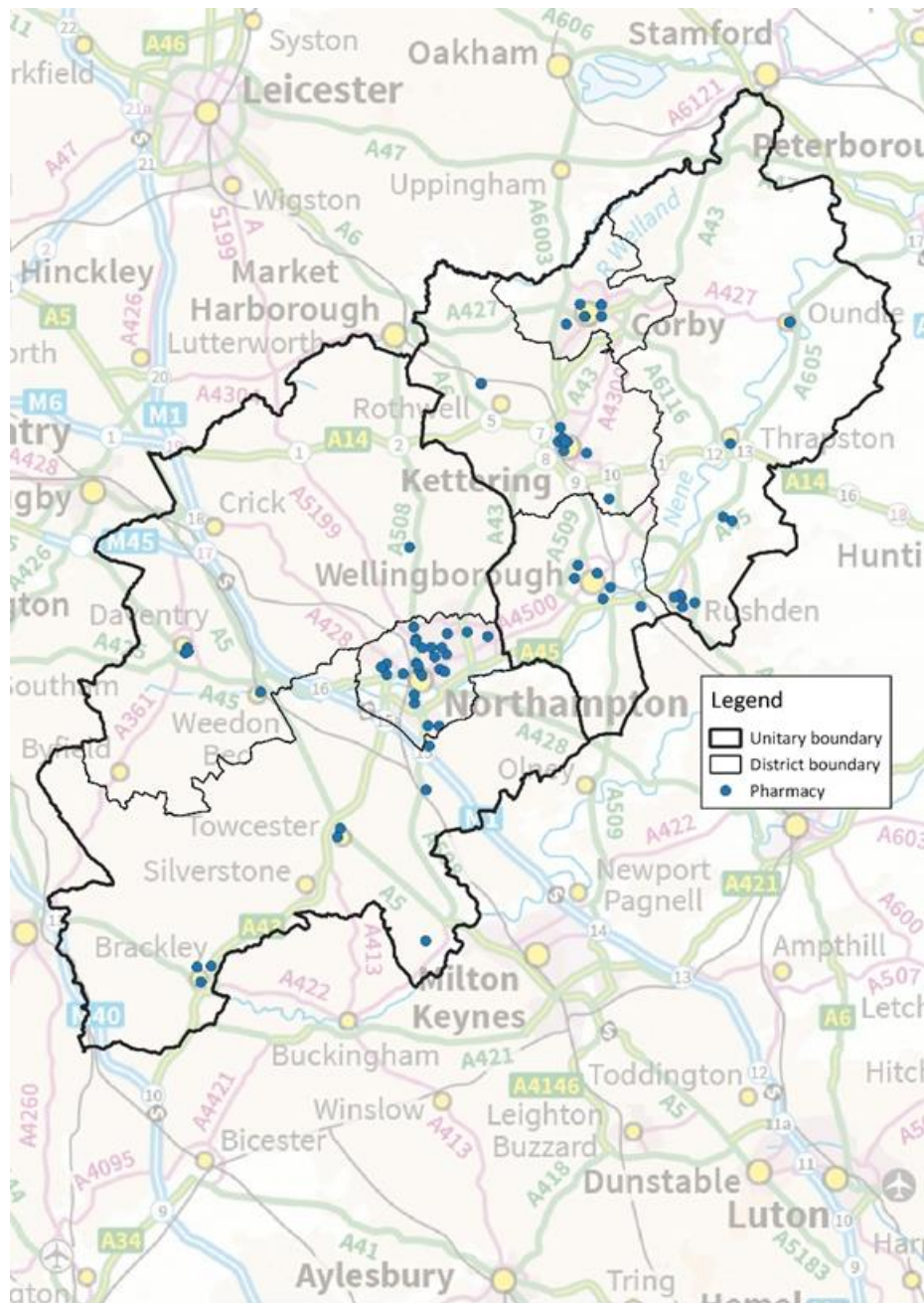


Figure 11: Location of pharmacies providing Lateral Flow Device Service in Northamptonshire.

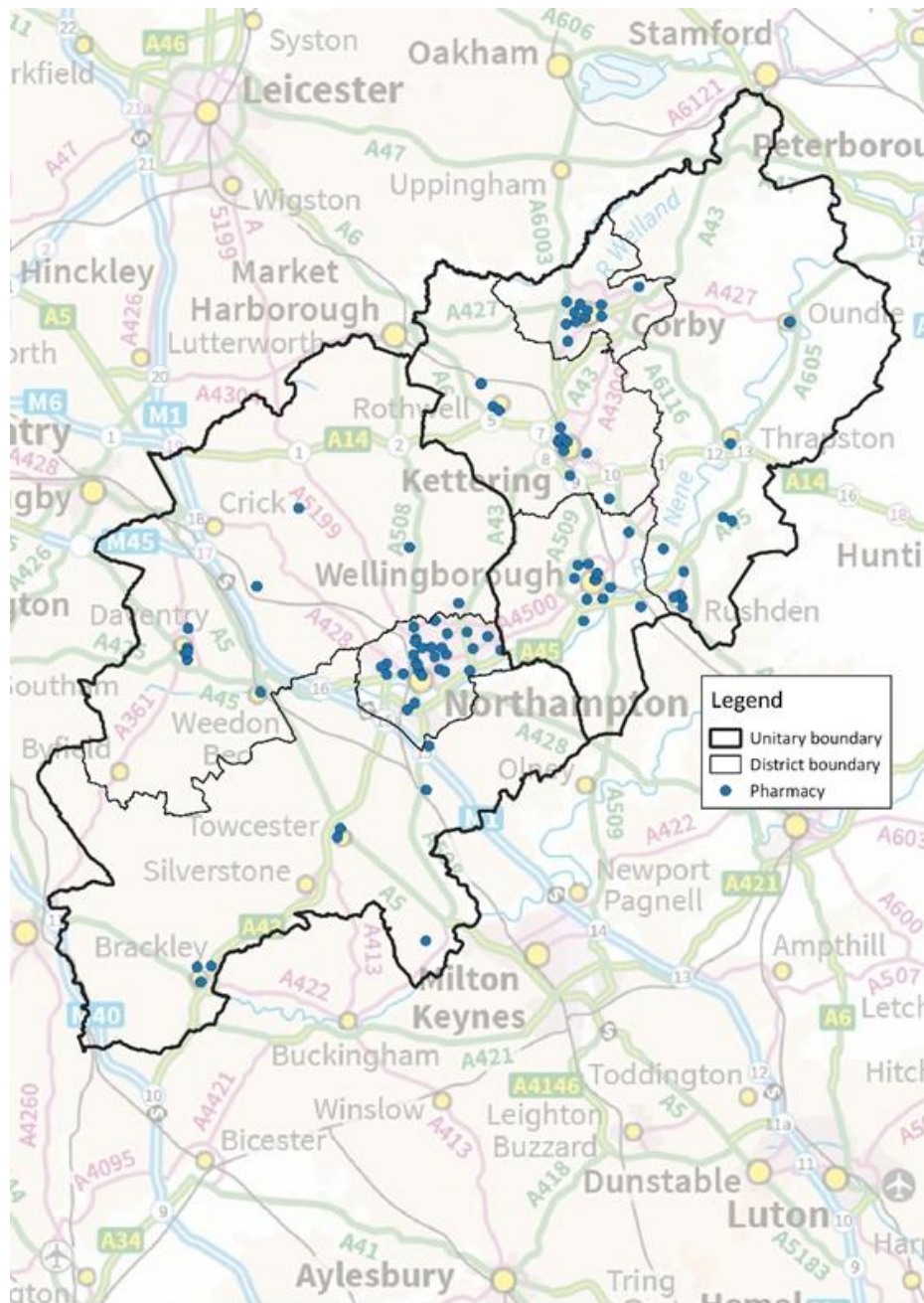




Figure 12: Location of pharmacies providing Palliative Care End of Life – Emergency Stock Service in Northamptonshire.

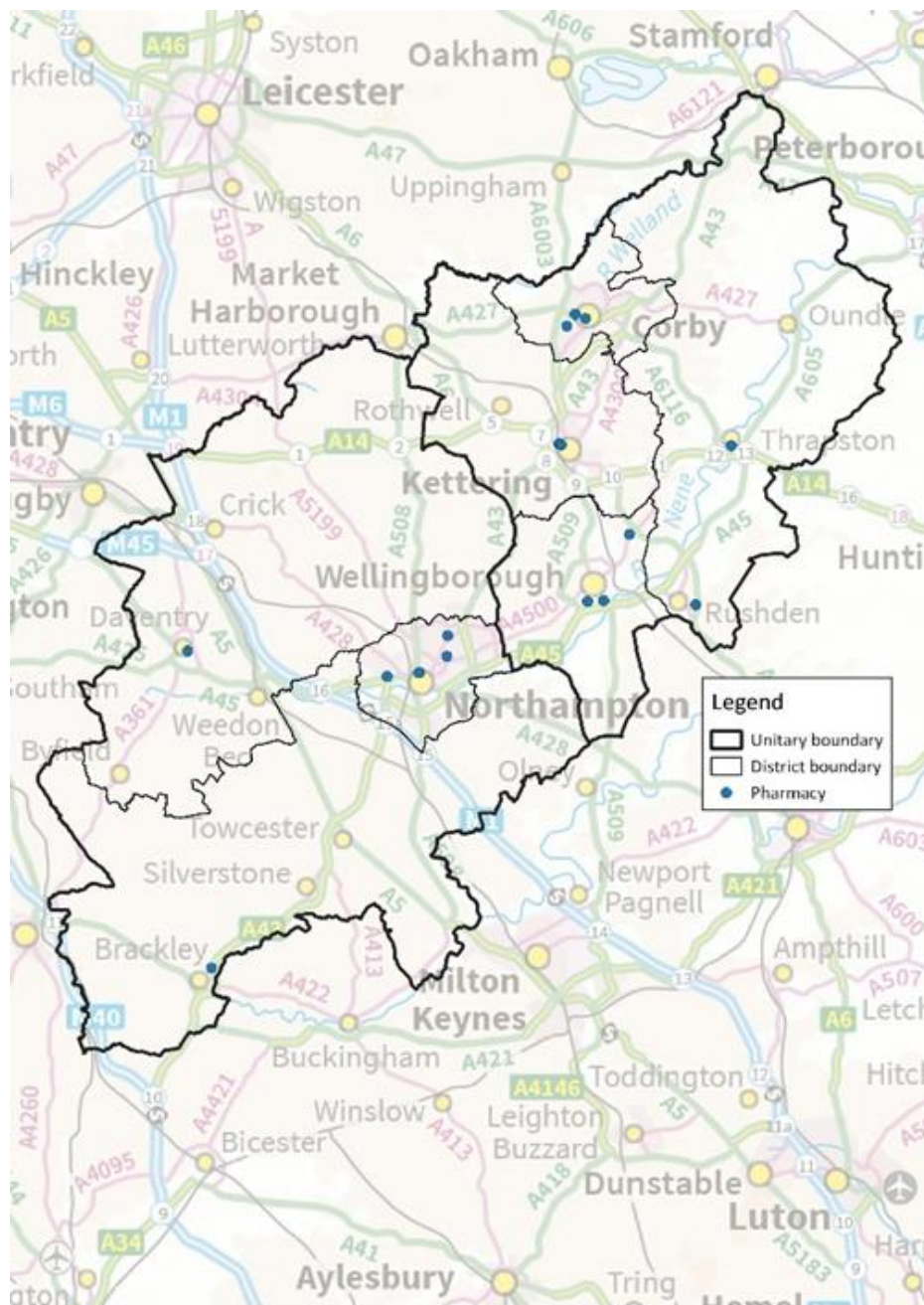
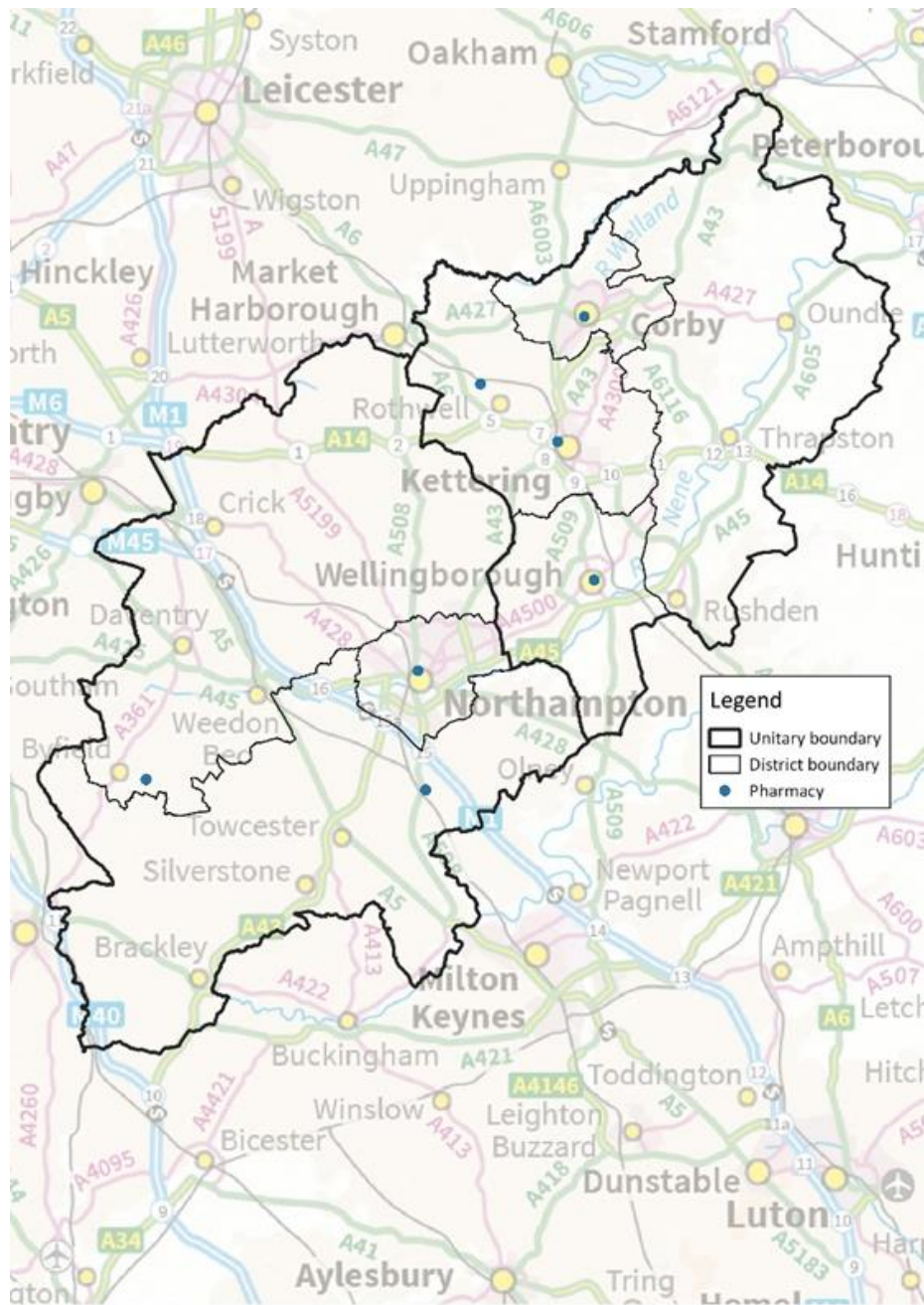


Figure 13: Location of pharmacies providing Stoma Appliance Customisation in Northamptonshire.



Figure 14: Location of pharmacies providing Covid Medicines Unit Delivery (CMDU) Triage and Treatment Service in Northamptonshire.



Appendix J – Number of consultations by locality area in January 2024 to December 2024.

**Table 16: Number of Hypertension Case-Finding consultations by locality area in January 2024 to December 2024.**

	Corby	East Northamptonshire	Kettering	Wellingborough	North Northamptonshire
<b>Jan 24</b>	119	102	141	297	659
<b>Feb 24</b>	100	100	199	372	771
<b>March 24</b>	191	216	262	210	879
<b>April 24</b>	184	180	259	315	938
<b>May 24</b>	321	163	425	318	1,227
<b>June 24</b>	238	162	317	299	1,016
<b>July 24</b>	369	163	375	424	1,331
<b>August 24</b>	331	170	375	596	1,472
<b>Sept 24</b>	345	180	342	569	1,436
<b>Oct 24</b>	411	172	569	412	1,564
<b>Nov 24</b>	291	183	454	286	1,214
<b>Dec 24</b>	258	173	587	170	1,188
<b>Total</b>	3,158	1,964	4,305	4,268	13,695

**Table 17: Number of Pharmacy First Service consultations by locality area in January 2024 to December 2024.**

	Corby	East Northamptonshire	Kettering	Wellingborough	North Northamptonshire
<b>Jan 24</b>	3	4	1	11	19
<b>Feb 24</b>	150	155	176	267	748
<b>March 24</b>	187	182	220	305	894
<b>April 24</b>	163	160	228	273	824
<b>May 24</b>	194	196	293	307	990
<b>June 24</b>	179	191	252	297	919

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<b>July 24</b>	223	187	307	337	1,054
<b>Aug 24</b>	217	229	254	337	1,037
<b>Sept 24</b>	235	193	253	261	942
<b>Oct 24</b>	225	207	148	256	836
<b>Nov 24</b>	289	320	333	357	1,299
<b>Dec 24</b>	428	328	417	403	1,576
<b>Total</b>	2,493	2,352	2,882	3,411	11,138

**Table 18: Number of Pharmacy Contraception Service consultations by locality area in January 2024 to December 2024.**

	<b>Corby</b>	<b>East Northamptonshire</b>	<b>Kettering</b>	<b>Wellingborough</b>	<b>North Northamptonshire</b>
<b>Jan 24</b>	2	0	3	18	23
<b>Feb 24</b>	13	14	21	20	68
<b>March 24</b>	40	13	32	16	101
<b>April 24</b>	52	26	52	28	158
<b>May 24</b>	49	21	41	34	145
<b>June 24</b>	42	18	47	39	146
<b>July 24</b>	59	23	75	56	213
<b>Aug 24</b>	66	23	64	37	190
<b>Sept 24</b>	51	31	65	58	205
<b>Oct 24</b>	74	31	97	67	269
<b>Nov 24</b>	78	27	75	48	228
<b>Dec 24</b>	63	34	71	47	215
<b>Total</b>	589	261	643	468	1,961

## Appendix K – Full results of public and pharmacy engagement

### Dispensing Practice Questionnaire

1. Which of the following consultation facilities do you have (select all that apply):

Available consultation area on the premises that is wheelchair accessible	5
Available consultant area on the premises (without wheelchair access)	2
No consultation area on the premises but there is one planned to be delivered within next 12 months	0
No consultation area available	0

2. If the pharmacy has any provision to assist those who may have a hearing or visual impairment, please tell us what the provisions are:

Language interpreter	5
Hearing Loop	1
Did not answer	2

3. Is your pharmacy participating in the Pharmacy First programme?

Yes	7
No	0

4. If yes, please tell us which services you are providing as part of Pharmacy First from the list below:

Minor illness management (including: Acute otitis media, impetigo, infected insect bites, shingles, sinusitis, sore throat, uncomplicated urinary tract infections)	1
Blood pressure monitoring	2
Flu and COVID vaccination	2
Contraception	1
Stop Smoking	1
Healthy eating and exercise	1

5. Should there be an increase in demand due to new housing and other developments, which of the below statements best reflects how you feel?

We do not have sufficient premises and staffing capacity and would have difficulty managing	2
---	---

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We do not have sufficient premises and staffing capacity at present but could make adjustments to manage	2
We have sufficient capacity within our existing premises and staffing levels	3

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### Patient and Public Questionnaire

1. During the last 12 months; for what reason would you have used a pharmacy?  
(Select all that apply):

To collect a prescription for myself	267
To collect a prescription for someone else	180
To buy medicines for myself	164
To buy medicines for someone else	103
To buy plasters, bandages or dressings for myself	57
To buy plasters, bandages or dressings for someone else	28
To get advice for myself	113
To get advice for someone else	51
To receive a pharmacist consultation ahead of going to a GP (for minor illness, blood pressure or contraception)	66
Other	34
I do not use a pharmacy	5

Other reasons	
Annual flu injection	1
Buy toiletries if that counts, same shop	1
Consult about correct face cream to use to rid ward on face	1
Consultation and treated with pharmacist	1
COVID and flu jabs	6
COVID vaccination	1
Flu injection	18
Home delivery	1
I have a repeat prescription delivered to my workplace by my pharmacy	1
I only use a pharmacy very occasionally	1
Injections	1
Recycling old inhalers	1
Repeat prescriptions	1
To buy covid testing kit	2
To buy other personal and household items	1
To discuss side affects from medications and adverse reactions	1
To dispose of needles	1
To have my medication delivered	1
To receive advice about diet and nutrition	1
Vaccination	5

2. Why don't you visit a pharmacy?

I have no need to visit a pharmacy	1
I use an online service or internet pharmacy	2
My GP dispenses my medication	2



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### 3. How often do you usually use a pharmacy?

At least a few times a week	9
Every 2 to 3 months	28
I don't know	2
Not answered	24
Not every week but at least a few times a month	89
Once a month	143
Once or twice a year	16

### 4. When do you prefer to use a pharmacy? (Select all that apply):

Day	Between 09:00 and 12:00	After 12:00 and before 14:00	After 14:00 and before 17:30	Between 17:30 and 09:00	No preference	Total
Monday	35	20	45	39	157	296
Tuesday	30	17	42	36	156	281
Wednesday	31	19	45	37	156	288
Thursday	30	16	46	36	154	282
Friday	34	18	45	37	155	289
Saturday	62	31	31	17	150	291
Sunday	32	24	20	13	155	244

### 5. During the last 12 months; if you have not been able to use the pharmacy you usually use, for example because it was closed or the service you needed was not available, what did you do instead?

I called 111	5
I waited until the pharmacy was open	109
I went to a walk in centre	4
I went to another pharmacy	103
I went to my GP	7
Not answered	68
Other	15

Other	
All of the above depending on the importance of the issue	1
Have been able to use the pharmacy I usually use	1
Home delivery – used the help desk	1
I have always been able to access by usual pharmacy	1
I haven't had a problem with my pharmacy	1

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I tried to get prescription transferred but couldn't	1
I was always able to use a pharmacy when I wanted	1
I would go to another	1
I've had to go over to kettering for the psychiatrist to change the dosage on the prescription and collect a new one	1

6. Use the following space if you would like to tell us the reason or not using your usual pharmacy:

A lot of my repeat medication had been out of stock so I changed my pharmacy	1
Always use my usual pharmacy	1
Because it closed earlier than it should	1
Closed	3
Closed as it was out of hours	1
Closed for lunch	1
Closed Saturday and Sunday	1
Did not have over counter medication in stock I wanted.	1
Did not have the drugs needed	1
Didn't offer the vaccine I wanted	1
Due to being closed and needed medicines urgently, travelled further afield to a different pharmacy	1
Elvanse 60mg supply problems since SEptemner 2023 - constant issues Quetiapine - no 100mg - GP changes script to 25mg	1
Evening servies not available at my usual pharmacy	1
Half day closing	1
Happened to be nearer	1
Hence this question was irreleavnt but no pertinent option was available. The person who designed it needs to give it more thought in future and yes I did study this subject at college.	1
I also have medication delivered by Lloyds online due to working full time & not having my pharmacy open on a Saturday.	1
I always use my local pharmacy	1
I cannot really use any other pharmacy due to distance/lack of later opening hours (for those that work Mon-Fri until 5/5.30/6pm).	1
I changed Pharmacies as I had concerns about data protection.	1
I forgot the opening hours but I was passing so checked to see whether it was still open	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

I have my repeat prescription from an online pharmacy, which generally works well. If my GP puts me on antibiotics for an infection, or I need an urgent prescription, I use a local pharmacy. It is getting more regular that whatever I've been prescribed, they haven't got, which can be frustrating. This doesn't happen with the online pharmacy.	1
I haven't used my local pharmacy for a while for repeat prescription as they were often slow or couldn't get what I needed and weren't always open . So went to online service as more reliable and get prescription delivered . The local pharmacies have changed providers recently but I haven't used since the change . still use local pharmacy for prescriptions needed on same day from a gp visit or to get over the counter medication.	1
I usually used the pharmacy on a Saturday, but they are now closed on Saturdays. They also closed at 5.30 during the week and I was unable to get to them before this time.	1
I waited until the problem was resolved	1
I was in a different location	1
I was in a different town.	1
I would have used an alternative pharmacy had there been a choice, but as I was collecting a prescription waiting until it was open was the only option.	1
If it was closed, and it was an emergency.	1
It changed its opening hours so I can no longer get to it after work. Which is quite frustrating as I chose that pharmacy due to it being open until 6.30pm.	1
It depended on what the issue was - when there was an minor injury we went to the walk-in centre, when there was a problem with my medication we called 111 to ensure the medication could be used together and so on,	1
It didn't have the items on my prescription	1
It doesn't open on Saturdays	1
It was closed	6
It was closed so had to wait until it was open	1
It was closed when I was given a new prescription (out of hours)	1
It was nearer to me	1
It's rubbish!	1
Local, friendly service	1
Medication was not available	1
Medicine not available	1
Medicine out of stock or not stocked	1
Medicine shortages. Pharmacy could not fulfill my prescriptions.	1
My local pharmacy closed, so now I have to drive approximately 6 miles to use a different one	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

My pharmacy no longer opens on a Saturday	1
My usual Pharmacy is now shut on a Saturday	1
My usual pharmacy was out of stock of what I needed	1
Needed urgent advice on a water infection and stronger pain relief	1
Never seem to have my insulin in stock	1
No pharmacist available to dispense medication. Not open at weekends or evenings.	1
No pharmacist or they shut for lunch	1
Not applicable	1
Not open at weekends. No official parking available, have to park elsewhere and walk - don't want to do that in bad weather. Don't always have everyday items in stock, have to wait for order to arrive or take prescription elsewhere	1
Not open on a Saturday.	1
Not open on Saturdays	1
Not open when I finish work	1
Not open. Late at night and weekend. needed for emergency prescription for a friend	1
Not open.no staff. Poor service	1
Often our local pharmacy has no pharmacist!!	1
On holiday	1
Only if it closed and it has certainly not been in several years	1
Only use another pharmacy, if our village one is closed, if it is urgent.	1
our GP pharmacy in Kings Cliffe waited a week to tell us they were out of stock of an anti depressant, they didn't phone after we ordered so we ended up with a days tablets left before having to find somewhere else	1
Our local pharmacy now closes over the weekend - it used to open all day Saturdays (tho never on Sundays) Our Tesco pharmacy is open longer hours and weekends but is a 2mile drive	1
Pharmacist not onsite, had to wait until they were.	1
Pharmacist was at lunch so not able to collect prescription or advise.	1
prescription was out of stock. stock checked and found to be available from another pharmacy.	1

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Some members of staff are very rude and others are lovey but some pharmacy get the blame for docs not doing Their job. It took 2weeks for a prescription and in the end the pharmacy staff tried to get it for me as it was important life saving tablets and the GP failed to get the prescription after I outbit three time s and in the end I order online. And now they are closed on Saturdays which makes it more busy in week and can't get there with work hours is not acceptable anymore	1
Some pharmacy's wholesalers don't stock my sons medicine, luckily the town I'm in has two pharmacy's that can get it.	1
Some times it's shut ,because it dosent have a pharmacist ,tablets are never ready after a week of waiting ,always bizxy alit of people waiting	1
Sometimes it is too busy with queue going out of the door and down the street. Wait times can be long.	1
Stock of critical repeat medication not available at my usual pharmacy due to national shortage, but medication was available at another pharmacy	1
Take too long to do prescription especially if arrives after 3 pm put to next day workload	1
The eye gel I use was out of stock	1
The pharmacy changed its opening hours	1
The pharmacy was closed at lunch time when I went to collect a prescription. As the prescription goes to that pharmacy I just had to wait until later when it opened again.	1
The pharmacy was closed, even though it was within opening times. This happens a lot.	1
The pharmacy was closed, it was Saturday afternoon.	1
The wait time at my local pharmacy for prescriptions is far too long	1
They could not provide the help I needed	1
They did not have what I required in stock at the time.	1
They never have the medication in stock.	1
They sometimes decide to close early	1
They were closed for a couple of days due to sickness of a number of staff	1
They were closed in the evening	1
unable to get the item i required from them	1
Used one nearer to my opticians rather than the one nearer to my Doctors surgery	1
Usual pharmacy not open on weekend or bank holiday	1
Very rarely, my local Pharmacy might be closed. I then can go to another in the next town.	1
Visiting family	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

Was away GP couldn't issue a paper prescription 🧑 Ended up unable to get medd	1
We were out shopping and Tesco pharmacy was free so we just used them ,	1
Would only use alternative ,perhaps on holiday for over counter items, not prescriptions	1

### 7. Please could you tell us whether you...

Always use different pharmacies	2
Always use the same pharmacy	191
Not Answered	38
Use different pharmacies but I prefer to visit one most often	80

### 8. Why do you use this pharmacy?

It is in reasonable distance from my home or workplace	192
It is in reasonable distance from my school, colleague or university	1
The pharmacy collects my prescriptions or delivers my medicines	52
The pharmacy is easy to access and offers face to face consultations	112
They usually have what I need in stock	105
The pharmacy has good opening hours	97
The pharmacy is linked to my GP practice	132
The pharmacy provides good advice and information	116
It is very accessible, for example it's wheelchair or baby buggy friendly	33
It's a well-known big chain	16
It's not one of the big chains	49
There is a private area if I need to talk to the pharmacist	103
I can order my repeat medicines for this pharmacy using the NHS app	128
The pharmacy delivers other extra clinical services which I can use instead of going to a GP	49
Other (please state below)	22

Other	
Accessible	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

Always fabulous service and friendly staff	1
Always friendly	1
Always have flu jabs here	1
Better service than another nearby pharmacy	1
Change of ownership of gp at Mawsley meant their dispensary closed. Rural location so tesco one is most likely one I can get to	1
Friendly and informative staff	1
Friendly efficient service	1
Good opening hours but should be open Saturday	1
Have used and will use the flu jab service	1
I don't	1
It is the shortest distance from home	1
It seems better run than my previous pharmacy.	1
Its in the supermarket I use	1
Lloyds next to The Cottons Raunds is slow, unhygienic, fails to provide items on prescription then refuses to remedy this because another item on the same prescription began with the s@me letter, has a pharmacist doing meds reviews who claims that data privacy legislation does not apply and she has no need to know about it	1
Loyalty bonuses	1
Online is best as I'm clinically vulnerable. They also have what I need, and I can order online. Well pharmacy is attached to my GP.	1
Ravi, Jane and all the staff there try there very best to help. If I need medication straight away they do their best to get it. It is a great chemist with helpful, kind staff.	1
Shopping at same time	1
So very helpful and professional	1
The pharmacy knows me and my medical needs so can advise if over the counter medicines would be suitable to take with my prescribed medicines	1
The staff are friendly	1
The staff are friendly and helpful.	1
The staff are very helpful	1
The staff that work at this chemist are friendly and welcoming. Its a lovely welcoming place.	1
They are helpful and trust worthy , lovely and friendly	1
Vaccinations flu	1

9. Is there a more convenient or closer pharmacy that you do not use?

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

No	185
Not Answered	39
Yes	87

10. If you have answered yes to the above, tell us why you do not use the more convenient or closest pharmacy?

As prescription is sent to the one I use. I may use near one if need medicine or doing shopping as well.	1
attached to the doctor's surgery so not always available.	1
Based on a busy retail park	1
Because had trouble getting my prescriptions in time	1
Because most pharmacies in my closer area do not deliver prescriptions.	1
Because my doctor automatically sends my prescription there. Also the staff are helpful	1
Better service and staff at the one I use.	1
Boots	1
Day Lewis was the first pharmacy to offer deliveries and this was very useful when my parents were still alive. We have continued to have this service for my husbands medication. I've always found them really helpful and it's only an extra 5 minute drive from our nearest pharmacy.	1
Didn't offer the service that I required.	1
Extremely poor service under previous management. Now changed name but if staff are the same, I assume service will be just as bad.	1
Habit but may change as nearer pharmacy more efficient	1
Happy with Pickfords pharmacy and their service	1
Hours of opening not as good as I work	1
I do not get the same level of service	1
I find the staff at Tescos pharmacy extremely helpful and friendly.	1
I finish work at 5pm, they close at 5.30pm and I can't get there in time. Also they often don't have the medicines you need in stock and have to order them which can take several days. I don't know if they deliver like the one I do use as I have never asked.	1
I have always use Well, the nearer one doesn't offer some services.	1
I like the staff at Thursfield, they are always so friendly and helpful. They have also got to know me and are very good at encouraging me to have my flu jab	1
I like to use the one in the Asda supermarket	1
I prefer this one as most consistent with getting my meds	1
I prefer to use the same chemist. They now the medication, me , my partner and my son take.	1
I used Well Pharmacy for years until it was taken over by different staff who I found very unhelpful & terse. I always seemed to have to wait over a week for repeat prescriptions.	1
I changed to Howitts & didn't regret it.	
I was handed someone else's repeat prescription, giving me access to someone else's personal data. I reported it to the head office of the chain, but did not feel confident that they had taken it seriously.	1



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I've always used Well in Barth Close Corby since they opened.	1
I've had better service from the one I use. Polite friendly helpful staff and it is next to my doctors surgery so convenient that way	1
It always makes mistakes with prescriptions or doesn't have them. The staff are not helpfull	1
It does not open on Saturdays	1
It is attached to my doctor's surgery and provides my repeat prescriptions but it does not provide the advice/knowledge of Mr Pickfords	1
It's on the opposite side of the road, but I picked Well as it's linked to the GP for my repeat prescriptions.	1
Like the knowledge and approachability of the staff at the pharmacy I use	1
Linked to my GP Surgery. Always queues, never answer the phone, items always out of stock.	1
local on studfall avenue but had some bad experiences there and often dont have what i need	1
Long waiting times. Less knowledgeable staff	1
my gp doesn't send electronic scripsts there	1
My husband`s prescription is bespoke and Thursfields holds the details	1
No comments	1
No parking and not next to GP	1
No parking available	1
not very good now ghanged hands for 4th time	1
Not wheelchair accessible ; no intention of doing so.	1
They don't have the stock in	
Often no pharmacist so closes dispensary	1
Opening hours don't suit.	1
Opening hours. Lack of medicines in stock. Always having to wait for them to make up a pre ordered prescription. Rude staff.	1
Opening times not convenient.	1
Parking accessibility private space all better at Rothwell	1
Parking and its often not open	1
Parklands is closer but my GP is at Adnitt Rd next door to the Pharmacy	1
Pharmacy linked to my GP surgery always has a queue, isn't as friendly and limited opening hours	1
Prefer the one I go to	1
Prefer the smaller pharmacy as the staff get to know you and are always welcoming and helpful	1
Prescriptions are allways ready and staff are very nice andfriendly with a smile.	1
Prescriptions take too long . Not so helpful	1
Priors Hall Pharmacy came recommended and what a recommendation it was. If it wasn't for the Pharmacist I would not be receiving the care I am now from the NHS	1
Recently changed my preferred pharmacy (Boots) to another pharmacy located nearer to me	1
See above	1
See previous question	1
Shorter opening hours. Not with my drs	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

smaller less likely to have the product in stock	1
So short staffed it's rarely open	1
Studfall is my nearest - It never has anything in stock and staff are rude	1
Terrible service. Rude staff.	1
The closest pharmacy isn't linked to my GP surgery so although I do go in there it's very occasionally. Usually I'm collection medication, or visiting the GP/nurse so I can combine that with the Harborough Field pharmacy.	1
The former Lloyds, now Jardines, repeatedly proved themselves unreliable in obtaining my prescribed medicines giving what I considered conflicting or invented reasons for their non-availability,	1
The nearest pharmacy often did not have the medication on my repeat	1
The one in Raunds is within walking distance but in the last 18 months has changed hands and also been closed when there was no pharmacist. If I go to Tesco I can always get my regular prescription and do my shopping at the same time.	1
The opening hours.	1
The other pharmacy is marginally closer to my home but I have registered my repeat prescriptions with Howitts so it's not worth switching.	1
The pharmacy close to me never have what I'm looking for	1
The pharmacy closest to me doesn't stock the same amount of OTC products and I've found the staff to be less than helpful and friendly on more than a few occasions.	1
The pharmacy in Irthlingborough is opposite the doctors we use, so far more convenient to collect prescriptions from there if visiting the doctor	1
The pharmacy is in Higham Ferrers and does not have the comprehensive selection as Irthlingborough	1
The pharmacy local to me is not pleasant, the staff are not helpful and you end up going to another pharmacy to get your prescription.	1
The village pharmacy (Irchester) has repeatedly been inefficient. So reluctantly we stopped using it. It is under new management now.	1
There used to be a pharmacy in my village, but it has now closed	1
There's one on Wellingborough Road which is closer to where I live but I usually use the one in my doctor's car park at king Edward road Northampton just because it's easier and I don't mind walking there plus it seems less busy than the one on Wellingborough Road.	1
They do not always have the stock and I feel there is no privacy in the pharmacy.	1
They don't have as good opening hours but also its a small pharmacy so usually they are really busy. At least when you go Tesco's Pharmacy you can do your shopping whilst you are waiting, whereas at the smaller local one you just have to sit around for half hour waiting, or sometimes they tell you to come back later.	1
They don't open at weekends, and don't answer the phone when I try calling.	1
Thursfields supports my needs very well	1
Tiny pharmacy closest that is often closed when I go.	1
Wait for ages and not as helpful , I have a chronic ill ness and need my scrips filled on time . Wells Chemists bit chaotic	1

11. If you go to the pharmacy by yourself or with someone, how do you usually get there?

By bike	3
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## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

By bus	1
By car	165
By taxi	4
Not Answered	39
On foot	92
Other (please state below)	7

Other	
Bus and car	1
from the office I have driven to	1
have had to get bus to kettering to collect new script	1
Haven't had need to go.	1
I drive and/or walk	1
Mobility scooter	2
on line	1
Sometimes car if on the way back from travelling	1
Sometimes I walk	1
Walk from work, not from home	1

12. How long does it usually take to get to the pharmacy you usually use?

Between 5 and 15 minutes	159
Less than 5 minutes	72
More than 15 minutes but less than 30 minutes	37
More than 30 minutes	3
Not Answered	40

13. We would like to know how you find out information about a pharmacy such as opening times or services being offered. (Select all that apply):

Phoning the pharmacy	68
Phoning 111	3
Using the NHS website	41
Searching the internet	182
Using social media	20
Asking friends or family	18
Visiting the pharmacy to ask	57
Viewing information at the pharmacy	92
Other (please state below)	3

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

Other	
I just sort of know already. Or think I do, could be wrong. If I'm wrong it usually doesn't matter.	1
Internet search	1
Taking a chance it will be open acc to hours on tesco website	1

14. When using the pharmacy you tend to normally use, and speaking to a pharmacist, to what extent do you feel comfortable with the following?

When using the pharmacy you tend to use normally, and speaking to a pharmacist, to what extent do you feel comfortable with the following?	Discussing medication and treatments	Discussing illnesses and related problems	Discussing sensitive or private issues about my health	I do not talk to a pharmacist when I visit
<b>Very comfortable</b>	134	100	81	
<b>Comfortable</b>	58	67	57	
<b>Neither comfortable nor uncomfortable</b>	27	32	38	
<b>Uncomfortable</b>	13	16	29	
<b>Very uncomfortable</b>	4	29	16	
<b>Would rather not say</b>	1	16	3	
				53

15. Let us know if there is anything else you would like to tell us about your local pharmacy services

3Q are excellent, they have long opening hours, 7 days a week, they answer the phone and importantly they deliver free of charge. Would happily recommend.  I am a carer for an elderly relative. The support I get from 3Q is invaluable.	1
3Q in Wellingborough is a great Pharmacy	1

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<p>A much needed service for advice and options on health. My pharmacist knows me and can offer advice on medication etc. also had been easier to get flu and CoVid injections as offer appointments not like my doctors surgery.</p>	<p>1</p>
<p>All staff are knowledgeable Always a pharmacist available Always get the prescription right and it's always ready</p>	<p>1</p>
<p>All staff very pleasant and helpful</p>	<p>1</p>
<p>always helpful but does gets busy at times</p>	<p>1</p>
<p>As a Type 1 Diabetic it is vital I have monthly access to a pharmacy for my insulin prescription and that they have my insulin in stock. This is why I always use the same pharmacy.</p>	<p>1</p>
<p>At the moment the service is chaotic, with waiting time for collection of prescriptions up to 30mins which is unacceptable. Until recently the service was excellent but having being taken over by a large company the service is quite abysmal.</p>	<p>1</p>
<p>Boots, Wellingborough previously provided repeat prescription ordering service and free home delivery service, but the ordering service has deteriorated considerably, and they also now charge for home delivery of repeat medication even for elderly and disabled clients. I have since (recently) changed to another pharmacy in the hope that I will receive a better service from them</p>	<p>1</p>

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Concerns about. Pharmacy giving medical advice Pharmacist knowledge of drugs and how they work are very good but don't always have the medical knowledge of conditions people experience ( takes doctors and nurses years and lots of extended courses to learn about conditions and appropriate medication to give advice and prescribe correct treatment) also don't have patients medical notes thus relay on information from person which isn't always accurate thus how errors/ wrong advice or treatment can occur Before using pharmacy for health advice would want to be reassured have knowledge and experience to do this , have had advice in past which is clinically incorrect	1
Could do better.	1
Efficient but friendly and always ready to offer constructive advice	1
Elan pharmacy is great - I collect my repeat prescriptions from there. I don't know what I will do if I am ill and need a prescription though as I have to drive approx 6 miles	1
Friendly staff and Bhavni is a brilliant advocate of service .	1
I am very unclear as to what services pharmacists can provide. I was u see the impression that a pharmacist can prescribe but at Boots Chemist, Phoenix Parkway, Corby I was abruptly told this was not the case. Very confusing	1
I currently have no requirement to talk to the pharmacist when collecting prescriptions etc, however the pharmacy space is small and there is little option for privacy for other users who often talk across the counter to staff at the back. The pharmacy has recently changed hands; the previous management would send text alerts when prescriptions were ready to collect but this is no longer happening and I have to guess when it might be ready which is inconvenient and unnecessary.	1
I do not find the opening hours very helpful but there is no other pharmacy closer to where I live.	1

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<p>I don't use this pharmacy on a regular basis, when I have they have been friendly and as helpful as possible. I usually use the pharmacy located in my local Tesco store.</p>	<p>1</p>
<p>I feel Pharmacy have more time to interact with you than what your GP does. Pharmacist says he will call you for an update and they do.</p>	<p>1</p>
<p>I have found my pharmacy to be very helpful when giving advice. They also deliver my medication very promptly after they have received prescription from doctors surgery. Very often same day. Also there is no charge for delivery which when you are elderly is another expense in current climate. The pharmacy I used previously sometimes I had to wait anything up to a week for delivery and was charged for it. Also at times had to ring up about delivery as a particular medication was needed.</p>	<p>1</p>
<p>I rarely talk to the pharmacist because I don't have a need to but they are very helpful when I do</p>	<p>1</p>
<p>I use a different High Street pharmacy, Boots, to collect prescriptions from my GP or hospital</p>	<p>1</p>
<p>I use the pharmacy for prescriptions. Anything else is just covert privatization of another part of the NHS.</p>	<p>1</p>
<p>I wish they delivered prescriptions to the elderly. They used to re-order for the elderly and disabled, but no longer offer this service. This means that the elderly or disabled person must either visit the doctor to get a repeat prescription, buy a smart phone to access the NHS app, or get someone else to do it for them.</p> <p>This is not very accessible or equality minded. Or perhaps its just the Tesco's service. Every little bit helps their profit margin.</p>	<p>1</p>
<p>I would like them to provide a pill blister pack recycling box so helps the environment</p>	<p>1</p>

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<p>I'm really frustrated at opening hours and lack of pharmacies in Northern Kettering. It can't be that the only pharmacy is the one in Asda which provides a service to those work work full time Monday-Friday? They don't even have a messaging service to tell you when your prescription is ready so you might turn up there before they have it in! That's a type of digital service that really should be normal on 2024. Wish I could use another pharmacy but I don't drive.</p>	1
<p>Impossible to talk to a pharmacist as so busy</p>	1
<p>In my opinion this is the best pharmacy I have ever visited. The staff are very friendly and helpful.</p>	1
<p>It has recently changed hands. Used to be Lloyds. The shop looks very run down from the outside. Inside, most of the shelves are Spartan or bare, with few products. The place does not look clean. There are often big plastic boxes of medicines/products dumped behind the counter. It's not an inviting place. I go to collect prescriptions and leave asap.</p>	1
<p>It is very public to have quite private conversations but the advice given is sound.</p>	1
<p>it's frustrating with their hours as i work in retail so will mostly be working 9-6 but that's the pharmacy's hours and i don't work on sundays but the pharmacy is closed on saturdays and sundays and only open 9-6 in the week so it's hard to find the time to get to my medication and being from oakley vale, all other pharmacies are quite far and i would use pickfords but it is always so busy in there</p>	1
<p>It's a small shop, so could be awkward to talk if busy. Currently don't open on Saturdays, would be great if they could, even if it was only twice a month.</p>	1
<p>It's not the only pharmacy I use. The other one isn't in Northants.</p>	1
<p>Keep local pharmacies they provide an excellent service.</p>	1



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Lately the Pharmacy appears to be short staffed. There is often a wait for the drugs even if the prescription was sent from GP a few days before. Often lately people complain about the length of time they are waiting. I feel sorry for the staff who can hear the moans and groans which puts them under pressure even more.	1
Local pharmacy is very small and other customers can hear conversations	1
More pharmacies should be open later so people who work or struggle during the day.	1
My pharmacist (the professional who does the prescriptions) is very approachable.	1
My Pharmacy team at Mr Pickfords go above and beyond, especially Raj and Phil.	1
No further comments.	1
No longer open Saturdays  Even if a prescription has been with them a week still have to wait for it to be dispensed it's not ready to collect	1
Often no pharmacist. Closes randomly because of this issue. Not particularly friendly pharmacist as they are always changing staff.	1
Our pharmacy is great but it does need extra staff at times due to the large area it covers.	1
Pharm services are farther better than any lies, ignorance or just poor or lacking advice than any hospital consultant or local GP that I've seen in years	1
pharmacy's are billed as being the place to go before a GP but from experience each time I do that I'm instantly told 'I need to see a Dr' and they have been rude about it. The system is broken. Police, a&e, fire all 24/7 but gps and chemists aren't. Appointments are impossible hence why people turn to a&e in desperation. Its not working.	1
Pickford are a brilliant pharmacy I have used for at least 7 years .They go above and beyond in these hard times to get what you need	1

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<p>Recently my Husband had someone else's prescription reorder slips in with his tablets</p> <p>It had a ladies name address nhs number and list of medications on</p> <p>When I took it up to the Pharmacy to alert them they said oh no not another mix up</p> <p>Surely this is a huge breach of GDPR and confidential info and needs looking into</p>	1
<p>Regular prescriptions are dispensed from the GP's base in Bozeat as we can collect. Otherwise I use the pharmacy in Olney which is brilliant and includes a free delivery service. My husband is disabled and I also sort out his prescriptions.</p>	1
<p>Since it has been taken over by a large chain, the service is pretty poor, long waiting times, and not a good atmosphere.</p>	1
<p>Sometimes have to wait for some medication to be available</p>	1
<p>Sometimes my pharmacy takes over a week for my prescription to be ready. They always blame the doctor's surgery and the surgery always blames the pharmacy</p>	1
<p>Sometimes they have trouble accessing medication from their supplier.</p>	1
<p>Staff are very pleasant and usually know you by name</p>	1
<p>Takes ages to get your prescription ready. Always so busy, it makes me laugh when the government say use your pharmacist more, because they don't have time to do the basics</p>	1
<p>tesco are very busy and very efficient</p>	1
<p>Thank god we have them .. they are building hundreds of houses all round our small town and we still have just one practice . The GP practice is swamped it's not their fault we cannot get and appointment, it's the government and NNC planning dept .</p>	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

The dispensing chemist and all staff working there are so very knowledgeable friendly and welcoming. Even when i find something troubling or upsetting me health wise they always give grat advise and issue overcounter meds suitable for me to take. I have also had a Covid booster there. I would recomend this pharmacy as I trust them to look after me.	1
The friendliness of the staff is another factor in my choice of pharmacy	1
The local pharmacist remembers everyone and their illnesses and offers a friendly supportive service where you feel safe	1
The persons are dispensers and assistants, not the pharmacist	1
The pharmacist there is fantastic	1
The pharmacy I use are very friendly, only once did I have to speak to the pharmacist regarding medication for Bronchitis and he explained everything I needed to do regarding the use of an inhaler.	1
The pharmacy is 1 mile from home but if I'm ill and have to visit my gp I cannot get the prescription at my gp practice pharmacy. I have to drive to my 'local' pharmacy regardless of the illness!	1
The pharmacy is closed 13:00 - 14:00. This is occasionally inconvenient.	1
The staff are always very knowledgeable and answer any questions I have	1
The staff are polite and very helpful	1
The staff are usually helpful and knowledgeable.	1
The staff are very good, and always try to help wherever they can	1
The staff are very welcoming	1
The staff have changed over time but all have been friendly and very helpful	1
The workers there I feel are quite judgemental, not very helpful if a prescription is lost or not received yet. Not great customer service and not usually happy to talk to you	1
There are things that I am told I could go to a pharmacy for, but I won't as they are not really trained in these areas like GPs are.	1
There is no privacy and the staff are quite unfriendly.	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

There's no Out of hours Pharmacy in the NN10 area, other than for a few hours on a Saturday Morning, this can make it extremely hard to get to a pharmacy if you don't drive?	1
They are situated in the same building as my GP surgery, they have a shop outside and downstairs, and the hours cater for workers, weekends they are open, and they get the prescriptions sent down from the surgery electronically and deliver them to your workplace or home. They do Flu vaccinations, and other things. They always seem to have the medicine you need in stock, and if they don't by the next day. Very quick and a good little shop.	1
They are the best in Kettering.	1
They do blister pack medication which is so helpful for sorting out elderly relation's tablets.	1
They have a bakery good knowledge of health things and are very helpful	1
They prompt blood pressure checks and medication reviews. They provide medication for minor illness/injury. They order items in for next day if they don't stock it.	1
They, all the staff, are pleasant and very helpful.	1
They're always friendly and helpful.	1
Unfortunately, it now takes many days to collect repeat prescriptions, so I have to order them 2 weeks in advance of need	1
Using Peak Pharmacy for the last year or more, they have always had my medication available.	1
Very efficient	1
Very good and knowledgeable counter staff.	1
Very good with excellent staff	1
Very poor service from Well, lost medication, repeatedly waiting for prescription items to be ordered and fulfilled, opens and closes when it feels like it !	1
We have used them since they first opened. They are next to the GP surgery so it is easy to order my medicines online. I can also speak to them if I have any problems. They are extremely helpful as it is usually impossible to speak to a GP quickly. They know us and we have an extremely good relation with them especially as it is so hard to see the GP	1

## Pharmaceutical Needs Assessment North Northamptonshire – Consultation Draft

Well Desborough has a delivery service which may be of use when I am no longer able to drive	1
Would be lost without this pharmacy . It's excellent with its service . Attached to Surgery which is very convenient. The only downside it like the surgery it is closed on a Saturday .	1
Would like them to answer phone when you ring them	1
Would like them to do COVID jabs too	1
Would like them to recycle the blister packs as have a lot and have to put in land fill.	1
You usually have to queue for a long time	1
Zaf is great and the pharmacy is well regarded in the local community	1

DRAFT

Appendix L – GIS maps of Kettering housing developments

Figure 15: GIS map of housing developments and pharmacies in Kettering in 2025/26.

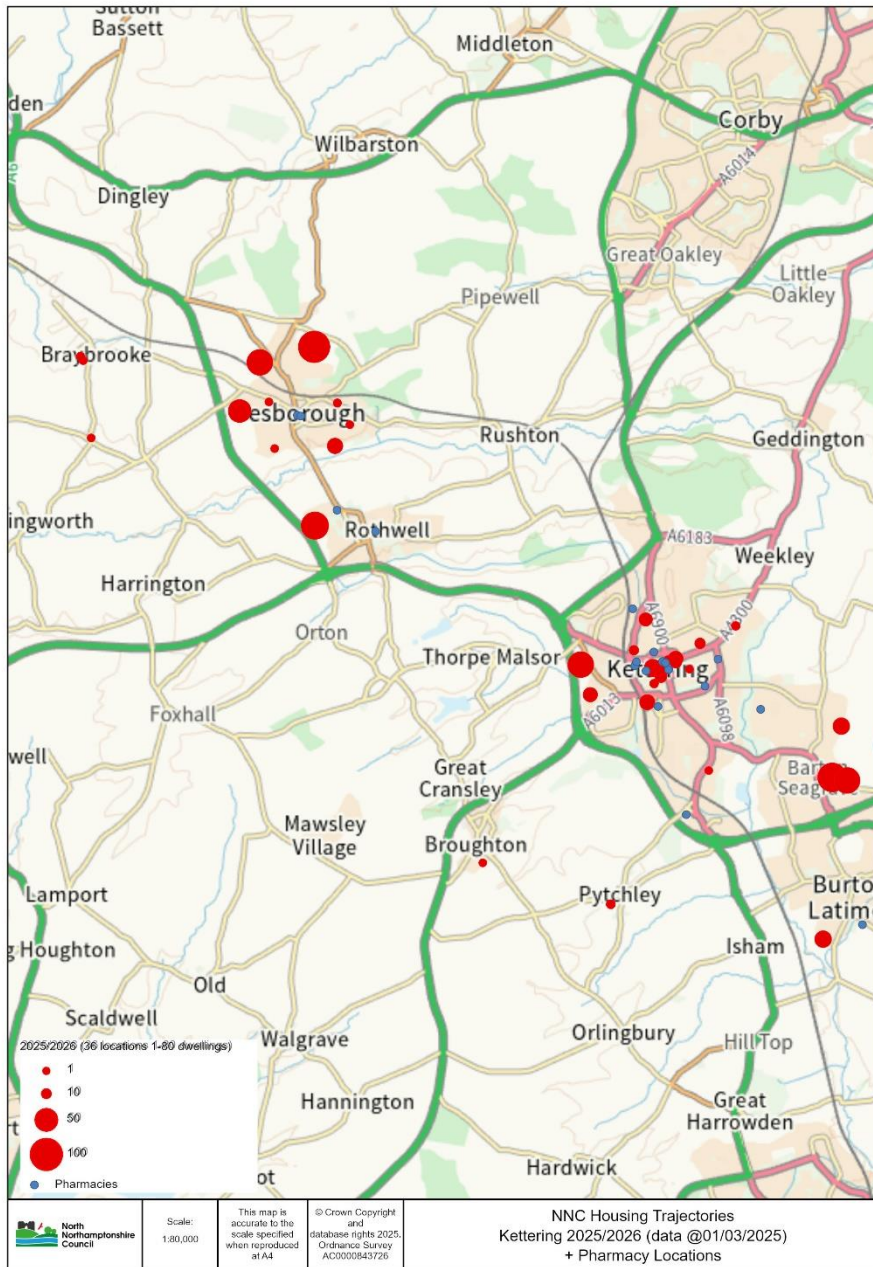


Figure 16: GIS map of housing developments and pharmacies in Kettering in 2026/27.

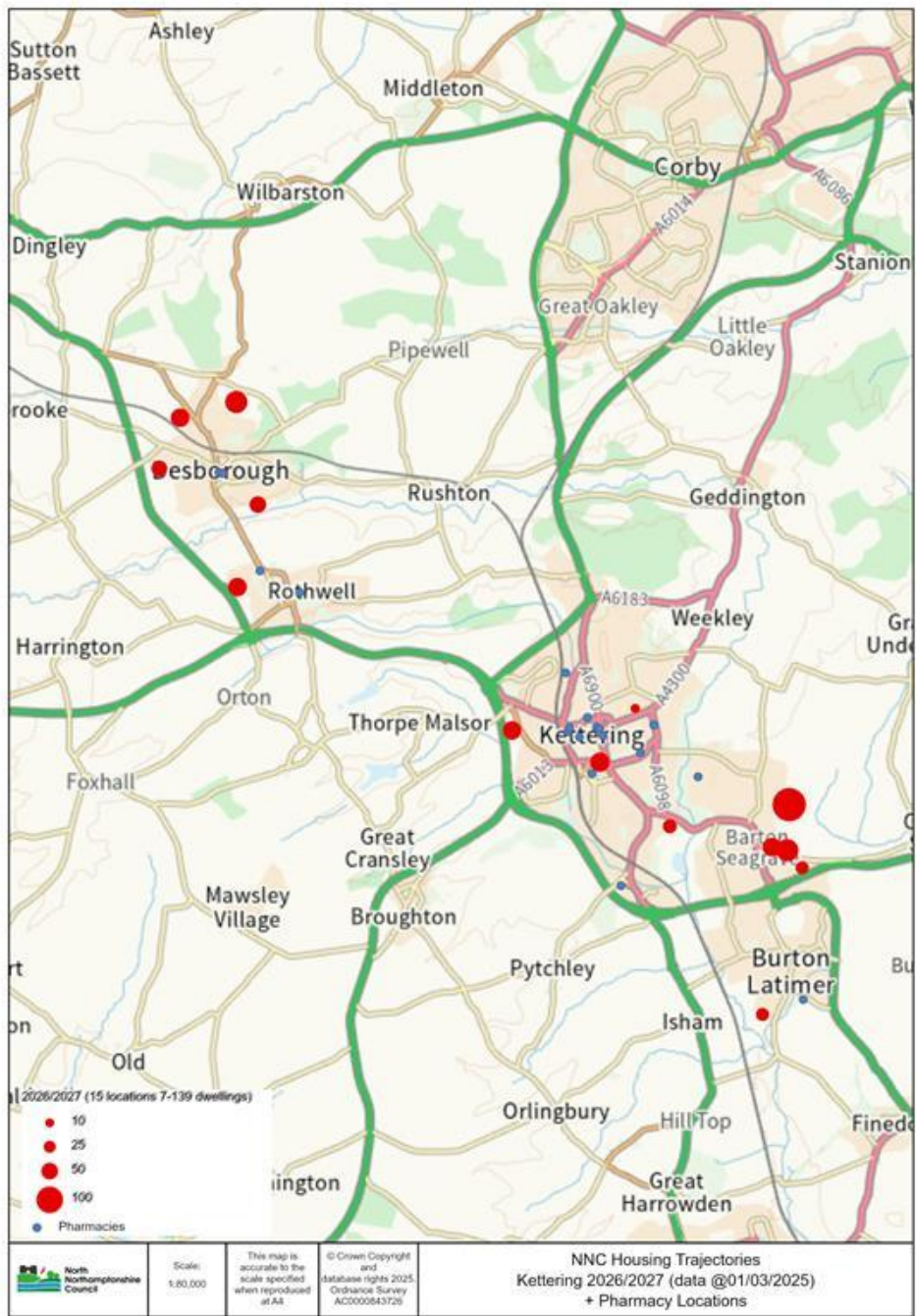


Figure 17: GIS map of housing developments and pharmacies in Kettering in 2027/28.

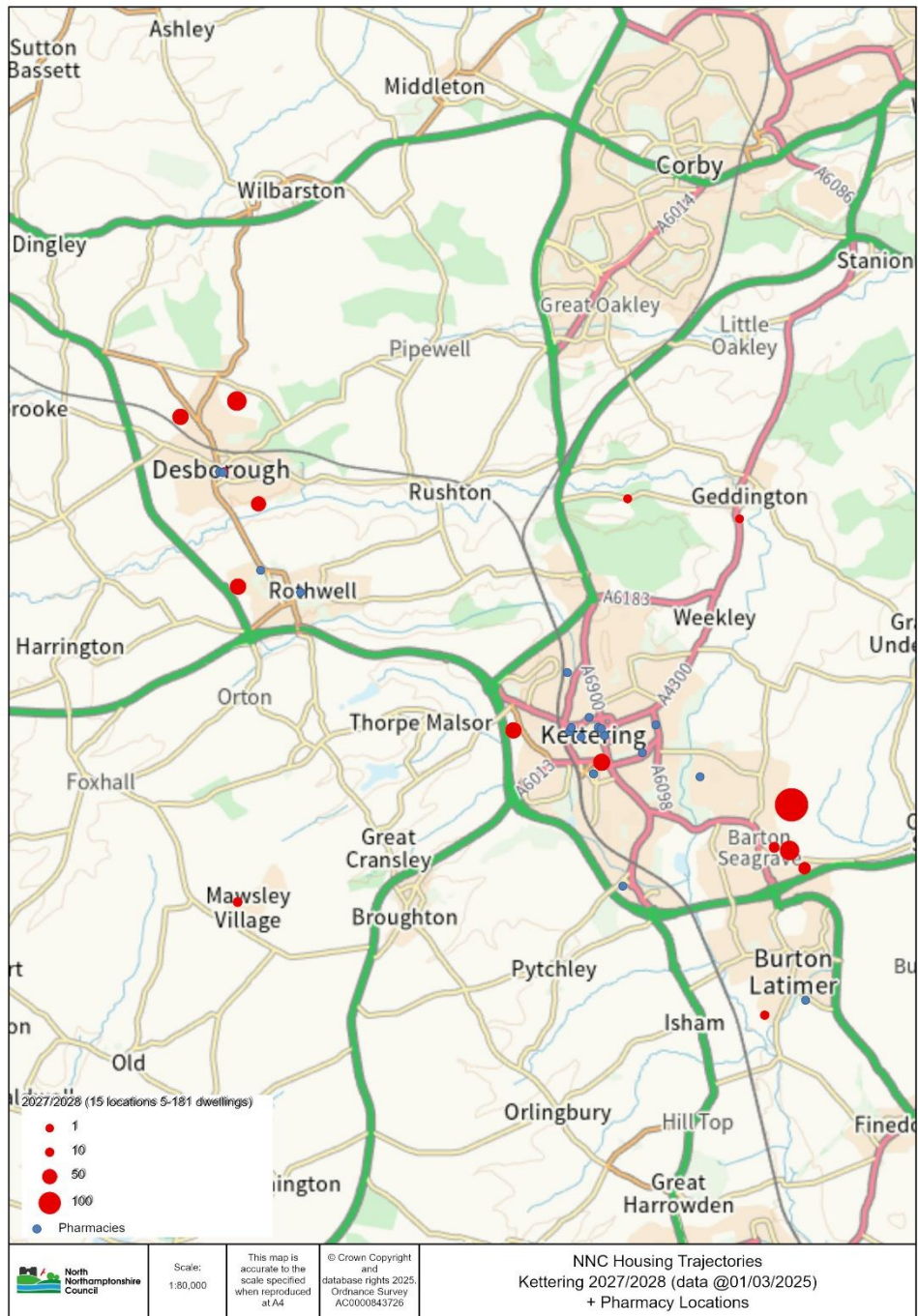




Figure 18: GIS map of housing developments and pharmacies in Kettering in 2028/29.

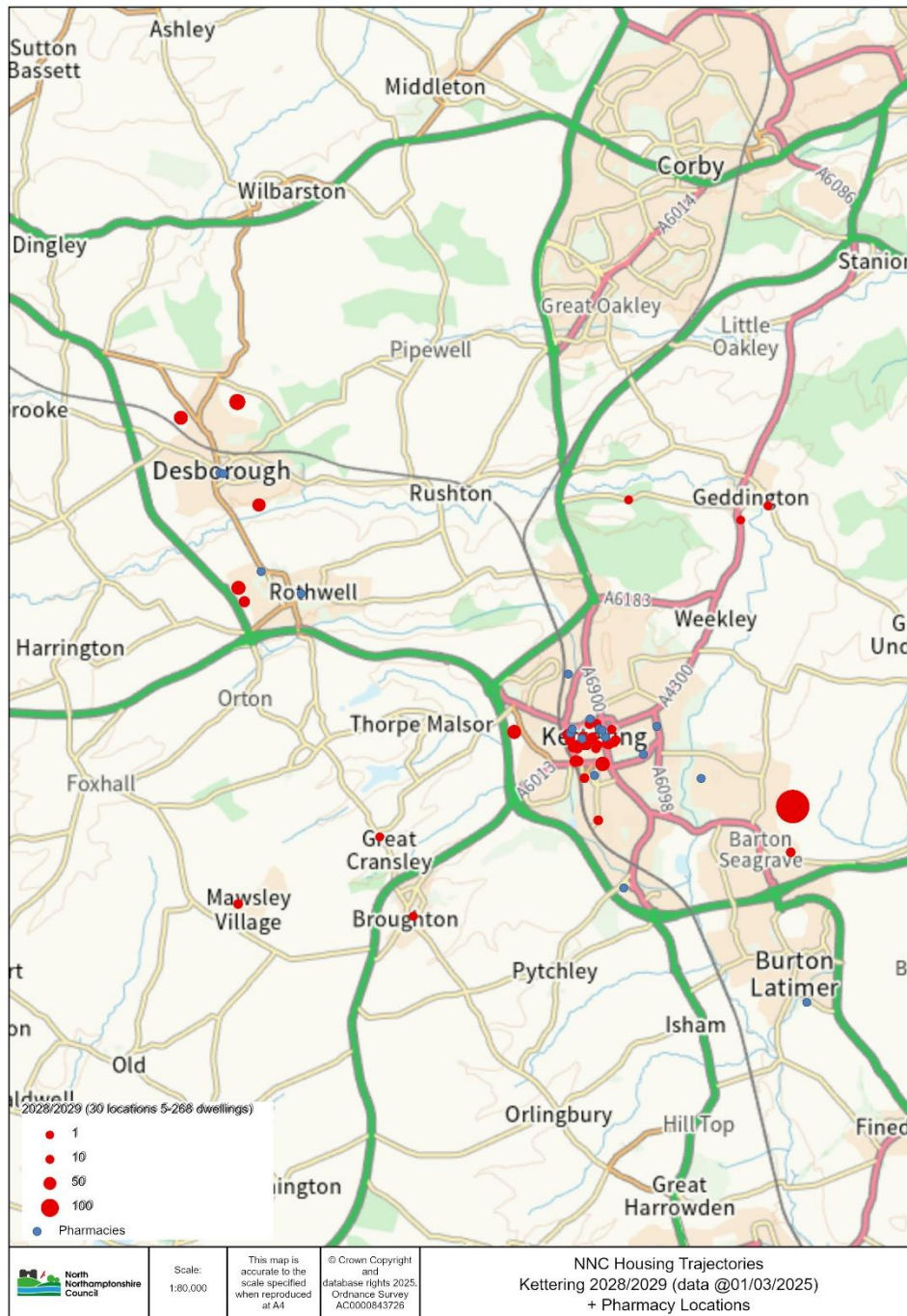


Figure 19: GIS map of housing developments and pharmacies in Kettering in 2029/30.

