



Making the Most of Your Local Pharmacy



Wigan Borough Pharmaceutical Needs Assessment 2025

Date	Version	Notes
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Executive Summary

Introduction

1. This document provides an assessment of the need for pharmaceutical services in Wigan Borough. It follows and updates the position of the Pharmaceutical Needs Assessment (PNA) published in October 2022. The purpose of the document is to inform future planning and commissioning decisions in respect of future pharmaceutical services in the Borough.
2. The PNA presents and assesses the needs of the population according to demographic and health data. The PNA also includes evidence and data on the particular needs and issues experienced by groups with a protected characteristic as defined in the Equality Act 2010.
3. The Pharmaceutical Needs Assessment (PNA) identifies the current pharmaceutical provision within Wigan Borough, including services provided by external providers and those located outside the Borough. It evaluates how well these services meet both the current and future needs of the local population. The PNA is a key tool that helps local health authorities understand what pharmacy services are needed in the area. It considers factors such as the location of pharmacies, the range of services they offer, and whether these services are accessible and appropriate for the community. This assessment supports strategic planning, informs decisions about opening new pharmacies or relocating existing ones, and ensures that all residents have fair access to essential medicines and expert advice to support their health and wellbeing.
4. COVID-19 was a significant focus of the previous Pharmaceutical Needs Assessment (2022). Since then, the number of cases has declined, and the immunisation programme continues to prioritise the most vulnerable members of the community. Meanwhile, the demographic trend identified in the previous PNA remains relevant that the population of Wigan Borough continues to age, which has implications for future pharmaceutical service needs.
5. Since the previous Pharmaceutical Needs Assessment, Wigan Borough has introduced a new strategic framework called Progress with Unity (PWU). It is a movement for change that builds on the achievements of the past decade and is driven by two key missions:



6. These missions will be supported by targeted action plans focused on community wealth and health building, reducing inequalities, and empowering communities to reach their full potential. The PNA supports this vision by identifying and addressing barriers to access, helping to ensure that pharmaceutical services are inclusive, responsive, and accessible to all residents across the borough.
7. The outcome of the assessment has been summarised in the following key statements.

Key Findings and Recommendations

Current Pharmaceutical provision – Necessary services

8. Wigan residents have access to necessary pharmacy services (defined on [page 51](#)) through 63 community pharmacies and one appliance contractor in Wigan Borough. Residents can also access pharmacies located in neighbouring boroughs along with a significant number of internet pharmacies nationwide which enhance choice and accessibility.
9. Based on the information within the population health profile and the neighbourhood analysis, there is adequate provision of necessary pharmacy services in Wigan Borough, with the exception of Hindley Green.
10. Taking into account the information within the population health profile and the neighbourhood analysis alongside the feedback from residents that has been received following the closure of the pharmacy situated in Hindley Green, an unmet need for necessary service provision in this location has been identified.
11. This PNA concludes that there is a current need for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum, in Hindley Green:
 - All essential services

Current Pharmaceutical services – Other relevant services

12. The PNA has considered the current provision of other relevant pharmaceutical services across Wigan Borough and outside of the health and wellbeing board area. This includes services above and beyond those defined as necessary which improve outcomes or enhance access to other pharmaceutical services, specifically in relation to demographic and health needs of the population. It concludes that current provision of other relevant pharmaceutical services offered by both community pharmacies and other health care providers meet the needs of the population of Wigan Borough, with the exception of Hindley Green as stated above.

Future needs, improvements and securing better access

13. The PNA concludes that Mosley Common is expected to require additional pharmacy provision in the future due to planned housing developments in the area.

14. Housing development in Mosley Common has been considered as part of our assessment during the previous PNA period (October 2022) and the current draft PNA. While the current development includes approximately 175 new homes, our analysis draws on the Strategic Housing Land Availability Assessment (SHLAA), which identifies a broader pattern of planned and potential housing growth in the area. When considered across this longer time span, the cumulative impact of housing development is expected to increase demand for pharmaceutical services. On this basis, we have identified a future need for pharmacy provision in Mosley Common.
15. The PNA has identified a future need within Mosley Common area following the completion of the project development. The future need will be for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:
 - All essential services

NHS services affecting pharmaceutical need and development of pharmaceutical services to secure improvements or better access

16. The PNA provides an overview of locally commissioned and other NHS services to improve population health and which have an impact on pharmaceutical need such as provision of emergency contraception or flu vaccination.
17. The PNA has identified that there may be opportunities to further develop and extend the delivery of some existing services within pharmacies to secure health improvements or better access to services. Local commissioners will continue to explore options for improvements in service delivery and accessibility as part of their ongoing service monitoring and review.

Assessment of needs

18. For purpose of the PNA, factors affecting the demographics and needs of the population have been considered across the Borough and an overview of pharmaceutical services, along with more detailed information on the provision of pharmaceutical services at neighbourhood level has been provided. The PNA also includes evidence and data on the particular needs and issues, experienced by groups with a protected characteristic as defined in the Equality Act 2010.

Introduction

What is a Pharmaceutical Needs Assessment?

19. The Pharmaceutical Needs Assessment (PNA) is a health needs assessment specifically identifying how pharmacy services are helping to meet the health needs of the population and how they could help in the future. The PNA helps the Local Authority and the NHS decide where new pharmacies might be needed, whether existing services are meeting people's needs, and how services could be improved. The PNA also aims to ensure residents have fair access to medicines and advice, especially in areas where health needs are greater. The PNA is updated every three years and is used to support planning and decision-making around pharmacy services.
20. The process and requirements that Health and Wellbeing boards are required to follow when producing their PNA are given in [Appendix 1](#).

How will the PNA be used?

21. The PNA is a key commissioning tool used to inform and support the future commissioning of pharmaceutical services. If a person wants to provide pharmaceutical services, they are required to apply to NHS England to be included on the pharmaceutical list. The PNA is used by NHS England as a basis for making decisions when applications are received to enter or amend the entry on the list of pharmaceutical service providers within the Health and Wellbeing Board (HWB) area.
22. This document provides an update to the Pharmaceutical Needs Assessment published by Wigan Council in October 2022. The production of this PNA has been led by Wigan Council (Public Health) with a significant contribution from the medicines management team within NHS Greater Manchester (Wigan) and The Greater Manchester PNA Steering Group.

Technical Note

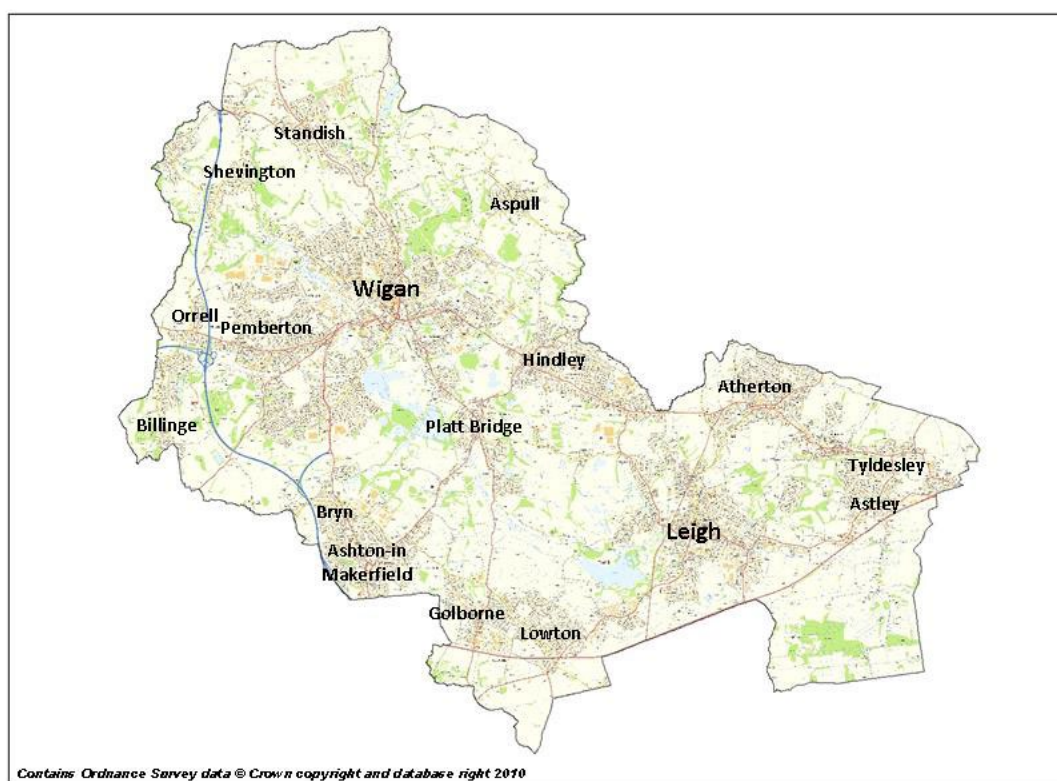
23. Indicators used throughout this document that are produced by the Department of Health & Social care use statistical ranking. The colour of the dot (red, amber and green) represents when performance for that indicator is significantly different from the benchmark figure. Red is higher, green is lower, and amber is not statistically different. All data included in this report was correct at the time of writing.

Health Needs of Wigan Borough

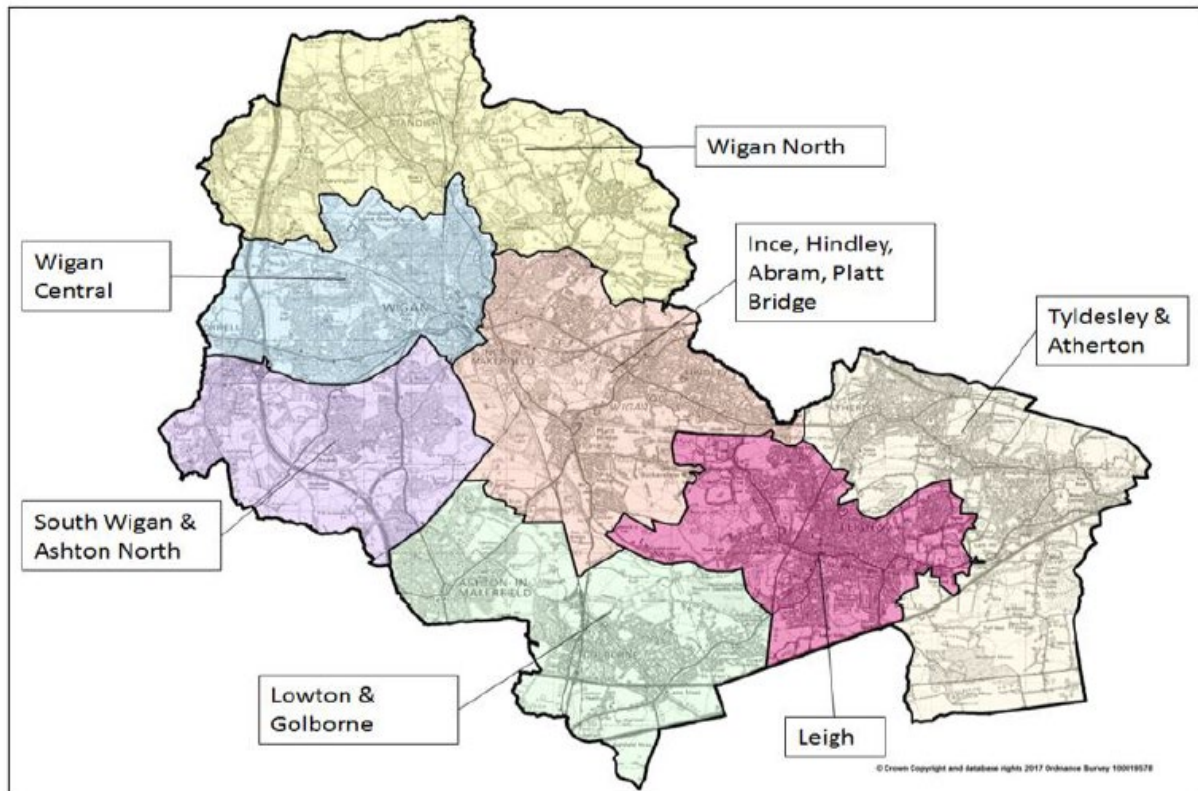
Wigan Borough Profile

Geography

24. Wigan Borough is in the Northwest of England, between Manchester, Liverpool and Preston and is part of Greater Manchester. It is one of the largest Metropolitan Boroughs in England and borders Bolton, Chorley, Salford, St Helens, Warrington and West Lancashire. The Borough is made up of a number of towns and districts, the largest of which is Wigan (See Figure 1).
25. Historically, Wigan Borough was a mining area and the towns developed reflecting the workforce demands of that industry. Although, with development, the towns have merged in places there remains a considerable area of green space within the Borough. NHS GM (Wigan) covers the same geographical area as Wigan Council.
26. Wigan Borough is divided into seven neighbourhoods with the aim to deliver integrated health and social care services within each of these areas (see Figure 2).
27. **Figure 1. Map of Wigan Borough**



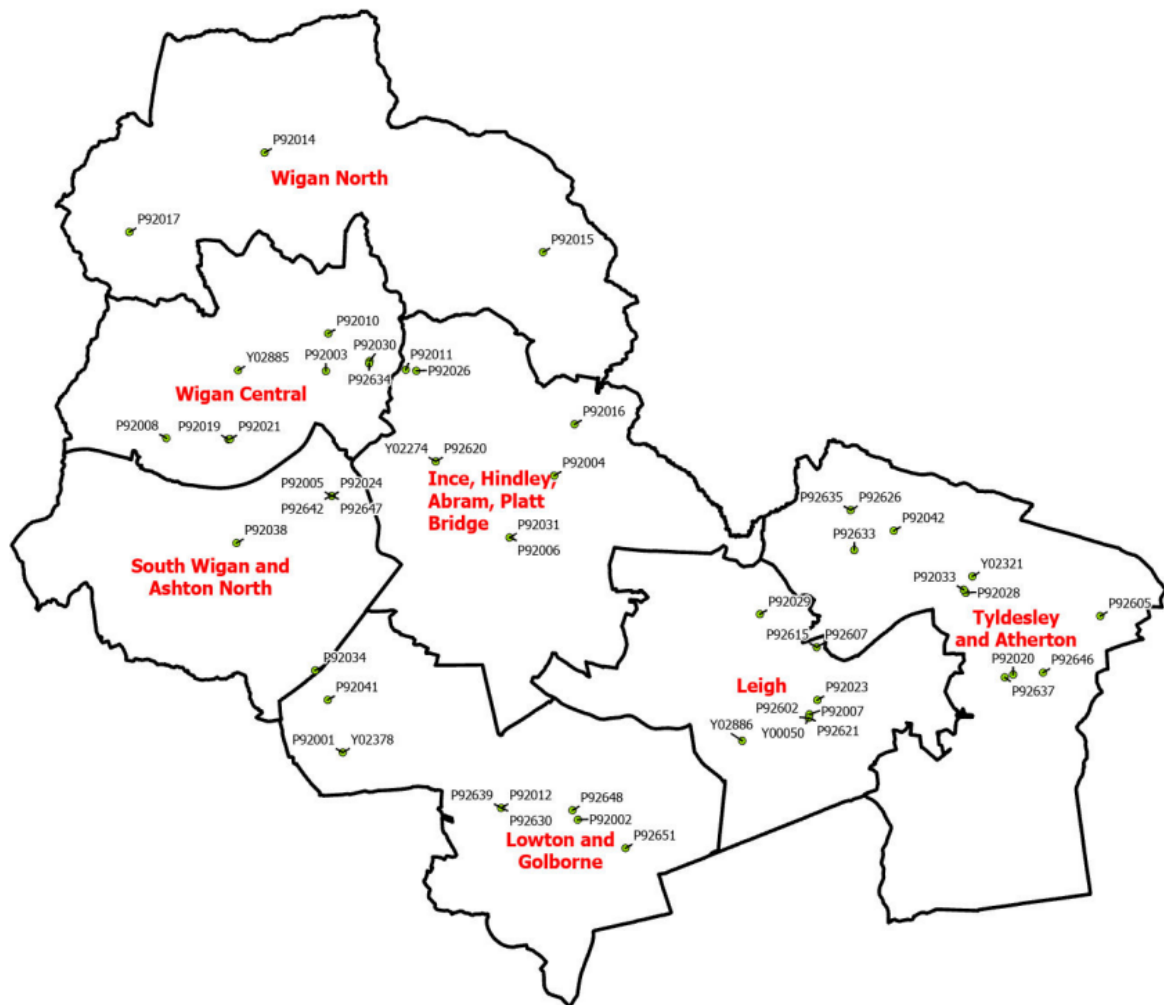
28. **Figure 2. Neighbourhoods in Wigan Borough**



29. Figures 3 and 4 show the locations of pharmacies and general practices within Wigan Borough.
30. **Figure 3. Wigan Borough pharmacy locations by neighbourhood (See Appendix 2 for pharmacy codes).**

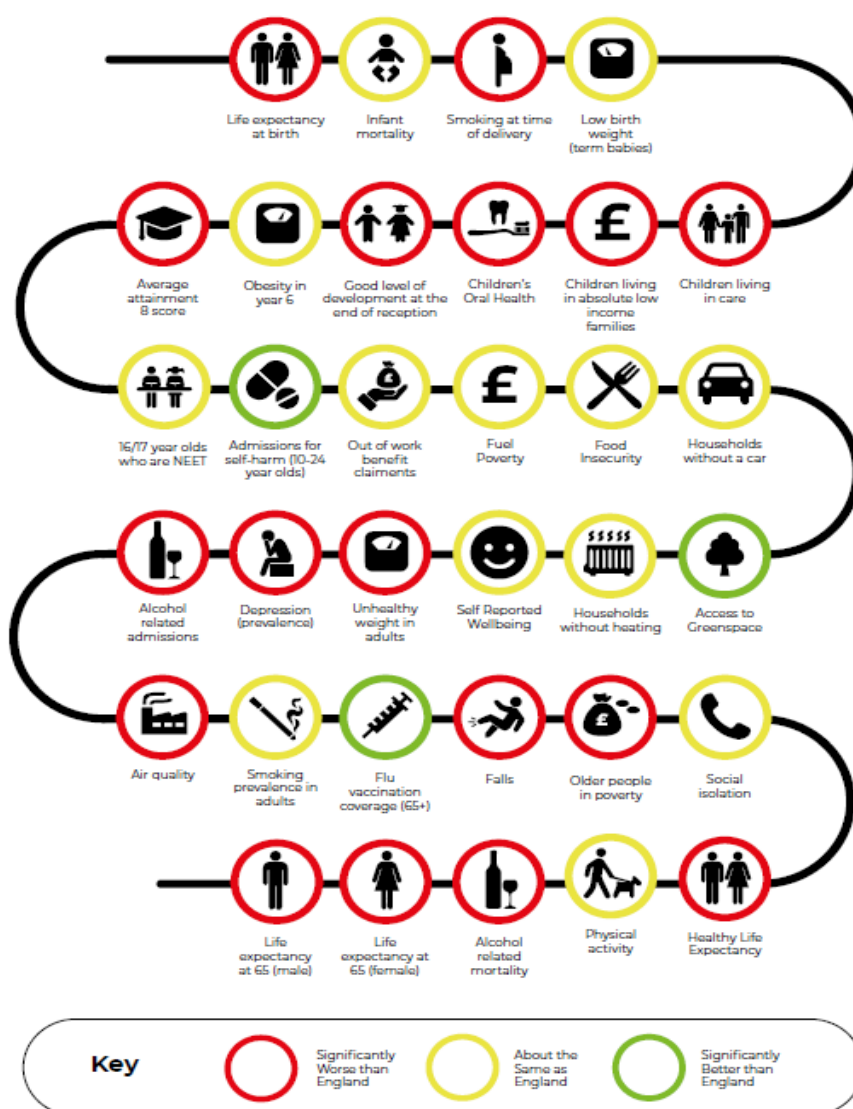


31. **Figure 4. Wigan Borough general practice locations by neighbourhood (See Appendix 3 for general practice codes).**



Population

32. The following visual summary provides a high-level snapshot of Wigan's population health in comparison to the national average for England. It uses a traffic-light system (red, yellow, and green) to indicate local performance across a broad range of health and social indicators.
33. The purpose of this overview is to support strategic planning and prioritisation by highlighting areas of relative strength and concern. It serves as a starting point for deeper analysis and targeted action to improve outcomes for residents across the borough.
34. **Figure 5: Key health and wellbeing indicators for Wigan Borough compared to England**

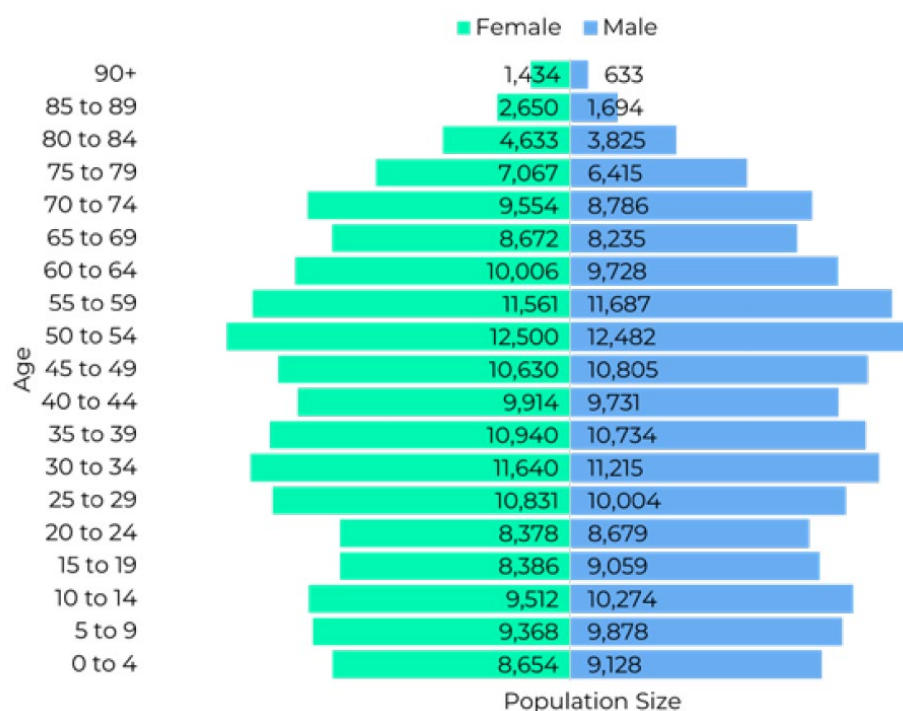


For more information on the Population Joint Strategic Needs Assessment, please follow the link [Wigan Borough JSNA](#)

Age/sex distribution and future trend in population size

35. Figure 6 shows the age/sex distribution of the population of Wigan Borough using Census 2021. As of 2021, the population of Wigan Borough was around 329,321.

36. Figure 6. Wigan Borough population by age and sex 2021



Source: Census 2021

37. According to the Census 2021, 56,814 (17.3%) of the population of Wigan Borough were aged 14 or younger. 208,909 (63.4%) are aged 15-64. 57,187 (17.4%) are aged 65-84 and 6,411 (1.9%) are aged 85 and over. Table 1 shows the latest population estimates split by sex and broad age band. There are numerically and proportionately more females aged 65 and over, compared with males.

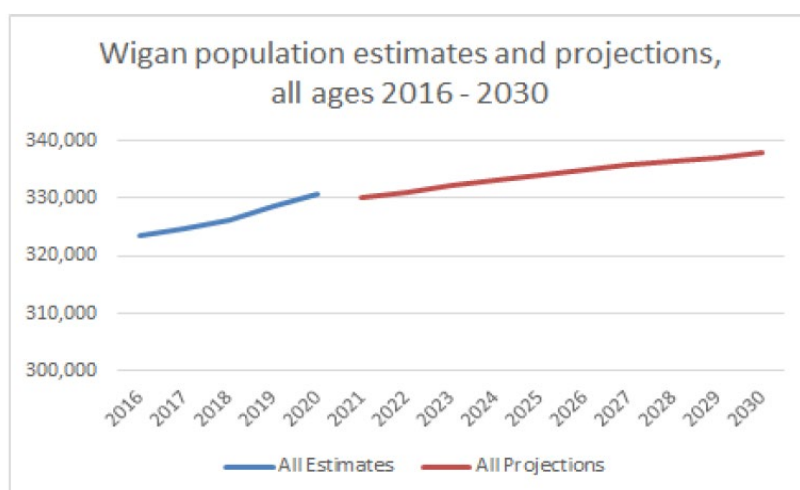
38. Table 1. Wigan Borough population by sex and broad age band

Age	Males		Females		All	
	Number	%	Number	%	Number	%
0 to 14	29280	18	27534	17	56814	17
15 to 64	104123	64	104786	63	208909	63
65+	29589	18	34008	20	63597	19
Total	162992	100	166328	100	329320	100

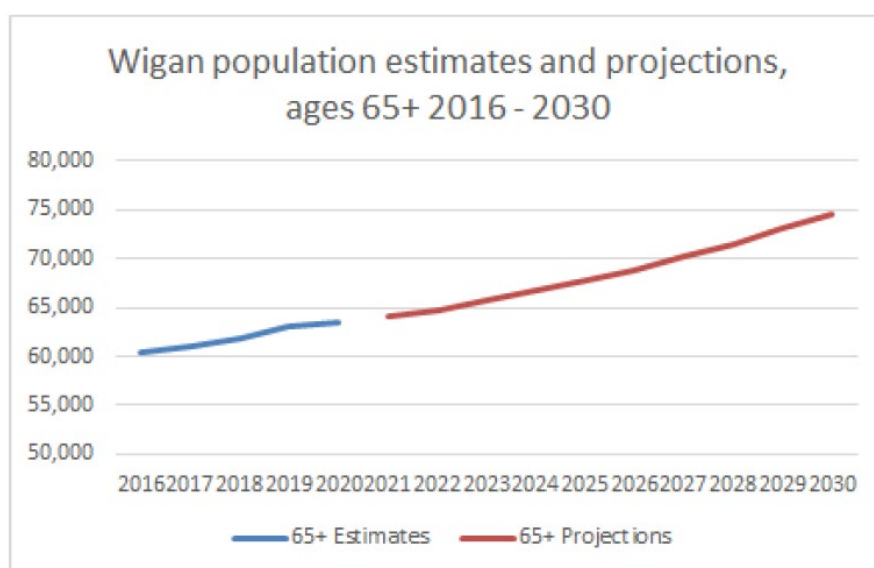
Source: Census 2021

39. Caution is needed in regard to population projections as errors accumulate the further one projects into the future.

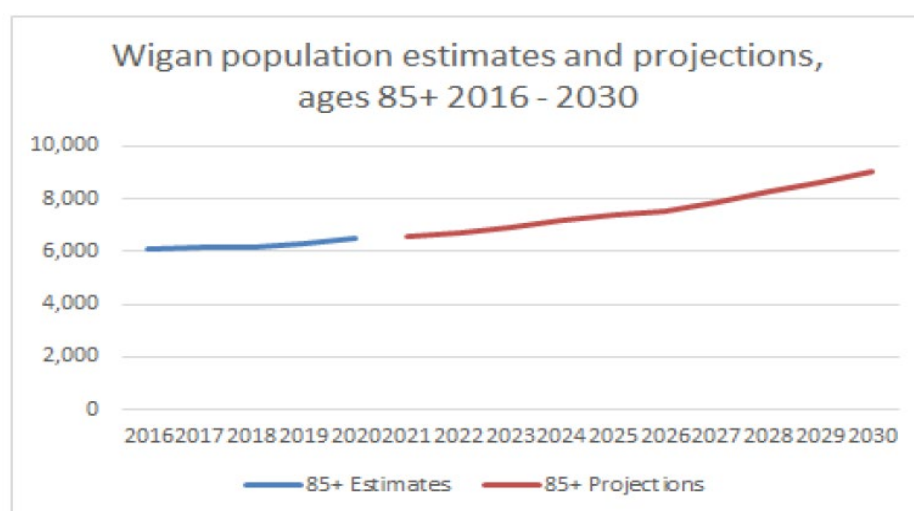
40. Figure 7 shows the latest five years of population estimates for Wigan, along with projections until 2030. It is estimated that the population grew by 2.2% in the 5 years 2016 to 2020 and will grow a further 2.4% by 2030.
41. **Figure 7. Estimates and projections of the Wigan Borough population, all ages (Source: (Office of National Statistics (ONS) Mid-Year Estimates and 2018-based population projections).**



42. Figure 8 shows the population estimates and projections over the same time period for those aged 65 and over. It is estimated that the 65 and over population grew by 5% in the 5 years 2016 to 2020 and will grow a further 16% by 2030.
43. **Figure 8. Estimates and projections of the Wigan Borough population, ages 65+ (Source: ONS Mid-Year Estimates and 2018-based population projections).**



44. Figure 9 shows the population estimates and projections over the same time period for those aged 85 and over. It is estimated that the 85 and over population grew by 7% in the 5 years 2016 to 2020 and will grow a further 38% by 2030.
45. **Figure 9. Estimates and projections of the Wigan Borough population, ages 65+ (Source: ONS Mid-Year Estimates and 2018-based population projections).**

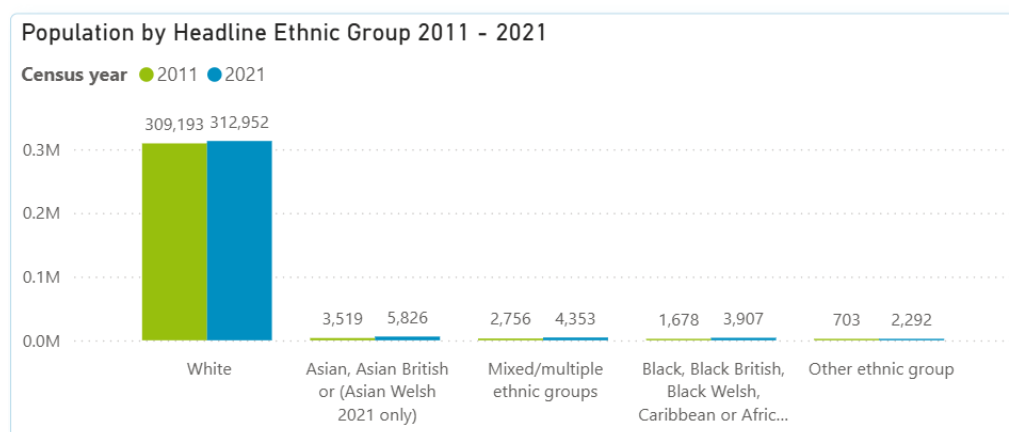


46. However, if the growth rate of the 65+ population of Wigan Borough is accurate, it will have a significant effect on the local health and social care system. As the prevalence of long-term health conditions increases with age, more people will be living with a long-term health condition, and more people will be living with multiple health conditions.
47. Therefore, demand for health and social care services will increase. Community pharmacies will have to adapt to this both in terms of meeting the increase in demand for pharmacy services and the demand for other health and social care services within the Borough.

Ethnicity

48. Figure 10 shows the distribution of ethnic groups within Wigan Borough. The majority of Wigan's residents (312,952) identify with the White ethnic group (95%) followed by the Asian ethnic group (2%) and mixed multiple ethnic groups (1%). An increase in residents selecting Mixed or Multiple ethnic group has occurred since 2011.

49. **Figure 10. Ethnic mix of the Wigan Borough population.**

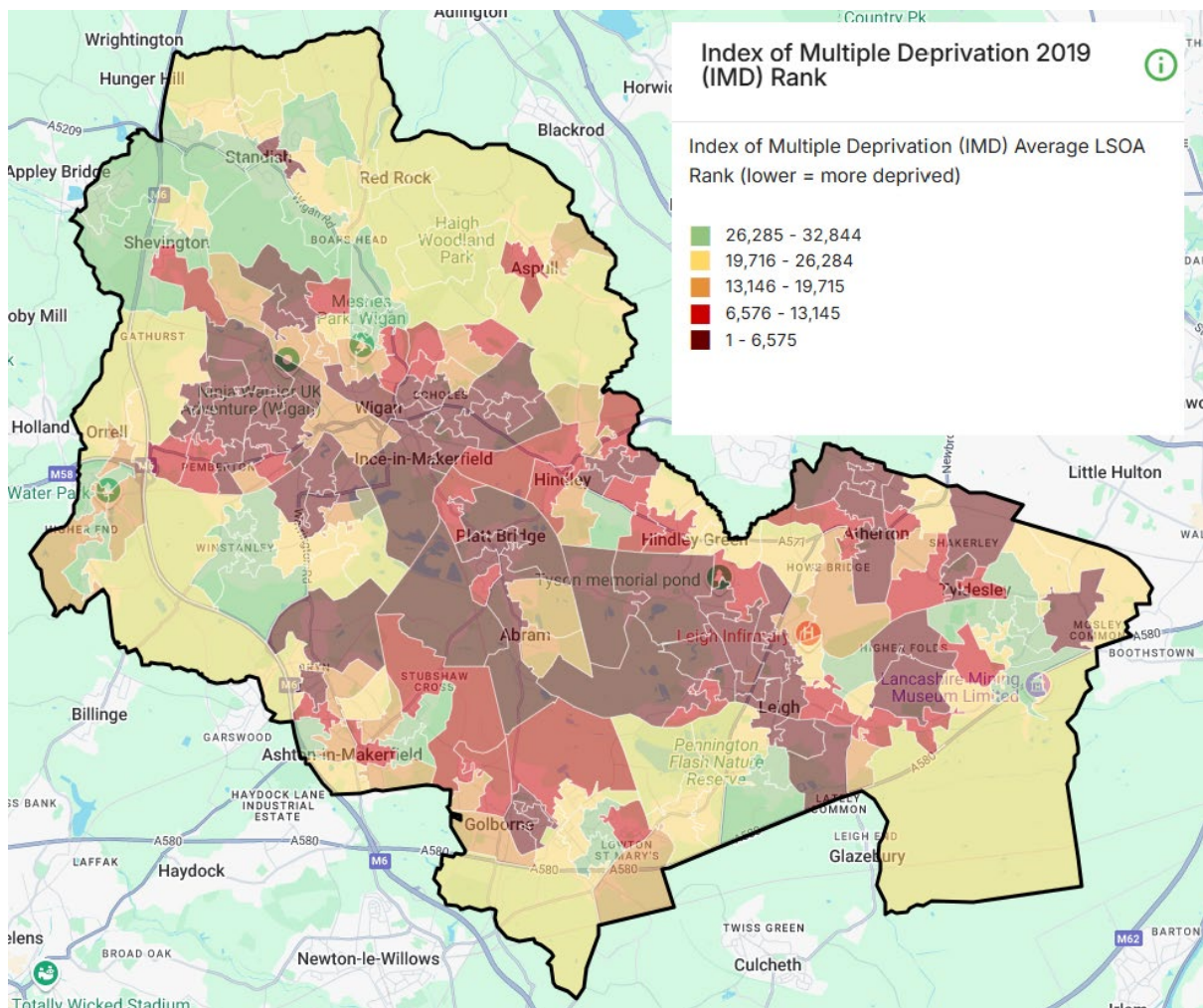


50. Wigan Borough has seen an increase in the number of migrants, refugees, and asylum seekers in recent years. While their numbers remain relatively small compared to the overall population—and some individuals may reside in the area only temporarily—it is important to recognise that some may have specific health needs that require tailored support. Ensuring timely identification and treatment of certain health conditions, such as infectious diseases including tuberculosis, is essential both for individual wellbeing and for protecting public health.

Population Density

51. Figure 11 shows the population density within Wigan Borough by Lower Super Output Area (LSOA) and therefore demonstrating the main population centres in the Borough. LSOAs are small geographical units, each of which has a minimum of 400 households and an average population of approximately 1500 people.

52. **Figure 11. Population density of Wigan LSOAs (Source: ONS Mid-Year Estimates for 2020, via OCSI Local Insight tool).**



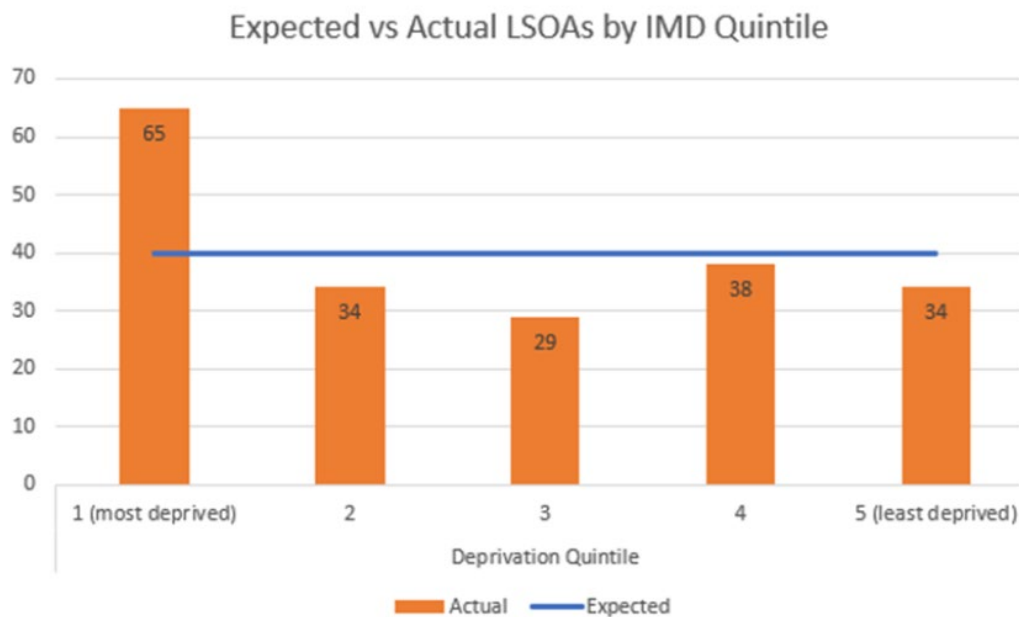
Deprivation

53. Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not solely financial. The English Indices of Deprivation (Department for Communities and Local Government, 2019) cover 7 'domains'; Income, Employment, Health and Disability, Education, Barriers to Housing and Services, Crime, and Living Environment. The overall Index of Multiple Deprivation 2019 (IMD 2019) is calculated as a weighted aggregation of these seven domains. Full details of all of the domains and the indicators they contain can be found in the full technical report produced on behalf of the Department for Communities and Local Government (DCLG).¹

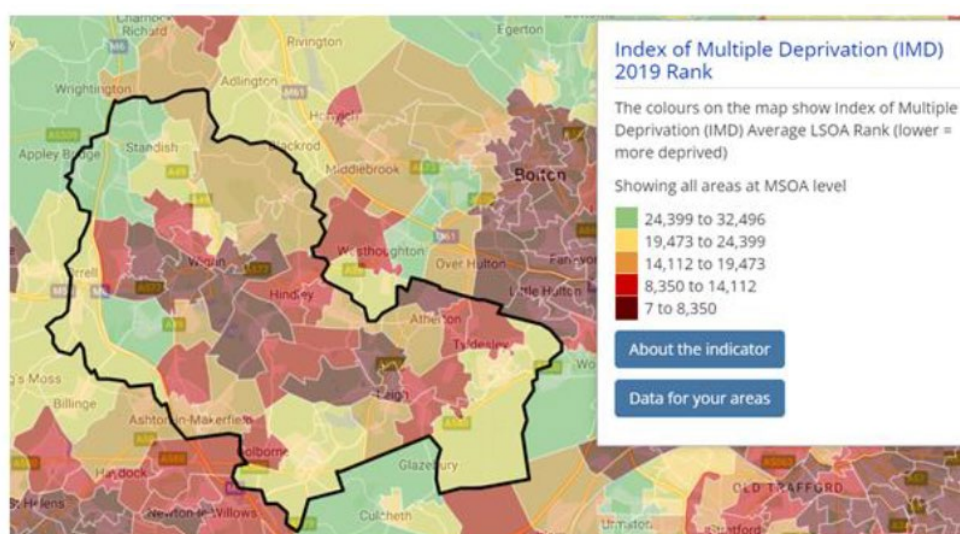
¹ [English indices of deprivation - GOV.UK](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/423811/English_indices_of_deprivation_2019.pdf)

54. Wigan Borough has a higher proportion of LSOAs that are within the 20% most deprived in England compared to England as a whole, and an associated reduction in LSOAs in the four least deprived quintiles. Figure 12 shows how deprivation is distributed within the borough and Figure 13 shows the areas (LSOAs) in Wigan that are most deprived in dark red/red.

55. **Figure 12. Distribution of deprivation in Wigan Borough.**



56. **Figure 13. Distribution of deprivation in Wigan Borough by MSOA.**



Population with Protected Characteristics.

57. This section of the PNA looks at the particular health needs of individuals who share one or more of the nine protected characteristics as defined in the Equality Act 2010² namely:

- Age
- Sex
- Sexual orientation
- Gender re-assignment
- Disability - defined as a physical or mental impairment, that has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities
- Race which includes colour, nationality, ethnic or national origins
- Pregnancy and maternity
- Religion (including a lack of religion) or belief (any religious or philosophical belief)
- Marriage and civil partnership

58. Demographic and health needs data relating to the above characteristics may also be referred to elsewhere in this demographic and health section.

59. The Equality Act 2010 also details other groups, sometimes referred to as inclusion health groups, with a shared protected characteristic such as refugees and asylum seekers, offenders and homeless and rough sleepers, traveller and gypsy communities, and military veterans. These groups can also face barriers to accessing health, social care and general support services. It is also recognised that experiences of poor health can be because of circumstances often affected by, but going beyond, sharing a protected characteristic or socio-economic status.

60. Please note that in this section, where local figures are not available, national evidence and insight is also presented.

² [Equality Act 2010: guidance - GOV.UK](https://www.gov.uk/guidance/equality-act-2010)

Age

Older Residents

61. 75% of 75-year-olds in the United Kingdom have more than one long term condition, rising to 82% of 85-year-olds.³
62. In the next 20 years, the over 65 population will see increases in the number of individuals who are independent but also in those with complex care needs. This increase is due to more people reaching 85 years or older and have higher levels of dependency, dementia and comorbidity.⁴
63. Elderly patients often receive multiple medications for their multiple diseases. This greatly increases the risk of medicine interactions as well as adverse reactions and may affect compliance in taking medication appropriately. Elderly patients' medicines should be reviewed regularly⁵.

Children and Young People

64. All evidence supports the long-term value of focusing on children and young people's health and wellbeing outcomes. The best start in life provides important foundations for good health and wellbeing into adulthood and throughout life.
65. Breastfeeding provides ideal nutrition for infants in the first stages of life. Increases in breastfeeding are expected to reduce illness in young children. The prevalence of breastfeeding at 6-8 weeks after birth in Wigan is 34.9% for 2023/24. This is significantly lower than the England average (52.7%).⁶
66. Immunisations, Wigan is higher than the England averages for Population Vaccination Coverage including Measles, mumps and rubella (MMR) and the combined DTaP/IPV/Hib.
67. National Child Measurement Programme (NCMP) figures for 2023/24 in Wigan showed that the prevalence of overweight (including obesity) for Reception (24.2%) is significantly higher than England (22.1%) and that Year 6 (36.4%) is not significantly different to England (35.8%).⁷

³ [NHS England » Improving care for older people](#)

⁴ [NHS England » Improving care for older people](#)

⁵ [Prescribing in the elderly | Medicines guidance | BNF | NICE](#)

⁶ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

⁷ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

68. In 2023, just under a million chlamydia tests were carried out among young people aged 15 to 24 years in England. A total of 104,107 chlamydia diagnoses were made among this age group⁸. The Chlamydia Detection rate (for those aged 15-24) in Wigan for 2023 is a rate of 2,331 per 100,000.⁹
69. In 2021, approximately 12% of 11–15-year-old pupils in England had ever smoked, down from 16% in 2018, and is the lowest level ever recorded by this survey. The 12% of pupils who had ever smoked consisted of regular smokers (1% of pupils), occasional smokers (2%), those who used to smoke (2%), and those who have tried smoking (7%).¹⁰
70. Under 18 Conception Rates in Wigan reduced slightly to 22 conceptions per 1,000 females aged 15-17 in 2021 on the previous year. Since 2016, the rate has been significantly higher than the England averages (except for 2018).
71. Wigan's rate for hospital admissions for alcohol-specific conditions (under 18s) is not significantly different to England average with 26 admissions per 100,000 young people aged under 18. However, Substance Misuse (15-24 years) is significantly higher than the England averages with 60.5 per 100,000 people aged 15-24.

Sex

72. Currently male life expectancy is 77.3 years in Wigan, significantly lower than England (79.1) and female life expectancy is 80.9, which is also significantly lower than England (83.1). Those living in the least deprived areas of Wigan can expect to live, on average, 11 years and 9 years respectively for males and females, longer than those living in the most deprived areas¹¹.
73. Poor mental health can affect people of any gender, but mental health outcomes for men and women are not always equal. Social and economic factors can put women at greater risk of poor mental health than men.
74. Suicide rates nationally are consistently higher in males, males were less likely than females to have received a mental health diagnosis or be in the care of mental health services, suggesting that males may not be seeking or receiving the support they need. The Suicide rate (per 100,000) persons 10+ in Wigan is 15.7 (2021-2023) and is significantly higher than the England average (10.7). The rate for males

⁸ [National chlamydia screening programme \(NCSP\): annual data - GOV.UK](#)

⁹ [Sexual and Reproductive Health Profiles - Data | Fingertips | Department of Health and Social Care](#)

¹⁰ [Part 1: Smoking prevalence and cigarette consumption - NHS England Digital](#)

¹¹ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

is 24.6 which is significantly higher than England (16.4) and 7.0 for females, which is not significantly different to England (5.4).¹²

75. Male mortality rates from causes considered preventable are significantly higher than females in Wigan, a pattern also seen nationally. In 2021-23 in Wigan, the Under 75 mortality rate (per 100,000) for males was 216.3 compared to 113.9 for females ([Figure 19](#)).

Sexual Orientation

76. The Lesbian, Gay, Bisexual and Transgender (LGBT) Foundation published a report showing inequalities faced by LGBT people throughout their lives. One in six LGBT people reported drinking almost every day in the last year in 2017, compared to one in 10 adults in the general population; 52% of LGBT people reported experiencing depression (compared to 20% of the UK population reporting symptoms of anxiety or depression according to a 2016 ONS national wellbeing survey).¹³
77. In a national LGBT survey from 2017, 16% of people who used or tried to use public health services said they had a bad experience because of their sexual orientation. At least 38% said their experience was negative because of their gender identity.
78. Nationally, one in seven LGBT people (14%) have avoided health treatment for fear of discrimination because they are LGBT and one in eight LGBT people (13%) have experienced some form of unequal treatment from healthcare staff because they are LGBT.¹⁴

Gender Re-assignment

79. Since the passing of the Gender Recognition Act 2004, there has been increasing public awareness of the transgender population. Evidence is increasing that this community experiences significant health inequalities due to numerous factors.
80. Transgender and non-binary patients may require access to disease prevention and organ specific screening programmes (such as cervical cancer screening (smear tests), breast screening or prostate examinations) which are habitually offered only to specific groups, and which may not align with the patient's own gender identity.¹⁵

¹² [Suicide Prevention | Fingertips | Department of Health and Social Care](#)

¹³ [Health Survey England Additional Analyses - Health and health-related behaviours of Lesbian, Gay and Bisexual adults - NHS England Digital](#)

¹⁴ [LGBTQ+ facts and figures | Stonewall](#)

¹⁵ [Inclusive care of trans and non-binary patients](#)

81. In Wigan, the majority of residents (95%) stated their gender identity is the same as the sex registered at birth. 4.5% chose not to answer this question in the census.¹⁶
82. The National LGBT survey 2018 captured data about people's experiences of healthcare. 40% of trans respondents who had accessed or tried to access public healthcare services reported having experienced at least one of a range of negative experiences because of their gender identity in the 12 months preceding the survey. 18% had avoided treatment for fear of a negative reaction.¹⁷

Disability

83. Physical health problems significantly increase the risk of poor mental health, and vice versa. Around 30% of all people with a long-term physical health condition also have a mental health problem, most commonly depression/anxiety. Many of them experience significantly poorer health outcomes and reduced quality of life as a result¹⁸.
84. On average, the life expectancy of women with a learning disability is 23 years shorter than for women in the general population. The life expectancy of men with a learning disability is 20 years shorter than for men in the general population. Common associated health conditions for people with a learning disability include mental health problems, epilepsy, and being underweight or overweight.¹⁹
85. Severe Mental Illness (SMI) patients are more likely (30% for female and 20% for male) to have one or more physical health conditions. SMI patients have a higher prevalence of obesity, asthma, diabetes, Chronic Obstructive Pulmonary Disease (COPD), Chronic Heart Disease (CHD), stroke and Heart Failure (HF) and similar prevalence for hypertension, cancer and Atrial Fibrillation (AF).²⁰

Race

86. In England, there are health inequalities between ethnic minority and white groups, and between different ethnic groups. The picture is complex, both between different ethnic groups and across different conditions.²¹

¹⁶ Census 2021

¹⁷ [Inclusive care of trans and non-binary patients](#)

¹⁸ [Long-term physical conditions and mental health | Mental Health Foundation](#)

¹⁹ [Learning Disability - Health Inequalities Research | Mencap](#)

²⁰ [Severe mental illness \(SMI\) and physical health inequalities: briefing - GOV.UK](#)

²¹ [The Health of People from Ethnic Minority Groups in England | The King's Fund](#)

87. Most ethnic minority groups can access primary care health services fairly equally. But this isn't always the case when it comes to dental care. People from some ethnic backgrounds are more likely to report being in poorer health and have worse experiences with health services than their white counterparts.²²

Pregnancy and Maternity

88. Women who are healthier at conception have a better chance of becoming pregnant, having a safe and healthy pregnancy and giving birth to a healthy baby. Opportunities to promote preconception health and reduce risk occur across the early and reproductive years of the life-course.²³
89. Women living with overweight and obesity have a higher risk of poor birth outcomes and of their children being overweight or obese²⁴.
90. Smoking in pregnancy is the single biggest modifiable risk factor for miscarriages, stillbirths, premature birth and birth defects. Nationally, younger women were more likely to smoke at the time of their booking appointment.²⁵
91. In Wigan, during 2023/24 Smoking Status at the time of delivery was 8.8%, which is significantly higher than the England average (7.4%), but the trend over years is improving.²⁶
92. Although stillbirth and infant mortality rates in England and Wales have fallen in all ethnic groups since 2007, they remain higher among ethnic minority groups. They are highest among babies from the Pakistani and Black ethnic groups.²⁷

Religion

93. Cultural, spiritual and religious beliefs and practices can impact on health behaviours and practices, health outcomes, use of and access to healthcare, and decision-making regarding medical treatment.²⁸
94. It is important for professionals to deliver culturally responsive healthcare, providing healthcare to individuals that is tailored to their needs and that takes into account the unique cultural, spiritual and

²² [The Health Of People From Ethnic Minority Groups In England | The King's Fund](#)

²³ [Preconception care: making the case - GOV.UK](#)

²⁴ [Overweight, obesity and excessive weight gain in pregnancy as risk factors for adverse pregnancy outcomes: A narrative review - PMC](#)

²⁵ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities](#)

²⁶ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

²⁷ [Health of women before and during pregnancy: health behaviours, risk factors and inequalities](#)

²⁸ [Culture, spirituality and religion: migrant health guide - GOV.UK](#)

religious factors that influence their health. Religious literacy involves being open to the role that religion may play in an individuals' understanding of their health needs. It does not require specific knowledge of religious traditions.²⁹

95. Cultural, spiritual and religious considerations are important when requesting language interpreters. In some situations, patients may wish to have an interpreter of the same religion, cultural background and sex.³⁰
96. 2021 Census data shows the majority of people in Wigan Borough still class themselves as Christians (62.8%). Although this has seen the biggest decrease since the last census. The number of people stating that they have 'no religion' (30.3%) has seen the biggest increase.³¹

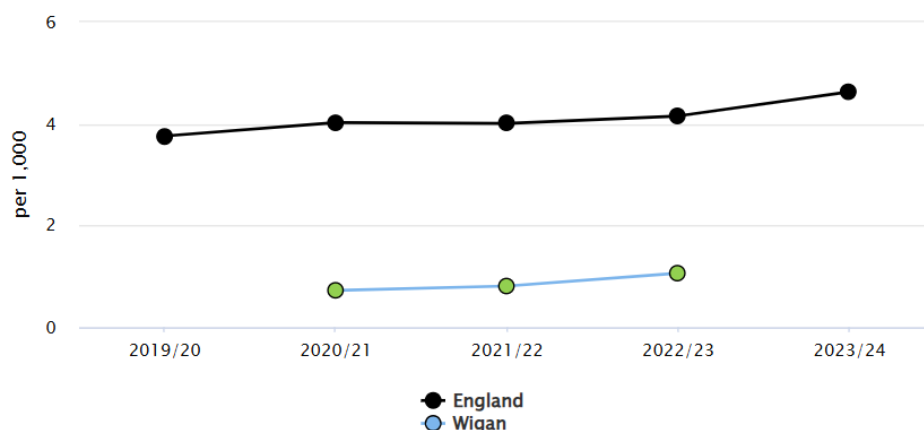
Homelessness

97. Homelessness is associated with severe poverty and is a social determinant of health. Homelessness is linked to adverse health, education and social outcomes, particularly for children. To be deemed statutorily homeless, a household must have become unintentionally homeless and must be considered to be in priority need. As such, statutorily homeless households contain some of the most vulnerable members of the community.
98. Homelessness is measured on the Public Health Outcomes Framework as households in temporary accommodation. Figure 14 shows the estimated proportion of households in temporary accommodation per 1,000 households for Wigan Borough and England. Wigan Borough has consistently had a far smaller proportion of households (1.1) in temporary accommodation compared to England as a whole (4.2).
99. **Figure 14. Homelessness - households in temporary accommodation (2022/23) Source: Ministry of Housing, Communities and Local Government.**

²⁹ [Culture, spirituality and religion: migrant health guide - GOV.UK](#)

³⁰ [Culture, spirituality and religion: migrant health guide - GOV.UK](#)

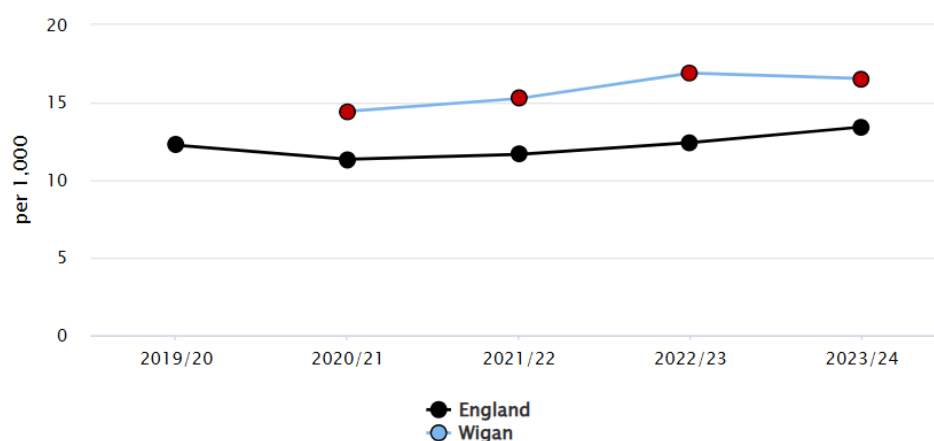
³¹ 2021 Census



100. The Homelessness Reduction Act (HRA) introduced new homelessness duties which meant significantly more households are being provided with a statutory service by local housing authorities than before the Act came into force in April 2018. The HRA introduced new prevention and relief duties, that are owed to all eligible households who are homeless or threatened with becoming homeless, including those single adult households who do not have 'priority need' under the legislation.

101. Figure 15 shows the number of households owed a duty under the Homelessness Reduction Act.

102. **Figure 15. Homelessness – Number of households owed a duty under the Homelessness Reduction Act (2023/24). Source: Ministry of Housing, Communities and Local Government.**



103. A significant number of homeless people (including travellers) do not access health and social care services, and many will have some degree of mental health problem and/or substance misuse.

104. The Health Outreach and Inclusion Service (HOIS), provided by Wrightington, Wigan and Leigh NHS Foundation Trust, provides targeted clinical interventions, screening and advice to key vulnerable

groups. Through their proactive outreach work they help encourage and empower vulnerable people to manage their own health and wellbeing and improve health outcomes. There are several local services that work with vulnerable groups.

Migration

105. Table 2 shows the long-term international and internal migration flows in Wigan during 2023. It is estimated there was a total net gain of around 5,700 people into the Borough during that period. An increase since the publication of the previous PNA.³²
106. Internal migration is defined as residential moves between different Local Authorities in the UK.
107. The ONS included the following caveat regarding the impact of Covid-19: The restrictions in place during the 2020 lockdown in the UK had direct impacts on population change at both the national and subnational level. Global restrictions also impacted the volume of international migration to and from the UK. The pandemic disturbed the collection and processing of demographic data from surveys, registration and administrative sources, for example the international passenger survey (the main source of data on migration flows) was suspended in March 2020.
108. **Table 2. Estimates of migration in Wigan Borough, 2023 (source: ONS Local Area Migration Indicators).**

Mid-2023 Population Estimate	Long-term International Migration		Internal Migration (within UK)	
	Inflow	Outflow	Inflow	Outflow
339,174	3,104	796	14,336	11,074
Net Migration		2,308		3,262
Total Migration	5,570			

³² [Long-term international migration, provisional - Office for National Statistics](#)

Health

109. The population changes taking place in Wigan Borough and elsewhere including the aging of the population give rise to new challenges for the health and social care system. Greater Manchester devolution of health and social care funding continues to provide an opportunity to develop health and social care services that meet the needs of local people in the face of population changes.

110. The focus of devolution of health and social care is:
- Preventing people getting ill, helping people find employment, and helping people to remain independent.
 - Joining up health and social care services, to reduce additional needs in the system and make services work better together and facilitated by Integrated Care Systems (ICS).
 - Providing better community-based care near people's homes.
 - Providing better care and support for people with mental health problems.

And incorporates the national NHS approach of Core20Plus5 which takes action to reduce healthcare inequalities by defining target populations.

111. These populations would include the 20% most deprived areas, ethnic minority communities, people with a learning disability, autistic people, people with multiple long-term conditions and other groups with protected characteristics.³³

112. Wigan Council recognises that health and wellbeing requires a partnership with local people and communities as set out in Progress with Unity a New Era.³⁴

113. At the heart of Progress with Unity are two missions which set out shared ambitions for Wigan Borough from 2024-2034.

³³ [NHS England » Core20PLUS5 \(adults\) – an approach to reducing healthcare inequalities](#)

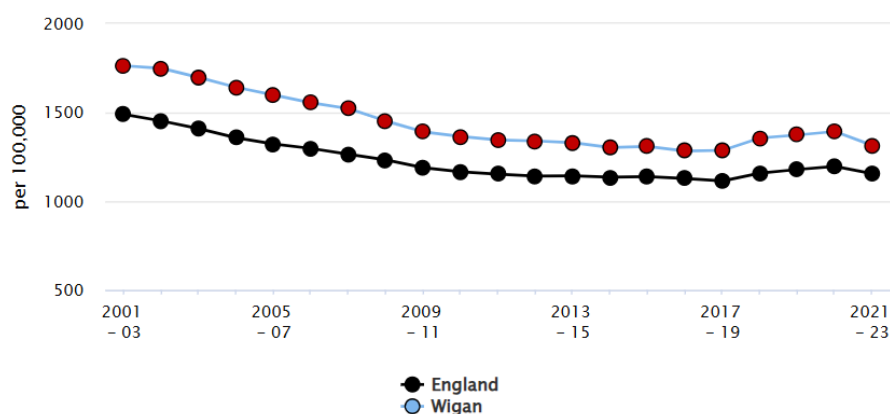
³⁴ [Progress with Unity: A new era for Wigan Borough](#)

114. **Figure 16. Progress with Unity Missions**



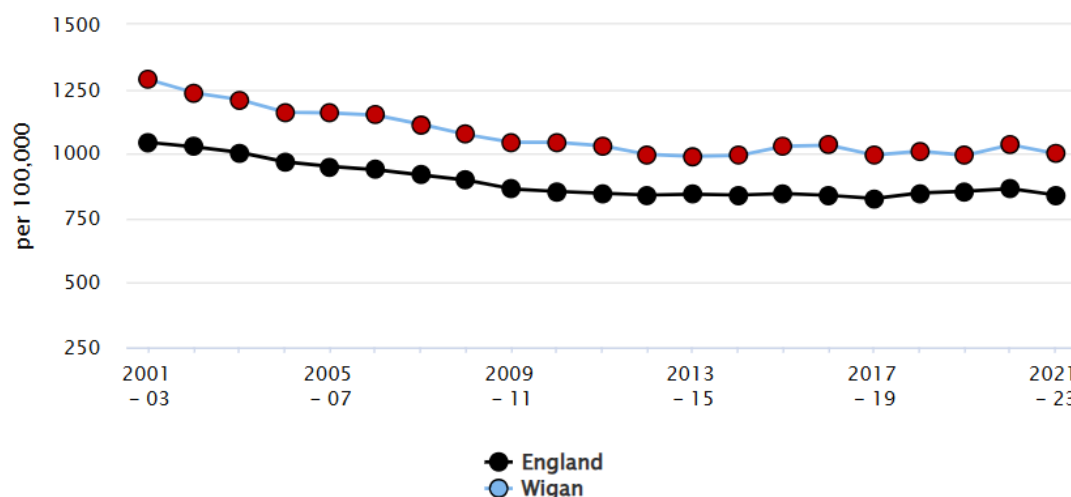
Mortality

115. Figure 17 shows the trend in all-age mortality for males for both Wigan Borough and England. In both cases the rate had been increasing, however, for the latest time period (2021-21) there has been a decrease, but mortality remains significantly higher for Wigan Borough.
116. **Figure 17. Trend in mortality for males in Wigan Borough compared to England (Source: Fingertips, Office for Health Improvement and Disparities (OHID))**



117. Figure 18 shows the trend in all-age mortality for females for both Wigan Borough and England. As above, mortality remains significantly higher for Wigan Borough and rates have decreased for the latest time period (2021-23).

118. **Figure 18. Trend in mortality for females in Wigan Borough compared to England (Source: Fingertips, OHID)**

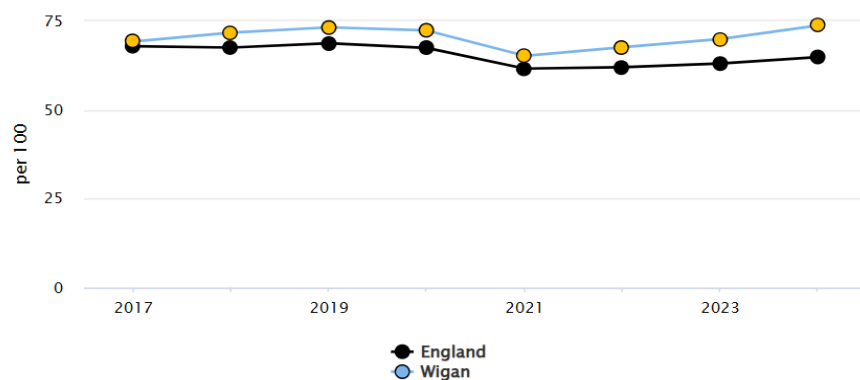


119. During the three-year period to 2023 there were, on average, 3,300 deaths in Wigan Borough per year. Figure 19 shows the main causes of death for people aged less than 75 in the Borough, and by males and females respectively for the five-year time period 2019 to 2023 by deprivation.

120. **Figure 19. Causes of deaths registered between 2019 and 2023 for Wigan residents aged under 75 by gender and deprivation. (Source: Primary Care Mortality Database)**

Females		Males	
Most Deprived	Least Deprived	Most Deprived	Least Deprived
Lung Cancer	Breast Cancer	Chronic Ischaemic Heart Disease	Covid-19
Chronic Obstructive Pulmonary Disease	Lung Cancer	Lung Cancer	Chronic Ischaemic Heart Disease
Covid-19	Covid-19	Acute Myocardial Infarction	Lung Cancer
Alcoholic Liver Disease	Chronic Obstructive Pulmonary Disease	Covid-19	Acute Myocardial Infarction
Chronic Ischaemic Heart Disease	Alcoholic Liver Disease	Chronic Obstructive Pulmonary Disease	Alcoholic Liver Disease

121. With an aging population it is highly likely that the number of people with dementia and respiratory disease in Wigan Borough will increase. Therefore, both the need for pharmaceutical services and the ability to access pharmaceutical services are issues that need to be considered for these two groups of people.
122. Figure 20 below shows the Estimated dementia rate (aged 65+). The most recent year 2024, all the data points are not significantly different to the England average.
123. **Figure 20. Estimated Dementia Rate (aged 65+) (Source: Fingertips, OHID).**



Prevalence of Disease

124. Prevalence of disease is important as it allows the understanding of the burden of disease from a health and social perspective and how these impact on people. Patients who have been diagnosed with long term conditions such as Diabetes, hypertension and heart disease, cancer and respiratory conditions, are recorded on GP registers.
125. **Table 3. Prevalence of long-term conditions (Source: Quality and Outcomes Framework 2023-24).**³⁵

2023/24		Wigan ICB	England
Long Term Condition		Prevalence	Prevalence
Cardiovascular Disease	Atrial Fibrillation	2.5%	2.2%
	Coronary Heart Disease	3.7%	3.0%
	Heart Failure	1.2%	1.1%
	Hypertension	17.2%	14.8%
	Stroke or Transient Ischaemic Attacks	2.1%	1.9%
	Asthma	7.6%	6.5%
Respiratory Disease	Chronic Obstructive Pulmonary Disease	2.4%	1.9%
	Epilepsy (18+)	1.0%	0.8%
Neurological Disease	Dementia	0.9%	0.8%
	Depression (18+)	16.8%	13.2%
	Mental Health (excludes Depression)	0.9%	1.0%
	Learning Disabilities	0.7%	0.6%
Other Long Term Conditions	Cancer	3.8%	3.6%
	Chronic Kidney Disease (18+)	5.1%	4.4%
	Diabetes (17+)	8.8%	7.7%
	Obesity (18+)*	16.4%	12.8%
	Smoking (15+)	14.8%	14.5%
	Osteoporosis (50+)	0.7%	1.1%
	Palliative Care	0.5%	0.5%
	Rheumatoid Arthritis (18+)	0.8%	0.8%

126. GP registers are a reasonable basis to record prevalence but should be treated with caution, as many factors can affect reported prevalence. These factors apply more to some conditions rather than others, for instance, recognition and labelling of diabetes where there is a clear clinical definition is more accurate than for depression.

³⁵ [National General Practice Profiles - Data | Fingertips | Department of Health and Social Care](#)

127. However, the information in Table 3 is still of value as it provides an indication of the burden of long-term conditions in the population. This is important in the face of an ageing population. It is likely that despite falling incidence and mortality rates for key diseases such as coronary heart disease and stroke, particularly in the under 75 population, that there will be an increase in number of people within the Borough who will be suffering a long-term condition. This is due to the increase in the number of older people, particularly in the 85+ population where conditions such as dementia are common.
128. Table 4 shows the under-18 conception and birth rates in Wigan Borough compared to England. Rates remain higher than seen nationally, and the under-18 conception rate has increased in the latest two years of data, after a period of decline.
129. **Table 4. Under 18 conception and birth rates compared to England (Source: Sexual and Reproductive Health Profile for Wigan Borough 2021, OHID).³⁶**

	Year	Wigan	England
Under 18s conception rate per 1,000 per year	2021	22	13.1
Under 18s birth rate per 1,000 per year	2022`	4.1	3.4

Health Inequalities

130. Health inequalities are differences between people or groups due to social, geographical or other factors such as housing, employment, transport, money and resources. These differences have a huge impact, because they result in people who are worst off experiencing poorer health and shorter lives.³⁷
131. Female life expectancy at birth in the Borough is 80.9 years, 2.2 years less than England and male life expectancy at birth is 77.3 years, 1.8 years less than England. Life expectancy in Wigan Borough and England have seen a slight increase in the latest data point.³⁸
132. While there are historical reasons for the level of variation in life expectancy within the Borough efforts continue to reduce this level of health inequality. This includes providing better access to services that help people improve their health. For example, stopping smoking, weight management, increasing physical activity, support with alcohol problems.

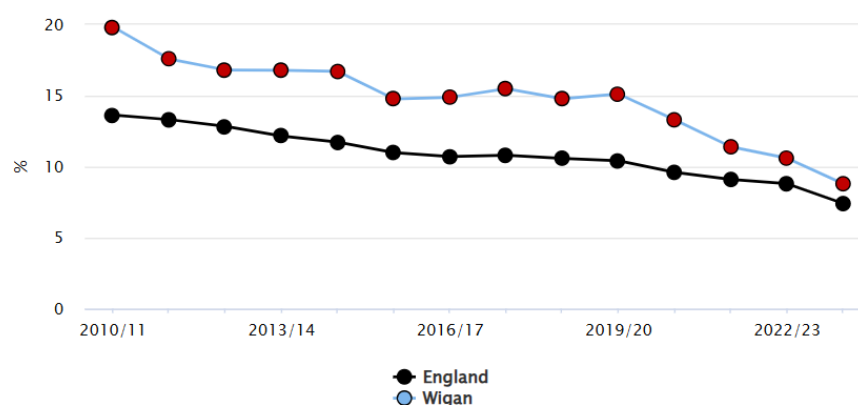
³⁶ [Sexual and Reproductive Health Profiles - Data | Fingertips | Department of Health and Social Care](#)

³⁷ [What Are Health Inequalities? | The King's Fund](#)

³⁸ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

Factors Affecting Health

133. Smoking remains the most significant contributing factor regarding ill health and health inequality across the Borough, and reduced life expectancy particularly in respect of cancer (especially lung cancer), coronary heart disease and respiratory disease. Reducing smoking prevalence across the Borough, therefore, remains a key priority.
134. The prevalence of smoking in adults in Wigan Borough has fallen from 2020. Between 2020 and 2023 smoking prevalence in Wigan Borough fell from 17.1% to 11.3%. Wigan is not significantly different to the England average (11.6%).³⁹
135. The prevalence of smoking in adults in routine and manual occupations in Wigan Borough is 19% in 2023, which is a reduction from the previous year.
136. Wigan Borough compared with its nearest 15 statistical neighbours (i.e., have similar demographic, deprivation and other characteristics) as defined by the NHS England. Overall, Wigan is ranked 10th out of 16 for smoking prevalence. For Routine and Manual smoking prevalence, Wigan is ranked eighth against its nearest neighbours.
137. **Figure 21. Trend in proportion of women smoking at time of delivery In Wigan Borough compared to England (Source: Public Health Outcomes Framework).⁴⁰**



138. Wigan is ranked 12th out of 16 for smoking at the time of delivery in comparison to nearest statistical neighbours.

³⁹ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

⁴⁰ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

Sexual Health

139. Table 5 shows the diagnosis rate of the major sexually transmitted diseases, comparing Wigan Borough and England as a whole. Wigan Borough has lower diagnosis rates for syphilis, gonorrhoea, genital warts, genital herpes and HIV. For chlamydia, the focus is on testing young people aged 15 to 24, because early detection can help prevent serious health problems later, like infertility in women.
140. **Table 5. Sexual health in Wigan Borough compared to England (Source: Sexual and Reproductive Health Profile for Wigan Borough 2023 OHID).**⁴¹

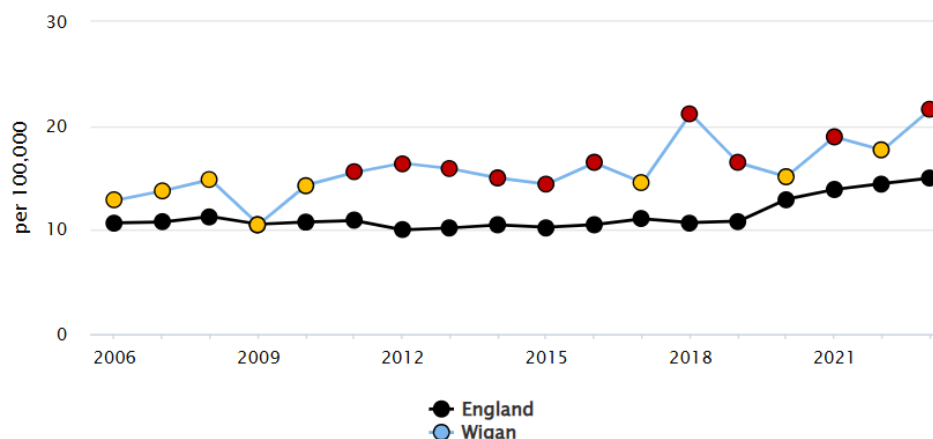
	Year	Wigan	England
Syphilis diagnosis rate per 100,000 per year	2023	6.6	16.7
Gonorrhoea diagnosis rate per 100,000 per year	2023	117	149
Chlamydia detection rate per 100,000 per year (persons aged 15 to 25)	2023	2331	1546
New STI diagnoses (excluding Chlamydia aged under 25) per 100,000	2023	424	520
Genital Warts diagnostic rate per 100,000	2023	38.3	45.8
Prevalence of diagnosed HIV infection per 1,000 aged 15 to 59	2023	1.58	2.4
New HIV diagnosis rate per 100,000	2023	6.5	10.4

Alcohol

141. Excessive alcohol consumption can have a serious effect on an individual's health. Binge drinking can cause acute liver damage, respiratory depression and even death. Long term excessive alcohol use can be more insidious with people thinking that their health is fine until their liver fails as a result of liver damage including cirrhosis of the liver. Excessive alcohol use has also been linked to an increased risk in respect of a number of cancers including breast cancer and oesophageal cancer.
142. As well as the effects of alcohol on the individual, excessive alcohol use can have serious effects on families and society. For example, alcohol is often linked to problems such as domestic violence and crime in local areas.
143. Figures 22 and 23 show the trend in alcohol-specific mortality and hospital admission episode rates per 100,000 respectively for Wigan Borough and England as a whole. In both cases, the rates for Wigan Borough for both males and females are higher than England.

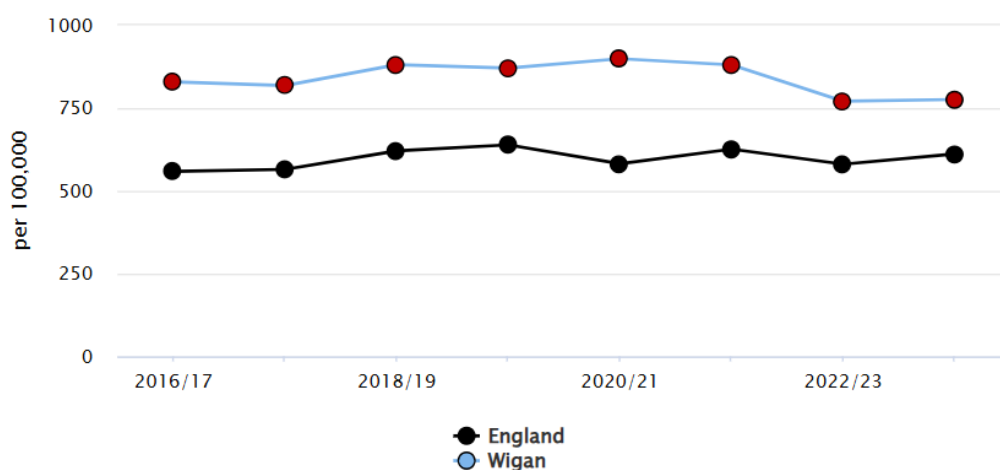
⁴¹ [Sexual and Reproductive Health Profiles - Data | Fingertips | Department of Health and Social Care](#)

144. **Figure 22. Trend in alcohol-specific mortality in Wigan Borough and England (Source: Public Health Outcomes Framework).**⁴²



145. Wigan is ranked 6th highest for alcohol-specific mortality in comparison to nearest statistical neighbours.

146. **Figure 23. Trend in alcohol-specific admission episodes in Wigan Borough and England (Source: Public Health Outcomes Framework).**⁴³



147. Wigan is ranked 11th out of 16 for alcohol-specific admission episodes in comparison to nearest statistical neighbours.

148. Care must be taken in interpreting rises in alcohol-specific mortality. Deaths that can be specifically linked to alcohol are generally due to over consumption lasting years or even decades. For this reason, any

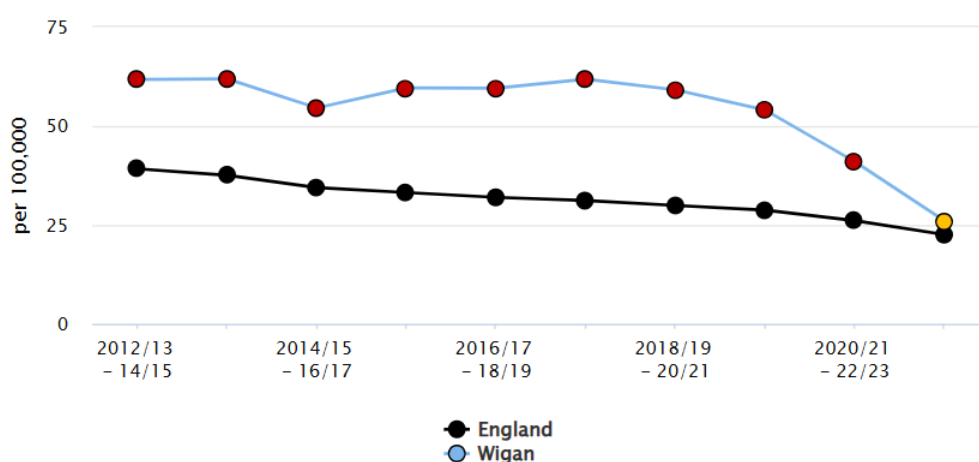
⁴² [Alcohol Profile - Data | Fingertips | Department of Health and Social Care](#)

⁴³ [Alcohol Profile - Data | Fingertips | Department of Health and Social Care](#)

improvement in alcohol-specific mortality rates as a result of effective preventative measures can take time before they manifest.

149. Alcohol admission rates for the under-18s (persons) have generally been reducing since the 2018 to 2020 time period and is now not significantly different to England (see Figure 24). Admission rates for both males and females are also not significantly different to England. Emergency admission rates may have seen a recent decrease due to changes in how admissions are coded.

150. **Figure 24. Trend in under-18 alcohol-specific admissions in Wigan Borough and England (Source: Public Health Outcomes Framework).**⁴⁴



151. Wigan is ranked 11th out of 16 for under-18 alcohol-specific admission episodes in comparison to nearest statistical neighbours.

Drug Use

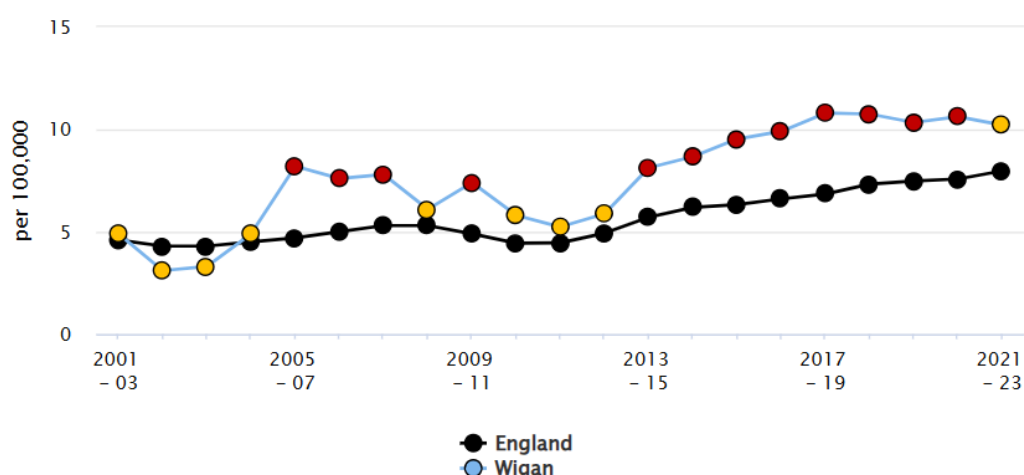
152. The use of recreational drugs can have a severe impact on health and sometimes cause death. Injecting drug users risk infection with bloodborne viruses (for example, hepatitis B, hepatitis C, HIV, etc.) as well as adverse effects of the drugs, additional substances with which the drugs are cut, and any contaminants.
153. Drugs such as cannabis and the new psychoactive substances can also have considerable adverse health effects. Cannabis has been linked to increased risk of mental disorders such as depression and psychosis as well as being associated with poor concentration and reduced ability to organise and use information.⁴⁵

⁴⁴ [Alcohol Profile - Data | Fingertips | Department of Health and Social Care](#)

⁴⁵ [Cannabis and mental health | Royal College of Psychiatrists](#)

154. Figures 25 and 26 show the trend in mortality due to drug misuse for Wigan Borough, compared to England as a whole, for males and females respectively.

155. **Figure 25. Mortality due to drug misuse in males in Wigan Borough compared to England (Source: Public Health Outcomes Framework).**⁴⁶



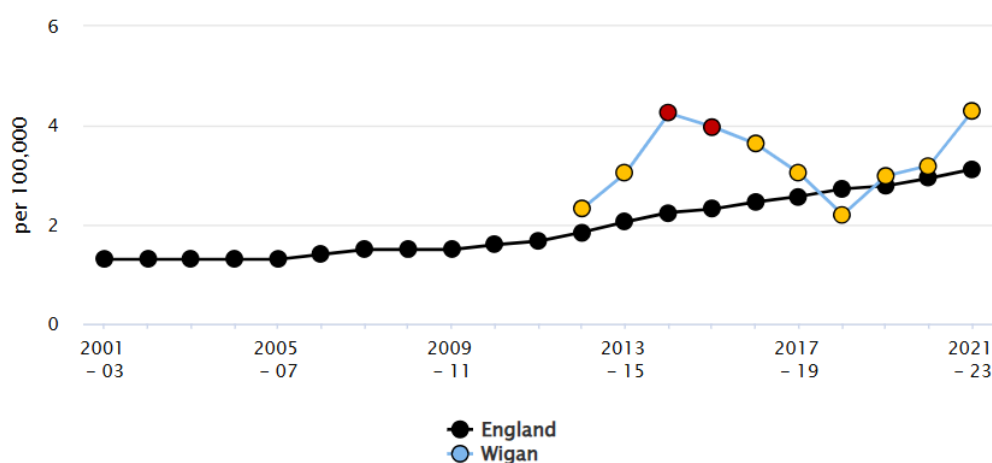
156. Wigan is ranked 12th out of 16 for mortality due to drug misuse in Males in comparison to nearest statistical neighbours and is not significantly different to England.

157. Up to the latest time period (2021-23) the previous four time periods males have had a consistently higher mortality rate for drug misuse in Wigan compared to England as a whole and is now not significantly different to England (which had increased in the most recent time period).

158. For the 3-year period 2021 – 2023, there were a total of 69 deaths due to drug misuse in Wigan Borough. 48 were in males and 21 in females. This compares with the period 2020 – 2022 where 66 deaths were due to drug misuse (50 male, 16 female).

⁴⁶ [Mortality Profile - Data | Fingertips | Department of Health and Social Care](#)

159. **Figure 26. Mortality due to drug misuse in females in Wigan Borough compared to England (Source: Public Health Outcomes Framework).**⁴⁷



160. Wigan is ranked 10th out of 16 for mortality due to drug misuse in females in comparison to nearest statistical neighbours. The female mortality rate from drug misuse in Wigan has increased in the last three time periods and is not significantly different from the national rate.
161. Drug use impacts on the immediate household, including children if the individual's lifestyle becomes chaotic. It can also fuel crime. Therefore, drug use can give rise to considerable health and social consequences that costs society as a whole.
162. Table 6 shows both the number and proportion of drug users that left drug treatment successfully within Wigan Borough compared to England. Clearly, non-opiate users experience a much higher level of success than opiate users.
163. **Table 6. Successful treatment of drug users (Source: OHID – 2023 data).**⁴⁸

	Wigan Borough		England
	Number	%	%
Successful completion of drug treatment – opiate users	38	3.9%	5.1%
Successful completion of drug treatment – non-opiate users	216	24.9%	29.5%

⁴⁷ [Mortality Profile - Data | Fingertips | Department of Health and Social Care](#)

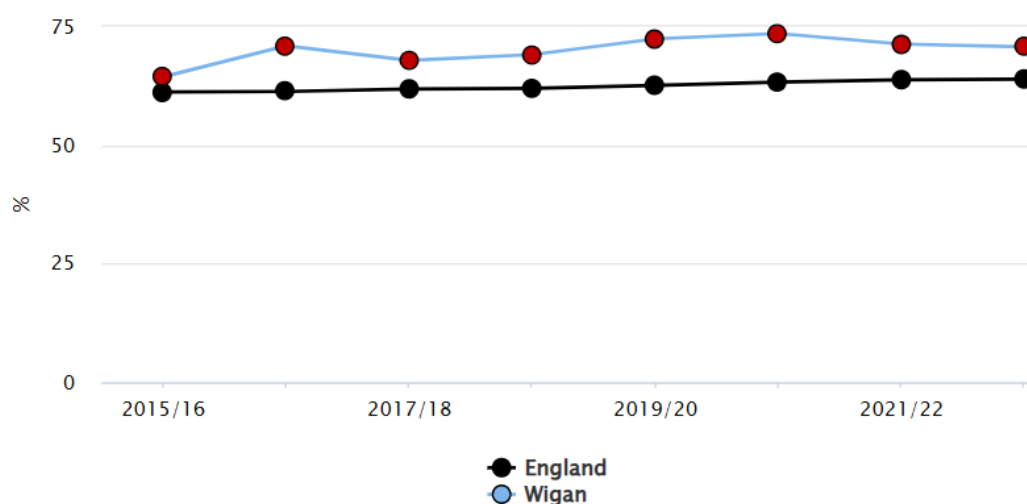
⁴⁸ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

Overweight and Obesity

164. Overweight and obesity can have significant implications for health, social care, the economy and educational attainment. Being obese or overweight increases the risk of developing a range of serious diseases, including heart disease, type II diabetes and has been linked to a number of cancers.
165. Table 7 shows the percentage of adults (aged 18+) classified as overweight (including obesity) using self-reported weight and height in Wigan Borough compared to England as a whole. Therefore, over two-thirds of adults in Wigan Borough are estimated to be classified as overweight or obese and is significantly higher than the England average.
166. **Table 7. Adults classified as overweight (including obesity) (Source: OHID).⁴⁹**

Time Period	Wigan	England
2022/23	70.80%	64%

167. **Figure 27. Proportion of adults that are overweight (2015 – 2023).⁵⁰**



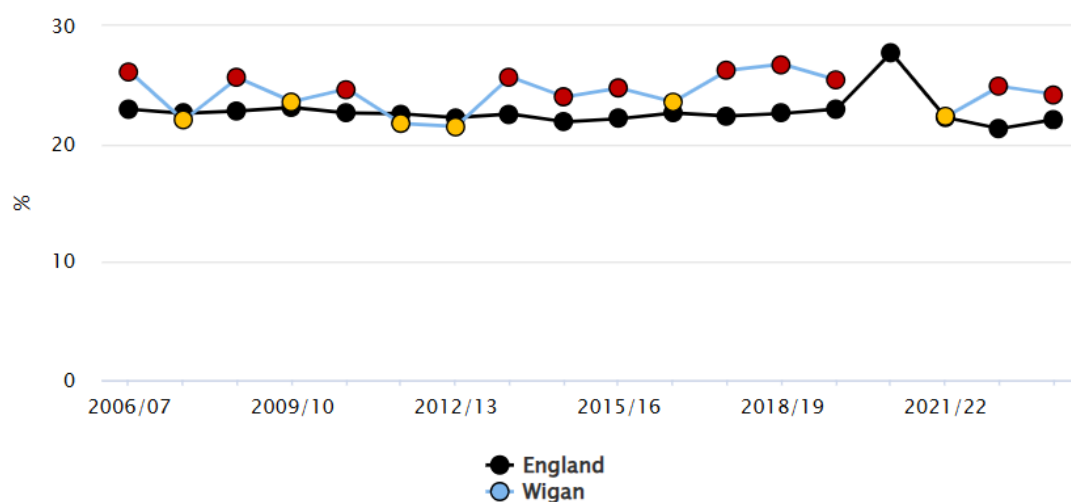
168. Wigan is ranked 7th out of 16 for the proportion of adults that are overweight (2022/23) in comparison to nearest statistical neighbours.
169. Figures 28 and 29 show the same information but for children aged 4 to 5 years old and children aged 10 to 11 years old respectively. The difference between Wigan Borough and England is less than for adults. However, there is a need to continue to explore ways to reduce

⁴⁹ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

⁵⁰ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

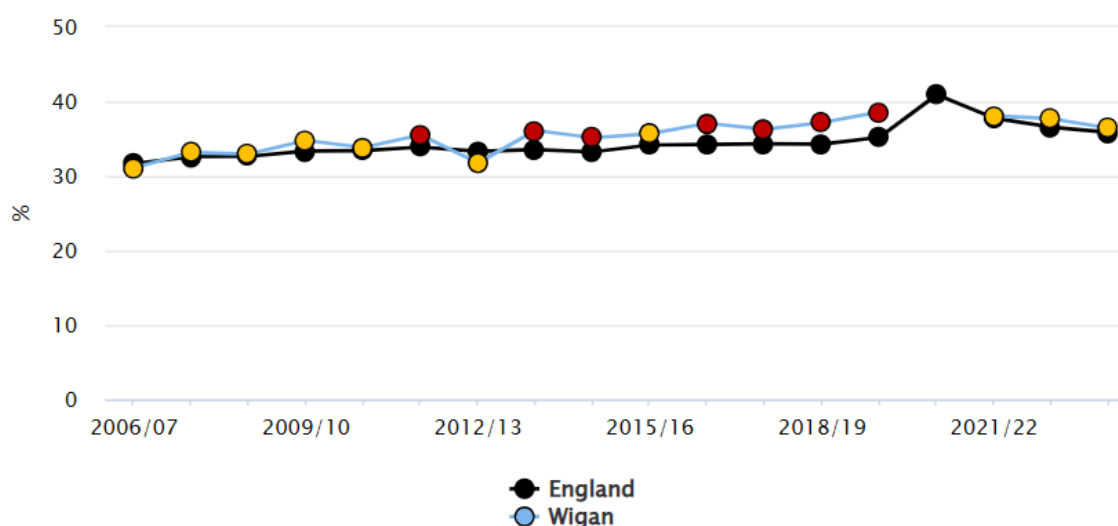
overweight in children in order to reduce the likelihood of this translating into overweight in adults in the future.

170. **Figure 28. Proportion of children aged 4 - 5 (Reception) that are overweight (including obesity) (2023/24).⁵¹**



171. Wigan is ranked 8th out of 16 for Reception prevalence of overweight (including obesity) (4-5 years) 2023/24 in comparison to nearest statistical neighbours and is significantly higher than England.

172. **Figure 29. Proportion of children aged 10 - 11 (Year 6) that are overweight (including obesity) (2023/24).⁵²**



⁵¹ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

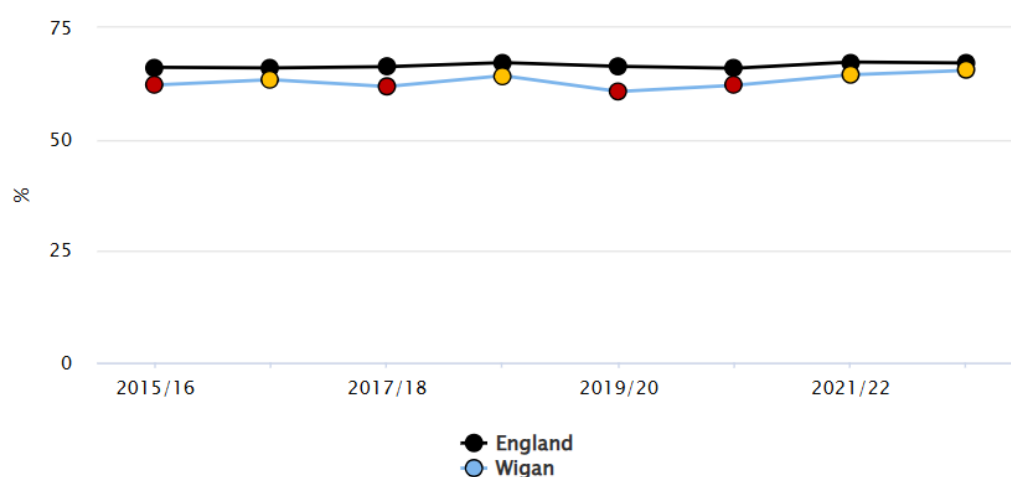
⁵² [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

173. Wigan is ranked 15th out of 16 and has the second lowest proportion of children (Year 6) that are overweight/obese in comparison to nearest statistical neighbours and is not significantly different from England.

Physical Activity

174. Good levels of physical activity reduce the risk of being overweight and obesity, and the diseases that arise as a result of these. In addition, there is evidence that physical activity is good for health and wellbeing. For example, a good level of physical activity benefits an individual's mental health. Figure 30 shows from 2019/20 there has been an increase in the proportion for physically active adults (19+ years) in Wigan Borough as estimated by the OHID, based on Sport England data.

175. **Figure 30. Proportion of physically active adults (19+) in Wigan Borough and England (source OHID).⁵³**



176. Wigan is ranked third highest for the proportion of physically active adults in comparison to nearest statistical neighbours.

Future Developments

Changes in population can affect need for pharmaceutical services.

177. Wigan Strategic Housing Land Availability Assessment (SHLAA) identifies sites with potential for housing development over a 15-year period. The SHLAA is produced annually and makes an assessment about the suitability, availability and achievability of sites for housing development.

⁵³ [Public Health Outcomes Framework - Data | Fingertips | Department of Health and Social Care](#)

178. For the purposes of this PNA, development that is likely to be achievable by the end of the financial year 2027-28 has been considered. Over the period 2025-2028 it is estimated that 2,701 new dwellings could be built across Wigan Borough.
179. The expectation is that much of this housing will accommodate movements of families already living within the Borough and it is not anticipated that additional pharmaceutical services will be required with the exception of Mosley Common area. The Strategic Housing Land Availability Assessment (SHLAA), identifies a broader pattern of planned and potential housing growth in the area which when considered across this longer time span, the cumulative impact of housing development is expected to increase demand for pharmaceutical services. The majority of development within the Mosley Common area during the lifetime of this PNA is expected to be completed in the 2027/28 financial year.
180. The developments identified to deliver the most dwellings over this period (50 or more dwellings) are:
- Golborne & Lowton West: Rothwell's Farm (107)
 - Leigh West: Westleigh Waterfront, Plank Lane (90), Land at Nel Pan Lane (74).
 - Standish with Langtree: Bradley Hall Industrial Estate (93), Land to rear of Rectory Farm, Rectory Lane (75).
 - Ince: Wigan Enterprise Park (84), Land at the Former Enterprise House Wigan Enterprise Park Seaman Way (75).
 - Worsley Mesnes: Former Pemberton Colliery (132).
 - Lowton East: Pocket Nook (75).
 - Atherton South & Lilford: Land to the West of Stothert Street (78), Land East of Leigh Road South/West of Bee Fold Lane and West of Millers Lane (75).
 - Tyldesley & Mosley Common: North of Mosley Common (175).
 - Leigh South: Land at Hooten Gardens (50).
 - Worsley Mesnes: Former site of Hindley House (84).
 - Douglas: Eckersley Mill 3 Swan Meadow Road (137).

At the time of writing there are no primary care developments planned during the lifetime of this PNA which are expected to affect the pharmaceutical or health needs of the Borough.

Wigan Borough Profile Conclusion

181. Over many years there has been notable progress in Wigan Borough in supporting people to live healthier lives. Over the last two decades deaths from heart disease, respiratory illnesses, and cancers have greatly declined. This is a direct result of actions taken to prevent the causes of these illnesses and ensure access to high quality healthcare in the area.
182. In 2023, the leading causes of death in Wigan Borough were dementia, lung cancers, pneumonia, heart diseases and heart attacks. Tobacco, diet, physical inactivity, and alcohol make up most of the preventable risks contributing to poor health and preventable deaths in the borough; all of these are symptomatic of broader socio-economic and environmental factors.
183. While an ageing population is a national issue, our population is already older than the average in England. These demographic challenges are evident throughout, and contribute to, the health outcomes reported in this profile. Efforts to improve health across the life course should focus on strengthening the environmental and social conditions that create good health, alongside the provision of high quality and accessible health and care services for all residents.
184. Looking forward, it is the changing population structure that will provide one of the biggest challenges to the local health and social care system, including pharmacy services. With people living longer there will be more people with long term conditions and more people suffering multiple health problems. Community pharmacies already have an important role in providing local services to help people maintain their health. Pharmacies will, therefore, continue to adapt to ensure that their services remain need to adapt.
185. The next submission of the Pharmaceutical Needs Assessment is due to be published in October 2028.

Pharmaceutical Services

Who can provide Pharmaceutical Services?

186. Pharmaceutical services may be provided by:
- A pharmacy contractor who is included in the pharmaceutical list for the Health and Wellbeing Board area.
 - A pharmacy contractor who is included in the Local Pharmaceutical Services list for the Health and Wellbeing Board area.
 - An appliance contractor who is included in the pharmaceutical list for the Health and Wellbeing Board area.
 - A doctor or GP practice that is included in a dispensing doctor list for the Health and Wellbeing Board area.
187. For the Pharmaceutical Needs Assessment (PNA), we explore all pharmacy services that must be included. This covers services provided by people listed as pharmacy or appliance contractors, those working under a Local Pharmaceutical Service Scheme, and doctors who are allowed to dispense medicines and medical supplies.⁵⁴
188. Within Wigan Borough there are currently 63 community pharmacies and 1 appliance contractor. There are no dispensing doctors or Local Pharmaceutical Service Schemes. Therefore, all pharmacy services in Wigan Borough are provided by pharmacy contractors and appliance contractors. Due to the geography of Wigan Borough, we do not anticipate any dispensing doctors or Local Pharmaceutical Service Schemes opening within the lifetime of this PNA.

Definition of Necessary Services

189. Necessary services, for the purpose of this PNA are defined as:
- Those essential services provided by pharmacies and Direct Appliance Contractors (DAC) in line with their terms and contracted hours of service as set out in National Health Service (NHS) (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013⁵⁶.

Pharmacy Contractors

Definition

190. Community pharmacies (also known as retail pharmacies or chemists) play an important role in the UK's healthcare system. They form an extensive network of outlets that allow residents to have their prescriptions dispensed conveniently. Most people use them to

⁵⁴ [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#)

collect their prescriptions, but they also do much more. Pharmacies sell everyday health products, give advice on how to use medicines safely, and offer tips on healthy living. They also help with minor illnesses, support people with long-term conditions, and give advice on how to prevent illness.

191. The Community Pharmacy Contractual Framework defines the services that pharmacies offer. These are divided into three categories:
- Essential Services
 - Advanced Services
 - National Enhanced Services
192. In addition, both the Local Authority and the Integrated Care Board (ICB) can commission pharmacy services. These services will be referred to as Locally Commissioned Services within this document.

Essential Services

193. These are services which all pharmacy contractors must provide during their opening hours.

Dispensing Medicines

194. All pharmacy contractors dispense prescriptions. In addition to dispensing prescriptions this service requires contractors to have an 'owings' procedure, to provide waiting times, make prescribing interventions where appropriate to do so, to check for evidence of exemption from prescription charges, and provide people with advice as necessary in the following areas:
- Patient counselling on medication e.g. advice on side effects, interactions, how to take medicines
 - Safe storage of medicines advice
 - Waste disposal of waste medication advice
195. Between April 2023 and March 2024 nearly 7.6 million prescribed items (medicines, medical devices and appliances) were dispensed to people registered with GP practices within Wigan Borough. Of these 92% were provided by local community pharmacies. This includes any items supplied via the repeat dispensing service (see below).

Dispensing Appliances

196. The obligation to dispense appliances arises only if the pharmacist supplies such products "in the normal course of business". Pharmacists

⁵⁵ [The control of entry regulations and retail Pharmacy services in the UK. A report of an OFT market investigation](#)

may regularly dispense appliances in the course of their business, or they may dispense such prescriptions infrequently, or they may have taken the decision not to dispense them at all.

Repeat Dispensing

197. This service allows pharmacies to supply medicines using a repeatable prescription for up to one year without the need for the patient to visit the doctor. The pharmacy must ascertain the patient's need for a repeat supply and communicate any clinically significant issues to the prescriber.

Disposal of Unwanted Medication

198. Pharmacies are required to accept returned medicines from households if the NHS England Local Area Team has arranged for its collection. Within Wigan Borough, such arrangements are in place. Therefore, all pharmacies in the borough must:

- accept and store waste medicines appropriately
- separate waste in line with guidance by the Environment Agency and Waste Collection Contractor
- ensure that staff handling waste medicines are aware of the associated risks
- provide appropriate protective and spillage equipment.

Promotion of Healthy Lifestyles

199. The pharmacy contract requires prescription linked interventions. This means that where people present prescriptions indicating they are at risk of coronary heart disease (CHD), have diabetes, smoke or are overweight, the pharmacist or their staff will provide opportunistic lifestyle advice. The aim is to increase the persons' knowledge and understanding of health issues and support informed choices. Pharmacies should provide written advice and referral to other sources of information as necessary. There is provision in the pharmacy contract under this service for NHS England to require pharmacy contractors to take part in up to six public health campaigns per year.

Signposting

200. This service requires pharmacies to refer people to other services to obtain advice, treatment or support whilst ensuring the appropriate use of health and social services. Referral may be verbal or written if required.

Support for Self-care

201. This service requires pharmacies to provide advice and support to people caring for themselves or their families including responding to referrals from NHS 111. This support may include:

- lifestyle advice
- guidance on managing a medical condition,

- information and advice on the treatment options
- advice on selecting and using over the counter medication

Discharge Medicines Service

202. The Discharge Medicines Service aims to reduce the risk of medicines related problems when a person is discharged from hospital. NHS Trusts refer people who have been identified as being at risk from adverse effects or needing support with their medicines on discharge. The service aims to improve communication and reduce harm from medicines at the point of transfer of care, optimise and improve people's understanding of medicines following discharge and reduce hospital admissions.

Healthy Living Pharmacies (HLP)

203. The Healthy Living Pharmacy (HLP) framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population by reducing health inequalities.

Advanced Services

204. There are currently nine advanced services within the NHS community pharmacy contract which community pharmacies can opt to provide. These services are regularly reviewed by NHS England, with new services being commissioned to meet current need. It should be noted there may be changes to advanced services over the lifetime of the PNA. Please see Community Pharmacy England's (CPE) website for details of current advanced services⁵⁶.

205. The nine services which are commissioned at the time of writing are described below. Where known at the time of writing, service provision by pharmacy contractors within Wigan Borough has been included. In addition, people can also access these services from pharmacies and appliance contractors (where appropriate) outside of Wigan Borough.

206. Information on where people can access an equivalent service through a different provider is also included as provision from other providers informs the needs of pharmacy provision for the purpose of the PNA.

Pharmacy First Service

207. Pharmacy First service is a new advanced service launched from 31 January 2024. There are three elements:

- Urgent medicine supply

⁵⁶ [Advanced services - Community Pharmacy England](#)

- Minor illness referral
- Clinical pathway consultation

The urgent medicine supply element operates on a referral only basis and allows a pharmacy to provide a small quantity of a patient's repeat medication to prevent a break in regular treatment until a new prescription can be provided.

The minor illness referral element is for low acuity; possible outcomes of the referral process include:

- Self-care advice, with or without the sale of an over-the-counter medicine
- Referral into any of the clinical pathway outcomes for the seven conditions listed below
- Referral to a separately commissioned pharmacy service
- Referral to the patient's GP or relevant out-of-hours service
- Routine referral to other appropriate services (including other health professionals)

The clinical pathway consultation involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for seven common conditions (age restrictions apply):

Clinical pathway	Age range
Acute Otitis Media (earache)	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16 to 64

Consultations for these seven clinical pathways can be provided to patients presenting to the pharmacy as well as those referred by NHS 111, general practices and others. Further information about the Pharmacy First service can be found on the CPE website⁵⁷.

208. At the time of writing 63 (100%) pharmacies in Wigan Borough are providing this service.
209. Although people could access advice and treatment for minor, self-limiting conditions from their GPs and urgent care centres, ideally where appropriate to do so, people should be directed to their community pharmacy to ensure appropriate use of NHS capacity.

⁵⁷ [Pharmacy First service - Community Pharmacy England](#)

Flu Vaccination Service

210. This advanced service allows community pharmacies to administer a seasonal influenza (flu) vaccination to eligible people aged over 18 years, in accordance with a Patient Group Direction (PGD) provided by NHS England. Vaccinations are provided by a suitably trained pharmacist or by a pharmacy technician under the supervision of a pharmacist who is trained in vaccinations. In addition to minimum requirements specified for the pharmacy premises, there are requirements that the pharmacy must maintain appropriate records and notify the patient's GP practice that a vaccination has been administered. The service runs from 1 September to 31 March each season and aims to support the population uptake of flu vaccine in at-risk groups by improving access and convenience for people.
211. 56 (89%) pharmacies in Wigan Borough provided this service in the 24/25 flu season and administered over 10,500 flu vaccines during the 24/25 flu season. This accounts for around 11% of the total flu vaccines delivered by pharmacies in Greater Manchester⁵⁸
212. This service offers one of several access points for eligible individuals to receive a flu vaccination, supporting the NHS' goal of increasing uptake across eligible cohorts. Other flu vaccination providers include GP practices, NHS trusts (including maternity services), occupational health services for NHS and social care staff, the childhood school service and the drug and alcohol service.

Hypertension Case Finding

213. The objectives of this service are to:
- Identify people aged 40 years or older – or, at the discretion of pharmacy staff, people under the age of 40 – with high blood pressure (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management.
 - At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements for adults of any age. These requests can be in relation to people either with or without a diagnosis of hypertension.
 - Promote healthy behaviours to patients.
214. The service has two stages. Stage 1 involves identifying people at risk of hypertension and offering them the opportunity to have their blood pressure measured (referred to as a 'clinic check'). Stage 2 involves offering ambulatory blood pressure monitoring (ABPM) if clinically indicated. People identified with high or very high blood pressure will be referred to their general practice.

⁵⁸ PharmOutcomes Flu vaccination data

215. At the time of writing, 58 (92%) Pharmacies within Wigan Borough are providing this service.

216. This service provides a route for people to have their blood pressure checked and access ABPM in addition to the service already provided by GP practices and through NHS health checks.

Pharmacy Contraception Service (PCS)

217. The PCS allows for the initiation, monitoring and on-going supply of oral contraception from community pharmacies.

218. At the time of writing 44 (70%) pharmacies within Wigan Borough are providing this service.

219. From October 2025, it is anticipated the PCS will be expanded further, to include the provision of emergency hormonal contraception (EHC).

New Medicine Service

220. This service provides support to people (including parents, guardians or carers of children and adults) who are newly prescribed a medicine to manage eligible long-term conditions e.g. asthma and chronic obstructive pulmonary disease (COPD), type 2 diabetes, antiplatelet/anticoagulant therapy and hypertension, with the aim of improving adherence and improving self-management of the long-term condition. People can be recruited to the service via a prescriber/healthcare professional referral or opportunistically identified by the contractor.

221. The pharmacist provides counselling about the medicine at the point when the patient first presents with their prescription at the pharmacy. Arrangements are then made for the patient to be contacted 7-14 days later to assess adherence and discuss any problems with the new medicine. The patient is followed up again 14-21 days later when the pharmacist will provide advice and further support or onward referral as required. The comprehensive list of conditions eligible for this service can be found within the NMS service specification⁵⁹

222. At the time of writing, 63 (100%) pharmacies in Wigan Borough are providing this service.

223. This service enhances the support people receive by providing additional counselling to that provided by the GP practice or specialist team when they initiate the medicine.

⁵⁹ [Advanced Service Specification - NHS New Medicine Service \(NMS\)](#)

Smoking Cessation Service

224. As outlined in the NHS Long Term Plan, the NHS is committed to helping make England a smoke-free society by supporting individuals who come into contact with NHS services to quit smoking. This is based on the Ottawa Model for Smoking Cessation (OMSC), which involves identifying the smoking status of all hospital admissions, delivering brief advice and personalised bedside counselling, providing timely access to nicotine replacement therapy (NRT) or other pharmacological treatments, and ensuring follow-up after discharge. This service enables NHS trusts to refer patients discharged from hospital to a community pharmacy of their choice to continue their smoking cessation journey. Community pharmacies provide ongoing support, including NRT and behavioural interventions, as needed. Only individuals referred following discharge from secondary care are eligible to receive advice and treatment through this service.

225. At the time of writing, 35 (56%) pharmacies within Wigan Borough are providing this service.

226. This service provides an additional offer for people who are discharged from hospital and compliments the locally commissioned Nicotine Replacement Therapy service which supports all people within Wigan Borough to access nicotine replacement therapy.

Appliance Use Review (AUR)

227. This service can be provided by either community pharmacies or appliance contractors and can be carried out by a pharmacist or a specialist nurse either at the contractor's premises or at the patient's home. The aim of the service is to help people use their appliances (e.g. leg bags, catheters and stoma products) more effectively, looking to improve the patient's knowledge and use of any specified appliance by:

- Establishing the way the patient uses the appliance and the patient's experience of such use
- Identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient
- Advising the patient on the safe and appropriate storage of the appliance
- Advising the patient on the safe and proper disposal of the appliances that are used or unwanted

228. At the time of writing 8 (13%) pharmacies and one appliance contractor within Wigan Borough are providing this service.

229. Hospital teams e.g. stoma and urology also provide review of appliances, but the level of support provided by specialist teams/services is not able to be quantified for the purpose of the PNA.

Stoma Appliance Customisation (SAC)

230. Stoma Appliance Customisation refers to the process of modifying multiple identical parts for use with a stoma appliance to the same specification, where the modification is based on the patient's measurements or record of those measurements and, if applicable, 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. This is a highly specialised service and there are a variety of requirements that must be followed when providing the service.
231. At the time of writing, 13 (21%) pharmacies and one appliance contractor within Wigan Borough are providing this service.

Lateral Flow Device (LFD) Service

232. The LFD service was introduced as an Advanced Service to provide eligible patients with access to LFD tests to enable testing at home for COVID-19.
233. If a patient tests positive, they are advised to call their general practice, NHS 111 or hospital specialist as soon as possible. The test result will be used to inform a clinical assessment to determine whether the patient is suitable for and will benefit from National Institute for Health and Care Excellence (NICE) recommended COVID-19 treatments.
234. At the time of writing, 48 (76%) pharmacies within Wigan Borough are providing this service.

National Enhanced Service Commissioned by NHS Greater Manchester

COVID-19 Vaccination Service

235. Pharmacy owners who wish to participate in offering this service are able to provide COVID-19 vaccinations to specific groups of patients, as part of the national COVID-19 vaccination and booster programmes.
236. At the time of writing, 33 (52%) pharmacies within Wigan Borough are providing this service.

Locally Commissioned Services Commissioned by the Local Authority (Wigan Borough Council)

Emergency Hormonal Contraception (EHC)

237. Community pharmacies are able to sell Emergency Hormonal Contraception (EHC). The Locally Commissioned EHC Service allows

pharmacies to provide free EHC to women, in line with the Faculty of Sexual and Reproductive Healthcare (FSRH) guidance and to discuss ongoing contraception, signposting to other services as required.

238. At the time of writing, 26 (41%) pharmacies in Wigan Borough provide this service.

239. Emergency Hormonal Contraception is also available from GPs and the local sexual health service (Locala) which has clinics in both Wigan and Leigh town centres.

Nicotine Replacement Therapy Service

240. The Be Well Wigan Stop Smoking Service actively supports residents to quit smoking through behavioural support and the use of Nicotine Replacement Therapy (NRT) during a quit attempt.

241. The overall aim of this service is for pharmacies to safely dispense Nicotine Replacement Therapy to those accessing the Stop Smoking Service.

242. At the time of writing, 49 (78%) pharmacies in Wigan Borough are providing the NRT service to those accessing the Stop Smoking Service.

243. In addition to the pharmacy provision of Nicotine Replacement Therapy, GPs provide stop smoking support. There are also a wide variety of intermediate advisers trained to provide counselling for this service across the Borough e.g. stop smoking service advisers, health improvement workers, health visitors and midwives. This provides access to the necessary counselling at a variety of clinics, one-to-one sessions and in people's homes.

Supervised Consumption of Methadone and Buprenorphine

244. Supervised consumption services are commissioned by the We Are With You on behalf of Wigan Council to support harm reduction from dependence following illicit use of opioid medicines.

245. The guidelines for the treatment of opioid dependence advise that supervised consumption is rescinded for new prescriptions. The duration of supervision will be based on an individual risk assessment for, and with, each service user and dispensing arrangements should take into account the service user's social factors, such as employment and childcare responsibilities.

246. At the time of writing, 43 (68%) pharmacies in Wigan Borough offer the Supervised Consumption Service, giving service users a range of locations where they can obtain their medicines.

247. Only pharmacy contractors are able to provide this service due to the legislation surrounding this type of medicine, widening access through existing providers or through extended opening hours would offer service users more flexibility.

Needle and Syringe Provision

248. Needle and syringe provision services are commissioned by the We Are With You behalf of Wigan Council.

249. Injecting is the most hazardous way of taking illicit drugs and is the main source of both the short and long-term risks of drug-related death amongst illicit drug users. The needle and syringe provision service aims to reduce the impact of illicit drug use by allowing injecting drug users to obtain clean, sterile needles and syringes and return used ones for safe disposal and destruction. Needle and syringe provision transactions take place within the context of a user-friendly, non-judgemental, service user-centred and confidential harm reduction focused service. Pharmacies provide advice to help improve the lives of those accessing the service by increasing the knowledge of injecting drug users and referring to health and social care professionals and specialist drug and alcohol treatment services where appropriate. In addition, pharmacies provide support and advice on safe practice to the user, including advice on sexual health and sexually transmitted infections (STIs), HIV and Hepatitis C transmission, and Hepatitis B immunisation. This scheme ensures that there is safe disposal of used equipment protecting the health of all people in the Borough.

250. The need for the needle and syringe provision service is difficult to predict and tends to be estimated based on where injecting drug users live. However, there are other clients who require this service such as illicit steroid users and those injecting tanning solutions.

251. At the time of writing, 17 (27%) pharmacies in Wigan Borough are providing this service.

252. In addition to the pharmacy service, people can access this service through the Drug and Alcohol Service based in Wigan and Leigh town centres, through a direct to home delivery service managed by the Drug and Alcohol Service and provision via vending machines in high-risk areas such as hostels.

Locally Commissioned Services Commissioned by NHS Greater Manchester

GM Minor Ailments Service (MAS)

253. Under the National Community Pharmacy Contractual Framework, Community Pharmacies support people to manage minor ailments and self-limiting conditions by the provision of advice and where appropriate, the sale of medicines or onward referral to another healthcare professional. In Wigan Borough the GM MAS is specifically commissioned to support individuals (and their dependents) with low income to use their pharmacy for minor and self-limiting conditions rather than going to their GP or other NHS service e.g. Walk in Centre, Accident and Emergency/Urgent Care Centre for a prescription to manage this type of condition. Medicines supplied under this scheme are provided free of charge to the patient. At the time of writing the eligibility criteria for the GM MAS scheme is under review with a view to standardise across GM.
254. At the time of writing, 40 (63%) pharmacies within Wigan Borough are providing this service. Patients registered with a GP practice within Wigan Borough accounted for 3.8% of the consultations carried out within Greater Manchester during the financial year 2024 to 2025.
255. Although people could access advice and treatment for minor, self-limiting conditions from their GPs and urgent care centres, ideally people should be directed to their community pharmacy to ensure appropriate use of NHS capacity.

Bank Holiday Pharmacy Service

256. A Bank Holiday Pharmacy Service is in operation to ensure there is access to pharmacy services during the Easter, Christmas and New Year Bank Holidays.
257. The Bank Holiday Pharmacy service ensures that pharmacy service provision is distributed across Wigan Borough to ensure that there is a pharmacy open within the Locality throughout the Easter, Christmas and New Year Bank Holidays. There is provision to expand the service to ensure access to pharmacy services for additional hours on other Bank Holidays.
258. This service ensures all people within Wigan Borough can access pharmacy services at all times. This level of pharmacy service provision is sufficient to meet current and future need.

Locally Commissioned Services Commissioned by NHS GM Wigan locality

Compliance Support Service

259. Community pharmacies are required as part of their NHS contract to support people in taking dispensed medicines, by making reasonable adjustments for people with identified needs as per the Equality Act 2010 (formerly Disability Discrimination Act 1995). The default should be to supply medicines in original packaging with appropriate adherence aids and consideration should be given to a variety of interventions including non-child resistant closures, medicine administration record (MAR) charts, labelling medicines in large fonts, ordering repeat medicines for people, delivery services etc.
260. Provision of a multicompartment compliance aid (MCA) otherwise known as MDS may be of value for some people who have been assessed as having practical problems in managing their medicines, enabling them to maintain independent healthy living. MDS are associated with several risks. Therefore, a careful assessment of the risks versus the benefits of MDS must be completed before this type of system is recommended. This service aims to help pharmacies to support independent living in groups of vulnerable people, or those with special needs, who do not fall within the Equality Act 2010 (formerly Disability Discrimination Act 1995) criteria, thus reducing the demand for social care support.
261. At the time of writing, 23 (37%) pharmacies within Wigan Borough are providing this service. During the financial year 2024 to 2025 approximately 1,000 patients per month were supported via this service.
262. There are no other providers of this service.

Palliative Care and Stockholding Service

263. The Palliative Care and Stockholding Service ensures that people in the Borough have access to medicines regularly required at the end of life over an extended range of hours. The service can be commissioned from pharmacies where opening hours include:
- Minimum of 10 hours per day Monday – Friday
 - For at least 8 hours over Saturday and Sunday
264. At the time of writing 8 (13%) pharmacies within Wigan Borough are providing this service. It is not possible to quantify the use of this service as the scheme ensures access to, and availability of medicines rather

than number of prescriptions dispensed, and pharmacies are not required to keep a record of activity.

265. All other pharmacies (within and outside of Wigan Borough) are able to dispense medicines that are required at the end of life; however, they may not always have all items required in stock and therefore may need to order items which could delay supply by up to 24 hours.
266. This level of pharmacy service provision is sufficient to meet current and future need.

Provision of Urgent Medicines Out of Hours Pharmacy Service

267. In addition to traditional pharmacy services NHS Greater Manchester (Wigan locality) commissions an Out-of-Hours Pharmacy Service. The Provision of Urgent Medicines Out-of-Hours Pharmacy Service operates from 10pm until 8am Mon-Fri and 24 hours a day Saturday, Sunday and Bank Holidays. This service, accessed via the out-of-hours GP service, ensures that people requiring urgent end of life treatment out-of-hours can obtain their prescription.
268. The Out-of-Hours Pharmacy Service also holds stock to respond to urgent meningitis or influenza outbreaks and will support the management of other outbreaks such as scabies. The NHS GM Wigan locality Medicines Optimisation Team work with the provider of this service to support the provision of medicines in response to an influx of people, for example asylum seekers, as part of the wrap around support provided to such cohorts when this is required.
269. There is one provider of this service which has been in operation for approximately 20 years and has been found to work very effectively. Between the 1st April 2024 to 31st March 2025 there have been 86 call outs.
270. The Out-of-Hours Pharmacy Service along with the extended opening hours of many pharmacies ensures all people within Wigan Borough can access pharmacy services at all times. This level of pharmacy service provision is sufficient to meet current and future need.
271. There are plans to review Locally commissioned services during the next PNA period with a view to standardising services across Greater Manchester where appropriate.

Non-NHS Pharmaceutical Services

272. Pharmacies offer a range of additional services such as ordering and delivery of medicines, diabetes checks and weight loss advice and

support. These services are not included in this PNA as they fall outside of the pharmacy contract and, therefore, the Local Authority does not have full details of the services on offer or the cost to the patient.

273. Pharmacies providing these services have developed them individually and there is not necessarily any continuity in service provision across contractors. They are, however, services that people across the Borough may access and find valuable. They help to identify people with long-term conditions who can then be referred to the appropriate service and may be contributing towards meeting the health needs of the Borough.

Appliance Contractors

274. Appliance contractors are a specific sub-set of NHS pharmacy contractors. They provide services to people who need appliances such as stoma and incontinence care aids, trusses, hosiery, surgical stockings and dressings. Whereas pharmacy contractors can dispense any prescribed medicines, medical device or appliance, appliance contractors can only dispense prescriptions for appliances. They range from small sole-trader businesses to larger companies. The contract has similar requirements to the pharmacy contract for essential services including dispensing, repeat dispensing, emergency supply, minimising waste, providing appropriate clinical advice and signposting.
275. In addition, appliance contractors are required to offer home delivery for all qualifying items in the Drug Tariff. It is the patient's choice whether they collect their appliance from the pharmacy/appliance contractor or have it delivered. A reasonable supply of appropriate supplementary items such as wipes and disposal bags for qualifying items should be supplied with the appliances.
276. Appliance contractors are also able to provide the following advanced services:
- Appliance Use Reviews
 - Stoma Appliance Customisation
277. At the time of writing, there is one appliance contractor within Wigan Borough and additional 111 appliance contractors in England⁶⁰. Due to the nature of their business, appliance contractors will generally deliver devices to people over a large geographical area rather than supplying a service to their local population. Therefore, these appliance

⁶⁰ [General Pharmaceutical Services in England 2015-16 - 2023-24 | NHSBSA](#)

contractors together with the pharmacies in Wigan Borough meet the needs of our residents' requiring appliances.

Other NHS services within Wigan Borough

278. When considering the pharmaceutical needs for our population or a requirement for a specific pharmacy service there are several other NHS services that affect these needs.

279. Within the previous descriptions of each pharmacy service, where there are other NHS services providing an equivalent service, this has been described.

280. In addition, the following NHS services could also affect pharmaceutical needs.

Acute Hospital Pharmacy Services and Community Services Provider

281. There is one acute hospital trust within Wigan Borough: Wrightington, Wigan and Leigh Teaching Hospitals NHS Trust. This hospital operates from 4 sites within the Borough. This Trust also provides community services such as district nursing. The main responsibility of hospital trust pharmacy departments is to provide clinical assessment and dispense medicines for use on the hospital wards for in-patients and during the outpatient clinics. The Trust may issue people with prescriptions for dispensing via a community pharmacy through outpatient appointments, A&E, community services etc.

GP Out of Hours

282. When individuals access the GP Out of Hours service and require medication after their usual pharmacy has closed, they are issued a prescription that can be dispensed at the nearest 100-hour pharmacy within the borough. These pharmacies must maintain core weekly opening hours of at least 72 hours. If urgent medication is needed outside of these hours, the GP Out of Hours service will activate the Pharmacy Out of Hours Service to ensure access to treatment.

Leigh Urgent Treatment Centre

283. Leigh Urgent Treatment Centre (UTC) provides walk-in medical for people across the borough who have urgent injuries or illnesses that do not require A&E. There is a 100-hour pharmacy (these pharmacies must ensure weekly core opening hours of no less than 72 hours) near to the walk-in centre and in addition this site can issue medicines where necessary.

Mental Health Pharmacy Services

284. There is one mental health hospital trust within Wigan Borough: Greater Manchester Mental Health (GMMH) NHS Foundation Trust. This hospital operates one inpatient site within the Borough. This Trust also provides our community mental health services. The main responsibility of the Trust pharmacy department is to provide clinical assessment and dispense medicines for use on the hospital wards for in-patients and during outpatient clinics. The Trust may issue people with prescriptions for dispensing via a community pharmacy through outpatient appointments and community outreach services etc.

Locala Health and Wellbeing Sexual Health Services

285. Additional sexual health services are provided by Locala Health and Wellbeing across 2 sites within Wigan Borough.

Dental Practices

286. There are 33 NHS dental practices in Wigan Borough. Prescriptions issued by dentists can be dispensed in any community pharmacy within the Borough.

Optometry Services

287. Optometrists can sell some eye preparations to manage minor and self-limiting eye conditions or may refer to community pharmacies for these items.

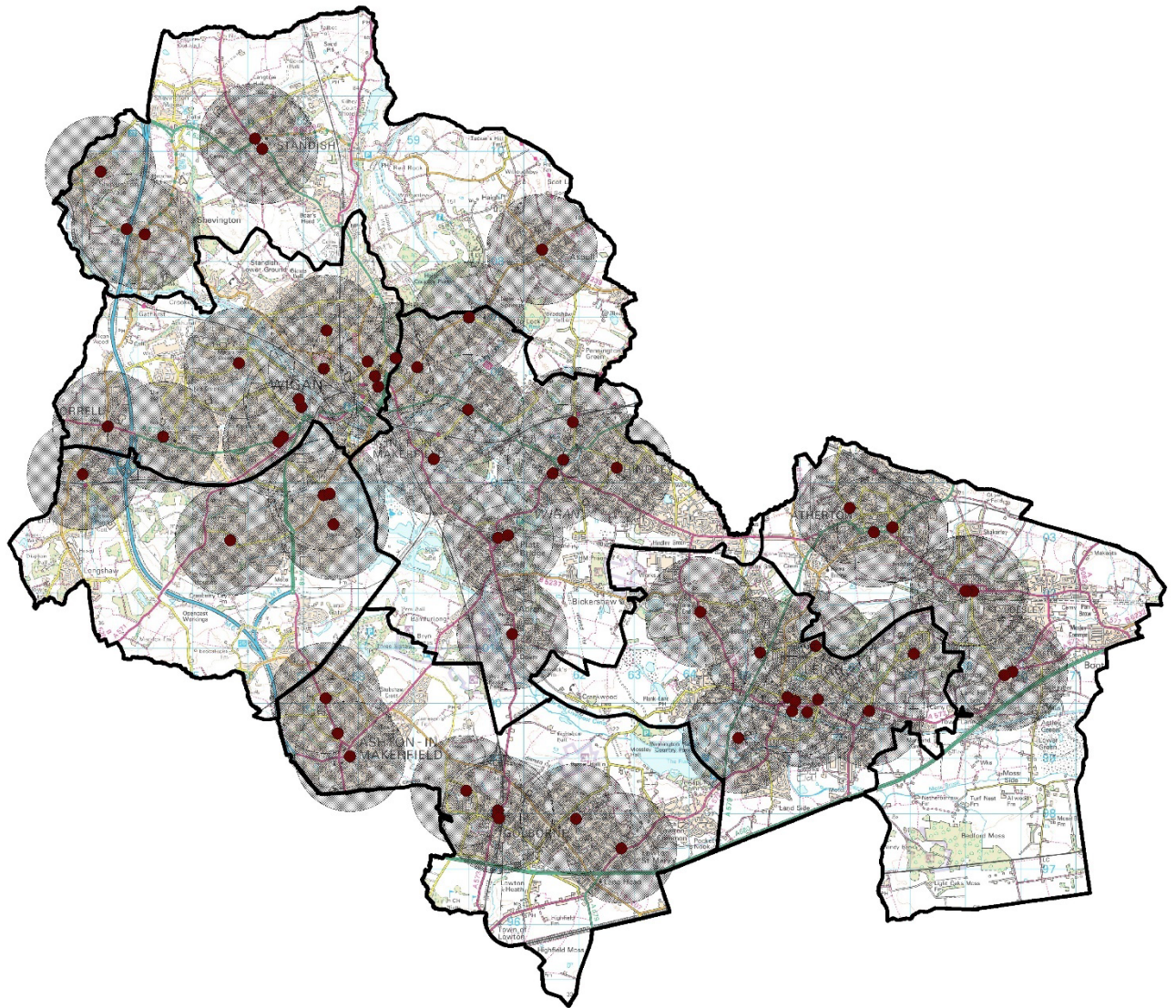
Current pharmaceutical provision in Wigan Borough

288. There are currently 63 community pharmacies in Wigan Borough and 1 appliance contractor.
289. Based on Census 2021 data for the population of England⁶¹ and NHS data on the number of pharmacies in England⁶², there are 18 pharmacies per 100,000 population in England. Based on a Wigan Borough population of 329,000 Wigan Borough currently has 19 pharmacies per 100,000 population. There is no national definition of the number of people an individual pharmacy should serve.
290. Good access takes many forms. It includes having a pharmacy within easy reach (usually from the doctor's surgery or from the home), having convenient opening hours from early morning, through lunchtimes and into the evening as well as weekend opening, remote access to services and provision of a variety of services.
291. Our pharmacies are well distributed geographically, covering the main areas of population, with most of the population living within 1km of a pharmacy, see Figure 31. below. Our patient satisfaction survey indicated that the commonest factor influencing people's choice of which pharmacy to use was proximity to where the person lived and proximity to their general practice. The survey indicated that 91% of the respondents who travelled to the pharmacy either travelled by car or walked, and for 79% of respondents this journey had a travel time of up to 15 minutes.
292. Based upon these findings, a travel time standard to walk 1Km has been selected to use as a buffer zone when assessing access for this PNA. This aligns with the travel time of under 15 minutes, as on average this would take 10-12 minutes to walk at a moderate pace. Figure 32. below shows the distribution of pharmacies across the borough each surrounded by a 15-minute travel time buffer zone.
293. Although 91% of the public survey respondents indicated travelling by car or on foot to access pharmacy services, public transport links across the borough have been included for the purpose of this analysis. The green sections within Figure 33. below highlights the coverage by public transport across the borough.

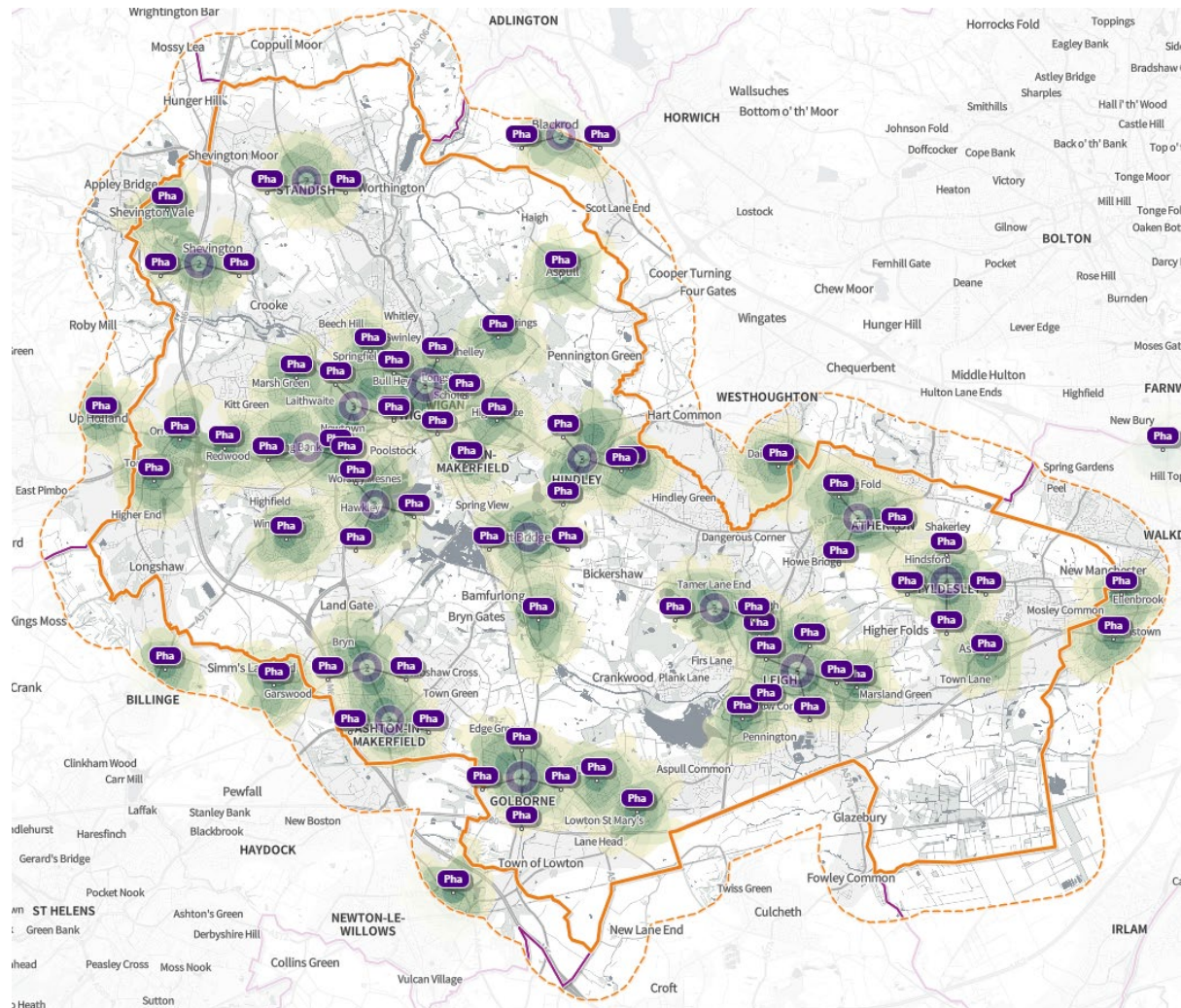
⁶¹ Source: Census 2021

⁶² NHS BSA ePACT2

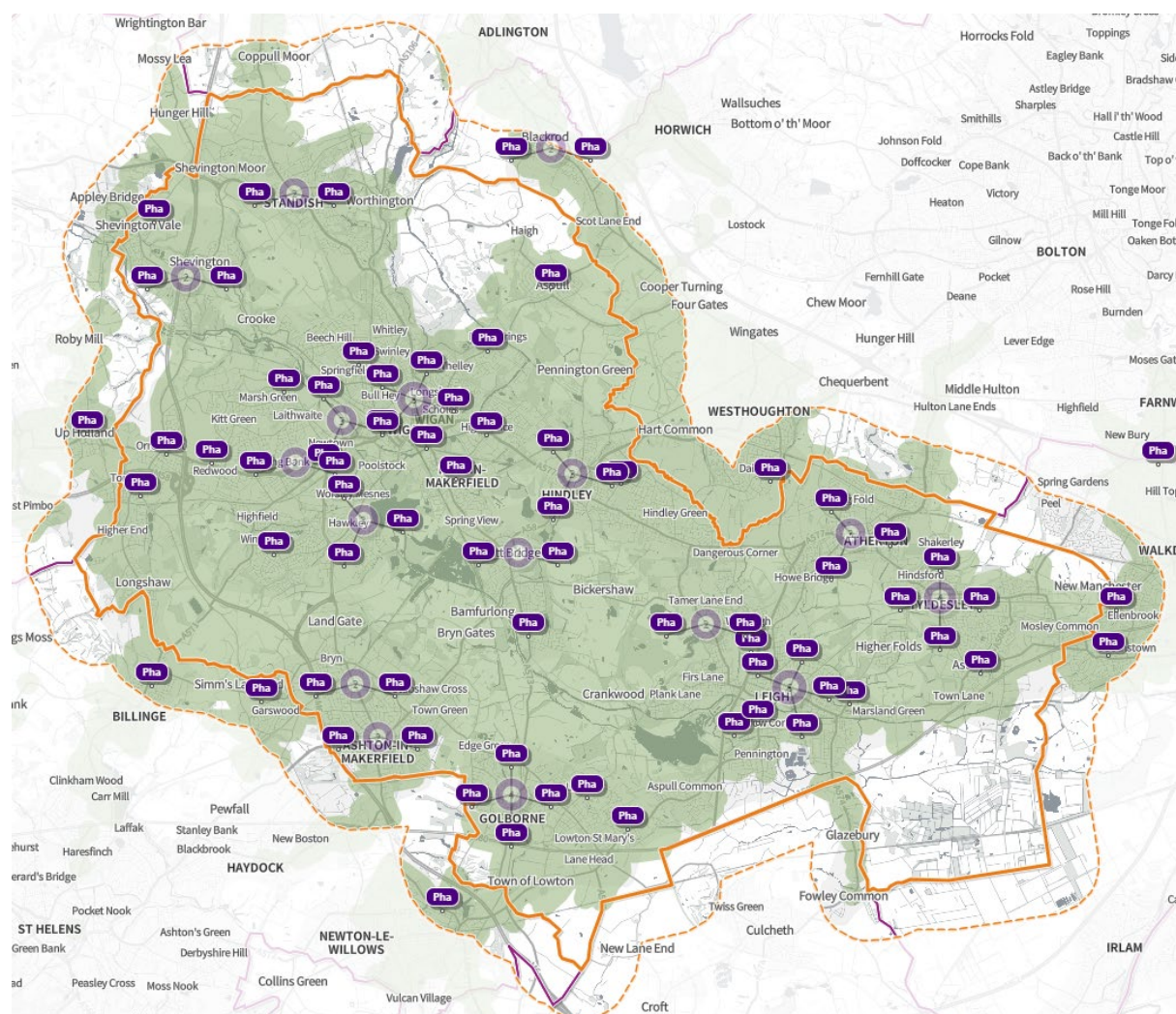
294. **Figure 31. Community Pharmacies in Wigan Borough with 1km Buffer Zone**



295. **Figure 32. Community Pharmacies in Wigan Borough with a 15-minute walking time buffer**



296. **Figure 33. Community Pharmacies in Wigan Borough showing with 15-minute public transport travel time buffer**



297. In Wigan Borough, 84% of general practices (including branch surgeries) have a pharmacy within 1km and 57% have one within 300 metres.

298. Where people are housebound or unable to travel to their pharmacy a large number of pharmacies within the Borough currently choose to provide a delivery service which supports people in the Borough to access the medicine they require to manage their health conditions.

299. All pharmacies are able to provide remote access to their services should a patient not be able to attend the pharmacy in person. Remote service provision through community pharmacy has improved over recent years and continues to offer improved access to services.

300. All of the 63 pharmacies in Wigan Borough have a consultation room available allowing patient access to a private consultation and can provide remote consultations where required.
301. Pharmacy services across the Borough are provided by a range of different providers giving people in the borough a good choice of provider.
302. Our pharmacies provide pharmaceutical services over a wide range of hours seven days a week with access to urgent medicines available 24 hours a day 7 days a week through the pharmacy out of hours service. In general, pharmacy opening hours match GP opening hours and where the pharmacy closest to a GP practice does not mirror the GP opening hours there is pharmacy service provision elsewhere in the local area at those times.
303. The PNA patient satisfaction survey demonstrated that 87% of respondents were satisfied or very satisfied with their regular or preferred pharmacy being open when they need it.
304. The pharmacy contractor survey did indicate that increased service provision on Sunday would secure improved access.
305. In March 2025 details of the contractual settlement for 2025/26 were announced, which included changes to regulations around core opening hours⁶³. In relation to the '100 hour' pharmacy contractors in Wigan who now operate for between 72 – 88 hours a week, we have considered the current provision from these pharmacies and the potential for these contractors to apply to reduce their hours in the future based on the PNA. We have concluded that our 5 current '100 hour' contractors perform an important role in securing improved access to pharmacy services as they guarantee pharmacy service provision in the early morning, late evening and at weekends and would not want to see this decrease.
306. Considering the availability and variety of services available through pharmacies in Wigan Borough, overall provision of essential, advanced, enhanced and locally commissioned services across the Borough is excellent and along with a range of other NHS, public health and social care services, meet the health needs and secure better access for the people living in Wigan Borough. This is with the exception of Hindley Green.

Taking into account the information within the population health profile and the neighbourhood analysis alongside the feedback from

⁶³ [Contract changes: Core opening hours information - Community Pharmacy England](#)

residents that has been received following the closure of the pharmacy situated in Hindley Green, indicates there is an unmet need for necessary service provision in this location.

307. For these reasons, this PNA has identified a current need for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:

- All essential services

308. Further detail on access to pharmacy services is included within the neighbourhood analysis section.

309. The Wigan Borough population can also access any community pharmacy outside of the Borough for essential and advanced services. For example, it may be more convenient for a person to use a pharmacy near where they work rather than where they live.

310. There are over 400 distance selling (or 'Internet') pharmacies nationally which can be accessed by any person in the Borough. This secures further access to essential pharmacy services securing better access for the population⁶⁴.

311. Future housing developments have been considered (see [Future Developments](#)). The expectation is that much of this housing will accommodate movements of families already living within the Borough and it is not anticipated that additional pharmaceutical services will be required with the exception of Mosley Common. The Strategic Housing Land Availability Assessment (SHLAA), identifies a broader pattern of planned and potential housing growth in the area which when considered across this longer time span, the cumulative impact of housing development is expected to increase demand for pharmaceutical services.

312. As the majority of development within the Mosley Common area is expected to be completed in the 2027/28 financial year. The PNA has identified a future need within Mosley Common area following the completion of the projected development. The future need will be for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:

- All essential services

⁶⁴ [Distance selling pharmacies in England 2008-2024| Statista](#)

Analysis of pharmacy services by neighbourhood

Why neighbourhood level analysis

- 313. The development of health and social care in the community within Wigan Borough is based on neighbourhoods and is aligned to the Wigan Locality Plan and the NHS Long Term Plan. Wigan Borough is divided into seven neighbourhoods with the aim to deliver integrated health and social care services within each of these areas.
- 314. Neighbourhoods are geographical areas based around GP practices with a population of 30,000 - 50,000 people and they align to primary care networks (PCNs) which are groups of GP practices who have come together to ensure provision of personalised, coordinated and more integrated health and social care for people close to home. Within the neighbourhood, community services wrap around the GP practices to improve patient outcomes.
- 315. As pharmacies are a provider of community services, they are a key component of the neighbourhood.
- 316. The modelling tools used within this PNA have taken into consideration; the distance between pharmacies and GP practices within Wigan Borough, this has been demonstrated using a 1Km buffer zone, the future housing projections over the next 3 years and the population health profile of Wigan residents

Development of a travel time standard

- 317. The public survey indicated that 91% of the respondents who travelled to the pharmacy either travelled by car or walked, and for 79% of respondents this journey had a travel time of up to 15 minutes.
- 318. Based upon these findings, a travel time standard to walk 1Km has been selected to use as a buffer zone when assessing access for this PNA. This aligns with the travel time of under 15 minutes, as on average this would take 10-12 minutes to walk at a moderate pace. Figure 32. above shows the distribution of pharmacies across the borough each surrounded by a 15-minute travel time buffer zone.

Public Transport analysis

- 319. 91% of the public survey respondents indicated travelling by car or on foot to access pharmacy services and only 4% indicated using public transport. Despite not being the preferred method of transport for our residents, public transport links across the borough have been included for the purpose of this analysis. The green sections within

Figure 33. Above highlights the coverage by public transport across the borough.

Services not included in the neighbourhood level analysis

320. Provision of Appliance Use Reviews and Stoma Appliance Customisation by pharmacies within Wigan Borough has not been included in the neighbourhood analysis. These are relatively specialised services with low activity expected. Information on the availability of these services from appliance contractors is unavailable at the time of writing and, therefore, we are unable to assess if service provision is sufficient to meet the needs of our population.
321. Analysis of the locally commissioned Provision of Urgent Medicines Out of Hours Pharmacy Service and Bank Holiday pharmacy service are not included in the neighbourhood level analysis as these are commissioned at Borough Level.
322. Analysis of the locally commissioned Palliative Care and Stockholding Service is not included as all pharmacies can dispense prescriptions for end-of-life medicines. In most cases we would expect anticipatory prescribing to be in place, reducing the need for urgent prescriptions and allowing pharmacies time to order the medicines which are required. The purpose of this service is to ensure there is always some stock of these medicines within the Borough available over extended hours ensuring urgent access to these medicines if required. This service is commissioned at borough level.
323. Provision of a prescription collection service has not been included as this is not an NHS commissioned service and the increased use of the electronic prescription service (EPS), is a readily and easily available alternative to a prescription being collected from a GP practice.
324. The individual reasonable adjustments made by pharmacies to make their services accessible to all has not been analysed. Community pharmacies are required to support people by making reasonable adjustments for people with identified needs as per the Equality Act 2010, however there is no definition of what a reasonable adjustment could be as this will be based on each person's individual needs. All pharmacies in Wigan Borough are able to support individuals with a disability (physical or mental impairment) or other potential barrier, to access their required service. This could include, for example, wheelchair accessibility, hearing induction loops, access to an interpreter, British Sign Language (BSL) services, providing large print labels, dementia friendly trained staff, labelling to support a person

with a learning disability, delivery of medicines and provision of services remotely.

Neighbourhood 1 – Wigan North

Figure 34. Map of Community Pharmacies and Practices within Neighbourhood Wigan North



325. There are six pharmacies in this neighbourhood and there is a good choice of provider. There are also 2 pharmacies just over the border in a neighbouring health and wellbeing board area providing further access to Essential and Advanced Services

Accessibility

326. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this neighbourhood. All six pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

327. All have parking either on site or nearby and all are accessible by public transport.

328. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:

- Monday – Friday: 8:00am – 6:30pm

- Saturday: 8:00am – 4:00pm

329. Pharmacy services are available at all times when GP practices within the neighbourhood are open. There are no pharmacies open on Sundays in this neighbourhood however Pharmacy services can be accessed in an adjacent neighbourhood on Sunday.

Figure 35. Wigan North Pharmacy Contractor Service Provision

Wigan North Pharmacy Services

		FLK57	FGM90	FXM89	FQF30	FDN29	FW187
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓	X
	Pharmacy contraception service (PCS)	Planning to provide	✓	✓	Willing to provide	Planning to provide	X
	Hypertension Case Finding Service	✓	✓	✓	✓	✓	X
	New Medicines Service	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	X	✓	✓	Willing to provide	✓	X
	Lateral Flow Device (LFD) Service	✓	✓	✓	✓	✓	X
National Enhanced Services	COVID-19 Vaccination Service	✓	✓	✓	✓	✓	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	✓	Willing to provide	Willing to provide	✓
	Emergency Hormonal Contraception Service	✓	✓	✓	Willing to provide	✓	Willing to provide
	Nicotine Replacement Therapy Service	✓	✓	✓	✓	✓	✓
	Supervised Consumption Service	✓	✓	✓	X	✓	Willing to provide
	Needle and Syringe Provision Service	✓	Willing to provide	✓	X	Willing to provide	X
	Compliance Support Service	✓	✓	✓	X	✓	X

Essential service provision

330. All pharmacies are required to provide all essential services; thus, provision is excellent across the locality.

Advanced service provision

331. Access to established advanced services is very good within the neighbourhood with all six pharmacies providing the Pharmacy First and New Medicines Service. There are five pharmacies providing the Flu Vaccination, Hypertension Case Finding and Lateral Flow Device service. There are two pharmacies providing the Pharmacy Contraception service with three others in the neighbourhood planning or willing to provide the service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

332. There are three pharmacies providing the Smoking Cessation service with an additional pharmacy willing to provide the service. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

333. Complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

334. There are five pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

335. There are four pharmacies providing the Greater Manchester Minor Ailments scheme with two other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

336. There are four pharmacies providing the Emergency Hormonal Contraception service, and two pharmacies willing to provide this service. This service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

337. There are six pharmacies providing the Nicotine Replacement Therapy service; thus, provision is excellent across the neighbourhood. This,

complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

338. There are four pharmacies providing the supervised consumption service providing very good access to this service.

339. The needle and syringe provision service is provided by two pharmacies within the neighbourhood, with two more pharmacies willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.

340. There are four pharmacies providing the Monitored Dosage System service supporting people to take their medicines providing very good access to this service.

Ability to adapt to an increase in demand

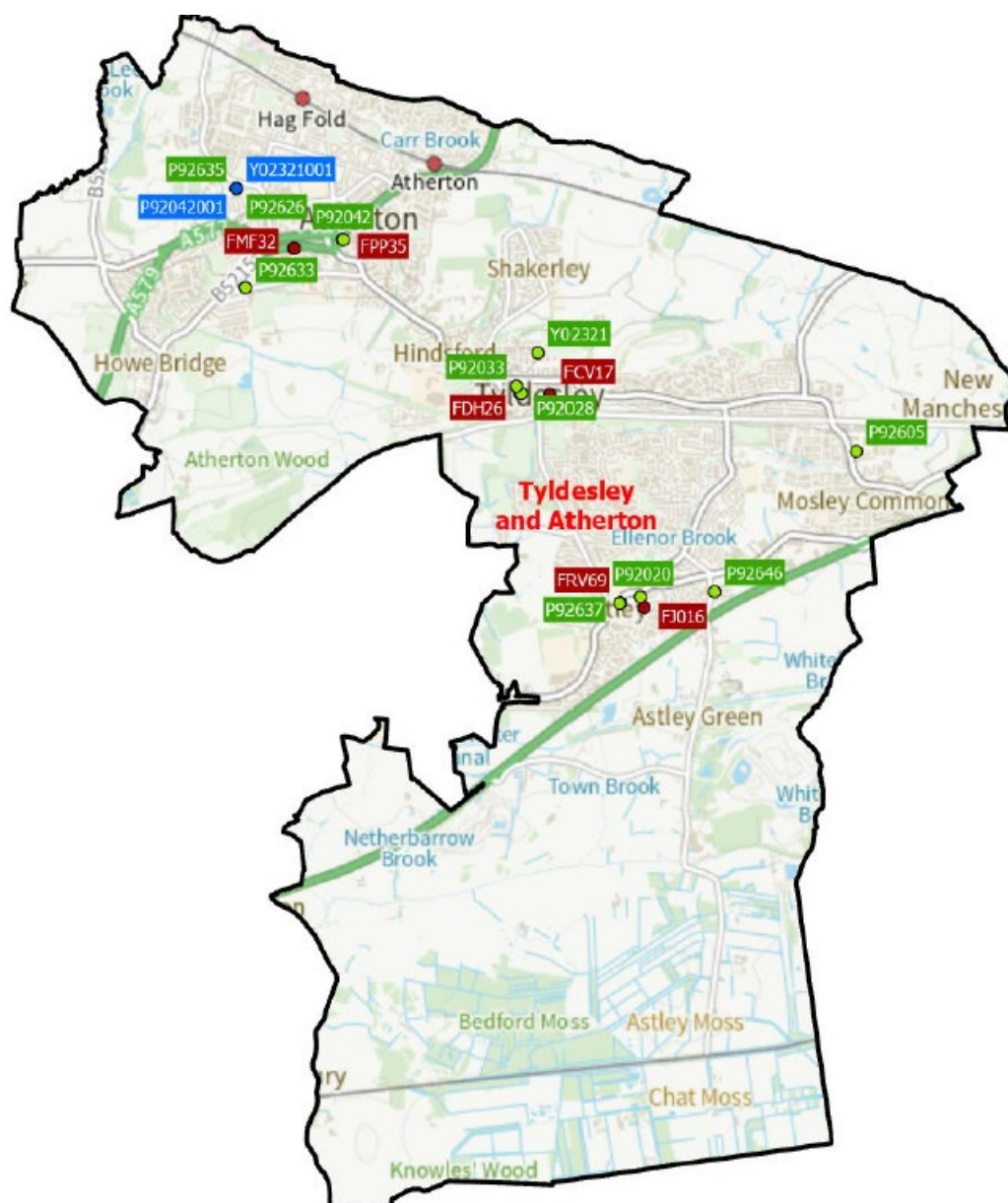
341. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, there are five pharmacies in this neighbourhood that have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area. One pharmacy does not have sufficient premises and staffing capacity at present but could make adjustments to manage an increase in demand in the area.

Conclusion

342. Overall, considering accessibility and the range of services on offer, the pharmacies in this neighbourhood provide the necessary level of service both to meet need and secure better access.

Neighbourhood 2 – Tyldesley and Atherton

Figure 36. Map of Community Pharmacies and Practices within neighbourhood Tyldesley and Atherton



343. There are eight pharmacies in this neighbourhood and there is a good choice of provider. There are also 2 pharmacies just over the border in a neighbouring health and wellbeing board area providing further access to Essential and Advanced Services.

344. Housing development in Mosley Common has been considered as part of our assessment during the previous PNA period and the current draft PNA. While the current development includes approximately 175 new homes, our analysis draws on the Strategic Housing Land Availability Assessment (SHLAA), identifies a broader pattern of planned and potential housing growth in the area which when

considered across this longer time span, the cumulative impact of housing development is expected to increase demand for pharmaceutical services. The majority of current development within the Mosley Common area is expected to be completed in the 2027/28 financial year

345. The PNA has identified a future need within Mosley Common area following the completion of the projected development. The future need will be for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:

- All essential services

Accessibility

346. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Almost every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this neighbourhood. All eight pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

347. All have parking either on site or nearby and all are accessible by public transport.

348. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:

- Monday – Saturday: 8:30am – 9pm
- Sunday: 8:30am – 9:30pm

349. Pharmacy services are available at all times when GP practices within the neighbourhood are open.

Figure 37. Tyldesley and Atherton Pharmacy Contractor Service Provision

Tyldesley and Atherton Pharmacy Services

		FRV69	FMF32	FPP35	FRF02	FVX82	FDH26	FCV17	FJ016
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	✓	✓	✓	✓	✓	Planning to provide	✓	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	Willing to provide	Willing to provide	Willing to provide	✓	Willing to provide	✓	✓	✓
	Lateral Flow Device (LFD) Service	✓	✓	Willing to provide	✓	✓	✓	✓	✓
National Enhanced Services	COVID-19 Vaccination Service	X	Willing to provide	✓	✓	✓	✓	✓	Willing to provide
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	X	Willing to provide	✓	✓	✓	Willing to provide	✓
	Emergency Hormonal Contraception Service	Willing to provide	✓	Willing to provide	✓	Willing to provide	✓	✓	Willing to provide
	Nicotine Replacement Therapy Service	✓	Willing to provide	✓	✓	✓	✓	✓	✓
	Supervised Consumption Service	✓	✓	✓	✓	✓	✓	✓	Willing to provide
	Needle and Syringe Provision Service	✓	X	X	X	X	✓	✓	Willing to provide
	Compliance Support Service	X	✓	X	X	X	✓	✓	✓

Essential service provision

350. All pharmacies are required to provide all essential services; thus, provision is good across the neighbourhood. A future need has been identified as described above.

Advanced service provision

351. Access to established advanced services is excellent within the neighbourhood with all eight pharmacies providing the Pharmacy First, Flu Vaccination, New Medicines Service and the Hypertension Case Finding service. There are seven pharmacies providing the Pharmacy Contraception service with one pharmacy planning to provide the service. There are seven pharmacies providing the Lateral Flow Device service with one pharmacy willing to provide this service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

352. There are four pharmacies providing the Smoking Cessation service with an additional four pharmacies willing to provide the service. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

353. There are five pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

354. There are five pharmacies providing the Greater Manchester Minor Ailments scheme with two other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

355. There are four pharmacies providing the Emergency Hormonal Contraception service, and four pharmacies willing to provide this service. This service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

356. There are seven pharmacies providing the Wigan Nicotine Replacement Therapy service and three pharmacies willing to provide the service, thus provision is excellent across the neighbourhood. This, complemented by the other NHS service providers that able to provide

similar services gives people excellent choice and access to services at times convenient to them.

357. There are seven pharmacies providing the supervised consumption service providing excellent access to this service.
358. The needle and syringe provision service is provided by three pharmacies within the neighbourhood, with one more pharmacy willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.
359. There are four pharmacies providing the Compliance Support service supporting people to take their medicines providing very good access to this service.

Ability to adapt to an increase in demand

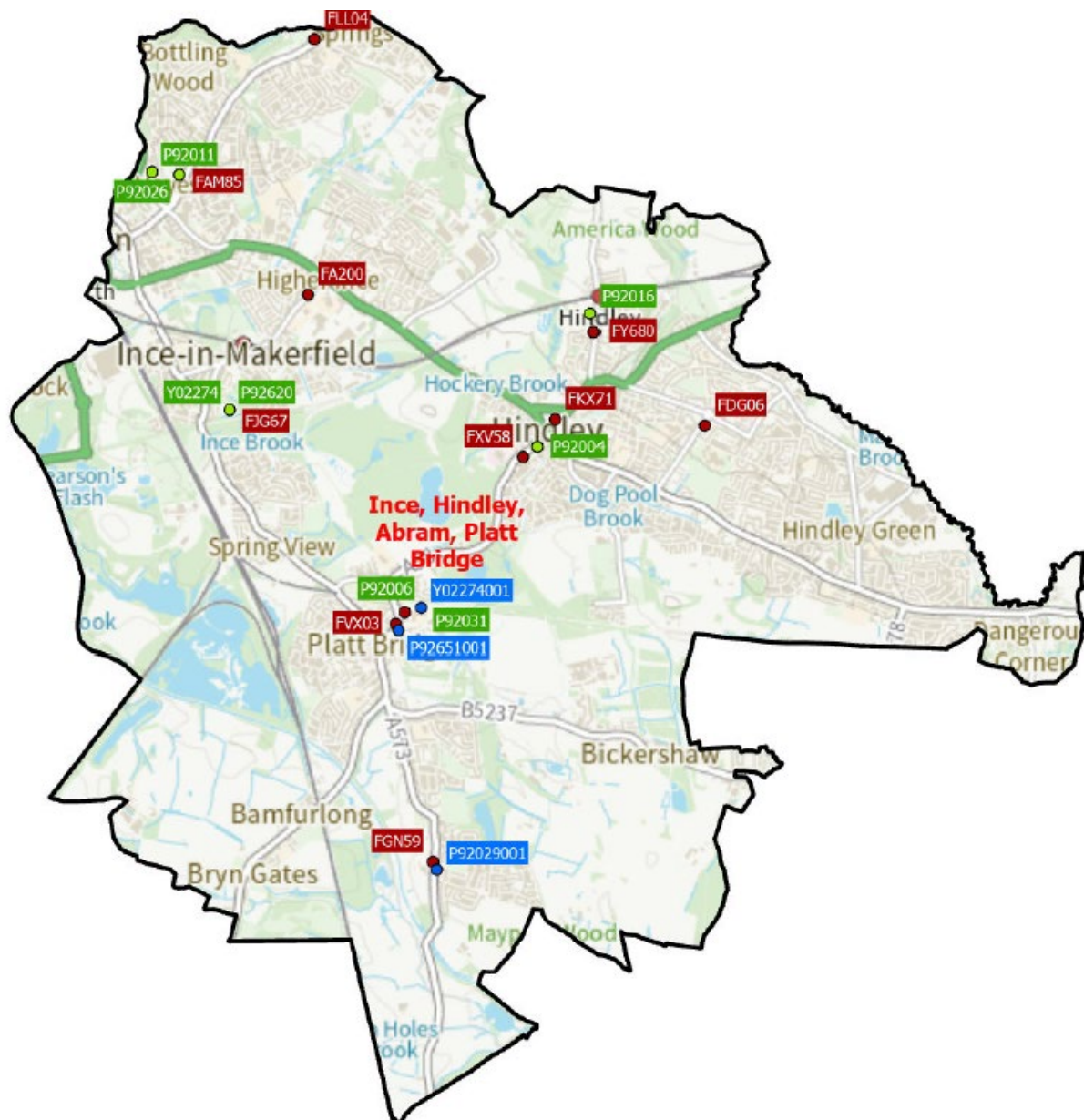
360. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, seven out of eight pharmacies in this neighbourhood advised they would have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area.

Conclusion

361. Overall, considering accessibility and the range of services on offer, there is a good choice of provider and good level of service delivery.
362. Future anticipated growth builds upon the residential expansion that has already occurred during the previous PNA period. The cumulative impact of past and future housing developments is likely to continue increasing demand for pharmaceutical services in the Mosely Common area.
363. The PNA has identified a future need within Mosley Common area following the completion of the projected development. The future need will be for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:
- All essential services

Neighbourhood 3 – Ince, Hindley, Abram and Platt Bridge

Figure 38. Map of Community Pharmacies and Practices within neighbourhood Ince, Hindley, Abram and Platt Bridge



364. There are eleven pharmacies in this neighbourhood. Since the PNA was last updated, one pharmacy provider has closed within the area of Hindley Green. Taking into account the information within the population health profile and feedback from residents that has been received following the closure of the pharmacy situated in Hindley Green, indicates there is an unmet need for necessary service provision in this location.

365. For these reasons, this PNA has identified a current need for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:
- All essential services

Accessibility

366. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population, with the exception of the additional needs identified following the recent closure of a pharmacy in Hindley Green as mentioned above. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy close to their GP practice within this neighbourhood. Ten of the eleven pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.
367. All have parking either on site or nearby and all are accessible by public transport.
368. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:
- Monday – Tuesday: 8am – 7pm
 - Wednesday: 8am – 6:30pm
 - Thursday – Friday: 8am – 7pm
 - Saturday: 9am – 1pm
369. Pharmacy services are available at all times when GP practices within the neighbourhood are open. There are no pharmacies open on Sundays in this neighbourhood however Pharmacy services can be accessed in an adjacent neighbourhood on Sunday.

Figure 39. Ince, Hindley, Abram and Platt Bridge Pharmacy Contractor Service Provision 1 of 2

Ince, Hindley, Abram and Platt Bridge Pharmacy Services 1 of 2

		FGN59	FDG06	FAM85	FXV58	FA200	FVX03
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓	X
	Pharmacy contraception service (PCS)	Planning to provide	✓	✓	✓	✓	Willing to provide
	Hypertension Case Finding Service	✓	✓	✓	✓	✓	Planning to provide
	New Medicines Service	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	✓	Willing to provide	✓	✓	Willing to provide
	Lateral Flow Device (LFD) Service	Planning to provide	✓	✓	Willing to provide	✓	Willing to provide
National Enhanced Services	COVID-19 Vaccination Service	Willing to provide	✓	✓	✓	✓	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	✓	✓	✓	Willing to provide
	Emergency Hormonal Contraception Service	X	✓	Willing to provide	Planning to provide	Willing to provide	Willing to provide
	Nicotine Replacement Therapy Service	✓	✓	✓	✓	✓	X
	Supervised Consumption Service	✓	✓	✓	✓	✓	X
	Needle and Syringe Provision Service	Willing to provide	✓	X	✓	✓	X
	Compliance Support Service	X	✓	X	✓	X	✓

Figure 40. Ince, Hindley, Abram and Platt Bridge Pharmacy Contractor Service Provision 2 of 2

Ince, Hindley, Abram and Platt Bridge Pharmacy Services 2 of 2

		FLL04	FJG67	FX650	FKX71	FY680
Advanced Services	Essential Services	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	X	Willing to provide	✓
	Pharmacy contraception service (PCS)	✓	✓	X	Willing to provide	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	Willing to provide	✓	✓	✓
	Lateral Flow Device (LFD) Service	✓	✓	X	Willing to provide	✓
National Enhanced Services	COVID-19 Vaccination Service	✓	Willing to provide	X	Willing to provide	Willing to provide
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	✓	Willing to provide	✓
	Emergency Hormonal Contraception Service	X	X	✓	X	Willing to provide
	Nicotine Replacement Therapy Service	Willing to provide	✓	✓	Willing to provide	✓
	Supervised Consumption Service	✓	✓	X	X	Willing to provide
	Needle and Syringe Provision Service	Willing to provide	X	X	X	Willing to provide
	Compliance Support Service	✓	✓	X	✓	X

Essential service provision

370. All pharmacies are required to provide all essential services; thus, provision is good across the neighbourhood. This is however with the exception of Hindley Green, following the recent closure of a pharmacy.
371. The pharmacies in the neighbouring area of Hindley fall outside of the travel standard that was developed based on the survey as recommended in the PNA guidance. In addition to this, the closure of a pharmacy in Hindley Green has been met with complaints from the residents of the area about the impact of losing this service provider. The population health profile is detailed in the Wigan Borough PNA 2025 that shows Hindley to be an area higher levels of deprivation (according to IMD) - increasing susceptibility to health inequalities.

Advanced service provision

372. Access to established advanced services is very good within the neighbourhood with eleven pharmacies providing the Pharmacy First and the New Medicines Service. There are ten pharmacies providing the Hypertension Case Finding service with one pharmacy planning to provide the service. There are eight pharmacies providing the Flu Vaccination and Smoking Cessation service. There are seven pharmacies providing the Pharmacy Contraception service with three pharmacies willing or planning to provide this service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Local sexual health services.
373. There are six pharmacies providing the Lateral Flow Device service. This, complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

374. There are five pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

375. There are nine pharmacies providing the Greater Manchester Minor Ailments scheme with two other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

376. There are two pharmacies providing the Emergency Hormonal Contraception service, and five pharmacies willing or planning to provide this service. This service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.
377. There are eight pharmacies providing the Wigan Nicotine Replacement Therapy service and two pharmacies willing to provide the service, thus provision is very good across the neighbourhood. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.
378. There are seven pharmacies providing the supervised consumption service and one pharmacy willing to provide this service, providing very good access to this service.
379. The needle and syringe provision service is provided by three pharmacies within the neighbourhood, with three more pharmacies willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.
380. There are six pharmacies providing the Compliance Support service supporting people to take their medicines providing good access to this service.

Ability to adapt to an increase in demand

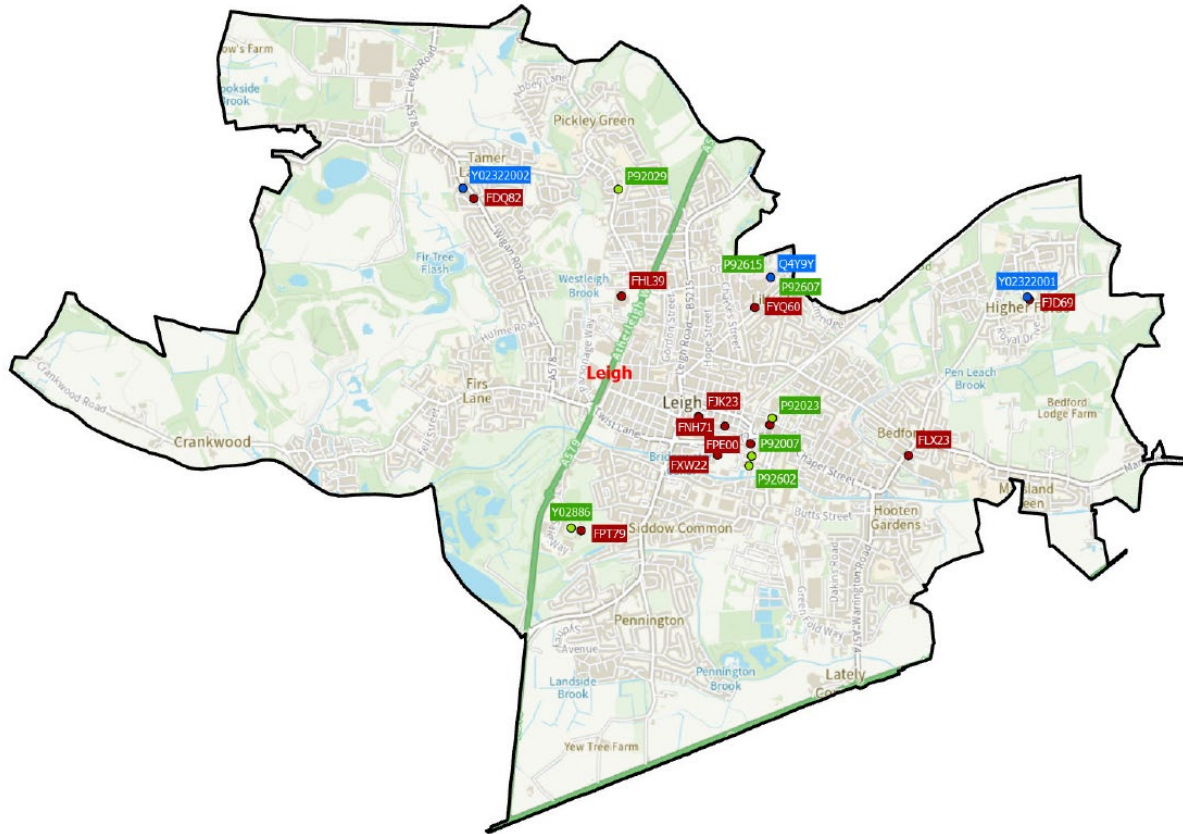
381. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, nine pharmacies of the eleven in this neighbourhood advised they have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area.

Conclusion

382. Overall, despite good accessibility and range of services on offer from the pharmacies within this neighbourhood, following the closure of a pharmacy in the Hindley Green area, an area of high population and deprivation, an additional need has been identified for the provision of pharmaceutical services to provide the necessary level of service both to meet need and secure better access.
383. This PNA has identified a current need for a pharmacy in Hindley Green, providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:
- All essential services

Neighbourhood 4 – Leigh

Figure 41. Map of Community Pharmacies and Practices within neighbourhood Leigh



384. There are eleven pharmacies in this neighbourhood and there is a good choice of provider.

Accessibility

385. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this neighbourhood. Six pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

386. All have parking either on site or nearby and all are accessible by public transport.

387. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:

- Monday – Friday: 8:30am – 9pm
- Saturday: 9am – 9pm
- Sunday: 10am – 5pm

388. Pharmacy services are available at all times when GP practices within the neighbourhood are open.

Figure 42. Leigh Pharmacy Contractor Service Provision 1 of 2

Leigh Pharmacy Services 1 of 2

		FDQ82	FHL39	FJK23	FJD69	FPT79	FLX23
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	✓	✓	✓	Willing to provide	Willing to provide	Willing to provide
	Hypertension Case Finding Service	✓	✓	✓	✓	✓	Willing to provide
	New Medicines Service	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	✓	Willing to provide	✓	✓	Willing to provide
	Lateral Flow Device (LFD) Service	✓	✓	✓	✓	X	✓
National Enhanced Services	COVID-19 Vaccination Service	✓	Willing to provide	Willing to provide	✓	✓	✓
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	Willing to provide	Willing to provide	Willing to provide	✓
	Emergency Hormonal Contraception Service	Willing to provide	✓	Planning to provide	Willing to provide	Willing to provide	✓
	Nicotine Replacement Therapy Service	✓	✓	Willing to provide	✓	✓	✓
	Supervised Consumption Service	✓	✓	✓	✓	✓	✓
	Needle and Syringe Provision Service	Willing to provide	Willing to provide	Willing to provide	✓	✓	✓
	Compliance Support Service	X	X	X	X	✓	✓

Figure 43. Leigh Pharmacy Contractor Service Provision 2 of 2

Leigh Pharmacy Services 2 of 2

		FKK46	FNH71	FPE00	FYQ60	FXW22
Advanced Services	Essential Services	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	X
	Pharmacy contraception service (PCS)	✓	✓	✓	✓	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	Willing to provide	Willing to provide	Willing to provide	Willing to provide	X
	Lateral Flow Device (LFD) Service	✓	✓	✓	✓	X
National Enhanced Services	COVID-19 Vaccination Service	Willing to provide	Willing to provide	Willing to provide	✓	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	✓	✓	X
	Emergency Hormonal Contraception Service	✓	✓	✓	✓	X
	Nicotine Replacement Therapy Service	✓	✓	✓	✓	✓
	Supervised Consumption Service	✓	✓	✓	X	X
	Needle and Syringe Provision Service	✓	✓	X	Willing to provide	X
	Compliance Support Service	X	✓	X	X	X

Essential service provision

389. All pharmacies are required to provide all essential services; thus, provision is excellent across the locality.

Advanced service provision

390. Access to established advanced services is very good within the neighbourhood with eleven pharmacies providing the Pharmacy First and the New Medicines Service. There are ten pharmacies providing the Hypertension Case Finding service with one pharmacy willing to provide the service and ten pharmacies providing the Flu vaccination service. There are nine pharmacies providing the Lateral Flow Device service and eight pharmacies providing the Pharmacy Contraception service with three pharmacies willing to provide the service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

391. There are four pharmacies providing the Smoking Cessation service with six pharmacies willing to provide this service. This, complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

392. There are five pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

393. There are seven pharmacies providing the Greater Manchester Minor Ailments scheme with three other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

394. There are six pharmacies providing the Emergency Hormonal Contraception service, and four pharmacies willing or planning to provide this service. This service is also provided by all GPs this gives people excellent choice and access to services at times convenient to them. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

395. There are ten pharmacies providing the Wigan Nicotine Replacement Therapy service and one pharmacy willing to provide the service, thus provision is excellent across the neighbourhood. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

396. There are nine pharmacies providing the supervised consumption service, providing excellent access to this service.
397. The needle and syringe provision service is provided by five pharmacies within the neighbourhood, with four more pharmacies willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.
398. There are three pharmacies providing the Compliance Support service supporting people to take their medicines providing very good access to this service.

Ability to adapt to an increase in demand

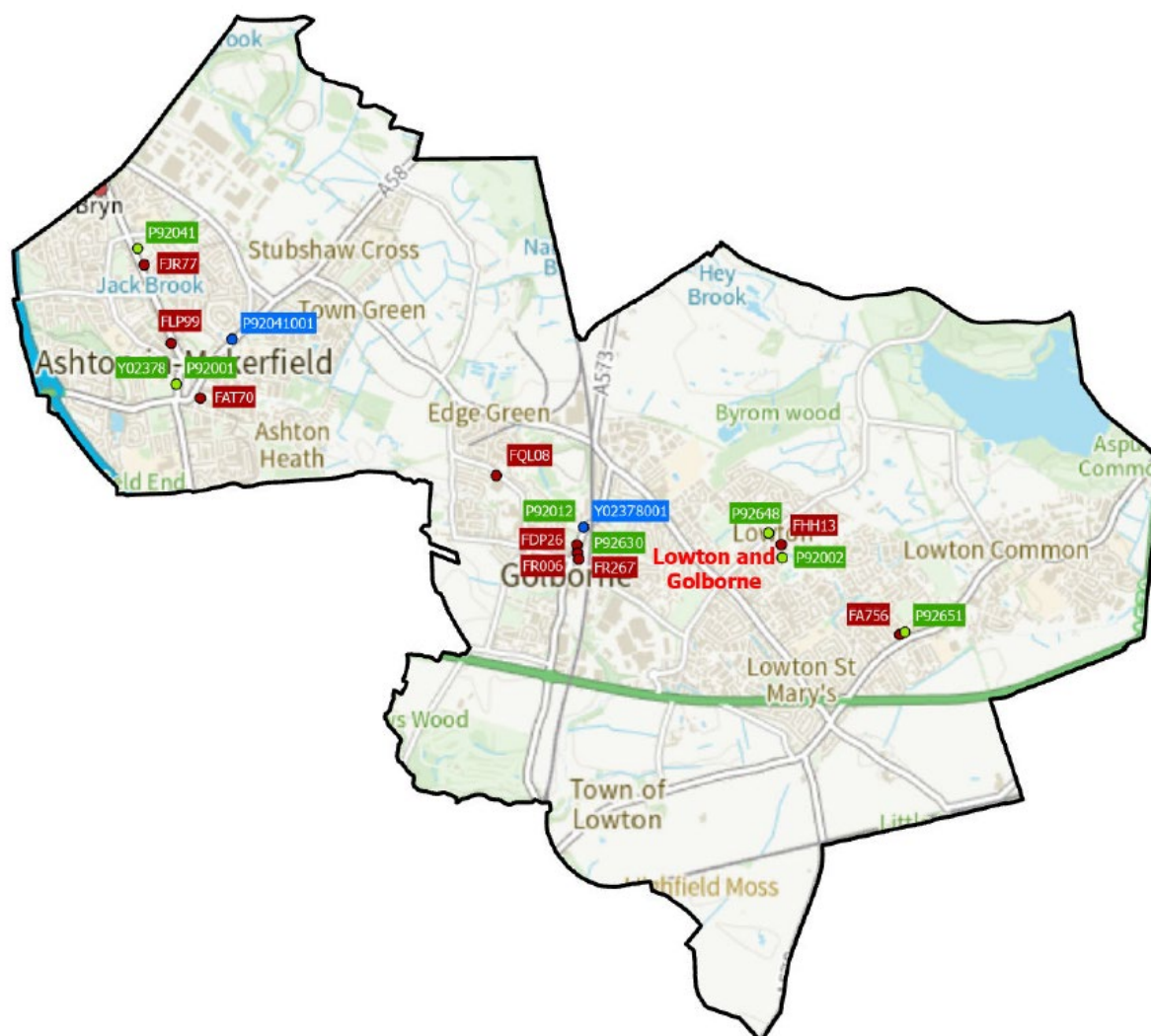
399. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, ten out of eleven pharmacies in this neighbourhood advised they have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area.

Conclusion

400. Overall, considering accessibility and the range of services on offer, the pharmacies in this neighbourhood provide the necessary level of service both to meet need and secure better access.

Neighbourhood 5 – Lowton, Golborne and Ashton

Figure 44. Map of Community Pharmacies and Practices within neighbourhood Lowton, Golborne and Ashton



401. There are nine pharmacies in this neighbourhood and there is a good choice of provider. There is also a pharmacy just over the border in a neighbouring health and wellbeing board area providing further access to Essential and Advanced Services

Accessibility

402. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this neighbourhood. Seven pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

403. All have parking either on site or nearby and all are accessible by public transport.

404. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:

- Monday – Friday: 8am – 9pm
- Saturday: 8am – 9pm
- Sunday: 8am – 6pm

405. Pharmacy services are available at all times when GP practices within the neighbourhood are open.

Figure 45. Lowton, Golborne and Ashton Pharmacy Contractor Service Provision

Lowton, Golborne and Ashton Pharmacy Services

		FQL08	FAT70	FHH13	FDP26	FR267	FLP99	FA756	FJR77	FR006
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	Willing to provide	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	✓	✓	✓	✓	Willing to provide	Planning to provide	✓	✓	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	Willing to provide	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	X	✓	✓	Willing to provide	Planning to provide	✓	✓	✓
	Lateral Flow Device (LFD) Service	✓	✓	Willing to provide	Planning to provide	Willing to provide	✓	✓	✓	✓
National Enhanced Services	COVID-19 Vaccination Service	Willing to provide	X	✓	✓	Willing to provide	Willing to provide	✓	✓	Willing to provide
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	Willing to provide	X	✓	✓	Willing to provide	Willing to provide	Willing to provide	✓	✓
	Emergency Hormonal Contraception Service	✓	✓	✓	✓	Willing to provide	Willing to provide	X	Willing to provide	Willing to provide
	Nicotine Replacement Therapy Service	✓	X	✓	✓	Willing to provide	Willing to provide	✓	✓	✓
	Supervised Consumption Service	✓	✓	X	✓	Willing to provide	✓	✓	Willing to provide	Willing to provide
	Needle and Syringe Provision Service	✓	X	X	✓	Willing to provide	Willing to provide	X	X	Willing to provide
	Compliance Support Service	X	X	✓	X	X	X	X	X	✓

Essential service provision

406. All pharmacies are required to provide all essential services; thus, provision is excellent across the locality.

Advanced service provision

407. Access to established advanced services is very good within the neighbourhood with nine pharmacies providing the Pharmacy First and the New Medicines Service. There are eight pharmacies providing the Hypertension Case Finding and Flu Vaccination service with one pharmacy willing to provide the service. There are seven pharmacies providing the Pharmacy Contraception service with two pharmacies willing to provide the service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

408. There are six pharmacies providing the Smoking Cessation service with two pharmacies willing to provide this service. There are six pharmacies providing the Lateral Flow Device service with three other pharmacies willing to provide this service. This, complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

409. There are four pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

410. There are four pharmacies providing the Greater Manchester Minor Ailments scheme with four other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

411. There are four pharmacies providing the Emergency Hormonal Contraception service, and four pharmacies willing to provide this service. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

412. There are six pharmacies providing the Wigan Nicotine Replacement Therapy service and two pharmacies willing to provide the service, thus provision is very good across the neighbourhood. This, complemented by the other NHS service providers that able to provide similar services

gives people excellent choice and access to services at times convenient to them.

- 413. There are five pharmacies providing the supervised consumption service, providing very good access to this service.
- 414. The needle and syringe provision service is provided by two pharmacy within the neighbourhood, with three more pharmacies willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.
- 415. There are two pharmacies providing the Compliance Support service supporting people to take their medicines, providing good access to this service.

Ability to adapt to an increase in demand

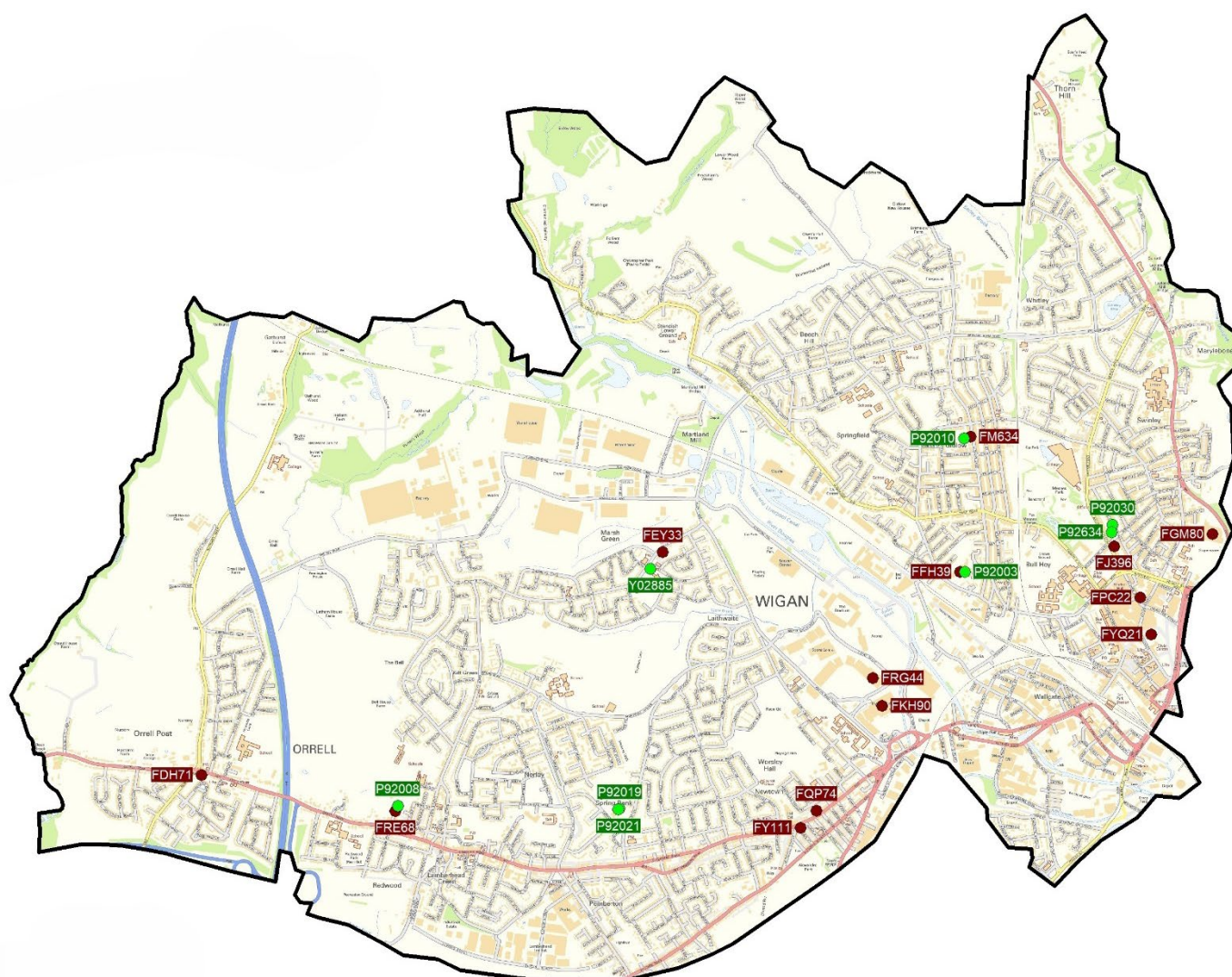
- 416. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, there are five of the nine pharmacies in this neighbourhood advised they have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area.

Conclusion

- 417. Overall, considering accessibility and the range of services on offer, the pharmacies in this neighbourhood provide the necessary level of service both to meet need and secure better access.

Neighbourhood 6 – Wigan Central

Figure 46. Map of Community Pharmacies and Practices within Neighbourhood Wigan Central



418. There are thirteen pharmacies in this neighbourhood and there is a good choice of provider. There is also a pharmacy just over the border in a neighbouring health and wellbeing board area providing further access to Essential and Advanced Services

Accessibility

419. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice within this neighbourhood. Ten pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

420. All have parking either on site or nearby and all are accessible by public transport.
421. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:
- Monday – Saturday: 8am – 8pm
 - Sunday: 10am – 4:30pm
422. Pharmacy services are available at all times when GP practices within the neighbourhood are open.

Figure 47. Wigan Central Pharmacy Contractor Service Provision 1 of 2

Wigan Central Pharmacy Services 1 of 2

		FJ396	FKH90	FYQ21	FRG44	FRE68	FDH71	FM634
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	Planning to provide	✓	✓	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	✓	✓	✓	✓	Planning to provide	✓	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	X	✓	Willing to provide	✓	✓	Willing to provide	Planning to provide
	Lateral Flow Device (LFD) Service	✓	✓	✓	✓	✓	✓	X
National Enhanced Services	COVID-19 Vaccination Service	X	X	X	X	✓	✓	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	Willing to provide	Willing to provide	✓	Willing to provide	X
	Emergency Hormonal Contraception Service	✓	X	X	Willing to provide	✓	✓	Willing to provide
	Nicotine Replacement Therapy Service	✓	✓	Willing to provide	✓	✓	✓	✓
	Supervised Consumption Service	✓	✓	✓	X	X	✓	✓
	Needle and Syringe Provision Service	✓	X	X	X	Willing to provide	Willing to provide	Willing to provide
	Compliance Support Service	X	X	X	X	✓	X	X

Figure 48. Wigan Central Pharmacy Contractor Service Provision 2 of 2

Wigan Central Pharmacy Services 2 of 2

		FQP74	FPC22	FFH39	FEY33	FGM80	FY111
Advanced Services	Essential Services	✓	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	Planning to provide	✓	Willing to provide	✓	✓	✓
	Hypertension Case Finding Service	✓	✓	Planning to provide	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	✓	Willing to provide	✓	✓	✓
	Lateral Flow Device (LFD) Service	✓	✓	✓	✓	Willing to provide	✓
National Enhanced Services	COVID-19 Vaccination Service	✓	✓	✓	✓	X	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	✓	Willing to provide	✓	✓	✓
	Emergency Hormonal Contraception Service	✓	Willing to provide	Willing to provide	X	X	Willing to provide
	Nicotine Replacement Therapy Service	✓	✓	✓	✓	✓	Willing to provide
	Supervised Consumption Service	X	✓	✓	✓	X	✓
	Needle and Syringe Provision Service	X	✓	Willing to provide	Willing to provide	X	Willing to provide
	Compliance Support Service	✓	X	X	X	X	X

Essential service provision

424. All pharmacies are required to provide all essential services; thus, provision is excellent across the locality.

Advanced service provision

425. Access to established advanced services is excellent within the neighbourhood with all thirteen pharmacies providing the Pharmacy First and the New Medicines Service. There are twelve pharmacies providing the Hypertension Case Finding and Flu Vaccination service with one pharmacy planning to provide the services.

There are eleven pharmacies providing the Lateral Flow Device service with one pharmacy willing to provide the service. There are ten pharmacies providing the Pharmacy Contraception service with three pharmacies planning to or willing to provide this service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

426. There are eight pharmacies providing the Smoking Cessation service with four other pharmacies planning to or willing to provide this service. This, complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

427. There are six pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

428. There are eight pharmacies providing the Greater Manchester Minor Ailments scheme with four other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

429. There are four pharmacies providing the Emergency Hormonal Contraception service, and five pharmacies willing to provide this service. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

430. There are eleven pharmacies providing the Wigan Nicotine Replacement Therapy service and two pharmacies willing to provide the service, thus provision is excellent across the neighbourhood. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

431. There are nine pharmacies providing the supervised consumption service, providing very good access to this service.
432. The needle and syringe provision service is provided by two pharmacies within the neighbourhood, with four more pharmacies willing to provide this service. This, complemented by the other routes of provision which are in place provides people with good choice and access to this service at times convenient to them.
433. There are two pharmacies providing the Compliance Support service, supporting people to take their medicines providing good access to this service.

Ability to adapt to an increase in demand

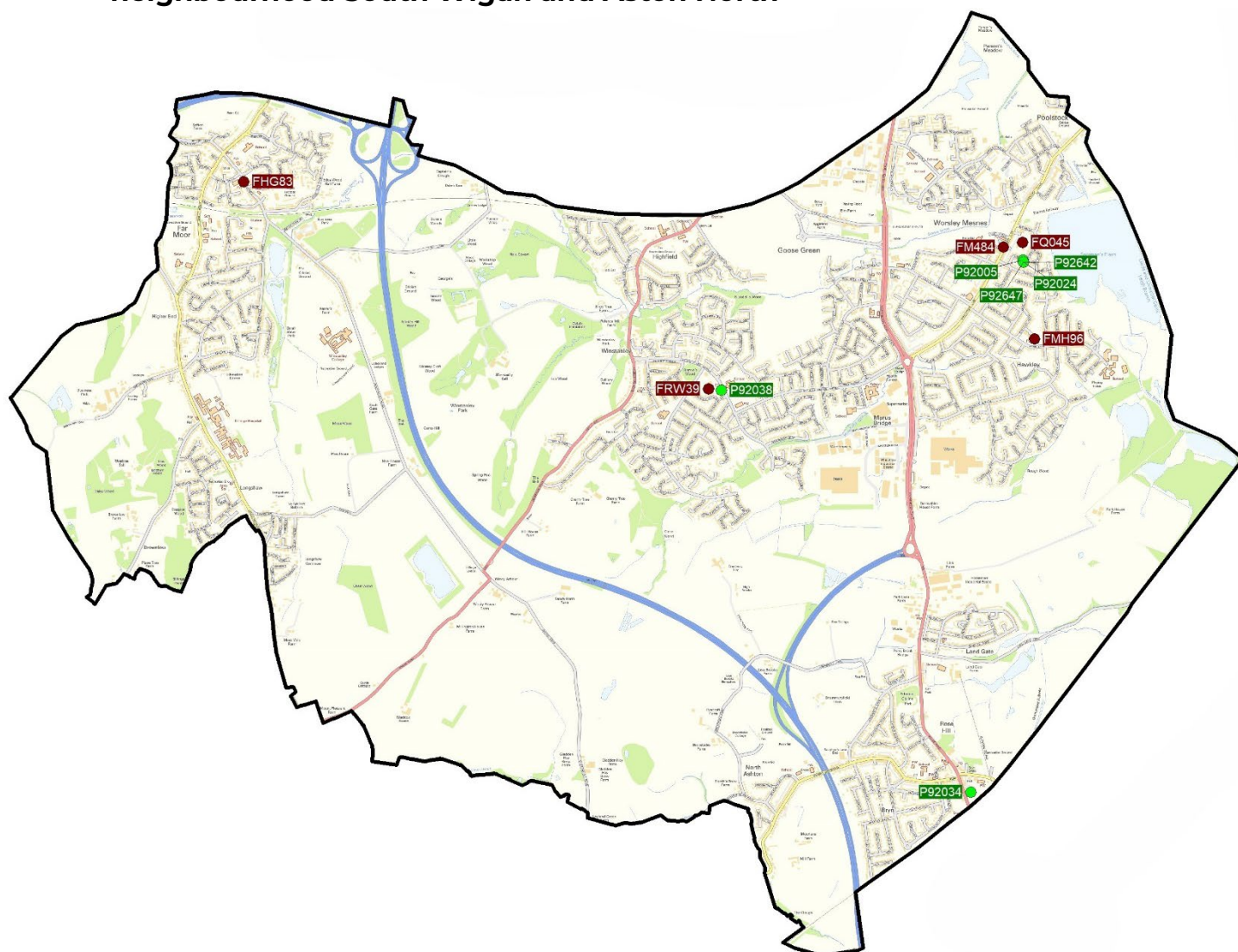
434. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, there are eight pharmacies in this neighbourhood that have sufficient capacity within their existing premises and staffing levels, to manage an increase in **demand within the area.**

Conclusion

435. Overall, considering accessibility and the range of services on offer, the pharmacies in this neighbourhood provide the necessary level of service both to meet need and secure better access.

Neighbourhood 7 – South Wigan and Ashton North

Figure 49. Map of Community Pharmacies and Practices within neighbourhood South Wigan and Aston North



436. There are five pharmacies in this neighbourhood. Since the PNA was last updated, two pharmacies have closed within this neighbourhood, however one was in an area close to another pharmacy provider and the other was within the area of Bryn where there is another pharmacy provider just over the border in another Wigan neighbourhood. There remains a good choice of provider for the population.

Accessibility

437. Pharmacy services are well distributed throughout the neighbourhood around the main areas of population. Almost every GP practice has a pharmacy within one kilometre, meaning people can access a pharmacy either near where they live or close to their GP practice

within this neighbourhood. All five pharmacies provide a delivery service, supporting those people less able to travel to the pharmacy.

438. All have parking either on site or nearby and all are accessible by public transport.

439. Details of individual pharmacy opening times can be found on the NHS website (www.nhs.uk) using the “find a pharmacy” tool. Pharmacy opening hours in this neighbourhood cover the following periods:

- Monday – Friday: 8:30am – 6pm
- Saturday: 9am – 5:30pm

440. Pharmacy services are available at all times when GP practices within the neighbourhood are open. There are no pharmacies open on Sundays in this neighbourhood however Pharmacy services can be accessed in an adjacent neighbourhood on Sunday.

Figure 50. South Wigan and Ashton North Pharmacy Contractor Service Provision

South Wigan and Ashton North Pharmacy Services

		FM484	FMH96	FQ045	FHG83	FRW39
Advanced Services	Essential Services	✓	✓	✓	✓	✓
	Pharmacy First	✓	✓	✓	✓	✓
	Flu Vaccination Service	✓	✓	✓	✓	✓
	Pharmacy contraception service (PCS)	Willing to provide	✓	Planning to provide	✓	✓
	Hypertension Case Finding Service	✓	✓	✓	✓	✓
	New Medicines Service	✓	✓	✓	✓	✓
	Smoking Cessation Service (SCS)	✓	Willing to provide	Willing to provide	✓	Willing to provide
	Lateral Flow Device (LFD) Service	✓	Willing to provide	✓	✓	✓
National Enhanced Services	COVID-19 Vaccination Service	✓	✓	✓	Willing to provide	X
Locally Commissioned Services	Greater Manchester Minor Ailments (GM MAS) Scheme	✓	Willing to provide	✓	✓	Willing to provide
	Emergency Hormonal Contraception Service	X	Willing to provide	✓	Willing to provide	✓
	Nicotine Replacement Therapy Service	X	Willing to provide	✓	Willing to provide	Willing to provide
	Supervised Consumption Service	✓	✓	X	Willing to provide	X
	Needle and Syringe Provision Service	X	Willing to provide	X	Willing to provide	X
	Compliance Support Service	✓	✓	X	X	X

Essential service provision

441. All pharmacies are required to provide all essential services; thus, provision is excellent across the locality.

Advanced service provision

442. Access to established advanced services is very good within the neighbourhood with all five pharmacies providing the Pharmacy First, Flu Vaccination, Hypertension Case Finding and the New Medicines Service. There are four pharmacies providing the Lateral Flow Device service with one pharmacy willing to provide the service. There are three pharmacies providing the Pharmacy Contraception service with two pharmacies planning to or willing to provide the service. In addition to this, flu vaccination, hypertension case finding, and contraception services can also be provided by General Practice, with additional contraception services being provided by Locala sexual health services.

443. There are two pharmacies providing the Smoking Cessation service with three other pharmacies willing to provide the service. This, complemented by the other NHS service providers able to provide similar services gives people excellent choice and access to services at times convenient to them.

National Enhanced Service provision

444. There are three pharmacies providing the COVID-19 vaccination service providing very good access to this National Enhanced Service.

Locally Commissioned Service provision

445. There are three pharmacies providing the Greater Manchester Minor Ailments scheme with two other pharmacies willing to provide this service. In addition to this, medicines for minor ailments can be purchased from any pharmacy or provided by General Practice for those who are unable to make the purchase of medicines directly.

446. There are two pharmacies providing the Emergency Hormonal Contraception service, and two pharmacies willing to provide this service. In addition to this, emergency hormonal contraception services can be accessed via Locala sexual health services.

447. There is one pharmacy providing the Wigan Nicotine Replacement Therapy service and three pharmacies willing to provide the service, thus provision is good across the neighbourhood. This, complemented by the other NHS service providers that able to provide similar services gives people excellent choice and access to services at times convenient to them.

448. There are two pharmacies providing the supervised consumption service, providing good access to this service.

449. The needle and syringe provision service is not currently provided by any pharmacies within the neighbourhood, however, two pharmacies in this neighbourhood are willing to provide this service. This should be explored by the service commissioner to ensure there is some provision through pharmacies within this neighbourhood.

450. There are two pharmacies providing the Compliance Support service, supporting people to take their medicines providing very good access to this service.

Ability to adapt to an increase in demand

451. When pharmacy providers were asked through the contractor survey about their ability to adapt to an increase in demand, three of the five pharmacies in this neighbourhood advised they have sufficient capacity within their existing premises and staffing levels, to manage an increase in demand within the area.

Conclusion

452. Overall, considering accessibility and the range of services on offer, the pharmacies in this neighbourhood provide the necessary level of service both to meet need and secure better access.

Pharmacy services response to local health needs and potential future development

453. The key health issues affecting people in Wigan Borough are described within the [Wigan Borough profile section](#). Currently the services which are commissioned from pharmacies play an important role in helping to address these issues.
454. Cancer, CVD, conditions associated with 'old age' and respiratory conditions are the most common causes of death within Wigan. Community pharmacies provide people with prescribed medicines to treat or prevent the development of many of these conditions/diseases. They support people to take their medicines as intended to ensure they get the most benefit from the medicines take and that they are used safely. Services provided, such as the New Medicine Service, Discharge Medicine Service and the Hypertension Case Finding service through community pharmacies provide an enhanced level of support for a number of medical conditions, both new and previously existing to that patient.
455. The numbers of people with cancer, CVD and respiratory conditions are impacted by lifestyle issues such as obesity, alcohol use, smoking and lack of exercise, in addition to an ageing population. Through the healthy living service framework and the stop smoking services, pharmacies provide lifestyle advice e.g. weight management advice, smoking cessation, advice on the consumption of alcohol and provide interventions to meet local need, signposting to local services where appropriate, thus improving the health and wellbeing of the local population and helping to reduce health inequalities.
456. Developing and targeting the public health campaigns through community pharmacies could help to further tackle many of the health needs of our residents.
457. The Hypertension Case Finding service helps to ensure more people with hypertension are diagnosed and therefore appropriately managed sooner helping to reduce the burden of CVD and its complications later in life. Hypertension case-finding, to allow for interventions to optimise blood pressure and minimise the risk of myocardial infarction and stroke, is one of the five clinical areas within the NHSE Core20PLUS5⁶⁵ which is a programme to support the reduction of health inequalities. Community pharmacies should target their service provision at groups most likely to experience health inequalities e.g. those in the most deprived 20% of the national population to support this programme.

⁶⁵ [NHSE England » Core20PLUS5 \(adults\) – an approach to reducing healthcare inequalities](#)

458. Community pharmacies providing the flu vaccination and COVID-19 vaccination service can further support the Core20PLUS5 programme by targeting service provision at those patients with COPD and signposting this group on how to access pneumonia vaccines as part of the consultation.
459. The Greater Manchester Green Plan⁶⁶ identifies a number of ways the region can become net zero for carbon emissions by 2038. Community pharmacy will be able to support this work raising awareness of the carbon impact of inhalers, ensuring patients can use their inhalers where there is change to support this initiative and encouraging people to return their used inhalers to the pharmacy for either recycling or destruction to ensure gases within used inhalers are disposed of appropriately. In addition, reducing wasted medicines has the potential to significantly reduce the NHS carbon footprint and pharmacies will have a key role to play in ensuring patients only get prescriptions dispensed for the medicines they need and use their medicines correctly to reduce waste.
460. Increased use of repeat dispensing has the potential to support both community pharmacy and GP practices manage their workload more efficiently and so increase capacity within primary care. In line with the ambitions set out in the NHS Long Term Plan⁶⁷, the Pharmacy First service is expected to relieve pressure on urgent and emergency care (UEC) and GP practices by encouraging people to use their community pharmacy as the first port of call for minor and self-limiting conditions. In addition, the Greater Manchester Minor Ailments scheme (GM MAS) further supports individuals (and their dependents) in the Borough with low income to use their community pharmacy in this way.
461. Improved communication between providers helps to reduce medication errors. The Discharge Medicine Service has been developed to support improved communication between acute trusts and community pharmacies when patients are discharged to improve patient care to reduce medication errors as patient cross the primary/secondary care interface. Improved communication between GP practices and community pharmacy when there is a change in medication would further reduce medication errors and improve patient care. Local processes should be developed between practices and pharmacies within neighbourhoods to facilitate this. Support to develop the required IT systems is required to ensure optimal engagement with the Discharge Medicine Service.

⁶⁶ [Five-Year Environment Plan - Greater Manchester Combined Authority](#)

⁶⁷ [NHS Long Term Plan](#)

462. There is scope to improve people's awareness of many pharmacy services, and we need to ensure that people living in the borough are aware of what is on offer from pharmacies and encourage them to use pharmacies as the first port of call for the management of minor ailments for example. We need to promote the locally commissioned services on offer through pharmacies more effectively and ensure the people who could benefit most from these services are aware of them. It is important to work with existing providers to ensure that the highest standards of quality and the optimum range of services are delivered.
463. Pharmacies will always have an important role in ensuring the safe and effective use of medicines but there needs to be development in existing pharmacy services to enable the NHS to get the most out of the clinical skills of the pharmacist, particularly the contribution pharmacies can make to health improvement and public health.
464. By improving the knowledge of our residents and development of current services Wigan Council and NHS Greater Manchester Medicines Optimisation Team (Wigan locality) will continue to support the development of community pharmacy services in line with the direction set by the Wigan Locality.

Pharmaceutical Needs Assessment for Wigan Borough – Conclusion

465. The PNA has identified the current pharmaceutical provision within Wigan Borough along with services provided outside of the Borough and by other providers and considered how these meet the current and future needs of the Wigan Borough population.
466. Informed by the assessment of pharmaceutical provision within the individual neighbourhood analyses, the PNA concludes that Wigan residents can access essential pharmacy services through 63 community pharmacies and one appliance contractor in Wigan Borough. Wigan residents can also access pharmacies located in neighbouring Boroughs outside the Wigan area along with a significant number of internet pharmacies nationwide. These pharmacies increase choice and accessibility for Wigan residents.
467. Wigan Borough is a growing area, with on-going development anticipated over the lifetime of this PNA. Following assessment of the current population demographics, housing projections and the distribution of pharmacies across the Borough, this PNA has identified two additional needs in the provision of pharmaceutical services in the Borough. These areas have been identified in Hindley Green and Mosely Common.

468. The PNA has considered the current provision of pharmaceutical services across the Borough and outside of the health and wellbeing board area which secure improvements or better access to other pharmaceutical services, specifically in relation to the demography and health needs of the population. It has identified that current provision of pharmaceutical services offered by both community pharmacies and other health care providers meet the needs of the population of Wigan Borough with the exception of Hindley Green, within Neighbourhood 3 – Ince, Hindley, Abram and Platt Bridge.
469. The closure of a pharmacy in Hindley Green has been met with complaints from the residents of the area about the impact of losing this service provider. the population health profile is detailed in the Wigan Borough PNA 2025 that shows Hindley to be an area higher levels of deprivation (according to IMD) - increasing susceptibility to health inequalities.
470. The pharmacies in the neighbouring area of Hindley fall outside of the travel standard that was developed based on the survey as recommended in the PNA guidance and therefore we have treated Hindley Green as a separate area.
471. This PNA concludes that there is a current need for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum, in Hindley Green:
- All essential services
472. The PNA has considered the current provision of pharmaceutical services across the Borough and the need for any additional services to meet the health needs of the Wigan Borough population. It has not identified any services which are not currently provided in the health and wellbeing board area that would secure improvements or better access to pharmaceutical services or pharmaceutical services of a specific type in its area.
473. The PNA concludes that Mosley Common is expected to require additional pharmacy provision in the future due to planned housing developments in the area.
474. Housing development in Mosley Common has been considered as part of our assessment during the previous PNA period and the current draft PNA. While the current development includes approximately 175 new homes, our analysis draws on the Strategic Housing Land

Availability Assessment (SHLAA), which identifies a broader pattern of planned and potential housing growth in the area. When considered across this longer time span, the cumulative impact of housing development is expected to increase demand for pharmaceutical services. On this basis, we have identified a future need for pharmacy provision in Mosley Common.

475. The PNA has identified a future need within Mosley Common area following the completion of the project development. The future need will be for a pharmacy providing the following services, during hours that align with the provision of GP services on Monday to Saturday as a minimum:

- All essential services

476. This PNA provides an overview of services commissioned locally and provided by other NHS services to improve population health and which have an impact on pharmaceutical need. This PNA has identified that there may be opportunities to further develop and extend the delivery of some of the existing services within pharmacies to secure health improvements or better access to services. Local commissioners will continue to explore options for improvements in service delivery and accessibility as part of their on-going service monitoring and review.

Appendix 1 – Pharmaceutical Needs Assessment process

Working group

477. The production of this PNA was co-ordinated by a small working group:

- Director of Public Health
- Joint Intelligence Unit Manager – Public Health & Leisure
- Two Senior Public Health Analysts
- Research and Information Officer
- Head of Medicines Optimisation (Wigan)
- Senior Medicines Optimisation Pharmacist (Wigan)
- Communications and Engagement Teams within Wigan Council.

With support from the Greater Manchester PNA Steering group.

Profile of Wigan Borough including population and health needs

478. Data analysis was carried out by members of the Public Health Team within Wigan Council. References used as sources of information have been included within the relevant sections of the document.

Pharmacy service provision

479. Pharmacy contractors and commissioners of pharmacy services were contacted to provide up to date information on the services provided by pharmacies. The survey was co-produced in collaboration with the Greater Manchester PNA Steering Group and data was analysed by the NHS Greater Manchester Medicines Optimisation Team (Wigan locality).

Pharmacy Service Public Survey

480. A patient satisfaction survey was carried out for a 6-week period during February and March 2025 and was available online or via a paper-based survey for those respondents unable to access the on-line version.

481. The survey was advertised via The Residents Newsletter and The Members Brief communication channels within the borough.

Stakeholder engagement

482. Stakeholder engagement has been conducted through a 60-day consultation period.

Summary of requirements of the PNA

483. The information to be contained within a pharmaceutical needs assessment is included within the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013⁶⁸.

484. The PNA **must relate to:**

- the provision of pharmaceutical services (including directed services) by a person on a pharmaceutical list
- the provision of local pharmaceutical services under an LPS scheme (but not LP services which are not local pharmaceutical services); or
- the dispensing of drugs and appliances by a person on a dispensing doctors list (but not other NHS services that may be provided under arrangements made by the NHSCB with a dispensing doctor).

485. The PNA **must include** the following:

Necessary services: current provision:

A statement of the pharmaceutical services that the HWB has identified as services that are provided:

- (a) in the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and

⁶⁸ [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#)

- (b) outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services).

Necessary services: Additional Needs in provision

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied—

- (a) need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.
- (b) will, in specified future circumstances, need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.

Other relevant services: current provision

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided:

- (a) in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area.
- (b) outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area.
- (c) in or outside the area of the HWB and, whilst not being services of the types described in sub-paragraph (a) or (b), or “Necessary services: current provision:” they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area.

Improvements and better access: Additional Needs in provision

A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied:

- (a) would, if they were provided (whether or not they were located in the area of the HWB), secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area,
- (b) would, if in specified future circumstances they were provided (whether or not they were located in the area of the HWB), secure

future improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.

Other NHS services

A statement of any NHS services provided or arranged by a local authority, the NHSCB, an ICB, an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect:

- (a) the need for pharmaceutical services, or pharmaceutical services of a specified type, in its area; or
- (b) whether further provision of pharmaceutical services in its area would secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.

How the assessment was carried out

An explanation of how the assessment has been carried out, and in particular:

- (a) how it has determined what are the localities in its area.
- (b) how it has taken into account (where applicable):
 - (i) the different needs of different localities in its area, and
 - (ii) the different needs of people in its area who share a protected characteristic; and
- (c) a report on the consultation that it has undertaken.

Map of provision

A map that identifies the premises at which pharmaceutical services are provided in the area of the HWB.

Appendix 2 – Pharmacies in Wigan Borough

ODS Code	Trading Name	Address		Postcode
FA200	Hollowood Chemist	7 Ince Green Lane	Ince	WN2 2AR
FA756	Rowlands Pharmacy	5 Oaklands Road	Lowton	WA3 2LA
FAM85	Cohens Chemist	234 Scholes	Wigan	WN1 3NH
FAT70	Boots the Chemist	Unit 8a The Gerard Centre	Gerard Street	WN4 9AN
FCV17	Elliott Street Pharmacy	185-187 Elliott Street	Tyldesley	M29 8DR
FDG06	Borsdane Avenue Pharmacy	Unit 3, 19 Borsdane Avenue	Hindley	WN2 3QN
FDH26	Davina Pharmacy	155 Elliott Street	Tyldesley	M29 8FL
FDH71	Cohens Chemist	259c Orrell Road	Orrell	WN5 8NB
FDN29	Shevington Community Pharmacy	The Surgery, Houghton Lane	Shevington	WN6 8ET
FDP26	Golborne Late Night Chemist	98 High Street	Golborne	WA3 3DA
FDQ82	Allied Pharmacy Wigan Road	475 Wigan Road	Leigh	WN7 5HQ
FEY33	Rowlands Pharmacy	52 Marsh Green	Wigan	WN5 0PU
FFH39	Manor Pharmacy	Boston House	Wigan Health Centre, Frog Lane	WN6 7LB
FGM80	Tesco In-Store Pharmacy	Central Park Way	Wigan	WN1 1XS
FGM90	Cohens Chemist	47a High Street	Standish	WN6 0HA
FGN59	Abram Pharmacy	358 Warrington Road	Abram	WN2 5XA
FHG83	Well	56 Church Street	Orrell	WN5 8TQ
FHH13	Cohens Chemist	36 Braithwaite Road	Lowton	WA3 2HY
FHL39	Asda Pharmacy	Asda Superstore	Atherleigh Way	WN7 5RZ
FJ016	Well	1 Coldalhurst Lane	Astley	M29 7BS
FJ396	Evergreen Pharmacy	91A Mesnes Street	Wigan	WN1 1QJ
FJD69	Manor Pharmacy	12 The Centre	Richmond Drive, Higher Fold	WN7 2XY
FJG67	Peak Pharmacy	Claire House, Lower Ince Health Centre	Phoenix Way, Lower Ince	WN3 4NW
FJK23	Boots the Chemist	29/31 Bradshawgate	Leigh	WN7 4NB

ODS Code	Trading Name	Address	Postcode	ODS Code
FJR77	Rowlands Pharmacy	Ashton Medical Centre	120 Wigan Road	WN4 9SU
FKH90	Asda Pharmacy	Soho Street	Robin Park	WN5 0XA
FKK46	Peak Pharmacy	11 College Street	Leigh	WN7 2RF
FKX71	Trayners Chemist	108 Market Street	Hindley	WN2 3AY
FLK57	Appley Bridge Pharmacy	53 Woodnook Road	Appley Bridge	WN6 9JR
FLL04	New Springs Pharmacy	21 Wigan Road	New Springs	WN2 1DH
FLP99	J Morris Pharmacy	109 Wigan Road	Ashton-in-Makerfield	WN4 9BH
FLX23	Manor Pharmacy	90 - 92 Manchester Road	Leigh	WN7 2LD
FM484	Blundell's Pharmacy	159 Poolstock Lane	Wigan	WN3 5HL
FM634	England Pharmacy	280 Gidlow Lane	Wigan	WN6 7PG
FMF32	Boots the Chemist	82 Market Street	Atherton	M46 0DP
FMH96	Hawkley Pharmacy	54 Carr Lane	Hawkley Hall	WN3 5ND
FNH71	Peak Pharmacy	76 Bradshawgate	Leigh	WN7 4NP
FPC22	Hollowood Chemist	11 Mesnes Street	Wigan	WN1 1QP
FPE00	Peak Pharmacy	Derby Street East	Leigh	WN7 2PD
FPP35	Cohens Chemist	23 Church Street	Atherton	M46 9DE
FPT79	Manor Pharmacy	The Harriers Building	Leigh Sports Village	WN7 4GX
FQ045	Manor Pharmacy	Chandler House	Worsley Mesnes, Poolstock Lane	WN3 5HL
FQF30	Manor Pharmacy	4 Gathurst Lane	Shevington	WN6 8HA
FQL08	Asda Pharmacy	Edge Green Lane	Golborne	WA3 3SP
FQP74	George Wilson	Pemberton Primary Care Resource Centre	Sherwood Drive, Pemberton	WN5 9QX
FR006	Well	97 - 99 High Street	Golborne	WA3 3BU
FR267	GPharmacy Direct	Unit 9, Queens Enterprise Park	Queens Street	WA3 3AF
FRE68	Bradshaw Street Pharmacy	Bradshaw Street	Orrell	WN5 0AB
FRF02	Cohens Chemist	Atherton Health Centre	Ormerod House, Nelson Street	M46 0LE
FRG44	Boots the Chemist	Robin Park	37 Loire Drive	WN5 0UH

ODS Code	Trading Name	Address	Postcode	ODS Code
FRV69	Allied Pharmacy Astley	391 Manchester Road	Astley	M29 7BY
FRW39	Your Local Boots Pharmacy	91 Holmes House Avenue	Winstanley	WN3 6JA
FVX03	Liverpool Road Pharmacy	612 Liverpool Road	Platt Bridge	WN2 5BB
FVX82	Cohens Chemist	147 - 149 Elliott Street	Tyldesley	M29 8FL
FW187	Standish Pharmacy	15 Preston Road	Standish	WN6 0HR
FX650	Platt Bridge Health Centre Pharmacy	Rivington Avenue	Platt Bridge	WN2 5NG
FXM89	Hollowood Chemist	Aspull Medical Centre	Wigan	WN2 1XH
FXV58	Hindley Pharmacy	Hindley Health Centre	17 Liverpool Road, Hindley	WN2 3HQ
FXW22	Tesco In-Store Pharmacy	Spinning Jenny Way	Leigh	WN7 4PE
FY111	Well	216 Ormskirk Road	Newtown	WN5 9ED
FY680	Well	109 Ladies Lane	Hindley	WN2 2QG
FYQ21	Boots	22-23 Grand Arcade	Wigan	WN1 1BH
FYQ60	Peak Pharmacy	Leigh Health Centre	The Avenue	WN7 1HR

Appendix 3 – General Practices in Wigan Borough

Practice Code	Practice	Practice Address	Practice Postcode
P92001	MEDICENTRE	ASHTON HEALTH CENTRE, COUNCIL AVENUE, ASHTON IN MAKERFIELD	WN4 9AZ
P92002	BRAITHWAITE RD SURGERY	36 BRAITHWAITE ROAD, LOWTON, NR. WARRINGTON	WA3 2HY
P92003	THE DICCONSON GROUP PRACTICE	BOSTON HOUSE, WIGAN HEALTH CENTRE, FROG LANE, WIGAN	WN6 7LB
P92004	DR TUN & PARTNERS	HINDLEY HEALTH CENTRE, 17 LIVERPOOL ROAD, HINDLEY, NR. WIGAN	WN2 3HQ
P92005	ZAMAN	CHANDLER HOUSE, WORSLEY MESNES HEALTH CTR, POOLSTOCK LN, WIGAN, LANCASHIRE	WN3 5HL
P92006	DR AHMAD & PTNRS	PLATT BRIDGE HEALTH CTR, RIVINGTON AVENUE, PLATT BRIDGE, WIGAN	WN2 5NG
P92007	OLD HENRY STREET MED CTR	OLD HENRY STREET MED CTR, HENRY STREET, LEIGH, LANCASHIRE	WN7 2PG
P92008	BRADSHAW MEDICAL CENTRE	BRADSHAW MEDICAL CENTRE, BRADSHAW STREET, ORRELL, WIGAN, GREATER MANCHESTER	WN5 0AB
P92010	BEECH HILL MEDICAL PRACTICE	BEECH HILL MEDICAL PRACT, 278 GIDLOW LN, BEECH HILL, WIGAN, LANCASHIRE	WN6 7PD
P92011	SULLIVAN WAY SURGERY	SULLIVAN WAY SURGERY, SULLIVAN WAY, SCHOLLS, WIGAN, GREATER MANCHESTER	WN1 3TB
P92012	HIGH STREET SURGERY	GOLBORNE HEALTH CENTRE, KIDGLOVE ROAD, GOLBORNE, WARRINGTON	WA3 3GS
P92014	STANDISH MEDICAL PRACTICE	STANDISH MEDICAL PRACTICE, 49 HIGH STREET, STANDISH, WIGAN, LANCASHIRE	WN6 0HD
P92015	ASPULL SURGERY	ASPULL SURGERY, HAIGH ROAD, ASPULL, WIGAN	WN2 1XH
P92016	PENNYGATE MEDICAL CENTRE	PENNYGATE MEDICAL CENTRE, 109 LADIES LANE, HINDLEY, WIGAN, LANCASHIRE	WN2 2QG
P92017	SHEVINGTON SURGERY	SHEVINGTON SURGERY, HOUGHTON LANE, SHEVINGTON, WIGAN, LANCASHIRE	WN6 8ET
P92019	PEMBERTON SURGERY	PEMBERTON PCRC, SHERWOOD DRIVE, PEMBERTON, WIGAN	WN5 9QX
P92020	SIVAKUMAR & PARTNER	THE SURGERY, 1 COLDALHURST LANE, ASTLEY, TYLDESLEY, MANCHESTER	M29 7BS
P92021	NEWTOWN MEDICAL PRACTICE	NEWTOWN MEDICAL PRACTICE, PEMBERTON PC RESOURCE CTR, SHERWOOD DRIVE, PEMBERTON	WN5 9QX
P92023	BROOKMILL MEDICAL CENTRE	BROOKMILL MEDICAL CENTRE, COLLEGE STREET, LEIGH, LANCASHIRE	WN7 2RB

Practice Code	Practice	Practice Address	Practice Postcode
P92024	KUMAR FAMILY PRACTICE	CHANDLER HOUSE, WORSLEY MESNES HEALTH CTR, POOLSTOCK LN, WIGAN, LANCASHIRE	WN3 5HL
P92026	LONGSHOOT MEDICAL PRACTICE	LONGSHOOT HEALTH CENTRE, SCHOLES, WIGAN	WN1 3NH
P92028	ELLIOTT STREET SURGERY	145 ELLIOTT STREET, TYLDESLEY, MANCHESTER	M29 8FL
P92029	WESTLEIGH MEDICAL PRACTICE	WESTLEIGH MEDICAL PRACTIC, 4-12 WESTLEIGH LANE, LEIGH, LANCASHIRE	WN7 5JE
P92030	DR SEABROOK	THE SURGERY, 1 WRIGHTINGTON STREET, WIGAN	WN1 2AZ
P92031	PLATT HOUSE SURGERY	PLATT BRIDGE HC, RIVINGTON AVENUE, PLATT BRIDGE, WIGAN	WN2 5NG
P92033	THE SURGERY, TYLDESLEY	THE SURGERY, HIGH STREET, TYLDESLEY, NR. MANCHESTER	M29 8AL
P92034	BRYN CROSS SURGERY	246 WIGAN ROAD, BRYN, ASHTON-IN-MAKERFIELD, WIGAN, GREATER MANCHESTER	WN4 0AR
P92038	SAXENA L	WINSTANLEY MEDICAL CENTRE, HOLMES HOUSE AVENUE, WINSTANLEY, WIGAN	WN3 6JN
P92041	SSP HEALTH LIMITED ASHTON MEDICAL CENTRE	ASHTON MEDICAL CENTRE, 120 WIGAN ROAD, ASHTON-IN-MAKERFIELD, NR. WIGAN	WN4 9SU
P92042	DR KK CHAN & PARTNERS	SEVEN BROOKS MEDICAL CTR, 21 CHURCH ST, ATHERTON, MANCHESTER	M46 9DE
P92602	FOXLEIGH FAMILY SURGERY	THE BRIDGEWATER MED CTR, HENRY STREET, LEIGH, GREATER MANCHESTER	WN7 2PE
P92605	BOOTHSTOWN MEDICAL CENTRE	PARR BRIDGE H&W CENTRE, MOSLEY COMMON ROAD, TYLDESLEY, GREATER MANCHESTER	M29 8RZ
P92607	GRASMERE SURGERY	LEIGH HEALTH CENTRE, THE AVENUE, LEIGH	WN7 1HR
P92615	THE AVENUE SURGERY	LEIGH HEALTH CENTRE, THE AVENUE, LEIGH	WN7 1HR
P92620	INCE SURGERY	CLAIRE HOUSE, PHOENIX WAY, LOWER INCE	WN3 4NW
P92621	PREMIER HEALTH TEAM	THE BRIDGEWATER MED CTR, HENRY STREET, LEIGH	WN7 2PE
P92626	MEADOWVIEW SURGERY	ORMEROD HOUSE, ATHERTON HEALTH CENTRE, NELSON STREET, ATHERTON, MANCHESTER	M46 0LE
P92630	GOLBORNE SURGERY	GOLBORNE HEALTH CENTRE, KIDGLOVE ROAD, GOLBORNE, WARRINGTON	WA3 3GS
P92633	BEE FOLD MEDICAL CENTRE	BEE FOLD MEDICAL CENTRE, BEE FOLD LANE, ATHERTON, MANCHESTER	M46 0BD
P92634	MESNES VIEW SURGERY	MESNES VIEW SURGERY, MESNES STREET, WIGAN	WN1 1ST

Practice Code	Practice	Practice Address	Practice Postcode
P92635	DR VASANTH	ATHERTON HEALTH CENTRE, NELSON STREET, ATHERTON, MANCHESTER	M46 0LE
P92637	ASTLEY GENERAL PRACTICE	ASTLEY GENERAL PRACTICE, 391A MANCHESTER RD, ASTLEY, MANCHESTER	M29 7BY
P92639	SHAHBAZI SS	GOLBORNE HEALTH CENTRE, KIDGLOVE ROAD, GOLBORNE, WARRINGTON	WA3 3GS
P92642	MARUS BRIDGE PRACTICE	CHANDLER HOUSE, WORSLEY MESNES HEALTH CTR, POOLSTOCK LN, WIGAN, LANCASHIRE	WN3 5HL
P92646	DR VARDHAN'S SURGERY	THE SURGERY, 10 HIGHER GREEN LANE, ASTLEY, TYLDESLEY, NR. MANCHESTER	M29 7HG
P92647	SOUTH WIGAN MEDICAL PRACTICE	CHANDLER HOUSE, WORSLEY MESNES HEALTH CTR, POOLSTOCK LN, WIGAN, LANCASHIRE	WN3 5HL
P92648	SLAG LANE MC	SLAG LANE MEDICAL CENTRE, 216 SLAG LANE, LOWTON, NR. WARRINGTON, CHESHIRE	WA3 2EZ
P92651	LOWTON & PLATT BRIDGE SURGERY	208C NEWTON ROAD, LOWTON, WARRINGTON	WA3 2AQ
Y00050	LILFORD & PENNINGTON PARK SURGERY	THE BRIDGEWATER MED CTR, HENRY STREET, LEIGH, GREATER MANCHESTER	WN7 2PE
Y02274	RIVINGTON WAY SURGERY	INTRAHEALTH CLARE HOUSE, LOWER INCE HC PHOENIX WAY, WIGAN	WN3 4NW
Y02321	POPLAR STREET SURGERY	TYLDESLEY HEALTH CENTRE, POPLAR STREET, TYLDESLEY	M29 8AX
Y02322	LEIGH FAMILY PRACTICE	BRIDGEWATER MC, HENRY STREET, LEIGH, LANCASHIRE	WN7 2PE
Y02378	BRYN STREET SURGERY	ASHTON HEALTH, COUNCIL AVE, ASHTON-IN-MAKERFIELD, WIGAN	WN4 9AZ
Y02885	MARSH GREEN MEDICAL PRACTICE	HARROW ROAD, MARSH GREEN, WIGAN	WN5 0QL
Y02886	LEIGH SPORTS VILLAGE	LEIGH SPORTS VILLAGE, LEIGH STADIUM, SALE WAY, LEIGH	WN7 4JY

Appendix 4 – Pharmacy service user survey report

Pharmacy Services Public Survey

Tuesday 4th February 2025 - Friday 21st March 2025

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Introduction

1. A Pharmacy Services Public Survey was carried to obtain feedback on current pharmacy services within Wigan Borough to inform the Pharmaceutical Needs Assessment (PNA).
2. The survey ran for a 6-week period between 4th February to 21st March 2025 and was available online or via a paper-based survey for those respondents unable to access the online version.
3. The survey was advertised via The Residents Newsletter and The Members Brief communication channels within the borough.
4. A copy of the survey is given at the end of this report in Appendix 1a.

Responses

5. A total of 196 responses were received and have been analysed. All the people who responded reported using one or a number of pharmacies for either themselves or on behalf of someone else.

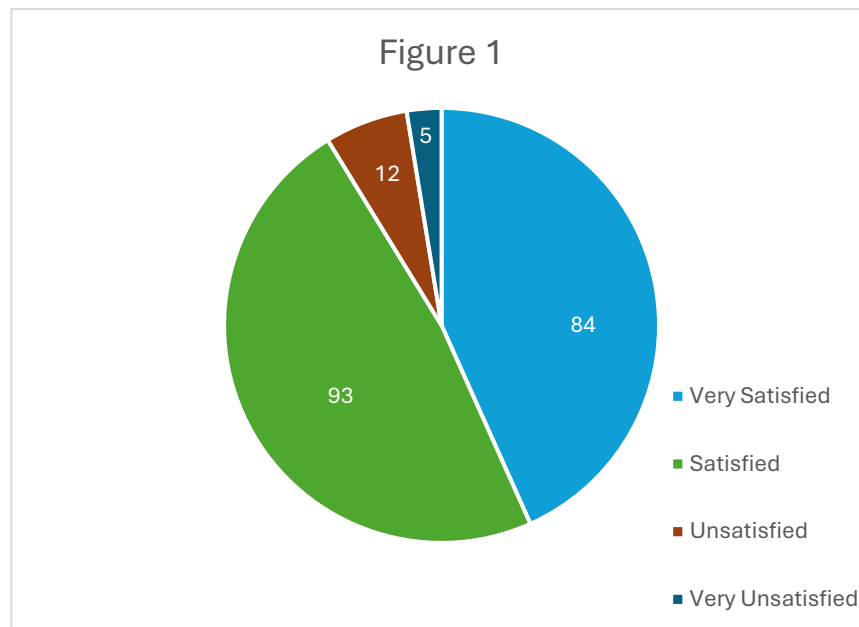
Key Findings

6. Most people (90%) reported that they are satisfied or very satisfied with the overall pharmacy service they receive. The majority of people (92%) are satisfied or very satisfied with both the attitude and knowledge of the pharmacy staff.
7. In general people use a regular pharmacy (83%) and the majority of people reported having no problems accessing a pharmacy due to location (92%) or opening hours (84%).
8. Most people use a pharmacy at least once a month (85%), the most popular pharmacy services used are collection of regular prescription medicines (85%) and the occasional collection of prescription medicines (74%).
9. Most people (78%) reported the journey to their pharmacy of choice being 15 minutes or less, with most people choosing to travel by motor vehicle (52%) or walk (38%) to the pharmacy.
10. This survey has been limited by the low number of participants (196 out of a population of approximately 330,000) 0.06% of the Wigan Borough population.
11. In addition to this, the demographic demonstrates that the participant pool does not represent the demographics of the Wigan Borough population, with the vast majority of respondents being white females, over the age of 65 years old. The results of this survey should therefore be interpreted with caution.

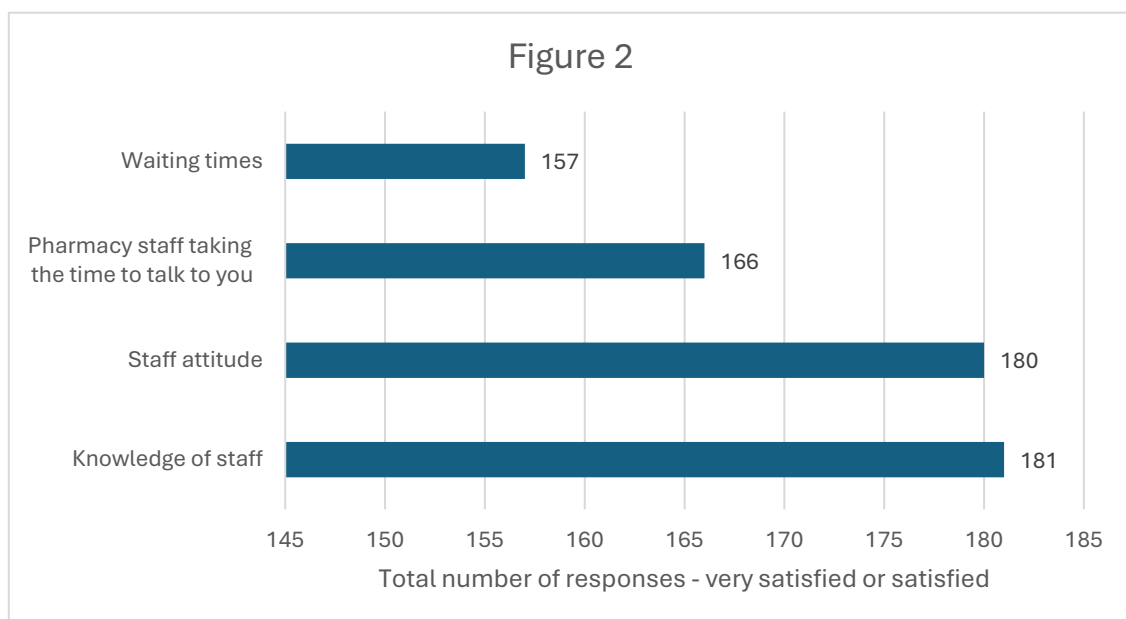
Survey Analysis

Patient Satisfaction

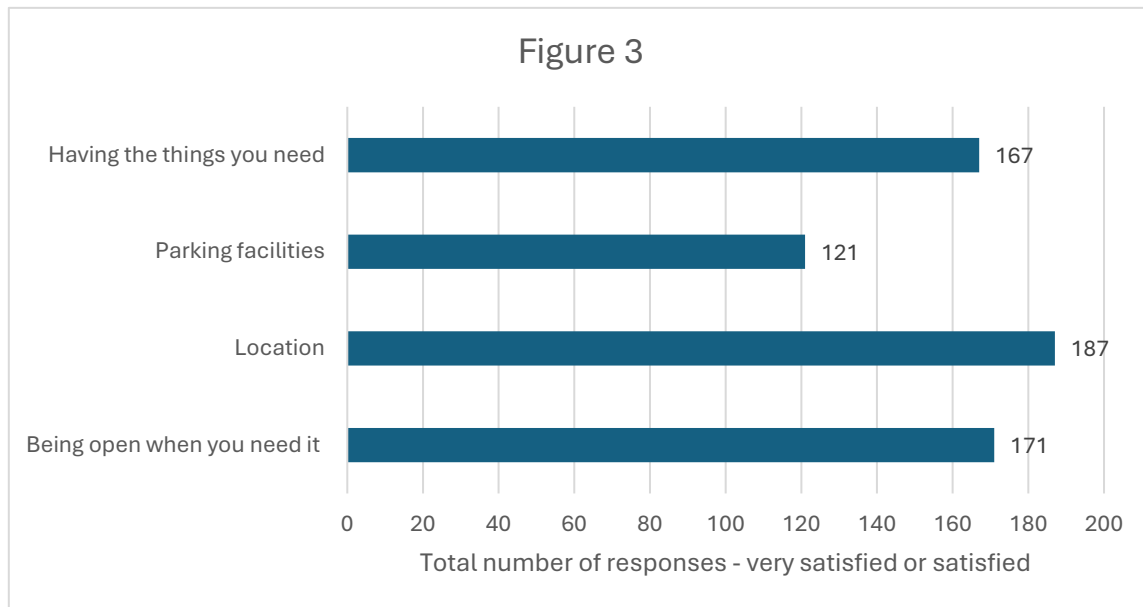
12. Figure 1 shows overall satisfaction with the pharmacy service, presented by the total number of responses for each satisfaction score.



13. Figure 2 shows the level of satisfaction in more detail, based around staff satisfaction and waiting times. The results in Figure 2 are presented as the total number of responses that were either satisfied or very satisfied for each of the individual elements.

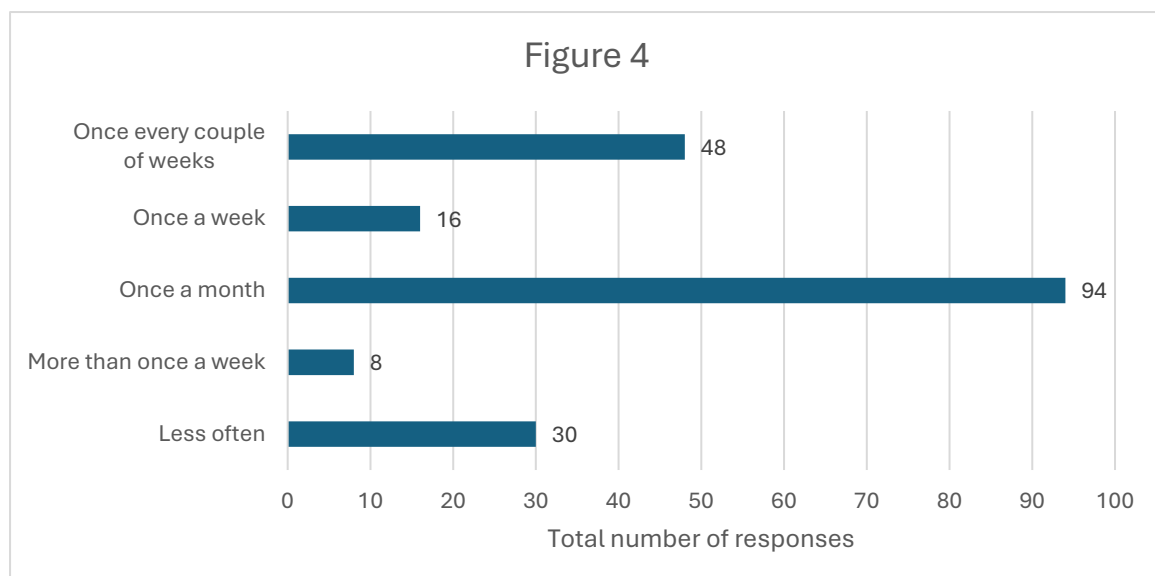


14. Figure 3 shows the level of satisfaction in more detail, based around access to pharmacy services including being open when you need it, having the things you need, location and parking facilities. The results in Figure 3 are presented as the total number of responses that were either satisfied or very satisfied for each of the individual elements.

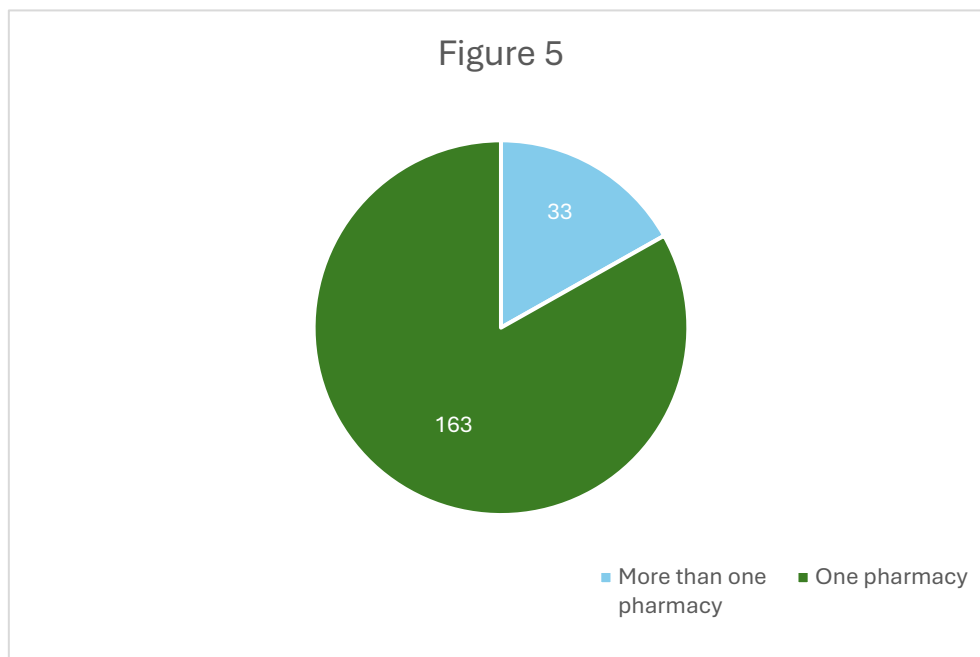


Use of Pharmacy Services

15. Figure 4 shows how often people use their pharmacy services with most people using a pharmacy once a month (48%) or once every couple of weeks (24%).

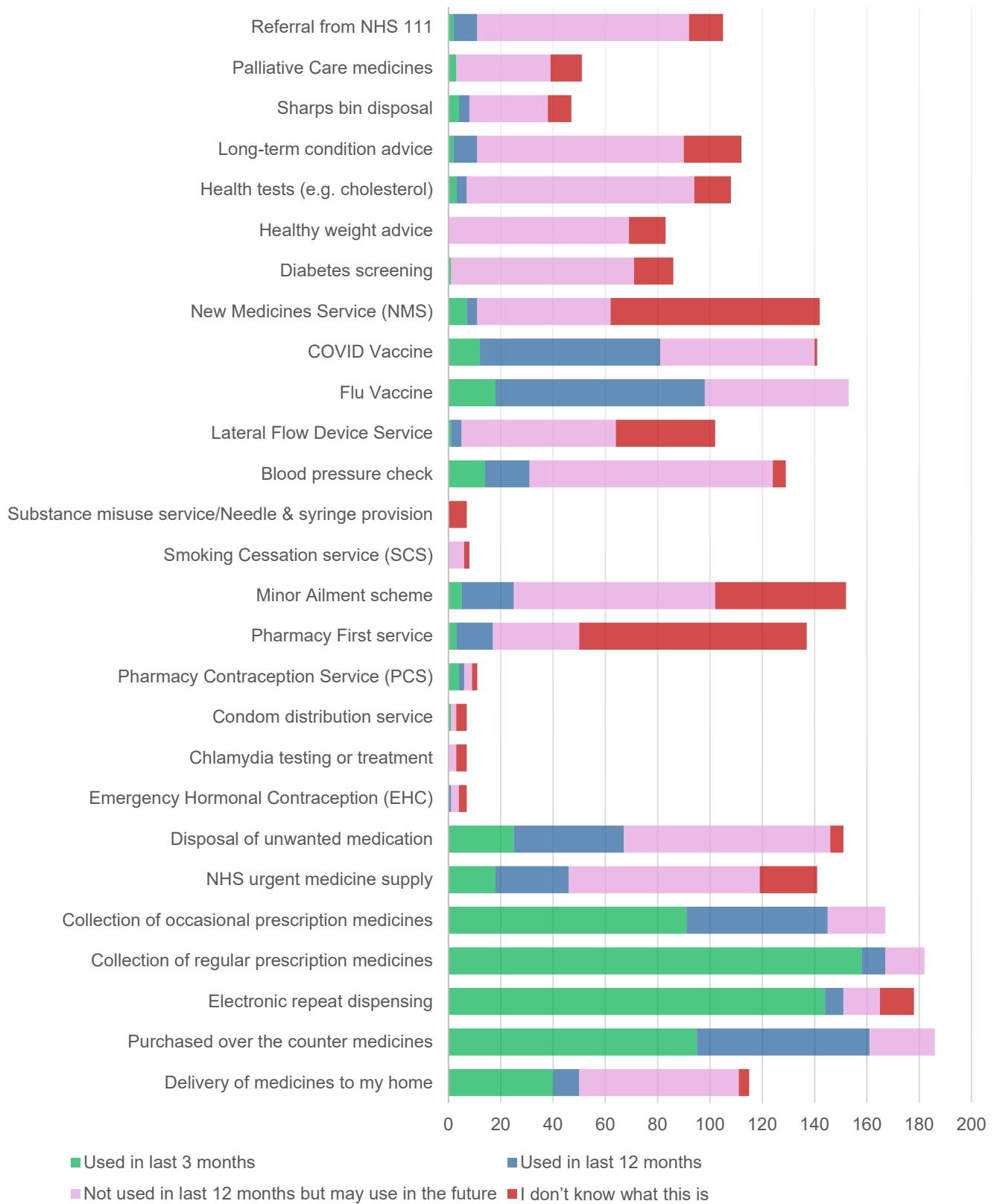


16. Figure 5 shows if people use a regular pharmacy or if they choose to use multiple pharmacies. Most people (83%) use one pharmacy on a regular basis.



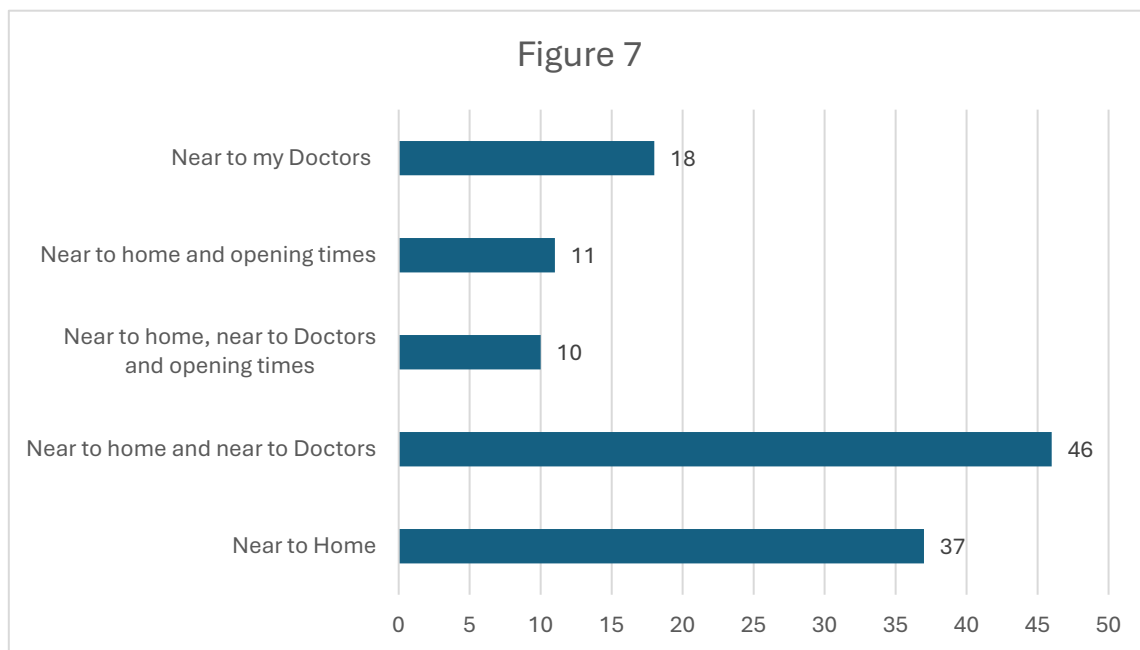
17. Figure 6 shows the different pharmacy services used by people within the last 12 months. The most popular pharmacy service used within the last 12 months was the collection of regular prescription medicines. Highlighted in red, the results demonstrate limited understanding around some of the advanced and locally commissioned services. A large portion of people responded with “I don’t know what this is” to the New Medicines service, Pharmacy First service and the Minor Ailments scheme.

FIGURE 6

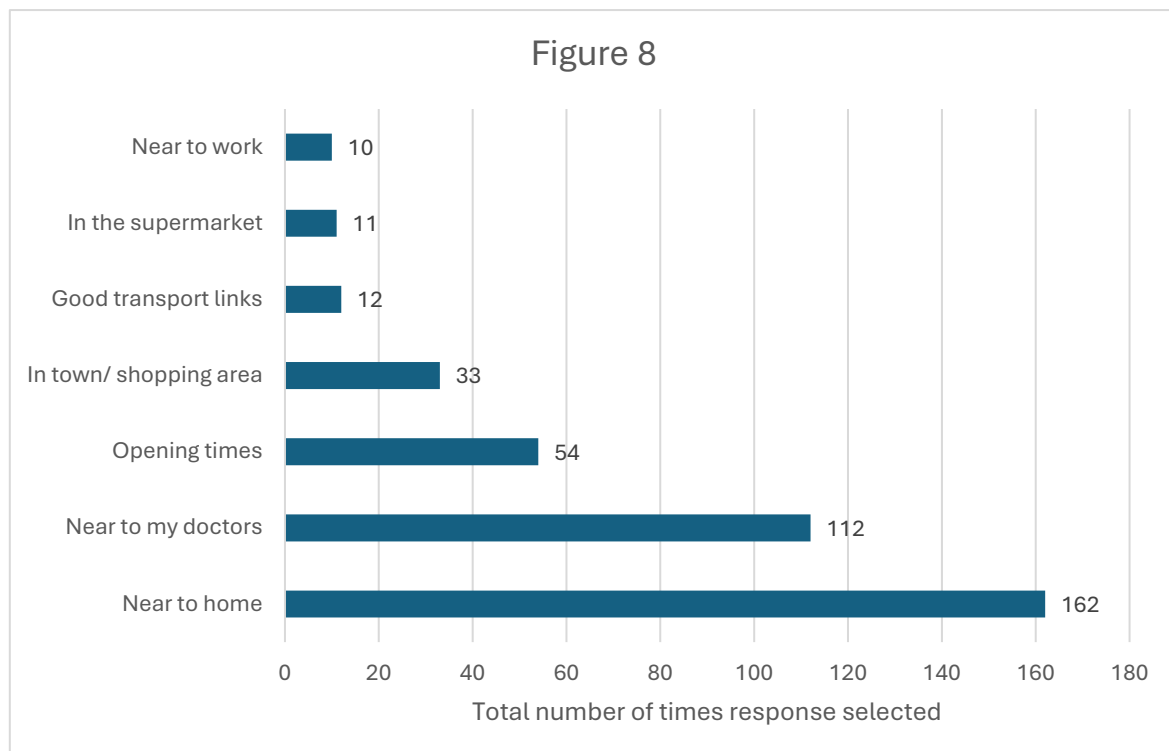


Choice of Pharmacy

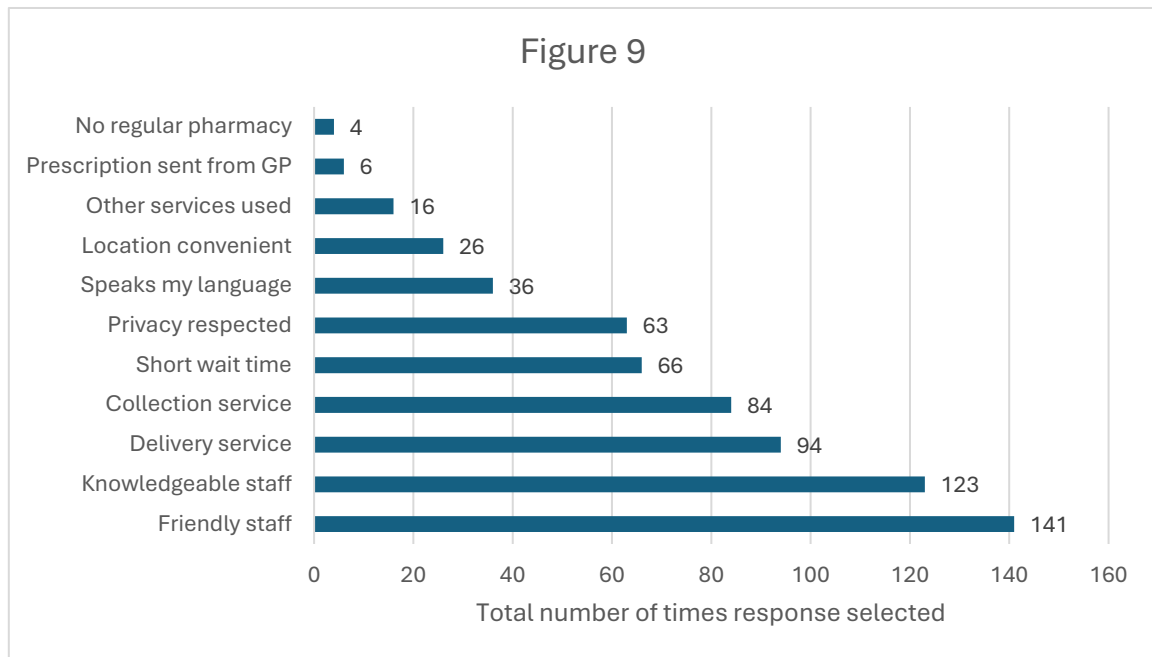
18. Figure 7: Thinking of the pharmacy you use most, select as many of the following reasons for your choice



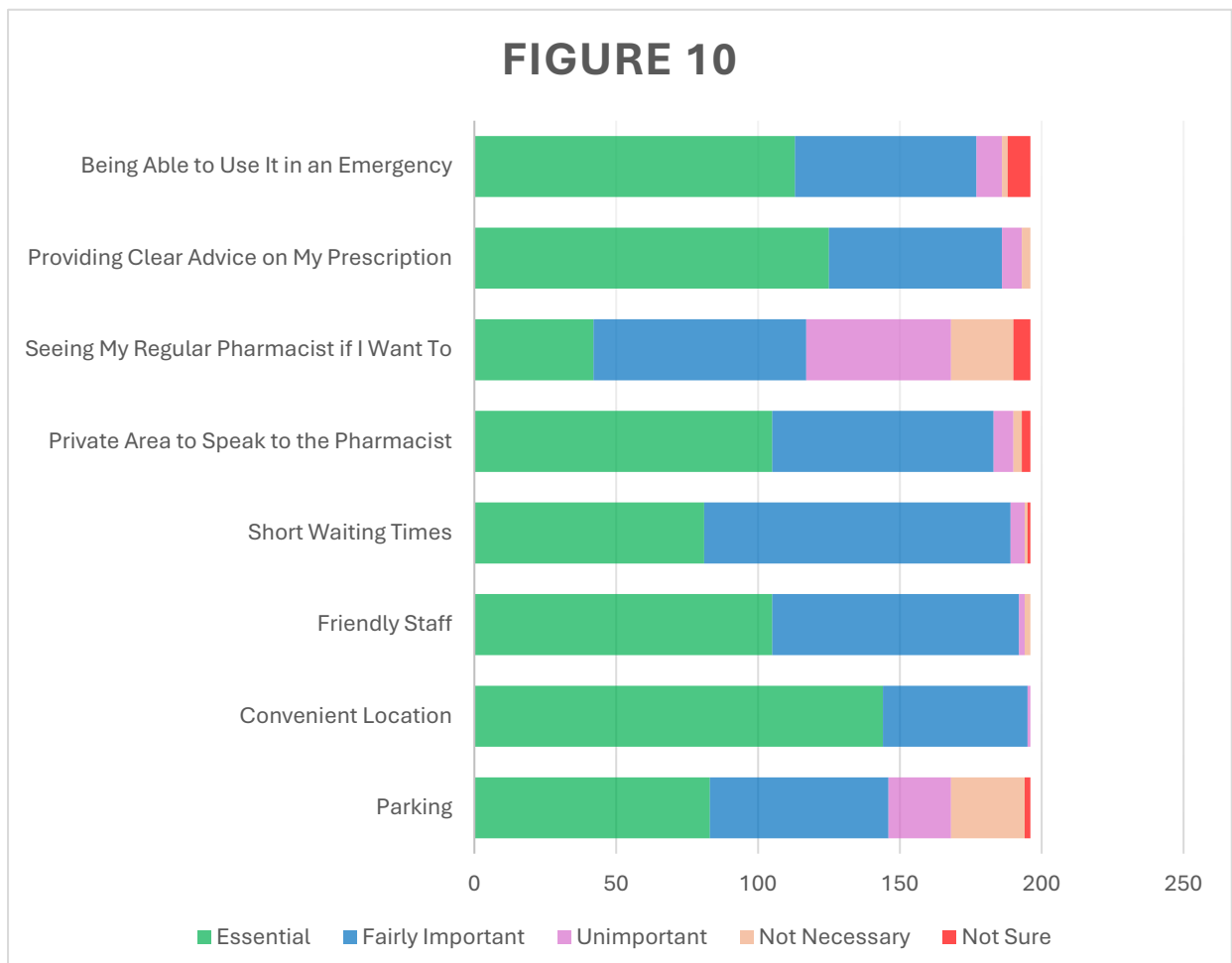
19. Figure 8: Thinking of the pharmacy you use most, tick as many of the following reasons for your choice – Accessibility:



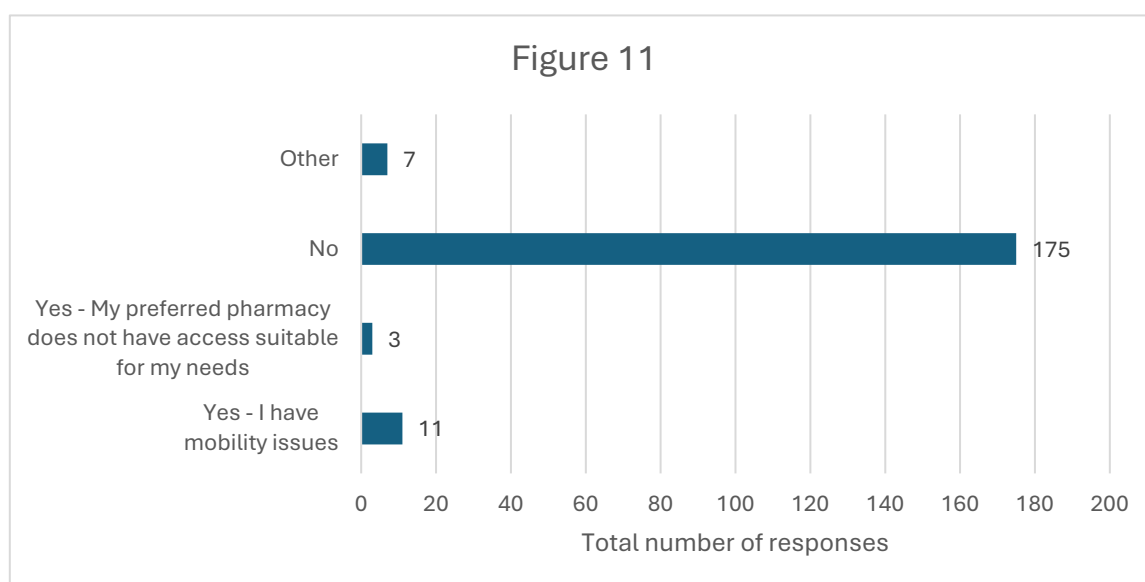
20. Figure 9: Thinking of the pharmacy you use most, tick as many of the following reasons for your choice - Accessibility Specifics:



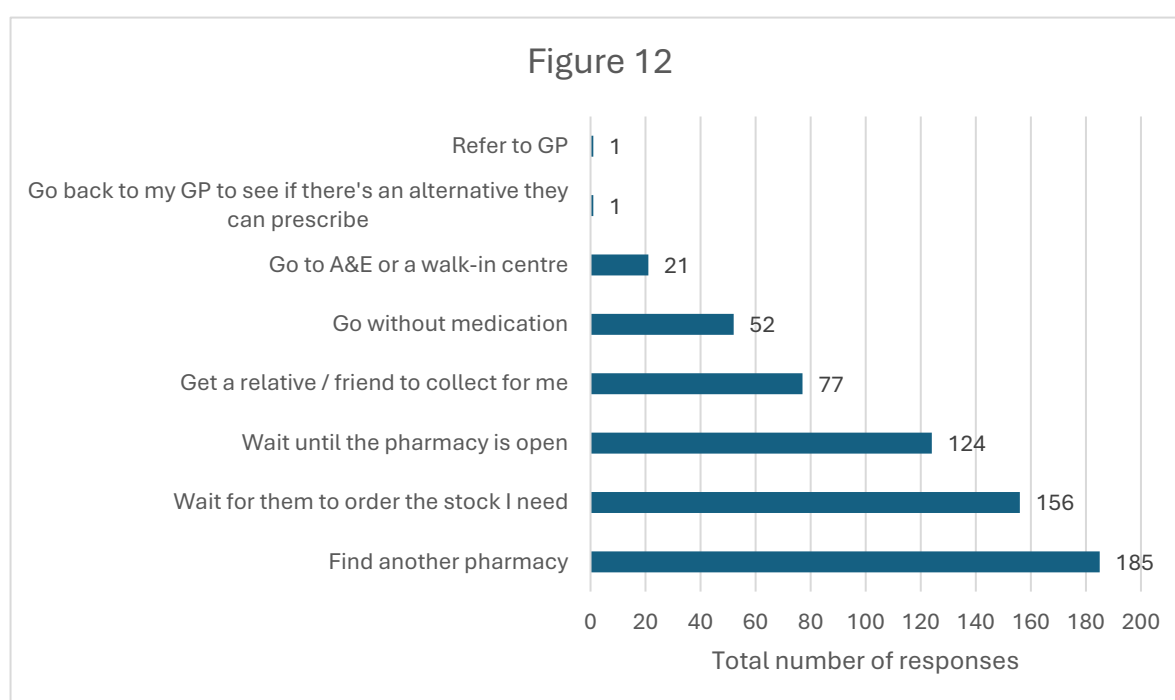
21. Figure 10: Thinking of the pharmacy you use most, tick as many of the following reasons for your choice - Pharmacy Specifics:



22. Figure 11 shows how many people have difficulties accessing their pharmacy of choice. Most people (89%) do not have difficulties accessing their pharmacy of choice. A small portion (7%) did provide feedback that they do experience difficulties accessing their pharmacy of choice due to mobility issues or the preferred pharmacy not having the access suitable for their needs.

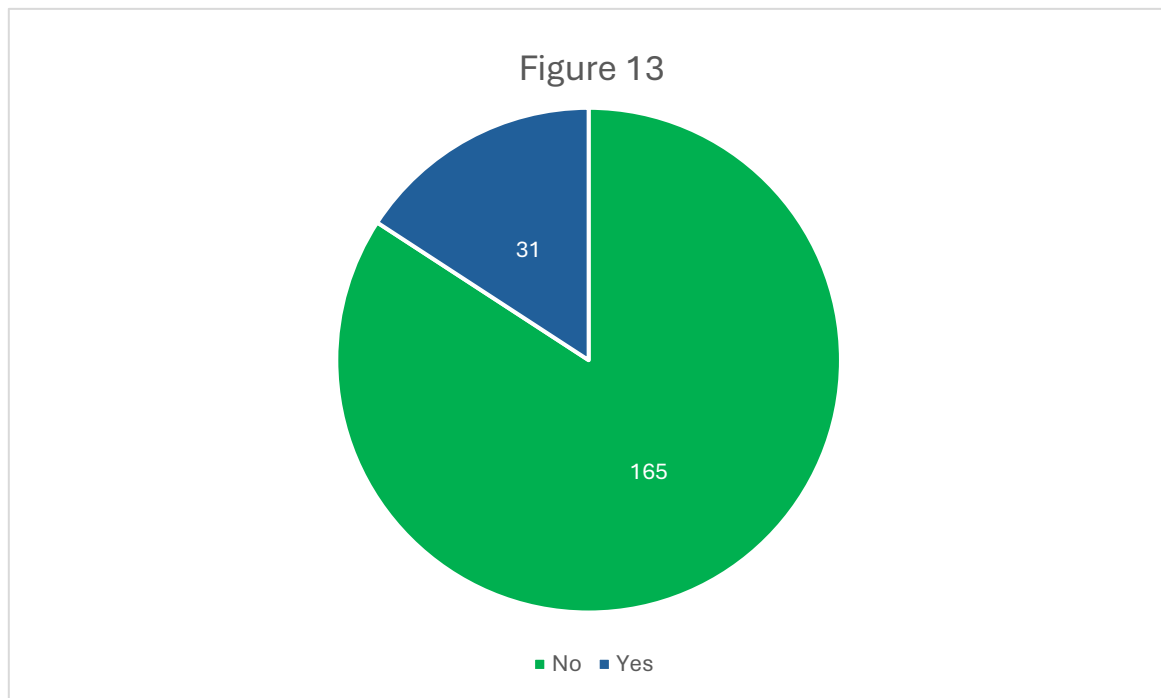


23. Figure 12 shows what options people would consider if their pharmacy of choice did not have the stock they needed or was not open. Respondents were able to select multiple options, with most people choosing to either find another pharmacy (94%) or wait for the pharmacy to order in the stock (80%).



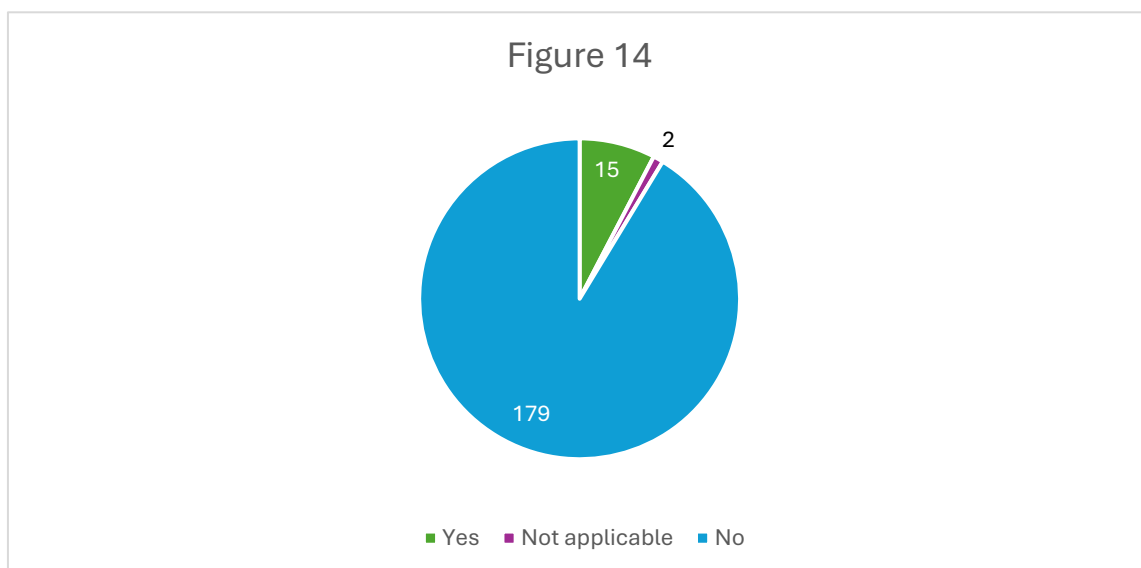
Accessing services

24. Figure 13: Do you have problems accessing a pharmacy due to opening hours?

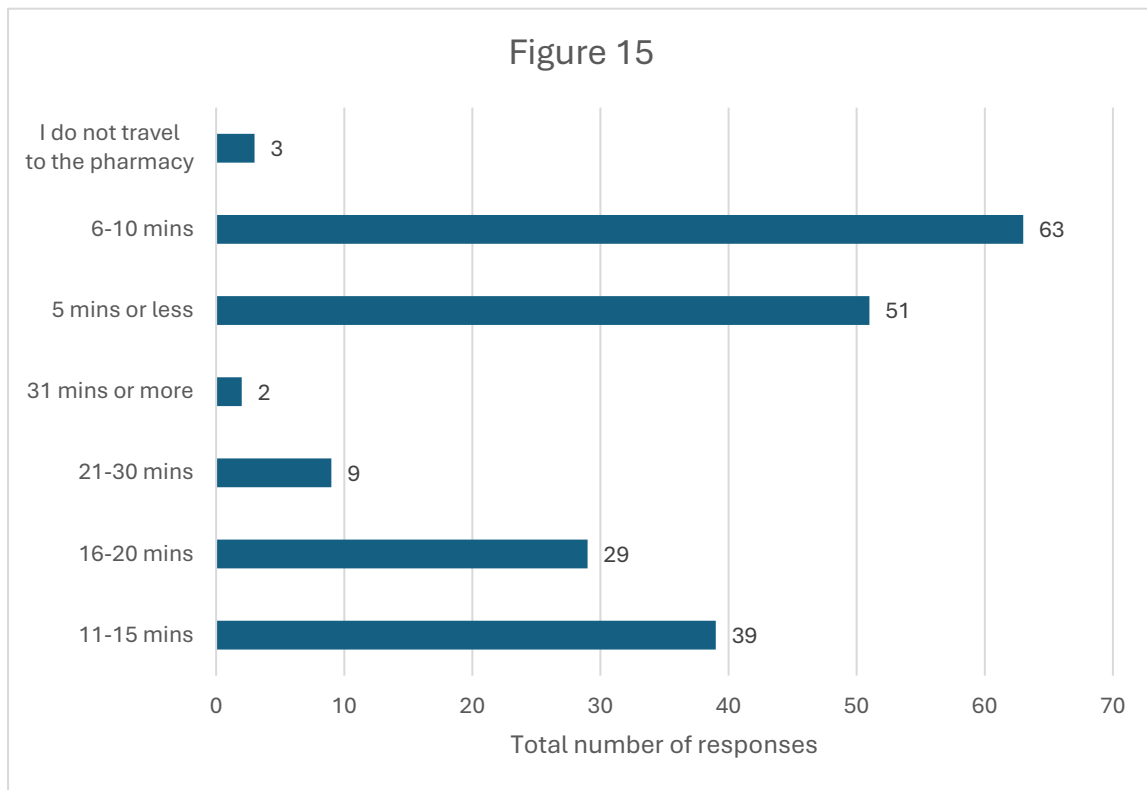


25. For those who responded with having difficulties accessing a pharmacy due to opening hours, the most common reason given was due a conflict between their working pattern and the pharmacy opening hours.

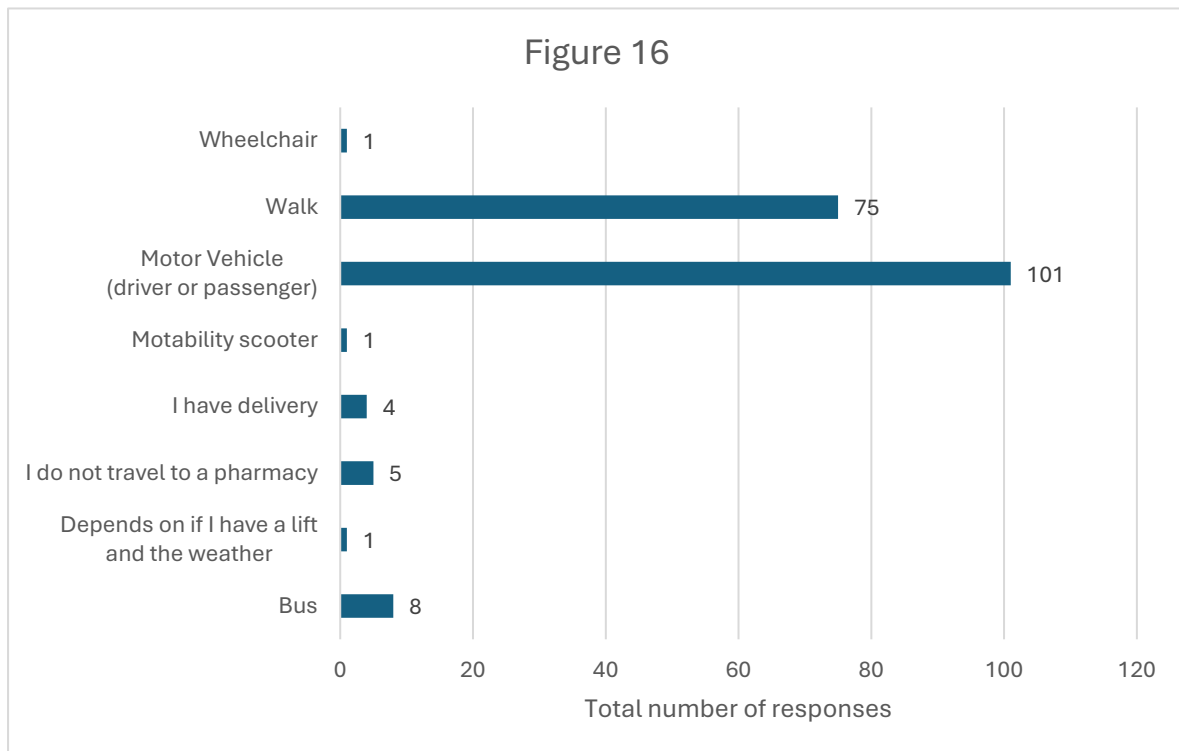
26. Figure 14: Do you have problems accessing a pharmacy due to location?



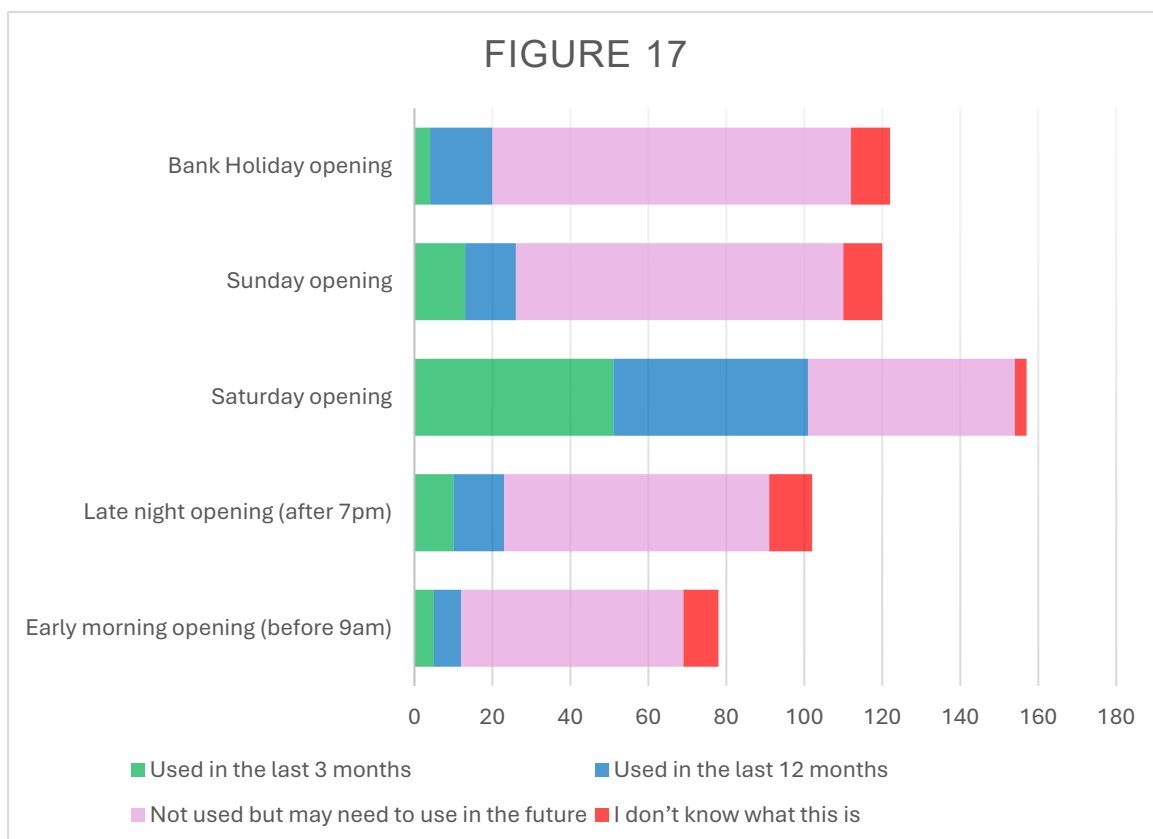
27. Figure 15: On average, how long does it normally take you to get to your pharmacy?



28. Figure 16: What is your usual method of travel when you visit a pharmacy?

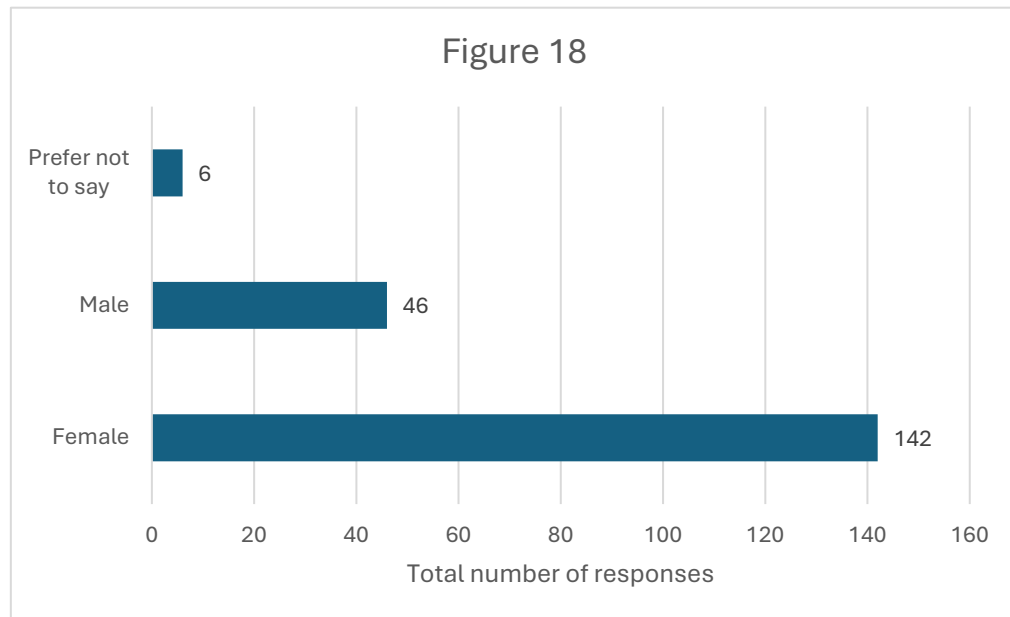


29. Figure 17 shows what extended access, to pharmacy services, people have utilised within the last 12 months.

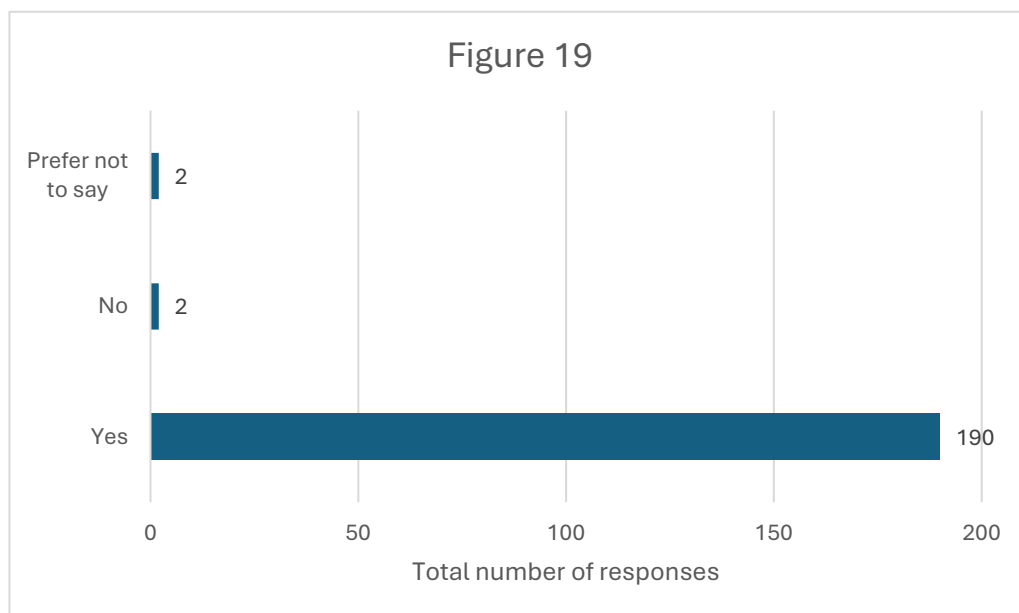


Demographics of survey participants

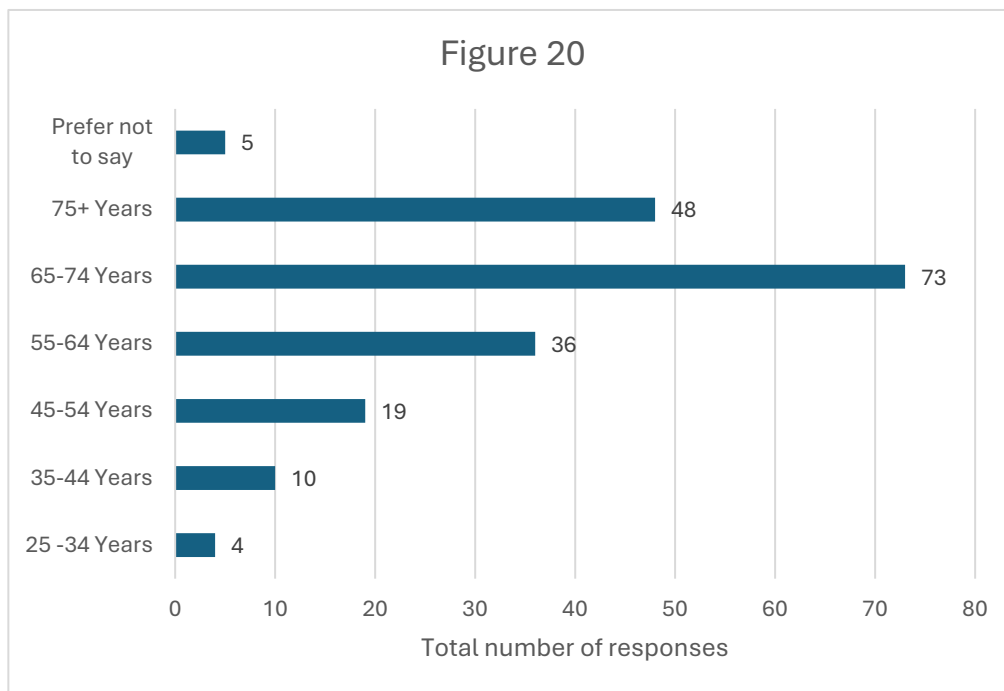
30. Figure 18: My sex is (Male, Female, prefer not to say):



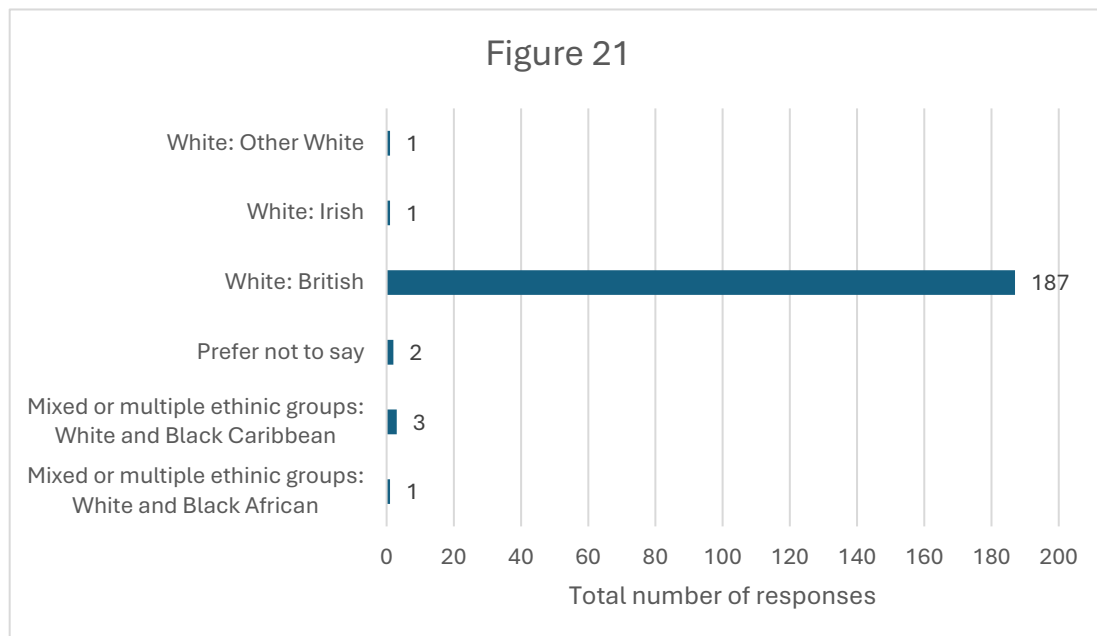
31. Figure 19: Do you identify with the sex you were assigned at birth? (e.g. Male or Female):



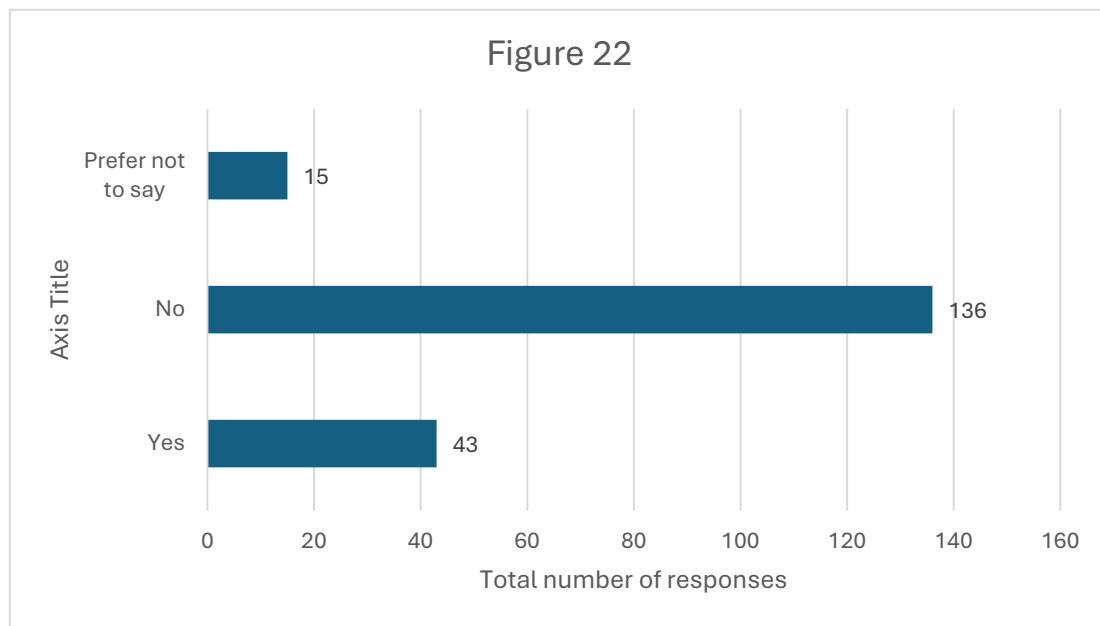
32. Figure 20: My age is:



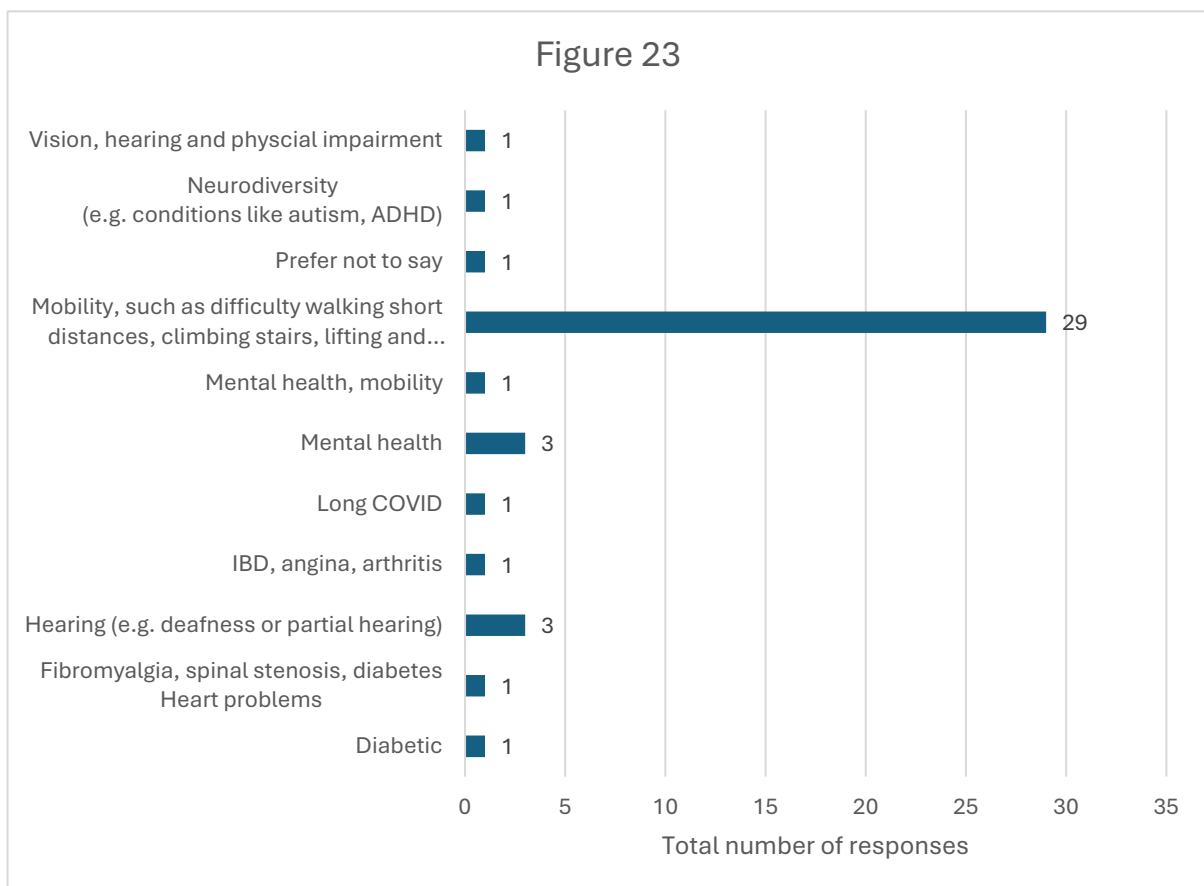
33. Figure 21: I would describe my ethnic origin as:



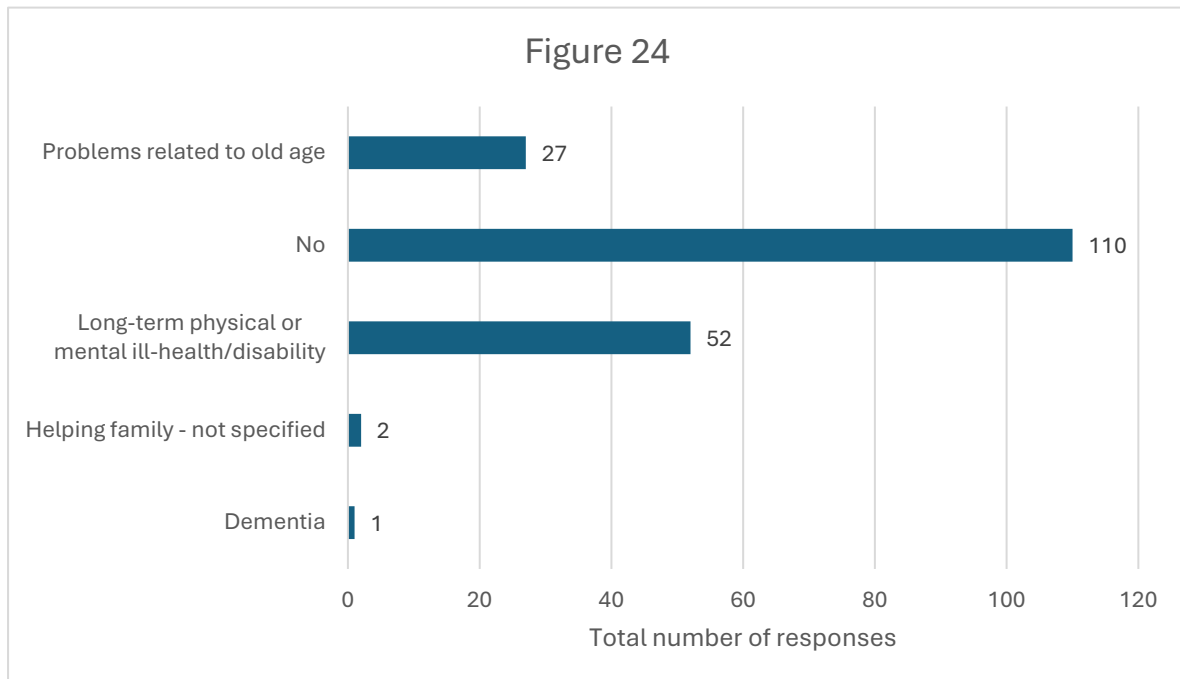
34. Figure 22: Do you consider yourself to be disabled?



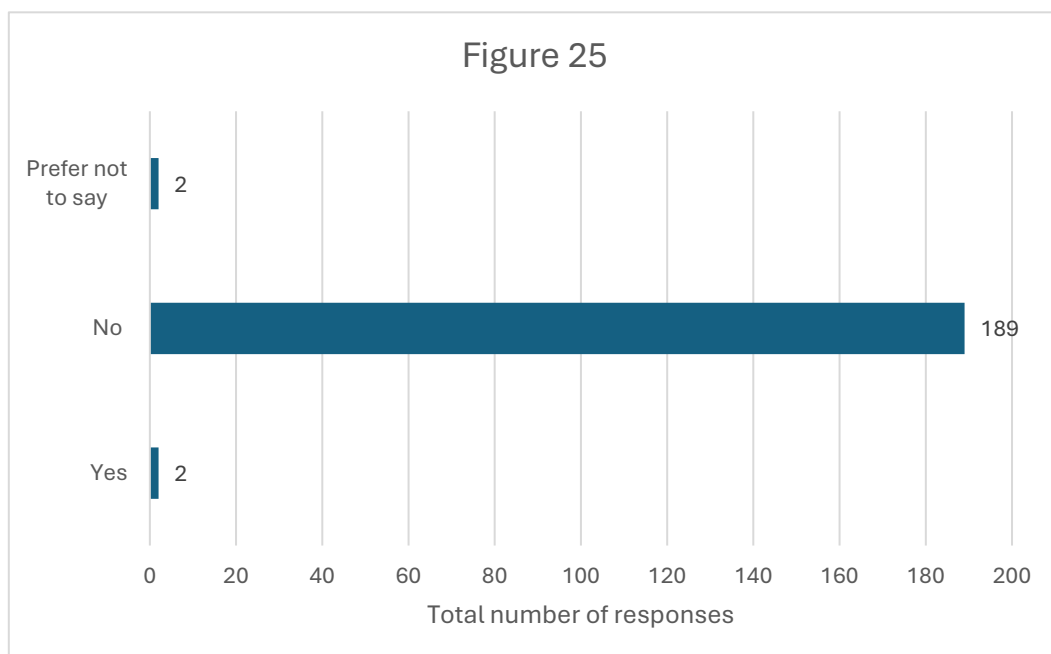
35. Figure 23: Please indicate your disability and/or long-lasting illness:



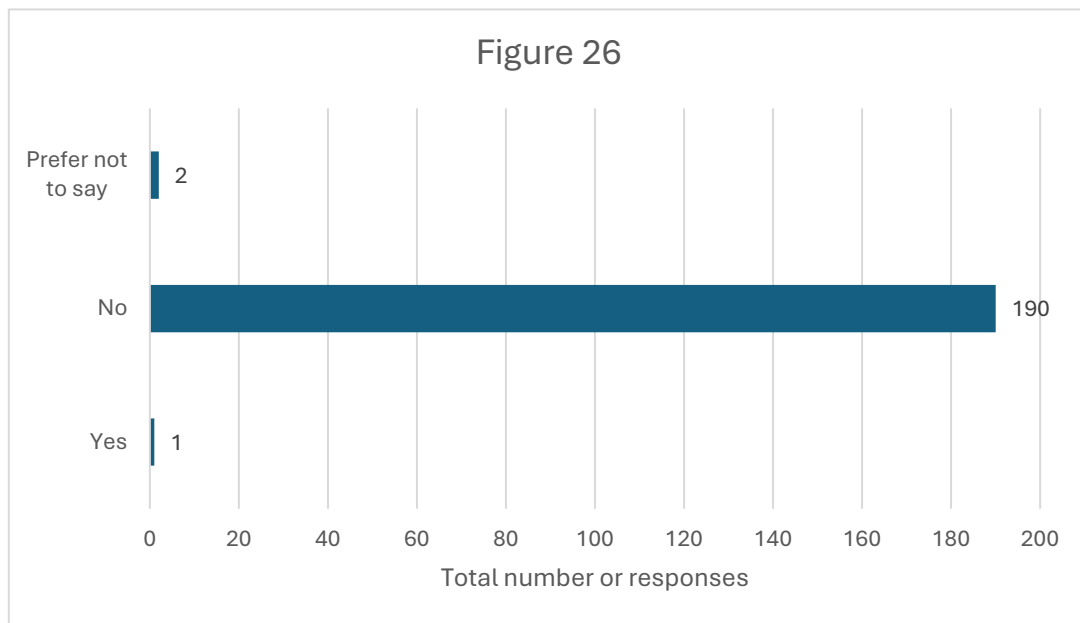
36. Figure 24: Do you look after, or give any help or support to family members, friends, neighbours or others because of either of the following:



37. Figure 25: Are you pregnant or have you given birth within the last 12 months?

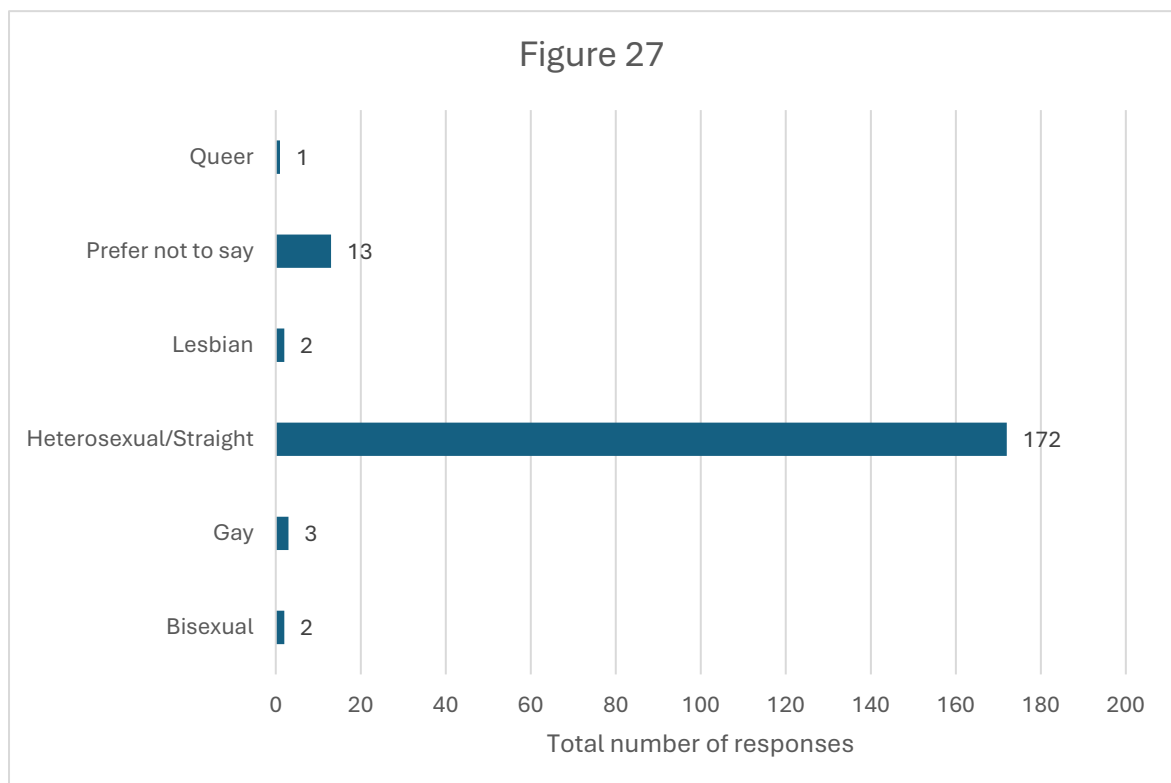


38. Figure 26: Have you undergone or are you going through gender

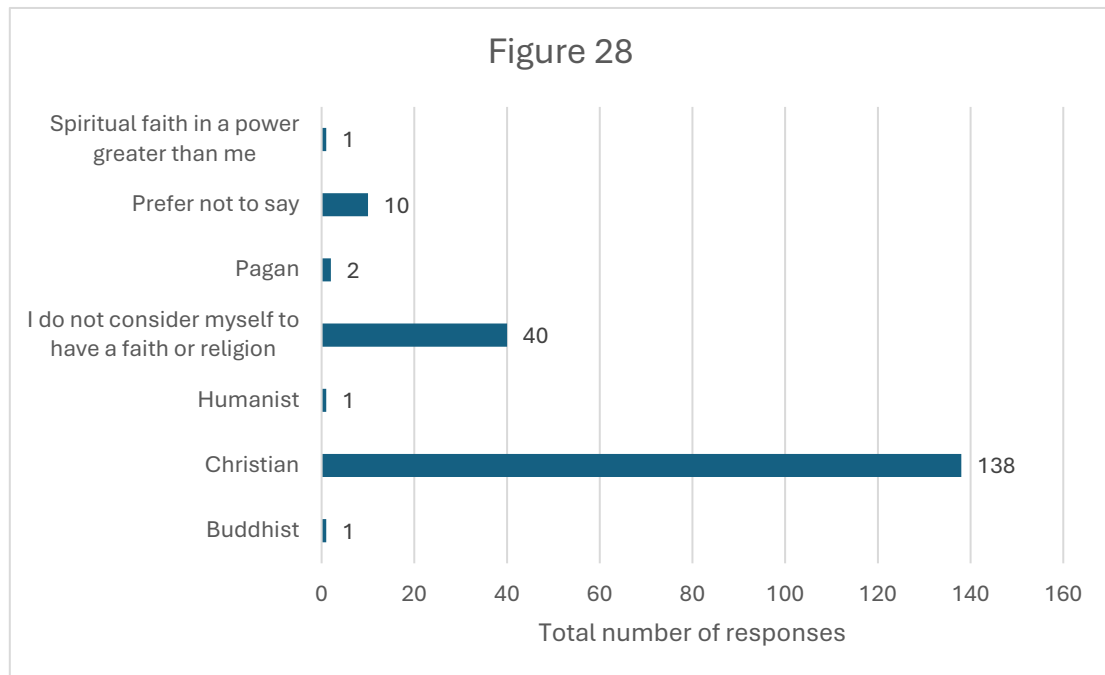


reassignment?

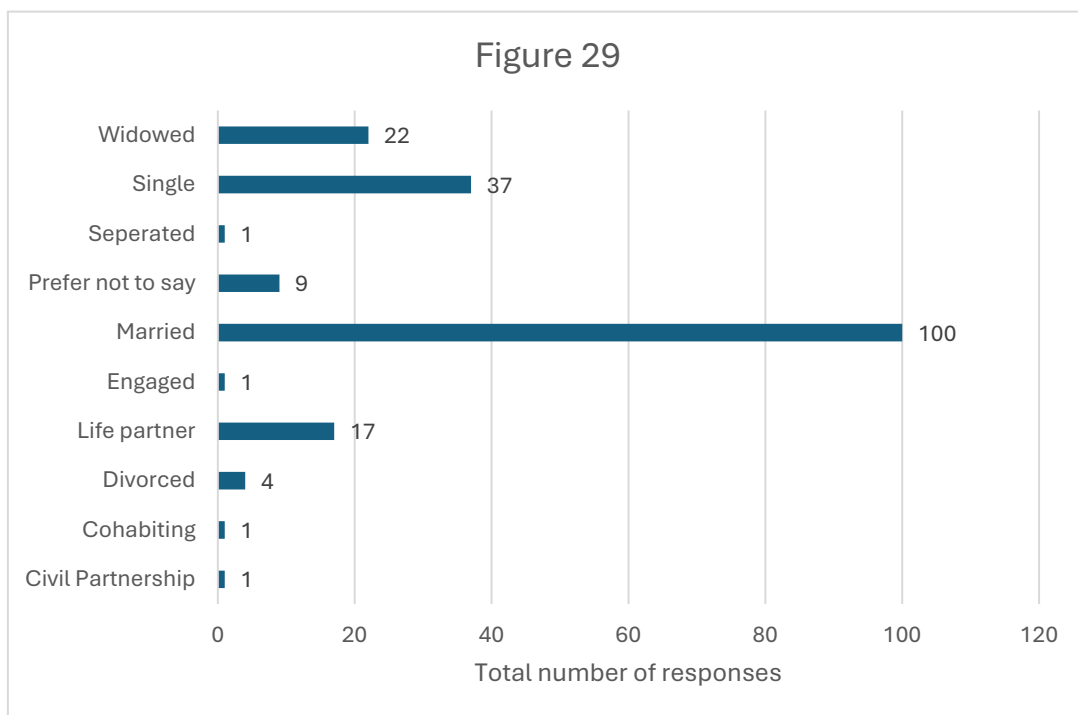
39. Figure 27: I would describe my sexuality as:



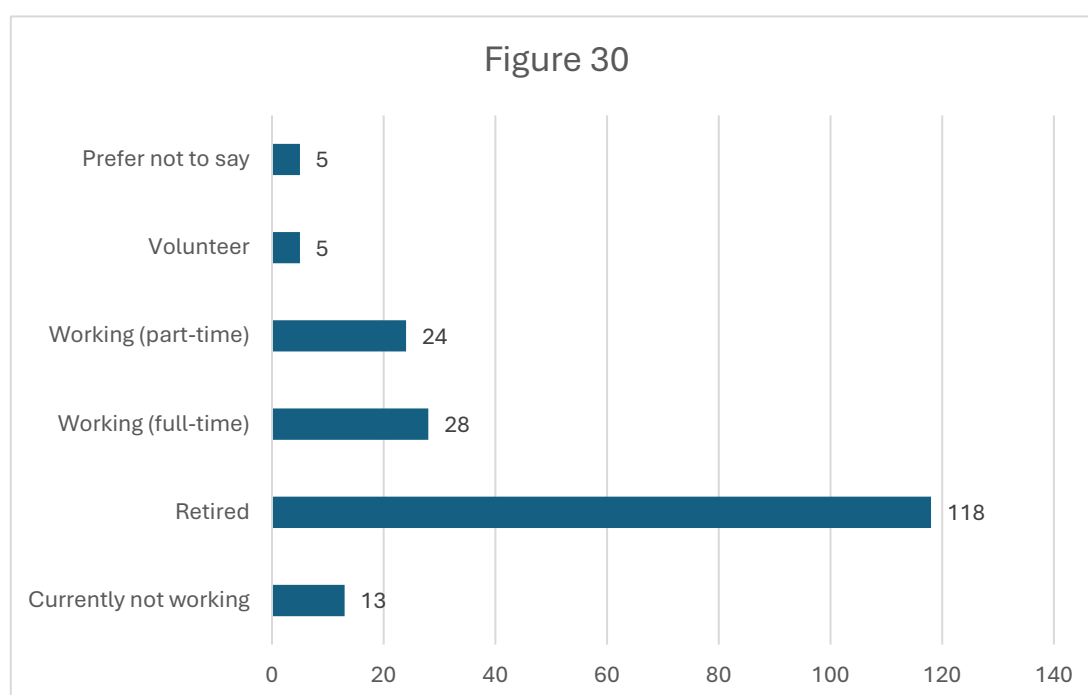
40. Figure 28: Please tell us your faith or religion:



41. Figure 29: What is your marital status?



42. Figure 30: Which of the following best describes your working situation?



Limitations

43. The survey provides no specific information regarding individual pharmacies or their locations and therefore the results cannot be analysed at neighbourhood level.

44. The people who responded to the survey represent a small portion of the population of Wigan and any conclusions formed may benefit from enhanced public and patient engagement to increase survey responses before formulating targeted action plans to improve services.

45. In addition to the number of responses, the majority of participants were above the age of 65 and 72% of all participants were female. When looking at the population demographics in the health profile, only 17% of the Wigan Borough population are over the age of 65, which is unsurprising that older people responded as they are more likely to have long term conditions and therefore more likely to use a pharmacy.

Appendix 1a: Pharmacy Services Public Survey

Local Health and Wellbeing Boards are working to help ensure everyone living in the area has the right access to community pharmacy services that help to improve your health, such as dispensing prescriptions and medicines, offering testing and screening for common conditions. This could include any location where you get your prescriptions dispensed or buy medicines from, this could be an actual pharmacy (chemist) on the high street or an internet (online) pharmacy.

What will the survey be used for?

The survey will help your Health and Wellbeing Board understand what pharmacy services people use, what services they want, and how they feel about access to pharmacies. The survey is important because it will be used to help consider whether there is a need to improve pharmacy services in the area.

Why should I complete the survey?

By completing the survey, you are making sure that your views influence the services currently delivered in your local pharmacy, or that could be provided in future. Your opinions will help us to develop the right services.

Is the questionnaire anonymous and confidential?

Yes. To make sure that all your answers will remain anonymous and confidential, please DO NOT write your name or address anywhere in the survey.

How much time do I need?

The survey will take about 10 minutes to complete. We need to get a minimum number of responses to validate the survey so please respond by 11:59pm on Friday 21st March 2025 to make your views count.

Can I see the results?

It is anticipated that the results will be available from 31st October 2025. If you would like to see the overall results, please send a request to PNAenquiries@cpqm.org.uk and we will send you a link to the results when they are made public.

Thank you for taking part in this survey

Section 1 – About You

These questions are about your current use of pharmacy services

1. Do you use a pharmacy?

Yes

No

2. What is your postcode? (This information will not be published, and we will not be able to identify you from this limited information)

3. Where do you live?

Bolton

Bury

Manchester

Oldham

Rochdale

Salford

Stockport

Tameside

Trafford

Wigan

4. Why do you use a pharmacy? (Tick all that apply)

(A carer is someone of any age who supports, unwaged, a relative, partner, friend or neighbour who due to physical or mental illness, disability, frailty or addiction could not manage without that support)

As a carer

For a family member

For yourself

For a friend or neighbour

Not

applicable

5. How often do you use a pharmacy? (Please tick one option only)

More than once a week

Once a week

Once every couple of weeks

Once a month

Less often

Not applicable

6. Do you use one pharmacy or a number of pharmacies?

One pharmacy

More than one pharmacy

Not applicable

Section 2 – Pharmacy Accessibility

These questions are about your ability to access a pharmacy and how this effects your choice of pharmacy

7. Do you have problems accessing a pharmacy due to location? (Please tick one option only)

Yes (If yes, please explain why below)

No

Not applicable

8. If Yes, please explain why

9. Do you have problems accessing a pharmacy due to opening hours? (Please tick one option only)

Yes (If yes, please explain why below)

No

10. If Yes, please explain why

11. Do you have any difficulties accessing a pharmacy of your choice? (Please tick one option only)

No

Yes, I'm housebound

Yes, I have mobility issues

Yes, my preferred pharmacy does not have access suitable for my needs

Other

12. If you were unable to access your regular pharmacy, or they didn't have the things you need, what would you do: tick as many reasons that apply

- Go without medication
- Wait until the pharmacy is open
- Wait for them to order the stock I need
- Go to A&E or a walk-in centre
- Get a relative / friend to collect for me
- Find another pharmacy
- Other (Please state)

13. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice

Accessibility:

- Near to work
- Near to home
- Near to my doctors
- In town/ shopping area
- In the supermarket
- Good transport links
- Opening times
- N/A I do not use a regular pharmacy

14. Thinking of the pharmacy you use most, tick as many of the following reasons for your choice

Pharmacy Specifics:

- I do not have to wait long for a walk-in service
- The staff respect my privacy
- The staff are friendly
- The staff are knowledgeable
- They offer a collection service
- They offer a delivery service
- N/A I do not use a regular pharmacy
- They offer another service which I use, please explain why

The staff speak my first language, please state your first language

Other (use text below)

If Other, please explain

Section 3 – How and when do you access pharmacies

These questions are about your method of travel to a pharmacy and the times of day you require access to services

15. What is your usual method of travel when you visit a pharmacy? (Please tick one option only)

Walk

Motor vehicle (driver or passenger)

Bus

Bicycle

Taxi

Tram

Train

I do not travel to a pharmacy

I only use an internet pharmacy

Other, please explain in text below

If Other, please explain

16. On average, how long does it normally take you to get to your pharmacy?

5 mins or less

6 to 10 mins

11 to 15 mins

16 to 20 mins

21 to 30 mins

31 mins or more

I do not travel to the pharmacy

17. When thinking about the time a pharmacy is open, please tell us which of the following are important to you. (Please tick all that apply)

	Essential	Fairly Important	Unimportant	Not necessary	Not sure
Weekday: Early Morning (before 9am)					
Weekday: During the day					
Weekday: Lunchtime					
Weekday: Early evening between 6pm and 9pm					
Weekday: Late evening after 9pm					
Saturday: Early Morning (before 9am)					
Saturday: Morning					
Saturday: Afternoon					
Saturday: Evening after 6pm					
Sunday: Early Morning (before 9am)					
Sunday: Morning					
Sunday: Afternoon					
Sunday: Evening after 6pm					
Bank Holidays: Early Morning (before 9am)					
Bank Holidays: Morning					
Bank Holidays: Afternoon					
Bank Holidays: Evening after 6pm					

18. Please tell us which of the following are important to you. (Please tick all that apply)

	Essential	Fairly Important	Unimportant	Not necessary	Not sure
Convenient location					
Parking					
Friendly staff					
Short waiting times					
Private area to speak to the pharmacist					
Seeing my regular pharmacist if I want to					
Providing clear advice on my prescription and over the counter medicines Being able to use it in an emergency					
Being able to use it in an emergency					

19. How satisfied are you with each of the following aspects of service at your regular pharmacy, from very satisfied to very unsatisfied? If you do not have a regular pharmacy, please comment on your last visit to a pharmacy.

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	N/A
Being open when you need it					
Location					
Parking facilities					
Knowledge of staff					
Staff attitude					
Waiting times					
Private consultation areas					

The pharmacist / pharmacy staff taking time to talk to you					
The pharmacy having the things you need					
The pharmacist offers advice when need					
Overall pharmacy service					
Physical access into the building					
Being able to use it in an emergency					

Section 4 – What services do you use at the pharmacy

These questions are about the services that you use from your pharmacy

20. How often do you use any of the following services available from your pharmacy?
(Please tick one box per row only)

	Used in the last three months	Used in the last year	Not used in the last year but may need to use in the future	Not used in the last year and not relevant to my needs	I don't know what this is
Delivery of medicines to my home					
Purchased Over the Counter medicines					
Electronic Repeat Dispensing					
Collection of regular prescription medicines					
Collection of occasional prescription medicines					
NHS Urgent medicine supply					
Dispose of unwanted medication					
Emergency Hormonal Contraception (morning after pill)					
Chlamydia testing or treatment					
Condom distribution service					
Contraception					
Pharmacy First Service					
Minor Ailment Scheme (Access to certain free over the counter medicines to avoid a GP visit when eligible)					
Stop Smoking Service					
Substance Misuse Service e.g. Observed Consumption of Medication, needle exchange service					
Substance Misuse Service E.g. Needle Exchange					

Early morning opening (before 9am)					
Late night opening (after 7pm)					
Saturday opening					
Sunday opening					
Bank Holiday opening					

21. How often do you use any of the following services available from your pharmacy (cont.)? (Please tick one box per row only)

	Used in the last three months	Used in the last year	Not used in the last year but may need to use in the future	Not used in the last year and not relevant to my needs	I don't know what this is
Blood Pressure Check					
Lateral Flow Device (NHS Service)					
Flu Vaccine					
COVID Vaccine					
New Medicine Service					
Diabetes Screening					
Healthy Weight advice					
Health Tests, e.g. cholesterol					
Long term condition advice					
Sharps Bin Disposal					
Palliative Care Medicines					
Referral from NHS 111					
Other					

22. If you don't go to a pharmacy for any services, who or which organisation, if any, would you contact if you wished to get information: (Please tick as many answers as appropriate).

Your family doctor/GP/GP surgery

Practice nurse

NHS walk-in centres

NHS choices

Other internet (not NHS choices)

Sexual health service

Other healthcare professional

Friends/family

Local council

An NHS non-emergency telephone helpline, such as NHS 111

Nobody, I would not look for information about this issue

Not applicable

Other (please explain why in text below)

If Other, please explain

23. Are there any other services you would like your pharmacy to offer?

Yes, please explain

No

24. If Yes, please explain

Equal Opportunities Statement

Local Authorities have a duty to promote equality in relation to race, disability, sex, age, sexual orientation and religion and belief. As the commissioner and provider of health service and partner of the local NHS, our job is to ensure that everyone has access to high quality health care that meets their needs.

We are seeking this data for development of new services that meets your needs. However, please be assured that the completion of this part of the survey is voluntary.

We would like to thank you for your co-operation in gathering this information, which will help us to ensure the effective monitoring of our equal opportunities policy.

25. My sex is:

Please tick one option only.

Male

Female

Prefer not to say

26. Do you identify with the sex you were assigned at birth? (e.g. Male or Female)

Please tick one option only.

Yes

No

I prefer not to say

27. My age is:

Please tick one option only

18-24 years

25-34 years

35-44 years

45-54 years

55-64 years

65-74 years

75+ years

Prefer not to say

28. I would describe my ethnic origin as: Please tick one option only.

White: British

White: Irish

White: Gypsy or Irish Traveller

White: Roma

White: Other White

Mixed or Multiple ethnic groups: White and Asian

Mixed or Multiple ethnic groups: White and Black African

Mixed or Multiple ethnic groups: White and Black Caribbean

Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups

Asian, Asian British: Bangladeshi

Asian, Asian British: Chinese

Asian, Asian British: Indian

Asian, Asian British: Kashmiri

Asian, Asian British: Pakistani

Asian, Asian British: Other Asian

Black, Black British: African

Black, Black British: Caribbean

Black, Black British: Other Black

Other ethnic group: Arab

Other ethnic group: Any other ethnic group

Prefer not to say

29. Do you consider yourself to be disabled? Please tick one option only

Yes

No (If no, please advance to question 31)

Prefer not to say (if prefer not to say, please advance to question 31)

30. Please indicate your disability and/or long-lasting illness

Vision (e.g. due to blindness or partial sight)

Hearing (e.g. due to deafness or partial hearing)

Mobility, such as difficulty walking short distances, climbing stairs, lifting and carrying objects

Learning or concentrating or remembering

Mental Health

Stamina or behavioural issues (e.g. due to neuro diverse conditions such as Autism or Attention Deficit Hyperactivity Disorder)

Prefer not to say

Other

31. Do you look after, or give any help or support to family members, friends, neighbours or others because of either of the following?

Long-term physical or mental ill-health/disability

Problems related to old age

No

Other

32. Are you pregnant or have you given birth within the last 12 months?

Yes

No

Prefer not to say

33. Have you undergone or are you going through gender reassignment?

Yes

No

Prefer not to say

34. I would describe my sexuality as:

Please tick one option only.

Bisexual

Gay

Heterosexual/Straight

Lesbian

Prefer not to say

Other

35. Please tell us your faith or religion.

Please tick one option only.

Buddhist

Christian (including Church of England, Catholic, Protestant and all other Christian denominations)

Hindu

Jewish

Muslim

Sikh

I do not consider myself to have a faith or religion

Prefer not to say

Other

36. What is your marital status?

Please tick one option only.

Single

Married

Life-partner

Civil Partnership

Prefer not to say

Other

37. Which of the following best describes your working situation?

Please tick one option only.

I am working full-time

I am working part-time

I work as a volunteer

I am not working

I am retired

Prefer not to say

Thank you for taking the time to fill in this questionnaire.

The Local Authority and their health partners value your opinions and experiences and will use the things you have told us to shape our services for the future.