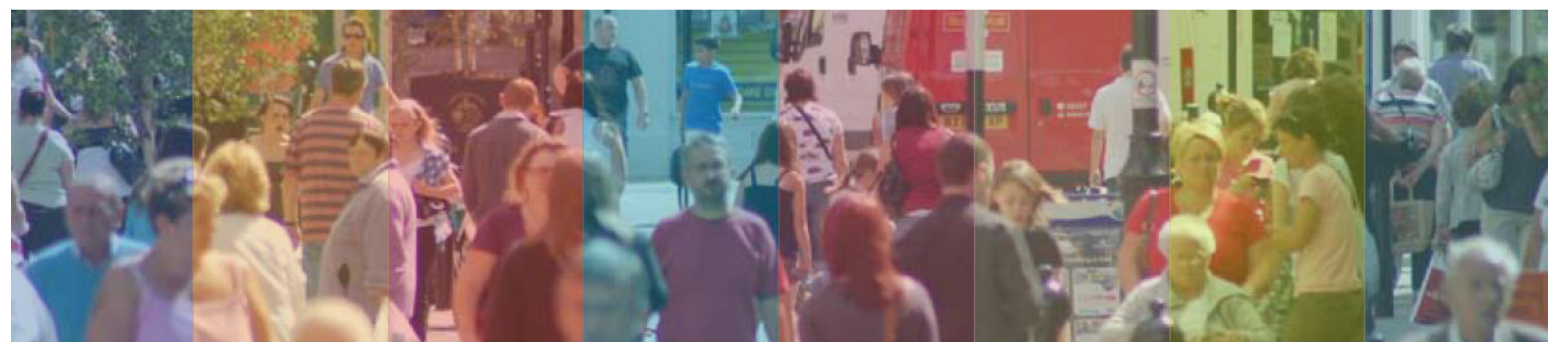


Wiltshire Pharmaceutical Needs Assessment



a single version of the truth



Edition

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EXECUTIVE SUMMARY

Background

This document describes Wiltshire Health and Wellbeing Board's Pharmaceutical Needs Assessment (PNA), which has been written to meet the requirements set out in the Health and Social Care Act 2012, which transferred responsibility for the developing and updating of PNAs to health and wellbeing boards (HWBs) from Primary Care Trusts (PCTs). The legislative basis for developing and updating PNAs is set out by the *National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013*.

The Pharmaceutical Needs Assessment is a key tool for identifying what is needed at a local level to support the commissioning intentions for pharmaceutical services and other services that could be delivered by community pharmacies and other providers. The Pharmaceutical Needs Assessment maps current provision, assesses local need and identifies any gaps in provision.

Development of the PNA in Wiltshire

The development of the PNA in Wiltshire has been led by the Wiltshire Pharmaceutical Services Strategy Group. A variety of methods were used to develop the document, including drawing on a range of other information sources, public and contractor questionnaires and consultation with a range of partners.

The information gathered from the various sources has been synthesized to provide a comprehensive picture of the population of Wiltshire, their current and future needs and how pharmaceutical services can meet these needs and support future improvements in the health and wellbeing of our population.

Health Needs in Wiltshire

Wiltshire is a large, predominantly rural county with a 2012 mid-year population estimate of 476,816 which is expected to increase to 505,416 in 2021. Almost half of the population resides in towns and villages with less than 5,000 people and a quarter live in villages of fewer than 1,000 people. The population in the South West has higher life expectancy than England as a whole and people in Wiltshire live longer than the general population in the South West.

The two major causes of premature death nationally, and in Wiltshire, are circulatory disease (including coronary heart disease and stroke) and cancers. Overall, mortality from all causes in the under 75 age group has been declining in Wiltshire, the South West and England.

The Wiltshire Joint Strategic Assessment has been used to provide a comprehensive account of the wider diseases and conditions which cause mortality and morbidity in Wiltshire, as described in Chapter 5. This chapter also highlights key strategic priorities for improving health and wellbeing in Wiltshire, including improving life expectancy and reducing health inequalities.

As well as considering the wider health needs of the population of Wiltshire, the needs of specific groups are described within the PNA, along with the lifestyle factors which influence health.

Current Provision and Use of Pharmaceutical Services in Wiltshire

Wiltshire has a total of 74 community pharmacies and a population of approximately 476,816. This represents 15.7 pharmacies per 100,000 population. This is lower than the England average. In addition, there are 21 Dispensing General Practices, which serve the more rural parts of the County.

There is a range of local provision of Advanced and Enhanced Pharmacy Services in Wiltshire, much more detail of which is provided within the Wiltshire PNA.

Pharmacy opening hours in Wiltshire vary, with a range of daytime, evening and weekend opening provided. Eight community pharmacies provide a 100 hour service, eight are open at least one late evening per week and ten open on Sundays.

The range of pharmacy provision in Wiltshire extends to meet the needs of various specific diseases, different populations and also lifestyle choices.

Conclusion

Taking into account local demography and the provision of pharmaceutical services in Wiltshire, it is evident that there is adequate provision of such facilities. Services are accessible in a range of locations and in a variety of set ups.

Each Community Area has at least one Community Pharmacy within it, and the opening hours of these pharmacies generally reflect the population density.

There is a variation in the range of enhanced services provided across Wiltshire and within the different Community Areas. This provision is reflective of need, with specific enhanced services being delivered in areas where disease and lifestyle factors suggest they are required. There is however scope for further development in relation to the provision of enhanced services in Wiltshire.

1. INTRODUCTION

This document describes the Pharmaceutical Needs Assessment (PNA) for Wiltshire's Health and Wellbeing Board. It has been written to meet the requirements set out in the Health and Social Care Act 2012, which transferred responsibility for the developing and updating of PNAs to health and wellbeing boards (HWBs) from Primary Care Trusts (PCTs). The legislative basis for developing and updating PNAs is set out by the *National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013*, and can be found at:

<http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations/>

The regulations require HWBs to prepare and publish their first PNA by 1 April 2015. After this time HWBs will be required to publish a revised assessment within three years of publication of their first assessment; and will be required to publish a revised assessment as soon as is reasonably practical after identifying significant changes to the availability of pharmaceutical services since the publication of its PNA.

Pharmaceutical services in relation to PNAs include:

Essential services – which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service; the dispensing of medicines, promotion of healthy lifestyles and support for self-care.

Advanced services – services community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation as necessary; these are Medicines Use Reviews and the New Medicines Service for community pharmacists and Appliance Use Reviews and the Stoma Customisation Service for community pharmacists and dispensing appliance contractors.

Enhanced Services – commissioned by NHS England.

Responsibility for pharmacy local Enhanced services previously commissioned by PCTs has transferred to NHS England (the Area Team). NHS England does not have the power to direct Clinical Commissioning Groups (CCG) to manage these services on its behalf, however this does not preclude CCGs from commissioning services locally from community pharmacies.

Community pharmacies are offering an ever expanding range of clinical services, and are involved in roles to support the safe use of medicines, promote the health and wellbeing of individuals and communities and reduce health inequalities.

The PNA provides a coherent account of the commissioning environment for pharmaceutical services in Wiltshire. This presents a local picture covering demographics, the balance of health needs, our strategic goals which emerged from these findings and our current service needs.

A system of commissioning based on the PNA will enable Wiltshire HWB to target specific local needs and focus decisions on local priorities. Over time, this should help reduce variation in service delivery and make local services more reflective of local needs. There are three key stages to this:

- assess needs
- map existing services
- identify what needs to change.

This document will enable Wiltshire HWB and key stakeholders to:

- Understand the pharmaceutical needs of the local population
- Gain a clear picture of community pharmacy services currently provided
- Make appropriate recommendations regarding applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacy
- Clearly identify and address any local gaps in pharmaceutical services
- Consider the potential of community pharmacy in contributing to the redesign of health services

This document sets out the first PNA which we have prepared to meet the legal and regulatory requirements set out in the *Health and Social Care Act 2012* and The Pharmaceutical Services and Local Pharmaceutical Services Regulations (NHS, 2013).

It should be noted that the information contained within this PNA was correct and accurate at the time of writing (July 2014).

2. POLICY CONTEXT

The 2006 Pharmaceutical Services Act places an obligation on NHS England to put arrangements in place so that drugs, medicines and listed appliances ordered via NHS prescriptions can be supplied to persons.

The Health and Social Care Act 2012 established HWBs and transferred responsibility to develop and update PNAs from PCTs to HWBs. Responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list transferred from PCTs to NHS England from 1 April 2013.

Commissioning activities within the NHS drive the delivery of better health and well-being for all. HWBs are uniquely positioned to develop and produce the PNA acting in their capacity as local leaders to join up commissioning and services across the NHS, social care, public health and voluntary sector to benefit the health and wellbeing of local people.

Under the terms of the NHS Act 2006, as amended by the Health and Social Care Act 2012, pharmaceutical services may only be commissioned by NHS England. This means that pharmaceutical services (Essential, Advanced or Enhanced) can only be commissioned by NHS England.

Responsibility for pharmacy local Enhanced services previously commissioned by PCTs has transferred to NHS England (the Area Team). NHS England does not have the power to direct Clinical Commissioning Groups (CCG) to manage these services on its behalf, however this does not preclude CCGs from commissioning services locally from community pharmacies.

Pharmacies may also be commissioned to provide any other services for which they are qualified, by:

- Local Authorities (e.g. public health services); and
- Clinical Commissioning Groups (CCGs)

A system of commissioning based on the PNA will help the HWB to target specific local needs and focus subsequent commissioning on local priorities.

“*Healthy lives, healthy people*”, the public health strategy for England (2010) says: “Community pharmacies are a valuable and trusted public health resource. With millions of contacts with the public each day, there is real potential to use community pharmacy teams more effectively to improve health and wellbeing and to reduce health inequalities.” This is particularly relevant to local authorities as they now have responsibility for public health in their communities.

HWBs now have a statutory duty to publish their first PNA on or before 1 April 2015. Regulations require HWBs to consult on the contents of their PNA at least once during the process of developing the PNA, that there is a minimum period of 60 days for consultation responses; and those being consulted can be directed to a website address containing the draft PNA but can, if they request, be sent an electronic or hard copy version. (*Regulation 8*).

The Pharmacy White Paper, *Pharmacy in England: building on strengths - delivering the future* (DH, 2008) identified that the PNA will be used to form the basis for decisions to:

- grant applications for new pharmacies
- grant applications to change the premises from which a listed pharmacy business is allowed to provide pharmaceutical services
- change the pharmaceutical services that a listed pharmacy business provides

3. DEFINITIONS AND SCOPE

Pharmaceutical services are defined within the regulations and directions governing pharmaceutical services. Pharmaceutical services can include dispensing practices, pharmacies in acute settings and community pharmacies.

Dispensing doctors are GPs who have been approved to dispense medicines to specific patients on their lists. These patients live in an area that has been designated as controlled. Dispensing doctors offer a valuable service in providing dispensing services in rural areas where a pharmacy may not sustain sufficient commercial business to be viable. For the purposes of the PNA, Wiltshire HWB is concerned with whether patients have adequate access to dispensing services, which might include dispensing by GPs, but is not concerned with other services dispensing GPs may provide.

The PNA makes no assessment of the need for pharmaceutical services in acute settings. However, Wiltshire HWB is concerned to ensure that patients moving in and out of these care settings have a pharmaceutical service that ensures the continuity of support around medicines.

The contractual framework for community pharmacy is divided into three service levels – essential, advanced and enhanced services.

Essential services are provided by all pharmacy contractors. Advanced services can be provided by contractors once accreditation requirements are met. Enhanced services can be commissioned locally in response to the need of the Wiltshire population. Funding levels for the essential and advanced services are nationally determined. There remains significant scope for commissioning community pharmaceutical services locally, via the Enhanced Service route. A review of enhanced services is included in the scope of the PNA.

The PNA regulations require that Wiltshire HWB divides the area it commissions services for into localities. These are then used as a basis for structuring the assessment. Twenty Community Areas have been identified within the county of Wiltshire for a number of years. In most parts of the county, the Community Areas include a market town and its surrounding villages. For the purposes of the PNA, consideration has been given to the needs and provision in each of these community areas.

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013: Regulation 8: states that HWBs must consult the bodies listed below at least once during the process of developing the PNA:

- Any Local Pharmaceutical Committee for its area (including a Local Pharmaceutical Committee for its area and that of one or more other Primary Care Trusts);
- Any Local Medical Committee for its area (including a Local Medical Committee for its area and that of one or more other Primary Care Trusts);
- The persons on its pharmaceutical lists and its dispensing doctors list (if it has one);

- Any LPS chemist with whom PCT has made arrangements for the provision of any local pharmaceutical services;
- Any relevant local involvement network, and any other patient, consumer or community group in its area which in the opinion of PCT has an interest in the provision of pharmaceutical services in its area;
- Any local authority with which a PCT is or has been a partner PCT;
- Any NHS Trust or NHS Foundation Trust in its area; and
- Any neighbouring Primary Care Trust.

With the change of responsibility for production of PNA's from PCTs to HWBs it is assumed that where a PCT is mentioned in regulation 8 this now refers to HWBs. Wiltshire HWB shares borders with eight HWBs:

B&NES HWB
W Berkshire HWB
Hampshire HWB
Gloucestershire HWB
S Glos HWB
Somerset HWB
Dorset HWB
Swindon HWB
Oxfordshire HWB

The PNA takes account of cross border provision in terms of access to a Community Pharmacy but does not review access in terms of opening hours or enhanced services.

4. DEVELOPMENT OF THE PNA IN WILTSHIRE

Wiltshire HWB established a Pharmaceutical Services Strategy Group (PSSG) in August 2013 to identify the strategic and developmental agenda for pharmaceutical services including the creation of a PNA. The steering group membership was drawn from the public health department of Wiltshire Council, medicines management from the Clinical Commissioning Group, commissioning from the NHS England Local Area Team, and also includes representatives from the Local Medical Committee, Local Pharmaceutical Committee, Healthwatch, Director of Public Health, Chairman of CCG and the Wiltshire Councillor for HWB as strategic lead.

Wiltshire's PNA has been developed using a mixture of methods, drawing on a range of information sources and reinforced through consultation with the public. These sources are:

- Review of the data from the Wiltshire Joint Strategic Assessment (JSA) and Community Area JSAs.
- Wiltshire councils corporate priorities and plans as set out in the Business Plan 2013/17
- Responses to a questionnaire distributed to over 12,000 residents in Wiltshire
- A baseline survey of community pharmacies in Wiltshire
- Review of data from commissioners of locally commissioned services for community pharmacies in Wiltshire
- Responses to a questionnaire completed at five interactive engagement events by 311 young people across Wiltshire through the campus's of Wiltshire college
- Synthesis from national datasets and statistics.

The Joint Strategic Assessment (JSA) is the means by which the HWB and local authority describe the future health, care and well-being needs of the local population and the strategic direction of service delivery to meet those needs.

In 2012/13, the county wide JSA report was updated to include the most up to date information available, in addition a series of community level health profiles were also updated in 2013/14. These, cover a range of health and wellbeing topics, such as life expectancy; obesity; smoking and health inequalities. The information contained in the Wiltshire JSA and local community area JSAs have been used extensively in the development of the PNA.

In 2010 in order to ensure that the PNA reflected current views from the general public, 10,000 people in Wiltshire were sent a pharmaceutical needs survey. Addressees were randomly selected from GP registers and asked to complete and return the survey in the freepost envelope provided by Friday 27th August 2010. The response rate was 25%.

In addition, a pharmacy questionnaire was sent to all community pharmacy contractors in Wiltshire with a response date of 27th August 2010. The National Pharmaceutical Services Negotiating Committee (PSNC) questionnaire template was used with the aim of validating information already held at the PCT on pharmaceutical provision, and to ascertain contractors' willingness and ability to participate in future services provision, should opportunities arise. Lloyds, Boots and the Coop Pharmacies each co-coordinated centralized responses to the questionnaire.

This information was combined to provide a comprehensive picture of the population, their current and future needs and how the pharmacy network could support the PCT, at that time to improve the health and wellbeing of our population.

The information captured in 2010 was of very high quality, and a review of the population demographics of Wiltshire, in line with changes in pharmaceutical provision carried out in 2014 demonstrated that there had been little change in either.

With this in mind the PSSG decided that it was important to survey the general population of Wiltshire in 2014 to determine current and future need and how this may have changed. In addition it was agreed that the very low level of response from the young people of Wiltshire in the previous PNA needed to be addressed. With this in mind five local engagement sessions were carried out in partnerships with Wiltshire College at their three main campus sites:

Chippenham
Trowbridge
Lackham

311 surveys (Appendix 1) were completed by the young people at the engagement events which was combined with the 2014 patient surveys and the data from 2010 to continue to develop a comprehensive picture across Wiltshire of pharmaceutical provision, and need in order to improve the health and wellbeing of our population.

Wiltshire HWB consulted formally on the draft PNA from (DATE TO BE INSERTED). The consultation closed on (DATE TO BE INSERTED) and feedback was reviewed and incorporated into the final PNA document which went to the Wiltshire HWB in (DATE TO BE INSERTED) for approval prior to publication.

5. HEALTH NEEDS IN WILTSHIRE

This section presents an overview of the health needs of the population in Wiltshire, based primarily on data from the 2013/14 Joint Strategic Assessment (JSA). More recent corresponding data has been included where it is available.

5.1 Overview of population health in Wiltshire

Wiltshire is a large, predominantly rural county with a 2012 mid-year population estimate of 476,816 which is expected to increase to 505,416 in 2021. The majority of this growth, 24,000 people (84.6%) is in the 65 and over age group. In 2011, Wiltshire's ethnic minority groups made up 3.4% of the population. Almost half of the population resides in towns and villages with less than 5,000 people and a quarter live in villages of fewer than 1,000 people.

The population in the South West has higher life expectancy than England as a whole and people in Wiltshire live longer than the general population in the South West. Life expectancy in Wiltshire for 2010 to 2012 was 80.4 years for males and 83.9 years for females.

Healthy life expectancy is a measure of how many years on average a person can expect to live in a favourable health state. Wiltshire residents can look forward to significantly more years in good health than the average England resident and more years in good health than the average South West resident. Females in Wiltshire can expect to live 68.0 years in favourable health and males in Wiltshire can expect to live 66.5 years in favourable health.

In 2012, there were 1,247 deaths under the age of 75, representing 29.1% of all deaths in the county. The two major causes of premature death nationally, and in Wiltshire, are circulatory disease (including coronary heart disease and stroke) and cancers. Overall, mortality from all causes in the under 75 age group has been declining in Wiltshire, the South West and England.

Deprivation is an important determinant of health and well-being for individuals and communities. Higher levels of deprivation are consistently associated with poorer health outcomes across a range of measures representing a major cause of inequalities in health and well being.

Of the 326 district and unitary authorities in England, Wiltshire is ranked as the 245th most deprived in the 2010 Indices of Multiple Deprivation (IMD). Overall Wiltshire is **relatively** more deprived (compared to the rest of England) than it was in 2007. This is shown by the average IMD ranking falling from 23,814 to 22,229. The change in the crime and disorder domain is the biggest influence on this movement.

The 2011 Census shows that more than 234,000 people in Wiltshire reported their general health as 'Very good', and a further 160,000 as 'Good'; while only 15,000 were in a 'Bad' state of health and a further 4,100 in a 'Very bad' health state. Therefore 83.8% of the population in Wiltshire reported their general health as either 'Very good' or 'Good' in 2011. In England the equivalent figure was 81.4% and in the South West it was also 81.4%, a 2.4 percentage point difference from Wiltshire.

5.2 Specific diseases

In order to commission appropriate and relevant services, it is essential to understand which diseases and conditions are causing mortality and morbidity in Wiltshire.

5.2.1 Cardiovascular disease

Cardiovascular disease (CVD) describes the group of diseases affecting the circulatory system, including Coronary Heart Disease (CHD) and stroke. Premature mortality is defined as deaths occurring before the age of 75, age-standardised premature deaths from CVD in Wiltshire have approximately halved in a decade, declining by 47% from 99 per 100,000 to 52 per 100,000 population. However, Wiltshire's current rate for CVD still represents around 260 premature deaths per year.

Based on 5 year historical data, it is projected that there will be an increase in the number of CVD admissions to hospital. The increase is estimated to be 12% from 2012/13 to 2016/17.

5.2.2 Diabetes

Diabetes is a chronic and progressive disease that is associated with an increased risk of certain complications, including CVD and chronic kidney disease.

In 2012/13, there were 20,860 people aged 17 or over living with diabetes (type 1 or 2) in Wiltshire, representing 5.4% of the GP registered population. The true prevalence (including those living with undiagnosed diabetes) in Wiltshire is estimated to be 7.0%, which is higher than the 5.4% of people who are on GP registers for diabetes. The prevalence of diabetes is projected to rise to 7.4% by 2015. This would mean there are 7,020 adults with undiagnosed diabetes in Wiltshire in 2015.

5.2.3 Chronic Obstructive Pulmonary Disease

Chronic Obstructive Pulmonary Disease (COPD) is the collective term for a range of conditions that result in long-term damage to the lungs. The most common forms of COPD are bronchitis and emphysema. COPD is largely preventable; particularly as its main cause is smoking. Standardised rates of mortality from COPD in Wiltshire are lower than in England as a whole for both men and women.

Between 2008 and 2010, 13.2% of deaths in Wiltshire were due to respiratory conditions. Hospital admissions for respiratory conditions are increasing nationally, including in Wiltshire, and are projected to increase in the future due to historical smoking rates. Smoking is the main risk factor for respiratory disease.

5.2.4 Asthma

Asthma is a more common condition than COPD and affects many children as well as adults. There has been a relatively consistent downward trend in the number of emergency admissions for asthma in Wiltshire over the five years from 401 in 2008/09 to 374 in 2012/13.

5.3 Strategic priorities / Principle health outcomes

Wiltshire Public Health has identified six corporate level principal health outcomes that will demonstrate delivery of Wiltshire Councils Business plan and deliver

improvements in the health of our population. These sit alongside two nationally-determined outcome indicators:

- Reducing health inequalities and
- Improving life expectancy.

The six corporate level principle health outcomes for Wiltshire are:

- Alcohol-related admissions to hospital (PHOF 2.18)
- Successful completion of drug treatment and detection of drug use in offenders (PHOF 2.15 and 2.16)
- PHOF Outcome - Increased healthy life expectancy
- Excess weight in 4-5 and 10-11 year olds (PHOF 2.6 ii)
- Take up of NHS Health Checks programme by those eligible – health checks offered (PHOF 2.2 i)
- Mortality rate from causes considered preventable (PHOF 4.03)

Delivering improvement in these principal health outcome indicators is the key performance measure of Wiltshire council's delivery of its strategic ambition, that Wiltshire will be a county that actively encourages, provides and enables positive activities for people. Fewer people die prematurely or suffer from preventable ill health.

5.4 Specific populations and potential implications on health needs

5.4.1 Older people

In the 2011 Census the number of older people living in Wiltshire was put at 85,488. The highest proportion of those people aged 85 and over live in the south of the county (where the lowest proportion of people aged 65-74 years live). The north of the county has the lowest proportion of people aged 75 and over. Population projections are important for the planning of all community services to ensure that the needs of the local population are met. The projected population figures show a steep increase in older people with the percentage of the population in Wiltshire aged 65 or over reaching 22.6% by 2021. This represents a 32% increase in the number of people over 65 in Wiltshire over this 10-year period. The number of Wiltshire's residents aged over 85 years is projected to increase from around 12,000 in 2011 to over 17,000 by 2021 (42.4%).

Population growth, coupled with the growing aging population, will be key drivers for potentially expanding pharmacy provision. The increase in the population of older people will place a greater demand on community pharmacies to provide prescription collection and delivery services for people who find it difficult to leave their home.

5.4.2 Life Limiting Long Term Illness

The 2011 Census asked people whether they had a limiting long term illness (LLTI). The number of Wiltshire residents with an LLTI in 2011 according to the census was 31,408, which equates to 6.7% of the population.

The predicted rates of LLTI in elderly people (aged 65 and over) show that Wiltshire, on average, has much lower predicted rates of LLTI than England. The West Wiltshire area has the highest predicted rate of LLTI in Wiltshire and the Kennet area the lowest predicted rate.

5.4.3 Ethnic minorities

At 3.4% of the population, Wiltshire has a lower proportion of ethnic minorities than the South West region as a whole (4.6%) and a considerably lower proportion than England average (14.6%).

There are well documented links between ethnic origin and health, where people from different ethnic communities have higher levels of illness for some diseases compared to the general population. In addition, differences in cultural background, language skills and residence time in the new country may impact on the access and utilisation of health care services. The county is a largely white and rural area and people in minority groups are often not present in sufficient numbers to form coherent groups. This can result in an unknown demand for services and potentially unmet need.

5.4.4 Disabilities

Defining the specific number of individuals with some form of physical disability is problematic, due to the range and type of conditions that may be considered a 'physical disability'. Wiltshire's 2012 population was 476,816, making Wiltshire the 5th largest local authority in the South West region. In Wiltshire, in 2013, it is forecast that there will be 29,882 people aged 18-64, who have a moderate or serious physical disability. The estimated figures by 2016 will be 30,300.

5.4.5 People with learning difficulties

People with learning disabilities are one of the most vulnerable groups in society. They are known to experience inequalities in health and as a result suffer poorer health outcomes compared to the general population. Estimates would currently suggest that there could be approximately 8,757 people with a learning disability living in Wiltshire.

Community teams for people with learning disabilities currently provide health or social care support to around 1,600 individuals with a learning disability in Wiltshire. The majority of people known to specialist services will have a severe learning disability.

It is predicted that by 2030 the number of adults with learning disabilities, needing support aged over 18, will increase by between 800 and 900 people. Many people who have a mild learning disability may never have cause to use Community Services, other than the mainstream services within their community.

5.4.6 Military population

Military personnel in Wiltshire presently constitute around 3.2% of the total population and including dependents the total is estimated to be around 30,000 (6.4%). Military personnel and dependants are estimated to constitute over 20% of the total population in Tidworth, Bulford, Durrington, Upavon, Warminster East, Lyneham, Nettleton and Colerne wards, with this figure reaching 75% in Tidworth.

Changes to the military population in Wiltshire

Army Basing Review

A major impact on South Wiltshire in particular will be felt from the Army's transformation under the 'Army 2020' concept. This requires the transition to a

combination of Reaction Forces, Adaptable Forces and Force Troops. The Reaction Forces will be centred on the Salisbury Plain Training Area. This will result in an estimated increase of 4,300 uniformed personnel, and an additional 2,000 dependants, living and working in Wiltshire which must be assessed for the impacts that this will place on services.

The Ministry of Defense medical centres provide primary healthcare for service personnel and families; however the provision of community pharmacy in this area must be reviewed for any potential increase in demand at the appropriate timescale. In the short term the numbers of military personnel and dependants in the Salisbury plain is expected to experience a net reduction in population until 2017, resulting in minimal impact on demand for community pharmacy. Wiltshire HWB will ensure that as part of the ongoing planning for the army re-basing the provision of pharmaceutical services will be reviewed on an ongoing bases and supplementary statements to this PNA will be issued when necessary.

RAF Lyneham

In the future, Lyneham will become a key defence technical training site. When it opens in 2015, it is expected that the Defence College of Technical Training will have around 1,500 military and civilian personnel as students and employees. The College will provide training for the three armed services in electronic and mechanical engineering, aeronautical engineering, and communications and information systems. Subject to further decisions by the MOD, by 2019, the College could have around 4,500 students and staff on the site. Again Wiltshire HWB will ensure that the provision of pharmaceutical services will be reviewed on an ongoing basis and supplementary statements to this PNA will be issued when necessary.

5.4.7 Prisoners

HMP Erlestoke is an adult male, category 'C' closed training prison and it is the only prison in Wiltshire. It currently has an operational capacity of 494. The 2012 HMP Erlestoke Health Needs Assessment identified specific health needs for the prisoners including sexual health, infectious diseases, mental health and substance misuse. Levels of smoking are extremely high, amounting to almost 70% of prisoners in Erlestoke. Since 2009, 44 offenders have qualified as Health Trainers at HMP Erlestoke and have supported 201 offenders improve their lifestyle choices.

5.4.8 Gypsies and Travellers

According to the 2011 Census, 757 people in Wiltshire identified themselves as being of gypsy or Irish traveller ethnicity; this is 0.2% of the population. In 2011/12, Wiltshire had 102 children in primary or secondary schools whose ethnic group was Gypsy/Roma according to the January 2012 school census.

As at December 2013, Wiltshire Council owns 5 permanent residential gypsy and traveller sites and one transit site. This provides 90 residential pitches and 12 transit (28 day license) pitches. There are about 175 or so boats without moorings on the Kennet and Avon Canal at any one time between Devizes and Bath. It is believed that around 66% of these are people's homes.

5.4.9 Homeless

Homeless people have a significantly lower life expectancy compared with the rest of the population and experience poorer health generally, with particular issues around social isolation, poor access to services, mental health and substance misuse.

During 2012/13, Wiltshire delivered 711 new affordable homes. The number of households living in temporary accommodation at the end of March 2013 was 134 which is an increase from 121 in March 2012. 281 people were accepted as homeless in 2012/13, which is a significant decrease from 355 in 2011/12 but is still higher than neighbouring authorities.

5.5 Lifestyle factors influencing health

The greatest burden of disease and premature death in the UK today is related to chronic diseases such as cancers and cardiovascular disease. Such diseases are strongly associated with lifestyles or health behaviours.

The White Paper *Pharmacy in England: Building on strengths – delivering the future* (DH, 2008) includes detailed examples of the contribution that providers of pharmaceutical services can make to the current health challenges of maintaining a healthy weight and lifestyle, smoking, sexual health, alcohol use, the ageing population, long term conditions, mental health, healthcare-associated infections, medication-related harm, drug misuse and health and work.

5.5.1 Drug misuse

Drug misuse results in increased health problems for drug users, impacts significantly on families, and is often a contributory factor to other social problems including anti-social behaviour and acquisitive crime. In Wiltshire, a comprehensive needs assessment of drugs misuse is undertaken each year. The 2013/14 adult drug treatment needs assessment indicates that in Wiltshire around 775 people were receiving treatment in 2011/12. Of these around 30% were female and 5% described themselves as non-white British.

5.5.2 Alcohol

Alcohol misuse has been directly linked to a range of health issues both acute and chronic. Alcohol related hospital admissions have been rising in Wiltshire, although they remain at lower levels than those experienced in either the South West or England. Likewise, alcohol specific mortality is increasing in Wiltshire, although rates are again lower than regional and national ones.

National prevalence estimates indicate that 8.7% of males and 3.3% of females are dependent on alcohol. In Wiltshire this would correspond to around 5,000 females and 13,000 males aged between 15-64 being dependent on alcohol based on mid-year 2012 population estimates. If the current prevalence is maintained, Wiltshire's ageing population means there is likely to be an increase in the numbers of people dependent on alcohol.

5.5.3 Sexual health

Sexual health requires a positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sexual experiences, free of coercion, discrimination and violence.

There were 2,344 acute sexually transmitted infections in Wiltshire in 2012 which is 494.2 per 100,000 people. This rate was statistically significantly lower than both the England rate (803.7 per 100,000) and the South West rate (666.6 per 100,000). 2012

figures for Gonorrhoea show that the number of cases in Wiltshire has increased to 85, which is almost treble the 2009 figure of 29.

There are a growing number of people living with HIV in Wiltshire. 189 people accessed care and treatment in 2012, which is a rise of 244% since 2003 when only 55 HIV-diagnosed individuals in Wiltshire accessed care. When compared to England this equates to approximately 57 per 100,000 people in Wiltshire accessing care compared to 173 per 100,000 in England overall (figures based on 2010). There are issues around access to sexual health services. The range and availability of STI screening available is geographically limited. CaSH clinics see a disproportionate amount of women seeking Long Acting Reversible Contraception (LARC) methods for reasons other than contraception whom should be referred to appropriate Gynaecology services.

5.5.4 Smoking

Modelled estimates based on data from the Integrated Health Survey for England 2011/12 suggest that 17.1% of adults in Wiltshire are smokers compared to 19.2% for the South West region and 20.0% for England. Prevalence in all three areas has fallen since the 2010/11 survey. Data for 2012/13 estimates that 13.8% of pregnant women in Wiltshire are smoking in pregnancy, higher than in the South West (13.1%) and England as a whole (13.1%). Smoking levels are significantly higher among routine and manual workers compared to the rest of the population and according to the Tobacco Control profile stood at 25.9% for Wiltshire in 2011/12. Lower than England (30.3%) and the South West (30.2%).

Lifestyle data collected by the Target Group Index survey was modelled to estimate the percentage of people who smoked in each Community Area in Wiltshire in 2009. In Salisbury, Westbury, Calne and Trowbridge over 25% of people smoke whereas in Southern Wiltshire less than 15% of the population are considered to be smokers.

5.5.5 Obesity

According to modelled estimates, adult obesity prevalence is 25.2% in Wiltshire, this is higher than the estimated prevalence in both the South West (24.7%) and England (24.2%). Analysis of trends and future projections has suggested that obesity prevalence could continue to rise and by 2020, 30% of men and 28% of women may well be obese.

In Wiltshire, in 2011/12, 123 people were admitted to hospital because of obesity. This equates to 26 people per 100,000 population which is higher than the England rate of 22 per 100,000 population and the South West rate of 15 per 100,000. England data shows that hospital admissions for obesity increased by 1.4% from 2010/11 to 2011/12, to reach 11,736. However, admissions have risen over 10 times from 1,054 in 2001/02.

Over 2012/13, 138 patients were referred for Bariatric surgery in Wiltshire. NICE Obesity Guideline CG43 estimates that a bariatric surgery target/baseline should be 0.01% of the population. For Wiltshire this equates to 48 patients having bariatric surgery based on 2012 population estimates.

This is very far from the potential number of morbidly obese people (with a BMI of 40 kg/m² or more) in Wiltshire (probably at least 5,000 based on a prevalence of 2.5% of the adult population).

During 2012/13, 4,954 pupils in Reception Year and 4,246 pupils in Year 6 in Wiltshire were weighed and measured as part of the National Childhood Measurement Programme (NCMP). In that period 7.6% of Wiltshire Reception pupils measured were found to be obese; this compares to 9.3% for England. This is the third lowest level of obesity in the South West. In Year 6 15.1% of Wiltshire children were found to be obese; in England the figure was 18.9%. This ranks Wiltshire 3rd lowest out of 14 Local Authorities in the South West.

6. CURRENT PROVISION AND USE OF PHARMACEUTICAL SERVICES IN WILTSHIRE

6.1 Overview of access in Wiltshire

6.1.1 Number of pharmacies and type of provision

Wiltshire has a total of 74 community pharmacies and a population of approximately 476,816. This represents 15.7 pharmacies per 100,000 population. This is lower than the England average, at March 2013 there were approximately 11,495 community pharmacies which averaged across the English population equates to approximately 21.3 pharmacies per 100,000 population. However, given the rural nature of Wiltshire a mixture of pharmacies and dispensing GP practices ensure that there is access in all communities to dispensing services. Patients living in rural areas can, and do, access community pharmacy in locations where they access other services, such as shops.

It is recognised that many of the most sparsely populated rural areas do not have local access to community pharmacies. General Practitioners in controlled localities, that is areas determined by the NHS Commissioning Board to be rural in character, may dispense medication on prescription produced at the practice, to those practice registered patients who live within the controlled area. In addition, the NHS Commissioning Board may grant dispensing rights for a practice to dispense to registered patients living outside the controlled area but who have serious difficulty accessing a community pharmacy service.

There are 21 Dispensing General Practices serving the rural parts of Wiltshire (see Appendix 2). Therefore, whilst there may not be convenient access to the full range of pharmaceutical services in rural areas, patients living in rural areas are able to access dispensing services as required.

Dispensing Appliance Contractors (DACs) are a specific sub-set of NHS Pharmacy contractors specializing in the supply (on prescription) of appliances, notably stoma and incontinence appliances. In Wiltshire DAC's make up 0.05% of all items dispensed in Wiltshire.

Local Pharmaceutical Service (LPS) can be contracted via a number of different routes and by different commissioners, including local authorities, Clinical Commissioning Groups and NHS England's area teams. This allows areas to commission community pharmaceutical services tailored to specific local requirements. LPS complements the national contractual framework for community pharmacy but is an important local commissioning tool in its own right. LPS provides flexibility to include within a single local contract a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under national pharmacy arrangements. There are no LPS pharmacies in Wiltshire.

Essential small pharmacies local pharmaceutical services (ESPLPS) contracts were introduced in April 2006 and replaced the previous essential small pharmacy scheme (ESPS). Only those pharmacies that previously met the ESPS criteria were eligible to apply to their PCT at the time for an ESPLPS contract and entry to the scheme has closed. ESPLPS pharmacies receive additional payments in years when prescription

volume is below the threshold. Wiltshire does not have any ESPLPS qualifying pharmacies, this has not changed since the 2011 PNA.

Distance selling pharmacies make up 0.59% of all items dispensed in Wiltshire. A distance selling pharmacy must be able to provide service nationally and may not provide 'face to face' services.

Pharmacists can undertake additional training to become an Independent Prescriber. Independent prescribing is prescribing by a practitioner eg. doctor, dentist, nurse, pharmacist or optometrist responsible and accountable for the assessment of patients with undiagnosed and diagnosed conditions and for decisions about the clinical management, including prescribing. Pharmacist Independent Prescribers can prescribe any medicine for any medical condition within their competence, with the current exception of controlled drugs and can issue private prescriptions for any medicine within their competence.

A small number of Community Pharmacists in Wiltshire are Independent Prescribers and may be providing private prescriptions. Wiltshire do not currently commission prescribing services from any Independent Prescribing pharmacists.

6.1.2 Advanced and enhanced services

Advanced Services are nationally specified, and there are four Advanced Services within the NHS community pharmacy contractual framework. Community pharmacies can choose to provide any of these services as long as they meet the requirements set out in the Secretary of State Directions. The four Advanced services in the community pharmacy contract are:

- Medicines Use Review (MUR) and Prescription Intervention Service. MURs may be provided by pharmacies if carried out by a pharmacist with MUR accreditation, in a marked room or area of the pharmacy which has seating and where normal speaking volumes cannot be overheard
- New Medicine (NMS) Service. The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence.
- Appliance Use Review (AUR) Service
The AUR is carried out by a pharmacist or a specialist nurse in the pharmacy or at the patients home.
- Stoma Appliance Customisation Service
Stoma Appliance Customisation (SAC). The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

Locally Commissioned Services are commissioned locally in response to the needs of the local population. A range of Locally Commissioned Services may be offered by community pharmacies in Wiltshire:

- Support to Stop smoking
- Needle and Syringe Exchange
- Supervised Administration (Consumption of Prescribed Medicines)
- Chlamydia treatment and supply of test kits

- Emergency Hormone Contraception (EHC) including pregnancy testing services and condom supply

6.1.3 Hours

Consideration has been given to accessing pharmaceutical services outside Monday - Friday, 9am - 7pm. Opening after 7pm is considered to be 'late opening'.

NHS England holds the following information relating to this provision:

- Seven community pharmacies operate as 100-hour pharmacies.
- Eight are open at least one late evening per week and most are open on Saturdays.
- Ten are open on Sundays.

6.1.4 Internet or Wholly Mail Order Pharmacies

Two pharmacies in Wiltshire operate wholly under a distance selling model.

6.1.5 Cross-border access

The Wiltshire Local Pharmaceutical Services Public Survey (2010 and 2014) revealed that the pharmacy being close to the doctor's surgery was ranked the most important factor for location followed by being close to home. Nearly half of respondents travelled less than 1 mile last time they visited the pharmacy. Therefore, whilst important to note access to community pharmacies in surrounding areas, it is likely that the majority of Wiltshire residents will be accessing pharmacies in the Wiltshire area.

6.1.6 Acute settings

Wiltshire has one acute trust within its borders, Salisbury Foundation Hospital Trust (SFT). In addition about two thirds of Wiltshire's population will access acute hospital care outside of the county in Bath or Swindon. Transfer of care is an important issue and with three different systems in the acute settings this is worthy of note. Hospital pharmacies deal with more complex clinical medication management issues when compared with community pharmacies, who often have more complex business and customer relations issues. Hospital pharmacies stock a larger range of medications, including more specialised medications, than would be feasible in the community setting. Hospital pharmacies typically provide medications for hospitalised patients only. SFT pharmacy sells non-prescription medicines to patients and public but does not hold a community pharmacy contract.

6.1.7 Choice

Wiltshire is required to consider the benefits of having reasonable choice with regard to obtaining pharmaceutical services. In the more urban community areas there are a variety of providers. Patients choosing to use one type of pharmacy or another are able to do so relatively easily in these areas. In the more rural areas, with

the population spread across large areas with some more populated villages and market towns, it is less easy to state that patients have easy access to a variety of providers.

6.1.8 Core Strategy – housing

Within this section on provision it is also important to note that Wiltshire's Core Strategy sets out Wiltshire council's spatial vision, key objectives and overall principles for development in the county.

Housing figures for new development are incorporated within the core strategy for each community area in Wiltshire. These figures are based upon sites with permission, or that have been allocated to date and therefore these figures may be subject to change as time progresses.

The anticipated increase in each community area over the next three year period until 2017/18 would not have a significant impact on provision of, or access to pharmaceutical services. Wiltshire HWB will ensure that as part of the ongoing planning through the core strategy the provision of pharmaceutical services will be reviewed on an ongoing bases and supplementary statements to this PNA will be issued when necessary.

6.2 Specific diseases

6.2.1 Cardiovascular disease (CVD)

Wiltshire does not commission any community pharmacies to offer the Vascular Risk Assessment Service (NHS Health Check). The contractor survey showed that thirteen would not be able or willing to offer this. The others all state that they could offer this if they were commissioned.

In terms of other services relating to cardiovascular disease which could be offered by community pharmacies, six are currently offering specific medicines management for hypertension (non commissioned) but none are commissioned to offer coronary heart disease medicines management. Forty four stated that they would be able or willing to offer these services if commissioned.

6.2.2 Diabetes

Eighteen of the community pharmacies responding to the contractor survey stated that they currently offer diabetes screening (non commissioned). Thirteen offer specific medicines management for Type I Diabetes and eighteen offer this for Type II diabetes (non commissioned). Nineteen state that they would not be able or willing to offer the specific medicines management service for this condition and thirteen would be unable to offer the screening.

6.2.3 Chronic Obstructive Pulmonary Disease (COPD)

Wiltshire does not commission any of the community pharmacies to offer specific medicine management for COPD, ten state that they would not be able or willing to provide this, while nine are currently offering specific medicine management for COPD (non commissioned).

6.2.4 Asthma

Currently, eleven community pharmacy state that they provide specific medicines management for Asthma (non commissioned). Nine state that they would be unable or unwilling to provide this but the others responding to the contractor survey indicate that they could provide this if commissioned to.

6.3 Meeting the needs of specific populations

6.3.1 Older people

Sixteen community pharmacies in Wiltshire provide a pharmaceutical service specifically for Care Homes (non commissioned). Pharmacists from the medicines management department offer visits to each Care Home to provide Individual Medication Reviews and advice on 'The Safe Handling and Administration of Medicines'. Liaison with the Care Home and relevant General Practice(s) takes place prior to visiting each Care Home. This is a service that some pharmacies are not willing or able to provide, but of those that responded 29 said that they would be willing and able to provide the service if commissioned.

A number of Community Pharmacies in Wiltshire provide collection / delivery services and the provision of monitored dosage systems to support administration of medicines by domiciliary carers (non commissioned services). A service such as this can support the needs of older and vulnerable people.

6.3.2 Life Limiting Long Term Illness

Sixty three community pharmacies in Wiltshire have provided the Advanced service of Medicines Use Review in the current financial year (2013/14). This service benefits people with long term conditions who need to take medicines regularly.

6.3.3 Ethnic minorities

All pharmacies in Wiltshire have access to the NHS language line telephone service.

6.3.4 Disabilities

Figures indicate that Wiltshire residents can look forward to more disability free years than the average South West or England resident. However, the following bullet points provide examples of the number of people living with certain disabilities in Wiltshire:

- an estimated 10,913 people aged 65 or over with a moderate or severe visual impairment in 2012, this is predicted to rise to 11,873 by 2015.
- approximately 38,600 people over the age of 65 who are deaf or hard of hearing in Wiltshire in 2012, this is predicted to increase to 42,200 by 2015.
- approximately 2893 deaf / blind people living in Wiltshire, this is predicted to increase to 3114 by 2015.

All pharmacies are required to be compliant with the Disability Discrimination Act (DDA).

6.3.5 People with learning difficulties

There are no specifically commissioned pharmaceutical services for people with learning difficulties in Wiltshire.

6.3.6 Military

Tidworth, Larkhill, Bulford, Chippenham and Warminster military sites all have access to a Medical Centre with a dispensary staffed by a Pharmacy Technician on site. The sites at Colerne and Corsham have access to a Medical Centre on site where prescriptions are faxed to a local Lloyds pharmacy for dispensing.

In addition, all Military Medical Centres have access to a MOD Regional Pharmacist and pharmacy technician based at the Regional Clinical Directorate of the Defence Primary Health Care Headquarters, based in Tidworth.

6.3.7 Prisoners

HMP Erlestoke has a contract with a community pharmacy to provide medication.

6.3.8 Gypsies and Travellers

All registered sites in Wiltshire, apart from Bonnie Park in Bratton, are within two miles of a community pharmacy. The majority of sites are within a 15 minute walking distance of a community pharmacy. The closest community pharmacies to Bonnie Park are in Westbury, just over three miles away.

6.3.9 Homeless

Homeless people can register with a General Practice and then access community pharmacies for dispensing medication.

6.3.10 Carers

The term 'carers' refers to people who provide unpaid care to a child, relative, friend or neighbour who is in need of support because of age, addiction, mental or physical disability or illness. It does not include people who volunteer or paid workers – they are referred to as 'care workers'.

It is now estimated that there are currently approximately 46,600 in Wiltshire. Around 570 people aged 85 or over provide care, with around half of these spending 50 or more hours per week caring. Under the age of 65, a larger proportion of women than men are carers. The number of hours of care given is related to age, with older carers providing more hours of care.

6.4 Addressing specific health and lifestyle needs

Health promotion forms part of the essential services offered by all community pharmacies, specifically:

Essential Service 4 - Public Health

This includes the provision of opportunistic healthy lifestyle advice and public health advice to patients receiving prescriptions who appear to have diabetes, or be at risk of coronary heart disease, especially those with high blood pressure, or smoke, or are overweight. It also includes pro-active participation in national / local campaigns to promote public health messages to general pharmacy visitors during specific targeted campaign periods.

Essential Service 5 - Signposting

Signposting is the provision of information to people visiting the pharmacy, who require further support, advice or treatment, which cannot be provided by the pharmacy, or other health and social care providers or support organisations who

may be able to assist the person. Where appropriate, this may take the form of a referral.

Essential Service 6 – Support for Self Care

Support for self care requires the provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families.

A range of locally commissioned services can also be offered to address some of the specific lifestyle factors in relation to health.

6.4.1 Drug misuse

Needle exchange services and supervised methadone consumption are commissioned and delivered as locally commissioned services in Wiltshire. Thirty seven community pharmacies in Wiltshire currently offer needle exchange. Between 1st April and 17th June 2014 this service was accessed a total of 522 times. Salisbury has the highest uptake and the highest number of community pharmacies delivering the service. Calne, Chippenham and Devizes also have high uptake in comparison with the other community areas.

Supervised administration of medicines is commissioned in 61 community pharmacies locally and was utilised 465 times between 1st April and 17th June 2014. Chippenham, Devizes, Salisbury and Trowbridge have the highest uptake of this service.

6.4.2 Alcohol

The public survey did not ask specifically about the need for alcohol intervention services at a pharmacy but asked if respondents would be interested in advice about leading a healthy life (e.g. diet, alcohol, exercise etc). Nine percent of respondents in 2010 identified pharmacies as a setting where they would use this service.

Twenty three community pharmacies are locally commissioned to deliver alcohol screening and brief interventions.

6.4.3 Sexual health

Thirty-two community pharmacies are commissioned to deliver the No Worries! service, in Wiltshire. The *No Worries* scheme is a programme designed to reduce teenage conceptions and increase access to contraception, sexual health information and advice, swift and easy access to STI testing and treatment. Emergency Hormonal Contraception is supplied from community pharmacy stock through a patient group direction for patients aged 13-19 at risk of unwanted pregnancy.

In 2013/14 82 people were treated for Chlamydia in a community pharmacy, 557 young women obtained Emergency hormonal contraception and 867 young people obtained free condoms. All those aged under 16 attending for sexual health services undergo a risk assessment to screen for vulnerability to sexual exploitation and are followed up if there is an indication of risk to ensure they have access to a full range of contraception, help and support should they need it.

6.4.4 Smoking

Forty community pharmacies are commissioned to deliver support to stop smoking as an enhanced service. Pharmacies provide one to one support and advice for a maximum 12 week period to people who want to give up smoking. If after

this time the client is still smoking, the client is referred to the Stop Smoking Service for specialist advice and support. The pharmacy stop smoking adviser is trained by Wiltshire Stop Smoking Service. The client receives stop smoking counseling and is able to get Nicotine replacement medications at prescription cost. Champix® is not available directly from a pharmacist as it has to be prescribed by a GP.

A total of 445 people accessed this Stop Smoking Service via a pharmacy between 1st April 2013 and 31st March 2014.

6.4.5 Obesity

Four of the community pharmacies stated in their contractor survey response that they offer an obesity management service. This service is not currently commissioned in Wiltshire but only 7 pharmacies stated that they would not be willing to provide this service if commissioned.

7% of respondents from the public survey in 2010 indicated that 'help watching your weight' was a service that they would like to access from a pharmacy.

7. SUMMARY FROM PUBLIC SURVEY

7.1 Wiltshire Local Pharmaceutical Services Young People's Survey 2014

7.1.1 Responses to the survey

In April 2014, five engagement sessions were held in partnership with Wiltshire College at three of the four campus locations of Wiltshire College; Chippenham, Trowbridge, and Lackham. A public health stall was set up at each campus area over the course of two lunchtime periods to distribute and discuss the Local Pharmaceutical Young People's Survey. The students were very engaging and enthusiastic in their responses and seemed to be very pleased that they had been asked for their views, completing the surveys with accuracy and thought. A total of 311 students took part in the survey providing responses to a range of questions

The following provides an overview of the responses to the survey:

- 55% of respondents were female.
- 72% of respondents were aged between 17 and 20 years.
- 53% defined their health as 'good'.
- 12% said that they had a long term limiting illness, health problem or disability that limits their daily activities or work they can do.

7.1.2 Limitations of the survey

In order to maximize the responses to the survey from young people in Wiltshire, the college with its four different campus locations across the county was the most effective location for engagement events. However, young people who are engaged in further and higher education at a college may have very different characteristics to other young people across Wiltshire, and therefore the responses received through this method may not be representative of the wider group of young people resident in Wiltshire and may have an impact on how they responded to the local pharmacy survey.

7.1.3 Location of community pharmacies

The most important reason for using a pharmacy was considered to be the ease for young people to get to the pharmacy. 78% chose this as their top option. 7% chose the option which said that speed and efficiency of service was the most important factor for them.

Of all the young people surveyed, 92% said that when visiting their community pharmacy they got the service/item that they wanted, and 91% were happy with the service that they received.

Of the 10% of young people surveyed who did not like something about their pharmacy, the majority of these comments related to the length of time that they had to wait to collect a prescription, or a lack of seating whilst waiting.

7.1.4 Opening hours

57% of young people surveyed thought that it was important for all pharmacies to be open late on one evening of the week. 23% thought that this did not matter at all as long as they knew which pharmacy was open when they needed it.

29% of the young people surveyed thought that it was important for all pharmacies to be open on a Sunday, however 25% thought that only larger pharmacies should be open on a Sunday.

In relation to Bank Holidays 25% of young people thought that it was important for all pharmacies to be open on Bank Holidays, with 20% not concerned as long as they knew or could identify which one was open if they needed it.

7.1.5 Services available

Most services would be more popular at GP surgeries; the exception was emergency contraceptive without a prescription, where young people would like the service to be provided at their GP surgery and at their community pharmacy equally.

The following provides a breakdown of the location that young people would like services to be provided at:

- 14% of those surveyed indicated that they would want to use a 'Help to stop smoking' service at their pharmacy. 16% would use it at their GP's. 63% would not be likely to use this service however it was provided.
- 11% of those surveyed indicated that they would want to use a 'Help watching your weight' service at their pharmacy. 27% would use it at their GP's. 43% would not be likely to use this service however it was provided.
- 16% of those surveyed indicated that they would want to use an 'Advice about leading a health life' service at their pharmacy. 34% would use this at their GP's. 33% would not be likely to use this service however it was provided.
- 14% of those surveyed indicated that they would want to use a 'Consultation with a health professional for a minor illness' service at their pharmacy. 48% would use this at their GP's. 18% would not be likely to use this service however it was provided.
- 27% of those surveyed indicated that they would want to use an 'Emergency contraception without a prescription' service at their pharmacy. 27% would use this at their GP's. 25% would not be likely to use this service however it was provided.
- 21% of those surveyed indicated that they would want to use a 'Chlamydia testing' service at their pharmacy. 33% would use this at their GP's. 22% would not be likely to use this service however it was provided.
- 26% of those surveyed indicated that they would want to use a 'Contraception medicines without a prescription' service at their pharmacy. 28% would use this at their GP's. 24% would not be likely to use this service however it was provided.
- 37% of those surveyed indicated that they would want to use a 'Free condoms on the NHS' service at their pharmacy. 27% would use this at their GP's. 18% would not be likely to use this service however it was provided.

- 24% of those surveyed indicated that they would want to use a 'Pregnancy testing' service at their pharmacy. 25% would use this at their GP's. 31% would not be likely to use this service however it was provided.
- 20% of those surveyed indicated that they would want to use an 'Inhaler checks' service at their pharmacy. 31% would use this at their GP's. 32% would not be likely to use this service however it was provided.

7.2 Wiltshire Local Pharmaceutical Services Public Survey 2010 and 2014

7.2.1 Responses to the 2010 survey

In July 2010, 10,000 surveys were distributed to a selection of patients registered with a GP in Wiltshire. These surveys were stratified by Community Area, with five hundred surveys per area being administered to a random sample of people within each area. A total, 2,484 responses were returned, representing a response rate of 25%. Approximately 1.5% of the surveys were returned as non-deliverable. Surveys were coded in order to identify which Community Areas they were returned from. The following provides an overview of the responses to the survey:

- Over 100 responses were received from each Community Area.
- 60.9% of respondents were female. Graph 1 illustrates the response compared to Wiltshire population demographics.
- 62.2% were aged 55 or older.
- 50.8% defined their health as 'good'. This is much lower than the 77% of Wiltshire residents who responded to the 2008 Wiltshire Place Survey, stating that their health in general was either 'very good' or 'good'.
- 27.5% said that they had a long term limiting illness, health problem or disability that limits their daily activities or work they can do. This compares to 32% in the 2008 Wiltshire Place Survey.
- 20% said that they are either a parent of a child under 16 or look after someone who is sick, disabled or elderly, which is not part of their job and they do not get paid for it.

7.2.2 Limitations of the 2010 Survey

The survey attracted a higher than representative response from the older age ranges. The 18-24 year old are under represented with only 3% of respondents classified in this category. 46% of respondents are retired. This is likely to have an impact on the services which respondents state they would be interested in using at a pharmacy.

7.2.3 Responses to the 2014 survey

In April 2014 an online patient survey was posted online on all 18 of Wiltshire Council's 'Our Community Matters' community websites in Wiltshire. In addition the survey was emailed out to over 12,000 community area members.

The online survey was sent out to all Wiltshire council employees in 'The Wire' and in addition it was included in the 'Elected Wire' for elected members to complete. Additionally the online survey was sent out to all members of the Wiltshire Children's Trust Executive to share with their networks, and as a result of this the Wiltshire Parent Carer Council shared the survey with the families that they work with.

The following provides an overview of the responses to the online survey:

- 145 responses were received.
- Responses were received from every community area, however the number of responses varied from just 1 to 28 and therefore percentages at community area level must be interpreted with caution.
- 82% of respondents were female.
- 78.4% were aged between 35 and 64 years.
- 63.5% defined their health as 'good' or 'very good'
- 26.6% said that they had a long term limiting illness, health problem or disability that limits their daily activities or work they can do.
- 10% said that they are either a parent of a child under 16 or look after someone who is sick, disabled or elderly, which is not part of their job and they do not get paid for it.

7.2.4 Limitations to the 2014 survey

The 2014 survey attracted a much smaller response rate than the 2010 survey. This will have an impact on the interpretation of responses at a community area level. However, the survey did attract more responses from younger age groups than the 2010 survey and with pharmaceutical provision and the demography of Wiltshire staying very similar over the past three years the combination of these two sets of results will help to develop a comprehensive picture of need and provision.

7.2.5 Location of Community Pharmacies

In total, 75% of 2010 survey respondents stated they have their own motorised transport that they could use at any time. The last time people used a pharmacy, 56% travelled in a car and 37% walked. Only 1% of respondents stated that they had travelled over 10 miles to the pharmacy the last time they went. This could have been through choice given that 'close to shops' was ranked the fourth most important aspect in a pharmacies location.

The most important aspect of a pharmacy's location was considered to be if it was close to a respondent's doctor's surgery in both the 2010 and 2014 survey. 15% in 2010 and 1.6% in 2014 chose the option which said the location was not important. This difference could be indicative of working age people having better access to transport which would make visiting a pharmacy easier wherever it was located.

In 2010 residents in Calne were most likely to have asked the pharmacy to deliver a prescription in the last 6 months (8% of Calne respondents). Overall in Wiltshire, just

under half of respondents (46%) who do not have access to their own transport said that they had asked a pharmacy to deliver.

In 2014 the service that respondents would find most useful for a pharmacy to provide was for the pharmacy to order their prescription from the doctor (29.9%) followed by having a prescription delivered to their home (27.3%)

7.2.6 Opening hours

In 2010 18% of respondents had used a pharmacy outside normal office hours. 18% hadn't used one but knew where pharmacies open at these times were located and 28% knew where to find out where they are. However, 37% hadn't used one at these times and didn't know where they were or how to find this out. People in Mere were most likely to have not used a pharmacy at these times and not know where to find out which ones would be open. People in Malmesbury were most likely to have used a pharmacy outside office hours.

9% found pharmacies frequently closed when they wanted to use them, although a further 26% found them closed occasionally. People in Amesbury and Calne were more likely to have found the pharmacy closed and people in Southern Wiltshire were least likely.

The majority of respondents in 2010 and 2014 said it doesn't matter which pharmacies are open outside office hours as long as they know which one is available if needed. 27% in 2010 and 29% in 2014 thought that all pharmacies should be open late one evening and 9%(2010) and 12.2%(2014) stated that larger ones should be open late one evening. 12% in 2010 and 8.9% in 2014 thought that all pharmacies should be open on Sunday and 16%(2010) and 22.8%(2014) that larger ones should be open on a Sunday.

7.2.7 Consultations at a Community Pharmacy

Nearly half of respondents in 2010 (49%) had not had a consultation in the last 12 months. 34% of respondents had a consultation to ask for help or advice. Less than 10% had a consultation for any other individual reason and only 2% had a consultation for 'some other reason'. In 2014 63% of respondents had had a consultation in the last 12 months. The majority (48.9%) was to ask for help or advice, and 20.7% visited the pharmacy to ask for healthcare advice so that they wouldn't have to visit their GP surgery.

7.2.8 Availability of Services at Community Pharmacy

In 2010 the most likely services respondents said they would use at a Community Pharmacy were heart check ups (83%); cholesterol monitoring (76%); flu vaccinations (76%) and medicines for minor illnesses (74%). Help to stop smoking was the service the fewest respondents said they would use.

In 2014 the services that most respondents say they would use at a Community Pharmacy are 'Consultation with a health professional and appropriate medicines on the NHS for a minor illness like Conjunctivitis, urine infections, flu-like symptoms or sickness'; Cholesterol monitoring; Flu vaccination; and disposal of injecting equipment. Help to stop smoking was again the service the fewest respondents said they would use.

Most services in 2010 and 2014 would be more popular at surgeries; the exceptions are contraceptive related and medicines for minor illnesses. There were some variations across the community areas in 2010 and 2014 as to where respondents would prefer services to be delivered, but for the majority it was still more popular at GP surgeries.

The answers to this question need to be considered along with the approximate percentages of respondents who are likely to need the services. For example, if only around 20% of the population smoke it would be surprising if a higher percentage than this say they would use stop smoking services.

7.2.9 Summary highlights of 2014 survey

- 66.3% of respondents access pharmaceutical services at a local pharmacy; 23.4% at a supermarket pharmacy and 14.5% from a dispensing doctor.
- 17.3% of respondents did not have a repeat prescription; 20.8% visited their GP surgery to order a repeat prescription; 17.3% email their GP surgery to order a repeat prescription; and 7% telephone or visit their pharmacy to ask them to order a repeat prescription.
- In terms of help with medicines that they receive from their pharmacy, 39.8% of respondents said that their pharmacy collects their prescription from the GP surgery; and 14% said that someone explains their medicines to them.
- 95.8% of respondents were aware that they could get their prescription dispensed at a pharmacy of their choice; 25% were aware that they could use online pharmacies on the internet.
- 28% of respondents said that the pharmacy ordering their prescription from the GP surgery would be help that they would find useful; in addition 28% said that delivering their prescription to their home would be useful.
- 24.2% of respondents would like to be able to access a Medicines Use Review service at a pharmacy, which was slightly lower than those who wanted to access it at their GP surgery (25.8%). 42.4% of respondents said that they would not want to use this service.
- 34.9% of respondents would like to access a new medicines service (additional advice and support from your pharmacist over the first month of taking a new medicine) at a pharmacy. 18.6% would like this service at their GP surgery and 38% would not use his service.
- 90.1% of respondents said that they would not use a Help to stop smoking service, and only 5% would want this delivered at a pharmacy.
- 24.6% of respondents would like to access a healthy heart check up at a pharmacy, with 17.2% wanting to access this at a GP surgery.

- Only 12.2% of respondents would access a help watching your weight service at a pharmacy, but 61.1% indicated that they would access this through their practice nurse.
- 11.% of respondents would access a diabetes monitoring service at a pharmacy, 32.8% would like to access this through their practice nurse.
- 26.7% of respondents said that they would access emergency contraception without a prescription from their pharmacy. 60.7% said that they would not use this service at all. However, again the interpretation of this result should be made carefully as only 3 of respondents to this service were aged 24 years or younger and it would be these respondents who would be most likely to access this service.
- 27.1% of respondents would like to receive the flu vaccine from a pharmacy, 30.8 would prefer to receive this service from their practice nurse.
- 19.7% of respondents said that they would like to receive inhaler checks at their pharmacy.
- 29.9% of respondents said that they would like to access cholesterol monitoring at a pharmacy, with 35% wanting it delivered by their practice nurse.

The majority of responses to the survey were from the main market towns across Wiltshire:

- Chippenham 13.7%
- Devizes 16%
- Trowbridge 21.4%
- Salisbury 6.1%

49.3% of respondents were employed full time; 26.4% employed part time; 10% full time parent/carer; and 8.6% retired.

7.2.10 *Blind and partially sighted*

Responses to the 2014 patient survey highlighted the following issues from blind and partially sighted respondents:

- New computer systems in pharmacists which automatically issue a patients prescriptions do not usually work with screen readers.
- The ever changing suppliers of drugs due to costs. Tablets and eye drops suppliers are changed frequently meaning the boxes are always different and difficult to interpret.
- Small type on 'direction of use labels' or light colour print on them. They should be of contrasting colour such as yellow background with black large font type.
- Packaging of some of the eye drops used come in blister packs and are very difficult to break open and apply.

8. MEETING NEEDS IN SPECIFIC COMMUNITY AREAS

Section 10 of the PNA, 'Annex, Community Area Detail', provides information on current pharmaceutical provision and need at a community area level. The following gives an overview of the combined responses to the Wiltshire Local Pharmaceutical Service Survey (2010 and 2014) and a summary of Community Area provision and need. Combining the responses from the previous survey with the current survey has helped to build up a comprehensive picture of provision in areas from a wider range of people with different demographic backgrounds.

Amesbury

Despite having three community pharmacies and two dispensing GP surgeries in Amesbury, access to pharmaceutical services appears to be poorer than the Wiltshire average. Residents are more likely to have travelled more than 10 miles to a pharmacy last time they used one and a higher than average percentage have found a pharmacy closed when they need it. However, it is still only a minority (4%) who have travelled a long distance to a pharmacy and all of the community pharmacies are open on Saturdays.

The prevalence of Cardiovascular disease (CVD) is slightly higher in Amesbury than Wiltshire and the community pharmacies are not currently commissioned to offer the Vascular Risk Assessment Service (NHS Health Check).

Bradford on Avon

Community pharmacies in Bradford on Avon provide a range of additional services (commissioned and non commissioned) but the area does have lower than Wiltshire average rates for many of the specific diseases or health affecting lifestyle factors.

Calne

Calne has higher than the Wiltshire average rates of Cardiovascular disease (CVD) mortality and Chronic Obstructive Pulmonary Disease (COPD) hospital admissions. Currently, the three community pharmacies in the area are not commissioned to offer any enhanced services addressing these specific conditions, however one does provide a COPD medicines management service (non commissioned).

Chippenham

Chippenham has good access to pharmacy provision outside office hours with all six community pharmacies in the area open on Saturdays, three open on Sundays and one open late evenings. Over a third of respondents in the public survey from this area had used a pharmacy early in the morning, late at night or on weekends.

The area has a higher than average Diabetes hospital admission rate. Two of the Community Pharmacies offer Diabetes screening and two offer specific medicines management for Type I and II Diabetes (non commissioned).

Corsham

Corsham has a high Diabetes hospital admission rate compared to the Wiltshire average. One of the three Community Pharmacies offers Diabetes screening (non commissioned). None are commissioned to offer specific medicines management for

Type I or II Diabetes but two have indicated that they would be willing to provide these services if commissioned. 7% of respondents to the 2010 public survey indicated that they would be interested in a Diabetes check at the pharmacy.

None of the Community Pharmacies are currently commissioned to offer the No Worries! service but one has stated that they would be willing to if commissioned. This area had a higher percentage of respondents to the public survey indicating that they would be interested in accessing Chlamydia testing at the pharmacy compared to the Wiltshire average.

Devizes

Devizes has one Community Pharmacy open on Sundays and one opens late evenings. However, 45% of respondents from the 2010 public survey in the area had not accessed a pharmacy out of office hours and would not know where to find out about this.

Community pharmacies in Devizes provide a range of additional services (commissioned and non commissioned) but the rates of specific diseases and of health effecting lifestyle indicators in Devizes are lower or comparable to the Wiltshire averages.

Smoking prevalence is slightly higher than the Wiltshire average and one of the community pharmacies is commissioned to provide a Support to Stop Smoking Service and another stated that they would be willing to do so if commissioned.

Malmesbury

Malmesbury has good access to pharmacy provision outside office hours with access early mornings, late evenings and on both weekend days. This corresponds with 44% of respondents to the 2010 public survey stating that they have accessed a pharmacy out of office hours.

The area rates of specific diseases or health effecting lifestyle indicators are lower or comparable to the Wiltshire averages.

Marlborough

The area has higher than the Wiltshire average rate of CVD mortality. Community Pharmacies in the area are not commissioned to offer Vascular Risk Assessment Service (NHS Health Check), but would be willing to if commissioned, but one pharmacy does provide CHD and hypertension medicines management (non commissioned). 12% of respondents from the 2010 public survey in Marlborough stated that they would access a health heart check at the pharmacy.

Melksham

Melksham has a higher than the Wiltshire average rate of CVD mortality. Community Pharmacies in the area are not commissioned to offer Vascular Risk Assessment Service (NHS Health Check), but four would be willing to if commissioned. The rate of COPD hospital admissions is higher than the Wiltshire average, Wiltshire does not commission any of the community pharmacies to offer specific COPD medicines management but four stated that they would be willing to provide the service if commissioned.

Mere

Mere has one Community Pharmacy which is open on Saturdays but no opening on Sundays or late evenings. Only 6% of respondents to the 2010 public survey from Mere stated that they had used a pharmacy early in the morning, late evening or on weekends. This is much lower than the Wiltshire average of 18%. Just over half had not used a pharmacy at these times and also stated that they would not know how to find information out about this.

This community area has the second highest rate of Diabetes hospital admissions out of the 20 Community areas. The Community Pharmacy in the area is not commissioned to offer Diabetes screening or specific Diabetes Type I or II medicines management but would be willing to if commissioned. 11% of respondent to the public survey living in Mere said that they would like to access a Diabetes check-up service at the pharmacy .

Pewsey

The community pharmacy in Pewsey would be willing to provide a range of additional services (commissioned) but the area does have lower than Wiltshire average rates for many of the specific diseases or health affecting lifestyle factors.

Royal Wootton Bassett and Cricklade

This community area has a higher rate than the Wiltshire average for CVD mortality and two of the five Community Pharmacies offer a specific hypertension medicines management service (non commissioned) but are not commissioned to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check). This area had the highest percentage of respondents stating that they would access a healthy heart check at the pharmacy (22% compared to the Wiltshire average of 16%).

Royal Wootton Bassett and Cricklade has a significantly higher rate of COPD hospital admissions than the Wiltshire average. Wiltshire does not commission any of the community pharmacies to provide a specific asthma medicines management but two would be willing to if commissioned.

None of the Community Pharmacies in the area are commissioned to offer obesity management but one state that they would be willing to if commissioned. This area had the highest percentage of respondents in the public survey stating that they would like to access weight management at the pharmacy (12% compared to the Wiltshire average of 7%).

Salisbury

Salisbury is well served with pharmacy provision with eleven community pharmacies, seven of which open on Saturdays, two on Sundays and two late evenings. The area had the third highest percentage of respondents to the 2010 public survey stating that they had accessed a pharmacy out of office hours.

Salisbury has the highest rates in Wiltshire for hospital admissions from CVD, alcohol and asthma. It also has the highest smoking prevalence. Six of the community pharmacies are formally commissioned to provide support to stop smoking and

two offer specific medicine management for asthma (non commissioned). None are commissioned to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check), but eight stated they would be willing if commissioned. 20% of Salisbury respondents from the 2010 public survey stated that they would like to access a healthy heart check at the pharmacy. This is higher than the overall Wiltshire response of 16%.

Southern Wiltshire

This area has one community pharmacy and three dispensing GP surgeries. The Community Pharmacy offers some additional services (commissioned and non commissioned) but the area rates of specific diseases or health effecting lifestyle indicators are lower or comparable to the Wiltshire averages.

Tidworth

Tidworth has a higher rate of Diabetes hospital admissions compared to the Wiltshire average. The community pharmacies in the area are not commissioned to offer specific Diabetes Type I or II medicines management but both would be willing to provide if commissioned. One offers Diabetes screening (non commissioned) and other states that they would be willing to if commissioned. The area also has the highest teenage pregnancy rate in Wiltshire and one of the Community Pharmacies are commissioned to offer the No Worries! Service which provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.

One Community Pharmacy is commissioned to offer a needle/syringe exchange and sharps disposal (non commissioned). The other states that they would be willing to if commissioned. Tidworth had the highest percentage of respondents in the public survey stating that they would use an injecting equipment disposal service (17% compared to the Wiltshire average of 11%). Both community pharmacies offer a supervised administration service.

Tisbury

Tisbury has one Community Pharmacy and one dispensing GP surgery. Access is fairly limited with the Community Pharmacy closed late evenings and on Sundays. Just under half (46%) of respondents to the 2010 public survey from Tisbury stated that they did not know where to access pharmacies early in the morning, late in the evening or on weekends and were unaware of how to find out about this type of provision. 40% stated that they had visited a pharmacy and found it was closed and 5% stated that they had travelled more than 10 miles when they last visited a pharmacy.

The Community Pharmacy provides a range of additional services (commissioned and non commissioned). The area rates of specific diseases or health effecting lifestyle indicators are lower or comparable to the Wiltshire averages.

Trowbridge

Trowbridge has higher rates than the Wiltshire average for CVD mortality, diabetes hospital admissions, COPD hospital admissions, Asthma hospital admissions, alcohol related hospital admissions, teenage pregnancy and smoking prevalence.

None of the Community Pharmacies are commissioned to provide enhanced services relating to CVD, three provide Diabetes screening (non commissioned), six are commissioned to provide an emergency hormonal contraception service and six are commissioned to provide support to stop smoking.

None of the Community Pharmacies are commissioned to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check). Four state that they would be willing to if commissioned. Trowbridge had the third highest percentage of respondents in the 2010 public survey indicating that they would access a healthy heart check at the pharmacy (21% compared to the Wiltshire average of 16%).

Warminster

Warminster has four community pharmacies offering a range of additional services (a mixture of commissioned and non commissioned). The area rates of specific diseases or health effecting lifestyle indicators are lower or comparable to the Wiltshire averages apart from Diabetes hospital admissions. None of the community pharmacies are commissioned to offer specific Diabetes screening or Diabetes Type I or II medicines management but all would be willing to if commissioned and two state that they already provide diabetes screening (non commissioned).

Westbury

Westbury has four Community Pharmacies and one dispensing GP surgery. Rates of COPD hospital admissions are higher than the Wiltshire average, Wiltshire does not commission any of the pharmacies to offer a specific COPD medicines management but two would be willing to if commissioned.

One of the Community Pharmacies is open late evening and on Sundays.

Wilton

Wilton has one Community Pharmacy and one dispensing GP surgery. 10% of respondents from the public survey in Wilton had used a pharmacy out of office hours and 41% had not and did not know where they would find out about this.

Rates for specific diseases or health effecting lifestyle factors are comparable or lower than the Wiltshire averages in most cases. The rate of hospital admissions for Asthma is higher than the Wiltshire average, the community pharmacy is not commissioned to provide a specific Asthma medicines management but would be willing to if commissioned.

9. CONCLUSIONS

The Wiltshire HWB PNA has been written to compliment and add to the evidence base of NHS Wiltshire's 2011 PNA. It has again taken into account both the current provision of pharmaceutical services in the County and the identified and expressed needs of the local population, from a variety of age ranges and demographic groups. In order to assess the provision of pharmaceutical services in a county as large as Wiltshire, the needs assessment has been undertaken on both a county wide and Community Area level to provide detailed information to inform decisions on changes to pharmaceutical services in the future.

There is at least one Community Pharmacy in every Community Area in Wiltshire and only a small minority of people consulted said that they had travelled more than 10 miles to a pharmacy. It is recognised that in rural areas patients do not always have local access to Community Pharmacies. However, areas designated for the purposes of dispensing as controlled (that is rural in character) may benefit from dispensing services provided by General Practices. They can also access Community Pharmacies in larger villages or towns, along with other services.

Opening hours of community pharmacies has increased in provision in Wiltshire since the previous PNA, with a wider range of provision in late evenings, after 7pm on weekdays and at the weekends. The pattern of these opening hours is generally reflective of population density, particularly with regard to Sunday opening times where there is a basic coverage of opening especially in areas of high population density. The majority of respondents to both the 2010 and 2014 survey indicated that they did not mind which pharmacies were open outside of office hours as long as they could find out which one was available when they needed it.

The availability of Locally Commissioned Services is an important element of Community Pharmacy provision, as these services provide opportunities to manage and prevent ill health at a local level relevant to the local population. There is variation in the range of Enhanced Services commissioned in each of the Community Areas in Wiltshire, which is generally reflective of need. The Wiltshire Local Pharmaceutical Services Public Survey 2010 and 2014 asked about the local provision of Enhanced Services. This identified that people would like to access more of these services, but not necessarily via their Community Pharmacy. Further exploration with partners across the health service would be required to establish the exact need for these services at a local level and the ability of services to deliver.

It is clear from the response of Community Pharmacy providers within Wiltshire to the Contractor Survey, that there is a willingness, as there was in 2010, to provide additional enhanced services. This provision would have to be commissioned upon the basis of health need and Wiltshire HWB will continue to work with local providers to take this forward, based upon the range of sources of information described in this document and changes in service provision or population demographics in the future.

Taking into account the range of information considered within this needs assessment, including current provision of services across the largely rural County and the results of the two public surveys and young people's engagement events, it can be concluded that there is appropriate provision of pharmaceutical services in Wiltshire, and that respondents were, in the main, very happy with the service that they receive from their community pharmacy. Wiltshire HWB recognises that a range

of provision is necessary in a county the size and nature of Wiltshire where the population characteristics can vary greatly between community areas.

Therefore, Wiltshire HWB will continue to support the development of pharmaceutical services across the County using the best evidence available and in line with the strategic direction set at a national level. This will be done in conjunction with existing providers, in order to ensure the highest standards of quality and the optimum range of services are delivered. Future commissioning decisions relating to the provision of pharmaceutical services will be informed by the evidence presented within this needs assessment. In addition, consultation with residents of the County as part of the partnership working with Healthwatch Wiltshire and future changing demographics of the population will be undertaken and reviewed on an ongoing basis.

10. ANNEX COMMUNITY AREA DETAIL

The following tables provide detailed information (correct as of June 2014) about each of the twenty Community Areas in Wiltshire on the following:

- Population
- Service provision
- Specific diseases
- Lifestyle factors and enhanced services
- Bordering areas

The information has been taken from a range of sources, including the Joint Strategic Assessment, the Contractor Survey and the Wiltshire Local Pharmaceutical Service Survey (2010 and 2014), and the young people's survey 201. These tables should be read in conjunction with information contained throughout the PNA.

The map overleaf provides an illustrated overview of all the Community Areas in Wiltshire. The tables within this annex describe what is available by Community Area only and do not describe what services are provided in neighbouring Community Areas. Instead, reference should be made to the detailed descriptions for neighbouring areas, which can be seen clearly highlighted on the map.

In describing the work undertaken by Community Pharmacies in Wiltshire, it is important to distinguish between that which is commissioned and that which is not commissioned. This is noted through this document, but in order to clarify the following are the lists of commissioned and non commissioned services in Wiltshire:

Locally Commissioned Pharmacy Services in Wiltshire:

Chlamydia Screening and Treatment Service
Gonorrhoea Screening and Treatment Service
Needle and Syringe Exchange Service
Supervised Administration Service
Support to Stop Smoking Service
Emergency Hormonal Contraception Service (No Worries)
Alcohol Screening and Brief interventions service

Non Commissioned Enhanced Pharmacy Services in Wiltshire:

Care Home Service
Asthma
Coronary Heart Disease
Chronic Obstructive Pulmonary Disease
Diabetes Type I
Diabetes Type II
Hypertension
Home Delivery Service (not appliances)
Obesity management
Oral Contraceptive Service
Diabetes

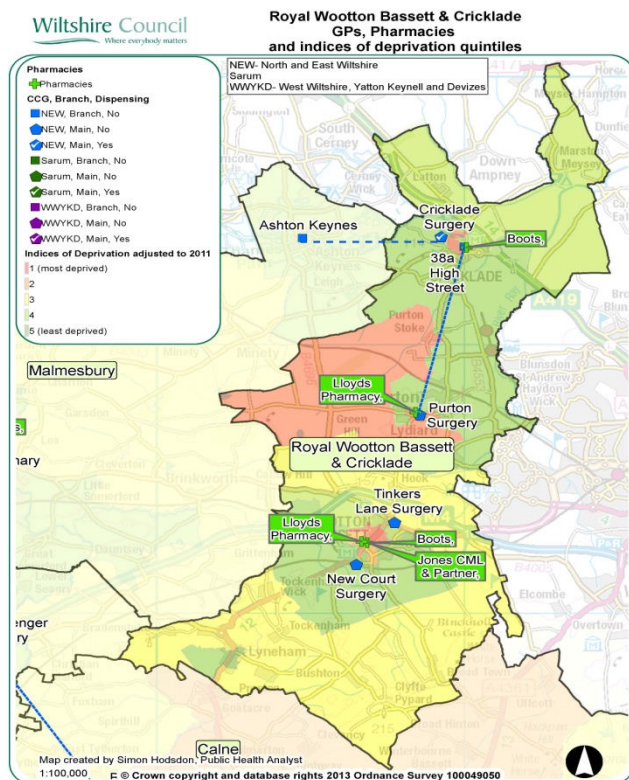
Community Area Maps

For each community area a map has been produced which plots the GP surgeries, community pharmacies and dispensing GP's within that area. The GP surgeries both main surgeries and branch surgeries are colour coded dependant on the relevant Clinical Commissioning Group.

- Blue – North and East Wiltshire
- Green – Sarum
- Purple – West Wiltshire, Yatton Keynell and Devizes

Main GP surgeries are a pentagon in shape and branch surgeries are represented by a square. Dispensing GP practices can be identified with a white tick overlaying the pentagon for the surgery.

Community Pharmacies are represented by a green cross and labelled by name. The community area is then shaded to indicate areas of higher or lower deprivation according to adjusted 2011 Indices of Deprivation. In the example below there are four main GP surgeries, one of which is a dispensing GP, one branch surgery, and five pharmacies. The surgeries are commissioned by North and East Wiltshire CCG.



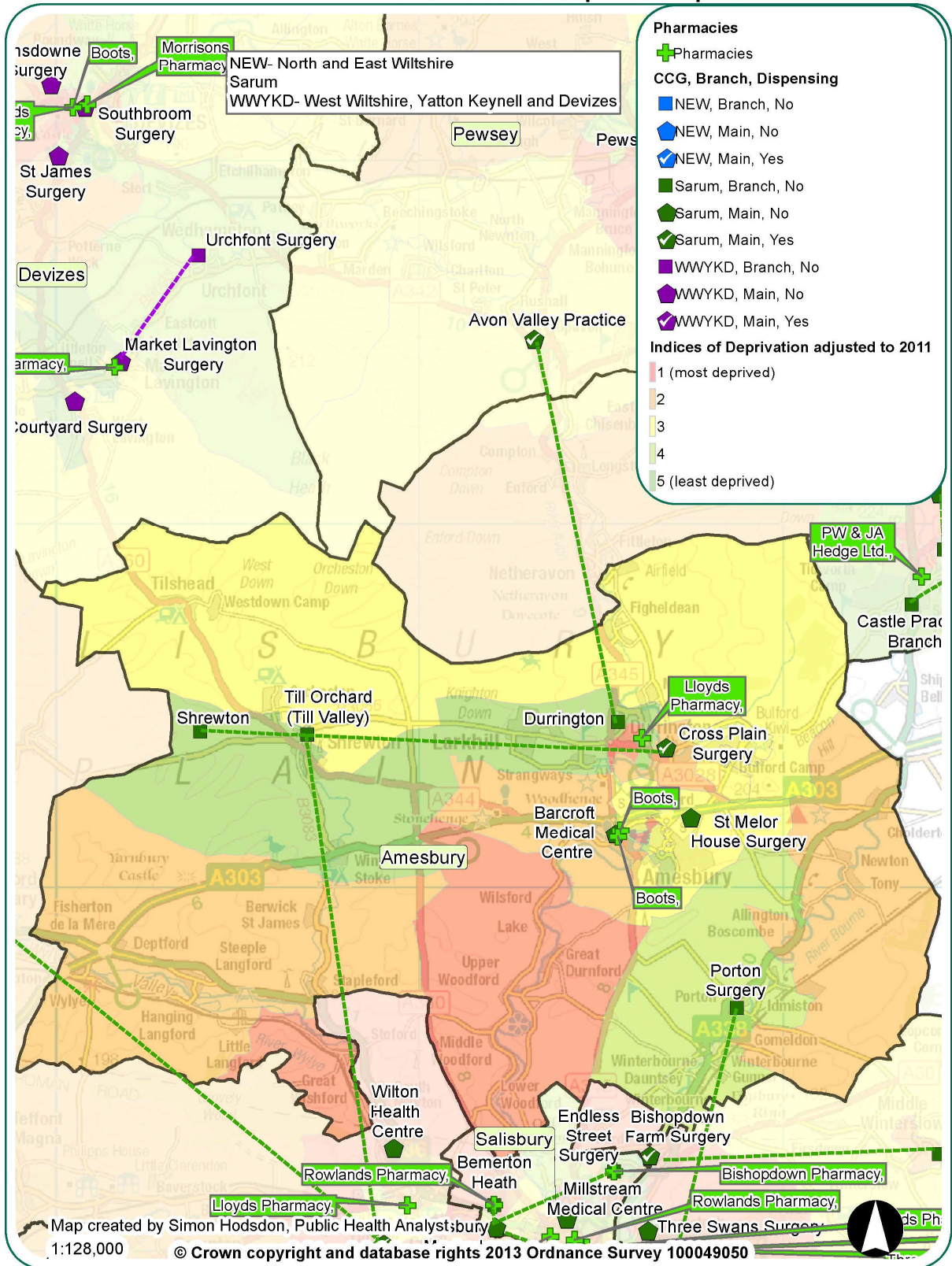
AMESBURY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 33,660 • In relation to the other 19 community areas Amesbury has the fourth highest percentage of its total population under the age of 15 years. • Amesbury has the 10th largest population aged 85 years and over of all Wiltshire's community areas. The change in population aged 85 plus seen in Amesbury Community Area between census 2001 and mid-year 2011 was the 11th highest percentage change seen in all Wiltshire's 20 community areas. • Amesbury has more males aged less than 50 years, particularly in the 20-29 group. This is most likely a reflection of the number of military recruits in the area.
Number of Output Areas (OAs) which are within 20% most deprived in Wiltshire	<ul style="list-style-type: none"> • There are two OAs out of a total of 108 in Amesbury within the 20% most deprived in England. • Amesbury East (north central) is the most deprived area in Amesbury Community Area.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Three main surgeries and four branch surgeries.
Number of Dispensing GPs	<ul style="list-style-type: none"> • Two dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Three Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None

<p>Access to Community Pharmacies</p>	<ul style="list-style-type: none"> • Two Community Pharmacies would be willing to offer a Care Home service if it was commissioned. • Two Community Pharmacies would be willing to provide medicines management service for Alzheimer's/dementia if it was commissioned. • Two Community Pharmacy offers home delivery service (non commissioned). • Only 1% of Amesbury respondents to the 2010 public survey said that they had asked the pharmacy to deliver in the last 6 months. • All Community Pharmacies in Amesbury area are open on a Saturday. • None open on Sunday. • None open evenings. • 42% of Amesbury respondents to the 2010 public survey said that they had not used a pharmacy out of office hours but also did not know where to find out about this should they ever need to. • 43% of respondents said that they had needed to use a pharmacy but found it closed. This is higher than the Wiltshire average of 34%. • The map of Amesbury Community Area also shows pharmacies in neighbouring Community Areas. • It does not show the nearest community pharmacies in Hampshire. Hampshire community pharmacies are further away for Amesbury residents than the alternative pharmacies located within Wiltshire's neighbouring community areas.
<p>SPECIFIC DISEASES</p>	
<p>Cardiovascular disease (CVD)</p>	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average, ranking 11th out of the 20 Community Areas for mortality from Cardiovascular Disease. Amesbury is ranked 18th out of the 20 community areas in Wiltshire for emergency admissions to hospital as a result of coronary heart disease. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CVD interventions, but all three stated that they would be willing, if commissioned, to offer specific medicines management for CHD and hypertension). • 12% of residents in Amesbury responding to the 2010 public survey said that they would be interested in accessing a health heart check at their pharmacy.

Diabetes	<ul style="list-style-type: none"> • Comparable with the Wiltshire average for diabetes hospital admissions, with 76.2 admissions per 100,000 annually. • One community pharmacy in the area offers diabetes screening (non commissioned) • One community pharmacies state they would offer diabetes screening if commissioned. The other community pharmacy said that they were not able to provide this service. • One community pharmacy in the offers Diabetes Type I and Type II medicines management. (Non commissioned) • One community pharmacy state that they would offer Diabetes Type I and II specific medicines management if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Slightly higher admission rates for COPD than the Wiltshire average. (153.9 per 100,000 compared to Wiltshire average of 142,1 per 100,000) • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management but they would be willing to provide the service if commissioned.
Asthma	<ul style="list-style-type: none"> • Ranks 10 out of 20 Community Areas for Asthma hospital related admissions. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management but they would be willing to provide the service if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Two community pharmacies offer needle exchange and one offers supervised administration service (commissioned). • Out of the 20 Community Areas, Amesbury had the third highest percentage of respondents from the 2010 public survey stating that they would like to use a disposal of injecting equipment service at the pharmacy.

Alcohol	<ul style="list-style-type: none"> • Amesbury has the highest number of emergency admissions to hospital related to alcohol for under 18 year olds in Wiltshire. • Wiltshire does not commission any of the community pharmacies in this area to provide alcohol screening • Of the pharmacies who responded to the survey only one completed this question and indicated that they would not be able to provide this service.
Sexual health	<ul style="list-style-type: none"> • Based on 2012 data, there were between 22-27.2 pregnancies per 1,000 girls aged under 18 in Amesbury, compared to the Wiltshire average of 24 per 1,000 girls aged under 18. • Two Community Pharmacies in the area deliver the No Worries! Service. This means provision of testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception, pregnancy testing and free condoms.
Smoking	<ul style="list-style-type: none"> • Estimates show that 20.1% of people in Amesbury smoke which is similar to the Wiltshire average of 20.2%. • One of the Community Pharmacies in this Community Area is commissioned to offer a Support to Stop Smoking Service and the other state they would if commissioned to do so.
Obesity	<ul style="list-style-type: none"> • Wiltshire does not commission any of the community pharmacies in this area to provide obesity management but they would all be willing to provide if commissioned to do so. • 7% of respondents to the 2010 public survey living in Amesbury stated that they would access a weight management service at the pharmacy. This is the same as the Wiltshire average.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Amesbury - Tidworth, Pewsey, Devizes, Warminster, Wilton, Salisbury, Southern Wiltshire.

Amesbury GPs, Pharmacies and indices of deprivation quintiles

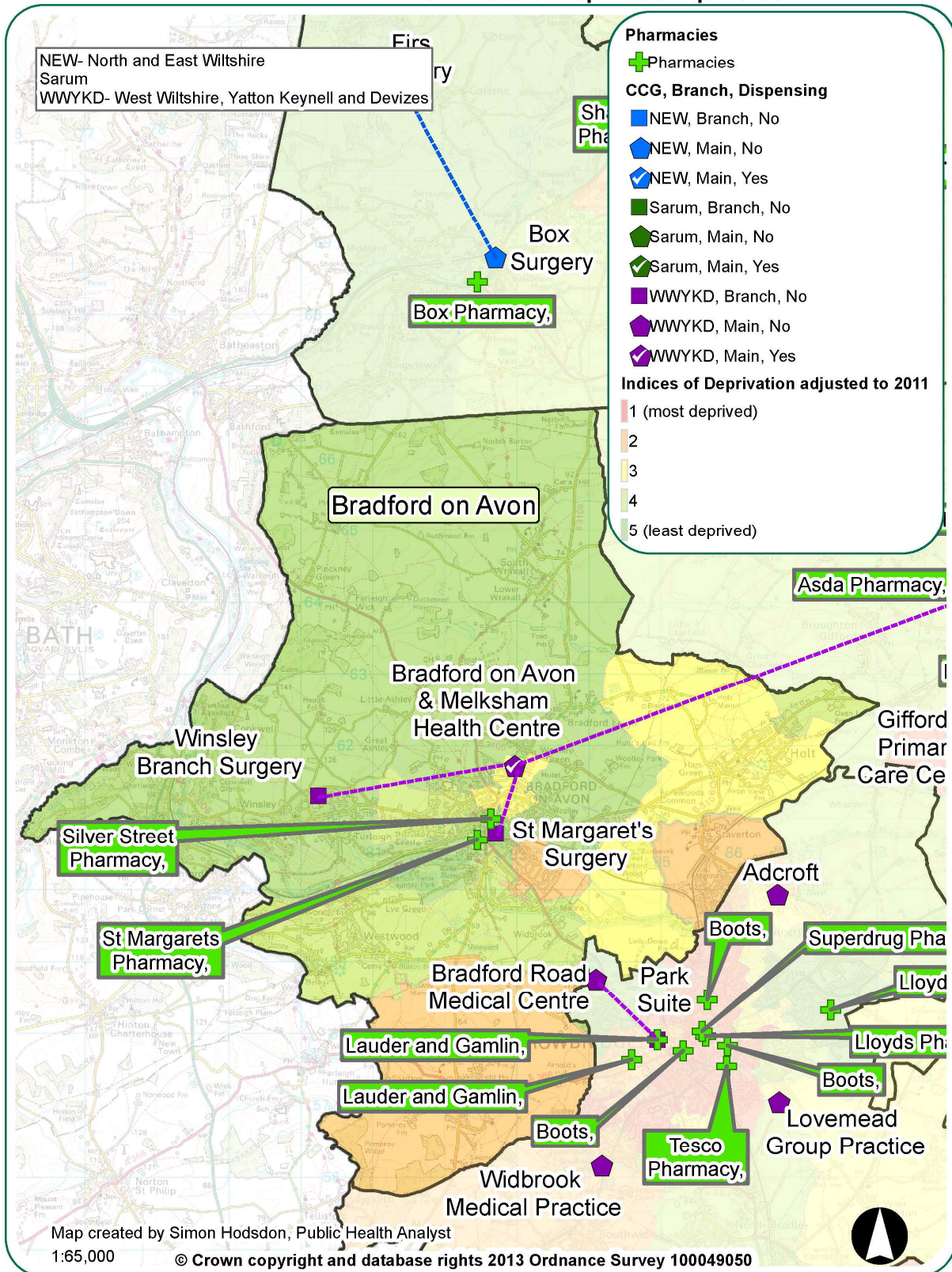


BRADFORD ON AVON COMMUNITY AREA	
Demography	<ul style="list-style-type: none"> Total population is 17,960 Bradford on Avon has a proportionately higher percentage of people aged over 50 than the Wiltshire average, and generally smaller proportion of other age groups.
Number of Super Output Area which are within 20% most deprived in Wiltshire	<ul style="list-style-type: none"> There are two SOAs in Bradford on Avon within the 20% most deprived in Wiltshire. Staverton and Hilperton (part) is the most deprived area in Bradford on Avon Community Area. Nationally it is in the 3rd most deprived quintile.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> One main surgery and two branch surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> Two Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> None
Access to Community Pharmacies	<ul style="list-style-type: none"> One Community Pharmacy provides a home delivery service (non commissioned). The other states they provide this service to selected patient groups. Neither Community Pharmacy is commissioned to offer a care home service but both would if commissioned to do so. Both Community Pharmacies are open on Saturdays. Neither are open on Sundays. No evening opening. 38% of respondents from the 2010 public survey living in Bradford on Avon stated that they had found the pharmacy closed when they had needed it. Nearly half (47%) had not accessed a pharmacy outside office hours and did not know where to find out about this. None had travelled more than 10 miles last time they accessed a pharmacy.

SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Bradford on Avon has a lower than Wiltshire average CVD mortality rate and ranks 2nd best in the County. • Wiltshire does not commission either of the community pharmacies in the area to offer specific CVD interventions, but they both stated that they would be willing, if commissioned, to offer specific medicines management for CHD and hypertension and Vascular Risk Assessment Service (NHS Health Check). One stated that they would need facilities adjusting to provide the Vascular Risk Assessment.
Diabetes	<ul style="list-style-type: none"> • Diabetes hospital admissions are slightly lower than the Wiltshire average. • Wiltshire does not commission either of the community pharmacies in the area to offer specific • Diabetes Type I and II specific medicines management. One states that it provides this service (Non commissioned) and the other states it would be willing to provide the service if commissioned. • Wiltshire does not commission either of the community pharmacies to offer screening for Diabetes, one states that it would be willing to provide this service if commissioned, the other states that it is not able to provide this service. • Bradford on Avon had the third highest % of respondents in the 2010 public survey stating they would use a Diabetes check service at their pharmacy.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • COPD hospital admission rate is similar to the Wiltshire average. • Wiltshire does not commission either of the community pharmacies in the area to offer specific COPD medicines management but both would be willing to if commissioned to do so.
Asthma	<ul style="list-style-type: none"> • Asthma hospital admission rate is the fourth highest across Wiltshire; however it is not significantly higher than the Wiltshire average. • Wiltshire does not commission either of the community pharmacies in the area to offer specific Asthma medicines management but both would be willing to if commissioned to do so.
LIFESTYLE FACTORS AND ENHANCE SERVICES	

Drug misuse	<ul style="list-style-type: none"> Neither of the community pharmacies offer a supervised administration service, one would be willing to provide the service if commissioned. One of the community pharmacies is commissioned to provide a needle exchange service.
Alcohol	<ul style="list-style-type: none"> Lower than the Wiltshire average for alcohol related hospital admissions. However self reported data for residents having an alcoholic drink weekly or more frequently was higher than the Wiltshire average. Wiltshire does not commission either of the community pharmacies in the area to deliver alcohol screening, only one of the pharmacies responded to this question and indicated that they would not be able to provide this service.
Sexual health	<ul style="list-style-type: none"> Based on 2010-2012 data there were 14.1 pregnancies per 1,000 girls aged under 18 in Bradford on Avon. The Wiltshire average is 22.4 per 1,000. One community pharmacy is commissioned to provide testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception, pregnancy testing and free condoms.
Smoking	<ul style="list-style-type: none"> Estimates show that 17.2% of the population of Wiltshire smoke. Bradford on Avon ranks 7th lowest out of the 20 Community Areas for smoking prevalence based upon 2009 lifestyle data. One of the Community Pharmacies in the area are commissioned to offer a Support to Stop Smoking Service and the other state they would if commissioned to do so
Obesity	<ul style="list-style-type: none"> The number of children in Reception and Year 6 in Bradford on Avon are similar to the Wiltshire average of 21% and 29.8% respectively. Wiltshire does not commission either of the community pharmacies in the area to offer weight management. Both state they would if commissioned and trained. Only 7% of respondents to the 2010 public survey living in Bradford on Avon stated that they would access a weight management service at the pharmacy.
BORDERING AREAS	
	<ul style="list-style-type: none"> The following Community Areas in Wiltshire border Bradford on Avon - Trowbridge, Melksham and Corsham.

**Bradford on Avon
GPs, Pharmacies
and indices of deprivation quintiles**

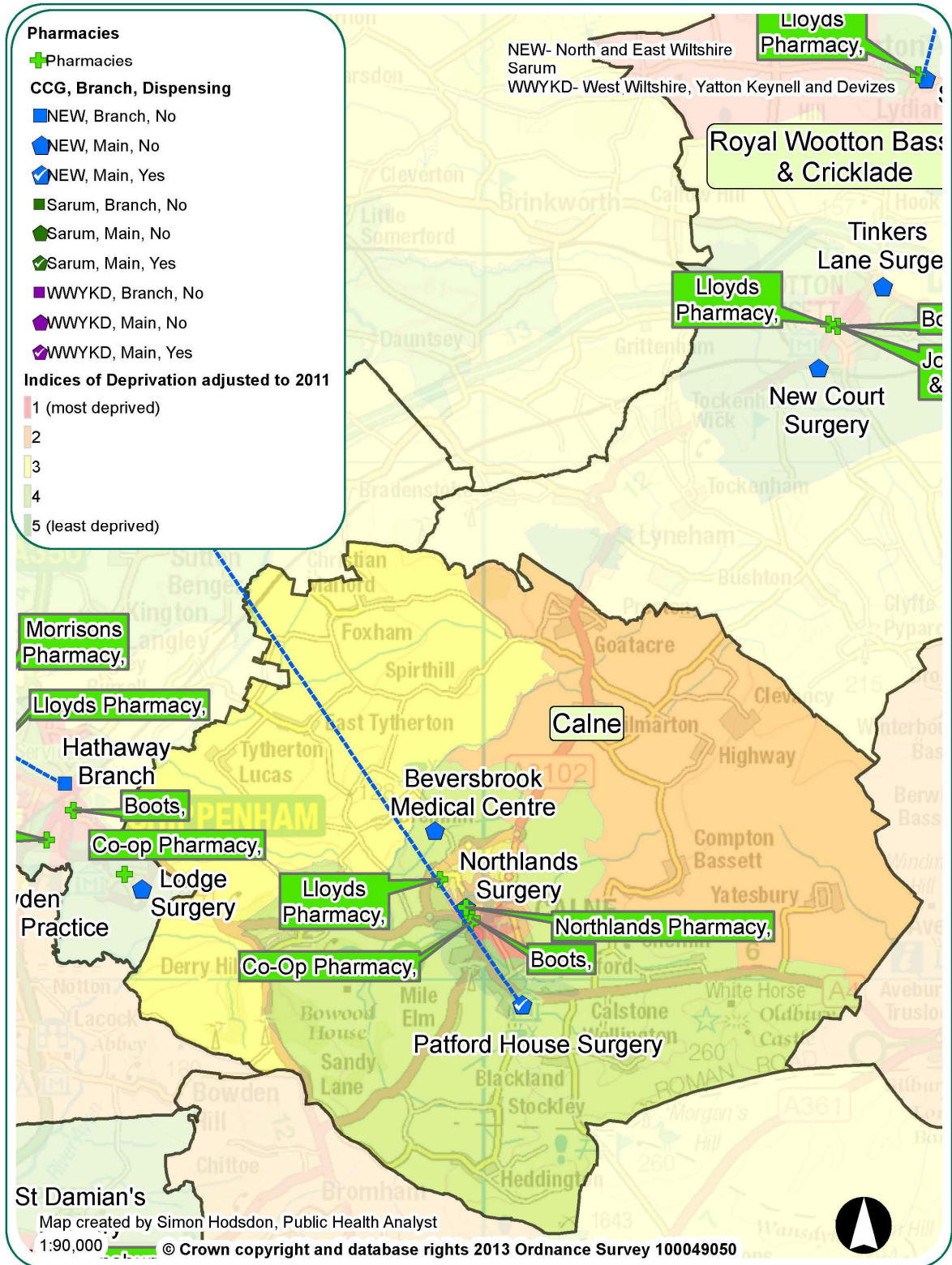


CALNE COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 23,260
Number of Output Area which are within 20% most deprived in Wiltshire	<ul style="list-style-type: none"> There are four output areas in Calne out of a total of 72 which are among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Three main surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> Four Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> One additional community pharmacy
Access to Community Pharmacies	<ul style="list-style-type: none"> All Community Pharmacies provides a home delivery service (non commissioned). Calne had the highest percentage (8%) of respondents in the 2010 public survey stating that they had asked the pharmacy to deliver in the last 6 months. Three Community Pharmacies currently provide a Care Home service (non commissioned) and the other one states they would if commissioned. All four Community Pharmacies are open on Saturdays. One is open on Sundays. One does evening opening.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> Higher than the Wiltshire average for mortality from CVD and ranks 19th out of 20. Wiltshire does not commission any of the community pharmacies in the area to offer specific CVD interventions, three stated they would be willing, if commissioned, to offer specific medicines management for CHD and hypertension and Vascular Risk Assessment Service (NHS Health Check). One stated that they would not be able to provide this service.

Diabetes	<ul style="list-style-type: none"> • Lower rate of Diabetes hospital admissions in comparison with the Wiltshire average and ranks 16th lowest of the 20 areas. • Diabetes screening is offered at one Community Pharmacy (non commissioned) • Wiltshire does not commission any of the community pharmacies in the area to offer specific medicines management for Diabetes I and II. Three community pharmacies state that they would be willing to provide this service of commissioned. Or Diabetes type I and two for diabetes type II.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Higher than the Wiltshire average for COPD hospital admissions and ranks 9th highest out of the 20 Community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management, three would be willing to if commissioned to do so. One already provides the service (non commissioned)
Asthma	<ul style="list-style-type: none"> • Asthma related hospital admissions are slightly lower than the Wiltshire average. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management, three community pharmacies in the area would be willing to provide this service if commissioned to do so. One already provides the service (non commissioned).
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One Community Pharmacy in the area offers needle/syringe exchange (commissioned) and three offer supervised administration (commissioned).
Alcohol	<ul style="list-style-type: none"> • Calne has a slightly lower than the Wiltshire average rate for hospital admissions related to alcohol and ranks 9th out of the 20 Community Areas. • Two of the community pharmacies in the area are commissioned to offer specific alcohol screening and brief interventions and the others state they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 18.8 pregnancies per 1,000 girls aged under 18 in Calne. • The Wiltshire average is 22.4 per 1,000. • The uptake of Chlamydia screening in Calne is similar to the Wiltshire average, but with a slightly higher percentage of positive screens. • Two Community Pharmacies in the area are commissioned to provide the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraceptive, pregnancy testing and free condoms.
Smoking	<ul style="list-style-type: none"> • Estimates show that 17.2% of the population of Wiltshire smoke. Calne ranks 18th highest out of 20 Community Areas for smoking prevalence based upon 2009 lifestyle data. • Two of the community pharmacies in the area are currently commissioned to provide Support to Stop Smoking. The other two state they would if commissioned and trained.
Obesity	<ul style="list-style-type: none"> • The number of children in Reception and Year 6 in Calne are very similar to the Wiltshire average of 21% and 29.8% respectively. • Wiltshire does not commission any of the community pharmacies in the area to offer specific obesity management currently but two state that they would be willing to if commissioned to do so.
BORDERING AREAS	
	<ul style="list-style-type: none"> □ The following Community Areas in Wiltshire border Calne - Devizes, Corsham, Chippenham, Wootton Bassett & Cricklade, Marlborough.

Calne
GPs, Pharmacies
and indices of deprivation quintiles

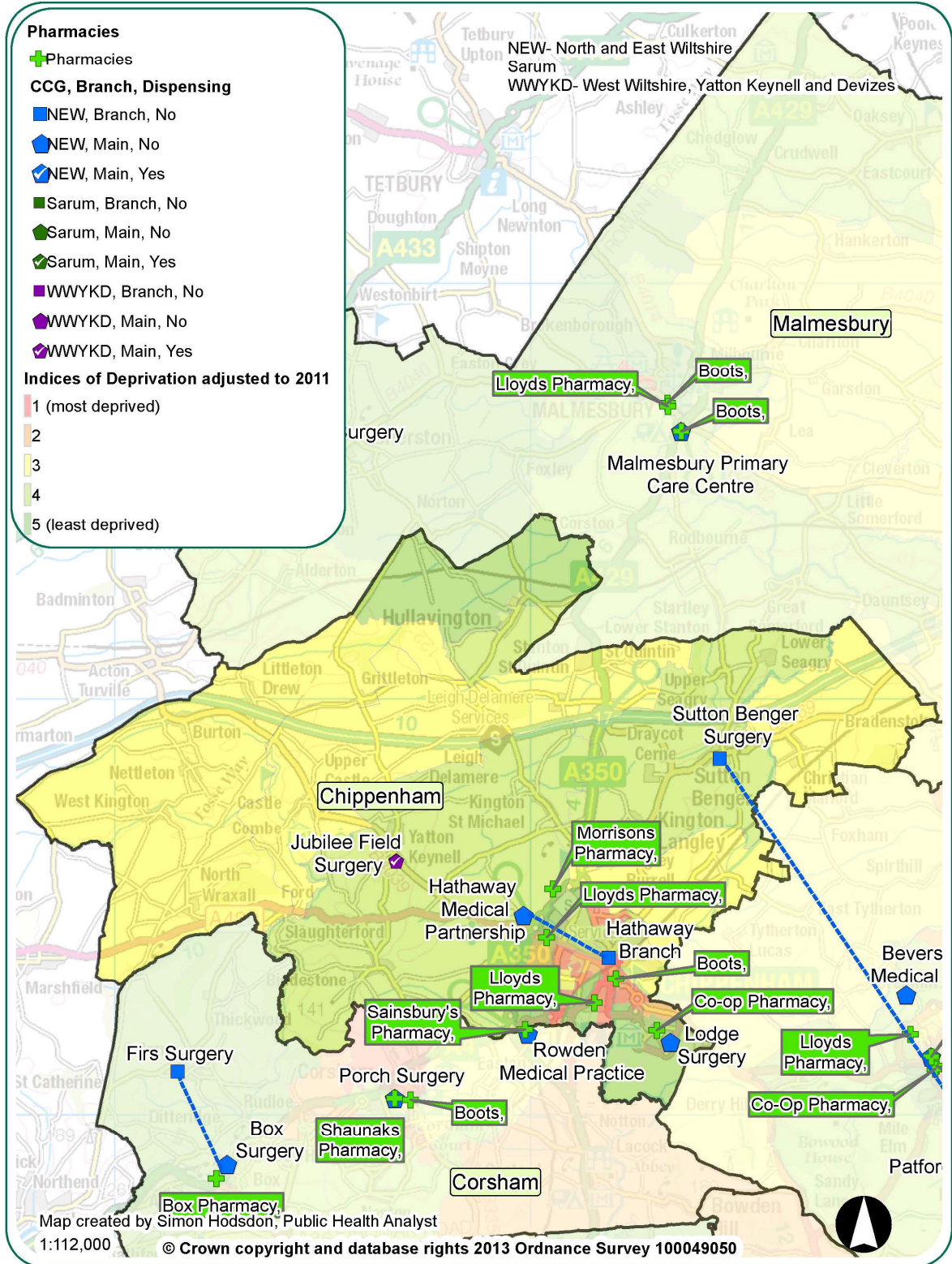


CHIPPENHAM COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 45,510
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • Out of a total of 144, there are 11 Output Areas in the Chippenham Community Area which are among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • <input type="checkbox"/> Four main surgeries and two branch surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> • <input type="checkbox"/> One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> • <input type="checkbox"/> Six Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • Two community pharmacies who responded to the survey currently provide a Care Homes service (non commissioned) and three stated they would if commissioned. • Four offer a home delivery service (not commissioned). • All six are open on Saturdays • Three are open on Sundays. • One opens late evenings until 10.30pm every weekday and until 10pm on Saturdays. • 35% of respondents from the 2010 public survey state that they have used a Community Pharmacy early in the morning, late at night or on the weekends. The average for Wiltshire is 18%.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for CVD mortality but not significantly so. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check), two stated that they would be willing to if commissioned, and one stated that they are providing this service (non commissioned).

Diabetes	<ul style="list-style-type: none"> • Higher than the Wiltshire average for Diabetes hospital admissions and ranks 8th highest out of the 20 areas. • Diabetes screening is offered at two Community Pharmacies (non commissioned). • Diabetes Type I and II medicines management is offered at two of the Community Pharmacies (non commissioned)
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for COPD hospital admissions and ranks 11th out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific • COPD medicines management, three state that they already provide this service (non commissioned) and one state that they would be willing to provide if commissioned.
Asthma	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Asthma hospital admissions and ranks 6th lowest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management , three state that they already provide this service (non commissioned) and one state that they would be willing to provide if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Five Community Pharmacies in the area offers needle/syringe exchange (commissioned). • Five offer supervised administration (commissioned).
Alcohol	<ul style="list-style-type: none"> • Close to the Wiltshire average for alcohol related hospital admissions and ranks 12th lowest out of the 20 areas. • Two of the community pharmacies in the area are commissioned to offer alcohol screening and brief interventions and one other state they would provide if it was commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 24.6 conceptions per 1,000 girls aged under 18 in Chippenham. • The Wiltshire average is 22,4 per 1,000 and Chippenham. • One community pharmacy is commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms. • Chippenham ranked in the top four highest areas for the % of respondents to the 2010 public survey stating they would like to access pregnancy testing, contraception medicines, condoms and emergency contraception at their pharmacy.
Smoking	<ul style="list-style-type: none"> • Very similar to the Wiltshire average for the estimated percentage of smokers. • Four of the Community Pharmacies are currently commissioned to offer Support to Stop Smoking and the other two did not respond to this question on the survey. • Chippenham had the joint highest (with Westbury) % of respondents in the 2010 public survey stating they would like to access Support to Stop Smoking Service in the pharmacy.
Obesity	<ul style="list-style-type: none"> • The number of children in Reception in Calne are very similar to the Wiltshire average of 21% however for year 6 the figure is slightly higher in Chippenham at 32.5% compared to the Wiltshire average of 29.8%. • One Community Pharmacy state they would be willing to offer obesity management service if commissioned and five did not respond to this question in the contractor survey. • 7% of respondents to the 2010 public survey living in Chippenham stated they would access a weight management service at the pharmacy. This is the same as the Wiltshire average.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Chippenham - Malmesbury, Calne and Corsham.

Chippenham GPs, Pharmacies and indices of deprivation quintiles

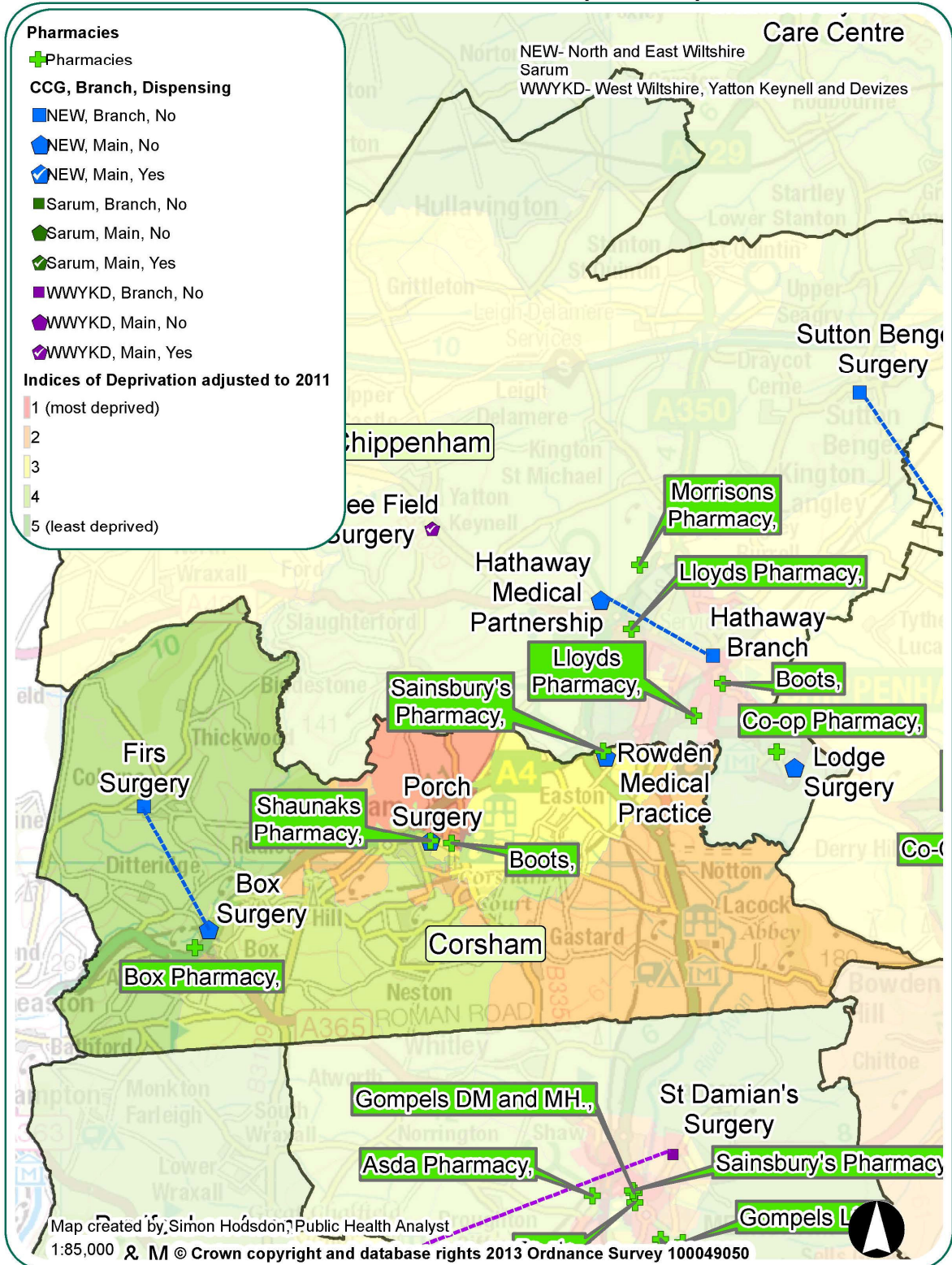


CORSHAM COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 20,880 Corsham has similar age structure to the Wiltshire average with proportionately slightly more people in the
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> Corsham community area is one of only three in Wiltshire that has no Output Areas among the 20% in England with the highest proportions of households deprived in three or four of the dimensions measured in the 2011 census.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Two plus two one surgery.
Number of Dispensing GPs	<ul style="list-style-type: none"> None
Number of Community Pharmacies	<ul style="list-style-type: none"> Three Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> None
Access to Community Pharmacies	<ul style="list-style-type: none"> One Community Pharmacy state that they would be willing to provide a Care Home service if commissioned. Two provide a home delivery service. The other one states they provide the service to selected patient groups. Two open Saturdays. No Sunday access. No late evening access. 35% of respondents to the 2010 public survey did not know where to access a pharmacy early in the morning, late at night and at weekends and were unaware of how to find information out on these services.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> Corsham has a significantly lower rate of CVD mortality than Wiltshire. Wiltshire does not commission any of the community pharmacies in the area to offer specific offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check). Two stated they would be willing to if commissioned, and one stated they already provide this (non commissioned).

Diabetes	<ul style="list-style-type: none"> • Corsham compares unfavourably (3rd highest) among the Community Areas for diabetes admissions to hospital (high admission rate). • Two Community Pharmacies would be willing to provide Diabetes screening if it was commissioned. None are commissioned to offer specific Diabetes Type I or II medicines management. Two state they would be willing to offer these services if commissioned, one state they already provide this service (non commissioned).
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • A similar hospital admission rate to the Wiltshire average (10 out of 20) for Chronic Obstructive Pulmonary Disease • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management. Two state that they would be willing to if commissioned, and one stated that they already provide this service (non commissioned).
Asthma	<ul style="list-style-type: none"> • Corsham community area has a higher rate of hospital admissions for asthma than the Wiltshire average but not significantly so. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management, two would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One Community Pharmacy provides a supervised administration service (commissioned) and one is commissioned to provide syringe/needle exchange. • Corsham had the joint lowest (with Malmesbury) % of respondents in the 2010 public survey stating they would like a disposal of injecting equipment service at their pharmacy.
Alcohol	<ul style="list-style-type: none"> • Alcohol related admissions to hospital are significantly lower than the Wiltshire average in Corsham community area. • Wiltshire does not commission any of the community pharmacies in the area to offer alcohol screening but all state they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 21.1 conceptions per 1,000 girls aged under 18 in Corsham. The Wiltshire average is 22.4 per 1,000. • The uptake of Chlamydia screening in Corsham is similar to the Wiltshire average, but with a slightly higher percentage of positive screens. • Neither of the Community Pharmacies are currently commissioned to deliver the No Worries! Service, however one has indicated that they would be willing to supply if commissioned and just require the training in order to achieve this.
Smoking	<ul style="list-style-type: none"> • Estimates show that 19.5% of people in Corsham smoke. • The prevalence of people smoking in Corsham is lower than the Wiltshire average of 20.2% and Corsham ranks 9th out of 20 Community Areas for smoking prevalence. • Two of the Community Pharmacies are commissioned to provide Support to Stop Smoking, and the other state that they would be willing to provide the service if it was commissioned.
Obesity	<ul style="list-style-type: none"> • None of the Community Pharmacies in the area are commissioned to provide obesity management but two state they would be willing to if commissioned to do so. • Only 5% of respondents to the 2010 public survey living in Corsham stated they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Corsham - Chippenham, Calne, Melksham, Bradford on Avon.

Corsham
GPs, Pharmacies
and indices of deprivation quintiles

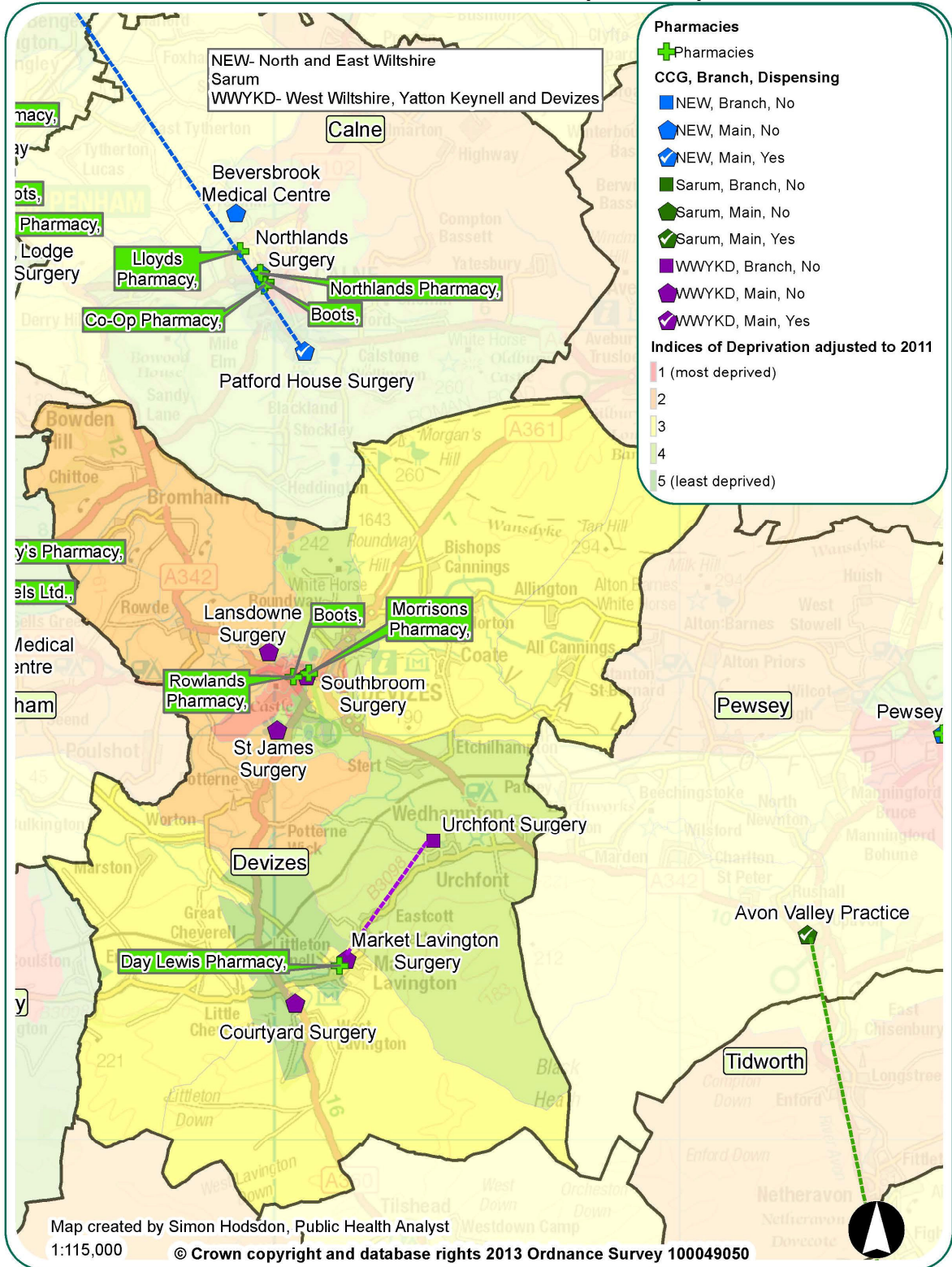


DEVIZES COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 32,090 • Devizes has proportionately fewer males and females in the 15 to 35 age groups, particularly so in the 15 to
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • In 2011 the new Census data shows that there are four Output Areas out of a total of 107 in the Devizes Community Area which are among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Five main surgeries and one branch.
Number of Dispensing GPs	<ul style="list-style-type: none"> • No dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Four Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • One opens until 7pm each weekday and until 8pm on a Friday. • All are open on Saturdays. • One is open on Sundays. • 45% of respondents from the 2010 public survey in Devizes did not know where pharmacies would be open early mornings, late evenings or on weekends and did not know how to find this out.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Similar to the Wiltshire average for mortality from CVD. • Wiltshire does not commission any of the community pharmacies in the area to offer specific specific CHD or Hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check). Only one respondent answered this question and said that they would not be able or willing to provide his service.

Diabetes	<ul style="list-style-type: none"> • Similar to the Wiltshire average for Diabetes hospital admissions and ranks 10th out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer Diabetes screening or specific Diabetes Type I or II medicines management, one pharmacy stated that they would be willing to if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for COPD hospital admissions and ranks 6th highest of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management, one stated that they would not be able or willing to provide this service, the other respondents did
Asthma	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Asthma hospital admissions and ranks 17th out of 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management, one stated that they would be willing to if commissioned, whilst one other stated that they would not be able or willing to provide this service.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Two community pharmacies offer needle/syringe exchange (commissioned). • Two offer a supervised administration service (commissioned). • The remainder who responded to the contractor survey state they would not be willing to offer these services if commissioned.
Alcohol	<ul style="list-style-type: none"> • Devizes is lower than the Wiltshire average for hospital admissions related to alcohol and ranks 10th out of the 20 Community Areas. • Three of the community pharmacies in the area are commissioned to offer alcohol screening and brief interventions and the other state they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 12.5 conceptions per 1,000 girls aged under 18 in Devizes. • The Wiltshire average is 22.4 per 1,000. • Two Community Pharmacies are commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.
Smoking	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for estimates of the % of people who smoke. • One Community Pharmacy is commissioned to provide a Support to Stop Smoking Service and another stated they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • Wiltshire does not commission any of the community pharmacies in the area to offer obesity Management, one stated they would be willing to if commissioned. • 6% of respondents to the 2010 public survey living in Devizes stated that they would access a weight management service at the pharmacy (compared to the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Devizes - Calne, Marlborough, Pewsey, Amesbury, Westbury, Melksham, Warminster and Corsham.

Devizes
GPs, Pharmacies
and indices of deprivation quintiles

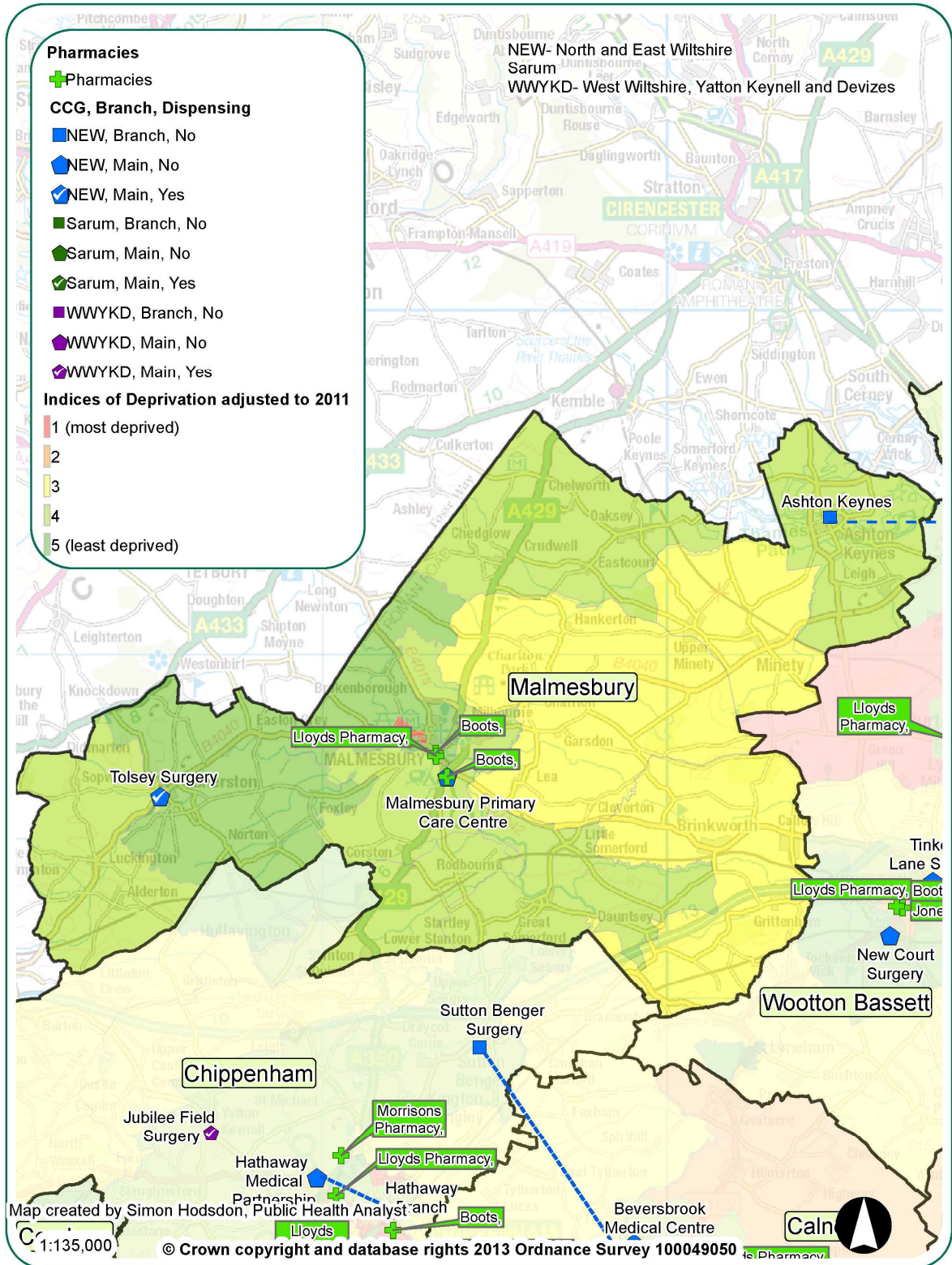


MALMESBURY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 19,470 • Proportionately more males and females in the mid- range age groups (35 to 64) and it has a smaller proportion of population in the 10 to 29 age range as compared to the Wiltshire average.
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • There is one Output Area out of a total of 62 which is among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries and one branch surgery
Number of Dispensing GPs	<ul style="list-style-type: none"> • Two dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Three Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • Two Community Pharmacies in the area offer a home delivery service (non commissioned). One states they offer his so selected patient groups. • None are commissioned to offer a Care Home service. • One stated that they would be willing to offer these services if commissioned. • One Community Pharmacy is open from 6.30am until 10.30pm on weekdays. • All three are open on Saturdays including one open from 6.30am until 8.30pm. • One is open on Sundays. • Malmesbury had the highest percentage of respondents in the 2010 public survey (44%) stating that they had used a pharmacy out of office hours.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> • Lower than the Wiltshire average for CVD mortality. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check), one would be willing to if commissioned, two would not be able or willing to provide.

Diabetes	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average for Diabetes hospital admissions and ranks 14th lowest of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Diabetes Type I or II medicines management, one stated that they would be willing to if commissioned. • One currently offers Diabetes screening (non commissioned)
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • One of the lowest rates in Wiltshire for COPD hospital admissions and ranks 17th out of the 20 community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific • COPD medicines management, one would be willing to if commissioned, two would not be able or willing to provide.
Asthma	<ul style="list-style-type: none"> • Similar to the Wiltshire average for Asthma hospital admissions and ranks 12th highest of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific • Asthma medicines management, one would be willing to if commissioned, two stated that they would not be able or willing to provide this service.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One Community Pharmacy offers a needle/syringe exchange service (commissioned) • Two offer a supervised administration service (commissioned). • One other respondent state they would be willing to offer these services if commissioned. • Malmesbury had the joint lowest percentage of respondents to the 2010 public survey (with Corsham) who stated they would access a disposal of injecting equipment service at the pharmacy.
Alcohol	<ul style="list-style-type: none"> • One of the lowest alcohol related hospital admissions out of the 20 community areas with a significantly lower rate than the Wiltshire average. • One of the community pharmacies in the area is commissioned to offer alcohol screening and brief interventions, the others state they would not be able or willing to provide.

Sexual health	<ul style="list-style-type: none"> Two Community Pharmacies are commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.
Smoking	<ul style="list-style-type: none"> Low smoking prevalence. Malmesbury ranks 2nd best out of the 20 Community Areas for smoking prevalence. One Community Pharmacy is commissioned to provide a Support to Stop Smoking Service and one other state they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> Wiltshire does not commission any of the community pharmacies in the area to offer obesity management currently, one stated they would not be able or willing to if commissioned. • 9% of respondents to the 2010 public survey living in Malmesbury stated they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> The following Community Areas in Wiltshire border Malmesbury - Chippenham, Wootton Bassett & Cricklade.

Wiltshire GPs, Pharmacies
and indices of deprivation quintiles

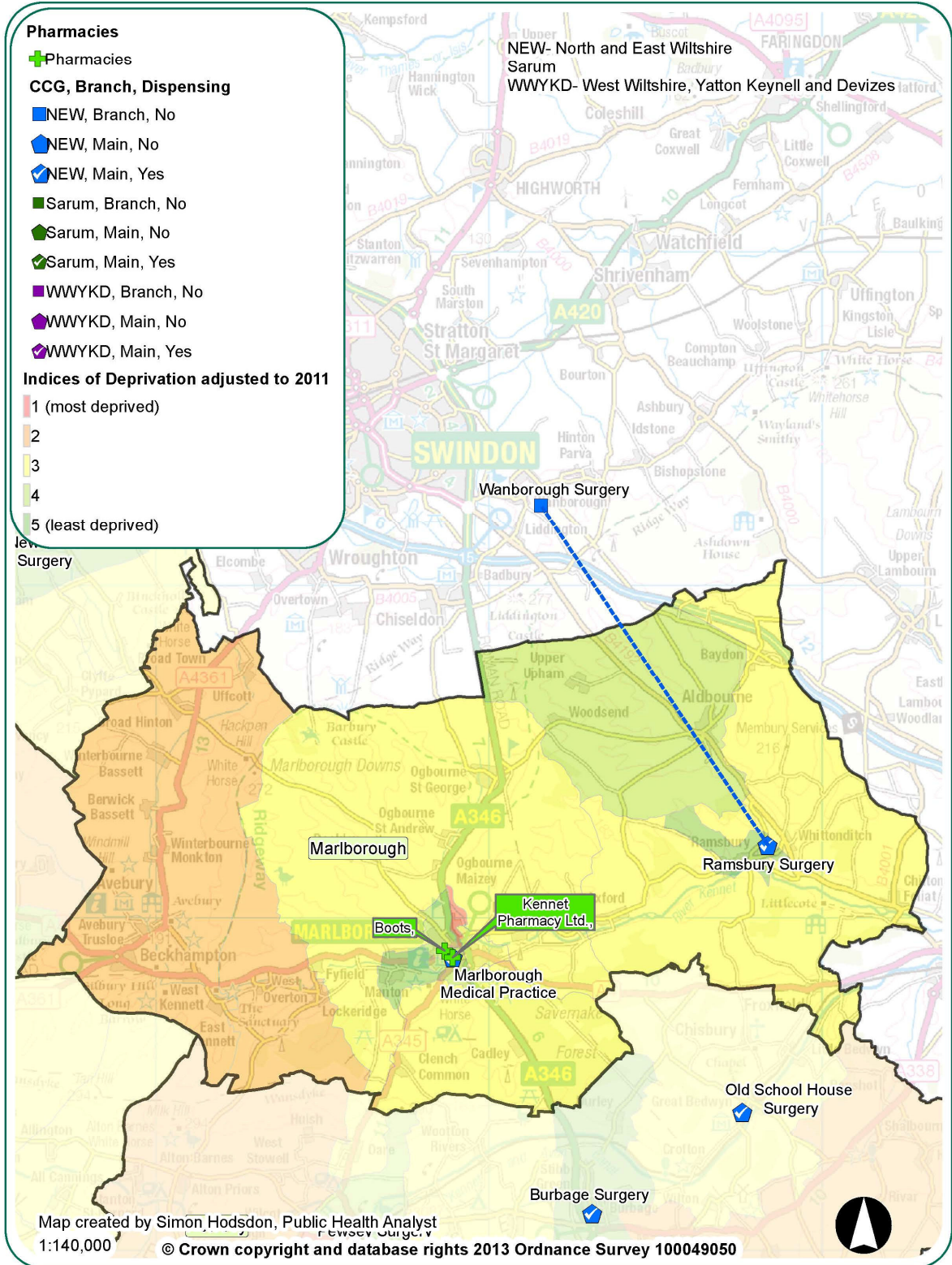


MARLBOROUGH COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 17,960 • Marlborough has the fifth lowest percentage of its total population under the age of 15 years, and the eight highest percentage of its total population being of retirement age and over.
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • Out of a total of 57 Output Areas there are only two in the Marlborough Community Area which are among the 20% in England with the highest percentage of households experiencing three of four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> • Two dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Two Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • The Community Pharmacy which responded to this question state they do not offer a Care Home service. • One of the pharmacies provides a home delivery service (non commissioned) and the other provides a home delivery services to selected patient groups. • One Community Pharmacy Is open until 20:00 Tuesdays and Wednesdays and until 19:00 Monday, Thursday and Friday. • Both are open on Saturdays. • One is open on Sundays. • 46% of respondents to the 2010 public survey living in Marlborough stated they did not know which pharmacies are open early mornings, late evenings and on weekends and would not know where to get this information.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Similar to the Wiltshire average for CVD mortality. • One pharmacy stated that they would not be able or willing to provide CHD and hypertension medicines management The other did not respond to this question.

Diabetes	<ul style="list-style-type: none"> • Lower than the Wiltshire average for hospital admissions due to Diabetes, but not significantly so. Ranked 15th lowest out of the 20 community areas. • One of the pharmacies responded and stated that they would not be able or willing to provide diabetes screening and specific Diabetes Type I or II medicines. The other respondent did not answer this question.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Lower than the Wiltshire average for hospital admission related to COPD, but again not significantly so. Ranked 15th lowest out of the 20 community areas.
Asthma	<ul style="list-style-type: none"> • Similar to the Wiltshire average for hospital admission related to Asthma, ranked 13th out of the 20 community areas.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One Community Pharmacy offers a needle/syringe exchange service (commissioned). The other one stated that they would be willing to if commissioned. • Both offer a supervised administration service (commissioned).
Alcohol	<ul style="list-style-type: none"> • There are 1029 alcohol related hospital admissions per 100,000 people in Marlborough, which is much lower than the Wiltshire average of 1,626 and ranks the lowest out of the 20 Community Areas. • One of the community pharmacies in the area is commissioned to offer alcohol screening and brief interventions, the other stated they would not be able or willing to provide this service if commissioned.
Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data Marlborough 8.7 conceptions per 1,000 females under 18 years which compares very favourably to the Wiltshire average of 22.4 per 1,000. • One Community Pharmacy is commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.

Smoking	<ul style="list-style-type: none"> • The percentage of people in Marlborough who smoke is lower than the Wiltshire average of 20.2% and ranks Marlborough 4th lowest out of the 20 Community Areas. • One of the Community Pharmacies in the area is commissioned to provide a Support to Stop Smoking Service and the other one stated that they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • One of the pharmacies stated that they would not be able or willing to provide an obesity management service • Only 7% of respondents to the 2010 public survey living in Marlborough stated that they would access a weight management service at the pharmacy. This is the same as the Wiltshire average.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Marlborough – Royal Wootton Bassett & Cricklade, Calne, Devizes and Pewsey.

Marlborough GPs, Pharmacies and indices of deprivation quintiles

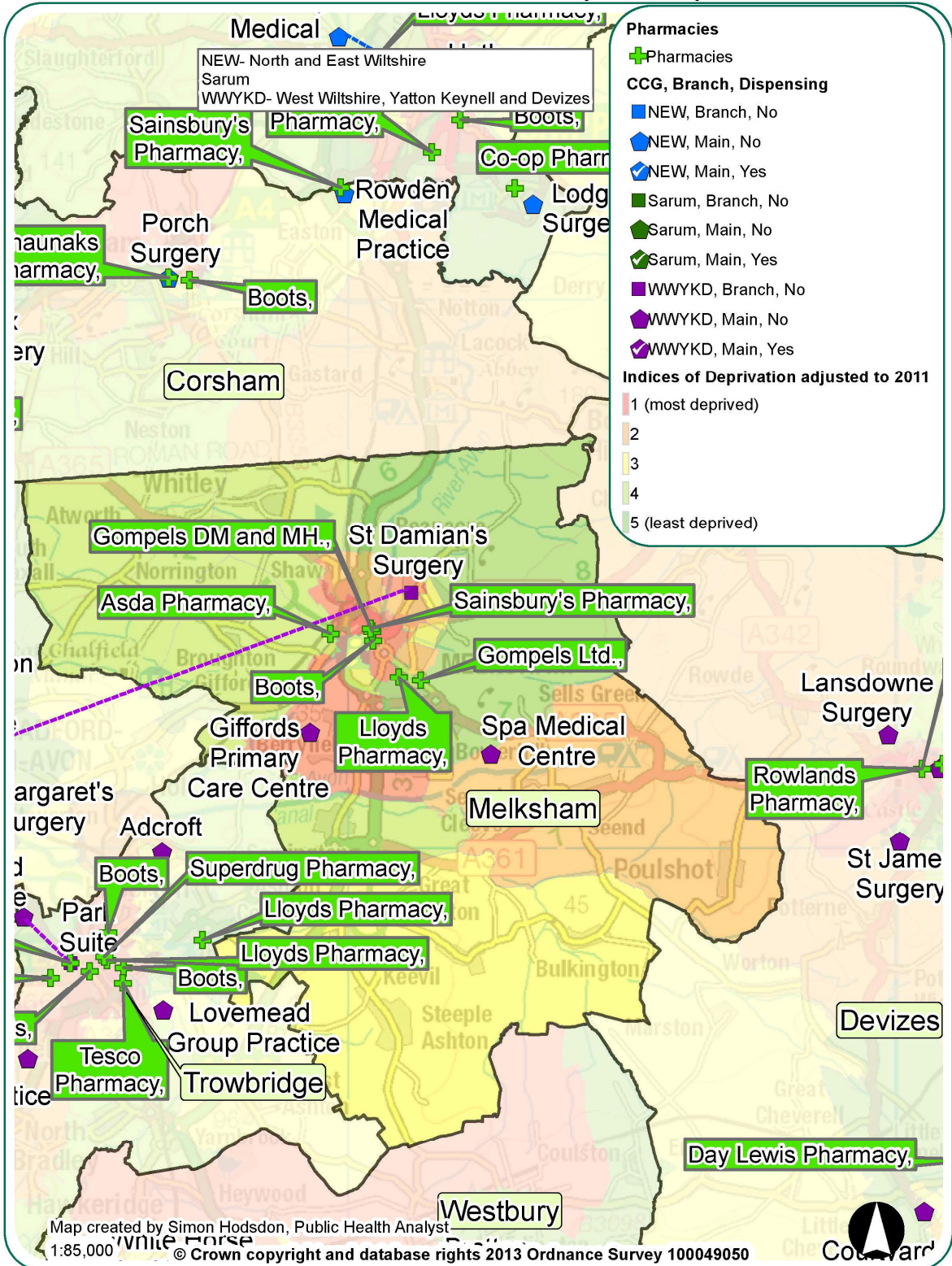


MELKSHAM COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 28,390 Melksham Community Area has the ninth highest percentage of its total population under the age of 15 years and the ninth highest percentage of its total population being of retirement age and over.
Number of Super Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> There are eight Output Areas out of a total of 93 in the area that are among the top 20% in England for those experiencing three of four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Two main surgeries and a branch
Number of Dispensing GPs	<ul style="list-style-type: none"> No dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> Six Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> Two additional community pharmacies
Access to Community Pharmacies	<ul style="list-style-type: none"> One Community Pharmacy offers a Care Home service (non commissioned). Two would be willing to if commissioned and trained and the others stated that they would not be able or willing to. Five offer a home delivery service (non commissioned). Two are open late evenings. Four are open on Saturdays. Two are open on Sundays. 38% of respondents to the 2010 public survey in Melksham stated that they did not know which pharmacies were open early mornings, late evenings and on weekends and did not know how to find this out.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> Higher than the Wiltshire average for CVD mortality. Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), four said they would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average for Diabetes hospital admissions and ranks 11th out of the 20 community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Diabetes Type I or II medicines management but four said they would be willing to if commissioned, and one said they are providing this service (non commissioned) • Two currently offer Diabetes screening (non commissioned).
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Higher than the Wiltshire average for COPD hospital admissions. Ranks 7th highest out of the 20 community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management, four would be willing to if commissioned, and one stated that they already provide this service (non commissioned)
Asthma	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for Asthma hospital admissions and ranks 7th highest rate out of the 20 community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management, four would be willing to if commissioned, and one stated that they already provide this service (non commissioned)
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Two community pharmacies in the area are commissioned to offer a needle/syringe exchange service and supervised administration service. • 11% of respondents in the 2010 public survey from Melksham said that they would like to access an injecting equipment disposal service at the pharmacy. • This was the same response as the Wiltshire average.
Alcohol	<ul style="list-style-type: none"> • Melksham community area has higher rates of alcohol related hospital admissions than the Wiltshire average. • Two of the community pharmacies in the area are commissioned to offer alcohol screening and brief interventions and three state they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> Based on 2010-2012 data there were 24.9 per 1,000 conceptions in girls aged under 18 in Melksham. This is higher than the Wiltshire average of 22.4 per 1,000. Three Community Pharmacies are commissioned to provide the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.
Smoking	<ul style="list-style-type: none"> The % of the total population who smoke in Melksham is estimated to be slightly higher than the Wiltshire average. Four of the Community Pharmacies are commissioned to deliver a Support to Stop Smoking Service and the others state that they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> None of the Community Pharmacies in the area are commissioned to deliver obesity management currently but three state that they would be willing to if commissioned. Only 5% of respondents to the 2010 public survey living in Melksham stated that they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> The following Community Areas in Wiltshire border Melksham - Bradford on Avon, Trowbridge, Westbury, Devizes and Corsham.

Melksham
GPs, Pharmacies
and indices of deprivation quintiles

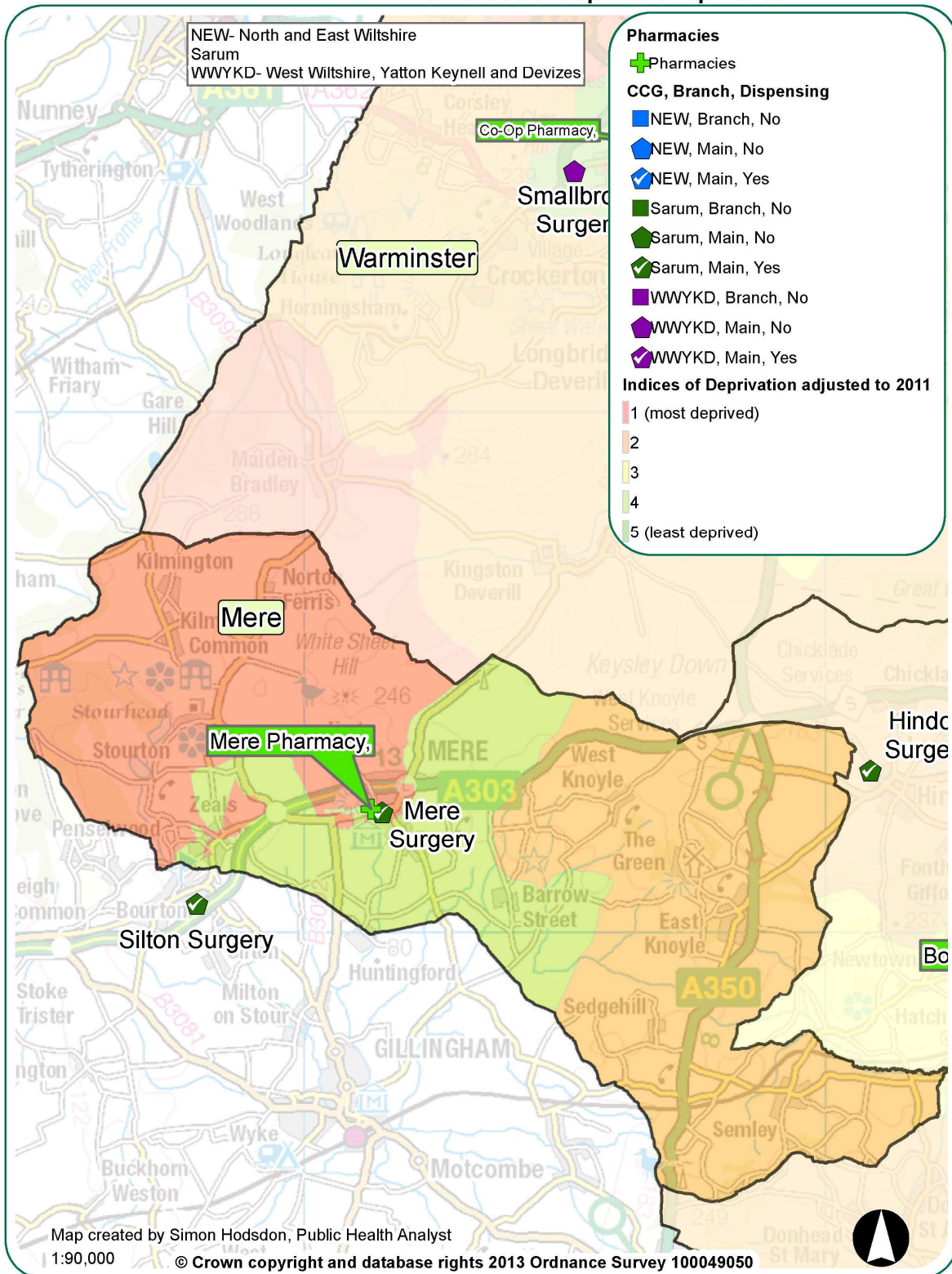


MERE COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 5,567 • It has a proportionately larger percentage of people aged over 55, and almost twice the number of women aged 85 and over, than the Wiltshire average. Mere also has a smaller proportion in the younger age groups (1 to 39).
Number of Super Output Area which are within 20% most deprived in Wiltshire	<ul style="list-style-type: none"> • There are two Lower Super Output Areas in Mere Community Area which are in the most deprived 20% in Wiltshire.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> • Two dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • One Community Pharmacy
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to a home delivery service or Care Home service but would be willing to if commissioned. • Open on Saturdays but not on Sundays. • No evening opening. • Only 6% of respondent to the 2010 public survey from Mere stated that they had used a pharmacy early in the morning, late evening or on weekends. This is much lower than the Wiltshire average of 18%.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Slightly below the Wiltshire average in terms of CVD mortality. • Wiltshire does not commission the community pharmacy in the area to offer specific CHD or hypertension medicines management, but the pharmacy would be willing to if commissioned.
Diabetes	<ul style="list-style-type: none"> • Second highest rate of Diabetes hospital admissions out of the 20 Community areas. • The Community Pharmacy in the area is not commissioned to offer Diabetes screening or specific Diabetes Type I or II medicines management but would be willing to if commissioned. • 11% of respondents to the public survey living in Mere said that they would like to access a Diabetes service at the Community pharmacy.

Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Significantly lower than the Wiltshire average for COPD hospital admissions. Ranks 19th out of the 20 Community Areas. • The Community Pharmacy in the area is not commissioned to offer specific COPD medicines management but would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Lowest rate of Asthma hospital admissions out of the 20 Community Areas. • The Community Pharmacy in the area is not commissioned to offer specific Asthma medicines management but would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • The Community Pharmacy is commissioned to offer a needle/syringe exchange service and a supervised administration service.
Alcohol	<ul style="list-style-type: none"> • Significantly lower than the Wiltshire average for alcohol related hospital admissions. • The Community Pharmacy is commissioned to offer alcohol screening and brief interventions.
Sexual health	<ul style="list-style-type: none"> • It is not possible to provide data relating to teenage pregnancy rates in Mere due to the small numbers involved. • The Community Pharmacy are not commissioned to offer an emergency hormonal contraception service, an oral contraception service or Gonorrhoea screening. They state that they would be willing to provide these services if commissioned.
Smoking	<ul style="list-style-type: none"> • Lower than the Wiltshire average smoking prevalence. • The Community Pharmacy is not commissioned to provide a Support to Stop Smoking Service.
Obesity	<ul style="list-style-type: none"> • The Community Pharmacy in the area is not commissioned to offer obesity management currently but states that they would be willing to if commissioned. • Only 6% of respondents to the 2010 public survey living in Mere stated that they would access a weight management service at the pharmacy.

BORDERING AREAS	
	<ul style="list-style-type: none">• The following Community Areas in Wiltshire border Mere - Warminster and Tisbury.

Mere
GPs, Pharmacies
and indices of deprivation quintiles

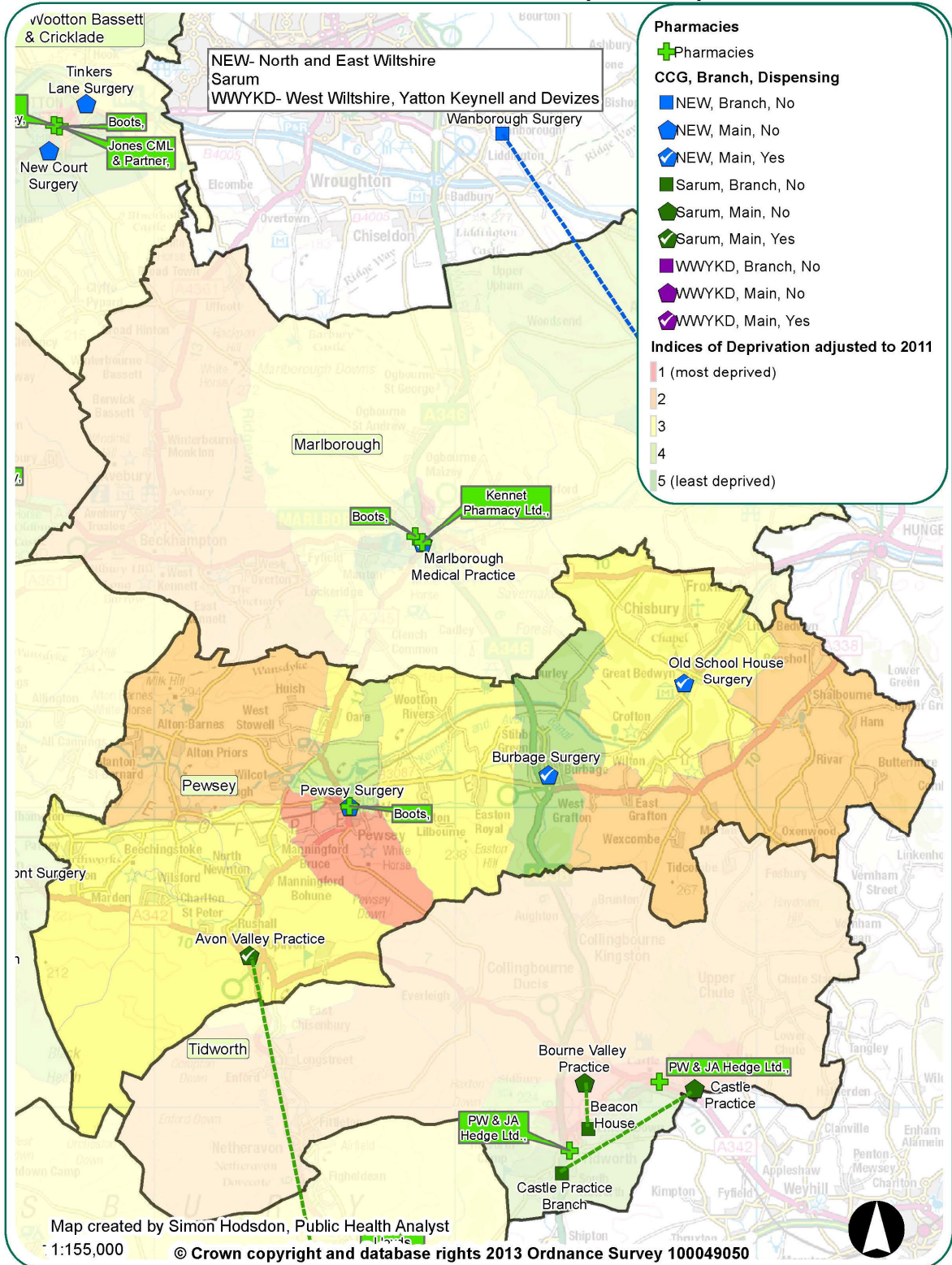


PEWSEY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 13,990 Pewsey Community Area has the 10th highest percentage of its total population under the age of 15 years and the sixth lowest percentage of its total population being of working age. It has the seventh highest percentage of its total population being of retirement age and over.
Deprivation	<ul style="list-style-type: none"> 2.5% of households in the Pewsey Community Area are deprived in three or four of the dimensions measured in the Census; this is below the Wiltshire average of 3%.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Four main surgeries.
Number of Dispensing GPs	<ul style="list-style-type: none"> Three dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> One Community Pharmacy
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> None
Access to Community Pharmacies	<ul style="list-style-type: none"> The Community Pharmacy is not commissioned to provide a Care Home service or home delivery service, but states that they would be willing to if commissioned. No evening opening. Open on Saturdays but not Sundays. 9% of Pewsey respondents to the 2010 public survey said that they had accessed a pharmacy out of office hours. 42% have not accessed a pharmacy out of office hours and would not know where or how to find out information about this.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> Lower than the Wiltshire average for mortality from CVD. The Community Pharmacy is not commissioned to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), but would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Diabetes hospital admissions rate. Ranks 3rd lowest out of the 20 Community Areas. • The Community Pharmacy in the area is not commissioned to offer Diabetes screening or specific Diabetes Type I or II medicines management but would be willing to if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Lower than the Wiltshire average for COPD hospital admissions rate. Ranks 7th lowest out of the 20 Community Areas. • The Community Pharmacy is not commissioned to offer specific COPD medicines management but would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Asthma hospital admissions rate. Ranks 2nd lowest out of the 20 Community Areas. • The Community Pharmacy is not commissioned to offer specific Asthma medicines management but would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to offer a needle/syringe exchange service and sharps disposal but state that they would be willing to if commissioned. • 11% of respondents from the 2010 public survey living in Pewsey said that they would like to access an injecting equipment disposal service at a pharmacy. This was the same as the overall Wiltshire average response. • A supervised administration service is offered • (commissioned).
Alcohol	<ul style="list-style-type: none"> • Significantly lower than the Wiltshire average for alcohol related hospital admissions. • The Community Pharmacy is not commissioned to offer alcohol screening but state they would be willing to if commissioned.
Sexual health	<ul style="list-style-type: none"> • Low teenage pregnancy rates in comparison with the Wiltshire average. • They are not commissioned to offer Chlamydia testing or treatment, an oral contraception service or Gonorrhoea screening. They state that they would be willing to provide these services if commissioned.
Smoking	<ul style="list-style-type: none"> • Ranks 3rd lowest out of the 20 Community areas for smoking prevalence. • The Community Pharmacy is commissioned to provide a Support to Stop Smoking Service.

Obesity	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to offer an obesity management service but states that they would be willing to if commissioned. • Only 7% of respondents to the 2010 public survey living in Pewsey stated that they would access a weight management service at the pharmacy. This is the same as the Wiltshire average response.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Pewsey – Marlborough, Devizes, Amesbury and Tidworth.

Pewsey
GPs, Pharmacies
and indices of deprivation quintiles

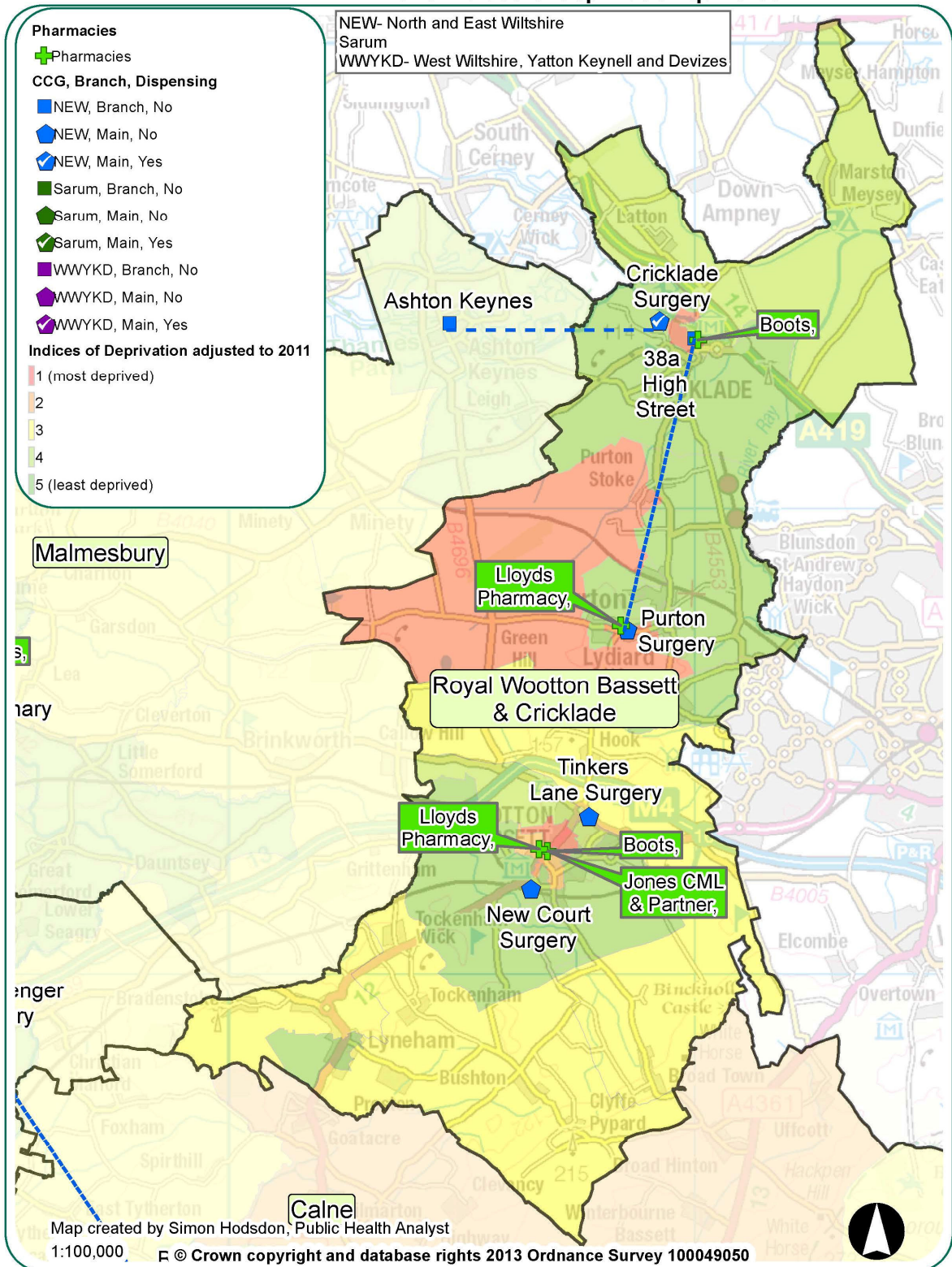


ROYAL WOOTTON BASSETT & CRICKLADE COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 28,990 Compared to the other 19 community areas, the community area has the seventh lowest percentage of its total population under the age of 15 years, the fourth highest percentage of its total population of working age and just above the Wiltshire average percentage of its total population at retirement age and over.
Deprivation	<ul style="list-style-type: none"> 2.7% of houses in the Royal Wootton Bassett and Cricklade Community Area are deprived in either three or four dimensions measured in the 2011 Census; this is below the Wiltshire average.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Four main surgeries and one branch.
Number of Dispensing GPs	<ul style="list-style-type: none"> One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> Five Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> None
Access to Community Pharmacies	<ul style="list-style-type: none"> Of those who responded one of the community Pharmacies offers a Care Home service (non commissioned) and the other stated that they would be willing to if commissioned. Both of the respondents state that they offer a home delivery service (non commissioned). All open on Saturdays. None open on Sundays. No evening opening.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> Higher than the Wiltshire average for CVD mortality rate. Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check), but two would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Diabetes hospital admissions rate, ranking 2nd lowest out of the 20 areas. • Both respondents stated that they would be able and willing to provide specific medicines management for Type I and II Diabetes if commissioned. • Both respondents stated that they would not be able or willing to provide Diabetes screening. • The other community pharmacies in this area did not respond to the survey.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Significantly higher than the Wiltshire average for the COPD hospital admissions rate, ranking highest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management, but two would be willing to provide if commissioned.
Asthma	<ul style="list-style-type: none"> • Lower than the Wiltshire average rate for Asthma hospital admissions and ranks 6th lowest of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management but two would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Two Community Pharmacies offer needle/syringe exchange (commissioned). • This area had the second highest percentage of respondents in 2010 stating that they would like to access an injecting equipment disposal service at the pharmacy (16% compare to the Wiltshire average of 11%). • Four offer supervised administration (commissioned).
Alcohol	<ul style="list-style-type: none"> • Significantly lower than the Wiltshire average for the alcohol hospital admissions rate. • One of the community pharmacies in the area is commissioned to offer alcohol screening and brief interventions and one stated they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> Based on 2010-2012 data there were 20.7 conceptions per 1,000 girls aged under 18 in Royal Wootton Bassett and Cricklade community area compared to the Wiltshire average of 22.4 per 1,000. Two of the Community Pharmacies are commissioned to deliver the No Worries! Service which provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms.
Smoking	<ul style="list-style-type: none"> Smoking prevalence estimates are lower than the Wiltshire average and Royal Wootton Bassett and Cricklade has the 5th lowest rate out of the 20 community areas. Two Community Pharmacies are commissioned to offer a Support to Stop Smoking Service. One other is already providing a service (non commissioned).
Obesity	<ul style="list-style-type: none"> None of the Community Pharmacies are commissioned to offer obesity management but one stated that they would be willing to if commissioned. This area had the highest percentage of respondents to the 2010 public survey stating that they would like to access weight management at the pharmacy (12% compared to the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> The following Community Areas in Wiltshire border Royal Wootton Bassett and Cricklade - Malmesbury, Chippenham, Calne and Marlborough.

Royal Wootton Bassett & Cricklade
GPs, Pharmacies
and indices of deprivation quintiles

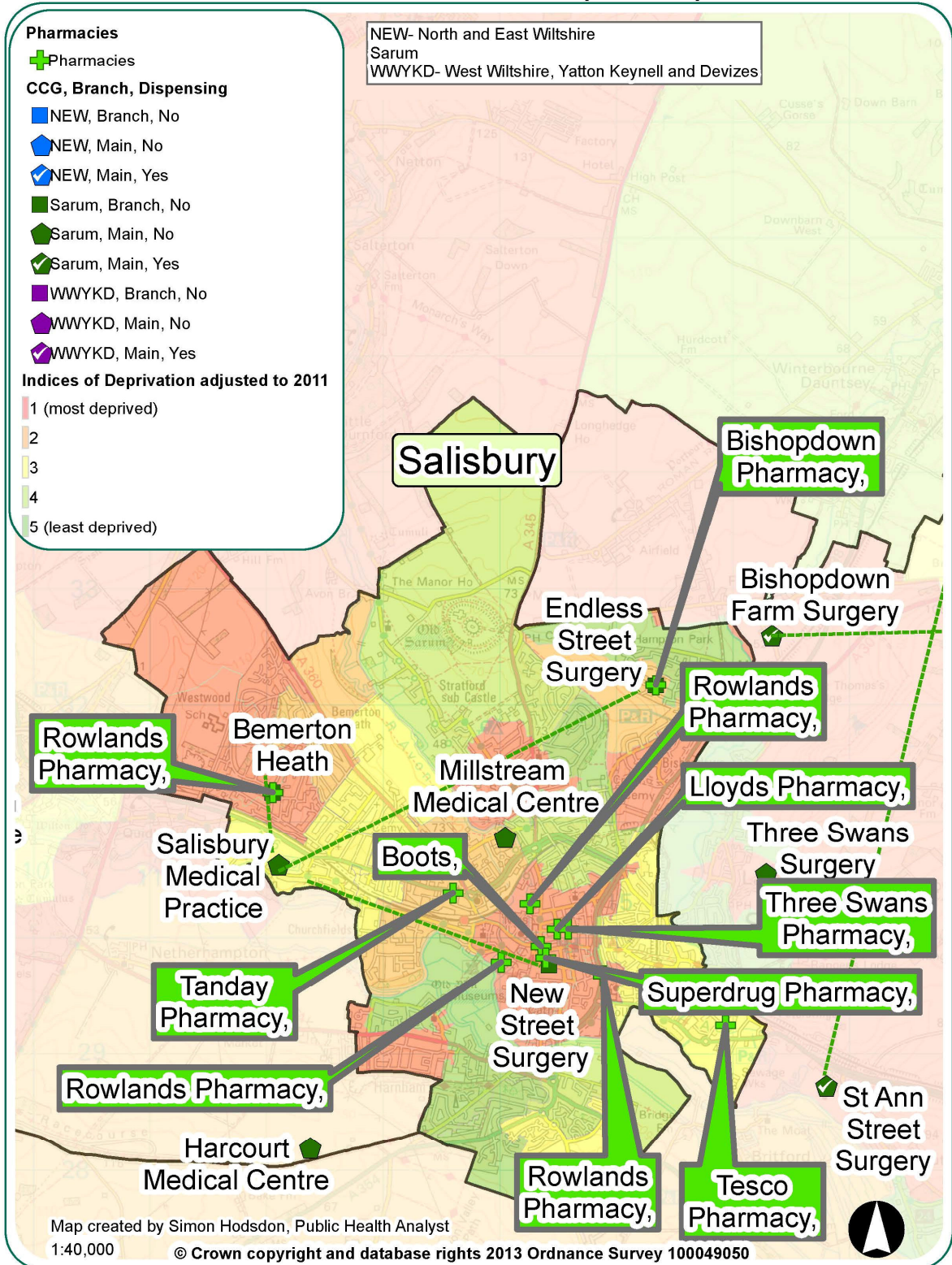


SALISBURY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 41,710. Salisbury Community Area has the 10th lowest percentage of its total population under the age of 15 years, the sixth highest percentage of its total population being working age, and the ninth lowest percentage of its total population being of retirement age and over.
Number of Super Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> There are 19 Output Areas in the Salisbury Community Area, out of a total of 145, which are among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Six main GP surgeries and three branch surgeries In addition, there is a NHS Walk In Centre in Salisbury
Number of Dispensing GPs	<ul style="list-style-type: none"> One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> Eleven Community Pharmacies*
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> One less
Access to Community Pharmacies	<ul style="list-style-type: none"> Two Community Pharmacies provide a Care Home service Nine provide a home delivery service. Two with evening opening. Seven are open on Saturdays. Two are open on Sundays.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> Highest CVD mortality rate out of the 20 Community Areas. Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check). Eight state that they would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Higher than the Wiltshire average for Diabetes hospital admissions rate. Ranks 9th highest of the 20 Community Areas. • Two Community Pharmacies offer diabetes screening (non commissioned) and seven others state that they would be willing to if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Fourth highest Community Area rate for COPD hospital admissions. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management. With the exception of three, they would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Highest Asthma hospital admissions out of the 20 Community Areas. • Two of the Community Pharmacies in the area states that they currently offer specific Asthma medicines management. Three would not be willing to offer this and the remainder state that they would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Five Community Pharmacies offer a needle/syringe exchange service (commissioned) • Seven offer a supervised administration service (commissioned).
Alcohol	<ul style="list-style-type: none"> • Salisbury compares unfavourably with the highest rate among the 20 Community Areas for alcohol related hospital admissions. • Five of the community pharmacies in the area are commissioned to offer alcohol screening and brief interventions.
Sexual health	<ul style="list-style-type: none"> • Salisbury has a teenage conception rate which is significantly higher than the Wiltshire average. • Three of the Community Pharmacies are commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Emergency hormonal contraception and free condoms.

Smoking	<ul style="list-style-type: none"> • Highest smoking prevalence out of the 20 Community Areas. • Six Community Pharmacies in the area are commissioned to deliver a Support to Stop Smoking Service. Five state that they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • One of the Community Pharmacies in the area offers obesity management (non commissioned), two state that they would not be willing to and the others state that they would be willing to if commissioned. • Salisbury was in the top four areas for the highest percentage of respondents to the 2010 public survey stating that they would like to access a weight management service at the pharmacy (12%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Salisbury - Amesbury, Wilton and Southern Wiltshire.

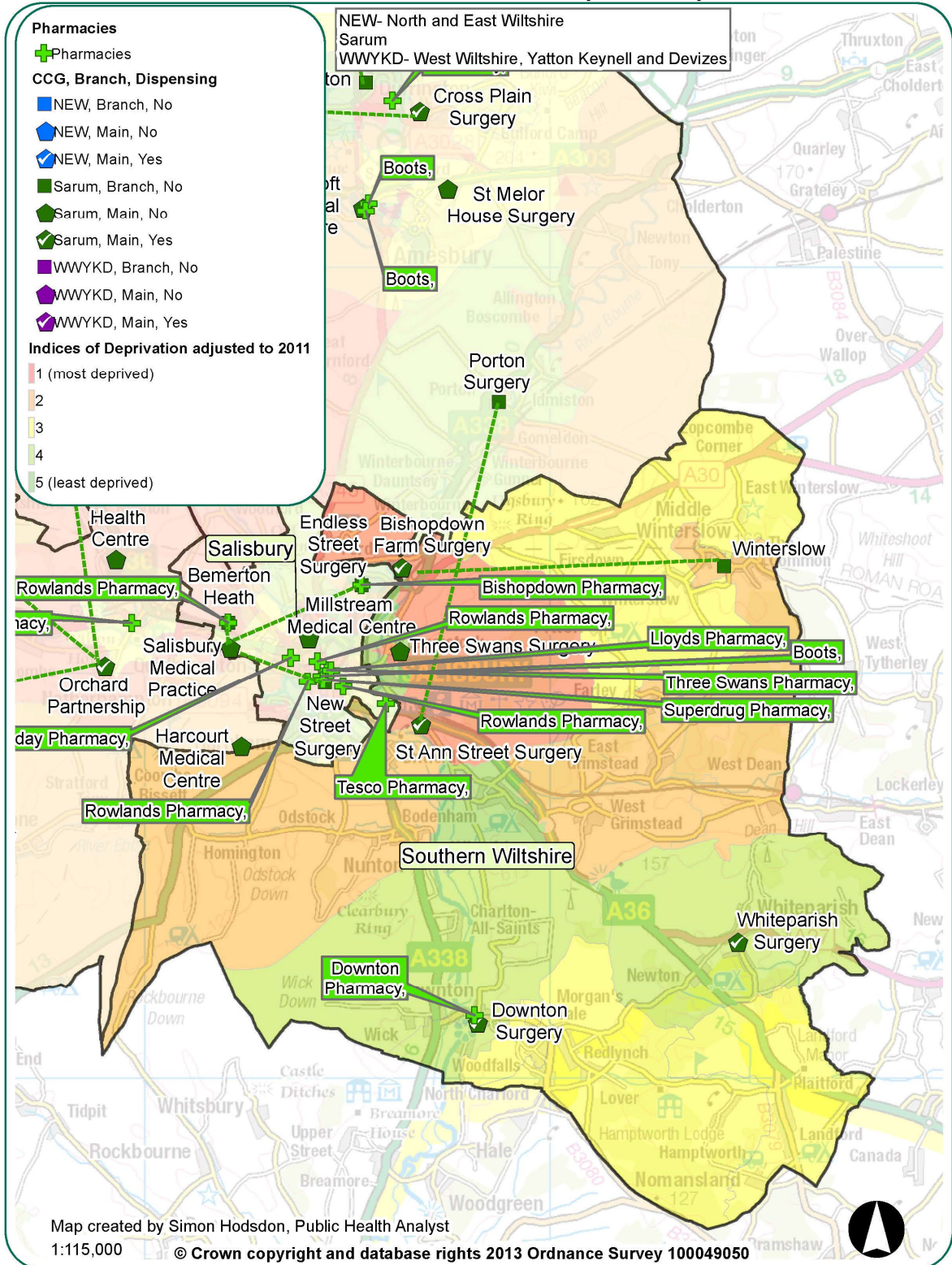
Salisbury
GPs, Pharmacies
and indices of deprivation quintiles



SOUTHERN WILTSHIRE COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> Total population is 21,890 In relation to the other 19 community areas, Southern Wiltshire Community Area has the eight lowest percentage of its total population under the age of 15 years, the fourth lowest percentage of its total population of working age, and the fifth highest percentage of its total population of retirement age and over.
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> According to the 2011 Census data none of the 71 Output Areas making up Southern Wiltshire Community Area were among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> Five main surgeries and one branch surgery
Number of Dispensing GPs	<ul style="list-style-type: none"> Three dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> One Community Pharmacy
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> None
Access to Community Pharmacies	<ul style="list-style-type: none"> The Community Pharmacy offers a home delivery service (non commissioned). They are not commissioned to offer a Care home service but would be willing to if commissioned. Open on Saturdays but not Sundays. No evening opening.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> Significantly lower rate of CVD mortality compared with the Wiltshire average. The Community Pharmacy is not commissioned to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check).
Diabetes	<ul style="list-style-type: none"> Low Diabetes hospital admissions rate ranking 7th lowest out of the 20 Community Areas. The Community Pharmacy is not commissioned to offer Diabetes screening or specific Diabetes Type I or II medicines management.

Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Significantly low COPD hospital admissions rate ranking 2nd lowest out of the 20 Community Areas. • The Community Pharmacy is not commissioned to offer specific COPD medicines management.
Asthma	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for the Asthma hospital admissions rate and ranks 6th highest out of the 20 areas. • The community pharmacy in the area is not currently commissioned to offer specific Asthma medicines management.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • The Community Pharmacy offers a needle/syringe exchange service (commissioned), and supervised administration (commissioned) • 8% of respondents to the 2010 public survey (lower than the Wiltshire average response of 11%) stated that they would use an injecting equipment disposal service.
Alcohol	<ul style="list-style-type: none"> • Much lower than the Wiltshire average for the alcohol hospital admissions rate. • The Community Pharmacy is commissioned to offer alcohol screening and brief interventions.
Sexual health	<ul style="list-style-type: none"> • The Community Pharmacy is commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who tested positive, Hormonal emergency contraception and free condoms.
Smoking	<ul style="list-style-type: none"> • Lowest percentage of smokers (13.1%) out of all the Community Areas. • The Community Pharmacy is commissioned to offer a Support to Stop Smoking Service.
Obesity	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to offer an obesity management service. • Only 6% of respondents to the 2010 public survey living in this area stated that they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Southern Wiltshire - Wilton, Salisbury and Amesbury.

Southern Wiltshire GPs, Pharmacies and indices of deprivation quintiles

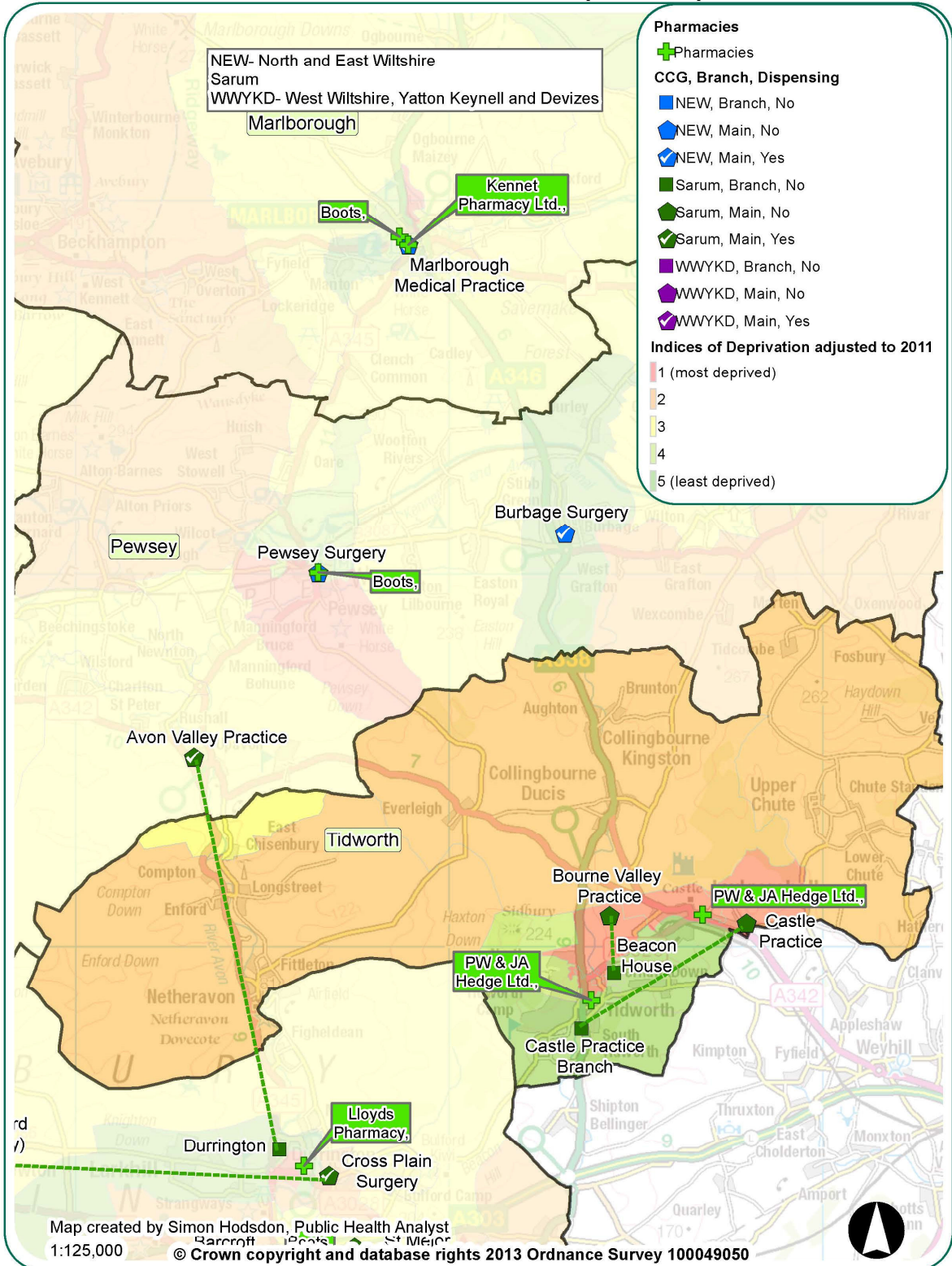


TIDWORTH COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 20,370 • Compared to the other community areas Tidworth community area has the highest percentage of its total population under the age of 15 years, the highest percentage of its total population of working age and the lowest percentage of its total population at retirement age and over.
Deprivation	<ul style="list-style-type: none"> • 3% of households in the Tidworth community area are deprived in either three or four of the dimensions measured in the Census; this is the same as the Wiltshire average.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries and two branch surgeries.
Number of Dispensing GPs	<ul style="list-style-type: none"> • No dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Two Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • No evening opening (one is open until 7pm on weekdays) • Both are open on Saturdays. • One is open on Sundays. • 20% of respondents to the 2010 public survey stated that they had accessed a pharmacy out of office hours.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> • Similar to the Wiltshire average for CVD mortality. • NHS Wiltshire does not commission either of the community pharmacies in the area to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), but both would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Higher than the Wiltshire average for Diabetes hospital admissions rate and ranks 4th highest out of the 20 areas. • The Community Pharmacies in the area are not commissioned to offer specific Diabetes Type I or II medicines management but both would be willing to if commissioned. • One offers Diabetes screening (non commissioned) and the other states that they would be willing to if commissioned. • 13% of respondents to the 2010 public survey stated that they would access a Diabetes check at the pharmacy.
Chronic Obstructive Pulmonary Disease	<ul style="list-style-type: none"> • Similar to the Wiltshire average for COPD hospital admissions rate. • Community Pharmacies in the area are not commissioned to offer specific COPD medicines management but both would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average for the Asthma hospital admissions rate and ranks 12th lowest out of the 20 areas. • Community Pharmacies in the area are not commissioned to offer specific Asthma medicines management but would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCE SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One Community Pharmacy offers a needle/syringe exchange (commissioned) and sharps disposal (non commissioned). • Tidworth had the highest percentage of respondents to the 2010 public survey stating that they would use an injecting equipment disposal service (17% compared to the Wiltshire average of 11%). • Both offer a supervised administration service • (commissioned).
Alcohol	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average of hospital inpatient admissions due to alcohol related causes. • Neither of the Community Pharmacies are commissioned to offer alcohol screening, one stated they would be willing to if commissioned.

Sexual health	<ul style="list-style-type: none"> • The highest teenage conception rate of 48.7 conceptions per 1,000 girls aged under 18, out of the 20 Community Areas. • One of the Community Pharmacies in Tidworth is commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms. • 17% stated in the 2010 public survey that they would access a contraception service at the pharmacy. This was higher than the Wiltshire average (of 12%.)
Smoking	<ul style="list-style-type: none"> • Higher than the Wiltshire average for smoking. • One of the community pharmacies in the area is commissioned to provide a stop smoking service, the other stated they would be willing to provide if commissioned.
Obesity	<ul style="list-style-type: none"> • Neither of the Community Pharmacies in the area are commissioned to offer obesity management but they both state that they would be willing to if commissioned. • 11% of respondents to the 2010 public survey living in Tidworth stated that they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Tidworth - Pewsey and Amesbury.

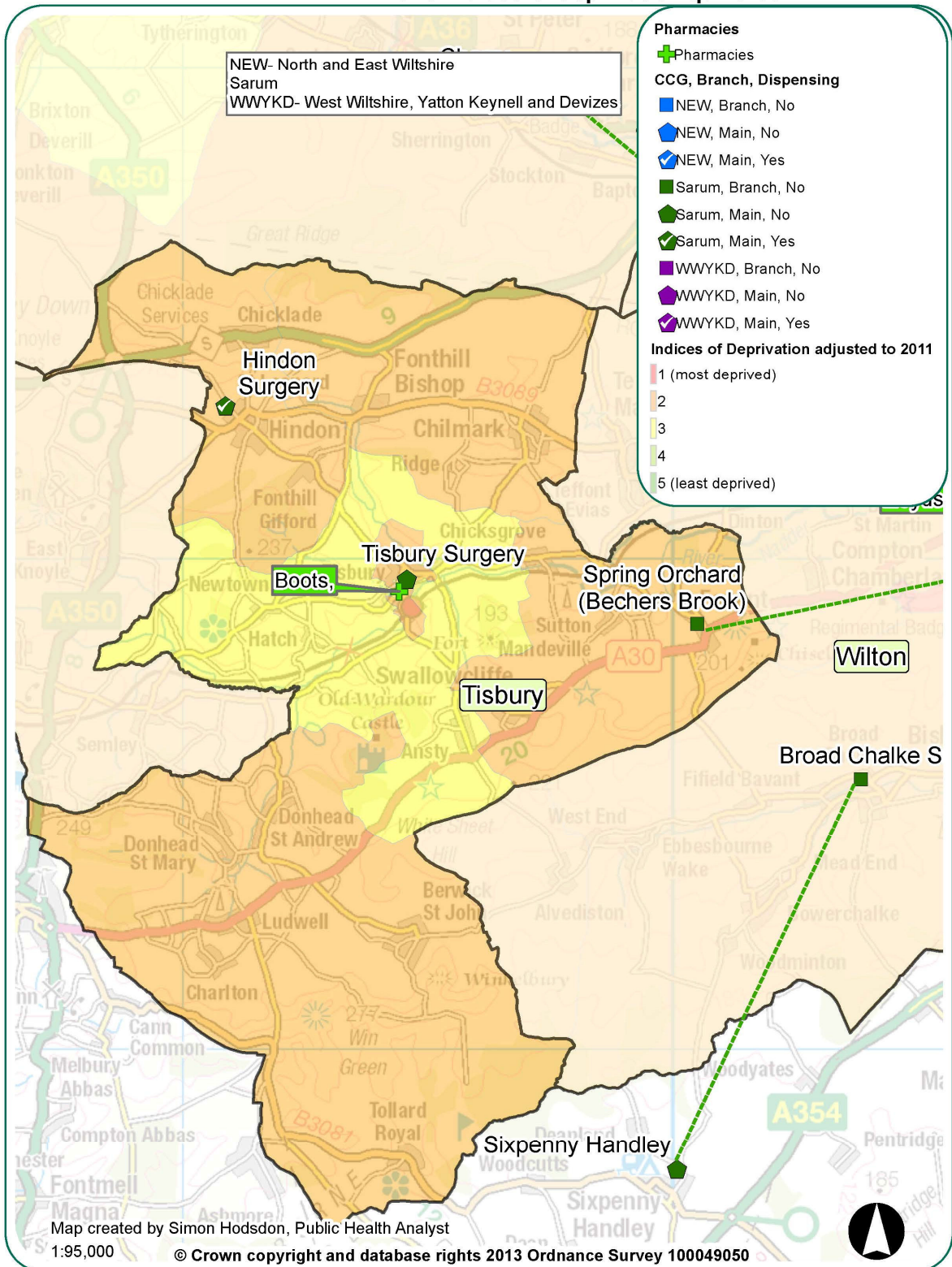
Tidworth
GPs, Pharmacies
and indices of deprivation quintiles



TISBURY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 7,360 • Compared to the other 19 community areas, Tisbury Community Area has the fourth lowest percentage of its total population under the age of 15 years, the second lowest percentage of its total population being of working age, and the second highest percentage of its total population being of retirement age and over.
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • There are no Output Areas out of a total of 28 in the Tisbury Community Area among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries and one branch
Number of Dispensing GPs	<ul style="list-style-type: none"> • One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> • One Community Pharmacy
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • The Community Pharmacy is open on Saturdays. • Not open on Sundays. • No evening opening. • 46% of respondent to the 2010 public survey stated that they did not know where to access pharmacies early in the morning, late in the evening or on weekends and were unaware of how to find this information out. • 40% stated that they had visited a pharmacy and found it was closed. • 4.5% state that they had travelled more than 10 miles when they last visited a pharmacy.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> • Lower than the Wiltshire average for the CVD Mortality. • The Community Pharmacy is not commissioned to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), but would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Lowest rate of Diabetes hospital admissions out of the 20 Community Areas. • The Community Pharmacy in the area is not commissioned to offer Diabetes screening or specific Diabetes Type I or II medicines management but would be willing to if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Lowest rate of COPD hospital admissions out of the 20 Community Areas. • The Community Pharmacy in the area is not commissioned to offer specific COPD medicines management but would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Second lowest rate of Asthma hospital admissions out of the 20 Community Areas. • The Community Pharmacy is not commissioned to offer specific Asthma medicines management but
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • The Community Pharmacy is commissioned to provide supervised administration. • The Community Pharmacy is not commissioned to provide a needle/syringe exchange service or sharps disposal but states they would be willing to if commissioned.
Alcohol	<ul style="list-style-type: none"> • Second lowest rate of alcohol related hospital admissions out of the 20 Community Areas. • The Community Pharmacy is not commissioned to offer alcohol screening but states they would be willing to if commissioned.
Sexual health	<ul style="list-style-type: none"> • It is not possible to provide data relating to teenage pregnancy rates in Tisbury due to the small numbers involved • The community pharmacy is commissioned to provide the No Worries! Service. This delivers testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms.
Smoking	<ul style="list-style-type: none"> • Sixth lowest in terms of smoking prevalence compared to the other Community Areas. • The Community Pharmacy is commissioned to offer a Support to Stop Smoking Service.
Obesity	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to offer obesity management currently but states that they would be willing to if commissioned. • 7% of respondents to the 2010 public survey living in Tisbury stated that they would access a weight management service at the pharmacy. This is the same as the Wiltshire average.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Tisbury - Mere, Warminster and Wilton.

Tisbury
GPs, Pharmacies
and indices of deprivation quintiles

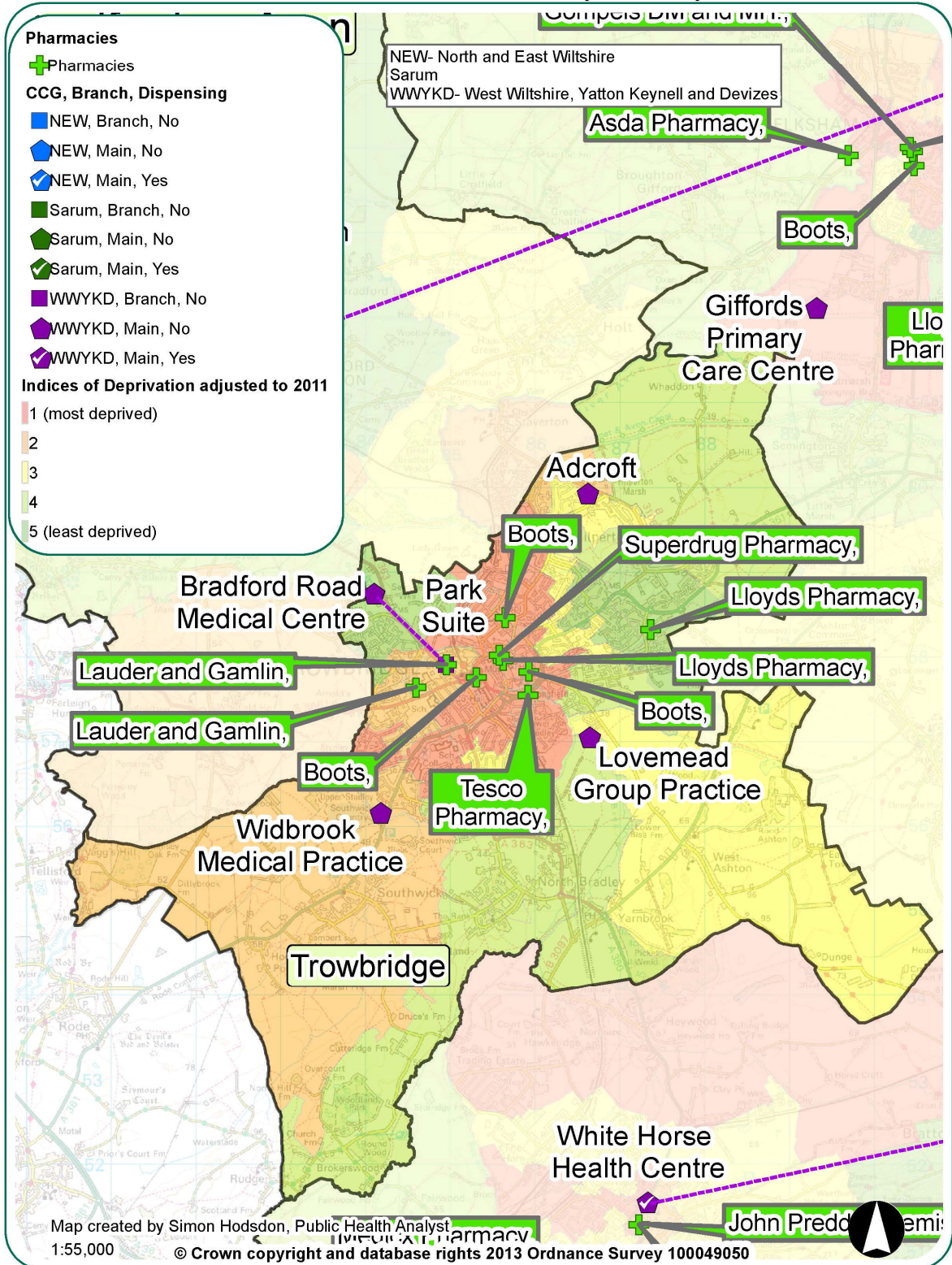


TROWBRIDGE COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 41,830 • Compared to the other 19 community areas, Trowbridge Community Area has the sixth highest percentage of its total population under 15 years, the fifth highest percentage of its total population being of working age, and the fifth lowest percentage of its total population being of retirement age and over.
Number of Output Areas which are within 20% most deprived in England	<ul style="list-style-type: none"> • There are 13 Output Areas in the Trowbridge Community Area out of a total of 133 which are among the 20% in England with the highest percentage of households experiencing three or four measured types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • <input type="checkbox"/> Four main GP surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> • <input type="checkbox"/> No dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • <input type="checkbox"/> Nine Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • Two pharmacies did not respond to the contractor survey. • Three Community Pharmacies in the area provide a Care Home Service (non commissioned). Four state that they would be willing or able to provide this • Five provide home delivery. (non commissioned) • Trowbridge had the second highest percentage of respondents in the 2010 public survey stating that they had asked the pharmacy to deliver in the last 6 months. • One is open early mornings, from 6.30am Tuesday – Saturday. • Two are open late evenings • Eight are open on Saturdays. • Three are open on Sundays.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Higher than the Wiltshire average for CVD mortality. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check). Four state that they would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Trowbridge community area has the highest rates of hospital admissions for Diabetes out of the 20 community areas. • Three provide Diabetes screening (non commissioned). • Wiltshire does not commission any of the community pharmacies in the area to offer specific Diabetes type I or II medicines management. Four were willing to provide this service if commissioned.
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Higher than the Wiltshire average for COPD hospital admissions rate and ranks 2nd highest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management but four state they would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Higher than the Wiltshire average for the Asthma hospital admissions rate and ranks 2nd highest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management. One would not be willing to but the others state that they would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Four Community Pharmacies are commissioned to provide a needle/syringe exchange service. • Five are commissioned to provide a supervised administration service.
Alcohol	<ul style="list-style-type: none"> • Significantly higher rates of alcohol related hospital admission rate than the Wiltshire average. • Three of the community pharmacies in the area are commissioned to offer alcohol • Screening and brief interventions and two would be willing to offer if commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 43.4 conceptions per 1,000 girls aged under 18 in Trowbridge compared to the Wiltshire average of 22.4 per 1,000. • Six Community Pharmacies are commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms. • 10% of respondents to the 2010 public survey said that they would access Chlamydia testing at the pharmacy, compared with 6% of overall Wiltshire respondents.
Smoking	<ul style="list-style-type: none"> • Fourth highest estimated smoking prevalence rate (i.e. ranked 17th) out of 20 Community Areas. • Six Community Pharmacies are commissioned to provide a Support to Stop Smoking Service. • 4% of respondents to the 2010 public survey state that they would like to access this service at the pharmacy. This is the same as the Wiltshire overall response.
Obesity	<ul style="list-style-type: none"> • None of the Community Pharmacies are commissioned to offer obesity management. • Three state that they would be willing to provide this service if commissioned. • 9% of respondents to the 2010 public survey stated that they would access a weight management service at the pharmacy.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Trowbridge - Bradford on Avon, Melksham and Westbury.

Trowbridge
GPs, Pharmacies
and indices of deprivation quintiles

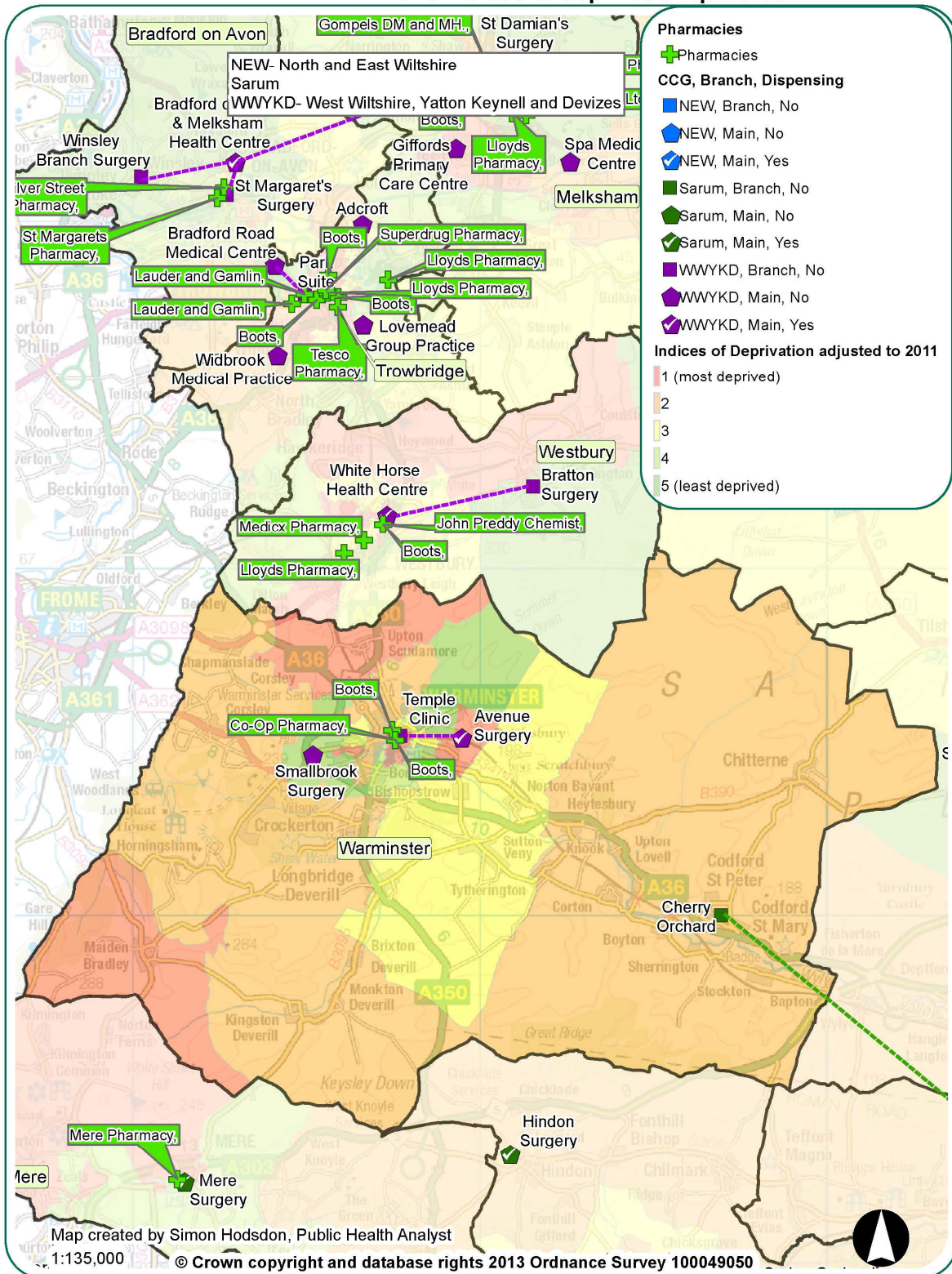


WARMINSTER COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 24,700 • Compared to the other 19 community areas, Warminster Community Area has the third lowest percentage of its total population under the age of 15 years, the seventh lowest percentage of its total population being of working age, and the sixth highest percentage of its total population being of retirement age and over.
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • There are six Output Areas in the Warminster Community Area out of a total of 83 which are among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries and one branch surgery
Number of Dispensing GPs	<ul style="list-style-type: none"> • Two dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • Four Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • One additional Community Pharmacy
Access to Community Pharmacies	<ul style="list-style-type: none"> • None of the Community Pharmacies are commissioned to offer a home delivery service or Care home service four offer a home delivery service, and three would be willing to provide a car home service if it was commissioned. • None are open evenings. • Two are open on Saturdays. • One is open on Sundays.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> • Lower than the Wiltshire average for CVD mortality rate. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), but all would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Higher than the Wiltshire average for Diabetes hospital admissions rate, ranking 6th highest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Diabetes screening or specific Diabetes Type I or II medicines management but all would be willing to if commissioned. • Two community pharmacies state that they already provide diabetes screening (non commissioned).
Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Similar to the Wiltshire average for the COPD hospital admissions ranking 14th. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management but all would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Similar to the Wiltshire average for Asthma hospital admissions rate. Third highest rate (ranking 11th out of 20 areas). • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management but all would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • One of the Community Pharmacies would be willing to offer a needle/syringe exchange service (commissioned). • Two offer supervised administration (commissioned) and one other states that they would be willing to if commissioned.
Alcohol	<ul style="list-style-type: none"> • Similar to the Wiltshire average for alcohol related hospital admission rate. • One of the community pharmacies in the area is commissioned to offer alcohol screening and brief interventions and three state they already provide this service (non commissioned).
Sexual health	<ul style="list-style-type: none"> • Lower teenage pregnancy rate (20.4 conceptions per 1,000 girls aged under 18) than the Wiltshire average (22.4 conceptions per 1,000). • Two of the Community Pharmacies are commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms. • Three state they would be willing to offer these services if commissioned.

Smoking	<ul style="list-style-type: none"> • Estimated smoking prevalence is similar to the Wiltshire average. • Two are commissioned to offer a Support to Stop Smoking Service and the other two state that they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • None of the Community Pharmacies in the area are commissioned to offer obesity management but three state they would be willing to if commissioned. • Warminster had the lowest percentage of respondents in 2010 stating that they would like to access a weight management service at the pharmacy (3% compared with the Wiltshire average of 7%).
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Warminster - Westbury, Devizes, Amesbury, Tisbury and Mere.

Warminster GPs, Pharmacies and indices of deprivation quintiles

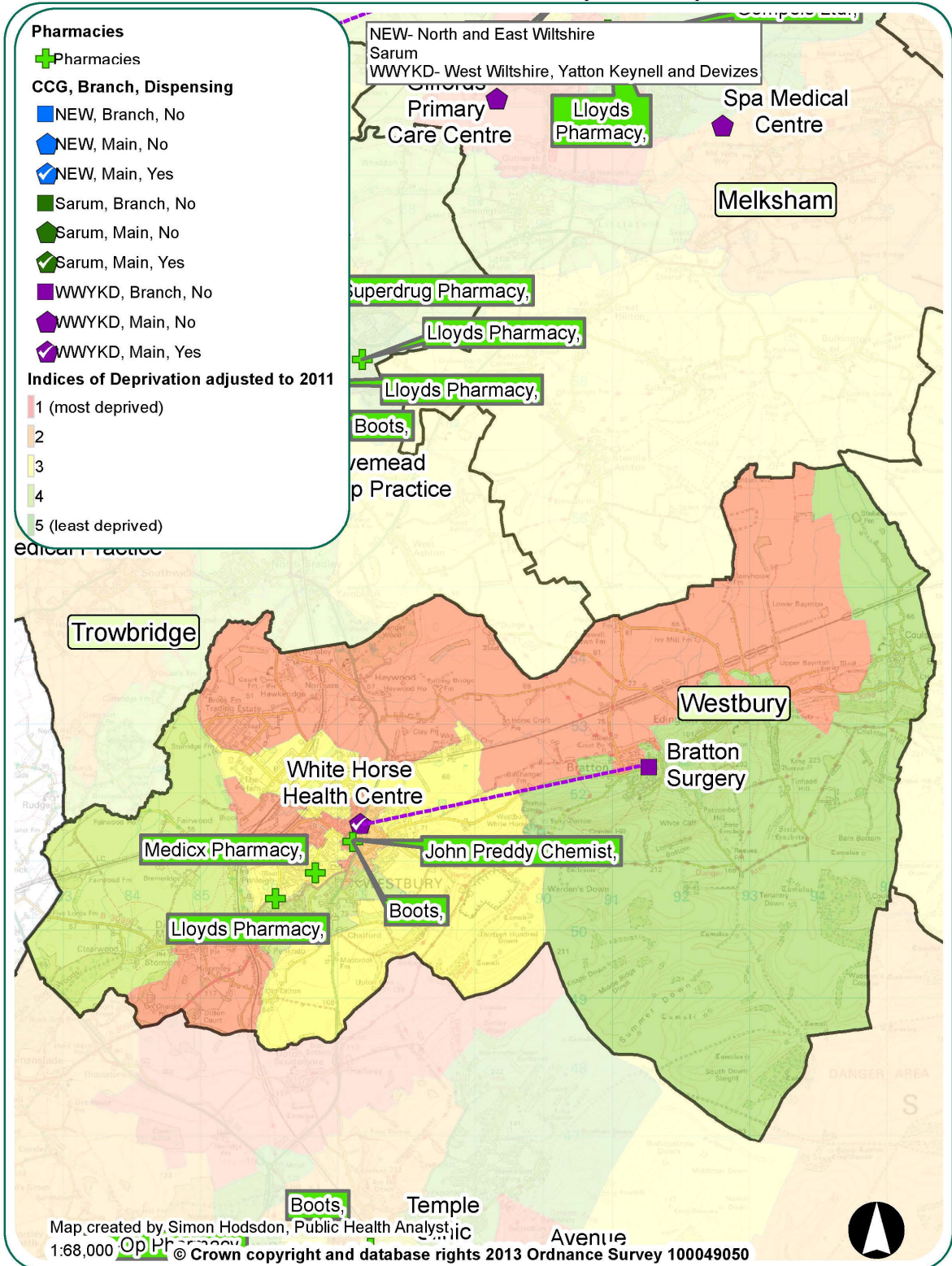


WESTBURY COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 19,650 • Compared to the other 19 community areas, Westbury Community Area has the third highest percentage of its total population under the age of 15 years, the ninth highest percentage of its total population being of working age and the sixth lowest percentage of its total population at retirement age and over.
Number of Output Areas which are within 20% most deprived in England	<ul style="list-style-type: none"> • There are five Output Areas in the Westbury Community Area which are among the top 20% in England with the highest percentage of households experiencing three or four types of deprivation as measured in the 2011 Census.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • One main surgery and one branch
Number of Dispensing GPs	<ul style="list-style-type: none"> • One dispensing GP
Number of Community Pharmacies	<ul style="list-style-type: none"> • Four Community Pharmacies
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • One additional community pharmacy
Access to Community Pharmacies	<ul style="list-style-type: none"> • One Community Pharmacy offers a Care Home service (non commissioned) and two state they would be willing to if commissioned. • Two offer a home delivery service (non commissioned). • One is open late evenings. • All four are open on Saturdays. • One is open on Sundays. • 40% of respondents to the 2010 public survey who live in Westbury stated that they did not know which pharmacies are open early mornings, late evenings or on weekends and were unaware of where to find out about this.
SPECIFIC DISEASES	
Cardiovascular disease	<ul style="list-style-type: none"> • Slightly higher than the Wiltshire average rate of CVD mortality. • Wiltshire does not commission any of the community pharmacies in the area to offer specific CHD or hypertension medicines management or Vascular Risk Assessment Service (NHS Health Check), two would be willing to if commissioned.

Diabetes	<ul style="list-style-type: none"> • Similar to the Wiltshire average for Diabetes hospital admissions rate. • One Community Pharmacy offers Diabetes screening (non commissioned) and the others state they would be willing to if commissioned. • Wiltshire does not commission any of the community pharmacies in the area to offer specific • Diabetes Type I or II medicines management but one already provides this service (non commissioned) and two state they would be willing to if commissioned.
Chronic Obstructive Pulmonary Disease	<ul style="list-style-type: none"> • Higher than the Wiltshire average for the COPD hospital admissions rate, ranking 5th highest out of the 20 community areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific COPD medicines management but two would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Similar to the Wiltshire average for the Asthma hospital admissions rate, ranking 9th highest out of the 20 areas. • Wiltshire does not commission any of the community pharmacies in the area to offer specific Asthma medicines management but one states they already provide this service (non commissioned) and two would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • Two Community Pharmacies offer a needle/syringe exchange service (commissioned). • Two offer a supervised administration service (commissioned).
Alcohol	<ul style="list-style-type: none"> • Alcohol related hospital admissions rate is similar to the Wiltshire average. • None of the Community Pharmacies are commissioned to deliver alcohol screening. • Two state that they would be willing to offer this service if commissioned.

Sexual health	<ul style="list-style-type: none"> • Based on 2010-2012 data there were 31.6 conceptions per 1,000 to girls aged under 18 in Westbury compared to the Wiltshire average of 22.4 per 1,000. • One of the Community Pharmacies is commissioned to deliver the No Worries! Service. This provides testing for Chlamydia and Gonorrhoea, treatment for those who test positive, Hormonal emergency contraception and free condoms. • Two of the Community Pharmacies in the area not offering these services state that they would be willing to if commissioned.
Smoking	<ul style="list-style-type: none"> • Estimates show that the percentage of people in Westbury that smoke is higher than the Wiltshire average and ranks Westbury 19th out of the 20 Community Areas. • Three of the Community Pharmacies are commissioned to offer a Support to Stop Smoking Service and the other one states that they would not be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • None of the Community Pharmacies in the area are commissioned to offer obesity management but two state that they provide this service already (non commissioned) and one stated that they would provide the service if commissioned. • Westbury was in the top four highest areas for respondents to the 2010 public survey saying that they would access a weight management service at the pharmacy.
BORDERING AREAS	
	<ul style="list-style-type: none"> • The following Community Areas in Wiltshire border Westbury - Trowbridge, Melksham, Devizes and Warminster.

Westbury
GPs, Pharmacies
and indices of deprivation quintiles

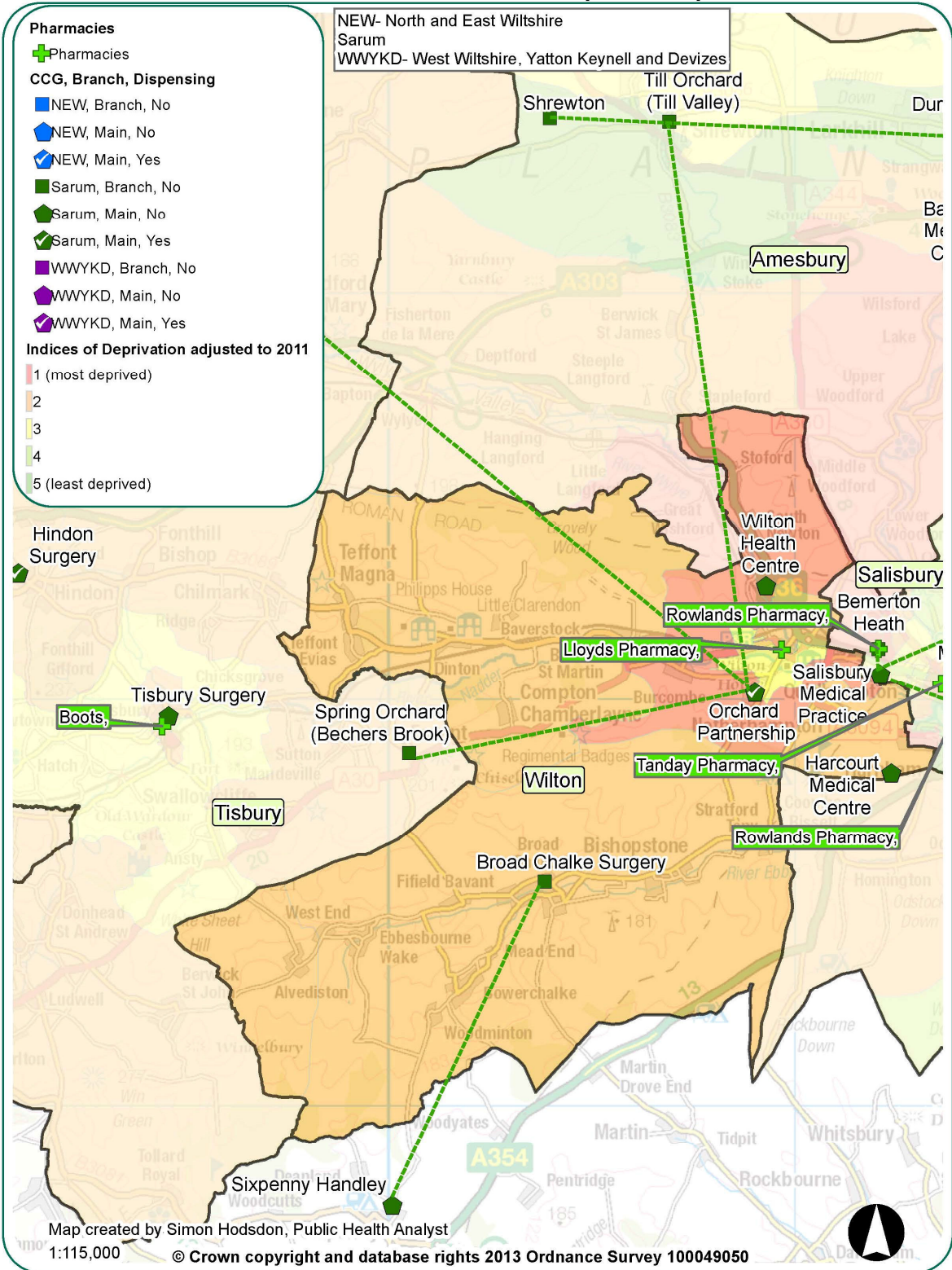


WILTON COMMUNITY AREA	
POPULATION	
Demography	<ul style="list-style-type: none"> • Total population is 9,150 • Compared to the other 19 community areas, Wilton Community Area has the second lowest percentage of its total population under the age of 15 years, the fifth lowest percentage of its total population being of working age, and the fourth highest percentage of its total population being of
Number of Output Area which are within 20% most deprived in England	<ul style="list-style-type: none"> • One output area of a total of 32 in Wilton Community Area, is among the 20% in England with the highest percentage of households experiencing three or four types of deprivation.
SERVICE PROVISION	
Number of GP surgeries	<ul style="list-style-type: none"> • Two main surgeries
Number of Dispensing GPs	<ul style="list-style-type: none"> • One dispensing GPs
Number of Community Pharmacies	<ul style="list-style-type: none"> • One Community Pharmacy
Change in Community Pharmacies since 2011 PNA	<ul style="list-style-type: none"> • None
Access to Community Pharmacies	<ul style="list-style-type: none"> • The Community Pharmacy offers a home delivery service (non commissioned) • They are not commissioned to not offer a Care home service but state they would be willing to if commissioned. • Open Saturdays but not Sundays. • No evening opening. • 10% of respondents to the 2010 public survey had used a pharmacy out of office hours and 41% had not and did not know where they would find out about this.
SPECIFIC DISEASES	
Cardiovascular disease (CVD)	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average rate for CVD mortality. • Wiltshire does not commission the community pharmacy in the area to offer specific CHD medicines management or Vascular Risk Assessment Service (NHS Health Check), but would be willing to if commissioned. • They offer a specific hypertension medicine management service (non commissioned).
Diabetes	<ul style="list-style-type: none"> • Lower than the Wiltshire average for Diabetes hospital admissions rate, ranking 3rd lowest out of the 20 areas. • The Community Pharmacy offers Diabetes screening and specific Diabetes Type I or II medicines management (non commissioned).

Chronic Obstructive Pulmonary Disease (COPD)	<ul style="list-style-type: none"> • Third lowest Community Area rate for COPD hospital admissions. • Wiltshire does not commission the community pharmacy to offer specific COPD medicines management but they would be willing to if commissioned.
Asthma	<ul style="list-style-type: none"> • Higher than the Wiltshire average for Asthma hospital admissions rate, ranking 3rd highest out of the 20 areas. • The Community Pharmacy is not commissioned to offer specific Asthma medicines management but would be willing to if commissioned.
LIFESTYLE FACTORS AND ENHANCED SERVICES	
Drug misuse	<ul style="list-style-type: none"> • The Community Pharmacy is not commissioned to offer a needle/syringe exchange service but state that they would be willing to if commissioned. • They are commissioned to provide a supervised administration service.
Alcohol	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average in terms of alcohol related hospital admission rate. • The Community Pharmacy is not commissioned to offer alcohol screening but state they would be willing to if commissioned.
Sexual health	<ul style="list-style-type: none"> • The teenage conception rate is similar to the Wiltshire average. • The Community Pharmacy is not commissioned to offer Chlamydia testing or treatment, an emergency hormonal contraception service, an oral contraception service or Gonorrhoea screening. They did not state whether they would be willing to provide these services if commissioned.
Smoking	<ul style="list-style-type: none"> • Slightly lower than the Wiltshire average for smoking prevalence. • The Community Pharmacy is not commissioned to offer a Support to Stop Smoking Service but states that they would be willing to if commissioned.
Obesity	<ul style="list-style-type: none"> • The Community Pharmacy in the area is not commissioned to offer obesity management currently but states that they would be willing to if commissioned. • 9% of respondents to the 2010 public survey stated that they would access a weight management service at the pharmacy (compared with the Wiltshire average of 7%).

BORDERING AREAS	
	<ul style="list-style-type: none">• The following Community Areas in Wiltshire border Wilton - Southern Wiltshire, Salisbury, Amesbury and Tisbury.

**Wilton
GPs, Pharmacies
and indices of deprivation quintiles**



11 GLOSSARY

100 hour service	Pharmacy open for 100 hours a week over 7 days
Advanced Pharmacy Service	Can be provided by contractors once accreditation requirements are met
AUR	Appliance Use Review
BME	Black and Minority Ethnic
Community Area	Wiltshire Council has twenty community areas
COPD	Chronic Obstructive Pulmonary Disease
CVD	Cardiovascular Disease
DACS	Dispensing Appliance Contractors
DH	Department of Health
Dispensing Group Practice	GPs who have been approved to dispense medicines to specific patients on their lists
EHC	Emergency Hormonal Contraception
Enhanced Pharmacy Service	Commissioned by the PCT in response to the needs of Wiltshire population
ESPLPS	Essential Small Pharmacy Local Pharmaceutical Service
Essential Services	Provided by all pharmacy contractors
GP	General Practice
IMD	Indices of Multiple Deprivation
JSNA	Joint Strategic Needs Assessment
LD	Learning Disabilities
LLTI	Limiting Long Term Illness
LMC	Local Medical Committee
LPC	Local Pharmaceutical Committee
LPSs	Local Pharmacy Service Contracts
LSOA	Lower Super Output Area

LTC	Long Term Condition
MDS	Monitored Dosage System
MUR	Medicines Use Review
NCMP	National Child Measurement Programme
NHS	National Health Service
ONS	Office for National Statistics
PCT	Primary Care Trust
PNA	Pharmaceutical Needs Assessment
PSSG	Pharmaceutical Services Strategy Group
SAC	Stoma Appliance Customisation
SHA	Strategic Health Authority
SOA	Super Output Areas

12. Appendices

12.1 Wiltshire Pharmaceutical Services Young Peoples Survey

Using Pharmacies

1. What did you last visit a pharmacy for? (Please tick all that apply)

- To collect a prescribed medication
- To buy over the counter medications
- To ask for advice on a minor ailment
- To buy a non medical item
- Other, please specify what this was in the box below:

2. When you visited the pharmacy did you get what you needed?

- Yes
- No

Please provide any additional comments in the box below:

3. When you visited the pharmacy who did you speak to?

- Pharmacist
- Counter Staff
- I don't know

4. Were you happy with the service that you received from the member of staff that you spoke to at the pharmacy?

Yes

No

If you answered no please provide details of why you were not happy:

5. What makes you choose to visit a particular pharmacy? (Please tick one)

It is the easiest one for me to get to

The staff are very pleasant and welcoming

They are very quick and efficient

There is a good level of privacy available

6. Is there anything that you dislike about your pharmacy?

No

Yes

If you answered yes please specify what:

7. How likely would you be to use the following services if they were available at a convenient location? And where would you want to use them? (Please tick one box in each row)

Service	Yes, at a pharmacy	Yes, at my doctors	Yes, by my GP practices nurse	No I would not wish to use this service
Help to stop smoking				
Help watching your weight (including referral to exercise programmes)				
Advice about leading a healthy life				
Consultation with a health professional for a minor illness.				
Emergency contraception without a prescription				
Chlamydia Testing				
Contraception medicines without a prescription				
Free condoms on the NHS				
Pregnancy testing				
Inhaler checks				

8. Is it important to you that pharmacies are open late at least one evening a week; open on a Sunday or open on a Bank Holiday? (Please tick one box in each row)

	Yes, all pharmacies should be open	Yes, but only larger pharmacies	Doesn't matter as long as I know which one is open when I need it	An on-call system should operate to ensure access to prescribed medications when no pharmacy is open
Late One Evening				
Sunday				
Bank Holiday				

9. Thinking about the pharmaceutical services in this survey please use the box below to tell us what is most important to you.

And finally.....

About you

1. Are you male or female?

Male **Female**

2. How old are you? _____

3. What is your home post code? _____

**4. Over the last 12 months, how would you say your health has been?
Please tick one.**

Good
Fairly good
Not good

**5. Do you have any long-term illness, health problem or disability which
limits your daily activities or the work you can do?**

Yes
No

Thank you very much for your time today in completing this survey.

12.2 Wiltshire Community Area Map

