

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 31st 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.

Guidance

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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) [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) [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) [Accessed 24 September 2024].
5. The Census Act 1920. Available at Census Act 1920 (legislation.gov.uk) [Accessed 24 September 2024].
6. The Medicine Act 1968. Available at Medicines Act 1968 (legislation.gov.uk) [Accessed 24th September 2024].
7. The Health and Social Care Act 2012. Available at Health and Social Care Act 2012 (legislation.gov.uk) [Accessed 24 September 2024].

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8. The Health and Social Care Act 2022. Available at [Health and Care Act 2022 \(legislation.gov.uk\)](https://legislation.gov.uk) [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://publishing.service.gov.uk) [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://integratedcarenorthamptonshire.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

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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.

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:

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- 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'?

[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:

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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 | |
| 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 | |

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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

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 | |

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| | |
|---|--|
| make adjustments to manage | |
| We do not have sufficient premises and staffing capacity and would have difficulty managing | |

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).

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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

- 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

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- ☐ 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):
- 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

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- ☐ 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)

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.

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- ☐ 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

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)

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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
- ☐ 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

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- ☐ 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
- ☐ 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

Appendix D – List of pharmacy contractors in North Northamptonshire

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

| ODS code | Pharmacy name | Address | Postcode |
|----------|-------------------------|---|----------|
| 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 |

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

| ODS code | Pharmacy name | Address | Postcode |
|-----------------|-----------------------------|---|-----------------|
| 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 |

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

| ODS code | Pharmacy name | Address | Postcode |
|-----------------|------------------------|--|-----------------|
| 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 |

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

| ODS code | Pharmacy name | Address | Postcode |
|-----------------|-------------------------|--|-----------------|
| 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

| Cause | Northamptonshire | East Midlands | England |
|--|-------------------------|----------------------|----------------|
| 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 monoclonal antibodies (nMABs) or oral antiviral medications, specifically for high-risk

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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.

Appendix G – Locality maps of pharmacy contractors

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

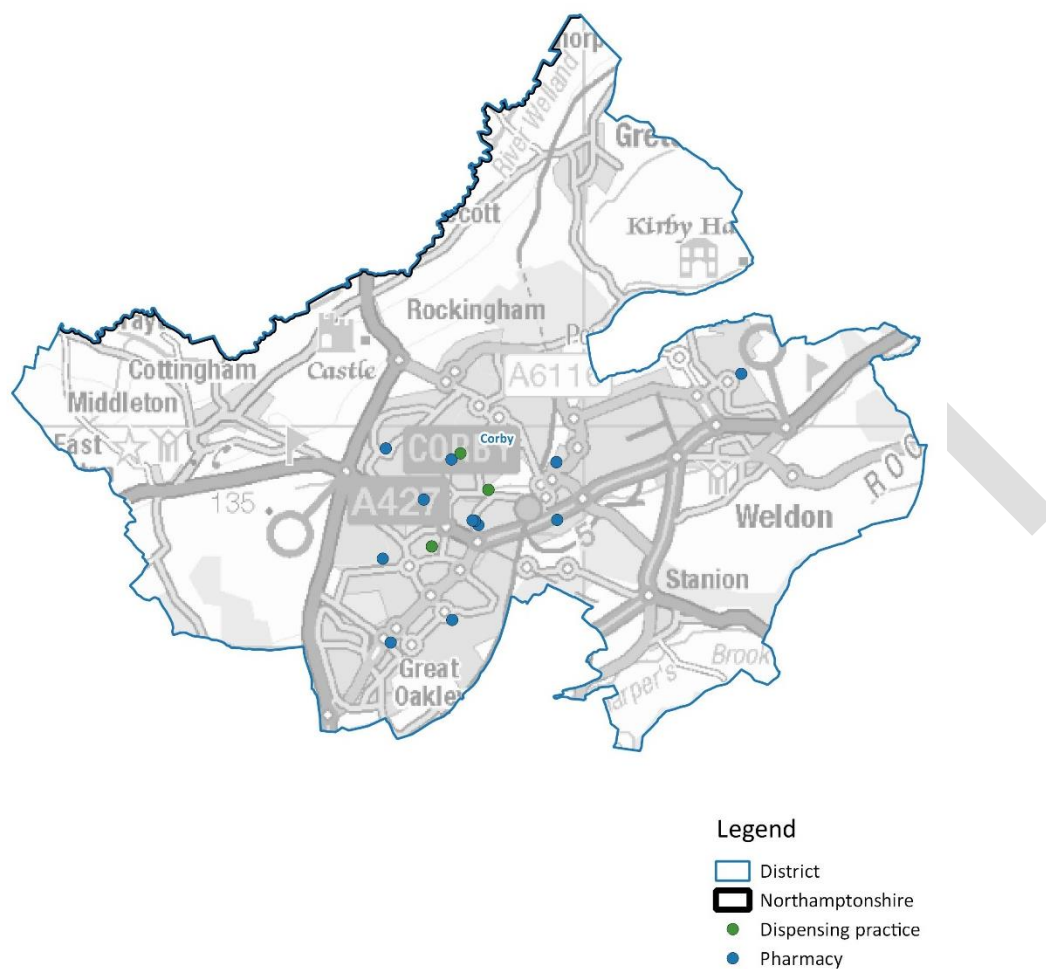


Figure 2: Map of pharmacy and dispensing GP practices in East Northamptonshire locality

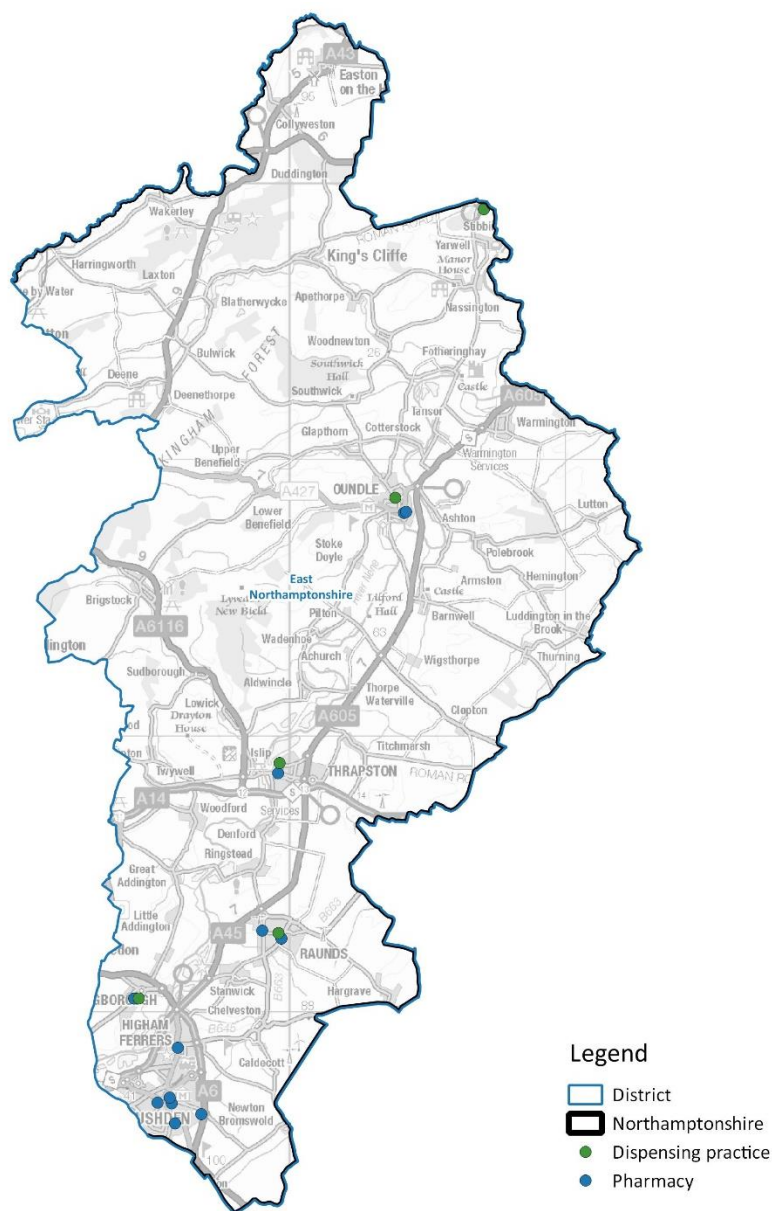


Figure 3: Map of pharmacy and dispensing GP practices in Kettering locality

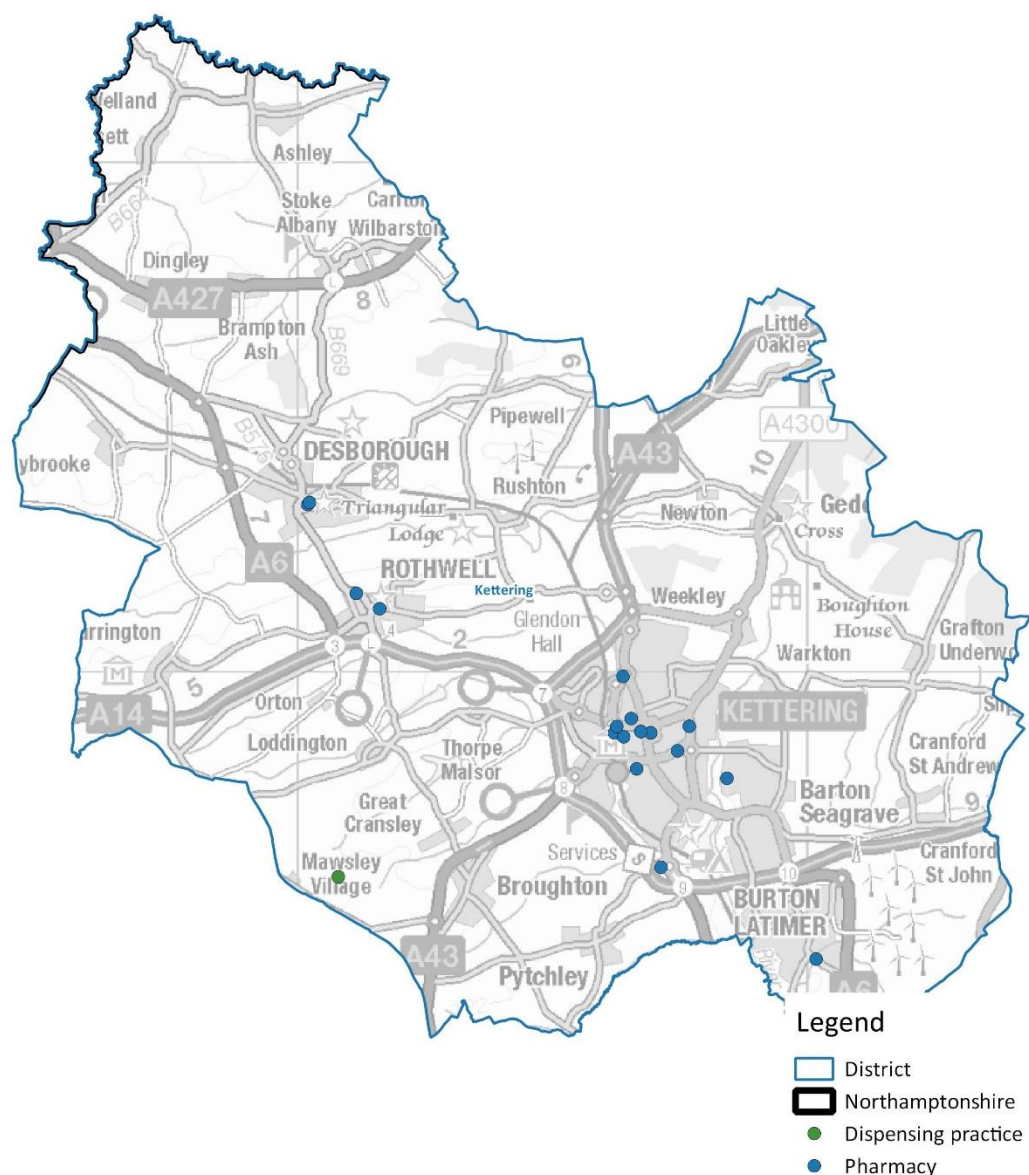
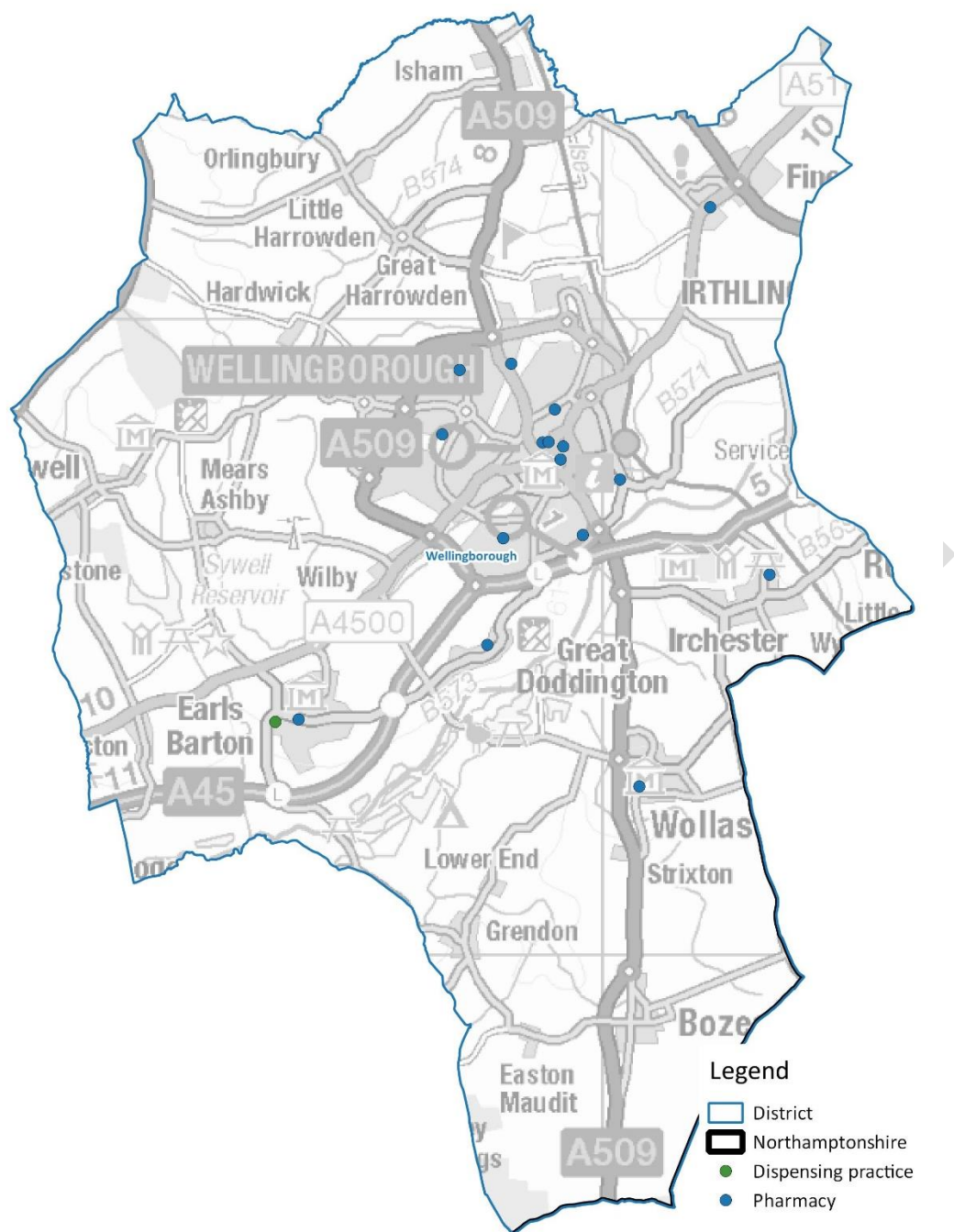


Figure 4: Map of pharmacy and dispensing GP practices in Wellingborough locality



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 |

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.Limited | 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 |

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 |

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.

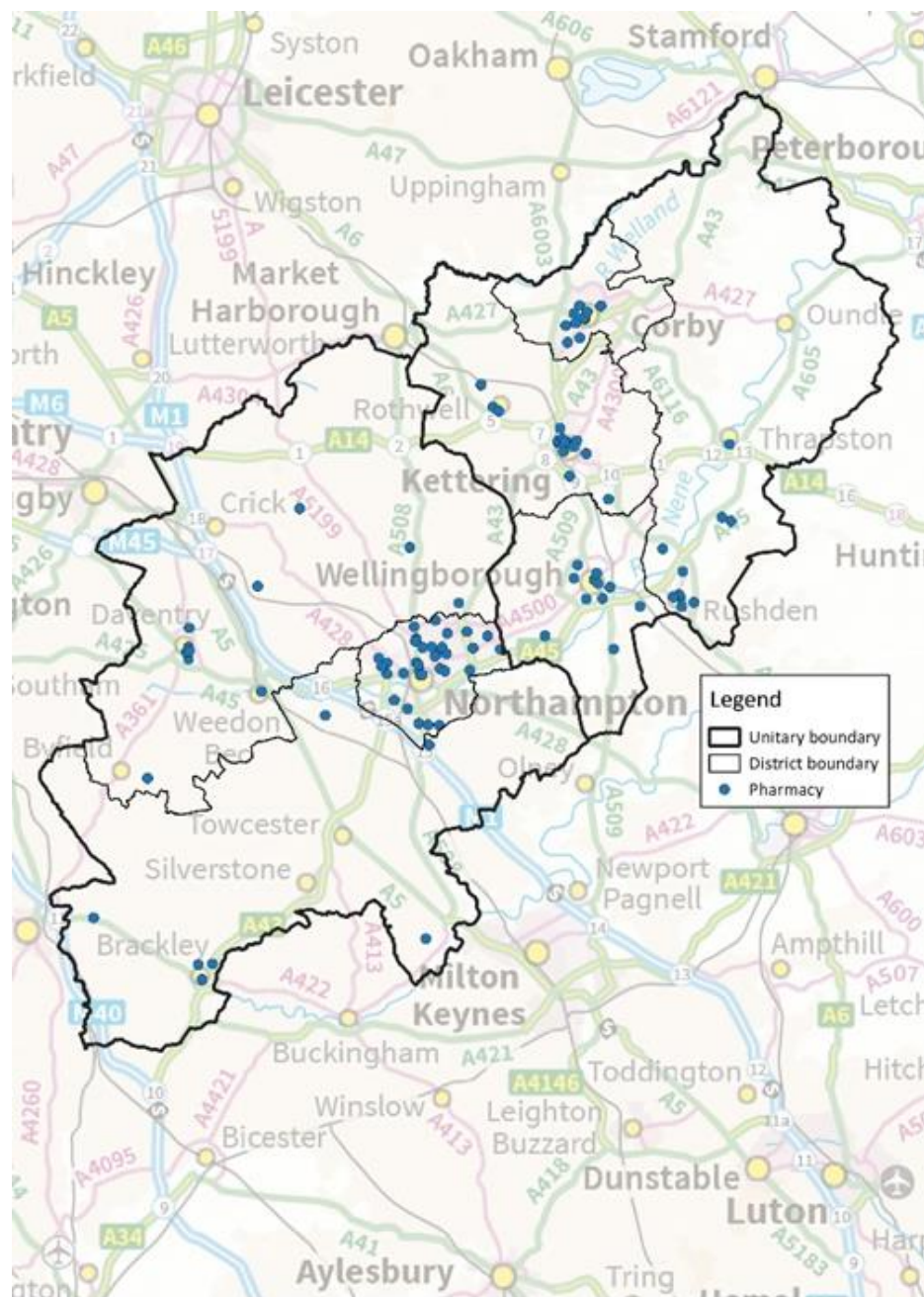


Figure 6: Location of pharmacies providing COVID-19 Vaccination Service in Northamptonshire.

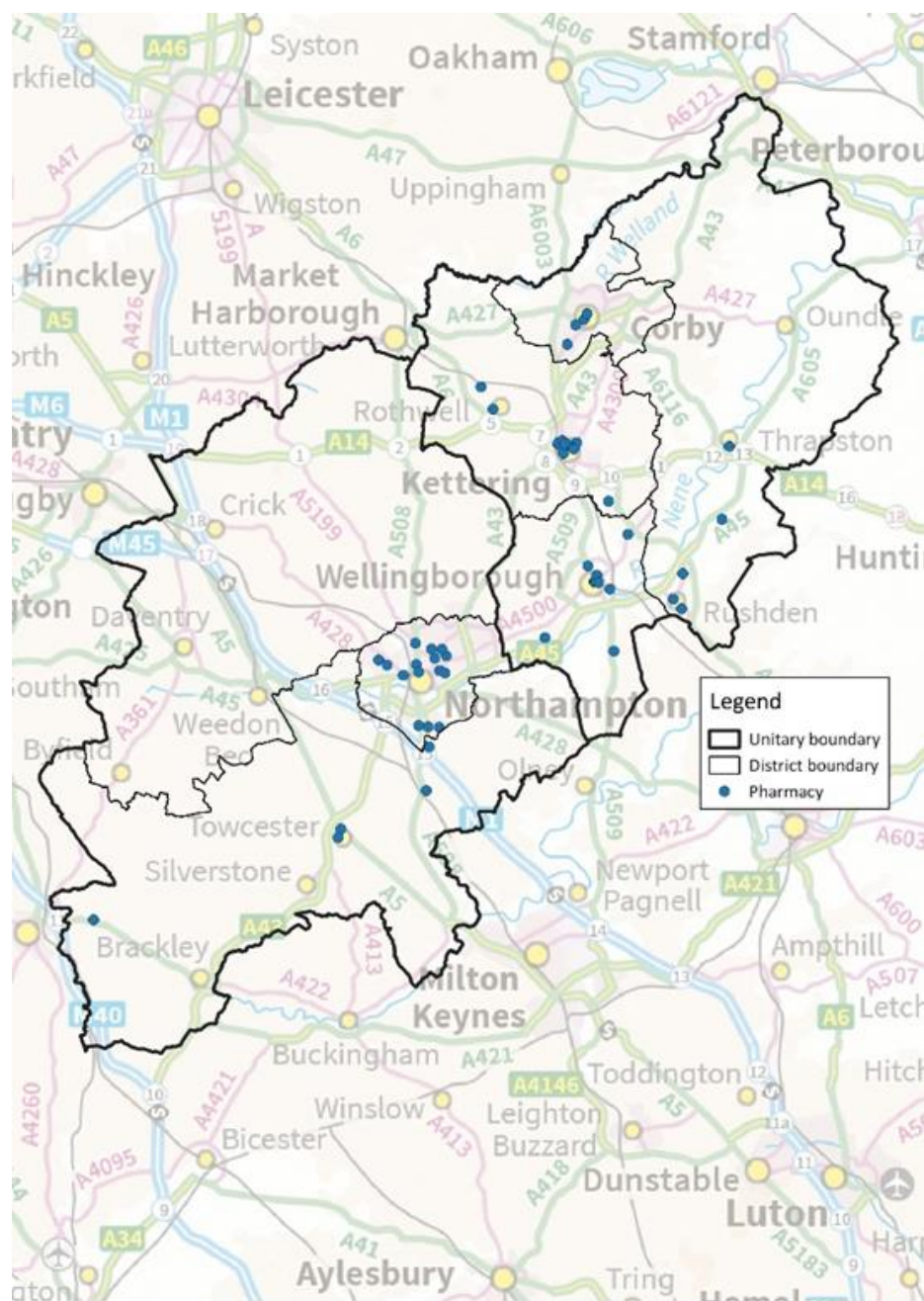


Figure 7: Location of pharmacies providing New Medicine Service in Northamptonshire.

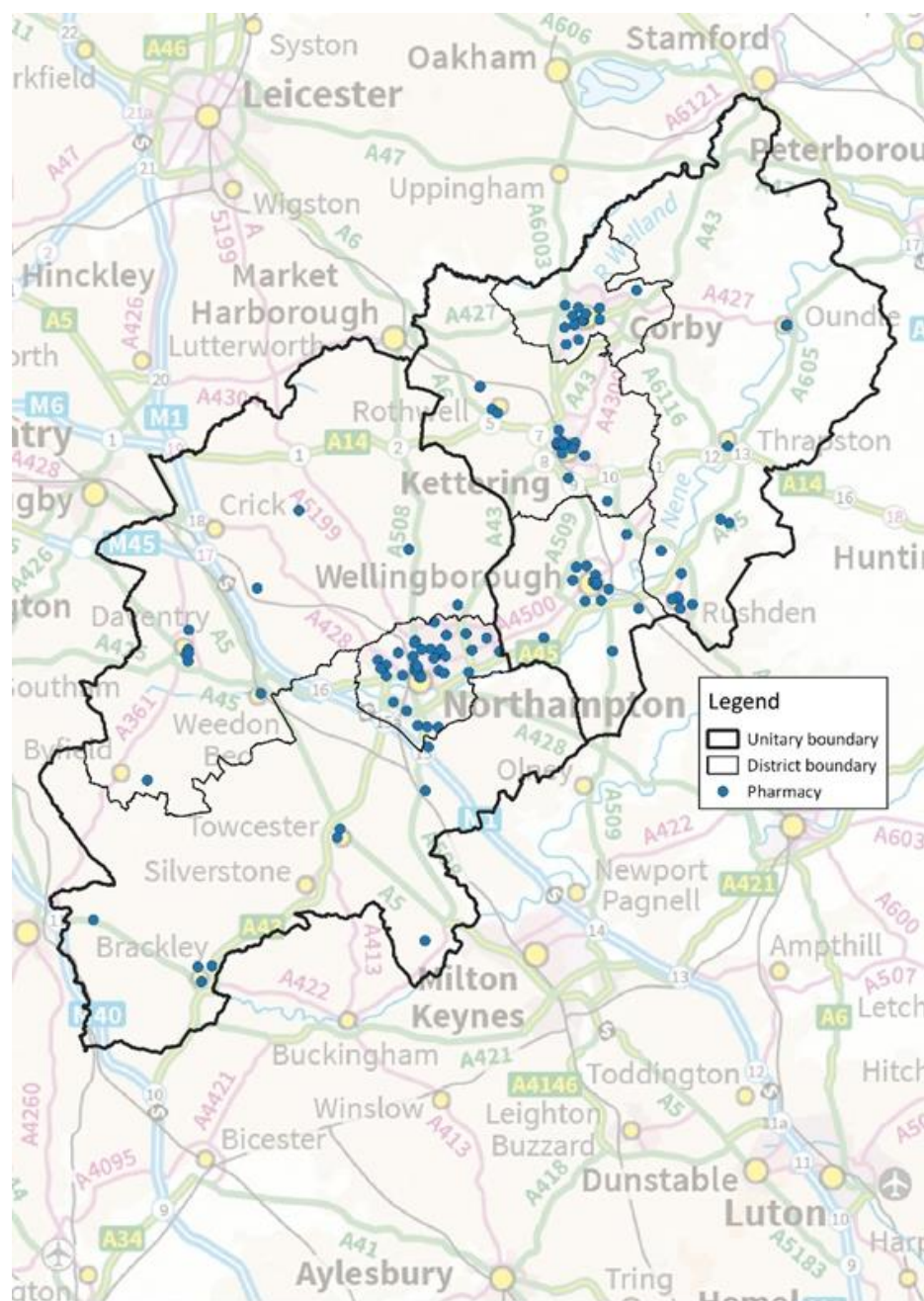


Figure 8: Location of pharmacies providing Hypertension Case-Finding Service in Northamptonshire.

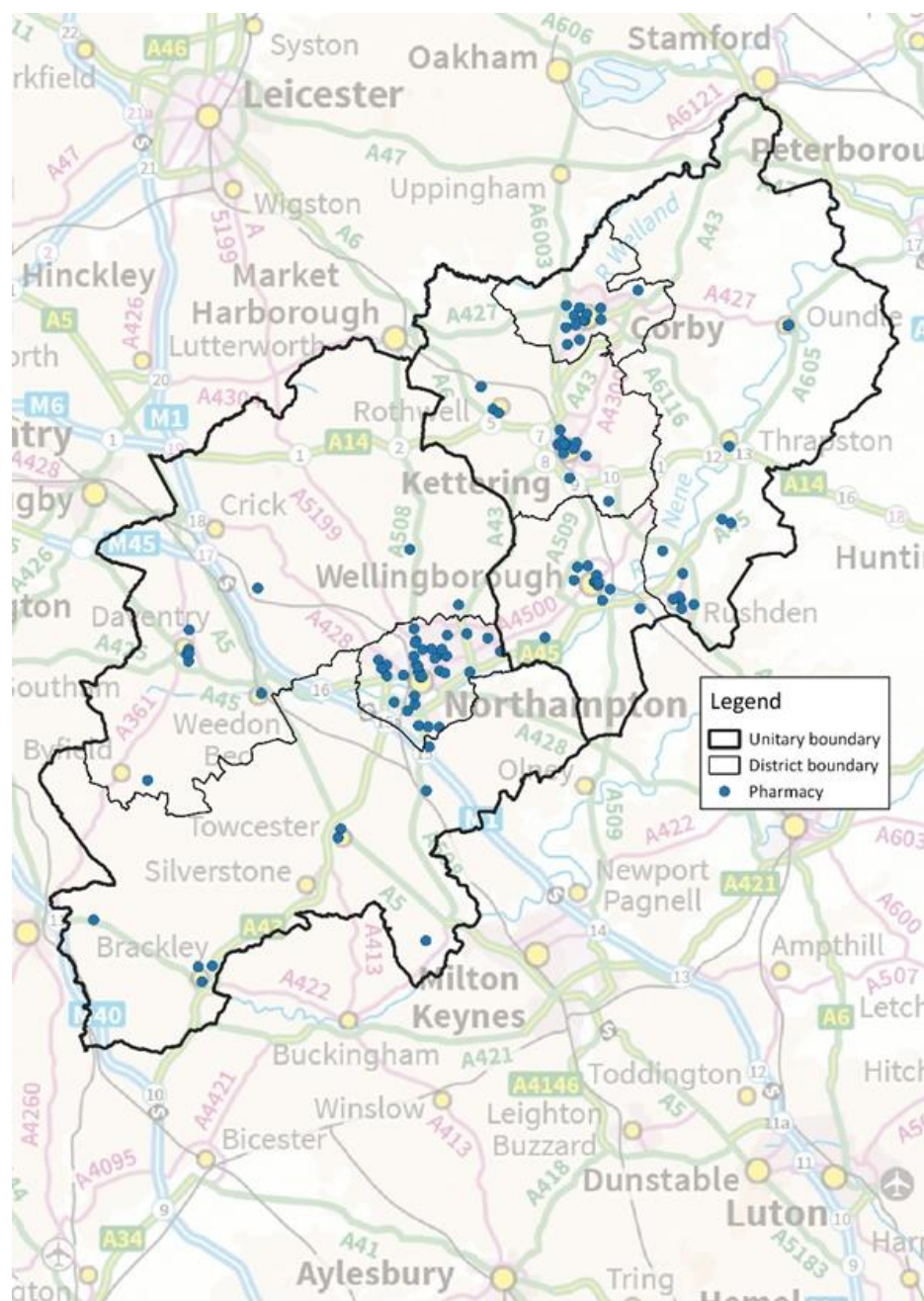


Figure 9: Location of pharmacies providing Pharmacy First Service in Northamptonshire.

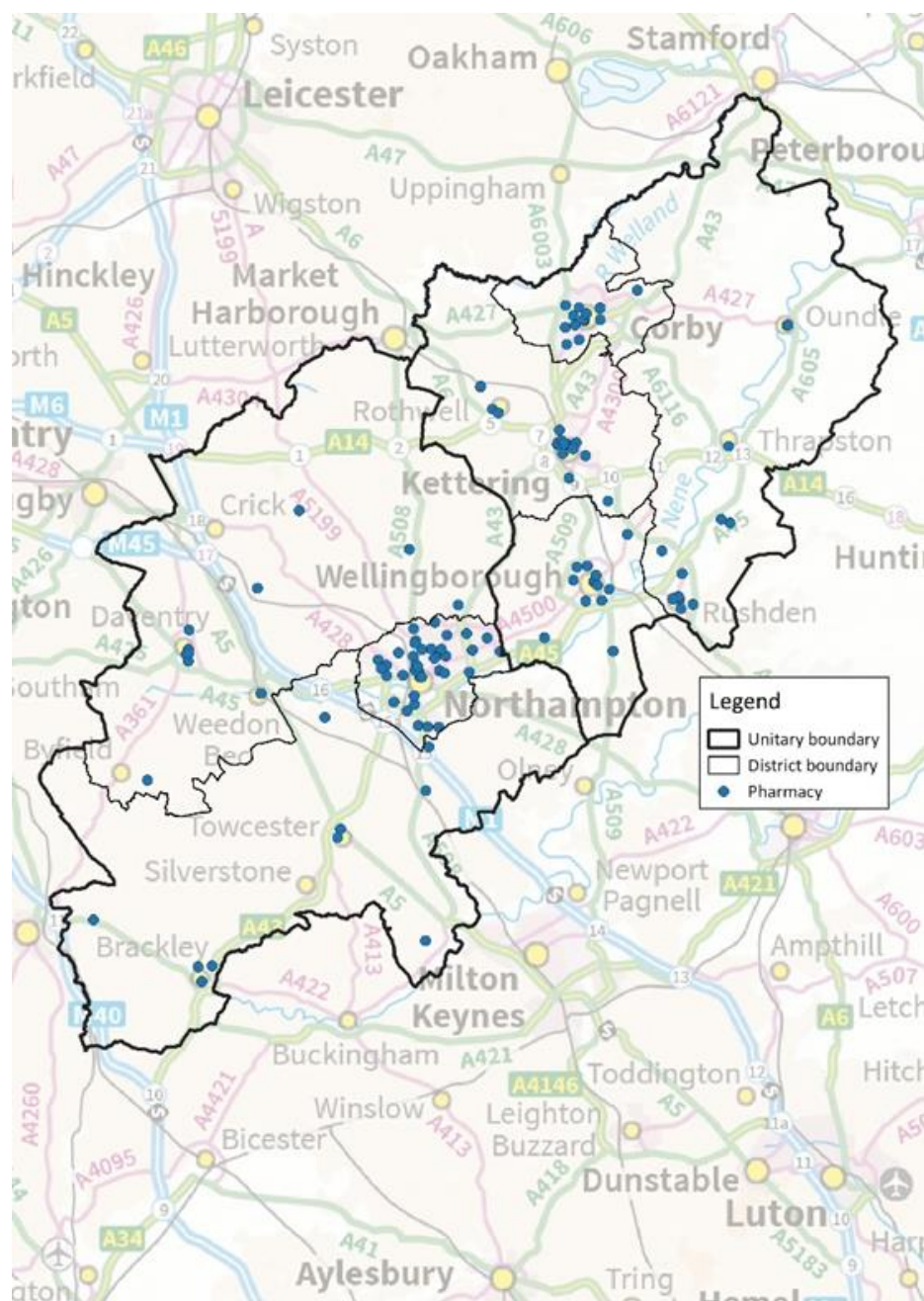


Figure 10: Location of pharmacies providing Pharmacy Contraception Service in Northamptonshire.

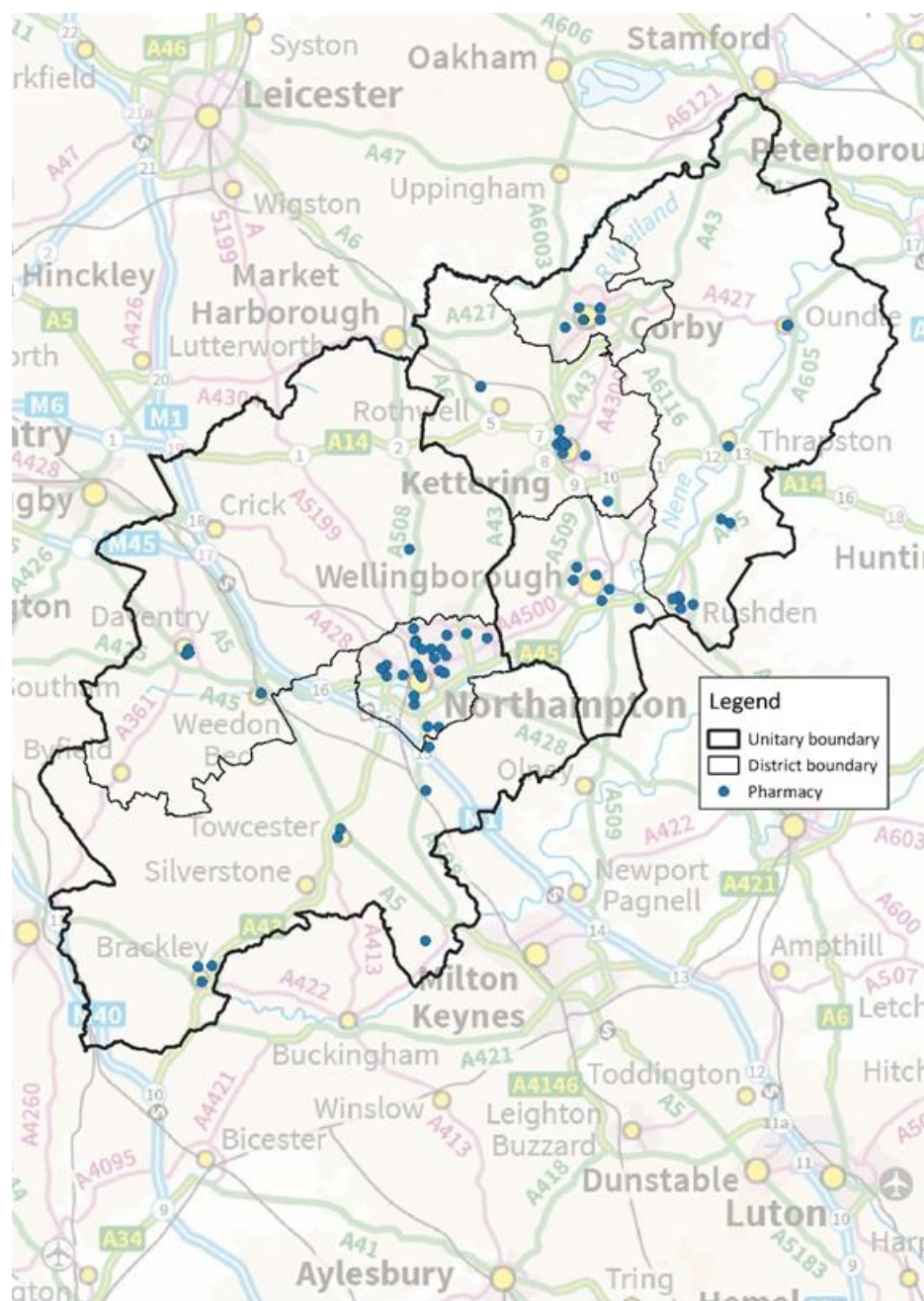


Figure 11: Location of pharmacies providing Lateral Flow Device Service in Northamptonshire.

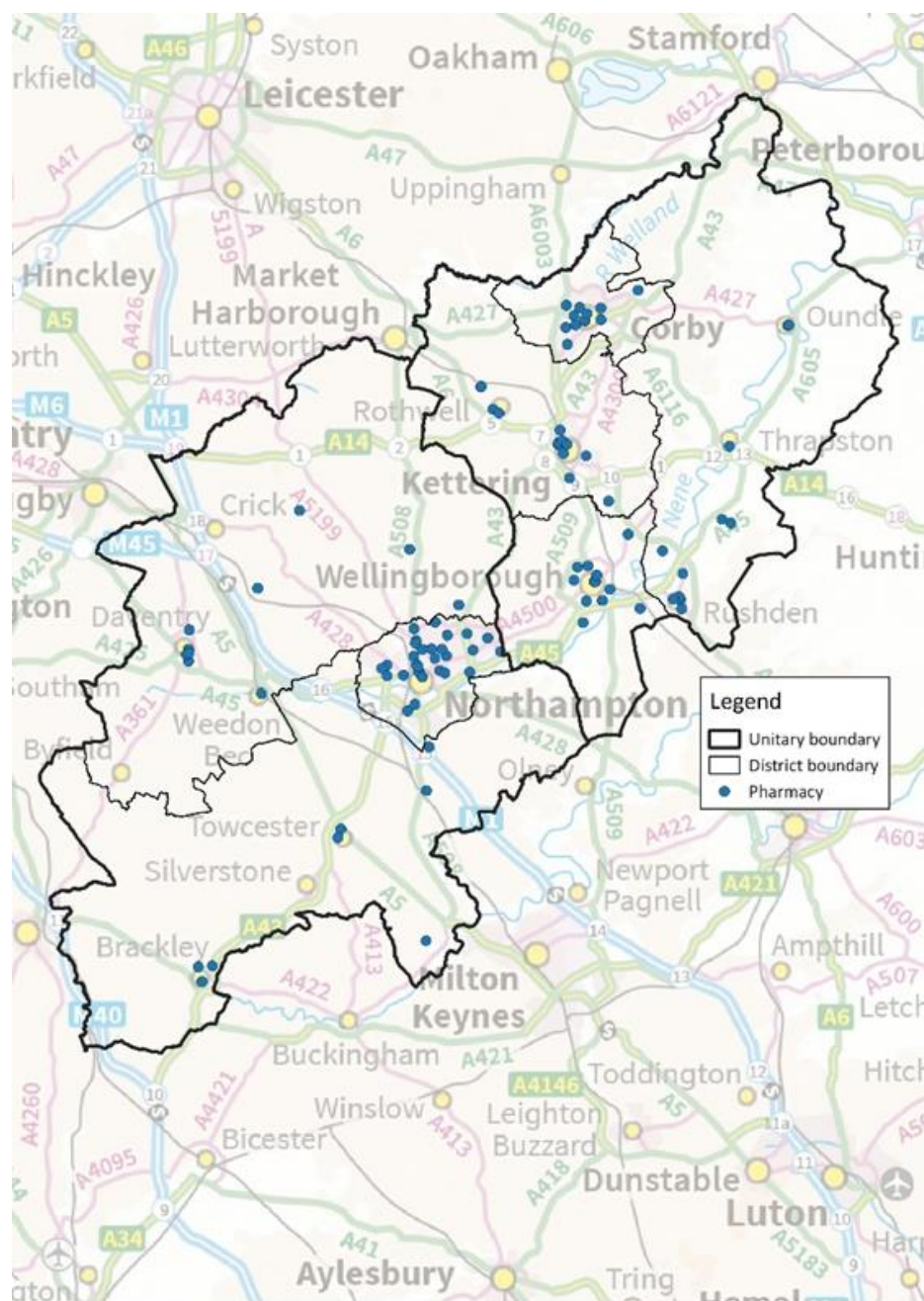


Figure 12: Location of pharmacies providing Palliative Care End of Life – Emergency Stock Service in Northamptonshire.

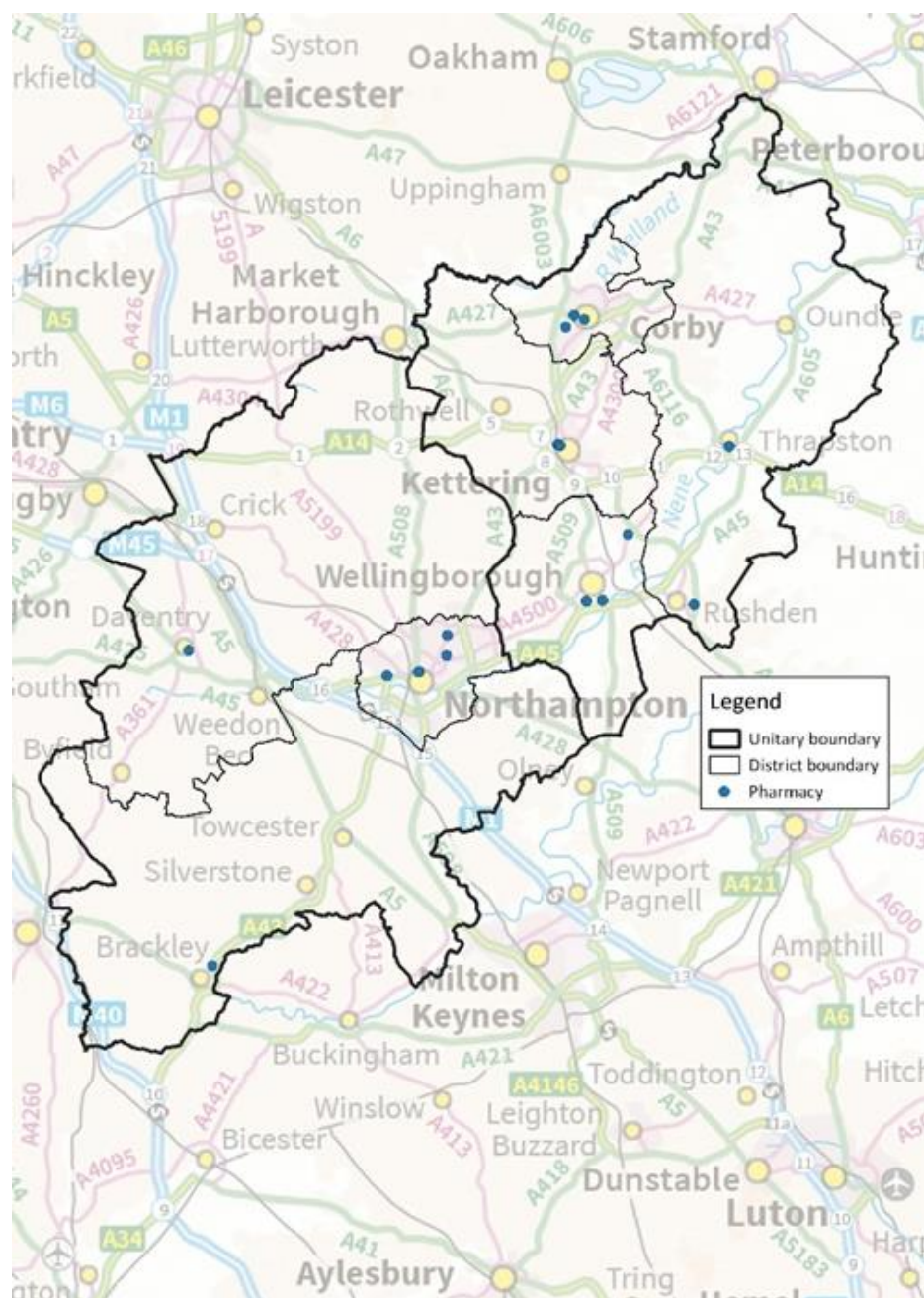


Figure 13: Location of pharmacies providing Stoma Appliance Customisation in Northamptonshire.

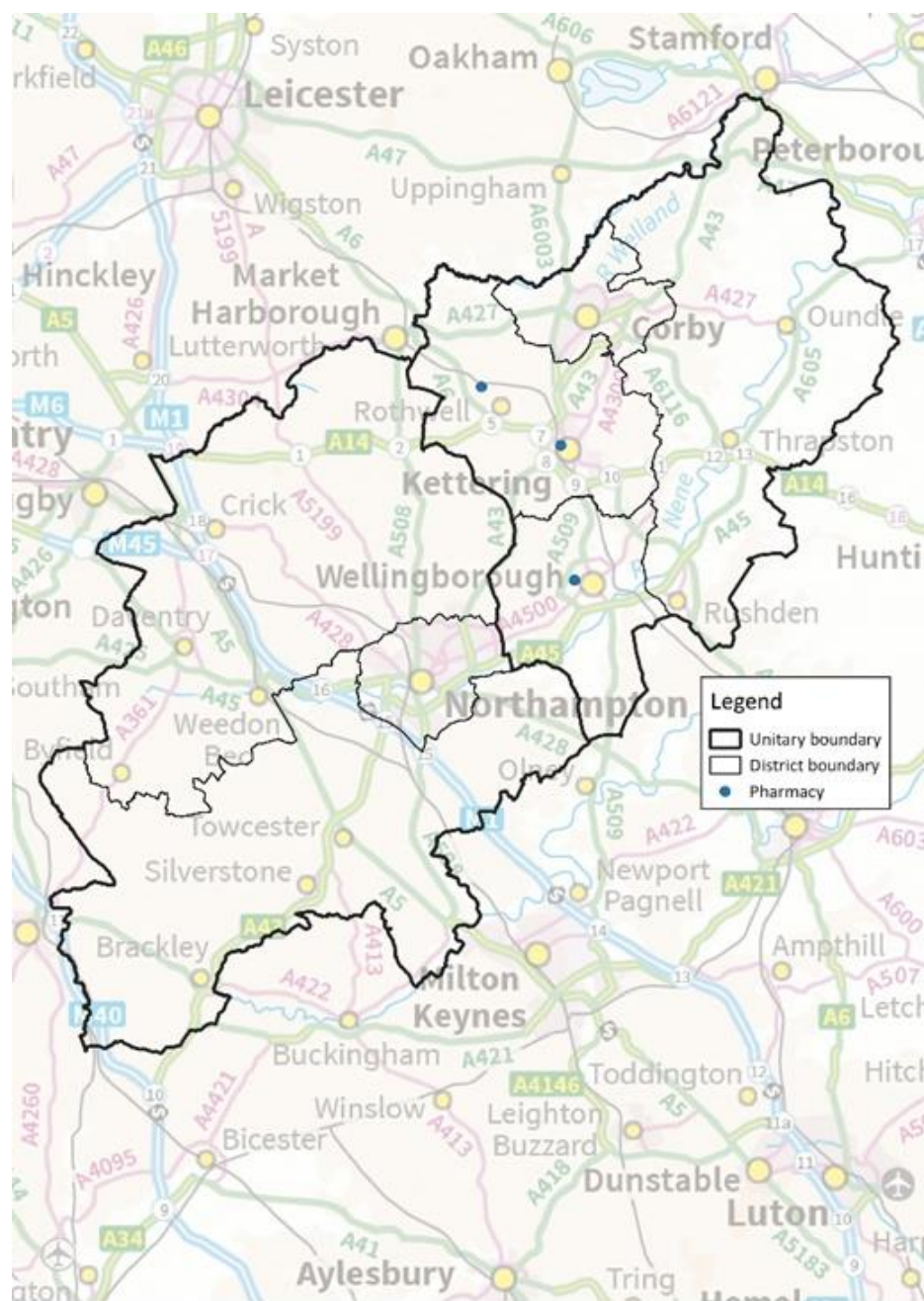
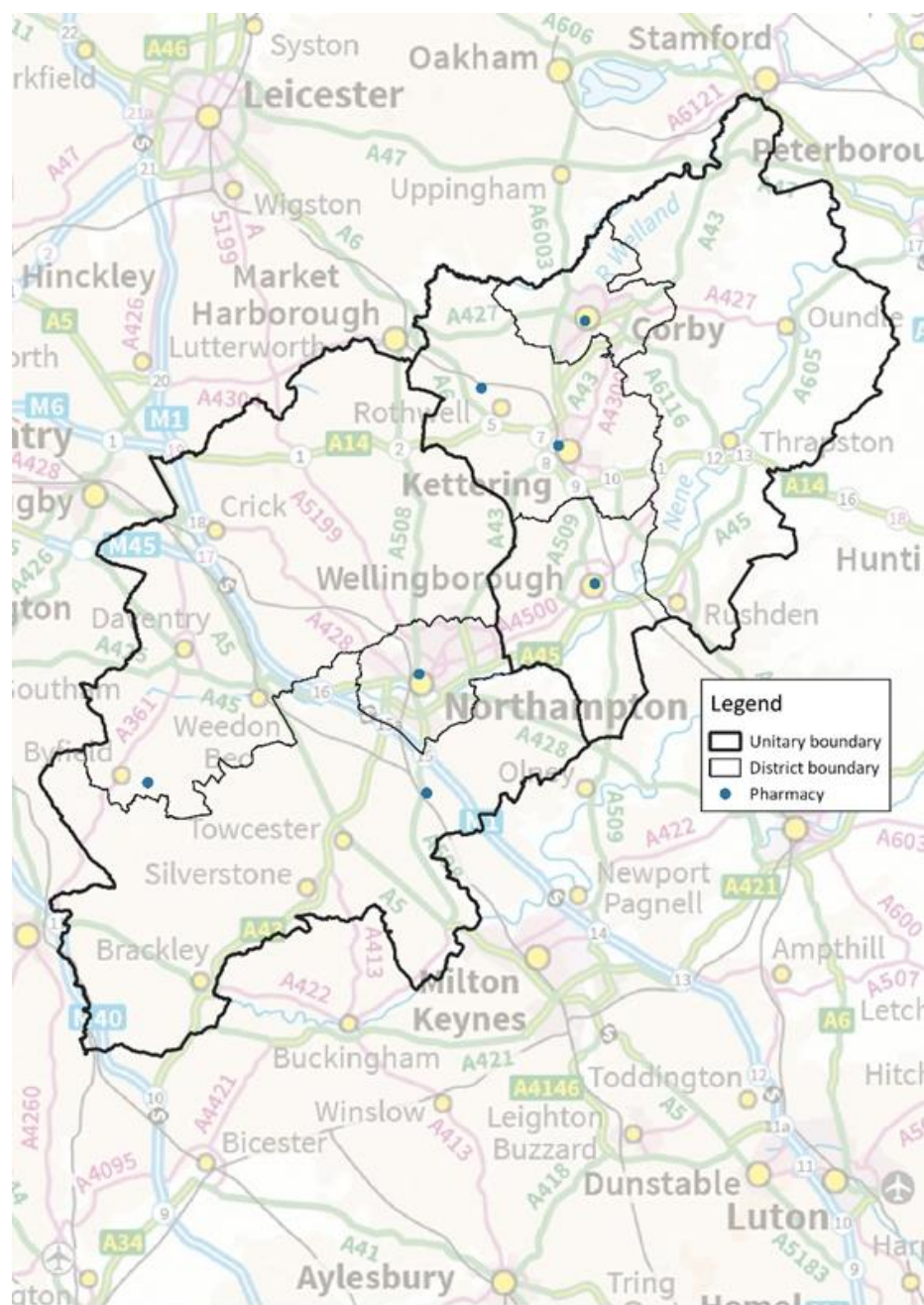


Figure 14: Location of pharmacies providing Covid Medicines Unit Delivery (CMDU) Triage and Treatment Service in Northamptonshire.



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 |
|------------------|-------|-----------------------|-----------|----------------|------------------------|
| Jan 24 | 119 | 102 | 141 | 297 | 659 |
| Feb 24 | 100 | 100 | 199 | 372 | 771 |
| March 24 | 191 | 216 | 262 | 210 | 879 |
| April 24 | 184 | 180 | 259 | 315 | 938 |
| May 24 | 321 | 163 | 425 | 318 | 1,227 |
| June 24 | 238 | 162 | 317 | 299 | 1,016 |
| July 24 | 369 | 163 | 375 | 424 | 1,331 |
| August 24 | 331 | 170 | 375 | 596 | 1,472 |
| Sept 24 | 345 | 180 | 342 | 569 | 1,436 |
| Oct 24 | 411 | 172 | 569 | 412 | 1,564 |
| Nov 24 | 291 | 183 | 454 | 286 | 1,214 |
| Dec 24 | 258 | 173 | 587 | 170 | 1,188 |
| Total | 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 |
|-----------------|-------|-----------------------|-----------|----------------|------------------------|
| Jan 24 | 3 | 4 | 1 | 11 | 19 |
| Feb 24 | 150 | 155 | 176 | 267 | 748 |
| March 24 | 187 | 182 | 220 | 305 | 894 |
| April 24 | 163 | 160 | 228 | 273 | 824 |
| May 24 | 194 | 196 | 293 | 307 | 990 |
| June 24 | 179 | 191 | 252 | 297 | 919 |

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| | | | | | |
|----------------|-------|-------|-------|-------|--------|
| July 24 | 223 | 187 | 307 | 337 | 1,054 |
| Aug 24 | 217 | 229 | 254 | 337 | 1,037 |
| Sept 24 | 235 | 193 | 253 | 261 | 942 |
| Oct 24 | 225 | 207 | 148 | 256 | 836 |
| Nov 24 | 289 | 320 | 333 | 357 | 1,299 |
| Dec 24 | 428 | 328 | 417 | 403 | 1,576 |
| Total | 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.

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

DRAFT

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 |
| 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 |

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| | |
|--|---|
| 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 SEptemnber 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 |

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| | |
|--|---|
| 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 |


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| | |
|---|---|
| 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 |

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| | |
|---|---|
| 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 |

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| | |
|--|---|
| 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?

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| | |
|--------------|-----|
| 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 Tesco's 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 know 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. | 1 |
| 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 |
| I've always used Well in Barth Close Corby since they opened. | 1 |

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| | |
|---|---|
| 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 scripts 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 |
| smaller less likely to have the product in stock | 1 |
| So short staffed it's rarely open | 1 |

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| | |
|--|---|
| 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 |
| By bus | 1 |
| By car | 165 |
| By taxi | 4 |

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| | |
|----------------------------|----|
| 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 |

| |
|-------|
| Other |
|-------|

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| | |
|---|---|
| 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 |
|---|---|--|---|---|
| Very comfortable | 134 | 100 | 81 | |
| Comfortable | 58 | 67 | 57 | |
| Neither comfortable nor uncomfortable | 27 | 32 | 38 | |
| Uncomfortable | 13 | 16 | 29 | |
| Very uncomfortable | 4 | 29 | 16 | |
| Would rather not say | 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 |
| 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. | 1 |

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| | |
|---|---|
| All staff are knowledgeable Always a pharmacist available Always get the prescription right and it's always ready | 1 |
| All staff very pleasant and helpful | 1 |
| always helpful but does gets busy at times | 1 |
| 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. | 1 |
| 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. | 1 |
| 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 | 1 |
| 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 |

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| | |
|--|---|
| 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 |
| 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. | 1 |
| 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. | 1 |
| 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. | 1 |
| I rarely talk to the pharmacist because I don't have a need to but they are very helpful when I do | 1 |
| I use a different High Street pharmacy, Boots, to collect prescriptions from my GP or hospital | 1 |

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| I use the pharmacy for prescriptions. Anything else is just covert privatization of another part of the NHS. | 1 |
| <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> | 1 |
| I would like them to provide a pill blister pack recycling box so helps the environment | 1 |
| 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. | 1 |
| Impossible to talk to a pharmacist as so busy | 1 |
| In my opinion this is the best pharmacy I have ever visited. The staff are very friendly and helpful. | 1 |
| <p>It has recently changed hands. Used to be Lloyds.</p> <p>The shop looks very run down from the outside.</p> <p>Inside, most of the shelves are Spartan or bare, with few products.</p> <p>The place does not look clean.</p> <p>There are often big plastic boxes of medicines/products dumped behind the counter.</p> <p>It's not an inviting place.</p> <p>I go to collect prescriptions and leave asap.</p> | 1 |
| It is very public to have quite private conversations but the advice given is sound. | 1 |

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| 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 | 1 |
| 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. | 1 |
| It's not the only pharmacy I use. The other one isn't in Northants. | 1 |
| Keep local pharmacies they provide an excellent service. | 1 |
| 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 |

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| 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 |
| <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 breech of GDPR and confidential info and needs looking into</p> | 1 |
| 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. | 1 |
| Since it has been taken over by a large chain, the service is pretty poor, long waiting times, and not a good atmosphere. | 1 |
| Sometimes have to wait for some medication to be available | 1 |
| 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 | 1 |
| Sometimes they have trouble accessing medication from their supplier. | 1 |
| Staff are very pleasant and usually know you by name | 1 |
| 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 | 1 |

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| tesco are very busy and very efficient | 1 |
| 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 an appointment, it's the government and NNC planning dept . | 1 |
| 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 great advice and issue overcounter meds suitable for me to take. I have also had a Covid booster there. I would recommend 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 |

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| 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 |
| 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 |

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| 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 |
| 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 |

Appendix L – GIS maps of Kettering housing developments

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

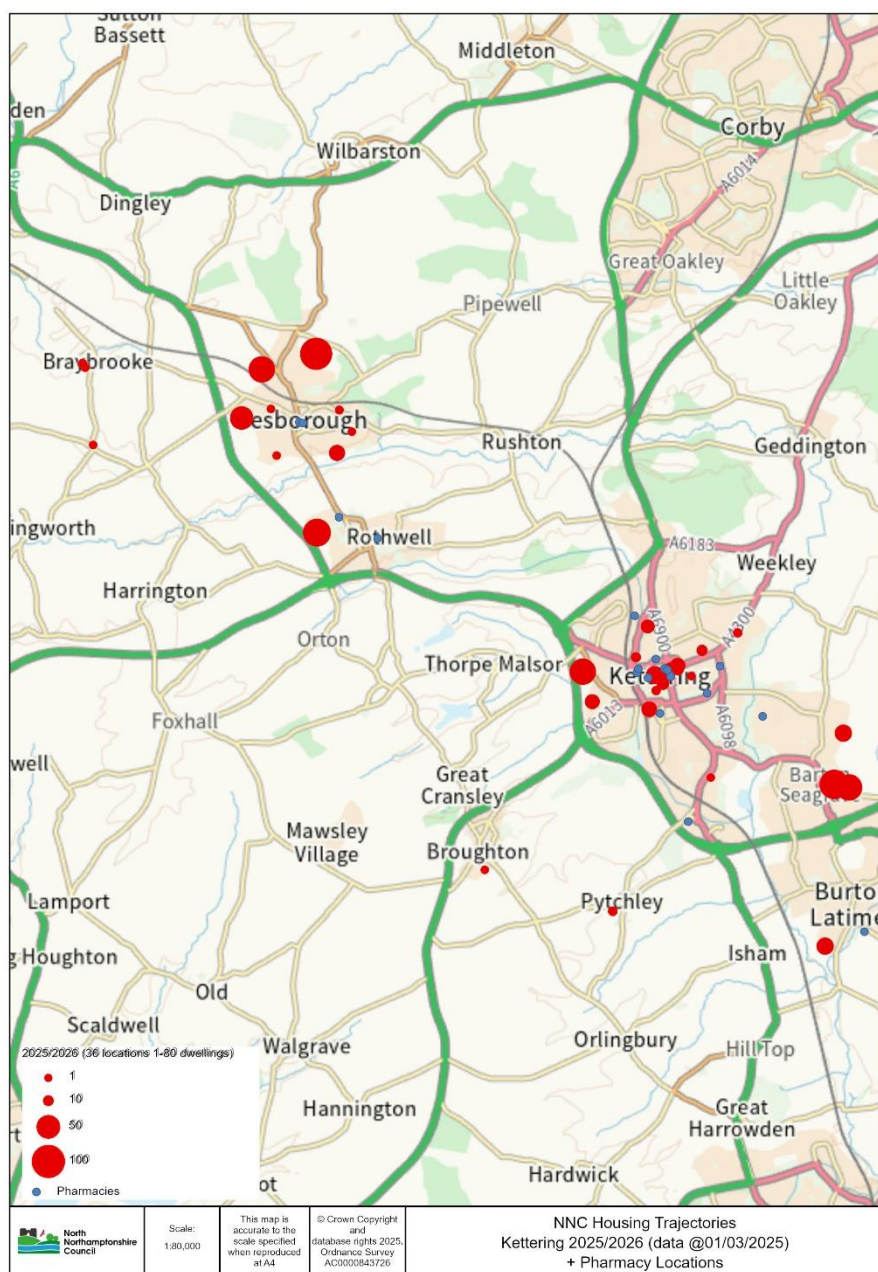


Figure 16: GIS map of housing developments and pharmacies in Kettering in 2026/27.

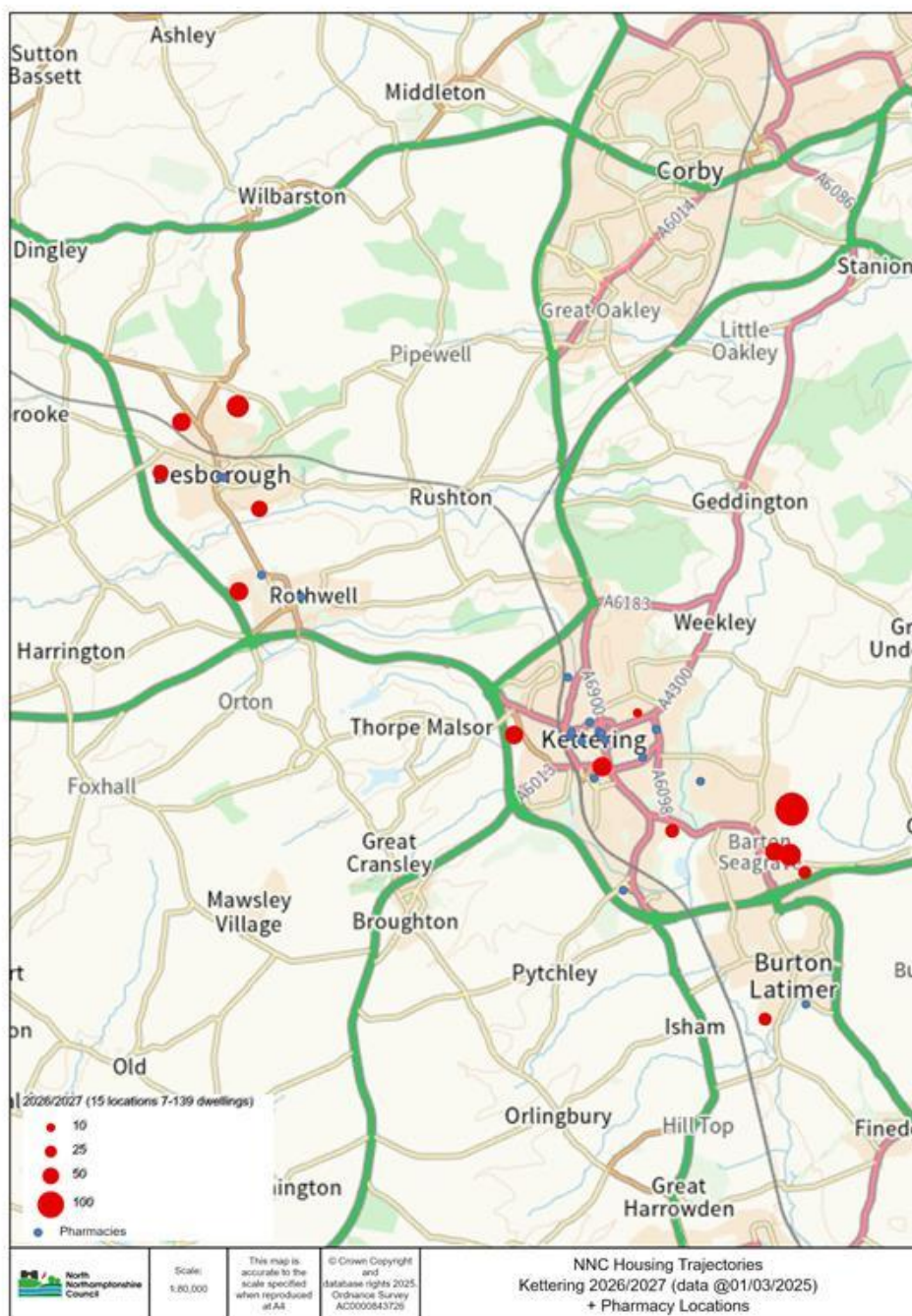


Figure 17: GIS map of housing developments and pharmacies in Kettering in 2027/28.

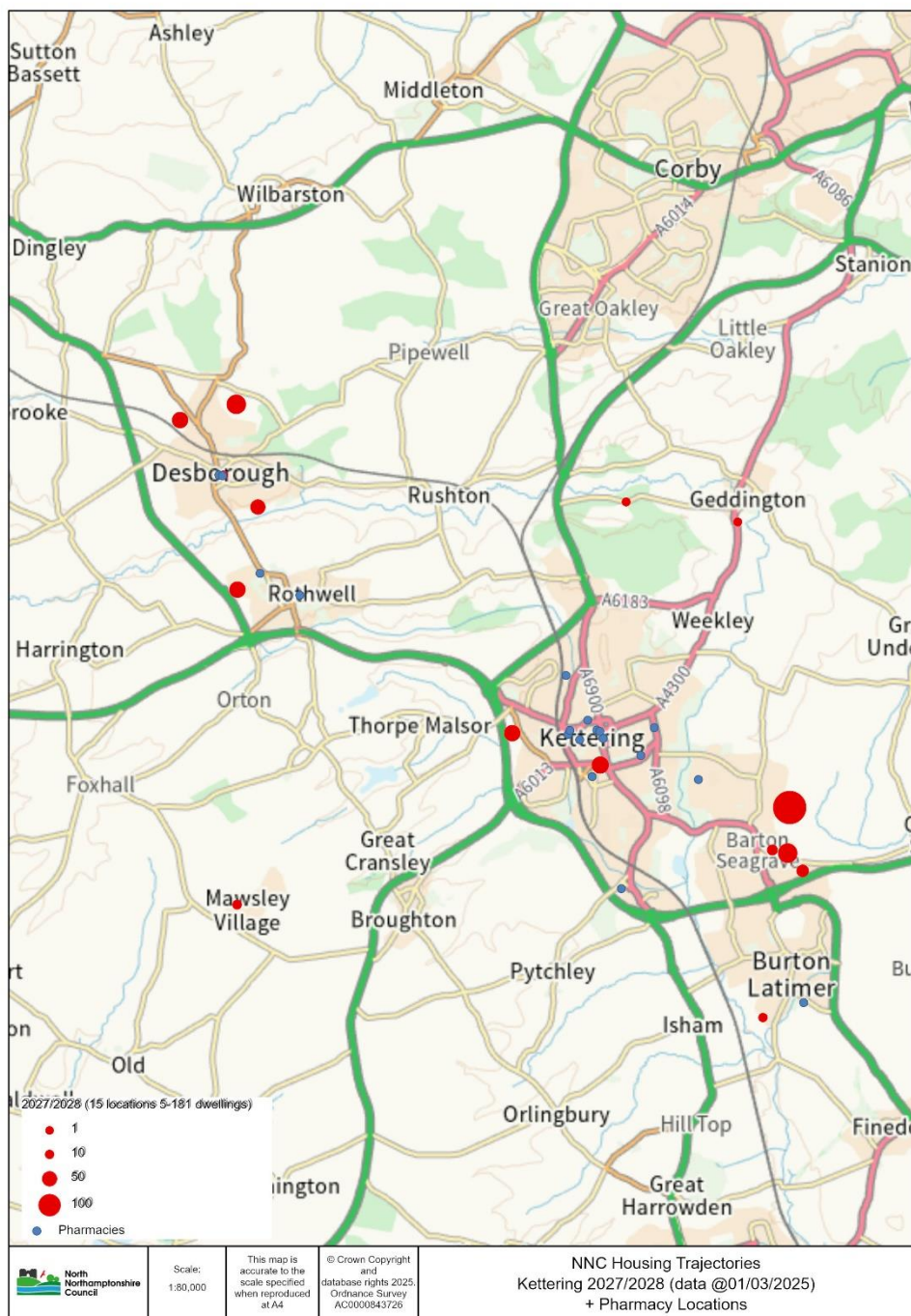


Figure 18: GIS map of housing developments and pharmacies in Kettering in 2028/29.

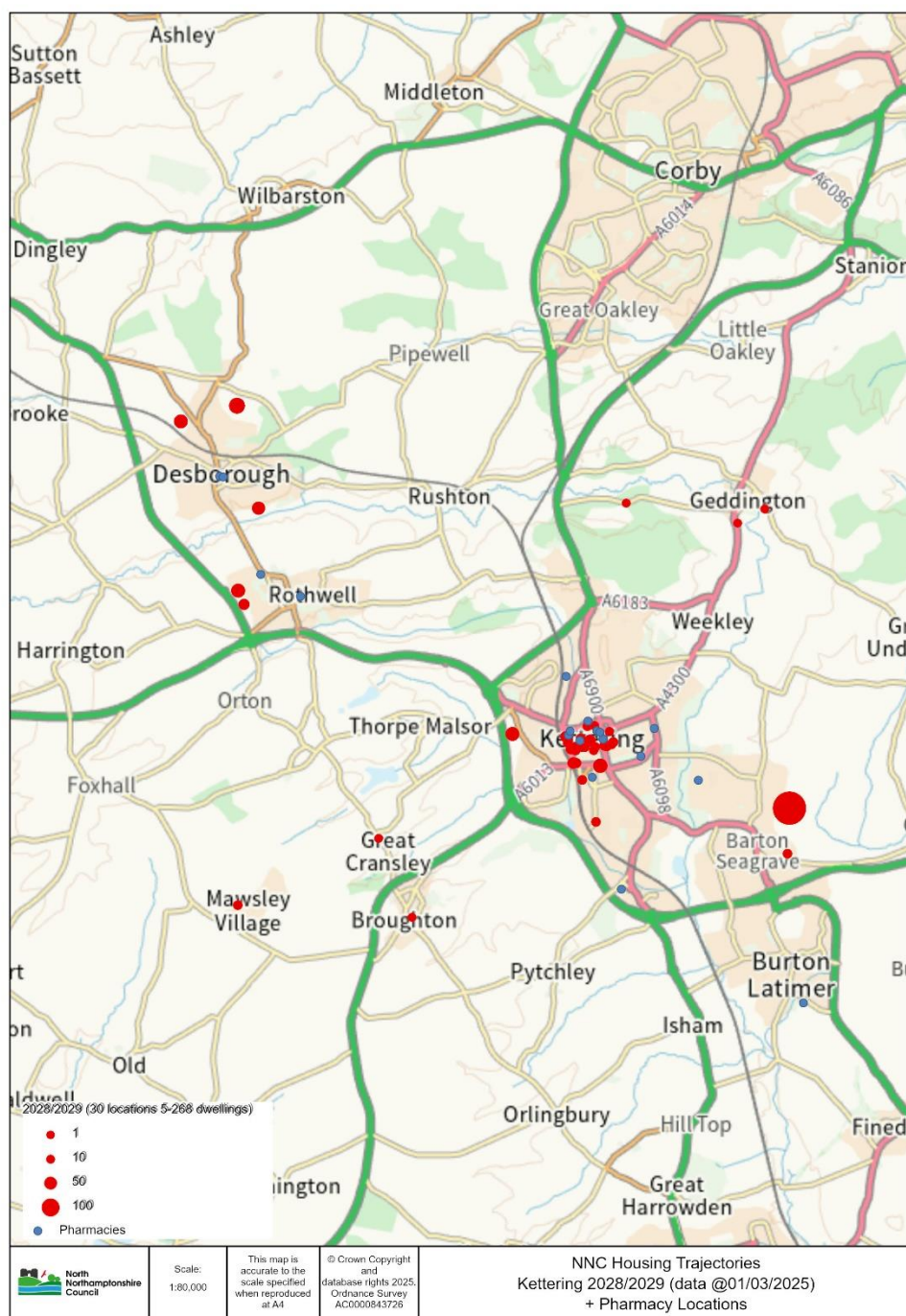


Figure 19: GIS map of housing developments and pharmacies in Kettering in 2029/30.

