



Pharmaceutical Needs Assessment

2025-2028

Foreword

Knowsley's Health and Wellbeing Board has responsibility for the ongoing review, development, and publication of the Pharmaceutical Needs Assessment.

This is a statutory document, by virtue of the National Health Services (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Its content has to be taken into account by those responsible for the approval of pharmacy contract applications (at the Integrated Care Board) as well as those commissioning all other health services for our local population. From a primary care perspective this includes Integrated Care Boards (ICBs) and local authorities looking to commission and develop local services from pharmacy contractors, general practice, dental and optometry.

This is our fourth formal Pharmaceutical Needs Assessment 2025–2028 which outlines the Pharmaceutical Services available to our population. This document provides information on current services being commissioned and proposals for future changes and developments.

This document will support the review and development of commissioning strategies and decisions. It is recognised that our community pharmacy colleagues have a key role to play in helping deliver the best possible Pharmaceutical Services for our population.

We commend this final report to you, and we look forward to your continuing involvement as this document is regularly reviewed and updated.



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Reader information

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Purpose and description	<p>The Pharmaceutical Needs Assessment (PNA) is a statutory document that assesses the pharmacy needs of the local population. This includes dispensing services as well as public health and other services that pharmacies may provide.</p> <p>The aim of the Pharmaceutical Needs Assessment (PNA) is to describe the current and future needs for pharmaceutical services in Knowsley. This is achieved by providing an overview of current pharmaceutical services and assessing whether these meet the current and future needs of residents. It identifies any gaps in service provision, in consultation with stakeholders (including residents) and makes recommendations which considers future needs, improvements or better access.</p> <p>Any person (a pharmacy or a dispensing appliance contractor) who wants to provide pharmaceutical service, is required to apply to the Integrated Care Board (ICB) to be included in the pharmaceutical list for the Health and Wellbeing Board (HWB) area in which they wish to have premises. In general, their application must offer to meet a need that is set out in the HWB's PNA, or to secure improvements or close access gaps, also identified in the PNA. There are however some exceptions to this e.g. applications offering benefits that were not foreseen when the PNA was published.</p> <p>Whilst the PNA is primarily a document for the ICBs to use to make commissioning decisions, it can also inform the commissioning of pharmaceutical services by local authorities as local commissioned services. PNA should ensure those who commission services from pharmacies target services to areas of health need and reduce the risk of overprovision in areas of less need.</p>
Superseded Documents	Knowsley Pharmaceutical Needs Assessment (2022-25)
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A note about Knowsley pharmacies

Knowsley has 34 pharmacies one of which is technically in Liverpool but is commissioned by Knowsley for services.

This pharmacy is located on the boundary line between Knowsley and Liverpool, one side of the road is Knowsley (Swanside ward) and the other is Liverpool.

For analysis purposes this pharmacy has been included in Swanside ward, there are no other pharmacies within this ward.

Abbreviations Used in the PNA

AUR	Appliance Use Review
CATC	Care at the Chemist
CIPHA	Combined Intelligence for Population Health Action
CPE	Community Pharmacy England
DALP	Delivery and Allocations Local Plan
DSP	Distance Selling Pharmacy
EHC	Emergency Hormonal Contraception
GP	General Practice / General Practitioner
HIV	Human Immunodeficiency Virus
HWB	Health and Wellbeing Board
ICB	Integrated Care Board
IoD	Indices of Deprivation (English)
IMD	Index of Multiple Deprivation
JHWBS	Joint Health and Wellbeing Strategy
JSNA	Joint Strategic Needs assessment
KMBC	Knowsley Metropolitan Borough Council
LD	Learning disability(ies)
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer Plus
LPC	Local Pharmaceutical Committee
LPS	Local Pharmaceutical Services
LSOA	Lower Super Output Area
NHS	National Health Service
MCCA	Multi Compartment Compliance Aids
MMR	Measles, Mumps and Rubella
NHSBSA	National Health Service Business Services Authority
NMS	New Medicines Service
OHID	Office for Health Improvement & Disparities
ONS	Office of National Statistics
PCN	Primary Care Network
PNA	Pharmaceutical Needs Assessment
QOF	Quality Outcomes Framework

SAC	Stoma Appliance Customisation
SHAPE	Strategic Health Asset Planning and Evaluation
SMI	Severe Mental Illness
UK	United Kingdom
UTC	Urgent Treatment Centre

Table of Contents

Foreword	2
Executive Summary	11
PNA Conclusions	16
FULL ASSESSMENT	18
Key Findings and Conclusions	19
Developments which may precipitate the need for changes to pharmacy services	22
Part 1: Purpose, process and explanation of pharmaceutical services	24
1. Introduction	25
2. Statements from pharmaceutical regulations (2013)	27
Regulatory Statements	27
Statement One: Necessary services: Current provision	27
Statement two: Necessary services: Gaps in provision	28
Statement three: Other relevant services: Current provision	29
Statement Four: Improvements and better access: Gaps in provision	30
Statement five: Other NHS services	31
Statement Six: How the assessment was carried out	31
Map of provision	32
3. Scope and Methodology	33
3.1. Scope of the PNA	33
3.2 Localities used for considering pharmaceutical services	33

3.5. PNA Review Process.....	36
3.6. How to use the PNA.....	37
Part 2: Health needs based on demography, localities and linked to JSNA	38
4.1. Location.....	39
4.2. Population Structure and Projections.....	41
4.3. Future Planning: Housing Developments	44
4.4. Populations with Protected Characteristics – Please see section 5 for an overview of population health in Knowsley	46
4.5. Deprivation and socio-economic factors	54
5. Health Profile of Knowsley.....	57
5.1 Summary of health issues.....	57
Part 3: Current service provision: access; prescribing; advanced and locally commissioned services	61
6. Pharmacy Premises.....	62
6.1 Pharmacy providers	62
6.2. Pharmacy locations and level of provision	65
6.3. Access to and provision of community pharmacy services in local authorities bordering Knowsley	70
6.4. Getting to the pharmacy.....	73
6.5. Pharmacy opening hours, including 72 hour and over pharmacies and distance selling pharmacies.....	79
6.6. Access for people with a disability and/or mobility problem.....	82
6.7. Access for clients whose first language is not English	83
6.8. Pharmacy consultations	83
7. Prescribing.....	84
7.1. Prescribing volume.....	84
7.2. Medicine shortages.....	86
7.3. Public satisfaction with dispensing of prescriptions.....	88
7.4. Prescription Delivery Services.....	90

7.4. Reasonable Adjustments	90
8. Advanced, enhanced and locally commissioned service provision ...	91
8.1. Pharmacy provision of advanced, enhanced and locally commissioned services.....	91
8.2. How essential, advanced and locally commissioned pharmacy services support local priority health needs.....	100
Appendix 1: Community Pharmacy addresses and opening hours.....	103
Appendix 2: Community Pharmacy services.....	105
Appendix 3: Cross border Community Pharmacy service provision 1.6 km (1 miles) from the Knowsley Border.....	107
Cross border Community Pharmacy service provision 4 km (2.5 miles) from the Knowsley Border.....	108
Appendix 4: Pharmacy Premises and Services Questionnaire.....	110
Appendix 5: Public Local Pharmacy Services Questionnaire	113
Appendix 6: 60-day Statutory Consultation Letter and Questionnaire (including an easy read version).....	122
Appendix 7: public survey respondent demographics	133
Appendix 8: 60-day Consultation Response	135

Table of Figures

Figure 1: PNA development process	34
Figure 2: Knowsley resident population compared to England, mid-2023 estimated age and gender structure .	42
Figure 3: Cheshire & Merseyside population, by broad ethnic group – Census 2021	43
Figure 4: Births in Knowsley 2018 – 2023	43
Figure 5: Birth Rates General Fertility Rates, Knowsley and England.....	44
Figure 6: Key indicators for pregnancy and maternity	49
Figure 7: Knowsley population distribution by national deprivation decile, IMD 2019	55
Figure 8: Key Health Statistics for Knowsley.....	59
Figure 9: Pharmacies by Ward.....	65
Figure 10: Crude rate of pharmacies in Knowsley wards per 100,000 population	69
Figure 11: importance of location, question 5 of public survey of community pharmacy services	69
Figure 12: method used to get to the pharmacy, Q5 of public survey 2024.....	73
Figure 13: Ease of access usual pharmacy, Q8 public survey 2024.....	78
Figure 14: How many times recently have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed, Q17 public survey 2024?.....	81
Figure 15 & Figure 16: consultations and satisfaction with privacy during them, public survey.....	83
Figure 17: Prescribing trend, 2019/20to 2023/24: Trend in prescription items dispensed each month.....	84
Figure 18: Prescriptions dispensing locations, 2023/24.....	85
Figure 19: Reasons for visiting the pharmacy, top 5 reasons public survey 2024	85
Figure 20: When did you last use a pharmacy? public survey 2024	86
Figure 21: Q34 Public Survey - Satisfaction with the services and products offered by your regular pharmacy?	89
Figure 22: List of Advanced Services	91
Figure 23: Summary of advanced service provision.....	94
Figure 24: Summary of advanced service provision.....	95
Figure 25: Summary of Locally Commissioned Service provision.....	95
Figure 26: Summary of NHS Cheshire and Merseyside Integrated Care Board (Sub-ICB) Knowsley Place Commissioned Service provision.....	98
Figure 27: Type of advice or service received recently. Q28 Public Survey 2024	99
Figure 28: How satisfied are you with the services available? Public Survey 2024	99

Table of Maps

Map 1: Location of Knowsley.....	40
Map 2: Housing Developments in South Knowsley.....	45
Map 3: Housing Developments in North Knowsley.....	45
Map 4: Housing Developments in Central Knowsley	46
Map 5: Geographical distribution of deprivation, Indices of Deprivation 2019.....	55
Map 6: Location of pharmacies in Knowsley mapped against other health services	66
Map 7: Pharmacy locations mapped against levels of local deprivation	67
Map 8: Pharmacy locations mapped against population density	68
Map 9: Pharmacies in other boroughs most likely to be used Knowsley residents (1 mile/1.6km).....	70
Map 10: Pharmacies in other boroughs most likely to be used Knowsley residents (2.5 miles/4km)	71
Map 11: Drive times to community pharmacies during the day	74
Map 12: drive times to community pharmacies during rush hour.....	75
Map 13: Walking times to community pharmacies.....	76
Map 14: travel time to pharmacies by public transport on a weekday morning.....	77
Map 15: Cycle travel times to pharmacies.....	78

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Executive Summary

What is the PNA?

The Pharmaceutical Needs Assessment (PNA) aims to identify the pharmaceutical needs of people living in Knowsley.

The requirement to produce a Pharmaceutical Needs Assessment (PNA) is a statutory responsibility of the local Health and Wellbeing Board by virtue of the National Health Service (NHS) Pharmaceutical and local Pharmaceutical services Regulations 2013, which came into force on 1st April 2013. The regulations outline the process which integrated care boards (formerly NHS England) must comply with in dealing with applications for new pharmacies or changes to existing pharmacies. This process relies on the PNA which must be robust and fit for purpose.

In Knowsley the Health and Wellbeing Board has devolved the authority to develop its PNA to the Director of Public Health and other lead officers across partner organisations. Data sources include the local Joint Strategic Needs Assessment (JSNA), census data, data from commissioners, local approach to health and wellbeing, pharmacy contractors' survey and a resident's survey. This information informed the draft PNA which then went out for the statutory (minimum) 60 days consultation.

The PNA presents a picture of community pharmacies, reviews services currently provided and considers how these could be utilised further. Community pharmacies can support the health and wellbeing of the population of Knowsley in partnership with other community services and GPs. Services can be directed towards addressing health inequalities and supporting self-care in areas of greatest need.

There are hyperlinks throughout the PNA report that link to the relevant section(s) within the main document. Additionally, there are hyperlinks to other sources of information which can be identified by [blue text](#). Hover the cursor over the text and press Ctrl and click to follow the link.

What are the PNA conclusions?

This Pharmaceutical Needs Assessment (PNA) concludes that the current provision of pharmaceutical provision across the borough is **adequate** to meet the needs of the population, both now and in the foreseeable future. To arrive at this conclusion, we have considered the distribution of pharmacies (locations), their opening hours, and the range of services provided at the time of publication. Based on the analysis of the available data and information, this PNA has found **no current need for new NHS pharmaceutical service providers in Knowsley**.

Pharmacies are generally well-located, ensuring good access across all areas of the borough, but noting that there is variation across the borough. Many Pharmacies offer extended hours, including evenings and weekends, which supports accessibility for residents with different daily routines.

However, feedback from residents indicates a desire for even longer opening hours—particularly in the evenings and on Saturdays. It would be welcomed if any pharmacy contractors were willing to extend their hours to help improve access, especially to essential services.

The report also acknowledges the importance of cross-border pharmacy use. Due to the shape and layout of the borough, many residents naturally access pharmacies in neighbouring local authority areas, such as Liverpool. This reflects real life behaviour and should be considered in future planning and service reviews.

To maintain and improve access to pharmacy services, we will continue to monitor pharmacy provision alongside changes in local demographics, population growth, and housing developments. We will also work with neighbouring areas, pharmacies (via their local representative) and Cheshire and Merseyside ICB, seek feedback from residents to ensure that pharmacy services meet evolving community needs.

Any identified changes will be addressed through a supplementary statement and/or be addressed by the Integrated Care Board (ICB) commissioning or directing existing pharmacies to open for additional hours. There may also be opportunities around alternative dispensing models and collection of medicines (if legislation is progressed).

Changes since the last PNA

Population

There has been an increase in the GP registered patient population, as well as significant growth in Knowsley population overall, which is expected to continue.

Housing

A number of housing developments have been completed since the last PNA in Knowsley, in every Township in the borough. Large housing developments were completed (since the PNA) in the areas of Halewood, Huyton, Kirkby and Prescott. More housing is planned in the lifetime of this PNA. The largest sites are expected to be East of Halewood (Halewood South ward), Halsnead Garden Village (Whiston & Cronton ward). These areas of the borough have lower pharmacy provision than other areas (further details in the locations section of the executive summary). Large housing developing site are also planned in Stockbridge (Huyton), Prescott North and Whitefield (Kirkby) wards.

Dispensing

Average dispensing volumes have increased in Knowsley.

Knowsley Place dispensing volume has consistently been above the Cheshire & Merseyside ICB, North-West and England averages. Whilst Knowsley has consistently higher dispensing rate, the increase from 2019/20 is 12.4%, which is much lower than many other areas of the North-West, and lower than all the other areas in Cheshire and Merseyside.

Opening hours

100 hours pharmacies were introduced in April 2005 without a defined need. Pharmacies prepared to open longer hours and extend service provision were able to do so free from the control of entry. Recent regulation changes have allowed these 100-hour pharmacies to drop to a minimum of 72 hours (the regulation did restrict which hours could be removed to protect evening and weekend access).

This has impacted on opening hours across Knowsley and many pharmacies have reduced their opening hours. Knowsley no longer has any 100-hour pharmacies.

- 22 out of 34 (65%) community pharmacies in Knowsley are open at least 40 hours but less than 50 hours per week.
- 6 (18%) pharmacies are open for 50 hours or more per week but less than 60 hours
- 6 (18%) pharmacies in Knowsley open between 72 and 78 hours per week

Full details of each pharmacy opening can be found in [Appendix 1](#)

Monday to Friday, 33 community pharmacies are open at least 9am to 5pm, only the distancing sellingⁱ pharmacy doesn't open by 9am, but is open until 6pm. 16 pharmacies close over the lunchtime period for between 20 minutes and a 1 hour and 20 minutes each day, between the hours of 12:30pm to 2:15pm.

On Saturday, 20 of the 34 community pharmacies are open at least in the morning (10 are open longer hours). Only 5 pharmacies open on a Sunday.

84.3% of respondents (Knowsley residents) to the public survey of community pharmacy services said they were very satisfied or somewhat satisfied with the opening hours of their pharmacy. Although the public survey did highlight that there was a dissatisfaction with opening hours on the weekend, particularly Saturday and longer hours in general would be appreciated. Section 6.5 contains more analysis of opening hours.

Closures

Since the 2022-2025 PNA Knowsley has seen the closure of 1 community pharmacy (In Kirkby), reducing numbers from 35 to 34, with the number of distance selling pharmacies remaining the same. This gives an overall percentage change of -2.9%. Knowsley has seen less closures than most areas across Cheshire and Merseyside.

ⁱ A distance selling pharmacy is a type of pharmacy that provides services to patients remotely, usually through the internet, phone, or post, rather than in person. These pharmacies are also known as online pharmacies. <https://cpe.org.uk/quality-and-regulations/terms-of-service/distance-selling-pharmacies/>

Locations: Townships

Knowsley contains 15 wards, which are grouped into four Townships – Huyton, Kirkby, Halewood and Prescott, Whiston and Cronton. Huyton being the most populous, followed by Kirkby. Pharmacies tend to be more concentrated in urban areas, particularly in town centres and locations with retail activity, such as retail parks. This true of Knowsley the highest numbers of pharmacies are in Whitefield ward (Kirkby Town Centre) and Prescott North (Cables Retail Park).

Huyton (Page Moss, Roby, Stockbridge, St Gabriels, St Michaels wards)

Has the largest township population and has 13 pharmacies, 38% of Knowsley pharmacies. Four of which are in Page Moss ward, two each in Roby, St Gabriels, St Michaels wards and one in Swanside ward. Residents have good access to pharmacies in Huyton and other areas of borough such as Prescott as well as a number of cross border pharmacies in Liverpool (see maps 8, 9 &10), which means many residents will have increased access to services and extended opening hours for example [Woolton Late Night Pharmacy](#) in Liverpool is open until 9pm on Saturday and 9:30pm on Sunday (see map 9 reference 32).

In terms of opening hours, eleven pharmacies are open until 6pm on weekdays, with four open later in the evening including two until 9pm. Six pharmacies are open on Saturday including two until 9pm, two pharmacies open on Sundays including one until 6:45pm. See Appendix One for opening hours and Appendix 2 for community pharmacy services.

Kirkby (Cherryfield, Northwood, Shevington and Whitefield wards)

Kirkby has the second largest Township population in Knowsley and ten pharmacies are located in wards in Kirkby, 29% of Knowsley pharmacies. Five in Whitefield ward (contains Kirkby Town Centre), three in Cherryfield ward, one in Northwood ward and one in Shevington ward. Residents have good access to pharmacies in Kirkby and Knowsley, as well some cross border pharmacies in Sefton & Liverpool (see maps 8, 9 &10).

In terms of opening hours nine pharmacies are open early evening most until 6pm, one until 9pm on weekdays. Seven pharmacies are open on Saturday including one until 8:30pm, one pharmacy is open on Sunday, operating Sunday trading hours 10am to 4pm. See Appendix One for opening hours and Appendix Two for community pharmacy services.

Prescot and Whiston(Prescot North, Prescot South and Whiston & Cronton wards)

Eight pharmacies located in the wards in Prescot, 24% of Knowsley pharmacies.

Residents have good access to pharmacies in Prescot and Knowsley, as well as a number of cross border pharmacies in St Helens (see maps 8, 9 &10), which means many residents will have increased access to services and extended opening hours for example Health Pharmacy in Rainhill, St Helens is open until 9pm every day, except on Sundays (see map 9 reference 37).

In terms of opening hours pharmacies all are open until 6pm on weekdays, with three open later in the evening including two until 9pm. 5 pharmacies are open on Saturday including one until 8pm and one until 9pm, two pharmacies open on Sundays opening Sunday trading hours 10/10:30am until 4pm.

Whiston & Cronton ward has no pharmacies and is more rural than the other wards, which mean many residents will access amenities in other areas of the borough and in cross border areas such as Widnes.

Residents have good access to pharmacies in Prescot as well as a number of cross border pharmacies in St Helens and in particular the Widnes area of Halton for example Appleton Village Pharmacy which is a 100-hour pharmacy in Widnes (see map 9 reference 2).

Halewood (Halewood North and Halewood South wards)

Halewood has the smallest population of all the Townships in Knowsley and has 3 pharmacies, 9% of Knowsley pharmacies one in Halewood North and the other two in Halewood South.

All pharmacies are closed by 6/6:30pm weekdays, only one is open in the morning on Saturday with no pharmacies open on Sundays.

Like Whiston & Cronton people living in Halewood will frequently access cross border amenities in this case in Liverpool because of it's close proximity. For example, Woolton Late Night Pharmacy is also close to the Halewood border or Boots on the retail park in Speke, which is close to Halewood Walk in Centre. (see map 9 references 48 & 52).

PNA Conclusions

Access to pharmacies

- **Overall access in terms of location, opening hours and services is considered to be adequate to meet the needs of the population of Knowsley.**
- **The PNA has not identified a current need for new NHS pharmaceutical service providers in Knowsley.**
- We are mindful of recent trends and closures that have taken place since the 2022-2025 PNA was published which are detailed in the data analysis throughout this PNA. Knowsley has seen less closures than most areas across Cheshire and Merseyside, only one community pharmacy has closed (in Kirkby) since the last PNA.
- However, there has been an increase in GP registered patient population lists, Knowsley's population has also grown since the last PNA with large housing developments having been completed across the borough, in Kirkby, Prescott and Halewood, but most of the large sites have been in Huyton. Average dispensing volumes have increased since the last PNA.
- The largest proportion of planned housing developments during the lifetime of this 2025-2028 PNA are scheduled in Halewood South and Whiston & Cronton wards, with smaller sites in Prescott North ward. Whiston and Cronton Ward has no pharmacies, but the geography and the shape of the borough mean that residents living in this ward will use cross border amenities including pharmacies. There are large developments planned in Stockbridge (Huyton) and Whitefield (Kirkby) wards. Whilst it is anticipated that capacity within existing services should be able to support the overall pharmaceutical needs of future populations, the commissioners of community pharmacy are encouraged to use the findings of this most recent PNA to encourage flexibility around opening hours, including the option of extending existing contractors' opening hours on a locally commissioned Enhanced Service basis as well as plan for the pharmaceutical needs of the planned growth in population size.
- A further review of services will be planned at the next three year cycle.
- There may also be opportunities around innovation including access using technology, alternative dispensing models and collection of medicines (if legislation is progressed).

There is no simple way to determine this. As such a number of factors have been taken into account including:

- Compared to the national average, Knowsley has a higher pharmacy: population ratio than the national average. There is wide variation in the pharmacy-to-population ratio across

wards, even taking town centre locations into account. Any decisions regarding new pharmacies need to take the pharmacy-to-population ratio into account. Conversely, any closures need to be assessed to determine the impact this will have on access, especially in those wards where the pharmacy-to-population ratio is already low.

- Knowsley Place community pharmacy dispensing volume pattern has consistently been above the Cheshire & Merseyside ICB, North-West and England averages. Whilst Knowsley has consistently higher dispensing rate, the increase from 2019/20 is 12.4%, which is much lower than many other areas of the North-West, and lower than all the other areas in Cheshire and Merseyside
- Looking at drive, walking, cycling and public transport times, the majority of Knowsley's population live close to a pharmacy. This is reflected in the responses from the public survey.
- 71.6% of respondents to the public survey said they were fairly or very satisfied with pharmacy services. They found them accessible, friendly and helpful.
- 84.3% of respondents to the public survey of community pharmacy services said they were very satisfied or somewhat satisfied with the opening hours of their pharmacy. Although the public survey did highlight that there was a dissatisfaction with opening hours on the weekend, particularly Saturday and longer hours in general would be appreciated. Waiting times did emerge an issue but 74.5% of those responding to the public survey got all the medicines they needed the last time they visited a pharmacy without waiting.
- There is adequate access to pharmacy services throughout the week, with provision in the evening and at weekends across Knowsley, however, noting that there are now no 100 hour pharmacies operating in Knowsley.

Advanced and Enhanced Services Provision

- There have been a number of new services that have started to be provided since the 2022-2025 PNA. For both the existing and newer services access is good across the borough.
- Appliance Use Reviews (AUR) and Stoma appliance customisation (SAC) services are both specialist services. Locally, community health services provide specialist advice to patients on appliances and stoma products. Pharmacies then dispense prescriptions generated by the services. Based on activity data for quarters 1 & 2 2024/25 there are no Knowsley pharmacies providing AUR and 4 that provided SAC this does not mean there is a gap in provision.
- The majority of the respondents to the public survey felt the range of services at their usual pharmacy was satisfactory.

FULL ASSESSMENT

Key Findings and Conclusions

A Pharmaceutical Needs Assessment (PNA) forms part of the commissioning function for pharmacy services. It relates the current provision of pharmaceutical services to the characteristics of the local population and Health & Wellbeing Board (HWB) priorities for improving health and wellbeing and reducing health inequalities in Knowsley.

The PNA addresses the following broad questions:

- What is the provision of pharmacy service to our population and is this adequate?
- How is the pharmacy contract utilised for the benefit of the population of Knowsley?

- Overall access in terms of location, opening hours and services continues to be adequate to meet the needs of the population of Knowsley.
- As such the PNA has not identified a current need for new NHS pharmaceutical service providers in Knowsley at the point this PNA was published.
- We are mindful of recent trends and closures that have taken place since the 2022-2025 PNA was published which are detailed in the data analysis throughout this PNA.
- Knowsley has seen less closures than most areas across Cheshire and Merseyside, only one community pharmacy has closed (in Kirkby) since the last PNA.
- However, there has been an increase in GP registered patient population lists and the population of Knowsley is expected to continue to increase, with more housing planned mainly being in Halewood South, Prescot North and Kirkby.
- The largest proportion of planned housing developments during the lifetime of this 2025-2028 PNA are scheduled in Halewood South and Whiston & Cronton wards, with smaller sites in Prescot North ward. Whiston and Cronton Ward has no pharmacies, but the geography and the shape of the borough mean that residents living in this ward will use cross border amenities including pharmacies. There are large developments planned in Stockbridge (Huyton) and Whitefield (Kirkby) wards. In addition, average dispensing volumes have also increased.
- Whilst it is anticipated that capacity within existing services should be able to support the overall pharmaceutical needs of future populations, any identified changes in the situation will be addressed through a supplementary statement and/or be addressed by the Integrated Care Board (ICB) commissioning or directing existing pharmacies to open for additional hours. There may also be opportunities around alternative dispensing models and collection of medicines (if legislation is progressed).
- A further review of services will be planned at the next three year cycle.

- There may also be opportunities around innovation including access using technology

This assessment is based on the following observations:

- Knowsley has an average of 19.76 pharmacies per 100,000 population. This compares to 19.82 per 100,000 across Cheshire & Merseyside and 16.78 per 100,000 for England as a whole.ⁱⁱ
- There is wide variation in the pharmacy-to-population ratio across wards, even taking town centre locations into account. From zero pharmacies per 100,000 in Whiston and Cronton to 45.5 per 100,00 in Whitefield and 47.2 in Prescot North wards. Any decisions regarding new pharmacies need to take the pharmacy-to-population ratio into account. Conversely, any closures need to be carefully monitored to determine the impact this will have on access, especially in those wards where the pharmacy-to-population ratio is already low.
- It is possible to compare prescribing volume by converting total items prescribed into a monthly prescribing rate per pharmacy. Trends show that both nationally, regionally and locally total volume is increasing. In 2023/24 Knowsley had a higher prescribing rate than both the England and North-West averages. This was the case 2019/20-2023/24. Whilst Knowsley has consistently higher dispensing rate, the increase from 2019/20 is 12.4%, which is much lower than many other areas of the North-West, and lower than all the other areas in Cheshire and Merseyside
- Looking at drive, walking, cycling and public transport times, the majority of Knowsley's population live close to a pharmacy. This is reflected in the responses from the public survey.
- 71.6% of respondents to the public survey said they were fairly or very satisfied with pharmacy services. They found them accessible, friendly and helpful.
- 84.3% of respondents to the public survey of community pharmacy services said they were very satisfied or somewhat satisfied with the opening hours of their pharmacy. Although the public survey did highlight that there was a dissatisfaction with opening hours on the weekend, particularly Saturday and longer hours in general would be appreciated. Waiting times did emerge as an issue but 74.5% of those responding to the public survey got all the medicines they needed the last time they visited a pharmacy without waiting.
- There is adequate access to pharmacy services throughout the week, with provision in the evening and at weekends across Knowsley, however, noting that there are no 100-hour pharmacies operating in Knowsley.
- Whilst locally commissioned services are outside the scope of the PNA they do offer secured improvements, or better access to pharmaceutical services for our

ⁱⁱ Based on GP registered population at 1st April 24 and Dispensing Data April 24.

population. We will continue to work with our existing contractors to ensure that this provision continues to match the needs of our population. Any inequalities in provision which arise will be addressed in collaboration with existing contractors. Knowsley council are currently reviewing the Public Health Contracts and this PNA will be used to support the review.

- Further opportunities for service improvement will come into operation from September 2026 when all newly qualified pharmacists will be Independent Prescribers.
- Feedback and information provided by patients, the public and other stakeholders consulted during the development of the PNA showed people feel the community pharmacies offer a valuable service, are convenient and staff are friendly, Knowledgeable and helpful.

Advanced and Enhanced Services Provision ([See Section 8 for more details](#))

- [Pharmacy First](#) is a new advanced service. All pharmacies are registered to provide this service so access to it is adequate across the borough.
- 30 community pharmacies are registered to provide [New Medicines Service](#) (NMS), offering good coverage across the borough, so provision is adequate and there is good provision across the borough.
- [Influenza vaccination](#) for at risk adults is now available through in 30 pharmacies and this has greatly increased accessibility, noting that provision of this service is determined annually and thus subject to change. The primary provider of influenza vaccination remains General Practice. Provision is adequate across the borough.
- [Appliance Use Reviews \(AUR\)](#) and Stoma appliance customisation (SAC) services are both specialist services. Locally, community health services provide specialist advice to patients on appliances and stoma products. Pharmacies then dispense prescriptions generated by the services. So, whilst, based on activity data for quarter 1&2 2024/25, there are no Knowsley pharmacies providing AUR and 4 providing SAC this does not mean there is a gap in provision.
- [The Hypertension Case Finding Service](#) was a new service for the 2022-25 PNA. It is now well established with 31 out of 34 pharmacies registered to provide this service so provision is adequate across the borough.
- [NHS Stop Smoking Service](#) was a new service for the 2022-25 PNA. It is now well established with adequate provision across the borough with 19 pharmacies providing this service.

- [Lateral Flow Device service](#) was introduced during the Covid-19 pandemic. The service now operates using a different model. 25 pharmacies providing this service.
- [Pharmacy Contraceptive Service](#) is a new service. It adds to provision available elsewhere in primary care, sexual health services and the local public health commissioned services. 28 out of 34 pharmacies provide this service, and this is considered adequate.
- There is one [Enhanced service for Covid-19 vaccination](#). 11 pharmacies provide this service, this is considered to be adequate and appropriate for this type of service.

Developments which may precipitate the need for changes to pharmacy services

Any conclusions gained from this PNA need to take account of the fact that future developments, such as but not limited to, changes in population, changes in sources/numbers of prescriptions, may take place. This could influence the demand for pharmaceutical services. Hence this PNA is a 'dynamic' document.

Workload and demand in pharmacy is driven by three factors: changes to the population, changes to prescribing volume and introduction of additional, new services:

Knowsley's population is likely to continue to grow, particularly due to the ambitious house building that has taken place, with more in the pipeline. There are no reliable sources of population projections currently (see 4.2.4). Knowsley has higher proportions in the age bands covering 55 - 69-year-olds and given on average people in Knowsley have a lower healthy life expectancy, spending more of their lives in poor health, this is likely to increase pressures on NHS and social care as this age group makes up a disproportionately large percentage of GP consultations, hospital admissions and social services. This is likely to have an impact on prescribing levels and therefore pharmacy workload, assuming current prescribing patterns persist.

Knowsley has a consistently higher dispensing rate, the increase from 2019/20 is 12.4%, which is much lower than many other areas of the North-West, and lower than all the other areas in Cheshire and Merseyside, some increasing by over 40%. So, whilst Knowsley has always had a high dispensing volume, it is not increasing proportionally as fast as other local areas.

The combined effects of population change, and prescribing volume have a compounding effect on the pharmacy workload. This is especially pertinent as the pharmacies operating across Knowsley currently dispense more prescription items than the average for England and this has grown each year. It is anticipated that growth in the future will continue at a similar rate. Prescription volumes and service provision needs to be monitored to identify where demand is likely to exceed supply.

Any changes to planned developments, e.g. any major new housing developments, will be considered to ensure we are able to respond to the future needs of our population.

Pharmaceutical Needs Assessment

Part 1: Purpose, process and
explanation of pharmaceutical
services

1. Introduction

The effective commissioning of accessible primary care services is central to improving quality and implementing the vision for health and healthcare. Community pharmacy is one of the most accessible healthcare settings. Nationally 99% of the population, including those living in the most deprived areas, can get to a pharmacy within 20 minutes by car. 96% of people living in the most deprived areas have access to a pharmacy either through walking or via public transport. ¹

The PNA presents a picture of community pharmacies and other providers of pharmaceutical services, reviewing services currently provided and how these could be utilised further. Community pharmacies can support the health and wellbeing of the population of Knowsley in partnership with other community services and GP practices. Services can be directed towards addressing health inequalities and supporting self-care in areas of greatest need. Mapping of service provision and identifying gaps in demand are essential to afford commissioners with the market intelligence they need to take forward appropriate and cost-effective commissioning of services.

All national NHS pharmaceutical service providers must comply with the contractual framework that was introduced in April 2005. The national framework is set out below and can be found in greater detail on the Community Pharmacy England Website:

<https://cpe.org.uk/quality-and-regulations/the-pharmacy-contract/>

The pharmaceutical services contract consists of three different levels:

- [Essential services](#)
- [National enhanced services: Covid-19 vaccination](#)
- [Advanced services](#)

Since the 2022-2025 PNA Knowsley has seen the closure of 1 community pharmacy, reducing numbers from 35 to 34, with the number of distance selling pharmacies remaining the same at 1. This gives an overall percentage change of -2.9%.

The Darzi report shows that the total level of spending on the community pharmacy contract has fallen by 8% and around 1200 pharmacies have closed since 2017. It notes that ‘on the current trajectory, community pharmacy will face similar access problems to general practice with too few resources in the places it is needed most’. It should be noted that funding and other arrangements for community pharmacies for 2024/25 and 2025/26 resulted in the largest uplift in funding across the whole of the NHS. It provides a 30% uplift to funding for the community pharmacy sector over the coming financial year, compared to 2023/24. However, this is the first significant investment in community pharmacy’s core funding for over 10 years, but is only a first step towards sustainability. Whilst Community Pharmacy accepted the final offer – they stated that there were serious caveats, the funding is not enough to meet the full cost of delivery of NHS services as indicated by the independent [Economic Analysis](#) and that more needs to be done to put the community pharmacy sector on a sustainable footing. ²

Costs have also increased through several factors; non-pay inflation and bills, minimum wage increases, removal of establishment fees, demand increases on dispensing volumes and medicines shortages have meant significant challenges to the sector.

As such the findings of the Pharmacy Pressures Survey 2024: Funding and Profitability Report³ by Community Pharmacy England shows that the vast majority of pharmacies have seen increasing costs with 64% of those responding saying they were operating at a loss. Spiralling costs and

workload coupled with a 30% funding cut in real terms since 2015 could result in more closures occurring.⁴

Nationally we lost the 2nd largest contractor, Lloyds Pharmacy, whose parent company Hallo Healthcare Group sold its 1,054 Lloyds Pharmacy high street and community pharmacy branches to new owners to focus on their online business. In a statement released on 23 November 2023, the group said that Lloyds Pharmacy Ltd is no longer operating pharmacies, adding that 99% of the branches it had previously operated would remain open under different ownership.⁵ Knowsley has been fortunate and not lost any pharmacies due to this.

Many other pharmacies have reduced their opening hours or removed services offered adjacent to but not covered or funded by the contractual framework (e.g. free deliveries of medicines or blister pack preparation for people who do not qualify for or need that as a reasonable adjustment under the Equality Act).

100 hours pharmacies were introduced in April 2005 without a defined need. Pharmacies prepared to open longer hours and extend service provision were able to do so free from the control of entry.⁶ Recent regulation changes have allowed these 100-hour pharmacies to drop to a minimum of 72 hours (the regulation did restrict which hours could be removed to protect evening and weekend access), and broadly the majority have reduced their hours to survive the funding challenges within the Community Pharmacy Contractual Framework. These hours were the times where the pharmacies were not in high demand, hence those being chosen for reduction. This has been the case in Knowsley with all previously 100-hour pharmacy reducing their hours to between 72 and 78 hours per week (see [Appendix 1](#) for details). However, patient expectations and lifestyles are different today to what they were in 2005, today many patients expect more convenience and flexibility when accessing pharmacies, driven by changes in work patterns, technology and lifestyles. Whilst access has always been an essential part of the pharmacy offer, contractors have found it difficult to offset this against sustainability of their business.⁷

The previous government issued a consultation on hub and spoke dispensing with planned changes to legislation. Hub and spoke dispensing is where one pharmacy (spoke) receives the prescription and another pharmacy (hub) may carry out the routine aspects of dispensing the medication (possibly through automation) and either sends the medication back to the spoke who dispenses the medication to the patient with advice as needed (Model 1) or alternatively, the hub assembles and prepared the medicine before supplying the order directly to the patient (Model 2). Hub and spoke models are currently permitted within the same retail pharmacy business (i.e. the same legal entity), but the proposed changes would permit it between different retail pharmacy businesses (i.e. different legal entities).⁸ Community Pharmacy England (along with most national associations) supported the proposed changes. Community Pharmacy England had concerns about patient safety as well as potential proliferation of Hubs which could circumvent control of market entry. They also expressed concerns about the financial viability of model 2⁹. Due to the change of government, the amendments to legislation have been paused whilst ministers are briefed on the proposals.

2. Statements from pharmaceutical regulations (2013)

Regulatory Statements

The National Health Service (NHS) Pharmaceutical and local Pharmaceutical services Regulations (2013) set out the legislative basis for developing and updating PNAs and can be found at: <http://www.dh.gov.uk/health/2013/02/pharmaceutical-services-regulations/> Schedule 1 of these regulations sets out the minimum information to be contained in the PNA. Detailed below are the six statements included in schedule 1 and the necessity for a local PNA map of service providers.

Statement One: Necessary services: Current provision

Provide a statement of the pharmaceutical services that the Health and Wellbeing Board (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
- 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).

Community pharmacy services for Knowsley are provided across a range of reasonable geographical locations, with good accessibility and sufficient provision throughout the borough. Knowsley has 34 community pharmacies (including 1 distance selling 'internet-only' pharmacy), serving a population of 172,070 (total GP registered population, as of January 2024), who provide a comprehensive service with a full range of essential services and some advanced services. This equates to approximately one pharmacy for every 5,061 Knowsley GP patientsⁱⁱⁱ (England average is 5,959 patients per pharmacy). There is large variation within the borough (excluding Whiston and Cronton and Swanside^{iv} which have no pharmacies) the range is from just over 2,000 people per pharmacy in Prescott North and Whitefield to almost 13,000 people per pharmacy in Northwood and Shevington. It is worth pointing out that those wards with better pharmacy to person ratio are often close to those with higher ratios. For example, Whitefield ward is to the West of Northwood ward and Prescott North directly to the South, meaning two wards with excellent ratios are adjacent to Northwood. Additionally, Shevington is directly above Whitefield ward providing access to a number of pharmacies (see Maps 3 & 4). Consequently, the population is well served by pharmacy services.

Based on the number of community pharmacies (as at April 2024), from the Knowsley calculations, as a rate per 100,000 GP registered population (as at 1 April 2024), Knowsley has a larger number of pharmacies in relation to the size of its population (19.76 per 100,000) when compared to England (16.78 per 100,000) and the North West (17.58) and is similar to Cheshire

ⁱⁱⁱ Note this calculation includes the 1 distance selling pharmacies so comparison can be made with the England value. This is because it has not been possible to sift out the distance selling pharmacies from the overall England list.

^{iv} Whilst Swanside technically has no pharmacies, Knowsley commission a Liverpool pharmacy on Pilch Lane which is on the boundary line between Knowsley and Liverpool, one side of the road is Knowsley and the other is Liverpool. This means people in Swanside have easy access to this pharmacy, despite it being in Liverpool and not Knowsley. For analysis purposes this pharmacy has been included in Swanside ward.

& Merseyside (19.82 per 100,000). There is wide variation as mentioned in the previous paragraph, from 47.2 per 100,00 in Prescott North to 7.7 in Northwood and Shevington (excluding Whiston and Cronton).

Knowsley pharmacies dispense more prescriptions per head of population each month, 1943.2 items per 1,000 patients per month in 2023/24 compared to 1617.7 across Cheshire & Merseyside and 1527.5 for England.

Knowsley residents will also access pharmacy services in the neighbouring boroughs of Liverpool, Sefton, St Helens and Halton. Services are considered sufficient for the population's needs.

There is provision of community pharmacy services open after 6pm and at weekends across the borough, noting however that Knowsley no longer has any 100-hour pharmacies in the borough. There are 6 pharmacies in Knowsley open between 72 and 78 hours per week

Statement two: Necessary services: Gaps in provision

Provide 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.

Current provision across Knowsley as a whole is adequate. No gaps in the provision of essential pharmaceutical services have been identified in this PNA. There are on-going housing developments planned over the lifetime of this PNA. It is anticipated that capacity within existing services should be able to support the pharmaceutical needs of future populations, however there will be a need for regular review to ensure provision remains adequate in light of developments.

Any identified changes in the situation may be addressed by ICB commissioning or directing existing pharmacies to open for additional hours. This could include extending existing opening hours as a locally commissioned Enhanced Service.

Community Pharmacy England notes that:

*“if the needs of people in the area are not met, and no pharmacies are able or willing to participate in an out of hours Enhanced service, **an ICB has the power to issue a direction requiring the pharmacy to open, but must if doing so ensure the pharmacy receives reasonable remuneration.** The process of issuing such a direction begins with discussions with the Local Pharmaceutical Committee (LPC) and the affected pharmacies must be contacted by the ICB and the proposals outlined so that the pharmacy owner can make representations. There are rights of appeal against ICBs decisions to issue such directions, and the direction would be valid only if the statutory procedure is followed.”*

Some geographical differences in provision have been highlighted through this PNA. In keeping with the national picture, services are predominantly situated in more densely populated areas of the borough. Thus, less densely populated areas of Knowsley have fewer pharmacies per head of population.

Despite the overall geographical differences, and those for availability of extended hour pharmacy provision, the need for 'emergency prescriptions' will almost always be centred on patients using 'out of hours services.' Knowsley is currently covered by GP Out of Hours (via NHS 111) and the one Urgent Care Centre at St Chads Urgent Treatment Centre, St. Chads Drive, Kirkby and two Walk In Centres Huyton Urgent Treatment Centre, Nutgrove Villa, Westmorland Road, Huyton and Halewood Urgent Treatment Centre, Roseheath Drive, Halewood Pharmacy provision is available on-site or close to these sites with a range of extended hours available to access.

Members of the public commented that it is not always easy to access pharmacy services in the evening, i.e. after 6pm, and weekends, with a particular desire to see more opening on a Saturday and for more hours. Added to this there is a continuation of the extension of GP opening hours and 7-day week services as the norm. Access to community pharmacy provision needs to be assessed in line with these developments. We will continue to work with our existing contractors to ensure that this provision continues to match the needs of our population and that any inequalities in activity which arise are addressed.

As, well as changes to existing contractor hours, opportunities could also be explored around alternative dispensing models and collection of medicines (if legislation is progressed – see introduction). Other alternatives include increasing the use of technology where practicable and safe to do so.

Statement three: Other relevant services: Current provision

Provide 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 paragraph one, of the 2013 regulations, they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area.

Knowsley shares geographical borders with Liverpool, St Helens, Halton, Sefton, and West Lancashire. Knowsley residents will cross the Knowsley border for leisure and work purposes and to access pharmacy services if it is more convenient for them. The shape of the borough and public transport can make it hard to travel from one part of the borough to another. Therefore, the cross-border use can be attributed to convenient access rather than a lack of services in Knowsley.

The bank holiday rota looks at services across boundaries to ensure geographical coverage.

In addition to essential services, there is adequate access to the full range of advanced and enhanced services and locally commissioned public health and sub-integrated care board services to meet local need.

Statement Four: Improvements and better access: Gaps in provision

Provide 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 specific 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 or a specified type, in its area.

It is important that community pharmacy services can continue to support the changes that face the NHS as commissioning intentions change or evolve to reduce the pressures on other patient facing services such as GPs and Accident & Emergency. However, in the current financial climate there is limited capacity to deliver additional services within static or reducing budgets. There should also be recognition and understanding of the context related to a number of national, regional and local strategies and policies from which opportunities may arise in their delivery such as the [NHS Long Term Plan](#), the 10 Year Health Plan for England (which is due for publication in 2025) and locally the [Knowsley Health and Wellbeing Strategy](#) (which is being updated), [Cheshire and Merseyside All Together Fairer Cheshire and Merseyside Health and Care Partnership Strategy](#) that seek to transform how health and wellbeing services are delivered and designed in Knowsley, putting residents at the heart of services.

The skills and expertise of community pharmacists could be further utilised in the provision of locally commissioned services aimed at improving population health. Assessment of future plans for housing development within Knowsley has highlighted potential growth in both. It is envisaged that capacity within existing services will be able to absorb the increased demand anticipated over the lifespan of this PNA. As stated above, any identified change in the situation may be addressed by the ICB commissioning or directing existing pharmacies to open for additional hours under an Enhanced Service without the need for a new community pharmacy.

Based on the information available at the time of developing this PNA, no gaps have been identified in essential, advanced enhanced or locally commissioned services that if provided either now or in the future would secure improvements, or better access, to pharmaceutical services. Noting however, that although provision for Covid-19 appears low, it is considered appropriate for this type of service and there is no provision for appliance use reviews (AUR) in Knowsley or cross border pharmacies, only 4 Knowsley Pharmacies offer Stoma appliance customisation service.

Respondents to the public survey most commonly commented that it is not always easy to access pharmacy services in the evening, i.e. after 6pm, and weekends. As well as changes to existing contractor hours, opportunities could also be explored around alternative dispensing models and collection of medicines (if legislation is progressed). Other alternatives include increasing the use of technology where practicable and safe to do so.

Statement five: Other NHS services

Provide a statement of any NHS services provided or arranged by the Knowsley HWB, NHS England, Cheshire & Merseyside Integrated Care Board (ICB), any NHS trusts or any 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 specific type in its area.

Based on the information available at the time of developing this PNA, no gaps in respect of securing improvements, or better access, to other NHS services either now or in specified future circumstances have been identified. Improved access particularly in Runcorn would mean that there were more opportunities to secure new or improved services including independent prescribing, that address inequalities and support self care.

Statement Six: How the assessment was carried out

Provide an explanation of how the assessment has been carried out, in particular:

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

Knowsley has geographical borders with Liverpool, Halton, Sefton, St Helens and West Lancashire. It has one local authority with one coterminous Sub-Integrated Care Board, sub-location - Knowsley Place. This has meant that mapping and consultation can be managed and applied without any caveats. Analysis has been carried out a ward level which is coterminous with Knowsley Place.

As the statutory responsibility of the PNA falls within the remit of Knowsley Health & Wellbeing Board (HWB) then analysis and mapping were carried out at whole borough and ward level, taking into account the different needs of people across the borough. As such the PNA has taken into the account Knowsley's Health & Wellbeing Strategy and Knowsley's Joint Strategic Needs Assessment (JSNA) content and so will inform commissioning decisions by Knowsley HWB, Knowsley Metropolitan Borough Council, Cheshire & Merseyside ICB - Knowsley Place and Cheshire and Merseyside ICB.

Part 1, section 2 of the PNA goes into specific detail on how the public and pharmacy consultation processes was undertaken. Appendices provide details of the contractor survey, public consultation and 60-day consultation. Responses from the public consultation have been used throughout the report to supplement our understanding of needs and views. Responses to the 60-day consultation will be included as well as the HWB response to this feedback (will be added as [Appendix 8](#)).

Map of provision

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

A map of provision of pharmaceutical services, Maps 3,4,5 & 6 shows the geographical distribution of both community pharmacies and distance selling pharmacies together with key health services.

There are ten other maps within the PNA that demonstrate good access to pharmaceutical services. These include in areas with the highest population density and highest deprivation as well as most of the population being within a 5-10 minute drive from a pharmacy during the day and 12 mins away during rush hour, 20 minutes walking, 15 minutes by public transport and a 12 minute cycle ride to reach a Knowsley pharmacy. Finally, two maps of pharmacies outside the Knowsley HWB area shows that there is choice of pharmaceutical services within Liverpool, Halton, St Helens and Sefton with 1.6 KM (1 mile) and 4km (2.5miles) from the Knowsley boundary.

3. Scope and Methodology

3.1. Scope of the PNA

The scope of the assessment of need must address the following principles:

- The safe and efficient supply of medicines.
- Pharmaceutical care that provides quality healthcare and public health information and advice to all members of the population.
- High quality pharmacy premises that increase capacity and improve access to primary care services and medicines.
- Local enhanced services which increase access, choice and support self-care.
- Locally commissioned enhanced pharmaceutical services that have the potential to reduce avoidable hospital admissions and reduce bed-days.
- High quality pharmaceutical support to prescribers for clinical and cost-effective use of resources.

3.2 Localities used for considering pharmaceutical services

For the PNA it has been decided that wards will be used as localities. The reason for this decision is that they are an appropriate size that would not mask any variations in need and not so small that the PNA would become too large and unmanageable. Wards are an administrative geography making it easy to obtain a variety of data and information. In addition, wards are a commonly used geography that many people will be familiar with or at least have some understanding of; Knowsley Metropolitan Borough Council is split into 15 electoral wards.

Spatial mapping of service provision has been included to draw conclusions about access to pharmacies and advanced services.

3.3 Methodology and Data Analysis

Key principles of the PNA are:

- It is an iterative process involving patients, the public and key stake holders.
- It is a developing, live document to be refreshed annually.
- It continues to focus on identifying health needs which can be supported by pharmaceutical services and makes recommendations for the commissioning of those services.
- It is developed through a multidisciplinary PNA Steering Group.

Figure 1: PNA development process



Development of the Knowsley Health and Wellbeing Board’s PNA has been initiated and overseen by the Public Health Evidence and Intelligence Team and a multi-professional steering group. The steering group consists of representatives from the following:

- Knowsley Borough Council Public Health (Chair and officers)
- Local Pharmacy Committee Halton St Helens and Knowsley
- Primary Care Manager – Pharmacy, Cheshire & Merseyside Integrated Care Board (ICB)
- Medicines Management Team – NHS Cheshire and Merseyside ICB - Knowsley Place
- Knowsley Healthwatch
- Knowsley Borough Council elected member, Portfolio holder for Health & Wellbeing

The content of the document is closely linked to the local Joint Strategic Needs Assessment (JSNA) and has been produced by means of a structured analysis and distillation of complex and comprehensive data sources in order to identify the following:

- The health needs of the population.
- Current local provision of pharmaceutical services, and subsequently.
- Gaps in provision of pharmaceutical services.

The following information sources have been used for the purposes of this PNA:

- Joint Strategic Needs Assessment
- Joint Health & Wellbeing Strategy
- Office for Health Improvement and Disparities’ (OHID)[∨] Fingertips tool for additional data on health and wellbeing
- Strategic Health Asset Planning and Evaluation (SHAPE) tool for travel time maps
- Data on socio-economic circumstances of the local area
- Community pharmacy providers questionnaire
- NHS Business Services Authority (NHSBSA)
- Public pharmacy services questionnaire
- Delivery and Allocations Plan (DALP)

[∨] Note PHE as an organisation split in to UK Health Security Agency (UKHSA) and Office for Health Improvement & Disparities (OHID) on 1 October 2021. OHID is an office of the Department of Health & Social Care. The Fingertips and other data tools are now part of OHID

3.3.1 Community pharmacy contractors survey

A short contractors survey was conducted during June-August 2024 to gather data from contractors for information not available from routine sources including NHSBSA and local commissioners. This included a range of questions on external and internal accessibility of premises and reasonable adjustments available.

3.3.2. Public survey

A survey was conducted during November and December 2024. It aimed to elicit views of people's experience of using their usual pharmacy – how often they used it, whether they had any issues accessing their usual pharmacy/pharmacy services including prescriptions, when and the impact this had.

A total of 425 people had responded by 19th December 2024. The results were analysed and used throughout the PNA. An assessment of the demographics of respondents is included in [Appendix 7](#).

3.4. How data and other information has been used to derive conclusions

Pharmaceutical need is a broad term which is hard to define precisely. There is not a fixed formula to determine need and whether it has been met or not as there are so many variables that come into play that need factoring in and people live their lives differently in different places. Some factors that are suggested a HWB should give consideration to are:

- When prescriptions are generated and the opening hours. This asks about the generation of the demand; however, the timing of demand will of course vary between acute prescribing and chronic prescribing.
- The distance between pharmacies, access, parking arrangements and walking distance / public transport links for members of the public also must be taken into account. This will naturally be contextually different as you move between urban and rural areas and dispensing doctor practices will also contribute to meeting the provision against need in the truly rural areas. The importance of distance has also changed over time with more and more GP work now performed remotely by video or telephone, many areas are seeing high utilisation of the Electronic Prescription Service and delivery is available to all patients via the provisions within the regulations around Distance Selling Pharmacies.
- Capacity of current pharmacies to meet demand. This is important as the number of premises is not the only context to consider, as an efficiently run pharmacy with the right premises, workforce access and equipment can deal with a high volume of items and patients. This is one reason why, within the Cheshire & Merseyside Contractors Survey, we asked the question "if your business need expanded, how could you cope?" and this will continue to change as contractors bring modern solutions such as use of robotics, more efficient pharmacy computer systems, more efficient ordering routines and off-site assembly. How this could vary and how broad a variation is described in the bullets below.
 - Looking at 3 pharmacies at different scales - in 1 month, Pharmacy A (a big Distance Selling Pharmacy) dispensed 1.5 million items, Pharmacy B (city centre destination) did 65k, Pharmacy C (a Health centre) did 11k.

- Pharmacy D (A high street pharmacy with closures nearby) has roughly doubled their capacity in a decade from 11.8k in April 2014 to 21k in December 2023.
- Variation between areas within a place can be really helpful to appraise but must take into account the capacity to deliver described above.

3.5 Consultation

Regulation 8 requires the health and wellbeing board to consult a specified range of organisations on a draft of the pharmaceutical needs assessment at least once during the process of drafting the document. This must be for a minimum period of 60 days.

A draft PNA will be published on Monday 2nd June 2025 inviting comments to be made prior to closing 11:59pm on 3rd August 2025.

Community and Hospital Providers, All Local Pharmacies, Professional Bodies, NHS Bodies and Staff

- All 34 Pharmacies in Knowsley (33 community pharmacies and 1 distance selling pharmacy)
- All 25 General Practices in Knowsley
- Knowsley Central, Kirkby and West Knowsley Primary Care Networks (PNCs)
- Kirkby Urgent Care Centre
- Mersey Care NHS Foundation Trust
 - St Helens and Knowsley Teaching Hospitals NHS Trust
- Community Pharmacy England (CPE) Halton, St Helens and Knowsley
- Neighbouring CPEs of Lancashire & South Cumbria, Liverpool and Sefton
- Mid Mersey Local Medical Committee
- Neighbouring Local Authority Health and Wellbeing Boards (or equivalent): St Helens, Liverpool, Halton, Sefton, and West Lancashire
- Cheshire & Merseyside Integrated Care Board (ICB)
 - Cheshire & Merseyside sub-ICB Knowsley Place

Patients and Public

- Knowsley Healthwatch
- Voluntary Sector Groups via One Knowsley

Full documentation was published on Knowsley Borough Council's website with an online facility to help readers make comments on the PNA. Respondents were offered paper copies of the PNA if required and they could also complete the survey using a copy of the questions supplied with the invitation letter. Written comments could therefore be made online, completion of the questionnaire electronically or print version sent back to the Public Health team.

Responses received during the consultation period can be found in [Appendix 8](#).

3.5. PNA Review Process

The PNA will be reviewed as an integrated part of the annual commissioning cycle as well as when any changes to the pharmacy contractor list occurs. This action will be overseen by Knowsley Health and Well Being Board with input from the NHSE Pharmacy Contracts Group. The task is

delegated to the Public Health Evidence & Intelligence Team and the multi-professional steering group who have developed the PNA.

Examples of changes that might dictate a new or diminished pharmaceutical need are:

- New pharmacy contracts
- Pharmacy closures
- Changes to pharmacy locations
- Pharmacy opening hours
- Local intelligence and significant issues relating to pharmacy enhanced service provision
- Appliance provision changes
- Significant changes in health need, housing developments or primary care service developments that may impact either complimentary or adversely on pharmacy-based services
- Significant changes in workforce due to movement of local businesses/employers

Typically, this would be in the form of issuing a Supplementary Statement, unless the changes were significant enough that a new PNA was warranted and did not form a disproportionate response to the level of change identified. The PNA has to have a complete review every 3 years.

Successful applications for ‘consolidations and mergers’ as part of the revised pharmacy regulations would also necessitate the development of a supplementary statement. Details can be found on the Community Pharmacy England website concerning consolidation and mergers <https://cpe.org.uk/quality-and-regulations/market-entry/pharmacy-mergers-consolidations/>.

3.6. How to use the PNA

The PNA should be utilised as a service development tool in conjunction with the Joint Strategic Needs Assessment (JSNA) and the strategic plans from local commissioners. Mapping out current services and gaining a sense of future service needs will pinpoint the areas where the development of local pharmaceutical services may be necessary.

The PNA can be used by patients, current service providers, future service providers and commissioners alike in the following way:

- Maps and tables detailing specific services will mean patients can see where they can access a particular service.
- Current service providers will be better able to understand the unmet needs of patients in their area and take steps to address this need.
- Future service providers will be able to tailor their applications to be added to the pharmaceutical list to make sure that they provide the services most needed by the local community.
- Commissioners will be able to move away from the ‘one-size fits all approach’ to make sure that pharmaceutical services are delivered in a targeted way.
- Cheshire & Merseyside ICB will be in a better position to judge new applications to join the pharmaceutical list to make sure that patients receive quality services and adequate access without plurality of supply.

Pharmaceutical Needs Assessment

Part 2: Health needs based on
demography, localities and linked to
JSNA

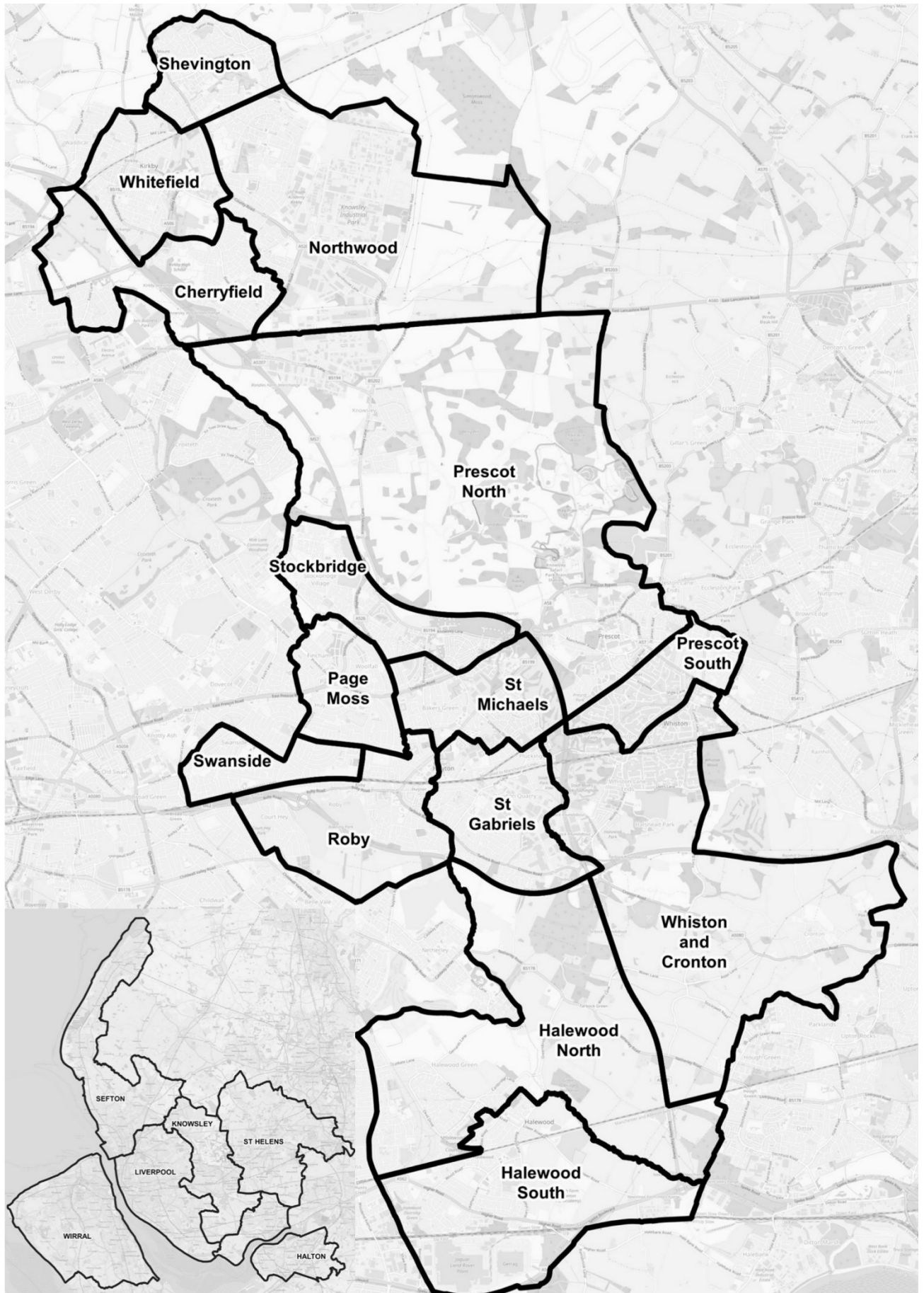
4.1. Location

Knowsley is one of six local authority districts that make up the Liverpool City Region. Located in the North-West of England, it was created in 1974 when the urban districts of Huyton, Kirkby, and Prescott were grouped with the rural districts of Whiston and parts of West Lancashire to form a new local authority area. It is comprised of 15 wards, which are grouped into four Townships – Huyton, Kirkby, Halewood and Prescott, Whiston and Cronton. Huyton being the most populous where almost 40% of the population live, followed by Kirkby (almost 30%).

Knowsley lies between two cities, Liverpool to the east and Manchester to the west. The borough covers an area of 8,619 hectares. Knowsley is bordered by St Helens to East, Halton to the South and Liverpool to the West, Sefton borders the North-West of the Knowsley and finally by West Lancashire to the North. The M62 motorway runs from east to west across the south of the borough with the M57 motorway running from north to south. These excellent transport links provide access to the motorway network across the country and serve several industrial and business parks within the borough. Despite this moving around the borough by public transport can be a challenge, it is often easier to travel to Liverpool than for example - from Huyton to Kirkby and vice versa.

Although there are many opportunities due to its geographic location, Knowsley residents experience relatively high levels of unemployment and deprivation with 63% living in the most deprived 20% of England (Indices of Deprivation 2019) which impact on their health. Many local people experience significantly worse health than the rest of the country, dying younger and living more years in poor health.

Map 1: Location of Knowsley



4.2. Population Structure and Projections

The estimated resident population of an area includes all people who usually live there, whatever their nationality. Members of UK and non-UK armed forces stationed in the UK are included whilst UK forces stationed outside the UK are excluded. The Office for National Statistics (ONS) produce the only official population estimates and projections; their starting point (or base) is the latest UK Census population; births, deaths, and migration data are then used to produce an annual mid-year estimate (MYE). This is always published mid-year and relates to the previous year. The latest published is mid 2023 which estimates the size and structure of the population. The sub-national population projections are yet to be updated to reflect the last Census, therefore they will not be used in this document.

4.2.1. Resident population

Office for National Statistics (ONS) mid-2023 population estimates:

- 159,243 people live in Knowsley.
- 48% of these are male and 52% female (73,188 and 83,055 respectively)

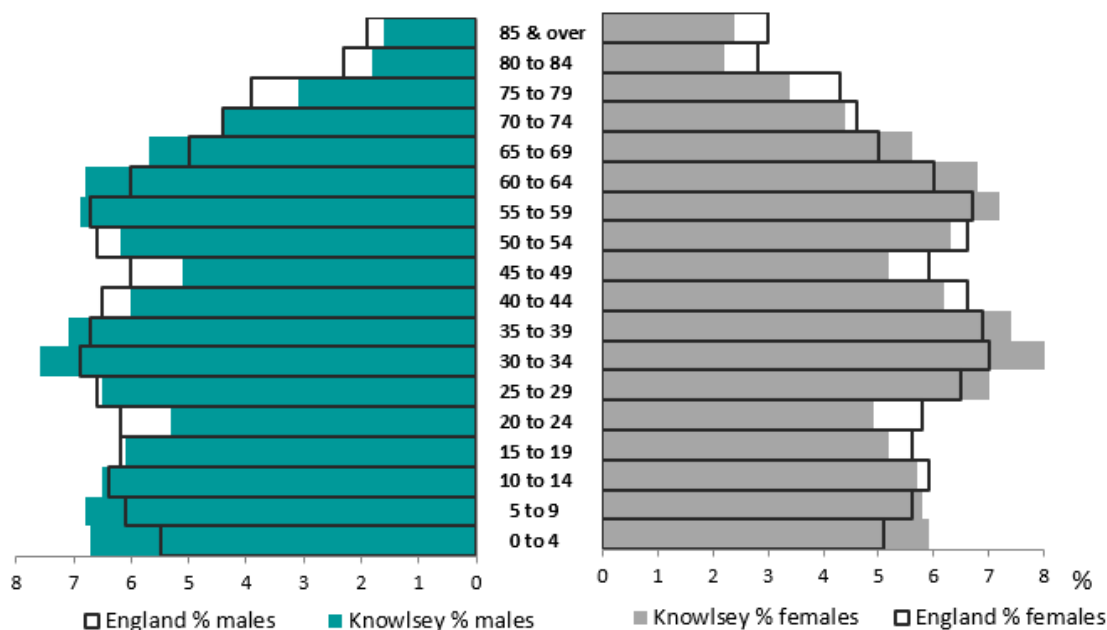
The age structure of Knowsley is detailed in 69-year-olds.

Knowsley has lower proportions residents of the age of 70, this is more pronounced for females and reflects the Knowsley has one of the lowest female life expectancies in England.

Figure 2, with an England comparison.

- Knowsley has larger proportions of very young children and
- Smaller proportions of older children and those in the young adult age groups compared to England, 15-24 this is particularly pronounced in females.
- Knowsley has larger proportions of those in their 30s compared to England, particularly for females.
- For age bands covering 40–54-year-olds Knowsley has a smaller proportion than England.
- Knowsley has higher proportions in the age bands covering 55 - 69-year-olds.
- Knowsley has lower proportions residents of the age of 70, this is more pronounced for females and reflects the Knowsley has one of the lowest female life expectancies in England.

Figure 2: Knowsley resident population compared to England, mid-2023 estimated age and gender structure



4.2.2. GP Registered Population

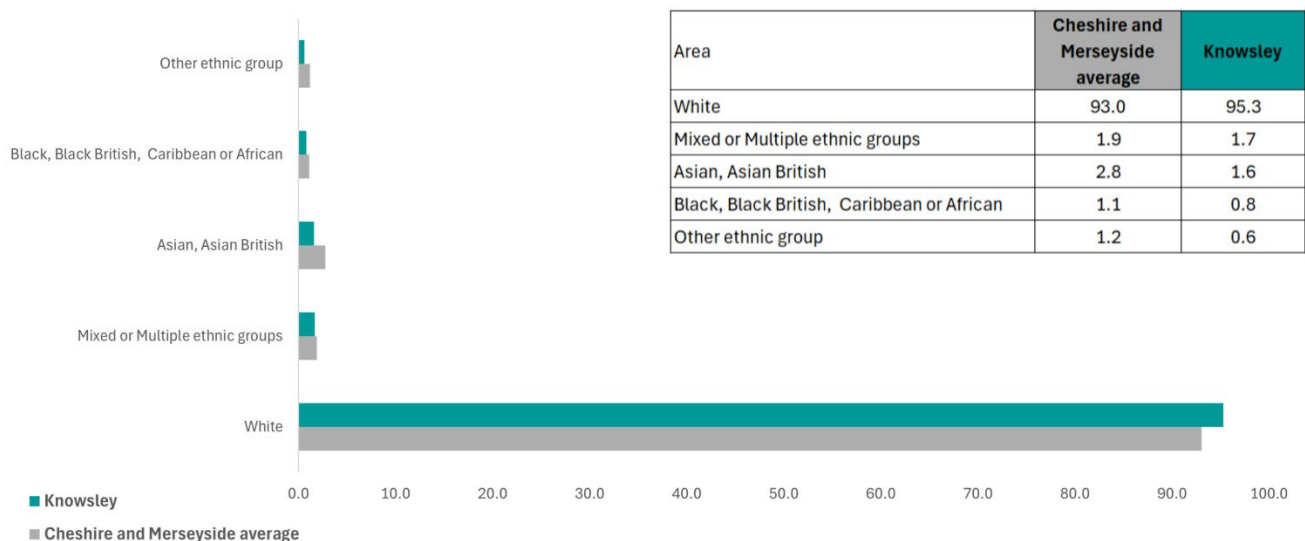
The majority of people who reside in Knowsley are registered with a Knowsley GP for their primary health care. However, there is not a 100% match. People who move into and out of the borough may prefer to stay with their original GP. This means some people residing in neighbouring boroughs are registered with Knowsley GPs and some Knowsley residents will be on a GP register outside the borough. There are more people registered with a Knowsley GP than there are residents, 173,700 registered (December 2024) compared to 159,243 residents (2023 mid-year estimate).

4.2.3. Ethnicity

In terms of ethnic breakdown of the population, data has only routinely been available from each Census. Census data, published by the ONS, is the gold standard for ethnicity recording in England and Wales.

Knowsley is not very ethnically diverse, 95% of the population are from a White ethnic group. Knowsley it is not an outlier for Cheshire and Merseyside as the majority of areas that make up Cheshire and Merseyside have high proportions of residents from White backgrounds. Only Liverpool have less than 90% of residents from White British backgrounds and is the mostly ethnically diverse area. Despite this, Knowsley saw an 81% increase (3,249 people) in residents who identify as being from Asian, Black, Mixed and Other ethnic group backgrounds between 2011 and 2021.

Figure 3: Cheshire & Merseyside population, by broad ethnic group – Census 2021



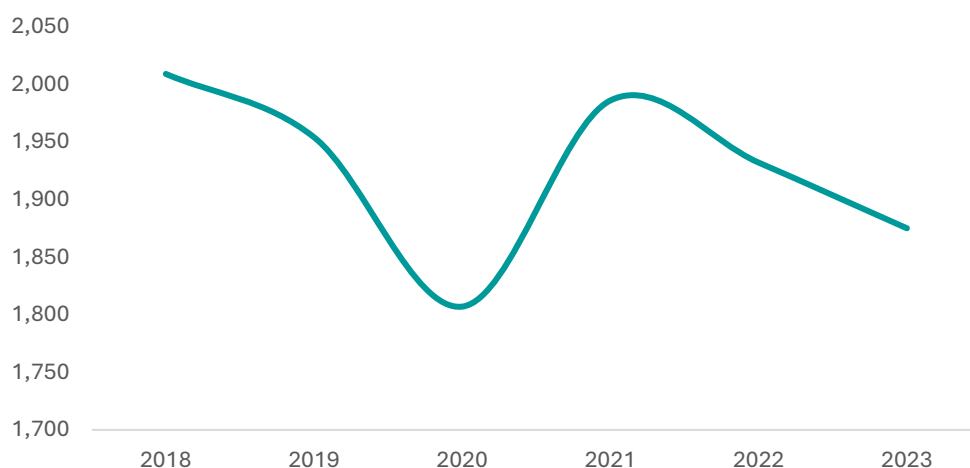
4.2.4. Resident Population Forecasts

Projections form a "baseline" view of what the population dynamics would be in the given areas if recent demographic trends were to continue into the future. It is important to note that these projections are consistent across England as a whole.

Since the last PNA was published, 2021 Census data has been published which saw growth in Knowsley's population of almost 6% since the 2011 Census, this growth was above the North-West and Liverpool City Region averages and was just below the England average of 6.6% growth. The latest population projections are based on the 2018 Mid-Year Estimates, which are based on the 2011 Census, rather than the most the recent 2021. Using these projections Knowsley's population was estimated to be 151,840 in 2021, this is 2,600 less than the 2021 Census Day population of 154,500. So, these projections are not a reliable or useful as predictors of Knowsley future population size.

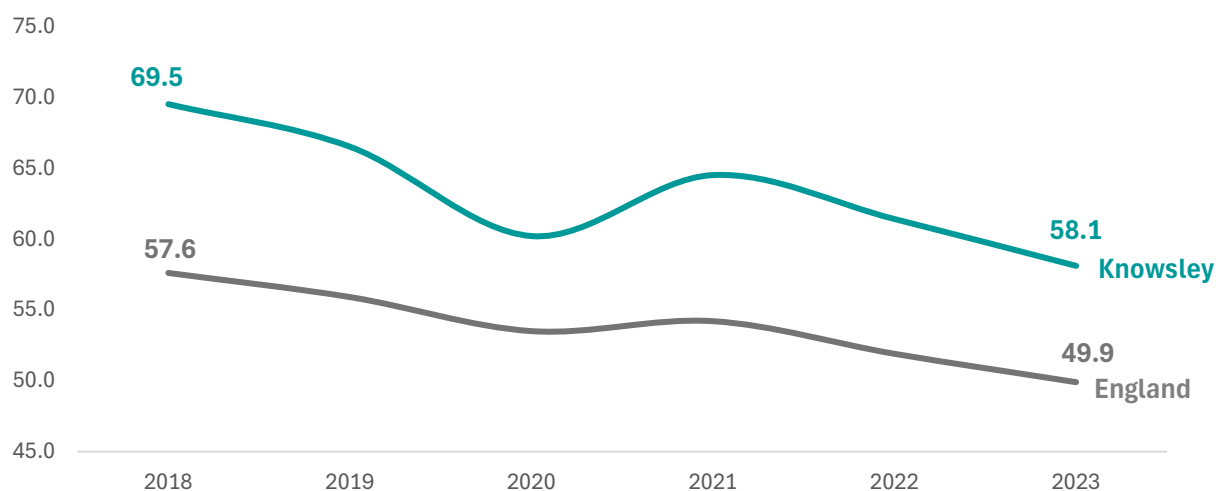
Updated sub-national population projections are provisionally due to be published on 24th June 2025.

Figure 4: Births in Knowsley 2018 – 2023



Births in Knowsley have been declining, this is also the case nationally though the Knowsley's have reduced less proportionality than England, by 6.7% compared to 9.9% for England overall.

Figure 5: Birth Rates General Fertility Rates, Knowsley and England



Fertility rates are closely tied to growth rates for an area and can be an indicator of future population growth or decline in that area. It is calculated by the number of live births per 1,000 female population aged 15 to 44. Knowsley's birth rates have declined in recent years, as have England's overall, though they remain higher than England.

4.3. Future Planning: Housing Developments

The Knowsley Local Plan Core Strategy¹⁰ adopted in 2016 makes provision for 8,100 new dwellings to be delivered in Knowsley between 2010 and 2028, at an average of 450 dwellings per year.

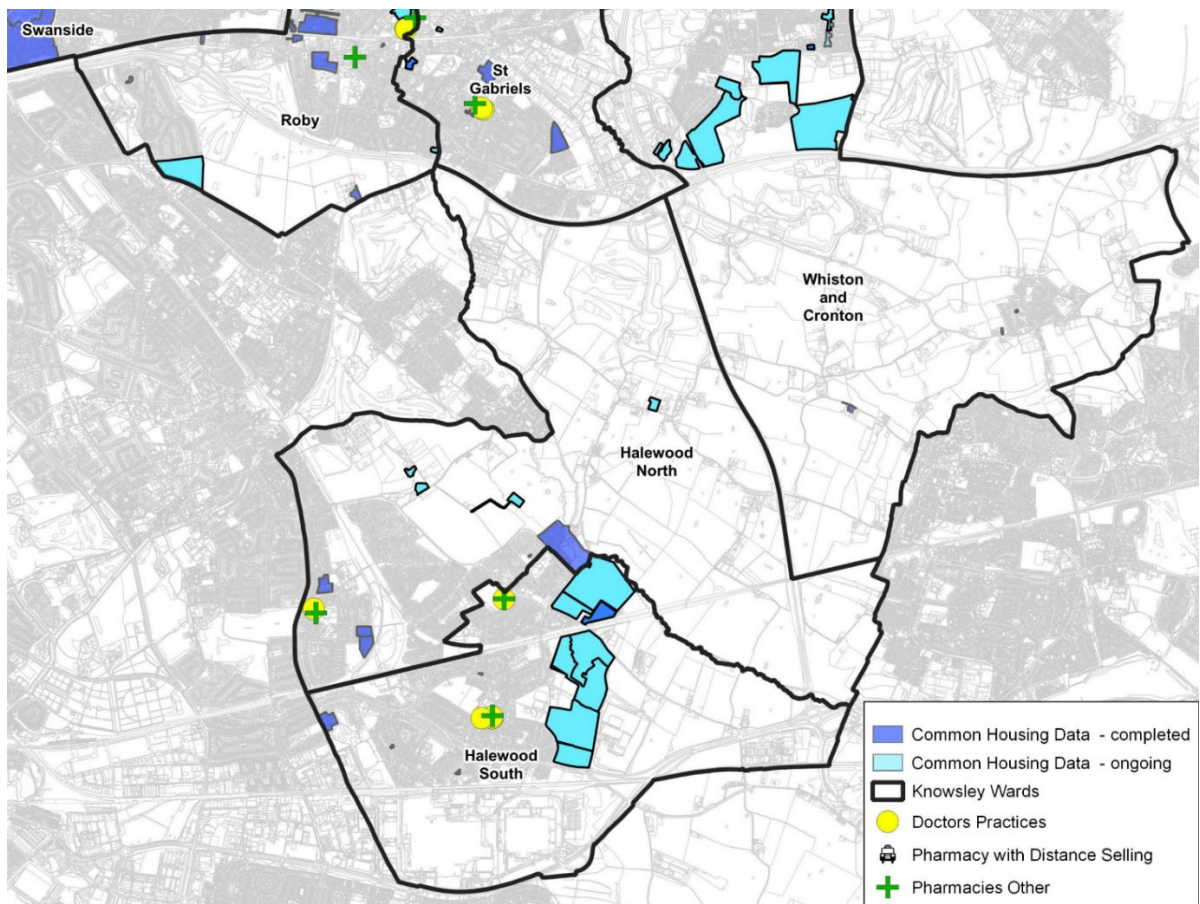
In the five-year period 2019/20 to 2023/24 there have been 3,844 dwellings (net) built in the borough. Since the last Pharmaceutical Needs Assessment, most of the large sites completed have been in Huyton. However, large sites have completed in each township of the borough.

In the five years from 1st April 2024 2,958 dwellings are expected to be completed. This includes housing allocations, "committed" sites with planning permission, and SHLAA^{vi} sites which have been assessed in the report but may not yet have planning permission. The largest sites are expected to be East of Halewood (Halewood South ward), Halstead Garden Village (Whiston & Cronton ward), as well as sites in Stockbridge, Prescot North and Whitefield Wards.

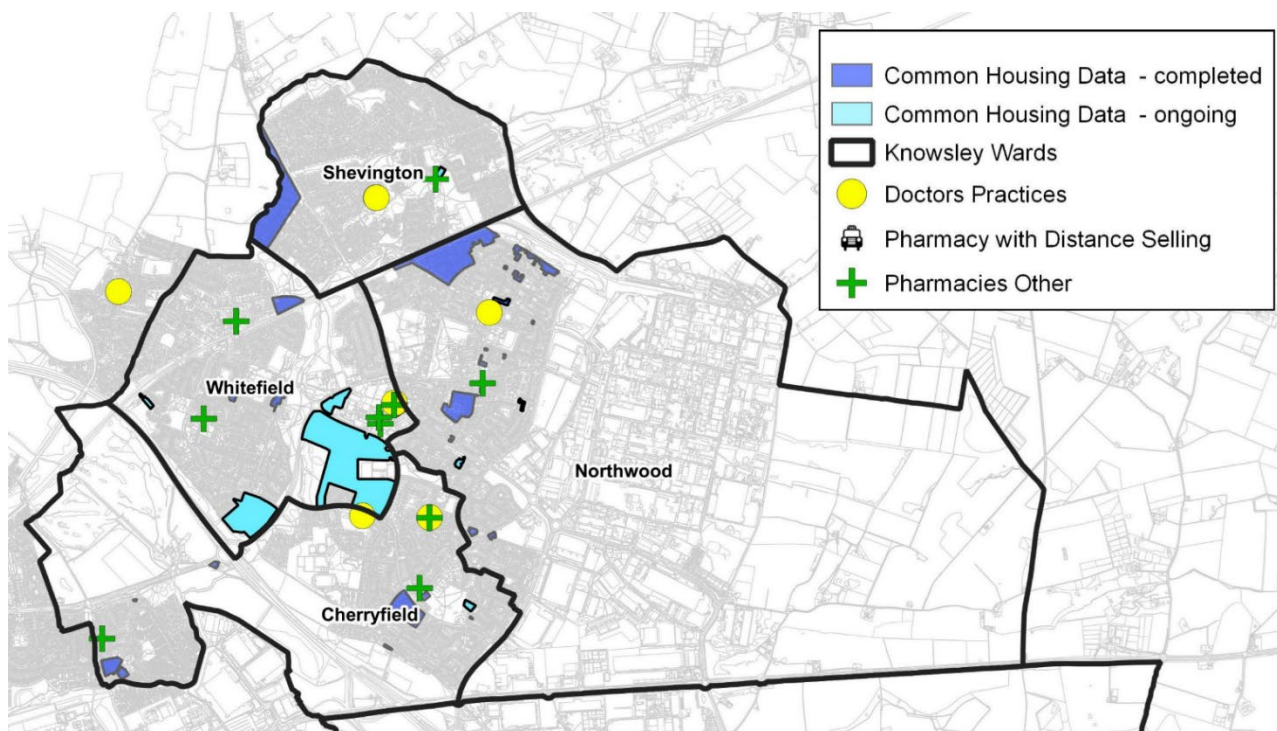
The geographical location of the deliverable supply of housing for the next 0-5 years (within the 'life' of this PNA) is shown in **Error! Reference source not found.**, alongside pharmacy locations. The Maps 2, 3 & 4 demonstrate the future housing development areas and the existing pharmacy provision.

^{vi} A Strategic Housing Land Availability Assessment (SHLAA) is a report that identifies and assesses land that could be used for housing development. It considers factors such as how much land is available, whether it is suitable for housing, and whether it would be economically viable to develop. The purpose of a SHLAA is to make sure that there is enough land available to meet the housing needs of an area. It can also be used to decide where to build new homes in local plans.

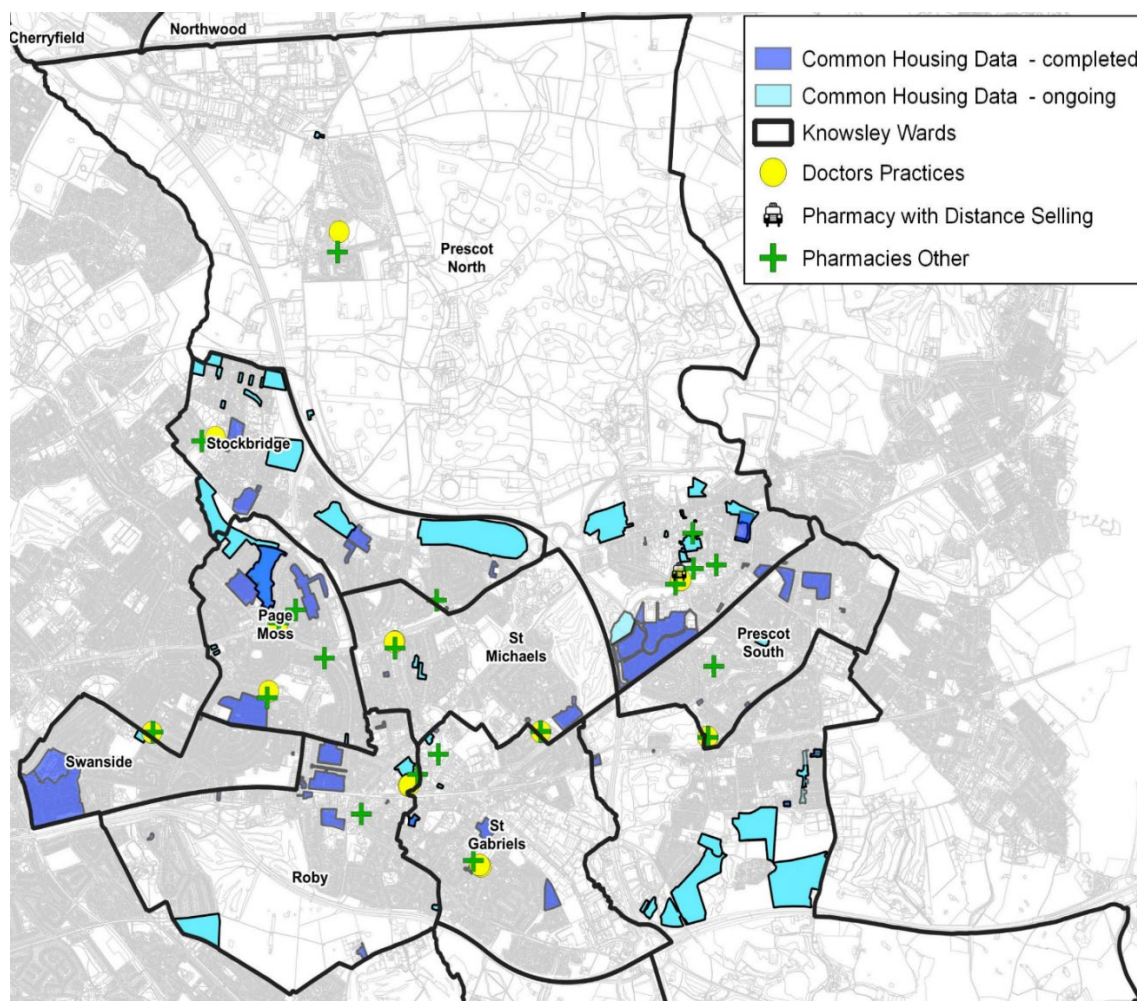
Map 2: Housing Developments in South Knowsley



Map 3: Housing Developments in North Knowsley



Map 4: Housing Developments in Central Knowsley



4.4. Populations with Protected Characteristics – [Please see section 5 for an overview of population health in Knowsley](#)

There is widespread evidence to demonstrate that some communities, such as people from ethnic minority groups and people from lesbian, gay, bisexual and transgender (LGBT) communities, can experience worse health outcomes. Other groups, such as refugees and asylum seekers and disabled people may face barriers to accessing health and social care services as well as support services to move into good employment. This can have an impact on their health and wellbeing.

Under the Equality Act 2010 there are 9 ‘Protected Characteristic’ groups. The numbers and main health issues facing each are detailed in this section. Whilst some of these groups are referred to in other parts of the PNA, this section focusses on their particular health issues.

4.4.1. Age Population

See section 5.2 for detailed breakdown

- Under age 18: 35,251 (22.1% of total population)
- 18-64: 96,422 (60.6% of total population)
- 65-74: 15,959 (10% of total population)
- 75+: 11,611 (7.3% of total population)
- Total population 159,243 (ONS 2023 mid-year population estimate)

Health issues

Health issues tend to be greater amongst the very young and the very old.

For children:

- Breastfeeding is well evidenced to provide health benefits for both mother and baby and to promote attachment. Young mothers are among the groups least likely to breast feed.
- More than eight out of 10 adults who have ever smoked regularly started before the age of 19.
- Eight out of 10 obese teenagers go on to become obese adults.
- Young people (15 to 24 years) are most likely to be diagnosed with the most common types of sexually transmitted infections. Substantial increases were seen in STI infections in England recently^{vii}. Young people's sexual behaviour may also lead to unplanned pregnancy which has significant health risks and damages the longer-term health and life chances of both mothers and babies.
- Alcohol misuse is contributing to increased pressure on a wide range of agencies including health, housing, social care, police and the voluntary sector.

For older people (65+):

- They are less likely to smoke or drink alcohol to riskier levels. They are less likely to take drugs although the age of people in alcohol & substance misuse services is increasing.
- A high proportion of people aged 65+ live alone and this percentage increases with age. This can lead to loneliness and social isolation.
- The proportion of the population with long-term conditions increases with age.

4.4.2. Sex Population

See section 4.2 for detailed breakdown

- Women 83,055 (52.2%)
- Men 76,188 (47.8 %)

Health issues

- Life expectancy in Knowsley is significantly lower than England, for both males and females. Male LE is lower than women, but women in Knowsley spend longer in poorer health. See section 5 for more detail.

^{vii} [The prevalence of sexually transmitted infections in young people and other high risk groups](#)

- There is internal variation, Life Expectancy (LE) in the areas of the borough with the highest deprivation have the lowest LE. The areas with the lowest deprivation are similar to the England average.
- Men tend to use health services less than women and present later with diseases than women do. Consumer research by the Department of Health and Social Care into the use of pharmacies in 2009 showed men aged 16 to 55 to be ‘avoiders’ i.e. they actively avoid going to pharmacies, feel uncomfortable in the pharmacy environment as it currently stands due to perceptions of the environment as feminised/for older people/lacking privacy and of customer service being indiscreet.
- The mortality rate for coronary heart disease is much higher in men and men are more likely to die from coronary heart disease prematurely. Men are also more likely to die during a sudden cardiac event. Women’s risk of cardiovascular disease in general increases later in life and women are more likely to die from stroke.
- The proportion of men and women who are obese is roughly the same although men are markedly more likely to be overweight than women. Present trends suggest that weight-related health problems will increase among men in particular. Women are more likely than men to become morbidly obese.
- Women are more likely to report, consult for and be diagnosed with depression and anxiety. It is possible that depression and anxiety are under-diagnosed in men. Suicide is more common in men as are all forms of substance abuse.
- Alcohol disorders are twice as common in men although binge drinking is increasing at a faster rate among young women. Among older people the gap between men and women is less marked.
- Morbidity and mortality are consistently higher in men for virtually all cancers that are not sex specific. At the same time cancer morbidity and mortality rates are reducing more quickly for men than women.
- Victims of domestic violence are at high risk of serious injury or death. The majority of victims are female.

4.4.3. Disability

The definition of disability is consistent with the core definition of disability under the Equality Act 2010. A person is considered to have a disability if they have a long-standing illness, disability or impairment which causes substantial difficulty with day-to-day activities. Some people classified as disabled and having rights under the Equality Act 2010 are not captured by this definition, that is people with a long-standing illness or disability which is not currently affecting their day-to-day activities.

Population

The 2021 Census indicates 34,990 people in Knowsley have a disability under the Equality Act this is 22.6% of the population, this is higher than 17.3% of England’s population overall.

As prevalence of disability increases with age, the age structure of an area impacts on the percentage of the population with a disability. Using age standardised rates can help to understand whether the age structure of an area is the biggest factor in high levels of disability and ill health.

Knowsley has almost double the rate (13 per 100,000) of residents who are disabled, and their day-to-day activities are limited a lot, in comparison to England overall (7.5 per 100,000).

The 2023/24 GP Quality Outcomes Framework (QOF) register shows there were 1,135 people with learning disability (LD) known to their general practice. This is a prevalence rate of 0.66%, compared to 0.58% in Cheshire & Merseyside, 0.60% North-West and 0.58% England.¹¹

Data from the 2024 GP Patient survey¹² suggests that 68% of Knowsley patients surveyed had a long-term physical or mental health condition. Of those, 35% said it affected their daily life a lot and a further 38% said it affected them a little. 27% said it did not affect ability to carry out their day-to-day activities at all. This is based on a representative sample.

Health issues

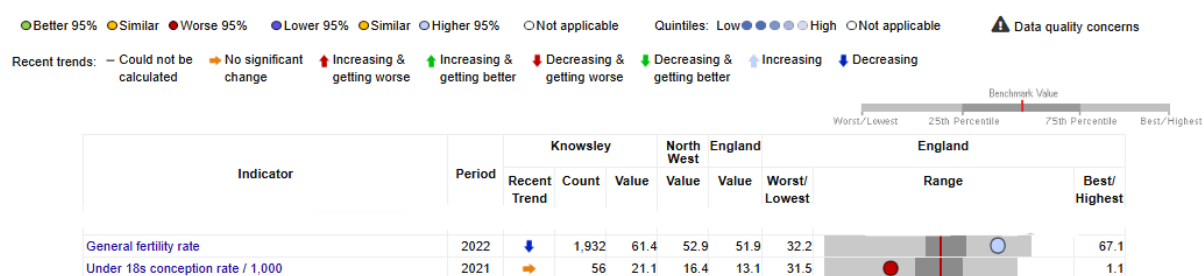
- There is a strong relationship between physical and mental ill health. Being physically disabled can increase a person’s chances of poor mental health.
- Co-morbidity of disabling conditions can occur.
- People with LD are living longer and as a result the number of older people with a LD is increasing. Despite the fact that people with LD are 58 times more likely to die before the age of 50 than the rest of the population, life expectancy for people with LD has increased over the last 70 years. Older people with LD need more to remain active and healthy for as long as possible.
- Despite this data from NHS Digital suggests people with learning disabilities still have a 4-5 times higher mortality rate than those without LD.
- Recent data by PHE suggests those with severe mental illness (SMI) have 2-3 times higher premature (under age 75 years) mortality rates compared to those without SMI. This is driven by higher mortality from cardiovascular disease, cancers and respiratory disease. One other feature is lower cancer screening uptake rates amongst people with SMI.
- Research by the Disability Rights Commission in 2006 found that people with a learning disability are two and a half times more likely to have health problems than the rest of the community.

4.4.4. Pregnancy and maternity

Population

See section 4.2.4 for fertility rates and live births data.

Figure 6: Key indicators for pregnancy and maternity



Source: OHID Fingertips

Data from ONS via OHID Fingertips tool shows that Knowsley has statistically higher birth rates, both general fertility rate and under 18 'teenage' births to that seen nationally. The fertility rate is decreasing and there was no significant change in the under 18s conception rate. There were 1,632 births in 2022.

Health issues

There are many common health problems that are associated with pregnancy. Some of the more common ones are:

- Backache
- Deep vein thrombosis
- High blood pressure and pre-eclampsia
- Itching
- Nosebleeds
- Piles (haemorrhoids)
- Stretch marks
- Tiredness
- Constipation
- Faintness
- Incontinence
- Leaking nipples
- Urinating a lot
- Skin and hair changes
- Swollen ankles, feet, fingers
- Vaginal discharge or bleeding
- Cramp
- Headaches
- Indigestion and heartburn
- Morning sickness and nausea
- Pelvic pain
- Sleeplessness
- Swollen and sore gums, which may bleed
- Varicose veins

4.4.5. Race Population

See section 4.2.3.

Health issues

- Although ethnic minority groups in the UK broadly experience the same range of illnesses and diseases as others, there is a tendency of some within ethnic minority groups to report worse health than the general population and there is evidence of increased prevalence of some specific life-threatening illnesses.
- Ethnic differences in health are most marked in the areas of mental wellbeing, cancer, heart disease, Human Immunodeficiency Virus (HIV), tuberculosis and diabetes.
- An increase in the number of older people from ethnic minority groups is likely to lead to a greater need for provision of culturally sensitive social care and palliative care.
- Ethnic minority groups may face discrimination and harassment and may be possible targets for hate crime.

Traveller and gypsy communities

Travellers are a group considered to face some of the highest levels of health deprivation, with significantly lower life expectancy, higher infant mortality, and higher maternal mortality alongside mental health issues, substance misuse and diabetes. These issues are representative of various lifestyle factors alongside issues of poor education, lack of integration with mainstream support services and a lack of trust in such institutions.

Refugees and asylum seekers

Asylum seekers are one of the most vulnerable groups within society often with complex health and social care needs. Within this group are individuals more vulnerable still including pregnant women, unaccompanied children and people with significant mental ill health. Whilst many asylum seekers arrive in relatively good physical health, some asylum seekers can have increased health needs relative to other migrants due to the situation they have left behind them, their journey to the UK and the impact of arriving in a new country without a support network.

Irregular or undocumented migrants such as those who have failed to leave the UK once their asylum claim has been refused, or those who have been illegally trafficked, also have significant health needs and are largely hidden from health services. Some asylum seekers will have been subjected to torture as well as witnessing the consequences of societal breakdown of their home country – with consequences for their mental health. Culturally, mental illness may not be expressed or may manifest as physical complaints. Stigma may also be attached to mental ill health. Furthermore, Western psychological concepts are not universally applicable to asylum seekers. Mental health problems such as depression and anxiety are common, but post-traumatic stress disorder is greatly underestimated and underdiagnosed and may be contested by healthcare professionals. Children are particularly neglected in this area.

4.4.6. Religion and belief

Population

Data from the 2021 Census for Knowsley residents showed:

- Christian 66.6%
- Buddhist 0.2%
- Hindu 0.3%
- Jewish 0.1%
- Muslim 0.6%
- Sikh 0.0%
- Other religion 0.2%
- No religion 27.2%
- Religion not stated 4.8%

Health issues

- Possible link with ‘honour-based violence’ which is a type of domestic violence motivated by the notion of honour and occurs in those communities where the honour concept is linked to the expected behaviours of families and individuals.
- Female genital mutilation is related to cultural, religious and social factors within families and communities although there is no direct link to any religion or faith. It is a practice that raises serious health related concerns.

- There is a possibility of hate crime related to religion and belief.

4.4.7. Marital status

Population

Data from the 2021 Census for Knowsley showed:

- Single (never married or never registered a same-sex civil partnership): 45.6%
- Married: 37.2%
- In a registered same-sex civil partnership: 0.1%
- Separated (but still legally married or still legally in a same-sex civil partnership): 2.5%
- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: 8.2%
- Widowed or surviving partner from a same-sex civil partnership: 6.6%

Health issues

- Literature on health and mortality by marital status has consistently identified that unmarried individuals generally report poorer health and have a higher mortality risk than their married counterparts, with men being particularly affected in this respect.¹³
- A large body of research suggests that the formalisation of opposite-sex relationships is associated with favourable mental health outcomes, particularly among males. Recent analysis of wave 8 (2016-18) of Understanding Society: the UK Household Longitudinal Study suggests this is also the case for females in same-sex civil partnership.¹⁴

4.4.8. Sexual orientation

Population

The preferred estimate up until now has been that provided by the Department of Trade and Industry of an LGB population of between 5 to 7%, as provided in the Final Regulatory Impact Assessment: Civil Partnership Act 2004 (DTI, 2004).

2.3% of Knowsley population identified as Gay, Lesbian, Bisexual, Pansexual, Asexual, Queer and other sexual orientations other than heterosexual in response to the 2021 Census. A further 5.7% did not answer this question.

The GP Patient Survey for England includes a question relating to sexual orientation. The survey suggests between 93% of Knowsley GP patients identify as being heterosexual / straight, with 2% stating their sexual orientation as being either Gay/Lesbian, 1%, Bisexual 1% and 1% another sexual orientation. 3% preferred not to disclose their sexual orientation.

Health issues

- Attitudes toward the community may have an impact on some of their key health concerns around sexual and particularly mental health. A Stonewall survey¹⁵ found:
- Half of LGBT people (52%) said they've experienced depression in the last year.
- One in eight LGBT people aged 18-24 (13%) said they've attempted to take their own life in the last year.
- Almost half of trans people (46%) have thought about taking their own life in the last year, 31% of LGB people who aren't trans said the same.
- 41% of non-binary people said they harmed themselves in the last year compared to 20% of LGBT women and 12% of GBT men.
- One in six LGBT people (16%) said they drank alcohol almost every day over the last year.
- One in eight LGBT people aged 18-24 (13%) took drugs at least once a month.
- One in eight LGBT people (13%) have experienced some form of unequal treatment from healthcare staff because they're LGBT.
- Almost one in four LGBT people (23%) have witnessed discriminatory or negative remarks against LGBT people by healthcare staff. In the last year alone, six per cent of LGBT people – including 20% of trans people – have witnessed these remarks.
- One in twenty LGBT people (5%) have been pressured to access services to question or change their sexual orientation when accessing healthcare services.
- One in five LGBT people (19%) aren't out to any healthcare professional about their sexual orientation when seeking general medical care. This number rises to 40% of bi men and 29% of bi women.
- One in seven LGBT people (14%) have avoided treatment for fear of discrimination because they're LGBT.

4.4.9. Gender re-assignment

Population

Currently there are no standard national sources of transgender statistics, nor is there standard data on the use of health services or referrals to gender identity clinics. However, GIRES (the Gender Identity Research and Education Society) estimate that 0.6-1% of the population may experience gender dysphoria.

In the 2024 GP Patient Survey 99% said their gender identity was the same as the sex they were registered at birth, 1% preferred not to say. The national figures showed 1% did not have the same gender identity as the sex they were registered at birth but 0% of Knowsley's registered population sampled said this was the case.

0.2% of Knowsley residents identified as being a Trans Woman or Man in response to the Gender Identify question on the 2021 Census¹⁶. There are good reasons to expect higher levels of uncertainty in the estimates relating to the trans population than for other census topics. As well as it being a voluntary question, gender identity is a sensitive topic and one which relies on self-identification of a concept which people may interpret differently. Additionally, those completing the census on behalf of others may not report, or even know, how a person identifies.

Health issues

Research from Stonewall shows:

- Drugs and alcohol are processed by the liver as are cross-sex hormones. Heavy use of alcohol and/or drugs whilst taking hormones may increase the risk of liver toxicity and liver damage.
- Alcohol, drugs and tobacco and the use of hormone therapy can all increase cardiovascular risk. Taken together, they can also increase the risk already posed by hormone therapy.
- Smoking can affect oestrogen levels, increase the risk of osteoporosis and reducing the feminising effects of oestrogen medication.
- Many transgender people struggle with body image and as a result can be reluctant to engage in physical activity.
- Being transgender, non-binary or non-gender and any discomfort a person may feel with their body, with the mismatch between their gender identity and the sex originally registered on their birth certificate, their place in society, or with their family and social relationships is not a mental illness. Gender dysphoria is the medical term used to describe this discomfort. Transgender people are likely to suffer from mental ill health as a reaction to the discomfort they feel. This is primarily driven by a sense of difference and not being accepted by society. If a transgender person wishes to transition and live in the gender role they identify with, they may also worry about damaging their relationships, losing their job, being a victim of hate crime and being discriminated against. The fear of such prejudice and discrimination, which can be real or imagined, can cause significant psychological distress.

4.5. Deprivation and socio-economic factors

The English Indices of Deprivation provide data on relative deprivation for small areas in Knowsley and nationally.

The Indices of Deprivation 2019 (ID 2019) are the primary measure of deprivation for small areas or Lower layer Super Output Areas (LSOAs) in England. The indices were published by the Ministry of Housing, Communities & Local Government (MHCLG) in September 2019 and replace the 2015 indices.

Each LSOA in England is ranked in order of deprivation, and then grouped into ten percentage groups known as deciles. LSOAs in decile 1 are in the 10% most deprived in the country, and LSOAs in decile 10 are in the 10% least deprived in the country. Knowsley has 98 LSOAs.

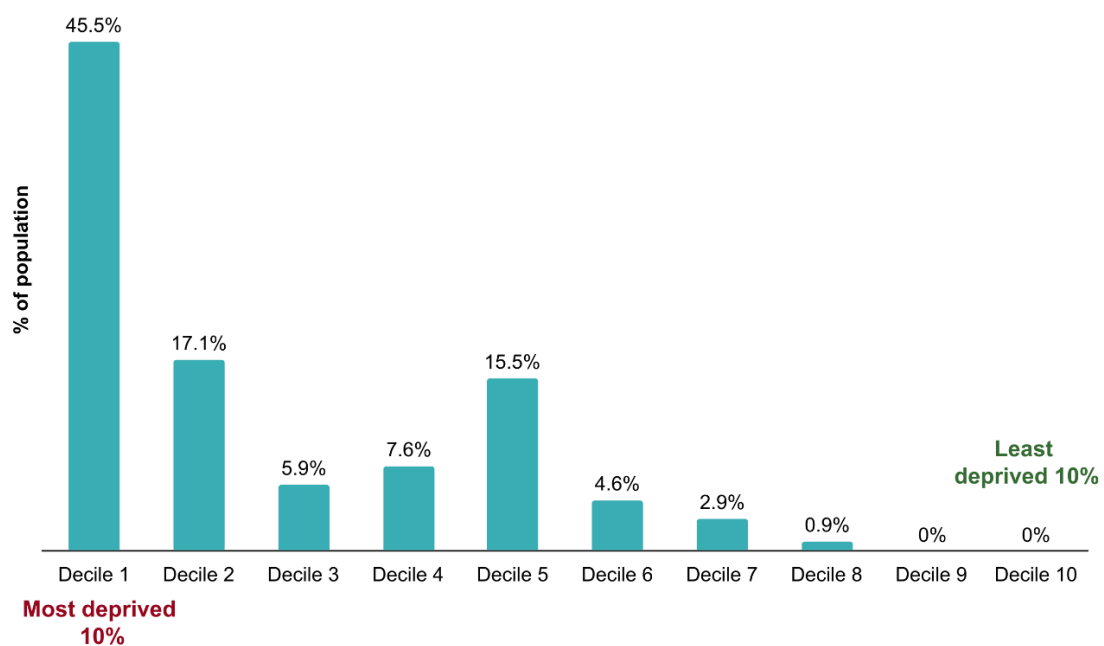
The main output of the Indices of Deprivation is the Index of Multiple Deprivation (IMD) which combines measures across seven distinct aspects of deprivation: income, employment, education, health, crime, barriers to housing and services, and living environment. The IMD is the most widely used output of the indices, but each domain provides insight into a particular area of deprivation.

Knowsley is the 2nd most deprived local authority in England, based on the 2019 Indices of Deprivation (IoD). However, this is now several years old, the next update is not expected until late 2025.

Knowsley ranked high in all measures of deprivation, including ranking 3rd on the proportions of LSOAs in the most deprived 10%.

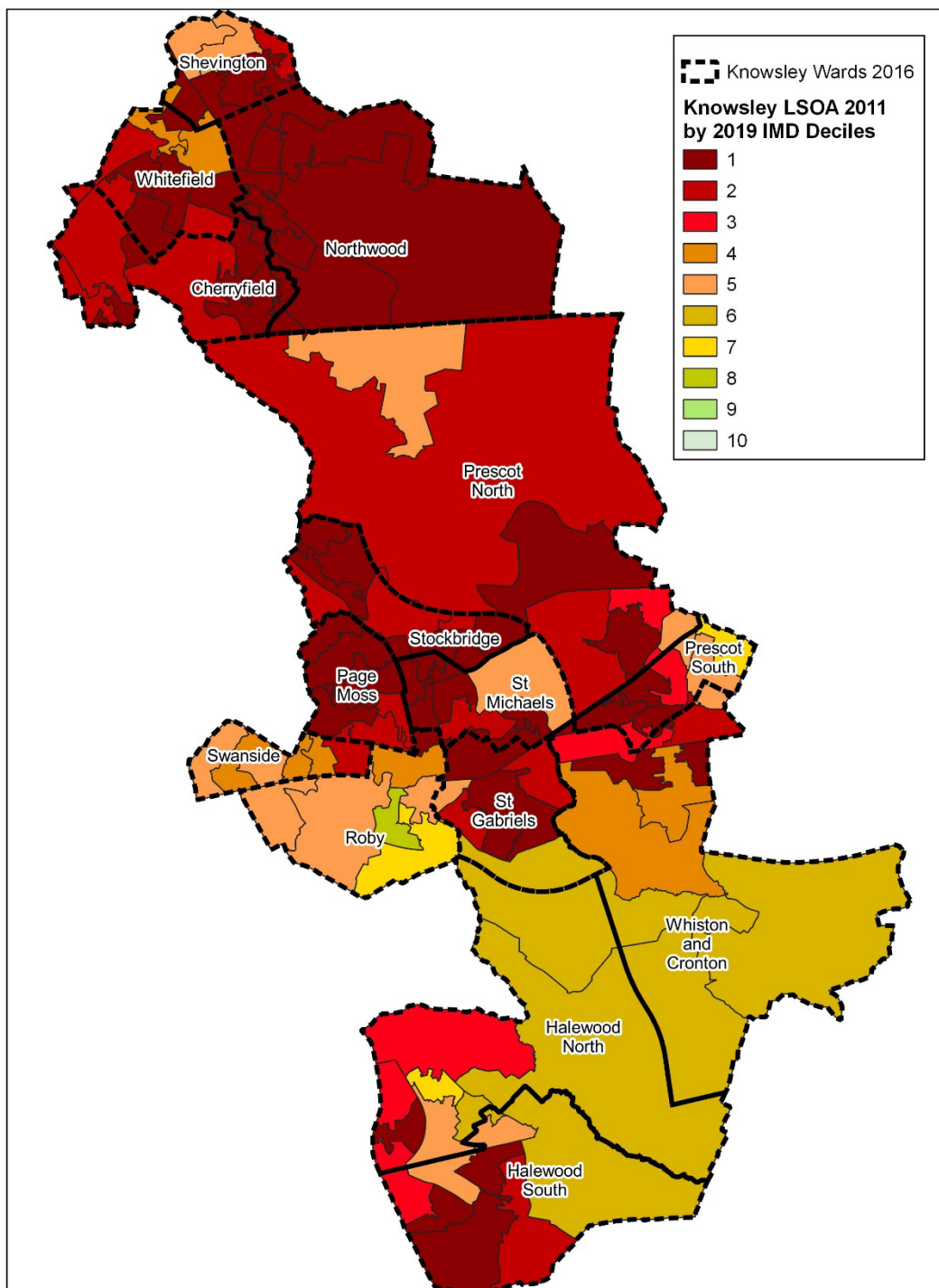
46 of LSOAs in Knowsley were in decile 1 (the most deprived). 45.5% of the Knowsley's population live in the country's 10% most deprived Lower Super Output Areas. Knowsley had no LSOAs in the least deprived 20% (deciles 9 and 10).

Figure 7: Knowsley population distribution by national deprivation decile, IMD 2019



Map 5: Geographical distribution of deprivation, Indices of Deprivation 2019

Index of Multiple Deprivation (Deciles) 2019 in Knowsley by Lower Super Output Areas
 Where 1 is the most deprived



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Knowsley is ranked as the 2nd most deprived local authority in England (out of 317 local authorities) putting it in the most deprived 10% nationally. The map shows that the most deprived LSOA are concentrated in the north/top of borough and in the more urban areas of Knowsley. The more rural areas which tend to have an older age structure are less deprived.

5. Health Profile of Knowsley

5.1 Summary of health issues

This section provides a succinct and high-level overview of some key statistics relating to health within the borough.

Knowsley faces many health challenges, health indicators show that the health and wellbeing of residents is worse than the national average. Stubborn problems persist, the root causes being the high levels of deprivation, inequalities and poverty experienced by many residents. For this reason, the focus on health improvement has been on Best Start for Life (early intervention), the wider determinants of health, health inequalities and health equity. Our Knowsley residents are partners in making improvements and resident engagement is key to creating and sustaining long-term change.

On average residents in Knowsley live shorter lives and spend more time in poorer health with long-term health conditions than the England average, this particularly true for women in the borough. There are significant differences in health outcomes between residents living in the most deprived areas and those living in the least (see Map 2).

Key issues, challenges and improvements.

- Life Expectancy (LE) for males and females has been declining in Knowsley, whilst women do live longer, the gap between the North-West, England is greater for women in Knowsley than men. Men in Knowsley have the 13th lowest LE in England and women the 4th lowest (three years combined 2020-2022).
- Healthy Life Expectancy (HLE) has also declined recently, and the gap between Knowsley, the North-West and England has widened further. Knowsley has 7th lowest HLE at birth for males in England and 5th lowest for women.
- Knowsley also has the 2nd highest rate of premature deaths from cancer in England (deaths under 75 years).
- Adults and children are more likely to be overweight or living with obesity 3 in 4 adults, 3 in 10 children by the time they start school and almost 5 in 10 by the time they finish primary school.
- Whilst Knowsley used to perform well for child immunisations and vaccination uptake in the past, uptake for childhood immunisations is now significantly worse than the England average. Uptake of Flu vaccination is particularly low in Knowsley for Flu in all age groups.
- Sexual Health is another area where significant improvement is needed, examples include Knowsley has the highest rate of abortions, additionally, the highest rate of repeat abortions for those under 25 years in England, 9th lowest screening of females screened for chlamydia aged 15 to 24 years.
- Knowsley has the highest rates of deaths from respiratory disease and chronic obstructive pulmonary disease (COPD) in England. Women in Knowsley have the highest rate of premature deaths (under 75 years) from respiratory disease considered preventable. It is thought that smoking is the cause of 9 in 10 cases of COPD, though smoking rates in Knowsley continue to fall.

- Rates of deaths from liver disease are also high in Knowsley, premature (under 75 years) female deaths in Knowsley are the highest in England.
- Mental health is big challenge in Knowsley, men in Knowsley have the 8th highest rate for deaths by suicide in England. Levels of diagnosed depression have been increasing in Knowsley, 1 in 5 adults diagnosed with depression, 3rd highest prevalence in England.
- 1 in 4 people (25.2%) age 16 years and over reported a long-term Musculoskeletal (MSK) problem, the fourth highest local authority in England. Additionally, 1 in 5 also had at least one other long-term condition. MSK conditions are the leading cause of pain and disability in England and account for one of the highest causes of sickness absence and productivity loss.
- The rate of working age people who are economically inactive due to long-term sickness is higher than the North -West and England rates.
- There has been an increase in the employment gap between those with a long-term condition and the overall employment rate, Knowsley remain above the England average.
- Whilst breastfeeding rates remain low in Knowsley with only 3 in 10 babies being breastfed (or partially breastfed) at 6 to 8 weeks, there are positive signs of improvement in 2019/20 the figure was 2 in 10.
- An area of success is NHS Health Checks, Knowsley continues to perform better than both North-West and England average for invitations to an NHS Health Check.
- Continued improvement has been seen in relation to alcohol and drug treatment indicators, the majority above the England average.

Figure 8: Key Health Statistics for Knowsley¹⁷

Indicator	Period	Knowsley			North West	England		England		Best
		Recent Trend	Count	Value	Value	Value	Worst	Range		
Life expectancy and causes of death										
Life expectancy at birth (Male, 3 year range)	2020 - 22	—	-	75.9	77.3	78.9	73.4			82.5
Life expectancy at birth (Male, 1 year range)	2022	—	-	76.6	77.7	79.3	73.8			82.7
Life expectancy at birth (Female, 3 year range)	2020 - 22	—	-	79.3	81.3	82.8	79.0			86.3
Life expectancy at birth (Female, 1 year range)	2022	—	-	80.5	81.7	83.2	79.2			87.0
Under 75 mortality rate from all causes	2023	→	690	483.5	408.1	341.6	622.1			220.9
Under 75 mortality rate from cardiovascular disease	2023	→	162	114.5	93.8	77.4	136.2			45.9
Under 75 mortality rate from cancer	2023	→	235	165.8	134.5	120.8	182.1			81.9
Suicide rate (Persons, 10+ yrs)	2021 - 23	—	62	15.2	13.3	10.7	19.6			4.2
Injuries and ill health										
Killed and seriously injured (KSI) casualties on England's roads	2023	→	59	60.1*	89.7*	91.9*	588.8			21.9
Emergency Hospital Admissions for Intentional Self-Harm	2022/23	↓	365	235.8	139.3	126.3	382.6			40.9
Hip fractures in people aged 65 and over	2022/23	→	155	615	620	558	744			370
Percentage of cancers diagnosed at stages 1 and 2	2021	→	321	49.5%	53.5%	54.4%	46.5%			61.2%
Estimated diabetes diagnosis rate	2018	—	-	86.6%	81.1%	78.0%	54.3%			97.5%
Estimated dementia diagnosis rate (aged 65 and older)	2024	→	987	61.5	68.9	64.8	51.3			90.5
<div style="display: flex; justify-content: space-between; font-size: small;"> > 66.7% (significantly) similar to 66.7% < 66.7% (significantly) </div>										
Behavioural risk factors										
Admission episodes for alcohol-specific conditions - Under 18s	2020/21 - 22/23	—	30	29.3	31.2	26.0	75.5			3.8
Admission episodes for alcohol-related conditions (Narrow)	2022/23	↓	841	561	475	475	856			247
Smoking Prevalence in adults (aged 18 and over) - current smokers (APS)	2023	—	-	9.8%	11.8%	11.6%	22.3%			4.6%
Percentage of physically active adults (19+ yrs)	2022/23	—	-	60.7%	65.7%	67.1%	51.4%			80.5%
Overweight (including obesity) prevalence in adults (18+ yrs)	2022/23	—	-	73.9%	66.5%	64.0%	77.7%			45.8%
Child health										
Under 18s conception rate / 1,000	2021	→	56	21.1	16.4	13.1	31.5			1.1
Smoking status at time of delivery	2023/24	↓	184	10.0%	8.4%	7.4%	17.5%			2.8%
Baby's first feed breastmilk (previous method)	2018/19	—	745	43.6%	62.4%	67.4%	43.6%			98.7%
Infant mortality rate	2020 - 22	—	19	3.3*	4.4	3.9	7.6			1.4
Year 6 prevalence of obesity (including severe obesity) (10-11 yrs)	2023/24	→	555	30.2%	23.3%	22.1%	31.0%			13.3%
Inequalities										
Deprivation score (IMD 2019)	2019	—	-	43.0	28.1	21.7	45.0			5.8
Smoking prevalence in adults in routine and manual occupations (aged 18 to 64) - current smokers (APS)	2023	—	-	11.2%	22.3%	19.5%	50.8%			5.0%
Inequality in life expectancy at birth (Male)	2018 - 20	—	-	11.0	11.6	9.7	17.0			2.6
Inequality in life expectancy at birth (Female)	2018 - 20	—	-	10.6	10.0	7.9	13.9			1.2
Wider determinants of health										
Children in relative low income families (under 16s)	2022/23	↑	8,637	27.8%	26.7%	19.8%	42.2%			5.2%
Children in absolute low income families (under 16s)	2022/23	→	6,294	20.3%	20.5%	15.6%	35.7%			4.2%
Average Attainment 8 score	2022/23	—	-	37.9	44.5	46.2	36.1			58.4
Percentage of people in employment	2023/24	→	65,100	69.4%	73.2%	75.7%	61.6%			87.6%
Homelessness: households owed a duty under the Homelessness Reduction Act	2022/23	—	1,147	17.8	14.0	12.4	32.7			5.3
Violent crime - hospital admissions for violence (including sexual violence)	2020/21 - 22/23	—	340	75.2	46.8	34.3	122.3			12.5
Health protection										
Winter mortality index	Aug 2021 - Jul 2022	—	-10	-0.9%	8.2%	8.1%	30.1%			-6.8%
New STI diagnoses (excluding chlamydia aged under 25) per 100,000	2023	→	705	449	481	520	3,304			182
TB incidence (three year average)	2020 - 22	—	8	1.7	6.5	7.6	41.3			0.8

Source: OHID Fingertips tool, Local Authority Health Profiles

5.2. Health & Wellbeing Board Priorities

The Joint Strategic Needs Assessment (JSNA) has been used to inform leaders and commissioning decisions about the health and wellbeing needs of the borough, as well as the wider determinants that impact on these issues, this can be found [here](#) and takes a life course approach, divided into three sections:

- Starting Well
- Living Well
- Ageing Well

Following an extensive engagement and prioritisation process, Knowsley's Health and Wellbeing Board agreed a core set of priorities for its [2020-2025 Joint Health and Wellbeing Strategy](#) (JHWBS), there are two main broad priorities:



Each priority has a set of actions, indicators have been used to measure success and outcomes that the H&WB set out to achieve. A delivery plan has been developed to support the Strategy, which will be achieved through successful partnerships between residents, health and care services, community services, and other partner agencies.

The Strategy will be refreshed this year (2025), and a new Health and Wellbeing Strategy will be published, although it is likely that these two priorities will still be priorities.

The community pharmacy services that can support these priorities are detailed in Part 3, chapter 12.

Pharmaceutical Needs Assessment

Part 3: Current service provision: access;
prescribing; advanced and locally
commissioned services

6. Pharmacy Premises

6.1 Pharmacy providers

A note about pharmacy contractors -

‘The measure of active community pharmacies uses the pharmacy organisation code to determine active pharmacies. In 2023/24 an increased number of pharmacy contracts changed providers compared to previous years. This may inflate the number of active pharmacies in the year compared to the number of pharmacy premises’.¹⁸

6.1.1 Community Pharmacy Contractors

Community pharmacy contractors can be individuals who independently own one or two pharmacies or large multinational companies e.g., Boots etc or a chain such as Rowlands who have a number of pharmacies in Knowsley and over 300 nationwide.

Knowsley has 34 “pharmacy contractors” including 1 distance selling ‘internet’ pharmacy.

Every pharmacy premise has to have a qualified pharmacist available throughout all of its contractual hours, to ensure services are available to patients. In general pharmacy services are provided free of charge, without an appointment, on a “walk-in” basis. Pharmacists dispense medicines and appliances as requested by “prescribers” via both NHS and private prescriptions.

In terms of the type of community pharmacies in our area there are:

- 5 - Delivering a minimum of 40 hours service per week
- 17 - Delivering over 40 hours and no more than 50 hours.
- 12 - Delivering over 50 hours and no more than 78 hours.
- 1 - Providing services via the internet or “distance selling”.

Further details of community pharmacies operating in Knowsley can be found in [Chapter 5](#) of this PNA, as well as in Appendix [1](#) & [2](#).

6.1.2. Dispensing Doctors

Dispensing doctors services consist mainly of dispensing for those patients on their “dispensing list” who live in more remote rural areas. There are strict regulations which stipulate when and to whom doctors can dispense. Knowsley **does not** have any dispensing doctor practices.

6.1.3. Appliance Contractors

These cannot supply medicines but are able to supply products such as dressings, stoma bags, catheters etc. Currently Knowsley **does not have** an appliance contractor physically located within its area, but patients can access services from appliance contractors registered in other areas.

6.1.4. Local Pharmaceutical Services (LPS)

This is an option that allows commissioners to contract locally for the provision of pharmaceutical and other services, including services not traditionally associated with pharmacy, within a single contract. Given different local priorities, LPS provides commissioners with the flexibility to commission services that address specific local needs which may include services not covered by the community pharmacy contractual framework. There are currently **no** LPS contracts in Knowsley.

6.1.5. Acute Hospital Pharmacy Services

There is one Acute Hospital Trust in Knowsley, Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL) , Whiston Hospital in Knowsley is part of this trust. There are a further Hospital Trusts within the Knowsley catchment area due to the geographical location of the borough:

- Liverpool University Hospitals Foundation Trust (Aintree University, Broadgreen, Liverpool Heart & Chester and Royal Liverpool University Hospitals).
- Alder Hey Children's NHS Foundation Trust (which is close to Knowsley's border)
- Liverpool Women's NHS Foundation Trust

Hospital Trusts have Pharmacy Departments whose main responsibility is to dispense medications for use on the hospital wards for in-patients, when patients are discharged from hospital following a stay, and during the outpatient clinics.

6.1.6. Mental Health Pharmacy Services

The population of Knowsley is served by the Mersey Care NHS Foundation Trust. As of 1 June 2021, Mersey Care NHS Foundation Trust completed the acquisition of North-West Boroughs Healthcare NHS Foundation Trust to provide an enlarged range of mental health and community health services across Merseyside, Cheshire and the North West region. They employ pharmacists to provide clinical advice within their specialist areas and they also commission a "dispensing service" from a community pharmacy in order to dispense the necessary medications for their patients at the various clinics across the patch.

6.1.7. GP Out of Hours Services and Urgent Care Centres

This service operates when GP surgeries are closed, providing telephone triage and face-to-face care for patients with urgent medical needs which cannot wait until their GP practice re-opens. Patients who require urgent medical attention outside of their usual GP opening hours can telephone NHS 111 who will undertake a basic assessment of their clinical need and transfer appropriate cases to PC24 for clinical assessment. The service operates with sites in Liverpool, Halton, Knowsley, Warrington, Sefton and St Helens.

During normal pharmacy opening hours, patients who subsequently require a medicine are provided with a prescription that is usually sent electronically to a local community pharmacy. During evenings and part of the weekends, when pharmacy services may be more limited, patients may be provided with pre-packaged short courses of medication directly or a prescription may need to be sent to a pharmacy outside of the local area i.e. outside of Knowsley. By default, this service operates a limited formulary and tends to provide medications needed for immediate, acute use.

There is one Urgent Treatment Centres (UTC) in Knowsley and two Walk-in Centres that can see patients for urgent injuries or illnesses and will provide access to any medication deemed necessary as a result. Access to medication will be via a Patient Group Direction, Patient Specific Direction or via a prescription to take to their local pharmacy. This will depend on the nature of the problem and the medication required.

Consideration is given to the availability of pharmacy services in the out of hours period, at weekends and bank holidays to ensure patients do not experience undue delay in accessing urgent treatment.

The Kirkby UTC is located at the Kirkby Urgent Treatment Centre, St Chad's Clinic, St Chad's Drive, Kirkby, L32 8RE. It is open 8am to 8.30pm 7 days a week.

Huyton Walk-in Centre, Nutgrove Villa, Westmorland Road, Huyton, L36 6GA, open Monday to Saturday 8am to 8:30pm and from 10am to 8:30pm on Sundays and Bank Holidays.

Halewood Walk-in Centre, Roseheath Drive, Halewood, L26 9UH, open Monday to Saturday 8am to 8:30pm and from 10am to 8:30pm on Sundays and Bank Holidays.

6.1.8. Bordering Services / Neighbouring Providers

The population of Knowsley can access services from pharmaceutical providers not located within the local authority's own boundary. When hearing pharmacy contract applications or making local service commissioning decisions, the accessibility of services close to the borders will need to be taken into account. For further information on such services please refer to the relevant neighbouring Health and Wellbeing Boards' own PNA.

6.1.9 Quality Standards for Pharmaceutical Service Providers: Community Pharmacy Assurance Framework

The ICB area team requires all pharmaceutical service providers to meet the high standards expected by patients and the public. All Pharmacies providing NHS services are included within a programme of assurance framework monitoring visits. The delivery of any locally commissioned services are scrutinised by the commissioner of each of the services under separate arrangements. As stated within the NHS review 2008, high quality care should be as safe and effective as possible, with patients treated with compassion, dignity and respect. This statement is as meaningful to pharmacies as to other NHS service providers and is the principle that the NHS England area team adopts when carrying out the Community Pharmacy Assurance Framework Monitoring visits for essential and advanced services.

The Community Pharmacy Assurance Framework process follows a structured sequence of events including:

- Self-assessment declarations.
- A rolling programme of pre-arranged visits to pharmacies for observation of processes and procedures and a detailed interview with the pharmacist in charge and support staff.
- Scrutiny of internal processes for confidential data management.
- Recommendations for service development or improvement.
- Structured action plan with set timescales for completion.

In addition to the structured process outlined above, the ICB team will also take into account findings from the annual community pharmacy patient questionnaire that is undertaken by the pharmacy contractor as well as any patient complaints relevant to pharmacy services. In cases where the professional standards of an individual pharmacist is found to fall below the expected level, the NHS England area team will work with the relevant professional regulatory body, such as the General Pharmaceutical Council, to ensure appropriate steps are taken to protect the public.

6.2. Pharmacy locations and level of provision

As of December 2024, there are 34 community pharmacies across Knowsley including 1 distance-selling ‘internet only’ pharmacy making (see maps 6,7&8 and [Appendix 1](#) for full list of community pharmacies).

Nationally there has been a reduction in the number of community pharmacies in England which now stands at 10,612^{viii} for a GP registered population of 63,227,624 (as of 1 April 2024)^{ix}, giving an average of approximately one community pharmacy for every 5,958 people in England. A reduction in the number of pharmacies has also been seen in Knowsley with 1 less pharmacy compared to the 2022-2025 PNA.

Omitting the 1 distance selling pharmacy, Knowsley has one community pharmacy for every 5,214 people (based on GP registered population of 172,070). This is similar to the Cheshire & Merseyside ICB average of 5,081 (2,774,716 people) but higher than the North West average of 4,680 (7,890,872 people).

There are large variations in the borough (excluding Whiston and Cronton which have no pharmacies) the range is from just over 2,000 people per pharmacy in Prescot North and Whitefield to almost 13,000 people per pharmacy in Northwood and Shevington.

It is worth pointing out that those wards with better pharmacy to resident ratio are often close to those with higher ratios. For example, Whitefield ward is to the West of Northwood ward and Prescot North is below Northwood, meaning two wards with excellent ratios are adjacent to Northwood. In addition, Shevington is directing above Whitefield ward providing access to a number of pharmacies for Shevington residents (see Maps 3).

Whilst this is a very crude analysis it does show that, despite this reduction locally, Knowsley still has a lower average number of patients per pharmacy than nationally.

Figure 9: Pharmacies by Ward

Ward	Number of pharmacies
Prescot North	6
Whitefield	5
Page Moss	4
Cherryfield	3
Halewood South	2
Prescot South	2
Roby	2
St Gabriels	2
St Michaels	2
Stockbridge	2
Halewood North	1
Northwood	1
Shevington	1
Swanside	1
Whiston & Cronton	0

The table and Map 6 show the location of pharmacies throughout the borough by ward, including one distance selling pharmacy in Prescot North.

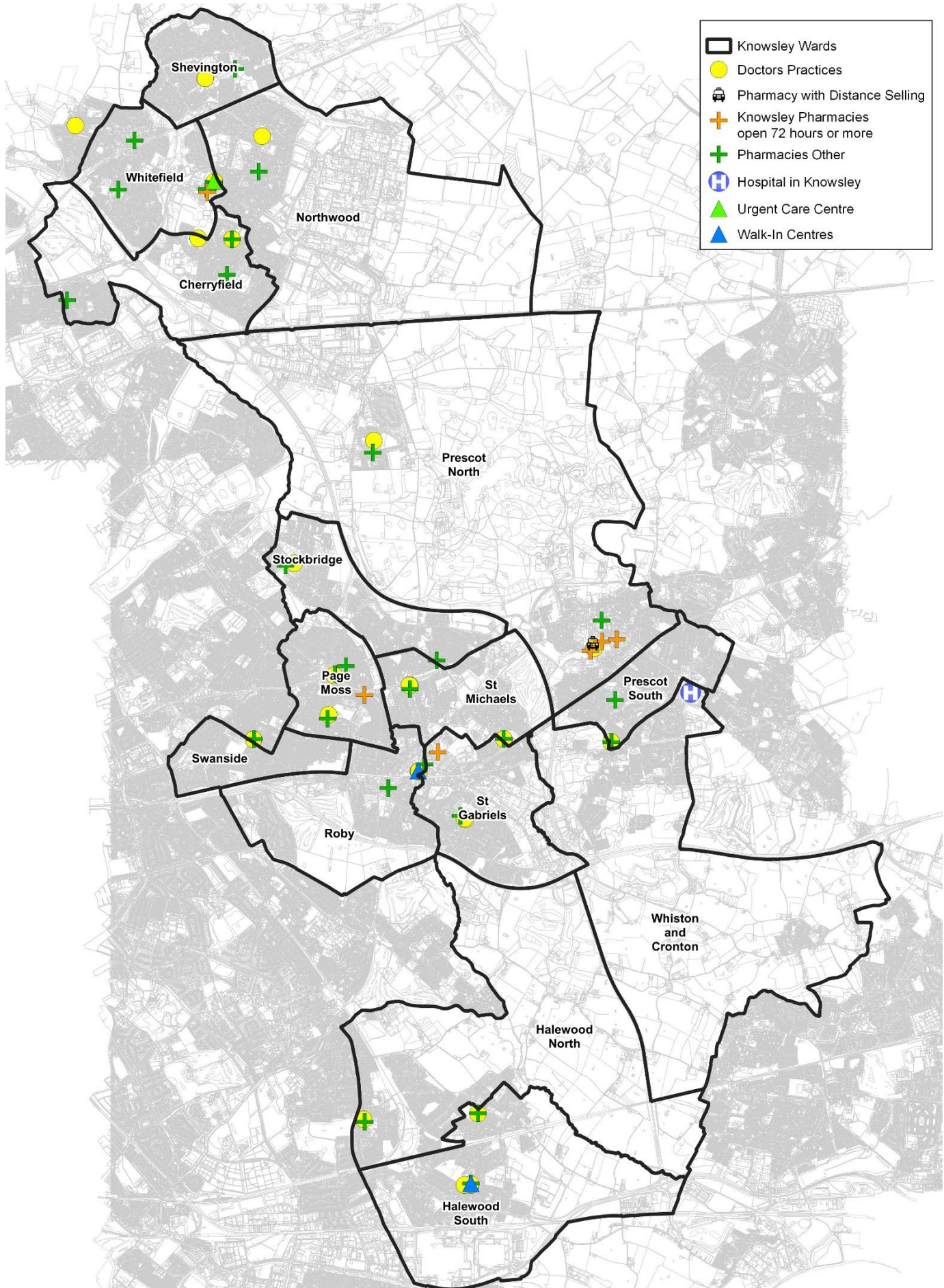
Whilst some wards do have less pharmacies, they are often located next to wards with greater numbers as mentioned above. Looking at the pharmacies spatially using maps, pharmacies are located in the more urban, densely populated areas. This is more helpful to understand access to pharmacies and their service a rather than just considering the number by ward.

It should be noted that whilst Swanside technically has no pharmacies, Knowsley commission a Liverpool pharmacy on Pilch Lane which is on the boundary line between Knowsley and Liverpool, one side of the road is Knowsley and the other is Liverpool. This means in people in Swanside have easy access to this pharmacy. For analysis purposes this pharmacy has been included in Swanside ward.

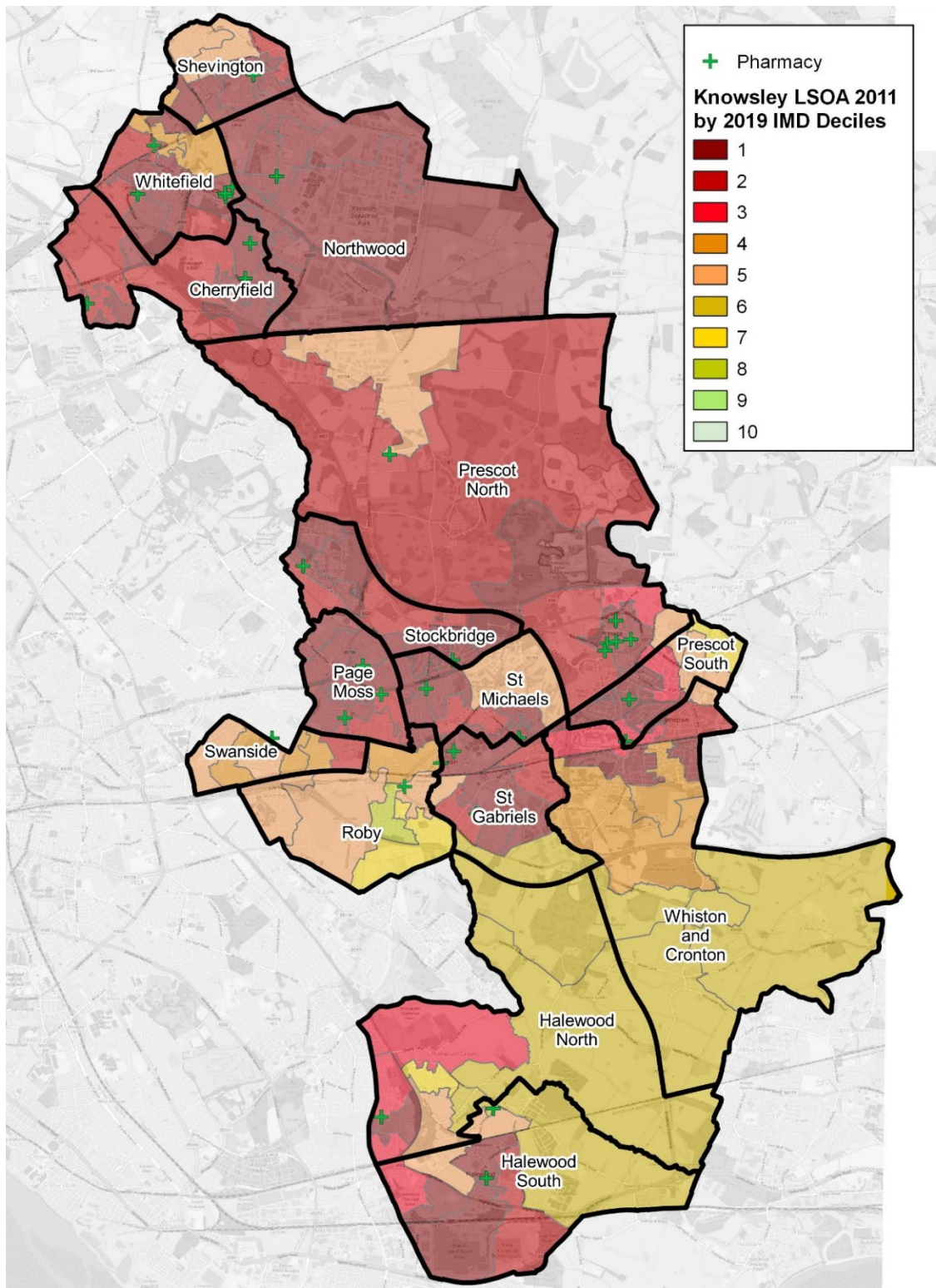
^{viii} Dispensing Data April 2024

^{ix} [Patients Registered at a GP Practice, April 2024 - NHS England Digital](#)

Map 6: Location of pharmacies in Knowsley mapped against other health services



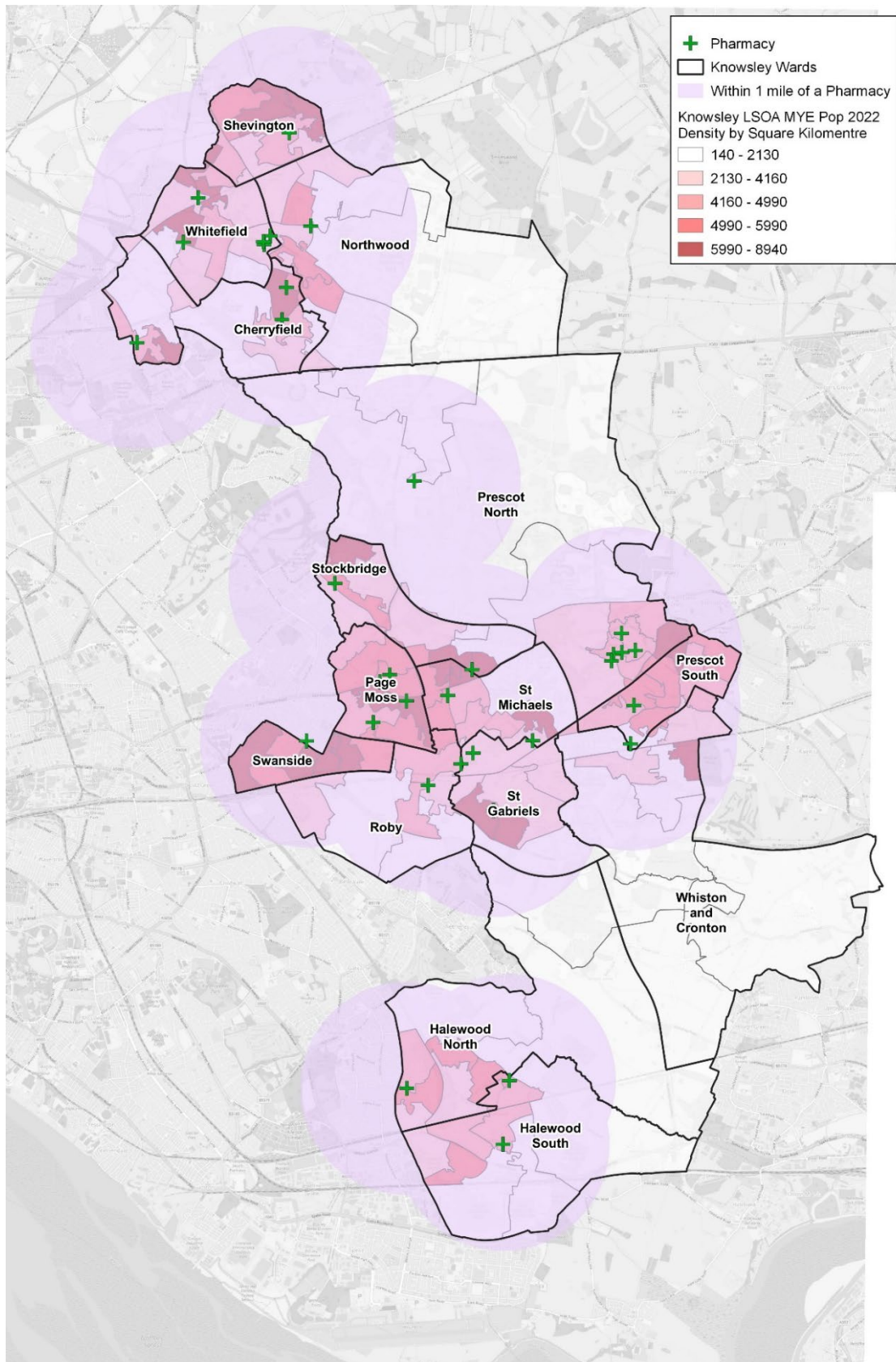
Map 7: Pharmacy locations mapped against levels of local deprivation



Map 7 shows that generally there is a good provision of pharmacies in the most deprived areas of Knowsley, but there are concentrations in certain areas, typically in the main shopping areas and other areas with only one pharmacy or in the case of Whiston and Cronton no pharmacies. LSOAs in the 20% most deprived either have a pharmacy or are within half a mile of a pharmacy. All residential areas apart from a small area of Cronton are within 1 mile of a Knowsley pharmacy. The geographic location of Cronton means residents will use service and amenities outside of Knowsley. As shown in Map 11 and 12, these areas are within a 5-minute drive of a pharmacy. For residents who do not have access to a car, the travel time would be around 20 minute

walk or 15-20 minute trip on public transport (see Maps 11-14 for further details on walking, public transport and cycling travel times).

Map 8: Pharmacy locations mapped against population density

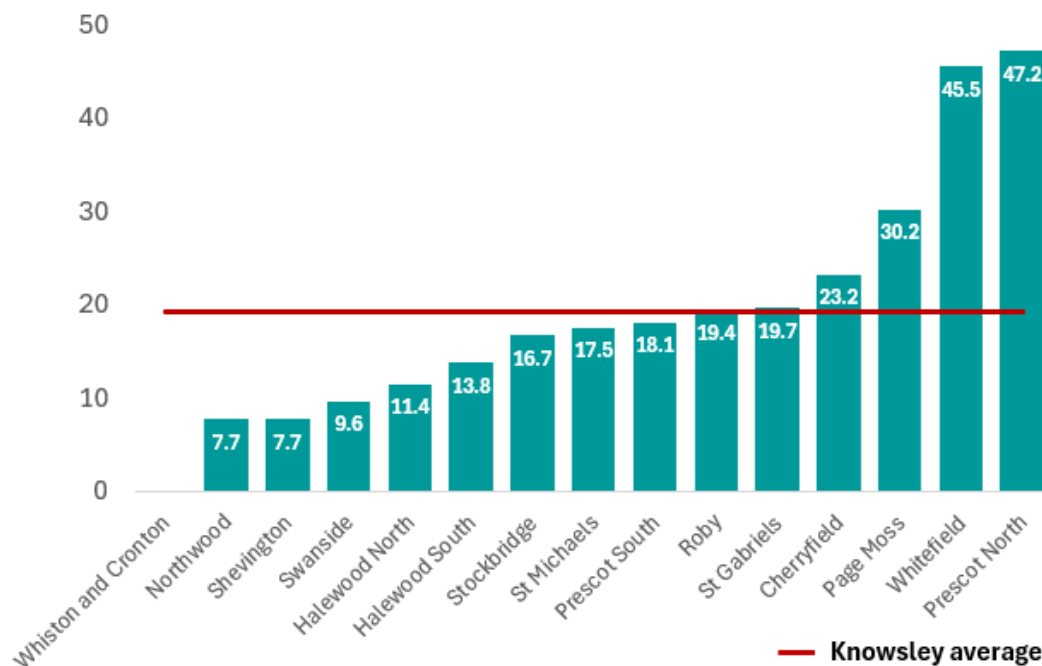


Based on the number of community pharmacies (as at 1st April 2024) as a rate per 100,000 GP registered population (as at 1st April 2024), Knowsley has a larger number of pharmacies in relation to the size of its

population (19.76 per 100,000) when compared to the England (16.78 per 100,000) the North-West (17.58) and is similar to the Cheshire & Merseyside average (19.82).

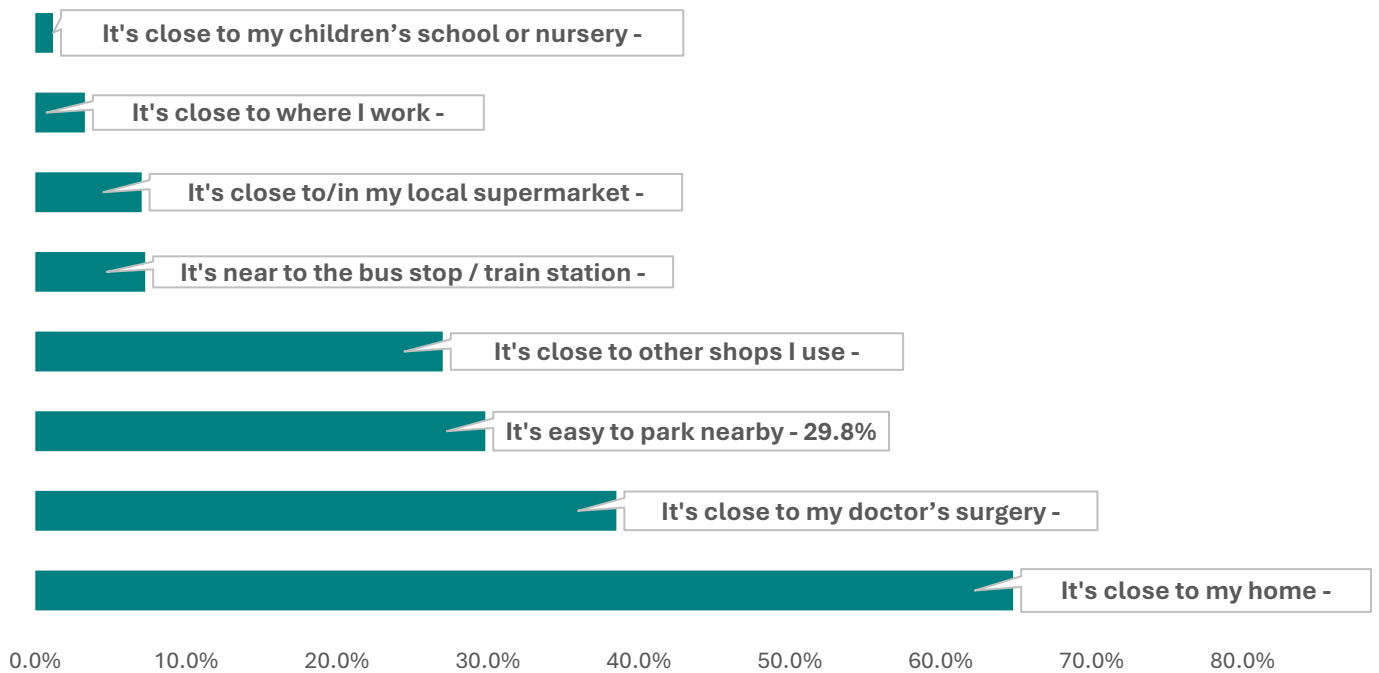
Figure 10 shows this value ranges widely across the borough when analysed in terms of pharmacies per 100,000 population at electoral ward level. There are no pharmacies in Whiston and Cronton ward, while in others there are several (see Map 2, 3, 4, 6, 7 & 8). The two electoral wards containing the highest concentration of pharmacies are in the retail centres, Prescot North (which contains Prescot Cables Retail Park & Prescot Town Centre), Whitefield (where Kirkby Town Centre is located).

Figure 10: Crude rate of pharmacies in Knowsley wards per 100,000 population



In the public survey of community pharmacy services 65% stated the most important reason for choosing the pharmacy they regularly use was that it was close to their home, with 39% because it was close to their doctor’s surgery, 30% because it was easy to park nearby and 27% because the pharmacy was close to the shops they use.

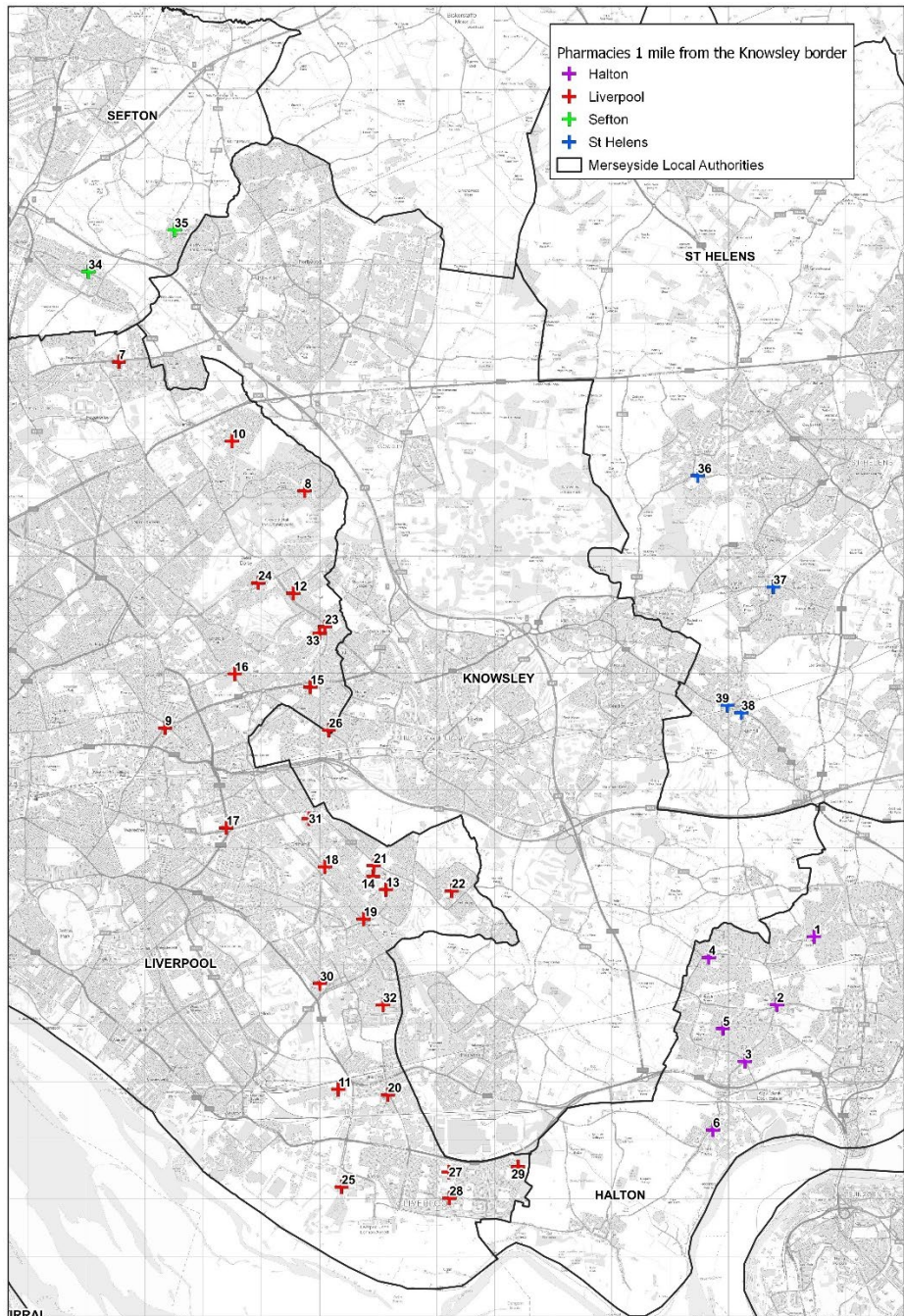
Figure 11: importance of location, question 5 of public survey of community pharmacy services



6.3. Access to and provision of community pharmacy services in local authorities bordering Knowsley

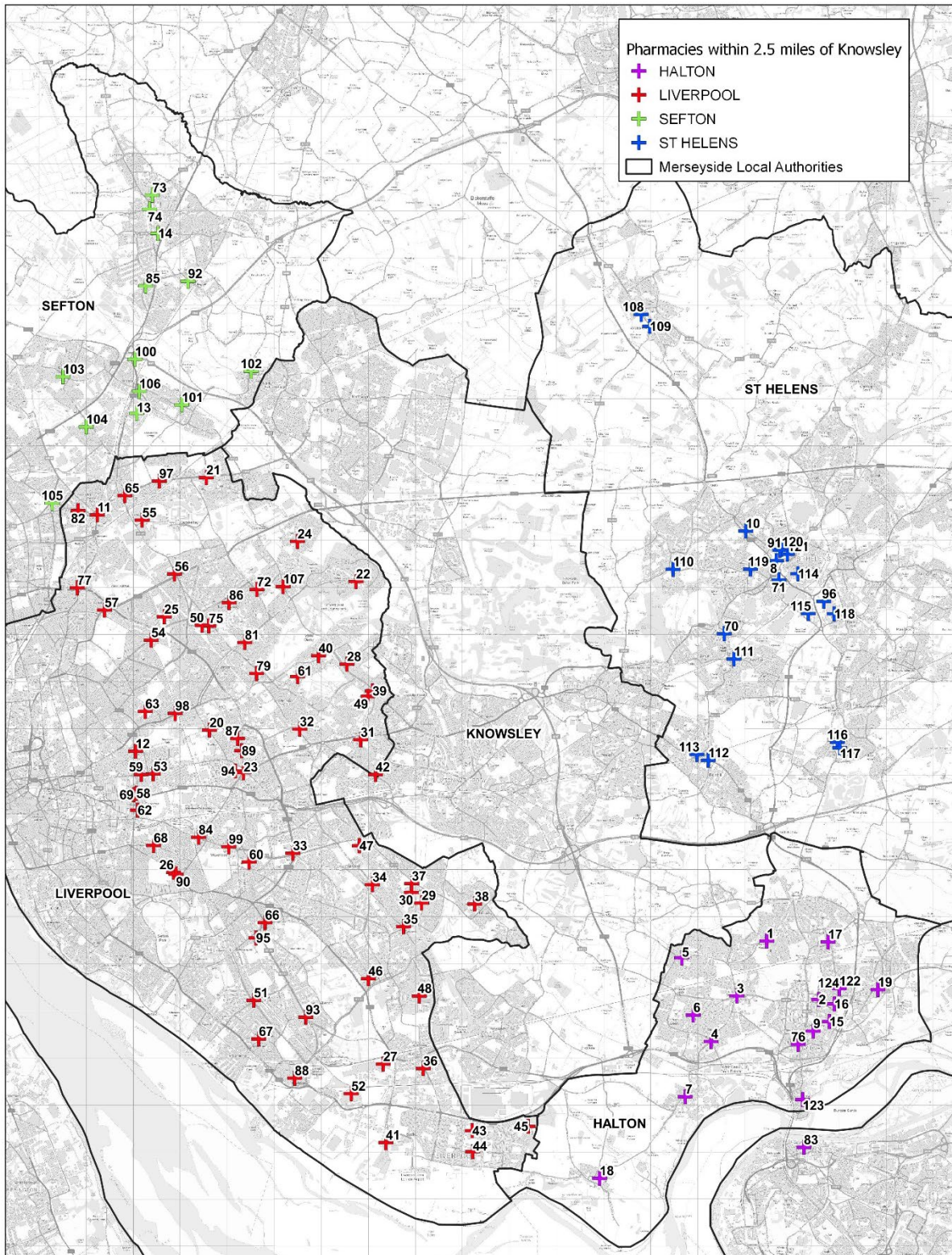
The framework for this PNA has been based largely on the 2018-2022 PNA, which was a collaborative process across Cheshire & Merseyside. Knowsley has geographic borders with several of local authorities: Liverpool, St. Helens, Halton, Sefton, and West Lancashire. This approach has helped identify pharmaceutical services provided by neighbouring boroughs that Knowsley's population may access. In some cases, a pharmacy in a neighbouring borough may be closer to a Knowsley resident's home or place of work or simply easier to access due to transport links or other physical barriers for example. Map 9 and 10 shows the locations of these cross-border pharmacies. The numbers in Map 9 and 10 below correspond to the list of pharmacies in [Appendix 1](#).

Map 9: Pharmacies in other boroughs most likely to be used Knowsley residents (1 mile/1.6km)



Source: SHAPE Place Tool^x

Map 10: Pharmacies in other boroughs most likely to be used by Knowsley residents (2.5 miles/4km)



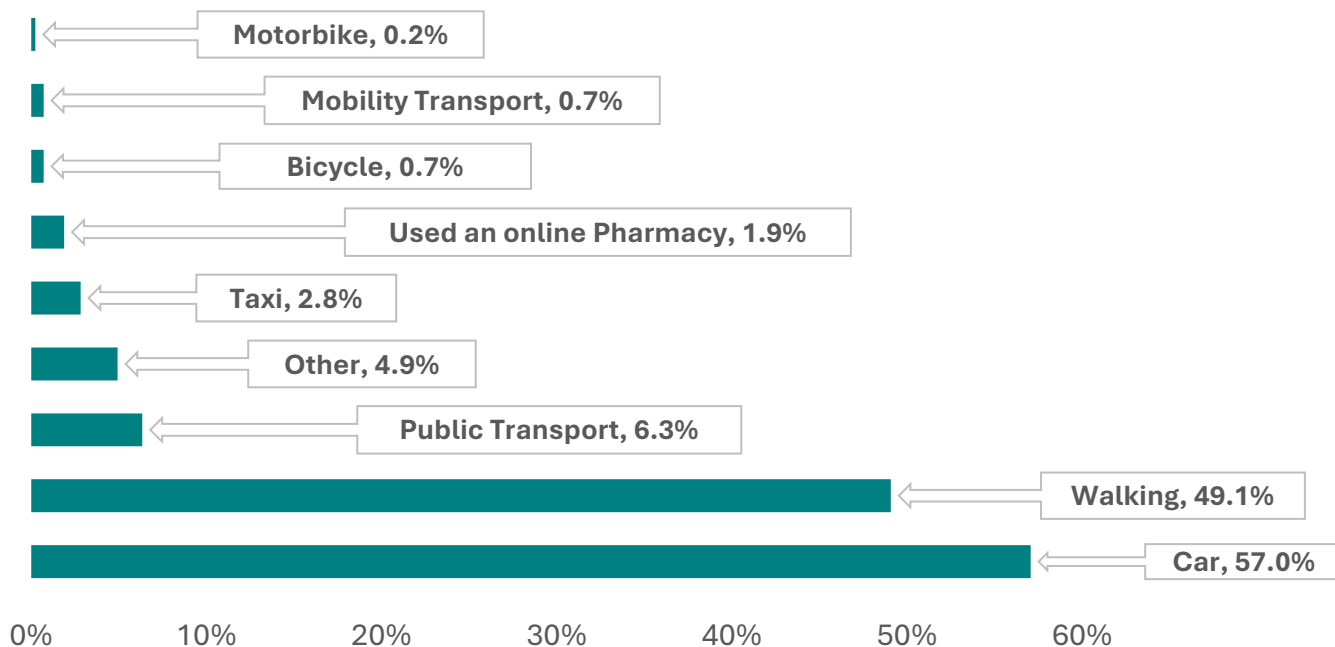
Maps 9 and 10 show pharmacies within 1 mile (1.6km) and 2.5 miles (4km) from the Knowsley border, this particularly useful as many residents travel outside of the borough, for leisure, work and to access other amenities due to the shape of the borough and easy transport links.

Analysis of the maps and the information used to create them identified that there is adequate service provision across the Knowsley border in Liverpool, Halton, St. Helens, and Sefton (no pharmacies in West Lancashire were within one mile of the Knowsley border. Residents would have to travel approximately 5.6km (3.5 miles) to reach a pharmacy in West Lancashire, closer pharmacies exist within Knowsley or for example Sefton). A list of the pharmacies is available in [Appendix 3](#).

6.4. Getting to the pharmacy

In order to demonstrate accessibility, it is helpful to produce some local maps using pharmacy locations for drive and walk times which demonstrate travel accessibility for the local population. To assess this a series of travel time maps from the SHAPE Atlas^x have been accessed considering both travel by car, walking as well as public transport and cycling.

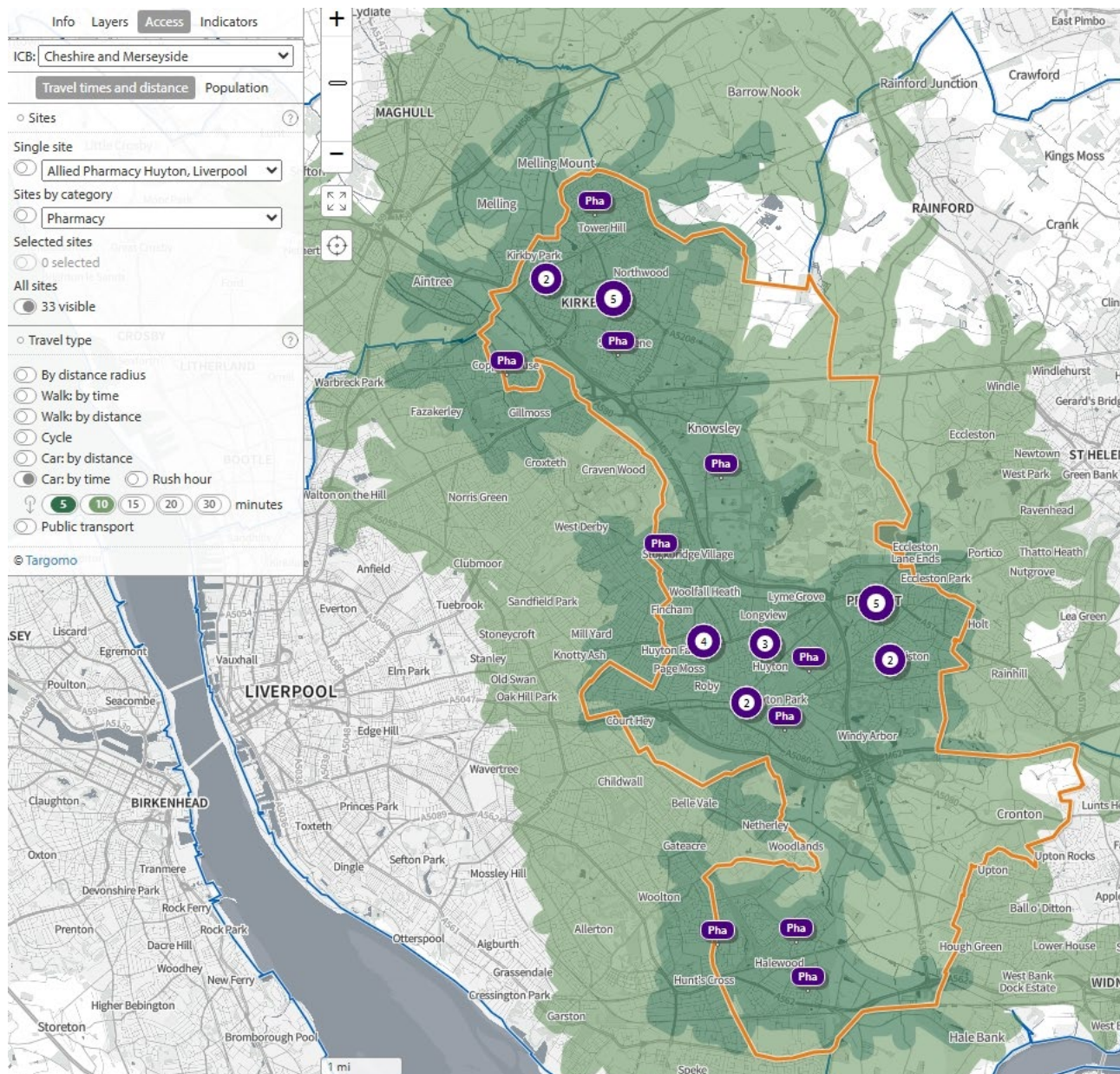
Figure 12: method used to get to the pharmacy, Q5 of public survey 2024



The public survey showed the majority of respondents get to their usual pharmacy by car, 57%, with 49.1% walking. Residents were able to select more than one answer, the other category was largely people who had their medicines delivered to their home address (81% of the other category).

We were unable to analyse by ward due to only having incomplete postcodes, Car ownership in the borough varies considerably by ward from 53% of households who have a car or van in Northwood to 83.3% in Roby.

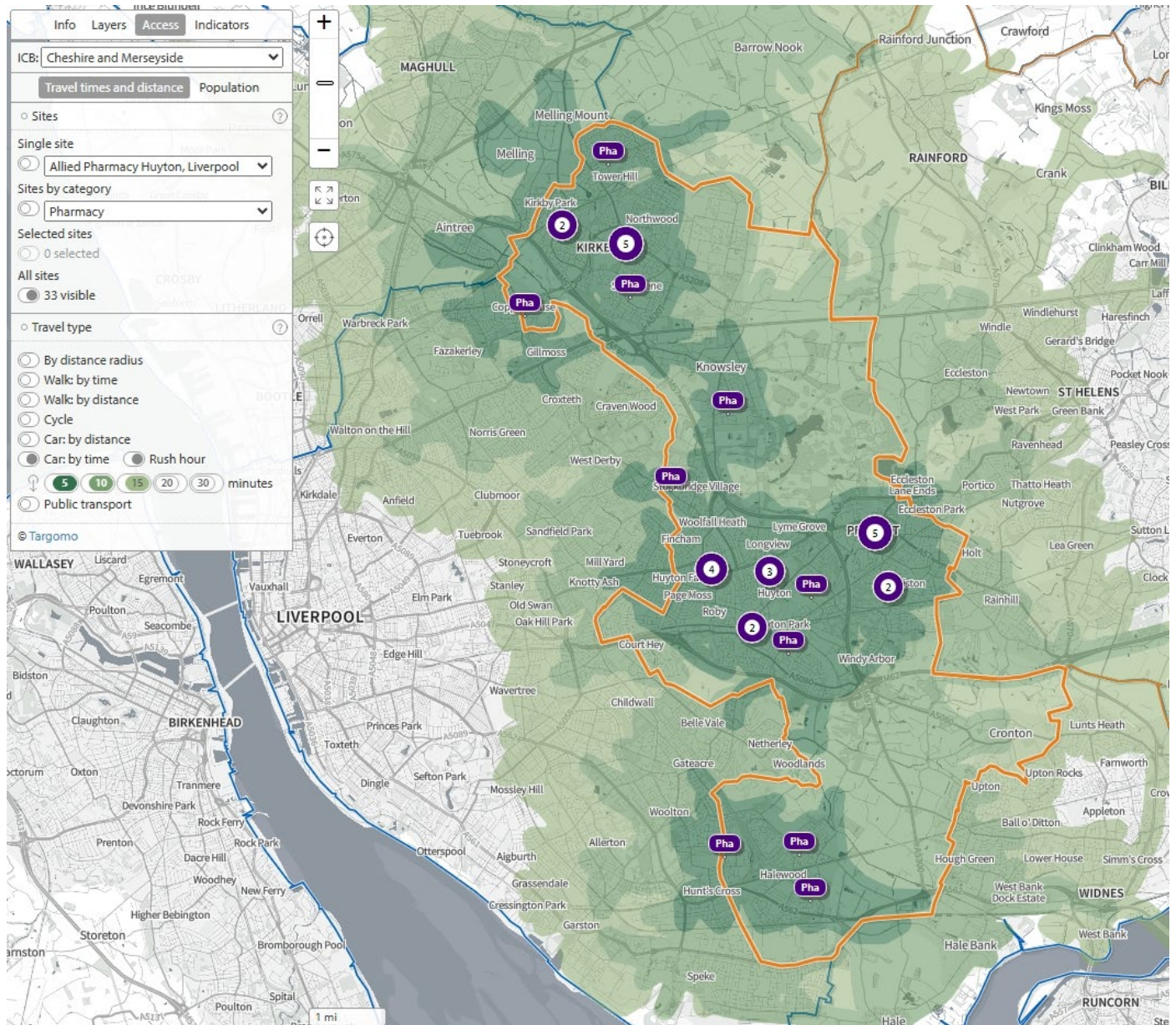
Map 11: Drive times to community pharmacies during the day



Source: SHAPE tool

Mapping drive times during the day show that most of the borough is within 5 minutes’ drive of a pharmacy, but all residential areas are within 10 minutes’ drive time of a Knowsley pharmacy. 57% of people who responded to the public survey used a car to travel to pharmacies.

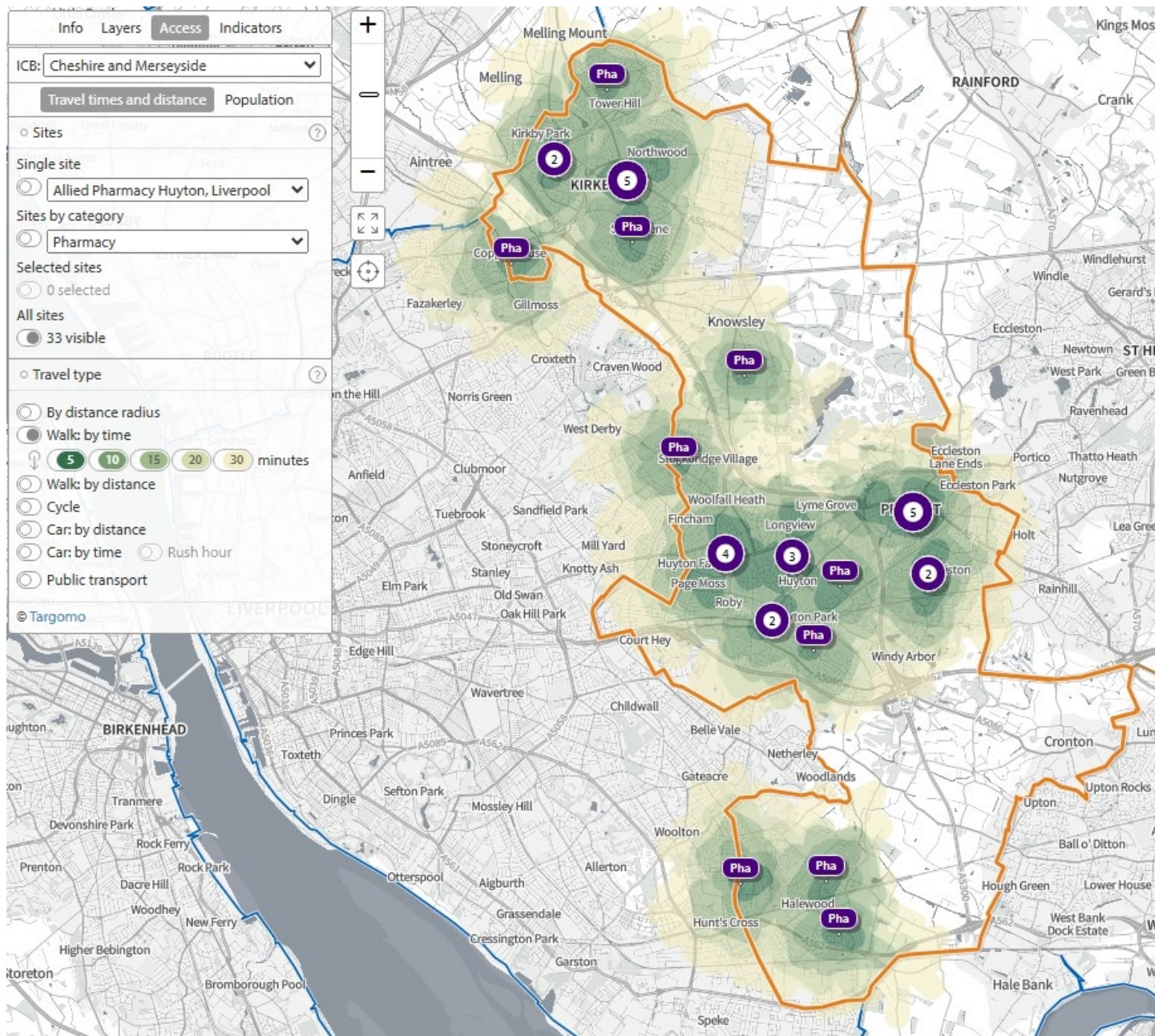
Map 12: drive times to community pharmacies during rush hour



Source: SHAPE tool

Mapping drive times in rush hour shows that the majority of residents could drive to a pharmacy within 8 minutes, apart from a very small area of Cronton. All residential areas are within a 12 minutes' drive of a pharmacy during rush hour.

Map 13: Walking times to community pharmacies

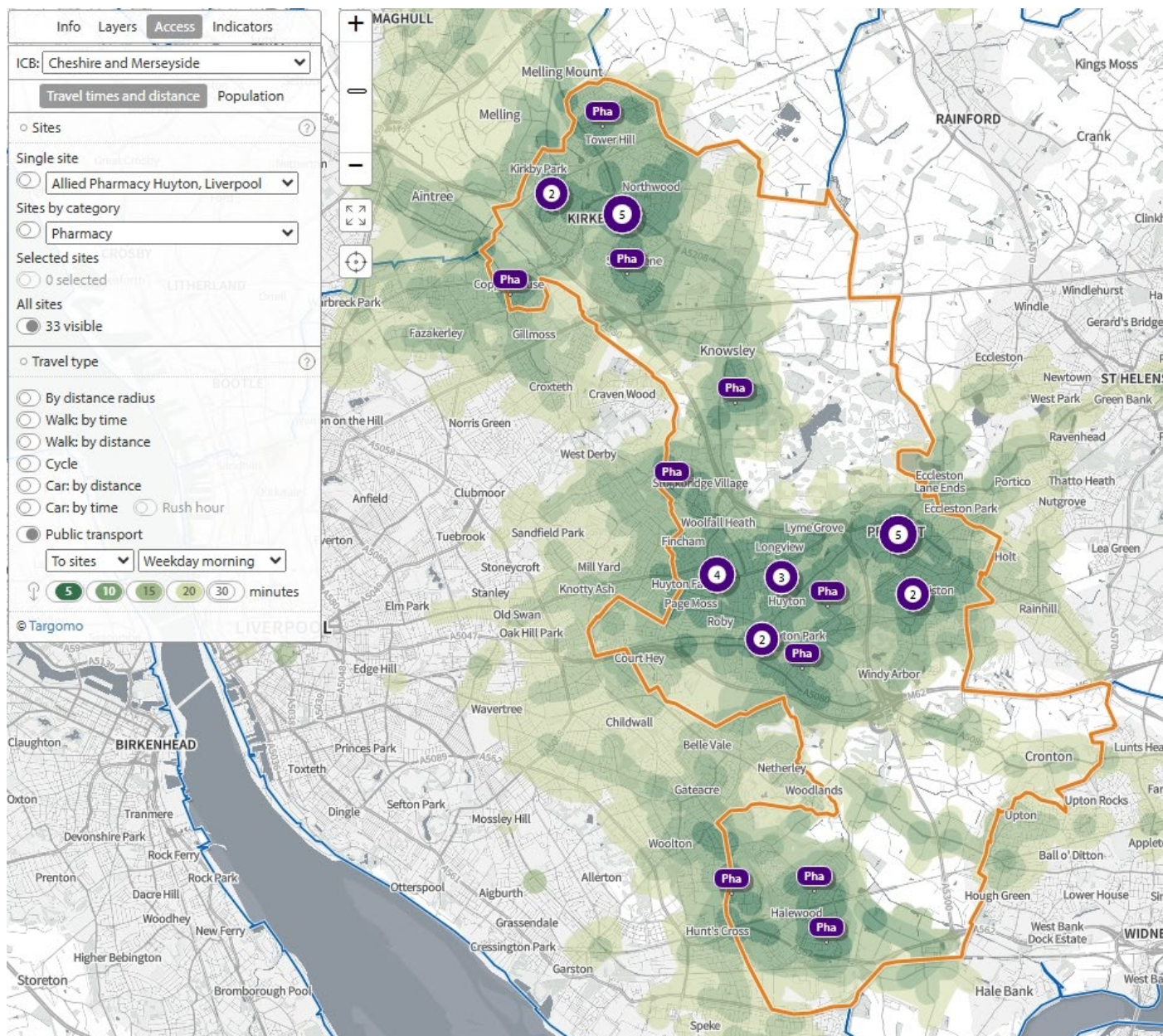


Source: SHAPE tool

49% of Knowsley residents who responded to the Public Survey walked to pharmacies. Accessibility is slightly more limited when using this method of travel. The majority of the borough is within a 20 minutes walk of a Knowsley pharmacy. The areas of the borough that cannot reach a pharmacy within 20 minutes are either industrial or rural and with little or no housing. Only small residential areas of Whiston and Cronton are not within a 20-minute walk of a Knowsley pharmacy.

All residential areas of the borough are within a 30 minutes' walk time of a Knowsley pharmacy, apart from a very small area of Cronton. Once a 0.9km buffer is added pharmacies in Widnes are within a 30-minute walk, people in that part of the borough are likely to use amenities in Widnes (Halton) on a regular basis. 74% of households in Whiston and Cronton have a car or van and 30% have more than one car/van, so are less reliant on walking or public transport to access pharmacies, compared to other parts of Knowsley.

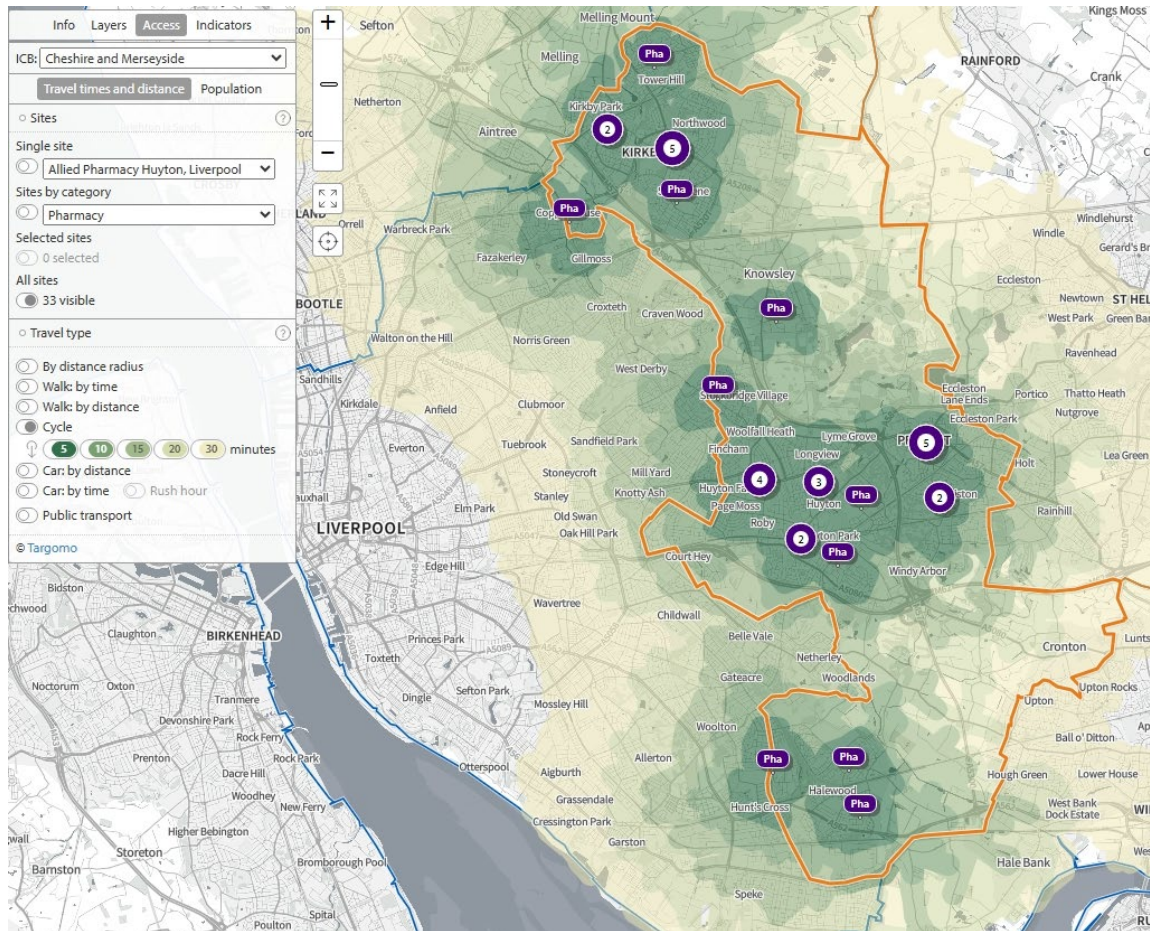
Map 14: travel time to pharmacies by public transport on a weekday morning



Source: SHAPE tool

6.3% of Knowsley residents who responded to the public survey said that they used public transport to get to a pharmacy. The majority of residential areas of Knowsley can reach a Knowsley pharmacy within 15 minutes travel time via public transport to a pharmacy on an average weekday morning. All residential areas of the borough can reach a Knowsley pharmacy within 20 minutes by public transport on an average weekday morning.

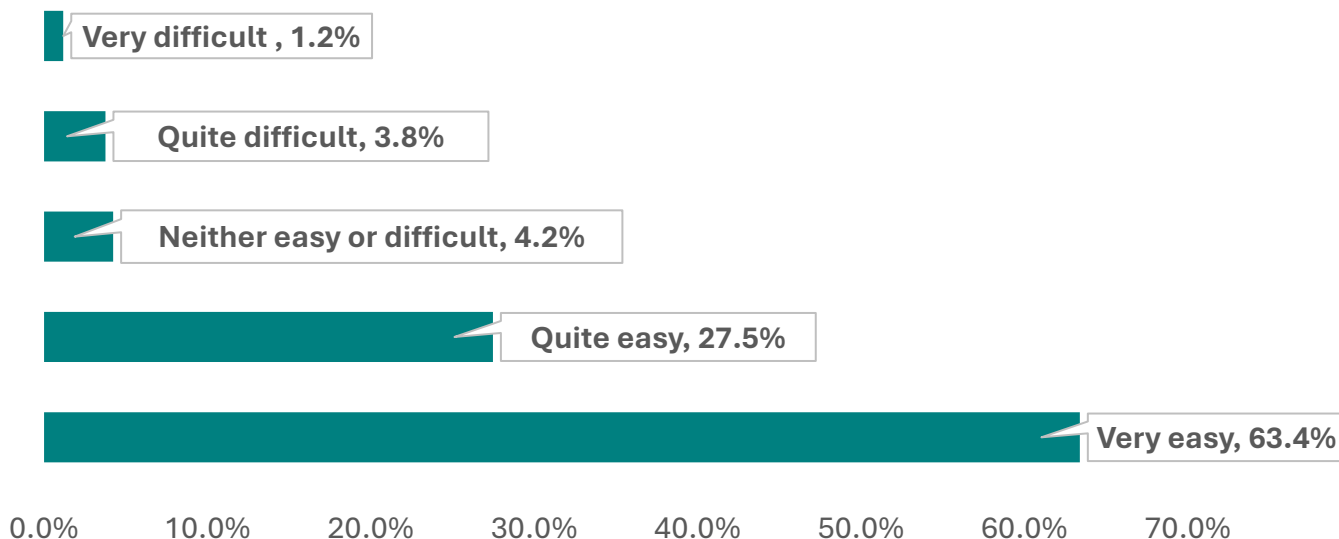
Map 15: Cycle travel times to pharmacies



Less than 1% of residents who responded cycled to a pharmacy. The vast majority of residential areas of Knowsley are within a 12-minute cycle ride of a Knowsley pharmacy, apart from a small area of Cronton.

Question 6 of the public survey asked how long the journey was to the pharmacy usually. Over a third (34.3%) stated 5 minutes or less, almost a third (29.8%) 6-10 minutes, 19.5% 11-15 minutes and 8% 16-20 minutes. Only 3.8% said it took them over 20 minutes to get to their pharmacy and only 0.7% more than 30 minutes. The remaining respondents stated that it was not applicable.

Figure 13: Ease of access usual pharmacy, Q8 public survey 2024



The travel time to pharmacies maps indicate that it is quite easy for Knowsley residents to get to pharmacies in Knowsley. The public survey confirms this as 90.8% of residents who responded to the survey found it either very easy (63.4%) or quite easy (27.5%) to get to their usual pharmacy. Of those that found it either quite or very difficult mobility issues were most commonly given as the reason for the difficulty.

6.5. Pharmacy opening hours, including 72 hour and over pharmacies and distance selling pharmacies

Under the contract, community pharmacies must be open for a minimum of 40 hours each week, but they are free to set their own hours of opening as long as this minimum is provided.

From 25th May 2023, contractors who had been open 100-hours could apply to reduce the total weekly core opening hours from 100-hour pharmacies to no less than 72 hours, subject to various requirements.^{xi} When the last PNA was written Knowsley had 5, 100 hour pharmacies, all have reduced their hours.

Data from quarter 1 2024/25 from NHS Business Services Authority (NHSBSA) shows:

- 22 out of 34 community pharmacies in Knowsley are open at least 40 hours but less than 50 hours per week.
- 6 pharmacies are open for 50 hours or more per week but less than 60 hours, all wards (with the exception of Whiston and Cronton which has no pharmacies) Halewood South, Prescot South, Roby, Swanside and Whitefield all have at least one pharmacy open between 50 and 59 hours per week. No pharmacies in Knowsley are open between 60 and 71 hours per week.
- There are 6 pharmacies in Knowsley open between 72 and 78 hours per week.

Full details of each pharmacy opening can be found in [Appendix 1](#). They highlight the following:

- From Monday to Friday, 33 community pharmacies are open between at least 9am to 5pm, only the distancing selling pharmacy doesn't open by 9am but is open until 6pm. 16 pharmacies

^{xi} <https://cpe.org.uk/quality-and-regulations/other-regulatory-and-terms-of-service-requirements/plps-regulations-may-2023-amendment/> <https://cpe.org.uk/our-news/new-plps-regulations-tomorrow-and-an-update-for-100-hour-pharmacies/>

close over the lunchtime period for between 20 minutes and a 1 hour and 20 minutes each day, between the hours of 12:30pm to 2:15pm.

All but 3 pharmacies are open until at least 6pm on a weekday, all wards had a pharmacy open until at least 6pm.^{xii}

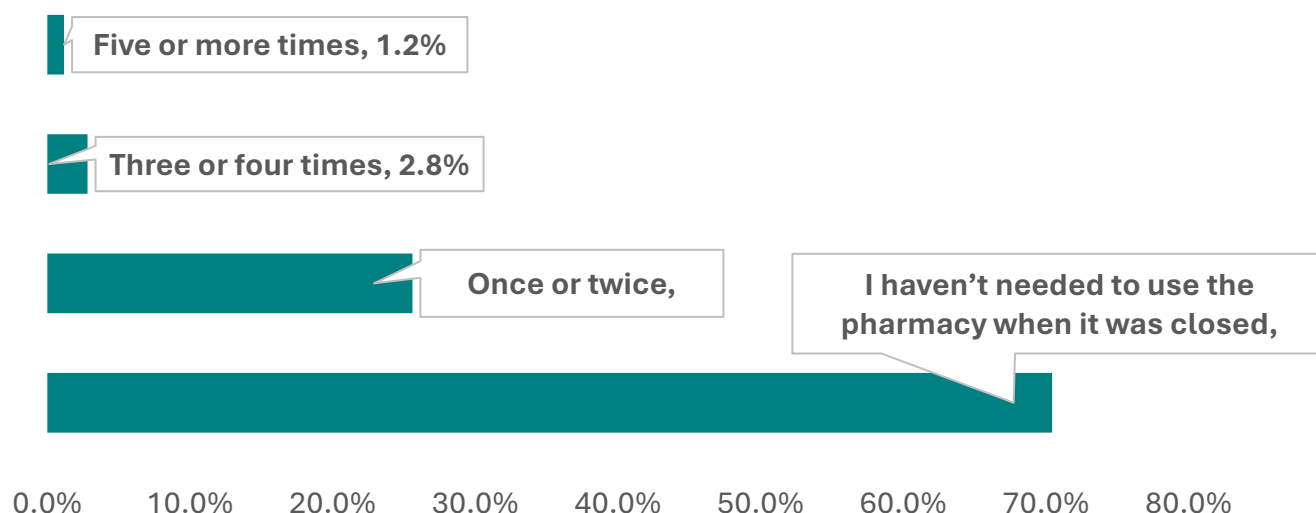
- 12 pharmacies open before 9am on a weekday, the earliest being 8am. 14 pharmacies are open after 6pm with the latest opening being 9pm.
- On Saturday, 20 of the 34 community pharmacies are open in the morning and 10 of these remain open in the afternoon until 4pm; although the majority (9) are open until at least 5pm. 5 pharmacies are open late until at least 8pm on Saturday. Northwood, St Michaels and Halewood North have no pharmacies open on Saturday. Cherryfield, Halewood South, Prescot South, Shevington and Stockbridge have no pharmacies open during the afternoon.
- Sundays sees less pharmacies being open, with 5 out of 34 open, all are open all day, all but 1 pharmacy operating Sunday trading hours. Four wards have at least one pharmacy open on a Sunday, Page Moss, St Gabriels, Whitefield and Prescot North. Unsurprisingly two wards (Whitefield and Prescot North) contain the biggest retail areas in the borough Kirkby Town Centre and Cables Retail Park.
- There is 1 distance selling, 'internet only' pharmacy. This is not open to the public for essential services. The location of 72-hour and over and internet only pharmacy are shown in Map 6 (page 60).
- All Primary Care Networks are required to offer GP extended opening hours, this meaning GPs offering appointments earlier in the morning, during the evenings and at the weekend. Knowsley is currently reviewing their local offer. It is important to note that the review is being completed in collaboration with pharmacies to ensure that cover is adequate. For those offering appointments on a Saturday patients may have to travel further than they may typically do and/or choosing a pharmacy that is not their usual pharmacy. As detailed in section 6.1.7. out of hours GP provision and Urgent Care Centres will aim to provide patients with urgent medications directly or can send electronic prescriptions to any pharmacy, even one outside the borough.
- 84.3% of respondents to the public survey of community pharmacy services said they were very satisfied or somewhat satisfied with the opening hours of their pharmacy. 7.3% were either dissatisfied or very dissatisfied This is a slight reduction from the 2022-2025 PNA from 89.6%, but the response to the survey was very high previously, more than double this time.
- It was not possible to complete accurate ward analysis due to incomplete postcodes.
- Over 140 people used the Free Text field, which was extremely helpful in understanding the issues surrounding opening hours.
The most common issues stated by those who were dissatisfied or very dissatisfied were: Closed on the weekend, people were more dissatisfied as result of Saturday closures. Closing too early, wanting pharmacies to open later in the evening. A small number of responses mentioned lunchtime closures and that the advertised hours didn't match their experiences.
- Responses from those who were satisfied also highlighted that they would refer Pharmacies to be open on weekends but particularly Saturday. Longer opening hours would also be appreciated, a small number mentioned it can be difficult if you are working. Some used the free

^{xii} Whiston and Cronton ward has no pharmacies.

text to state that they were happy with the opening hours, some mentioning they appreciated the longer hours and weekend opening.

During June and July 2024, Healthwatch Knowsley undertook targeted outreach focusing on four pharmacies in Knowsley capturing the view of 176 people. They found that a number of people mentioned extending opening hours to include Saturdays, as some smaller local pharmacies are only available during weekdays. Healthwatch Knowsley stated that whilst they understood that these are difficult issues relating to the complexities of the pharmacy contracting process, they felt that it was important to bring this to the attention of providers and commissioners.³²

Figure 14: How many times recently have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed, Q17 public survey 2024?



7 in 10 people who responded to the survey haven't need to use their usual pharmacy when it was closed.

One in four (25.6%) people who responded to the survey had found their usual pharmacy closed when they needed to use it, once or twice. Mostly commonly on a Saturday (52.3%), followed by a weekday (20.2%), then a Sunday (12%) and a very small number on a bank holiday.

There was little difference in the time-of-day Morning being the most common (27%), followed by Afternoon (25.4%) Evening After 5pm (21.4%) and then Lunchtime (13.5%). Depending on the day of the week this did vary for example on a week day 37.1% of people found their usual pharmacy closed when they needed it in the Evening (after 5pm), this to be expected given the variation in opening hours between week days and weekends.

57.1% of those found their usual pharmacy closed, waited until it was open, another 28.6% went to another pharmacy and 11.9% used another NHS service (NHS 111, Walk-in Centres or A & E). A very small number commented that their pharmacy sometimes was not open at the advertised times.

The public survey asked why people had chosen their usual and reasons that had influenced their satisfaction with that pharmacy. Reasons for choosing a particular pharmacy mainly related to the location being convenient near to home, GP or shops, satisfaction with the service they received such as friendly, helpful, knowledgeable and professional staff, reliable, efficient. A small number mentioned waiting times. Satisfaction levels followed similar themes, but waiting times were mentioned more frequently and a smaller number related to issues with medication not being available. Generally, people picked pharmacies that fitted in with their lifestyles and needs.

Bank and public holiday opening

The ICB is required to ensure that the population within any given Health & Wellbeing Board area is able to access pharmaceutical services on every day of the year. Under the terms of their contract, pharmacies and dispensing appliance contractors are not required to open on bank holidays or Easter Sunday. In order to provide adequate provision, contractors must confirm to ICB their opening hour intentions for each of the days. Where a gap in provision is identified, ICB will then direct a contractor to open part or all of the day. Pharmacies being closed on a bank holiday was not highlighted as a particular issue by the public survey. 1.8 % of people had need to use a pharmacy when it was closed on a Bank Holiday.

72-hour & 100-hour and internet-based/ mail order pharmacy provision

Following the change in regulations all previously 100-hour pharmacies in Knowsley reduced their hours, to between 72-hours and 78-hours per week, consequently Knowsley has no 100-hour pharmacies. Knowsley has 6 pharmacies open 72 hours and over; they are in the following wards: 3 in Prescott North, 1 in St Gabriels, 1 in Whitefield and 1 in Page Moss. They are identified on Map 6 by an orange cross. The distance selling pharmacy is located on the edge of Cables Retail Park in Prescott (Prescot North ward) it is identified on Map 6 by a black vehicle marker. Further details of opening hours and distance selling pharmacies can be found in [Appendix 1](#).

The public survey highlighted dissatisfaction with pharmacies not being open evenings and weekends.

6.6. Access for people with a disability and/or mobility problem

The majority of pharmacies have wheelchair access or are able to make provision for consultations for anyone in a wheelchair. 30 of 34 community pharmacies stated (via the July 2024 contractor survey) that their entrance was suitable for wheelchair access unassisted, with them all stating they were wheelchair accessible inside the pharmacy premises.

In respect to parking for people with mobility problems, 17 of the 34 pharmacies have disabled parking provision and 32 of 34 have parking within 50 metres of the pharmacy.

In relation to other facilities for Disabled people a range of services were identified by pharmacies:

- 12 said they provide large print leaflets
- 12 have automatic door assistance
- 11 have hearing loop

- 10 could provide toilet facilities suitable for wheelchair access
- 8 have a bell at the front door
- 9 have wheelchair ramp access
- 3 said they provide large print shelf-edge labels
- 1 a low-level counter.

Several questions in the public survey covered issues of access for those with a disability and/or mobility problem or other access needs:

- ‘Do you have a disability, a health condition and/or other access needs that could affect how easily you access your chosen pharmacy?’: 32.6% said yes, 64.8% no, and 2.6% did not know.
- ‘If you have a disability, a health condition and/or other access needs, can you access your chosen pharmacy?’: 84.7% said yes 7.3% no and 8% don’t know.
- ‘If you have mobility issues, are you able to park your vehicle close enough to your pharmacy?’ 82.7% said yes, 13.2% said no and 3.8% didn’t know.
- ‘If you have mobility issues, are you able to access your chosen pharmacy?’ 92.1% said yes they could, 2.4% said no and 2.4% didn’t know.

- AccessAble^{xiii} is the UK leading source of information on access. They use a wide range of criteria which have been designed in consultation with Disabled people and represents important information that people want to know about public venues.^{xiv}
- Unfortunately, very few of Knowsley’s community pharmacies are listed on this site, therefore, it has not been possible to use this resource to draw any conclusion about accessibility of pharmacies in Knowsley.

6.7. Access for clients whose first language is not English

Language Line is available to all pharmacies. Despite this, research suggests community pharmacies have particularly poor access to language barrier services.¹⁹ From the contractor survey, July 2024, 8 out of the 34 community pharmacies advised that they had a pharmacist or other member of staff who could speak at least one language in addition to English. The most commonly spoken were Hindi (3 pharmacies), Malayalam (2), Spanish (2), Igbo (2) then Gujarati, Bemba, Namwanga, Cantonese, Latvian, I. Some pharmacies have more than one non-English language spoken.

The number of Knowsley residents (over 3 years old) whose main language is not English has more than tripled in the 10 years between the 2011 Census (1,315) and 2021 Census (4,509), from 0.9% of the borough’s population to 3%. 908 residents whose main language was not English stated that they could not speak English or could not speak English well.

It was not possible to find out the specific languages of those who weren’t proficient spoke, only a very general region for the world. For example, 56% spoke a European language spoken in the EU, 22.7% spoke an Asian language, 6.5% a sign and supported languages and 1.7% an African language.

This could suggest an increasing cohort of people who require additional support to access pharmacies, with taking medication in line with instructions and utilising the range of pharmacy services available. Looking at proficiency in English by ward, there are higher numbers in some wards, particularly Stockbridge and Northwood, which account for 17% and 13% of people who are unable to speak English or speak English well. A report from the General Pharmaceutical Council recognised this issue, with Healthwatch England noting that 4.1m people (7.1% of total population) of people don't have English as a first language, but say they are proficient; 880,000 can't speak English well and 161,00 can't speak it at all.

6.8. Pharmacy consultations

Being able to walk into a pharmacy to seek advice and/or treatment, usually without an appointment, is one of the key features of community pharmacy provision. Advice may be given at the counter or in a private consultation room. All pharmacies must have a private consultation room. 23 out of the 34 community pharmacies have handwashing facilities in the consulting room or close to it and 10 have toilet facilities.

In relation to a client being able to seek advice from someone of the same sex as them:

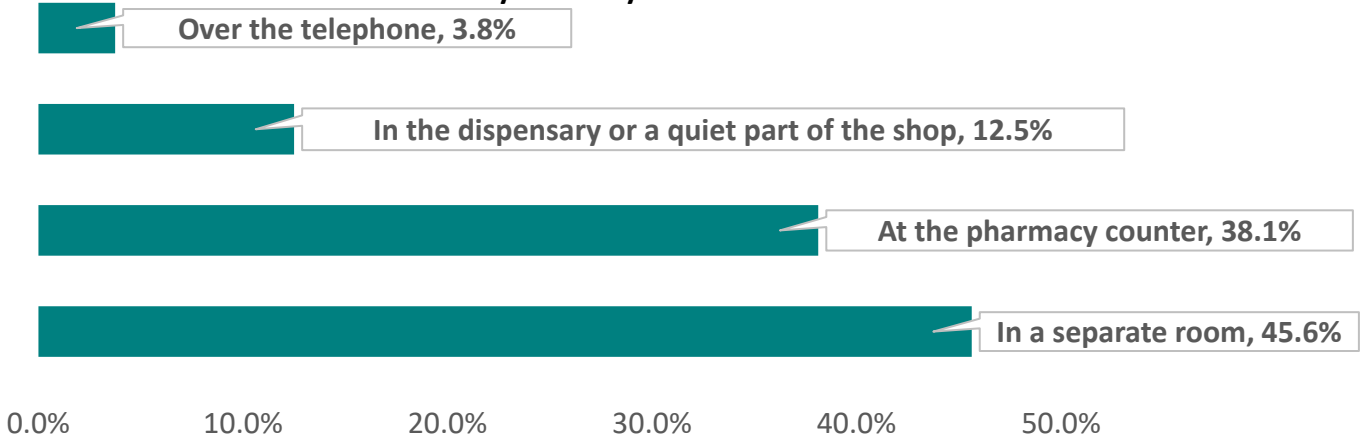
- 16 pharmacies judged that this would be available at all times
- 14 pharmacies thought this would be available by arrangement
- 3 did not think they could provide this.
- 1 did not answer the question.

Figure 15 & Figure 16: consultations and satisfaction with privacy during them, public survey

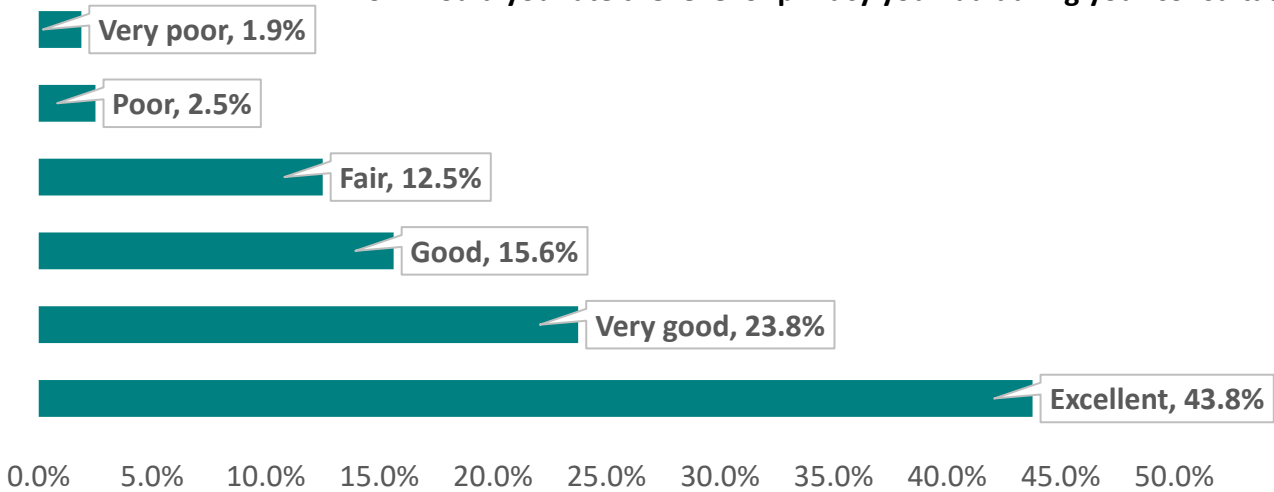
^{xiii} <https://www.accessable.co.uk/>

^{xiv} <https://www.accessable.co.uk/common-access-guide-terms-explained>

Where did you have your consultation?



How would you rate the level of privacy you had during your consultation?



38% of respondents to the public survey had a consultation with their pharmacist within the last 12 months. Of these 45.6% of consultations were undertaken in a consultation room, 38.1% of consultations being undertaken at the pharmacy counter and 12.5% in the dispensary or a quiet part of the shop. 83.1% of people who had a consultation found privacy levels excellent/very good/good and the other 16.9% fair/poor or very poor.

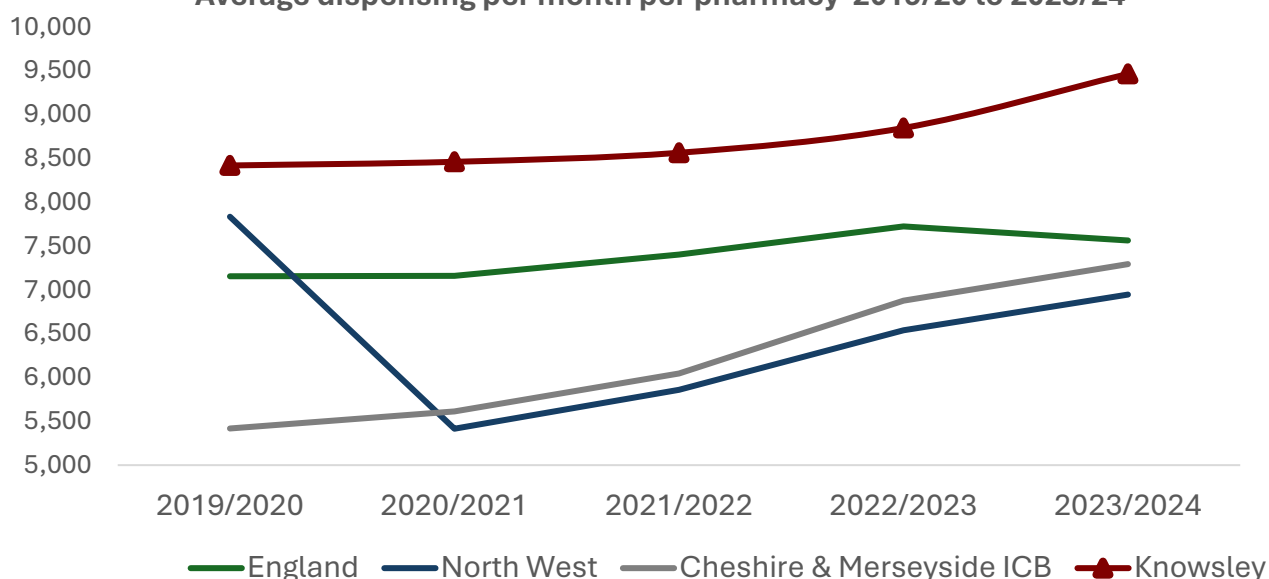
7. Prescribing

7.1. Prescribing volume

Data in this section was provided by Cheshire & Merseyside ICB business intelligence team using NHSBSA epact2 data. It analyses Knowsley prescribing at both sub-ICB i.e. Knowsley place as well as Knowsley wards against the England and in some cases also the Cheshire & Merseyside and North West averages.

Figure 17: Prescribing trend, 2019/20to 2023/24: Trend in prescription items dispensed each month

Average dispensing per month per pharmacy 2019/20 to 2023/24



Source: NHSBSA ePACT via Cheshire and Merseyside.

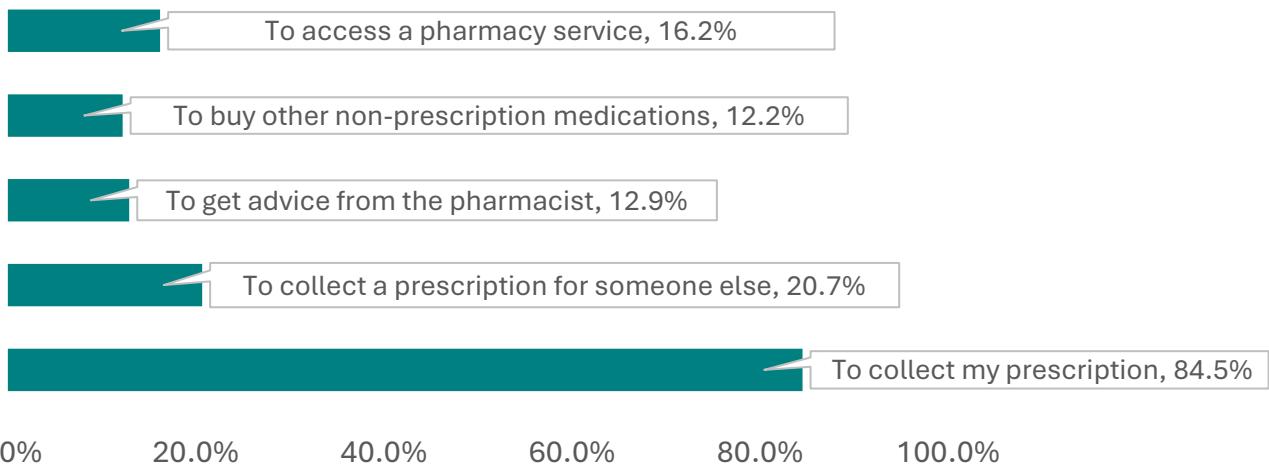
Figure 17 shows that Cheshire & Merseyside ICB Knowsley Place community pharmacy dispensing volume pattern has consistently been above the Cheshire & Merseyside ICB, North-West and England averages. Whilst Knowsley has a consistently higher dispensing rate, the increase from 2019/20 is 12.4%, which is much lower than many other areas of the North-West, and lower than all the other areas in Cheshire and Merseyside, some increasing by over 40%. So whilst Knowsley has always had a high dispensing volume, it is not increasing proportionally as fast as other local areas.

Figure 18: Prescriptions dispensing locations, 2023/24

Area where Knowsley GP issued prescriptions are dispensed	Volume	%
Cheshire East	58	0.0%
Cheshire West and Chester	890	0.0%
Halton	21,922	0.5%
Knowsley	3,437,617	85.7%
Liverpool	377,895	9.4%
Sefton	103,111	2.6%
St. Helens	36,107	0.9%
Warrington	21,401	0.5%
Wirral	13,442	0.3%
Grand Total	4,012,443	100.0%

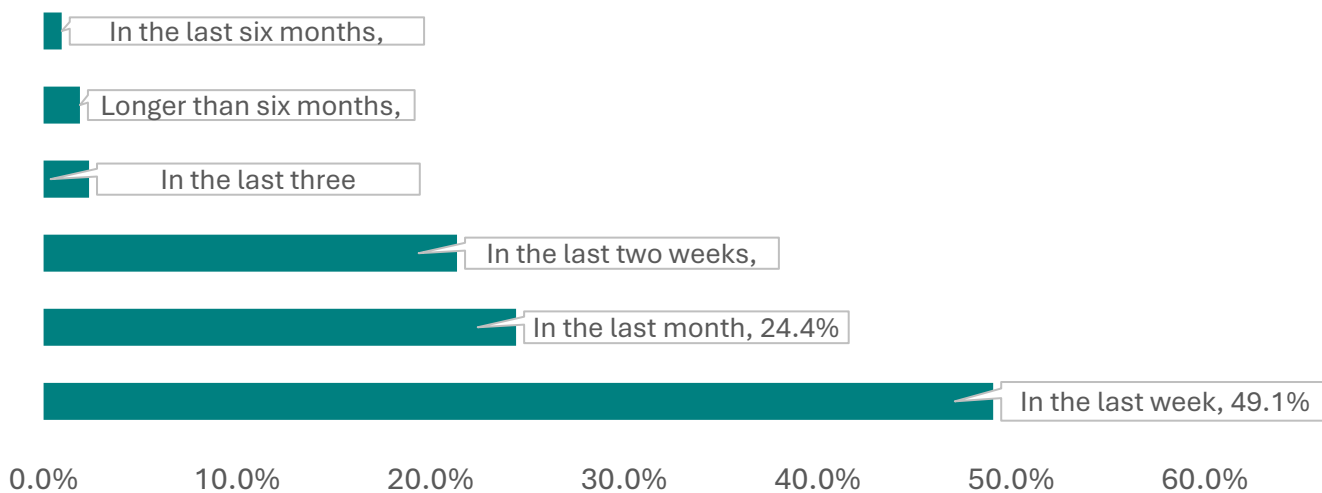
Figure 18 shows that the majority more than 8 in 10 prescriptions in Knowsley were also dispensed by a Knowsley pharmacy. Almost all the other prescriptions were dispensed by pharmacies bordering Knowsley (Liverpool, Sefton, St Helens and Halton). Less than one percentage were dispensed outside of the Cheshire and Merseyside area.

Figure 19: Reasons for visiting the pharmacy, top 5 reasons public survey 2024



The majority of people surveyed collected a prescription the last time they visited the pharmacy, 4 in 5 people. The question asked people to select as many answers that applied.

Figure 20: When did you last use a pharmacy? public survey 2024



Almost half of people answering the question had been to a pharmacy in the last week, 95% had visited a pharmacy in the last month.

7.2. Medicine shortages

Since 2021 there have been reports of increasing supply problems affecting medicines. Recent media coverage has highlighted shortages of medicines used to treat diabetes, attention deficit hyperactivity disorder (ADHD) and epilepsy, as well as hormone replacement therapy (HRT) and others. A House of Commons Library research briefing²⁰ provides information on the causes and consequences of medicines shortages in the UK and internationally, and the UK Government's approach to address supply problems.

Causes and consequences of medicines shortages

Supply chains for medicines are long and complex and shortages can be caused by multiple factors.²¹ These include manufacturing or distribution problems and increased demand for medicines. Commentators have also drawn attention to the effects of wider geopolitical factors,²² including the conflict in Ukraine, the Covid-19 pandemic and Brexit.

This is not just a UK issue, with what is happening in the UK needing to be seen in the context of global problems with supply chains and the availability of key ingredients. A report by the Nuffield Trust²² found that the past two years have seen constantly elevated medicines shortages, in what they describe as a "new normal" of frequent disruption to crucial products.

Pharmacists and patient organisations have drawn attention to the impact of medicines shortages on patients²², who may struggle to access medicines and sometimes must switch to alternative drugs. Community Pharmacy England, which represents community pharmacies, has also reported that medicines supply and pricing issues are creating “severe” financial pressures²³ on pharmacy staff and businesses.

Government response to medicines shortages

The government has described medicines shortages as “an ongoing issue that the Department [of Health and Social Care] has been managing for many years”²⁴.

The Department of Health and Social Care and NHS England have published guidance on the management of medicines supply and shortages²⁵, which outlines the processes followed and options available to the government to address supply disruption. These include:

- Issuing serious shortage protocols²⁶, which enable pharmacists to provide specific alternatives to scarce medicines.
- Taking regulatory action to approve new medicines or, in exceptional circumstances, extend medicine expiry dates²⁷.
- Restricting medicines exports²⁸.
- Offering pharmacies price concessions²⁹, to help pharmacies to cover the cost of NHS prescriptions.

Potential reforms to manage medicines shortages

Organisations representing pharmacists have called for reforms to the systems used to manage medicines shortages. Community Pharmacy England has called for “a strategic Government review of medicine supply and pricing”³⁰ that focuses on supply chain functioning.

Appeals for reform centre on calls for pharmacists to be able to amend prescriptions to provide alternatives³¹ to patients when medicines are out of stock, and on changes to current medicines pricing systems³⁰.

This has led the Cheshire & Merseyside ICB to issue its own **Medicines Shortage Statement: Guidance during periods of sustained medicines shortages** in April 2024 in which they stated:

Medicine supply shortages can have significant negative impacts on patients, community pharmacies, general practice, and the wider NHS. It is imperative that all stakeholders work together in the best interest of the patient.

Where a local shortage of a formulary medicine has been identified, prescribers may need to consider alternatives for the duration of the shortage taking into consideration safety and cost effectiveness. For national shortages, see national guidance where applicable. Formulary alternatives should be considered first, however there may be circumstances where prescribing of non-formulary medicines is the most appropriate option following the key principles outlined below. It is recommended that healthcare professionals register for free with the Specialist Pharmacy Service (SPS) Medicines Supply Tool and subscribe to SPS email notifications to obtain details of medicines supply shortages, further information on alternatives and when shortages have resolved <https://www.sps.nhs.uk/home/tools/medicines-supply-tool/>

Key principles

- Effective communication between healthcare professionals in all sectors is paramount.
- Specialists should communicate the rationale for any non-formulary recommendations and state whether the formulary choice medication can be reinstated once the supply issue has resolved.
- Primary care clinicians should seek specialist advice where appropriate.
- Prescribers in all sectors should seek guidance from their local Medicines Optimisation/Medicines Management teams as required.
- Patient safety is paramount, and patients must be kept informed of any changes to their medication and the potential differences with an alternative medication.
- When choosing an alternative medicine, prescribers should always consider the cost-effectiveness of any non-formulary choice.
- Any prescribing of alternative medicines due to a shortage should only be for the duration of the shortage and it is the prescriber's responsibility to ensure that patients are prescribed the most appropriate and cost-effective medicine once the supply issue has resolved

The

impact of these issues was evident in the answers received in the 2024 Public Survey.

7.3. Public satisfaction with dispensing of prescriptions

The Public Survey asked whether people had a prescription dispensed the last time they visited a pharmacy, of those who had, 74.5% got all the medicines they needed on that occasion without waiting, this is a reduction from the 2022-2025 PNA when 85.2% got all the medicines that they needed, although the number of people filling in the survey last time was greater (1,081 compared to 426 people this time).

49% of people who had to wait were told how long it would take to have their prescription filled. 39.6% were not told and would have liked to have been and 8.3% were not told but said that they did not mind this and 4.2% could not remember.

When asked if the time that they had to wait for all their prescription to be filled was reasonable there was a shift compared to the 2022-25 PNA when 76.3% of people said that they thought they waited for a reasonable period of time for their medicines. By contrast, in the 2024 survey only 58.6 % said they felt the time taken was reasonable.

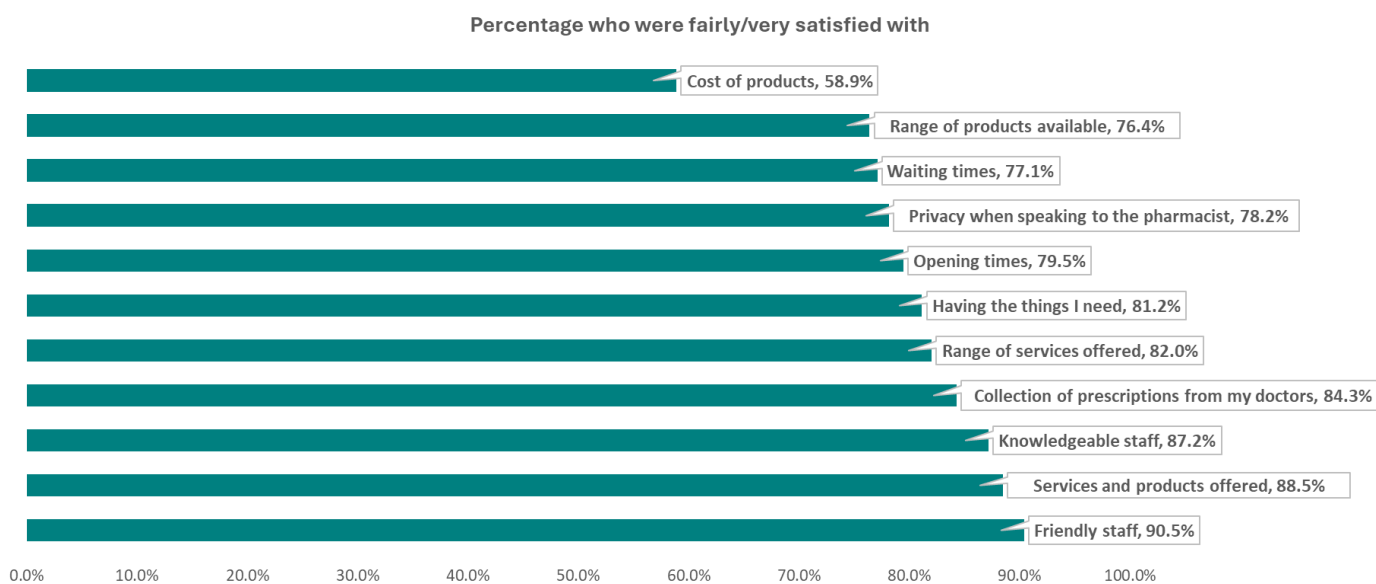
Those waiting until the next day were most likely to say the length of time was reasonable, 79.4%.

As most people received their medication without delay the following calculations need to be interpreted with caution, due to small numbers. When people had not received all the items prescribed, 15% got them later the

same day, up from 12.1% from the 2022-2025 PNA survey. 35.4% of people received their medicines the next day with 35.4% receiving it within 2 or more days later). 7.3% waited over a week which was similar to the public survey (7.9%). Unfortunately, there is no way to determine the impact of these longer waiting periods on the patient.

78.1% of people stated that the reason for not receiving their entire prescription was because ‘The pharmacy did not have the medicine in stock to dispense to me’, this was an increase from the 2021 Public Survey when 53.3% of people gave this as the reason that they hadn’t received their entire prescription. Of the remainder, the most common responses were: the prescription had not arrived at the pharmacy, 6.3% and their doctor had not prescribed something they wanted, 2.1%.

Figure 21: Q34 Public Survey - Satisfaction with the services and products offered by your regular pharmacy?



Whilst many people who responded to the public survey had a great deal of satisfaction with their pharmacy, particularly with the friendly, knowledgeable staff and the services and products offered, some negative themes did emerge:

- Waiting time was by far the biggest issue mentioned in relation to negative experiences at pharmacies. Answers weren’t always specific about whether this was the waiting in queues in the pharmacy or the wait for prescriptions to be filled in general, for example. Many did mention waiting times in the pharmacy though.
- Medication not being in stock or having to wait a long time for regular, repeat medications was an issue highlighted by a number of people in the public survey.
- The open hours question on the public survey highlighted some people would appreciate pharmacies being opened longer hours, particularly on Saturdays.

Positive themes were:

- That pharmacy staff were friendly, helpful and knowledgeable. Generally feeling they received a good service.
- Despite longer lead in times or queues at the pharmacy people recognised staff were doing their best, sometimes in difficult circumstances

During June and July 2024, Healthwatch Knowsley undertook targeted outreach³² focusing on four pharmacies in Knowsley capturing the view of 176 people. Similar themes were highlighted the report concluding that the majority of people are pleased with the pharmacy service they receive, as well as high

satisfaction with staff. However, some people are experiencing delays with medication as well as issues with supply shortages. Whilst Healthwatch Knowsley recognised that these issues are often outside of the control of individual pharmacies. They suggested that there appears to be a need for better communication with people when there may be potential delays due to supply shortages, as well as alternative support when vital medications are delayed.

Despite public concern about increasing waiting times, opening hours and stock issues the majority of the community pharmacy contractors felt they either had the capacity to manage increased demand or that they could make adjustments to meet demand in the July 2024 contractor survey.

- We have sufficient capacity within our existing premises and staffing levels to manage an increase in demand in our area: 25 of 34 pharmacies.
- We don't have sufficient premises and staffing capacity at present but could make adjustments to manage an increase in demand in our area: 7 pharmacies (2 in Whitefield ward and 1 each in Cherryfield, Halewood North, Prescot North, Prescot South and St Gabriels).
- We don't have sufficient premises and staffing capacity and would have difficulty in managing an increase in demand: 2 pharmacies (1 in Page Moss and 1 in Roby).

7.4. Prescription Delivery Services

Although community pharmacies are not contracted to do so, 26 out of 34 offer a home delivery service free of charge with only 8 not offering a free delivery service. 1 of the 26 did state this was dependant on driver capacity and that they prioritised those most in need when required.

Of those currently providing the delivery service free of charge 2 are considering charging all patients for it and 4 charging new patients. This service improves access to medicines for a wide range of people. 34.6% of the public survey respondents said the pharmacy they use offers a delivery service free of charge, 2.1% said they provide a delivery service at a charge, 8.2% said they did not and 57% didn't know or had never used the service.

7.4. Reasonable Adjustments

Community pharmacies are required to support patients in taking dispensed medications, by making reasonable adjustments for patients with identified needs as per the Equality Act 2010.

The requirement of the community pharmacy is to ensure that an appropriate assessment is undertaken of the patient to establish their needs and ascertain what type of reasonable adjustment would be required. There is no exhaustive list of what a reasonable adjustment could be and community pharmacies are not required to simply provide a multi-compartment compliance aid (MCCA).

Community pharmacies are encouraged to work collaboratively with prescribers, other health professionals and social care to support patient needs. However, community pharmacies are not required to dispense medications into MCCAs because it has been directed by another health professional or social care. Health professionals and social care should highlight patients who may require support with medicines to enable the community pharmacy to carry out an assessment to determine appropriate medicines support.

Knowsley community pharmacies provide a wide range of reasonable adjustments with the majority providing multiple different tools and aids to help patients take their medication safely. As such the numbers below add up to more than the 34 community pharmacies in the borough:

- MAR (Medication Administration Record) charts provided by 32 community pharmacies
- Large print labels provided by 28 community pharmacies

- Non-click-lock caps provided by 20 community pharmacies
- Multicompartment compliance aids (blister packs) provided by 18 community pharmacies
- Tablet cutter/ crusher provided by 18 community pharmacies
- Easyhaler device provided by 17 community pharmacies
- Reminder charts provided by 13 community pharmacies
- Blister popping device provided by 9 community pharmacies
- Eye drop aid provided by 9 community pharmacies
- Magnifying glass provided by 6 community pharmacies
- Lid gripping device provided by 5 community pharmacies
- Audio label provided by 1 community pharmacy

8. Advanced, enhanced and locally commissioned service provision

[Community Pharmacy England](#) provides a full service description of all elements of the NHS commissioned pharmacy services. In addition to these essential, advanced and national enhanced services locally commissioned community pharmacy services. These locally commissioned services are additional to the core NHS contract and are often tailored to specific local needs and priorities.

8.1. Pharmacy provision of advanced, enhanced and locally commissioned services.

In addition to the essential services all pharmacies must provide they have the option to provide a range of other commissioned services. Some are more specialist than others. As such, provision varies, service by service, from 100% community pharmacies providing to just a handful required to meet need.

Full details of which service each pharmacy provides are outlined in [Appendix 2](#). Figure 23 provides a summary of each service provision level and whether this is assessed as adequate. Unless specified this assessment is based on the number of pharmacies registered to provide each service not on activity data. This is an important distinction as some services rely on referrals from other services which may or may not happen despite the pharmacy having the necessary training, equipment and capacity to deliver.

Also to note, community pharmacies may be the sole provider of some services but one of many providers for others. For example, the Merseyside & Region Stoma Service (MARSS)³³ is the main provider of Stoma support with pharmacies dispensing prescriptions from the service rather than needing to provide customisation service through the pharmacy. Similarly, community health services support patients with appliances use with pharmacies dispensing.

Figure 22: List of Advanced Services

[Pharmacy First](#) is a new advanced service. The Pharmacy First scheme enables local pharmacies in England to treat seven common conditions with prescription-only medicines, without you visiting a GP.



Consultations for these seven clinical pathways can be provided to patients presenting to the pharmacy as well as those referred electronically by NHS 111, general practices and others.

The service also incorporates the elements of the **Community Pharmacist Consultation Service**, i.e. minor illness consultations with a pharmacist and the supply of urgent medicines (and appliances), both following an electronic referral from NHS 111, general practices (urgent supply referrals are not allowed from general practices) and other authorised healthcare providers (i.e. patients are not able to present to the pharmacy without an electronic referral).

[New Medicines Service](#) (NMS) was the fourth Advanced service to be introduced in the NHS community pharmacy contract and was introduced on 1 October 2011. This service can be provided by pharmacies only. The service provides support to people who are newly prescribed a medicine to manage a Long Term Condition (LTC), which will generally help them to appropriately improve their medication adherence and enhance self-management of the LTC. Specific conditions/medicines are covered by the service, which are detailed below. From 1st September 2021, the following conditions are covered by the service:

- Asthma and COPD;
- Diabetes (Type 2);
- Hypertension;
- Hypercholesterolaemia;
- Osteoporosis;
- Gout;
- Glaucoma;
- Epilepsy;
- Parkinson's disease;
- Urinary incontinence/retention;
- Heart failure;
- Acute coronary syndromes;
- Atrial fibrillation;
- Long term risks of venous thromboembolism/embolism;
- Stroke / transient ischemic attack; and
- Coronary heart disease

[Influenza vaccination](#) - Community pharmacies have been providing flu vaccinations under a nationally commissioned service since September 2015. Each year from the autumn through to March, the NHS runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus.

[Appliance Use Reviews \(AUR\)](#) An AUR is a planned face to face consultation carried out by a pharmacist or a specialist nurse, either at the contractor's premises or at the patient's home to help increase the patient's knowledge and understanding of their appliance, while allowing them to discuss any queries or concerns they have. Where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation.

[Stoma Appliance Customisation \(SAC\)](#) - Stoma Appliance Customisation (SAC) is the third Advanced Service to be introduced into the English Community Pharmacy Contractual Framework (CPCF). The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. Both AUR and SAC are very specialist services, and you would not expect every Health and Wellbeing Board area to have a contractor supplying these services.

[The Hypertension Case Finding Service](#) This service aims to support the NHS Long Term Plan for prevention of cardiovascular disease by:

- Identifying people aged 40 years or older with high blood pressure who have previously not had a confirmed diagnosis of hypertension. At the discretion of the pharmacist, people under 40 may also be included in the service
- At the request of a GP, undertaking ad-hoc normal and ambulatory blood pressure measurements
- Providing an opportunity to promote healthy behaviours to patients.

The service has two stages:

- Stage 1 - identifying people at risk of hypertension and offering them an opportunity to have their blood pressure measured.
- Stage 2 - offering 24-hour ambulatory blood pressure monitoring (ABPM) if a person's blood pressure reading is high at Stage 1 or they are referred to the pharmacy by their GP.

Patients identified with high blood pressure will be referred to their GP.

[NHS Stop Smoking Service](#) This service has been designed to enable NHS trusts to undertake a transfer of care on patient discharge, referring patients (where they consent) to a community pharmacy of their choice to continue their smoking cessation treatment, including providing medication and support as required. The ambition is for referral from NHS trusts to community pharmacy to create additional capacity in the smoking cessation pathway.

The service can only be provided by a pharmacist or pharmacy technician.

[Lateral Flow Device service](#) was introduced during the Covid-19 pandemic. The NHS offers Covid-19 treatment to people with Covid-19 who are at risk of becoming seriously ill. To access treatment, eligible patients first need to be able to test themselves by using a lateral flow device (LFD) test. The LFD service was introduced to provide eligible patients with access to LFD tests.

The Lateral Flow Device tests supply service for patients potentially eligible for COVID-19 treatments (LFD service) was commissioned as an Advanced service from 6 November 2023. This has been commissioned for 2024/25, with additional patient groups becoming eligible to access the service.

[Pharmacy Contraceptive Service](#) The PCS commenced on 24th April 2023, allowing the on-going supply of oral contraception (OC) from community pharmacies. From 1st December 2023, the service expanded to include both initiation and on-going supply of OC. From October 2025 [Emergency Hormonal Contraception \(EHC\) will be added to this service.](#)

There is one [Enhanced service for Covid-19 vaccination](#) COVID-19 is more serious in older people and in people with certain underlying health conditions. COVID-19 vaccine in autumn/winter 2024/25 were:

- Residents in a care home for older adults
- All adults aged 65 years and over
- Persons aged 6 months to 64 years in a clinical risk group.

Figure 23: Summary of advanced service provision

Ward	Advanced Services ^{xv} by Type of Service								
	Appliance Use Review	Stoma Appliance Customisation	Lateral Flow Device Service	Pharmacy First service	Flu^{xvi} Vaccination Service	Pharmacy Contraception Service	New Medicine Service	Smoking Cessation Service	Hypertension Case-Finding Service
Cherryfield	0	2	3	3	3	3	3	3	3
Halewood North	0	0	0	1	1	1	1	1	1
Halewood South	0	0	2	2	2	2	2	0	2
Northwood	0	1	1	1	1	1	1	1	1
Page Moss	0	0	3	4	3	3	3	3	4
Prescot North	0	0	4	6	5	4	5	1	4
Prescot South	0	0	0	2	2	1	2	1	2
Roby	0	0	2	2	2	2	2	1	2
Shevington	0	0	1	1	1	1	1	1	1
St Gabriels	0	0	2	2	2	2	1	2	2
St Michaels	0	0	2	2	2	2	2	2	2
Stockbridge	0	0	1	2	1	1	1	0	1
Whitefield	0	1	3	5	4	4	5	3	5
Swanside ^{xvii}	0	0	1	1	1	1	1	0	1
Cronton and Whiston ^{xviii}	0	0	0	0	0	0	0	0	0
Total	0	4	25	34	30	28	30	19	31

^{xv} Advanced services source Cheshire & Merseyside ICB, Community Pharmacy England – Knowsley, St Helens & Halton apart from AUR & SAC. AUR & SAC based on activity data Q1 & Q2 2024/25 <https://cpe.org.uk/funding-and-reimbursement/nhs-statistics/clinical-services-statistics/>

^{xvi} Correct as of October 2024 via Community Pharmacy Knowsley, St Helens & Halton

^{xvii} One pharmacy is over the Knowsley border but on the border of Swanside ward.

^{xviii} There are no pharmacies in this ward.

Ward	Advanced Services ^{xv} by Type of Service								
	Appliance Use Review	Stoma Appliance Customisation	Lateral Flow Device Service	Pharmacy First service	Flu^{xvi} Vaccination Service	Pharmacy Contraception Service	New Medicine Service	Smoking Cessation Service	Hypertension Case-Finding Service
Is the provision of this service adequate?	Whilst provision is low these are highly specialist services with only small numbers of the population likely to need them		Yes	Yes	Yes	Yes	Yes	Yes	Yes

Figure 24: Summary of advanced service provision

National Enhanced	Ward													
	Cherryfield	Halewood North	Halewood South	North-wood	Page Moss	Prescot North	Prescot South	Roby	Shevington	St Gabriels	St Michaels	Stockbridge	Whitefield	Swanside
COVID-19 Vaccination Service^{xix}	1	0	1	1	2	0	0	1	0	1	1	1	1	1

There are 11 pharmacies offering COVID-19 vaccinations, this is roughly a third of Knowsley pharmacies. This is considered to be adequate and appropriate by commissioners for this service.

Figure 25: Summary of Locally Commissioned Service provision

^{xix} Source: PharmOutcomes via LPC Halton, St. Helens and Knowsley Correct at October 2024. There are no pharmacies in Whiston and Cronton, so this ward has not been included in the table.

Ward	Locally Commissioned					
	Emergency Hormonal Contraception	Stop Smoking Voucher Dispensing	Stop Smoking Intermediate Service	Lifestyle Referral Service	Supervised consumption	Needle – Syringe Exchange
Cherryfield	3	3	3	1	3	0
Halewood North	0	1	1	0	1	0
Halewood South	2	2	2	0	2	1
Northwood	1	1	1	0	1	0
Page Moss	3	4	4	2	4	3
Prescot North	4	5	3	0	4	1
Prescot South	2	2	2	0	2	0
Roby	2	2	1	1	2	0
Shevington	1	1	1	0	1	0
St Gabriels	2	2	2	0	2	0
St Michaels	2	2	2	1	2	1
Stockbridge	2	2	2	0	2	1
Whitefield	4	5	4	2	5	3
Swanside ^{xx}	1	1	1	1	1	1
Cronton and Whiston ^{xxi}	0	0	0	0	0	0
Total	29	33	29	8	32	11
Is the provision of this service adequate?	Yes	Yes		Yes Although given the some of the health challenges highlighted in section 5 more provision of this type of service could be	Yes	Yes, as this is a specialist service, likely to be of interest to those providing the

^{xx}One pharmacy is over the Knowsley border but on the border of Swanside ward. Data Source: Knowsley MBC Commissioning Team.

^{xxi} There are no pharmacies in this ward.

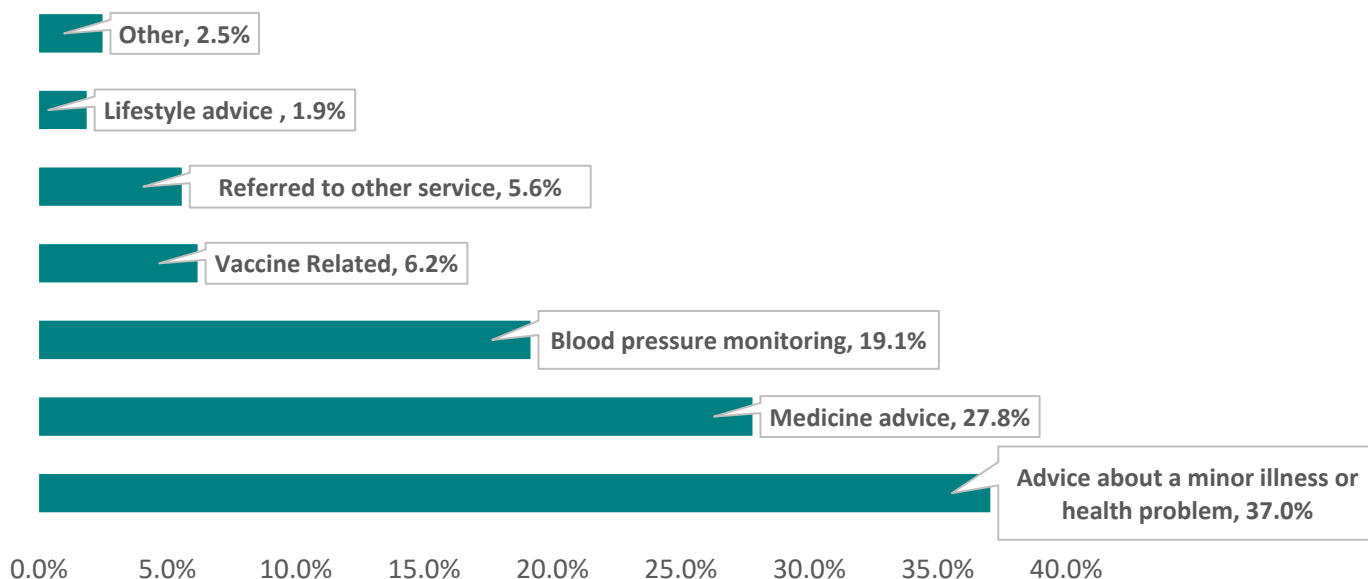
Ward	Locally Commissioned					
	Emergency Hormonal Contraception	Stop Smoking Voucher Dispensing	Stop Smoking Intermediate Service	Lifestyle Referral Service	Supervised consumption	Needle – Syringe Exchange
				beneficent, providing it is designed to meet the needs of local residents.		Needle/Syringe Exchange Service

The Lifestyle Referral Service has only ever been offered by a small number of pharmacies, so provision has not changed significantly. It is worth noting that the pharmacy contract expires in October 2025 and is currently being reviewed by commissioners within Knowsley Council in preparation for the new contract.

Figure 26: Summary of NHS Cheshire and Merseyside Integrated Care Board (Sub-ICB) Knowsley Place Commissioned Service provision

Ward	Locally Commissioned Knowsley Place ^{xxii}	
	Care at the Chemist	Palliative Care Scheme
Cherryfield	3	1
Halewood North	1	
Halewood South	2	
Northwood	1	
Page Moss	4	
Prescot North	5	
Prescot South	2	
Roby	2	
Shevington	1	
St Gabriels	2	1
St Michaels	2	
Stockbridge	2	1
Whitefield	5	1
Swanside	1	
Cronton and Whiston	0	
Total	33	4
Is the provision of this service adequate?	Yes	Yes, as this is a specialist service

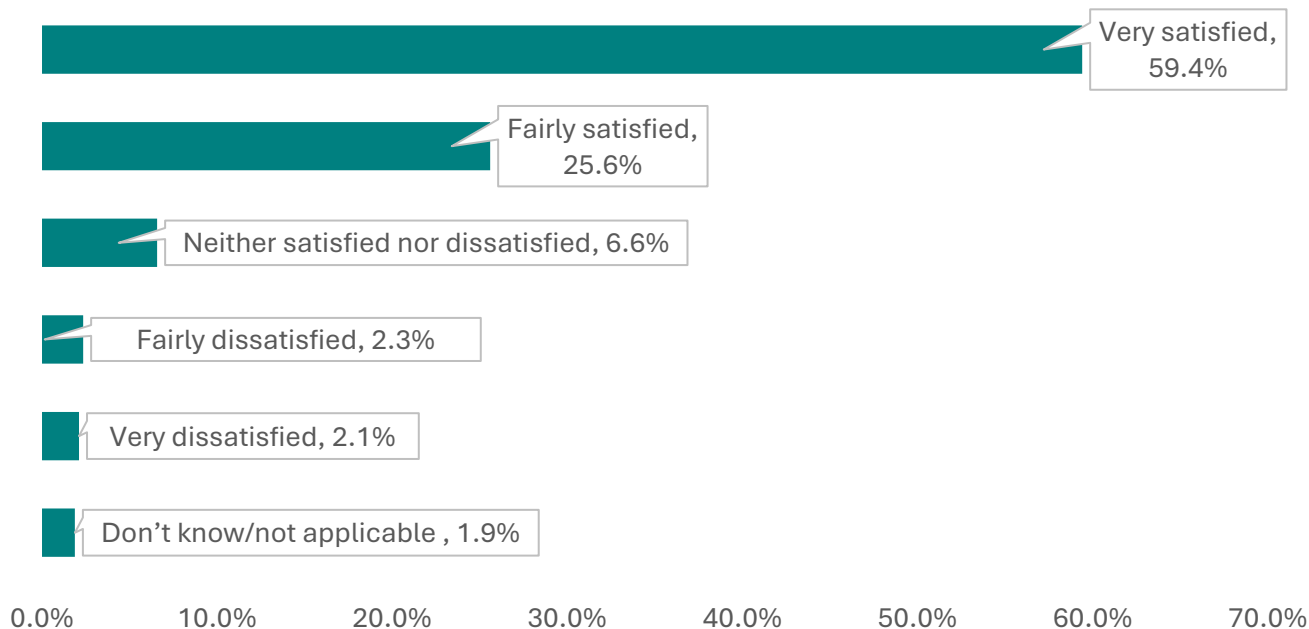
Figure 27: Type of advice or service received recently. Q28 Public Survey 2024



When asked ‘what is important to you when choosing a pharmacy in terms of products and services?’ 70% of people said ‘the range of services available’ was important, with 15% stating it was neither important nor unimportant.

The type of services people used varied, advice on minor health issues was the most commonly used, followed by medicine advice and bloody pressure monitoring.

Figure 28: How satisfied are you with the services available? Public Survey 2024



Over half of people surveyed were very satisfied with the services and products offered by their regular pharmacy. 85% were either very satisfied or fairly satisfied. 71.6% were satisfied with the range of services offered, 16.9% wished they could provide more services and 11.5% said they didn't know.

8.2. How essential, advanced and locally commissioned pharmacy services support local priority health needs

In England there are an estimated 1.2 million visits to a pharmacy every day for health-related issues³⁴, and these provide a valuable opportunity to support behaviour change through making every one of these contacts count. Making healthy choices such as stopping smoking, improving diet and nutrition, increasing physical activity, losing weight and reducing alcohol consumption could make a significant contribution to reducing the risk of disease, improving health outcomes for those with long-term conditions, reducing premature death and improving mental wellbeing. Pharmacies are ideally placed to encourage and support people to make these healthy choices as part of the provision of pharmaceutical services and services commissioned locally by Knowsley Metropolitan Borough Council's public health team and the NHS. As can be seen from this section, it is important that the ICB, the ICB Place team, Knowsley Metropolitan Borough Council and partners work together to maximise the local impact of public health communications, messages and opportunities. Promoting the services that pharmacies provide was highlighted in some of the responses to the patient and public engagement questionnaire. This can be undertaken in a number of ways including pharmacies ensuring that their NHS profile³⁵ is up to date.

Community pharmacy services can support Knowsley's Health & Wellbeing Strategy priorities³⁶ in a number of ways.

8.2.1 PRIORITY ONE Reducing Health Inequalities

Community pharmacies across Knowsley promote health and wellbeing for everyone by providing early access to advice and treatment to whoever walks into the pharmacy premises.

You do not have to have a permanent address or be registered with a GP Practice to access a pharmacy, everyone can access advice on over-the-counter medicines, blood-pressure checks or advice on minor health conditions. Community pharmacies can sell or supply medicines for minor health conditions and in some cases are able to provide the medicines free-of-charge for patients who meet the criteria for exemption from prescription charges.

Community pharmacies are located across Knowsley and often in areas close to other amenities making them easily accessible to everyone. Community pharmacies play a crucial role in enabling fair access to healthcare because pharmacies are predominantly situated in the heart of local communities. This positioning enables community pharmacy teams to build trust and respect, foster good relationships, gather information about local needs and priorities, and provide information to benefit patients and members of the public.³⁷ They offer a range of preventive services such as vaccinations, contraceptives, blood pressure checks, smoking cessation. These services help to identify and manage health conditions early and reduce the risk of more severe health problems in the future. They offer services to support people manage long term conditions as well as offering general medical advice improving residents understanding of their conditions.

Pharmacy First was launched on 31 January 2024 and enables community pharmacies to supply prescription-only medicines for seven common conditions. This, in addition to the expansion of the oral contraception and blood pressure check services, provide pharmacy teams with the opportunity to prevent ill health, and engage with and improve healthcare access for those who otherwise find it challenging to access healthcare.³⁷

Pharmacies are required to participate in up to six public health campaigns each calendar year by promoting public health messages.

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 and helping to reduce health inequalities.³⁸ This approach of 'Making Every Contact Count' (MECC) can improve and protect health, reduce premature mortality, and help to reduce health inequalities.³⁹

8.2.2 Mental Health, Wellbeing and Social Isolation

Pharmacist and pharmacy staff are among the most accessible of health professional groups, the public often turn to pharmacists as a trusted source of advice. The profession's expert input on medicines use is a crucial component of the treatment of those requiring care for mental health conditions.⁴⁰

Pharmacy teams are in a unique position due to their locality, accessibility and being one of the most frequently visited health care settings. They can help by having conversations and offering brief advice to people who they think may be experiencing mental wellbeing issues.

Physical and Mental health are often linked, services and advice that helps to manage physical health conditions and prevent conditions becoming worse or chronic can support people's mental health too. Pharmacies are also responsible for providing medication for mental health conditions and health and wellbeing advice.

The Public Health campaigns that pharmacies participate in can be used to promote good mental health.

Home delivery services to those who are housebound or have mobility difficulties ensure that they remain connected to healthcare services and are able to receive the medication and support they need.

Pharmaceutical Needs Assessment

Part 4: Appendices

Appendix 1: Community Pharmacy addresses and opening hours

Name	Address 1	Address 2	Postcode	Ward	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Weekly Hours
Kirkby Wards												
Rowlands Pharmacy	St. Laurence's Medical Ctr	32 Leaside Avenue	L32 9QU	Cherryfield	08:30-13:00, 14:00-18:00	08:30-13:00, 14:00-18:00	08:30-13:00, 14:00-18:00	08:30-13:00, 14:00-18:00	08:30-13:00, 14:00-18:00	CLOSED	CLOSED	42.5
Rowlands Pharmacy	17-19 Broad Lane	Southdene	L32 6QA	Cherryfield	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00	CLOSED	44.0
Rowlands Pharmacy	58 Coplehouse Lane	Fazakerley	L10 0AF	Cherryfield	08:30-13:00, 13:30-18:00	08:30-13:00, 13:30-18:00	08:30-13:00, 13:30-18:00	08:30-13:00, 13:30-18:00	08:30-13:00, 13:30-18:00	09:00-13:00	CLOSED	49.0
Rowlands Pharmacy	5 Old Rough Lane	Northwood, Kirkby	L33 6XE	Northwood	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40.0
Rowlands Pharmacy	Moorfield Health Centre	Ebony Way, Tower Hill	L33 1ZQ	Shevington	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	09:00-11:30	CLOSED	47.5
Kirkby Town Chemist	1 Newtown Gardens	Kirkby	L32 8RR	Whitefield	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-12:00, 17:00-20:30	10:00-16:00	72.5
Rowlands Pharmacy	11 Richard Hesketh Drive	Westvale	L32 0TU	Whitefield	08:45-13:00, 13:20-18:00	08:45-13:00, 13:20-18:30	08:45-13:00, 13:20-18:00	08:45-13:00, 13:20-18:00	08:45-13:00, 13:20-18:00	09:00-13:00	CLOSED	49.1
Rowlands Pharmacy	54-56 St Chads Parade	Kirkby	L33 8UG	Whitefield	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00, 13:20-17:30	09:00-13:00	CLOSED	44.8
Rowlands Pharmacy	St Chads Walk In Centre	St Chads Drive, Kirkby	L32 8RE	Whitefield	08:30-19:00	08:30-19:00	08:30-17:30	08:30-19:00	08:30-19:00	09:00-17:00	CLOSED	59.0
Tops Pharmacy	Units 5-6	Glovers Brow Shops, Kirkby	L32 2AE	Whitefield	09:00-13:00, 14:15-18:15	09:00-13:00, 14:15-18:15	09:00-13:00, 14:15-18:15	09:00-13:00, 14:15-18:15	09:00-13:00, 14:15-18:15	CLOSED	CLOSED	40.0

Prescot Wards												
Boots Pharmacy	Unit D, Block 4 Cables Retail Park	Prescot	L34 5NQ	Prescot North	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	09:00-21:00	10:30-16:30	78.0
Prescriptions Pharmacy	The Kiosk	Manchester Road	L34 1LT	Prescot North	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	08:00-21:00	09:00-16:00	CLOSED	72.0
Rowlands Pharmacy	42 Eccleston Street	Prescot	L34 5QJ	Prescot North	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-13:00, 13:20-18:00	09:00-12:00	CLOSED	46.3
Sugar Lane Pharmacy	68a-70a Sugar Lane	Knowsley	L34 0ER	Prescot North	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
Tesco Pharmacy	Cables Retail Park	Steeley Way	L34 5NQ	Prescot North	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-16:00	78.0
Boots Pharmacy	Whiston Primary Care Resource Centre	Old Colliery Rd, Whiston	L35 3SX	Prescot South	08:00-19:00	08:00-19:00	08:00-19:00	08:00-19:00	08:00-19:00	09:00-12:00	CLOSED	58.0
Neils Pharmacy	32 Molyneux Drive	Prescot	L35 5DY	Prescot South	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40.0
Distance Selling												
The Dispensing Hub	60-66 Sewell Street	Prescot	L34 1ND	Prescot North	10:00-18:00	10:00-18:00	10:00-18:00	10:00-18:00	10:00-18:00	CLOSED	CLOSED	40.0

Name	Address 1	Address 2	Postcode	Ward	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Weekly Hours
Huyton Wards												
Daveys Chemist	112 Dinas Lane	Huyton	L36 2NS	Page Moss	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	CLOSED	CLOSED	47.5
Kingsway Pharmacy	Ground Floor Shop	5 Kingsway Parade	L36 2QA	Page Moss	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	10:30-13:30, 14:30-21:00	07:00-18:45	76.3
Sedem Pharmacy	27 Woolfall Heath Avenue	Huyton	L36 3TH	Page Moss	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
Well Pharmacy	North Huyton Pc Res Ctr	Woolfall Health Avenue	L36 3TN	Page Moss	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	CLOSED	49.0
Allied Pharmacy	5 Tarbock Road	Huyton	L36 5XN	Roby	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	09:00-17:30	CLOSED	58.5
Superdrug Pharmacy	36 Derby Road	Huyton	L36 9UJ	Roby	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	CLOSED	51.0
Asda Pharmacy	Huyton Lane	Huyton	L36 7TX	St Gabriels	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30, 13:00-16:30, 17:00-21:00	10:30-16:30	72.0
Daveys Chemist	43-45 Manor Farm Road	Huyton	L36 0UB	St Gabriels	08:30-18:15	08:30-18:15	08:30-18:15	08:30-18:15	08:30-18:15	CLOSED	CLOSED	48.8
Daveys Chemist	Bluebell Health Care Resource Centre	Bluebell Lane, Huyton	L36 7XY	St Michaels	08:35-13:00, 14:00-18:30	08:35-13:00, 14:00-18:30	08:35-13:00, 14:00-18:30	08:35-13:00, 14:00-18:30	08:35-13:00, 14:00-18:30	CLOSED	CLOSED	44.6
Sedem Pharmacy	Longview Primary Care Ctr	Longview Drive	L36 6EB	St Michaels	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	CLOSED	CLOSED	47.5
Excel Pharmacy	40 Hillside Road	Huyton	L36 8BJ	Stockbridge	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-12:00	CLOSED	40.5
Stockbridge Pharmacy	Unit 8 The Croft	Stockbridge Village	L28 1NR	Stockbridge	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	CLOSED	CLOSED	45.0
Allied Pharmacy	Ground Floor, Gresford Medical Centre	Pilch Lane, Huyton	L14 0JE	Liverpool*	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	09:00-17:30	CLOSED	58.5
Halewood Wards												
Jacobs Pharmacy	18 Camberley Drive	Halewood	L25 9PU	Halewood North	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	CLOSED	CLOSED	40.0
Boots Pharmacy	Halewood Health Resource Centre	Roseheath Drive	L26 9UH	Halewood South	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-12:00	CLOSED	53.5
Cohens Chemist	The Pharmacy & Medical Ctr	Hollies Road	L26 0TH	Halewood South	09:00-13:00, 14:00-18:30	09:00-13:00, 14:00-18:30	09:00-13:00, 14:00-18:30	09:00-13:00, 14:00-18:30	09:00-13:00, 14:00-18:30	CLOSED	CLOSED	42.5

Appendix 2: Community Pharmacy services

Pharmacy details			Advanced Services									EN	Locally Commissioned: Public Health						Locally Commissioned: Knowsley Place	
Name	Postcode	Ward	AUR	Stoma	LFD	PF	Flu	PCS	NMS	SCS	Hypert	COVID	EHC	SSVD	SSIS	LRS	SuperComp	N&SE	CATC	Pall
Rowlands Pharmacy, St. Laurence's Medical Centre, 32 Leaside Avenue	L32 9QU	Cherryfield			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES	
Rowlands Pharmacy, 17-19 Broad Lane	L32 6QA	Cherryfield		YES	YES	YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	YES
Rowlands Pharmacy, 58 Coppelhouse Lane	L10 0AF	Cherryfield		YES	YES	YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	
Rowlands Pharmacy, 5 Old Rough Lane	L33 6XE	Northwood		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES		YES	
Rowlands Pharmacy, Moorfield Health Centre, Ebony Way, Tower Hill	L33 1ZQ	Shevington			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	
Kirkby Town Chemist, 1 Newtown Gardens	L32 8RR	Whitefield				YES		YES	YES		YES			YES	YES		YES	YES	YES	
Rowlands Pharmacy, 11 Richard Hesketh Drive	L32 0TU	Whitefield			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES	YES	YES	
Rowlands Pharmacy, 54-56 St Chads Parade	L33 8UG	Whitefield			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	
Rowlands Pharmacy, St Chads Walk In Centre	L32 8RE	Whitefield		YES	YES	YES	YES	YES	YES	YES	YES		YES	YES		YES	YES		YES	YES
Tops Pharmacy, Units 5-6, Glovers Brow Shops, Kirkby	L32 2AE	Whitefield				YES	YES		YES		YES		YES	YES	YES	YES	YES	YES	YES	
Jacobs Pharmacy, 18 Camberley Drive	L25 9PU	Halewood North				YES	YES	YES	YES	YES	YES			YES	YES		YES		YES	
Boots Pharmacy, Halewood Health Resource Centre, Roseheath Drive	L26 9UH	Halewood South			YES	YES	YES	YES	YES		YES		YES	YES	YES		YES	YES	YES	
Cohens Chemist, The Pharmacy & Medical Ctr, Hollies Road	L26 0TH	Halewood South			YES	YES	YES	YES	YES		YES	YES	YES	YES	YES		YES		YES	
Boots, Unit D, Block 4 Cables Retail Park	L34 5NQ	Prescot North			YES	YES	YES	YES	YES		YES		YES	YES	YES		YES	YES	YES	
Prescriptions Pharmacy, The Kiosk, Manchester Road	L34 1LT	Prescot North				YES	YES		YES				YES	YES			YES		YES	
Rowlands Pharmacy, 62 Eccleston Street	L34 5QJ	Prescot North			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	
Sugar Lane Pharmacy, 68a-70a Sugar Lane	L34 0ER	Prescot North			YES	YES	YES	YES	YES		YES		YES	YES	YES		YES		YES	
Tesco Pharmacy, Cables Retail Park, Steeley Way	L34 5NQ	Prescot North			YES	YES	YES	YES			YES			YES					YES	
Boots, Whiston Primary Care Resource Centre	L35 3SX	Prescot South				YES	YES	YES	YES	YES	YES		YES	YES	YES		YES		YES	
Neils Pharmacy, 32 Molyneux Drive	L35 5DY	Prescot South				YES	YES		YES		YES		YES	YES	YES		YES		YES	
The Dispensing Hub, 60-66 Sewell Street - Distance Selling	L34 1ND	Prescot North				YES														

Name	Postcode	Ward	AUR	Stoma	LFD	PF	Flu	PCS	NMS	SCS	Hypert	COVID	EHC	SSVD	SSIS	LRS	SuperComp	N&SE	CATC	Pall
Daveys Chemist, 112 Dinas Lane	L36 2NS	Page Moss			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	
Kingsway Pharmacy, 5 Kingsway Parade	L36 2QA	Page Moss				YES					YES			YES	YES		YES	YES	YES	
Sedem Pharmacy, 27 Woolfall Heath Avenue	L36 3TH	Page Moss			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	
Well Pharmacy, North Huyton Pc Res Ctr, Woolfall Health Avenue	L36 3TN	Page Moss			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES		YES	
Allied Pharmacy, 5 Tarbock Road	L36 5XN	Roby			YES	YES	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	YES	YES	
Superdrug Pharmacy, 36 Derby Road	L36 9UJ	Roby			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES	YES	YES		YES	
Asda Pharmacy, Huyton Lane	L36 7TX	St Gabriels			YES	YES	YES	YES		YES	YES		YES	YES	YES		YES		YES	YES
Daveys Chemist, 43-45 Manor Farm Road	L36 0UB	St Gabriels			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES		YES	
Daveys Chemist, Bluebell Health Care Resource Centre	L36 7XY	St Michaels			YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES		YES		YES	
Sedem Pharmacy, Longview Primary Care Ctr, Longview Drive	L36 6EB	St Michaels			YES	YES	YES	YES	YES	YES	YES		YES	YES	YES	YES	YES	YES	YES	
Excel Pharmacy, 40 Hillside Road	L36 8BJ	Stockbridge				YES	YES					YES	YES	YES	YES		YES		YES	
Stockbridge Pharmacy, Unit 8 The Croft, Stockbridge Village	L28 1NR	Stockbridge			YES	YES	YES	YES	YES		YES		YES	YES	YES		YES	YES	YES	YES
Allied Pharmacy, Ground Floor, Gresford Medical Centre, Pilch Lane, Huyton	L14 0JE	Swanside			YES	YES	YES	YES	YES		YES	YES	YES	YES		YES	YES		YES	

Key		
Advanced	AUR	Appliance Use review
	Stoma	Stoma Customisation
	LFD	Lateral Flow Device Service
	PF	Pharmacy First
	Flu	Flu Vaccination Service
	PCS	Pharmacy Contraception Service
	CPCS	Community Pharmacy Consultation Service
	NMS	New Medicine Service
	SCS	Smoking Cessation Service
Hypert	Hypertension Case Finding	
EN - Enhanced	COVID	COVID-19 Vaccination Service
Locally Commissioned Public Health	EHC	Emergency Hormonal Contraception
	SSVD	Stop Smoking Voucher Dispensing
	SSIS	Stop Smoking Intermediate Service
	LRS	Lifestyle Referral Scheme
	SuperComp	Supervised Consumption
Locally Commissioned Knowsley Place	N&SE	Needle and Syringe Exchange
	CATC	Care at the Chemist (Minor Ailments)
	Pall	Palliative Care Medicines Service

Appendix 3: Cross border Community Pharmacy service provision 1.6 km (1 miles) from the Knowsley Border

Number on Map	ODS Code	Pharmacy Name	Address	Postcode
Halton				
1	FTW03	Allied Pharmacy (Upton Rocks)	Fir Park Health Centre	WA8 9DT
2	FP895	Cohens Chemist	222a Liverpool Road	WA8 7HY
3	FVE45	Ditton Pharmacy	203 Hale Road	WA8 8QB
4	FH240	Hough Green Pharmacy	Hough Green Health Park	WA8 4PF
5	FR844	Nicholson's Pharmacy	17 Queens Avenue	WA8 8HR
6	FFG82	Strachan's Chemist	445 Hale Road	WA8 8UU
Liverpool				
7	FND14	Allied Pharmacy Fazakerley	654 Longmoor Lane	L10 9LA
8	FV880	Allied Pharmacy Langley Close	Unit 8	L12 0NB
9	FKW38	Allied Pharmacy Old Swan	23-25 St Oswalds Street	L13 5SA
10	FH658	Allisons Chemist	43 Moss Way	L11 0BL
11	FCN91	Asda Pharmacy	Unit 20, Hunts Cross S/PK	L24 9GB
12	FJJ20	Baycliff Road Pharmacy	78 Baycliff Road	L12 6QX
13	FTN88	Belle Vale Pharmacy	119 Belle Vale Road	L25 2PE
14	FAQ22	Boots	Units 1 & 2 Belle Vale Shopping Centre	L25 2QY
15	FLD23	Clitherow R Ltd	22 Dovecot Place	L14 9PH
16	FKE41	Cohens Chemist	385 Eaton Road	L12 2AJ
17	FET63	Cohens Pharmacy	Childwall Partnership Project	L15 6YG
18	FLP04	Gateacre Park Pharmacy	Unit 1 Gateacre Shop Centre	L25 1PD
19	FVP39	Grange Lane Pharmacy	183 Grange Lane	L25 5JY
20	FAC06	Hunts Cross Pharmacy	4 Woodend Avenue	L25 0PA
21	FRH55	Kay's Chemists	Belle Vale Health Centre	L25 2XE
22	FPA31	Kays Pharmacy	Netherley Health Centre	L27 7AF
23	FRM99	M Saleem Dispensing Chemists	16/18 Finch Road	L14 4AT
24	FAV99	Melwood Pharmacy	227 Deysbrook Lane	L12 4YF
25	FFG85	Ritecare Pharmacy	17 Compass Network Centre	L24 1YA
26	FHH38	Rowlands Pharmacy	265 Pilch Lane	L14 0JF
27	FHV61	Rowlands Pharmacy	15 Penketh Drive	L24 2WZ
28	FGL64	Rowlands Pharmacy	New Neighbourhood Hth Ctr	L24 2SF
29	FE874	Speke Pharmacy	109 East Millwood Road	L24 6SF
30	FK792	Tesco Instore Pharmacy	Allerton Road	L25 7SF
31	FVG93	Valley Pharmacy	77 Hartsbourne Avenue	L25 1RS
32	FW234	Woolton Late Night Pharmacy	267 Hunts Cross Avenue	L25 9ND
33	FH795	Yew Tree Chemist	235 Finch Lane	L14 4AE
Sefton				
34	FLT52	Kelly's Pharmacy	195 Altway	L10 6LB
35	FFT27	Rowlands Pharmacy	86 Waddicar Lane	L31 1DY
St Helens				
36	FJ225	Boggiano's Pharmacy	Millfields	WA10 5NS
37	FCR74	Heath Pharmacy	18 Elephant Lane	WA9 5QW
38	FLQ55	Longsters Pharmacy	578 Warrington Road	L35 4LZ
39	FX746	Rainhill Pharmacy	473 Warrington Road	L35 4LL

Cross border Community Pharmacy service provision 4 km (2.5 miles) from the Knowsley Border

Number on Map	ODS Code	Pharmacy Name	Address	Postcode
Liverpool				
11	FJJ30	Boots	Orrell Park Medical Centre	L9 8BU
12	FL048	Boots	206 Boaler Street	L6 6AE
20	FN768	Allied Pharmacy (Green Lane)	17 Green Lane	L13 7DT
21	FND14	Allied Pharmacy Fazakerley	654 Longmoor Lane	L10 9LA
22	FV880	Allied Pharmacy Langley Close	Unit 8	L12 0NB
23	FKW38	Allied Pharmacy Old Swan	23-25 St Oswalds Street	L13 5SA
24	FH658	Allisons Chemist	43 Moss Way	L11 0BL
25	FM859	Asda Pharmacy	Asda Superstore	L4 9XU
26	FJW44	Asda Pharmacy	Asda Stores Ltd	L15 3JR
27	FCN91	Asda Pharmacy	Unit 20, Hunts Cross S/PK	L24 9GB
28	FJJ20	Baycliff Road Pharmacy	78 Baycliff Road	L12 6QX
29	FTN88	Belle Vale Pharmacy	119 Belle Vale Road	L25 2PE
30	FAQ22	Boots	Units 1 & 2 Belle Vale Shopping Centre	L25 2QY
31	FLD23	Clithrow R Ltd	22 Dovecot Place	L14 9PH
32	FKE41	Cohens Chemist	385 Eaton Road	L12 2AJ
33	FET63	Cohens Pharmacy	Childwall Partnership Project	L15 6YG
34	FLP04	Gateacre Park Pharmacy	Unit 1 Gateacre Shop Centre	L25 1PD
35	FVP39	Grange Lane Pharmacy	183 Grange Lane	L25 5JY
36	FAC06	Hunts Cross Pharmacy	4 Woodend Avenue	L25 0PA
37	FRH55	Kay's Chemists	Belle Vale Health Centre	L25 2XE
38	FPA31	Kays Pharmacy	Netherley Health Centre	L27 7AF
39	FRM99	M Saleem Dispensing Chemists	16/18 Finch Road	L14 4AT
40	FAV99	Melwood Pharmacy	227 Deysbrook Lane	L12 4YF
41	FFG85	Ritecare Pharmacy	17 Compass Network Centre	L24 1YA
42	FHH38	Rowlands Pharmacy	265 Pilch Lane	L14 0JF
43	FHV61	Rowlands Pharmacy	15 Penketh Drive	L24 2WZ
44	FGL64	Rowlands Pharmacy	New Neighbourhood Hth Ctr	L24 2SF
45	FE874	Speke Pharmacy	109 East Millwood Road	L24 6SF
46	FK792	Tesco Instore Pharmacy	Allerton Road	L25 7SF
47	FXG93	Valley Pharmacy	77 Hartsbourne Avenue	L25 1RS
48	FW234	Woolton Late Night Pharmacy	267 Hunts Cross Avenue	L25 9ND
49	FH795	Yew Tree Chemist	235 Finch Lane	L14 4AE
50	FEV79	Boots	31 Broadway	L11 1BY
51	FF987	Boots	43 Booker Avenue	L18 4QZ
52	FWG19	Boots	Unit 9 New Mersey Retail Park	L24 8QB
53	FA083	Bounce Chemist	18 Prescot Road	L7 0LQ
54	FA226	Cherry Lane Pharmacy	202 Cherry Lane	L4 8SG
55	FD553	Clear Chemist	U 20 Brookfield Trade Centre	L9 7AS

Number on Map	ODS Code	Pharmacy Name	Address	Postcode
Halton				
1	FTW03	Allied Pharmacy (Upton Rocks)	Fir Park Health Centre	WA8 9DT
2	FX408	Appleton Village Pharmacy	Appleton Village	WA8 6EQ
3	FP895	Cohens Chemist	222a Liverpool Road	WA8 7HY
4	FVE45	Ditton Pharmacy	203 Hale Road	WA8 8QB
5	FH240	Hough Green Pharmacy	Hough Green Health Park	WA8 4PF
6	FR844	Nicholson's Pharmacy	17 Queens Avenue	WA8 8HR
7	FFG82	Strachan's Chemist	445 Hale Road	WA8 8UU
8	FFF63	Asda Pharmacy	Kirkland Street	WA10 2EF
9	FWD06	Asda Pharmacy	Widnes Road	WA8 6AH
10	FJN69	Ashcroft Chemist	97 Greenfield Road	WA10 6SL
15	FEH76	Boots	Unit 7 Widnes Shopping Park	WA8 7TN
16	FA414	Cooke's Chemist	76 Albert Road	WA8 6JT
17	FJ715	Farnworth Village Pharmacy	11 Farnworth Street	WA8 9LH
18	FJH50	Hale Village Pharmacy	3 Ivy Farm Court	L24 4AG
19	FAG38	Wise Pharmacy Ltd	204 Warrington Road	WA8 0AX
Sefton				
13	FP502	Boots	Unit 5B, Aintree Racecourse Retail Park	L9 5AN
14	FGN97	Boots	27 Westway	L31 2PQ
73	FNV90	Lydiate Pharmacy	28 Liverpool Road	L31 2LZ
74	FRP82	Maghull Pharmacy	158a Liverpool Road North	L31 2HP
100	FW001	Asda Pharmacy	Asda Superstore	L10 3LN
101	FLT52	Kelly's Pharmacy	195 Altway	L10 6LB
102	FFT27	Rowlands Pharmacy	86 Waddicar Lane	L31 1DY
103	FMD55	Cohens Chemist	12-13 Marian Square	L30 5QA
104	FWW27	Cohens Chemist	Gordon Youth Centre	L30 1RF
105	FW117	Day Lewis Pharmacy	5 The Crescent	L20 0DX
106	FR433	Day Lewis Pharmacy	11 Molyneux Way	L10 2JA
107	FPY11	Well	The Health Ctre Pharmacy	L11 4UG
St Helens				
108	FLQ60	Well	18 Church Road	WA11 8HE
109	FLM86	Well	36 Church Road	WA11 8HD
110	FJ225	Boggiano's Pharmacy	Millfields	WA10 5NS
111	FCR74	Heath Pharmacy	18 Elephant Lane	WA9 5QW
112	FLQ55	Longsters Pharmacy	578 Warrington Road	L35 4LZ
113	FX746	Rainhill Pharmacy	473 Warrington Road	L35 4LL
114	FF360	Boots	8 Church Street	WA10 1BD
115	FK182	Boots	Unit 3 Ravenhead Park	WA9 1JF
116	FGJ61	Four Acre Chemist	1&2 Four Acre Lane	WA9 4BZ
117	FK851	Four Acre Pharmacy	Four Acre Health Centre	WA9 4QB
118	FG238	Ipharm	2 Roundwood Drive	WA9 5JD
119	FLA51	Jacksons Pharmacy	181 Cambridge Road	WA10 4HA
120	FAH10	Well	Lowe House HC	WA10 2DJ
121	FHA50	Well	Mill Street Medical Centre	WA10 2BD
122	FMJ48	Well	Peel House Medical Plaza	WA8 6TN
123	FVK97	West Bank Pharmacy	8A Mersey Road	WA8 0DG
124	FCT70	Widnes Late Night Pharmacy	Peel House Lane	WA8 6TE

Appendix 4: Pharmacy Premises and Services Questionnaire

A questionnaire to gather information from all pharmacies was devised as a collaborative exercise with Cheshire & Merseyside local authority PNA leads, Local Pharmaceutical Committee (LPC) representatives and NHSE. It was conducted online via Pharm Outcomes. Both the LPCs and NHSE sent communications to pharmacies to encourage completion.

Premises Details

Completion date	
Pharmacy postcode	
Is this a distance selling pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Contact Details

Contact details of person completing questionnaire, if questions arise		
Name:	Phone:	Email:

Potential for increased demand

Ability to adapt to demand (tick one)	We have sufficient capacity within our existing premises and staffing levels to manage an increase in demand in our area	<input type="checkbox"/>
	We don't have sufficient premises and staffing capacity at present but could make adjustments to manage an increase in demand in our area	<input type="checkbox"/>
	We don't have sufficient premises and staffing capacity and would have difficulty in managing an increase in demand.	<input type="checkbox"/>

Consultation Rooms

How many consultation rooms do you have? (one)	0	<input type="checkbox"/>
	1	<input type="checkbox"/>
	2	<input type="checkbox"/>
	3	<input type="checkbox"/>
	4 or more	<input type="checkbox"/>

Hand washing and toilet facilities

What facilities are available to patients during consultations?	Handwashing in consultation area	<input type="checkbox"/>
	Handwashing facilities close to consultation area	<input type="checkbox"/>
	Have access to toilet facilities	<input type="checkbox"/>
	None	<input type="checkbox"/>

Accessibility

Can customers legally park within 50 metres of the pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
How far is the nearest bus stop/train station?	<input type="checkbox"/> Within 100m <input type="checkbox"/> 100m to 500m <input type="checkbox"/> 500m to 1km <input type="checkbox"/> 1km+ <input type="checkbox"/> No bus/train station	
Do pharmacy customers have access to a designated disabled parking?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the entrance to the pharmacy suitable for wheelchair access unaided?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are all areas of the pharmacy floor accessible by wheelchair?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have any other facilities in the pharmacy aimed at supporting disabled people access your service?	Automatic door assistance	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Bell at front door	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Toilet facilities accessible by wheelchair users	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Hearing loop	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Sign language	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Large print labels	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Large print leaflets	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wheelchair ramp access	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other, please state	Free text field	
Can staff at pharmacy speak languages other than English? If yes please list all languages spoken	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you able to provide advice and support if a customer wishes to speak to a person of the same sex?	At all times	<input type="checkbox"/> Yes <input type="checkbox"/> No
	By arrangement	<input type="checkbox"/> Yes <input type="checkbox"/> No

Reasonable Adjustments

Reasonable adjustments. One or more of:	Non click-lock caps	<input type="checkbox"/>
	Reminder charts	<input type="checkbox"/>
	MAR charts	<input type="checkbox"/>
	Blister popping service	<input type="checkbox"/>
	Tablet cutter/crusher	<input type="checkbox"/>
	Easyhaler service	
	Other	

Prescription Delivery Service

Collection of prescriptions from surgery:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of prescriptions- free of charge	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you currently considering	Stopping this service entirely <input type="checkbox"/> Yes <input type="checkbox"/> No
	Charging all patients for this service <input type="checkbox"/> Yes <input type="checkbox"/> No
	Charging new patients for this service <input type="checkbox"/> Yes <input type="checkbox"/> No
	Neither <input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of prescriptions - chargeable	<input type="checkbox"/> Yes <input type="checkbox"/> No
By arrangement	<input type="checkbox"/> Yes <input type="checkbox"/> No

Protected Characteristics

Are you aware of any gaps in access or pharmaceutical need for any of the following groups, relating to their:

		If yes, please state why?
Age	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Disability	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Gender	<input type="checkbox"/> Yes <input type="checkbox"/> No	
People with/about to have gender reassignment	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Marriage and civil partnership	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pregnancy and maternity	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Race	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Religion or belief	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Sexual orientation	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Other, (please state)		

Almost done

If you have anything else you would like to tell us that you think would be useful in the formulation of the PNA, please include it here:

Appendix 5: Public Local Pharmacy Services Questionnaire

During November and December 2024, the public health team conducted a survey aimed at anyone living in Knowsley. It asked local residents to give their feedback on their local pharmacy. The online version of the survey was sent out via a wide range of networks including Knowsley Health watch, Cheshire & Merseyside Integrated Care Board, Knowsley Place and Knowsley Metropolitan Borough Council. 426 responses were received. The online survey was open for five weeks. The following is the communication sent out and questionnaire.

Pharmacy Services in Knowsley- Have your say Knowsley Council are seeking your views about your local pharmacy.

Have your say about Pharmacy Services in Knowsley

Please help us to make sure that your local pharmacy (also known as a chemist) is providing the right services and support for you and your family by completing a short survey.

Your responses will help Knowsley's Health and Wellbeing Board – a partnership of key leaders working to improve health and care services for the local population - to produce its local Pharmaceutical Needs Assessment (PNA).

This document will be used to assess the current pharmaceutical services and help make improvements in the services they offer both now and in the future.

The local pharmacy is often the first-place people turn to when they have a concern about their health or that of their family and friends. It is for this reason that it is important we look into how well pharmacies are meeting local needs. We are asking everyone to get involved and respond to this important survey, to help us shape the future of these services.

The questionnaire is anonymous, and your responses will only be looked at by the public health team with just total responses used in the report. It should take about 15 minutes to complete.

How to get involved

To give us your views complete the on-line questionnaire by going to <https://www.smartsurvey.co.uk/s/PharmacyServices/> or use the QR code below.



Please note that the survey is hosted by Liverpool City Council on behalf of all local authorities in Cheshire and Merseyside.

Paper versions of the survey are available on request by emailing knowsley.intelligence@knowsley.gov.uk, please provide your name and postal address or call 0151 443 5444 (Monday to Friday between 9:30 and 4:00pm).

LOCAL SURVEY OF COMMUNITY PHARMACY SERVICES

Thank you for agreeing to complete this questionnaire which is asking for your views on the current provision of pharmacy services in your local area

A pharmacy or Chemist is a place you would use to get a prescription dispensed or buy medicines or ask a pharmacist for advice. A pharmacist is the most qualified person in the pharmacy to dispense and sell medicines and give advice

1. In which Local Authority do you live?

- Cheshire East Cheshire West & Chester Halton Knowsley
- Liverpool Sefton St. Helens Warrington Wirral

The following questions are about the last time you used a pharmacy

2. Why did you visit the pharmacy? (Please tick all that apply)

- To collect a prescription for yourself To collect a prescription for someone else
- To get advice from the pharmacist To buy other medications I cannot buy elsewhere
- Other (please specify)

3. When did you last use a pharmacy to get a prescription, buy medicines or to get advice?

(Please tick one answer only)

- In the last week In the last two weeks In the last month
- In the last three months In the last six months Not in the last six months

4. How did you get to the pharmacy? Please tick all that apply

- Walking Public transport Car Motorbike
- Taxi Bicycle Mobility transport Other (please specify)

5. Thinking about the location of the pharmacy, which of the following is most important to you? (Please tick all that apply)

- It is close to my doctor's surgery
- It is close to my home
- It is close to other shops I use
- It is close to my children's school or nursery
- It is easy to park nearby
- It is near to the bus stop / train station
- It is close to where I work
- It is close to/in my local supermarket
- None of these
- Other (please specify)

6. How easy is to get to your usual pharmacy? (Please tick one answer only)

- Very easy
- Quite easy
- Quite difficult
- Very difficult

7. If you have a condition that affects your mobility, are you able to park close enough to your pharmacy?

- Yes No don't know not applicable

8. Does your pharmacy deliver medication to your home if you are unable to collect it yourself?

- Yes No don't know/ I have never used this service

9. Can you remember a recent time when you had any problems finding a pharmacy to get a medicine dispensed, to get advice or to buy medicines?

- Yes No (Go to Q12)

10. If Yes, what was your main reason for going to the pharmacy?(Please tick one answer only)

- To get medicine(s) on a prescription To buy medicine(s) from the pharmacy
 To get advice at the pharmacy Other (please specify)

11. Please tell us what was the problem in finding a pharmacy?

12. Are you satisfied with the opening hours of your pharmacy?

- Yes No (please specify why below)

13. Were you satisfied with services received from your pharmacy during the pandemic?

- Yes No (please specify why below)

About the last time you found your usual pharmacy, or the one closest to you, closed

14. How many times recently have you needed to use your usual pharmacy (or the pharmacy closest to you) when it was closed?

- I haven't needed to use the pharmacy when it was closed (Go to Question 17)
 Once or twice three or four times four or more times

15. What day of the week was it?

- Monday to Friday Saturday Sunday Bank Holiday can't remember

16. What time of the day was it?

- Morning Lunchtime (between 12pm and 2pm) Afternoon Evening (after 7pm)
 Can't remember

17. What did you do when your pharmacy was closed?

- Went to another pharmacy Waited until the pharmacy was open went to a hospital
 Went to a Walk in Centre Called NHS 111 Other (please specify)

--

About any medicines you receive on prescription and dispensed by your usual, or local pharmacy

18. Did you get a prescription the last time you used a pharmacy?

- Yes No (Go to Q20) can't remember (Go to Q20)

19. Did the staff at the pharmacy tell you how long you would have to wait for your prescription to be prepared?

- Yes No, but I would have liked to have been told No, but I did not mind
 Can't remember

20. Was this a reasonable period of time?

- Yes No not applicable

21. Did you get all the medicines that you needed on this occasion?

- Yes (Go to Q24) No can't remember (Go to Q24)

22. What was the main reason for not getting all your medicines on this occasion? (Please tick one answer only)

- The pharmacy had run out of my medicine
 My GP had not prescribed something I wanted
 My prescription had not arrived at the pharmacy
 Some other reason

23. How long did you have to wait to get the rest of your medicines?

- Later the same day the next day two or more days More than a week never got it

24. If you have needed to use a hospital pharmacy (e.g. as an outpatient or on discharge following a stay in hospital), would you like to have the option to have the prescription dispensed as your local pharmacy?

- Yes No I have never used a hospital pharmacy

About times when you needed a consultation, or wished to talk to the pharmacist in the pharmacy

25. Have you had a consultation with the pharmacist recently for any health related purpose?

- Yes No (Go to Q29) can't remember (Go to Q29)

26. What advice were you given during your consultation?

- Lifestyle advice (e.g. stop smoking, diet and nutrition, physical activity etc.)
 Advice about a minor ailment
 Medicine advice
 Emergency contraception advice
 Blood pressure monitoring
 Referred to other service
 Other (please specify)

27. Where did you have your consultation with the pharmacist?

Please tick one

- At the pharmacy counter
 In the dispensary or a quiet part of the shop
 In a separate room
 Over the telephone (Go to Q29)
 Other (please specify)

28. How do you rate the level of privacy you have in the consultation with the pharmacist?

- Excellent Very Good Good Fair Poor Very Poor

About what you feel pharmacies should be able to offer you

29. Please tell us how you would describe your feelings about pharmacies.

- I wish pharmacies could provide more services for me
- I am satisfied with the range of services pharmacies provide
- Don't know

**30. Which if any of the services below do you think should be available locally through pharmacies?
(Please tick one box in each row)**

To get treatment of a minor illness such as a cold instead of my doctor (free of charge if you don't pay for prescriptions)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Advice on stopping smoking and/or treatment	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Advice on contraception and supply of "morning after" pill free of charge	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Weight management services and advice on diet/exercise for weight management	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Screening for other conditions	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Advice and treatment for alcohol misuse	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Advice and treatment for drug misuse	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Review of new medicines with advice on when it is best to take them, what they are for and side-effects to expect	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Provision of the "Flu" vaccination	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>
Other immunisations	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Not sure <input type="checkbox"/>

31. Is there anything you particularly value as a service from pharmacies?

32. Is there anything else, or any service that you feel could be provided by local pharmacies?

Finally please provide some details about yourself

24. Are you? Male Female Non-binary Prefer not to say

25. How old are you?

- Under 16 years 16-20 years 21-30 years 31-40 years 41-50 years
 51-59 years 60- 69 years 70 years or over

26. Please tell us your postcode

36. Disability: Do you have any of the following (Please tick all that apply)

- Physical impairment
 Visual impairment
 Hearing impairment/ Deaf
 Mental health impairment/ mental distress
 Learning difficulty
 Long term illness that affects your daily activity
 Other (please specify)

37. If you have ticked any of the boxes above, or you have cancer, diabetes or HIV this would be classed as 'disability' under the legislation. Do you consider yourself to be 'disabled'?

- Yes No

38. Which ethnic group do you belong to? (Please tick the appropriate box)

- Asian - Bangladeshi Asian - Indian Asian - Pakistani Asian – Other Background
 Black - African Black - British Black - Caribbean Black – other background
 Chinese Other Chinese Background
 Mixed Ethnic Background – Asian & White Mixed Ethnic Background – Black African & White
 Mixed Ethnic Background – Caribbean & White Mixed Ethnic Background – Other
 White - British White - English White - Irish White - Scottish
 White - Welsh White – Gypsy/ Traveller White – Other

The following questions are a little more personal and you can choose to stop here if you wish. However, it would be helpful if you would consent to complete these questions

39. Do you have a religion or belief?

Yes No Prefer not to say

40. If "Yes" please tick one of the options below:

Buddhist Christian Hindu Jewish
 Muslim Sikh
 Other (please specify)

41. How would you describe your sexual orientation?

Heterosexual Homosexual Bisexual Pansexual Prefer not to say

42. Do you live in the gender you were given at birth?

Yes No Prefer not to say

**Thank you for taking the time to complete this survey. The findings will help inform the development of pharmacy services in your local area.
The data you have provided is private and confidential and will not be shared. Only overall anonymised results of this consultation will form part of the final report which will be used to improve the delivery of local services.**

Appendix 6: 60-day Statutory Consultation Letter and Questionnaire (including an easy read version)



Knowsley Pharmaceutical Needs Assessment (PNA) 2025-2028 Consultation Invitation to Participate

20th May 2025

To whom it may concern,

I am writing to inform you of the publication of the first draft of the Knowsley Pharmaceutical Needs Assessment 2025-28, which is available via this link

[Pharmaceutical Needs Assessment report | Knowsley Council](#)

It is a statutory duty for Health and Wellbeing Boards to publish a PNA and keep it up to date. The PNA presents a picture of local community pharmacies and pharmaceutical services provided in Knowsley and assesses if these address needs and how they could further support the health and wellbeing of local people. The PNA is used by the NHS when they are reviewing applications to open a new pharmacy or approving any changes to existing contracts.

The Knowsley PNA Steering Group welcomes comments on the 2025-2028 PNA draft. The purpose of the consultation is to gain feedback on its accuracy and the extent to which the findings reflect the views of Knowsley residents and other stakeholders.

We would like to invite you to view and comment on the document during the consultation period: Monday 2nd June 2025 to Sunday 3rd August 11:59pm. Please note that any responses received after this time may not be included in the findings report.

To aid this, a consultation survey has been developed to collect feedback. So after reading the draft PNA, please complete the online survey available at [Knowsley Pharmaceutical Needs Assessment \(PNA\) 60-day consultation questionnaire](#)

If you require a paper version of the survey or would like documents in another format please contact Heather Baxter by e-mail: knowsley.intelligence@knowsley.gov.uk or on 0151 443 3380 who will arrange to provide this within 14 days of your request. Thank you.

Your feedback will be used to inform the final report which is scheduled for publication on 1st October 2025. The final version will be available on the Health and Wellbeing Board website <https://www.knowsleyhwb.org.uk/pharmaceutical-needs-assessment/>

Yours faithfully

Sarah McNulty


Director of Public Health Knowsley
PNA Sponsor and Chair


Knowsley Pharmaceutical Needs Assessment (PNA) 60-day consultation questionnaire
Knowsley Health and Wellbeing Board must publish a **Pharmaceutical Needs Assessment (PNA)** every three years.


This report looks at whether current and future pharmacy services meet the needs of people in Knowsley.

We're asking for your feedback to check if the draft report is accurate and reflects your views.

 **Please read the draft PNA before completing the survey:** Draft Knowsley PNA link to go here

 **Deadline:** Submit your response by **11:59pm on Sunday 3rd August 2025**. Responses after this may not be included in the final report, which will be published by **1 October 2025**.

 If you need help accessing or completing the survey, email [**knowsley.intelligence@knowsley.gov.uk**](mailto:knowsley.intelligence@knowsley.gov.uk), if you would like a paper copy please also supply your name and postal address.

 Your information will be kept confidential and used in line with data protection laws.

1. Has the purpose of the Pharmaceutical Needs Assessment (PNA) been explained clearly in sections 1 & 2?

- Yes
- No
- Not sure

2. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

3. Is the scope of the PNA explained clearly in section 3?

- Yes
- No
- Not sure

4. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

5. Do sections 4 and 5 clearly explain the local context and the implications of the PNA?

- Yes
- No
- Not sure

6. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

7. Do sections 6-8 of the PNA provide a reasonable description of the services provided by pharmacies in Knowsley?

- Yes
- No
- Not sure

8. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

9. Are you aware of any NHS commissioned (NHS England or Integrated Care Board) pharmaceutical services currently provided, which have not been included within this PNA?

- Yes
- No
- Not sure

10. Please explain what these are. Please do not add any personal identifiable information in here.

Enter your answer

11. Do you think the PNA properly reflects what people in Knowsley need from their local pharmacies?

- Yes
- No
- Not sure

12. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

13. Do you agree with the findings and conclusions of the draft Knowsley PNA 2025-2028?

- Yes
- No
- Not sure

14. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

15. Does the PNA provide enough information to help plan services in the future?

- Yes
- No
- Not sure

16. Please explain why you answered no. Please do not add any personal identifiable information in here.

Enter your answer

17. Are you answering the survey as a community pharmacy contractor or employee

- Yes
- No

18. Are you happy for us to store your details in case we need to contact you to follow up?

- Yes
- No

19. Please provide your job title and work e-mail address. Please do not add in any personal e-mail addresses here.

Enter your answer

20. Please could you review the information in Appendix 1 (opening hours) and Appendix 2 (service provision). Are they accurate?

Yes

No

21. Please provide details of amendments. Please do not add any personal identifiable information in here.

Enter your answer

22. Do you have any further comments about the Knowsley draft Pharmaceutical Needs Assessment 2025-2028? Please do not add any personal identifiable information in here.

Enter your answer



Thank-you for taking the time to complete this survey and read the draft Knowsley PNA 2025-28 report. Your feedback is appreciated and will be used to inform the final report which will be published on or before 1st October 2025.

Important thing you can do next

[Save my response](#)

[Submit another response](#)



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Knowsley Pharmacy Needs Assessment Survey

Tell us what you think?



Easy Read Version

<p>Report</p>	<p>We have recently written a new report on local pharmacies and what they offer. It is called a Pharmaceutical Needs Assessment PNA for short.</p>
	<p>How can you help us?</p>

	<p>We want to know what you think about our PNA.</p> <p>We will look at what you say and think about changing the PNA if we need to.</p>
	<p>Please read the report and then answer the questions at the end.</p> <p>Read the PNA by clicking on these words</p>
	<p>We need your answers by 11:59pm on Sunday 3rd August 2025.</p>
	<p>You can answer the PNA survey questions on a computer, using the link below.</p> <p>Knowsley 60-day PNA consultation</p>
	<p>You can fill in a paper copy of the PNA by e-mailing knowsley.intelligence@knowsley.gov.uk or calling 0151 443 3380</p>
	<p>What will we do with what you tell us?</p>

	<p>We will use what you tell us to help plan the services at pharmacies.</p>
	<p>None of the questions ask you for any personal information such you're your name, address or date of birth</p> <p>The questions that we would like you to answer are below.</p>
	<p>Please put a tick (✓) in the box for the answer which you want to give</p>

Question 1.

Has the reason for the pharmaceutical needs assessment been explained?

Please tick one box:

	<p>Yes</p>	
	<p>No</p>	

?	Don't know	
---	------------	--

If no, please let us know why (below) Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
---	-----------------------------------

Question 2.

Do you think the report is right about the health and other needs of people living in Knowsley?

Please tick one box

😊	Yes	
---	-----	--

☹️	No	
?	Don't know	

If no, let us know why in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer:
--	------------------------------------

Question 3.


Do you think the report is right about the pharmaceutical services that we have across Knowsley?

Please tick one box

😊	Yes	
---	-----	--

☹️	No	
?	Don't know	

If no, let us know why in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
---	-----------------------------------


Question 4.

Do you think there are any pharmacy services that are not in the report but should be?

Please tick one box

	Yes	
	No	
	Don't know	

If yes, let us know why in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
---	--------

Question 5.
Do you think the report is right about what people in Knowsley need from their local pharmacies?

Please tick one box

	Yes	
	No	
	Don't know	



If no, let us know why in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
--	--------


Question 6.

Do you agree or disagree with what we have put in this report about Knowsley pharmacies and the services?

Please tick one box

	Agree	
	Disagree	
	Don't know	




Let us know why you picked this answer in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
--	--------


Question 7.

Is there anything else you would like to tell us about pharmacies, their services or [the Knowsley Pharmaceutical Needs Assessment 2025-2028](#)?

Please tick one box

	Yes	
	No	
	Don't know	

If yes, let us know why in this box Please **do not** include any information about yourself like your name, address, date of birth.

	Answer
--	---------------

THANK YOU FOR TAKING PART

Paper copies can be returned in the prepaid envelope provided or posted to:	Or dropped off at the following address for the attention of PNA Lead
Knowsley Council FAO PNA Lead Public Health 5 th Floor Municipal Building Archway Road Huyton L36 9YU	Knowsley Council FAO PNA Lead Public Health Nutgrove Villa Westmorland Road Huyton L36 6GA

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Appendix 7: public survey respondent demographics

The responses to the public survey have been used throughout the PNA. The following tables detail the key demographics of respondents. The survey was official open in November and December 2024.

A total of 425 people had responded by 19th December 2024

Note: respondents were asked **not** to provide a full postcode, therefore it was not possible to split responses into wards.

Age Group	Respondents Survey (%)	Census 2021 (%)
16-20 years	0.7	5.2
21-30 years	4.5	14
31-40 years	5.2	13.9
41-50 years	7.7	11.4
51-60 years	16.2	14.6
60- 69 years	22.8	12.1
70 years or over	39.0	11.7
Prefer not to say	4.0	0

Gender	Respondents Survey (%)	Census 2021 (%)
Male	31.5	49
Female	66.2	51
Non binary	0	0
Prefer not to say	2.3	0

Carer	Respondents Survey (%)	Census 2021 (%)
Yes	21.4	13
No	75.6	87
Unanswered	3.1	0

Type of Disability	
Physical impairment	18.1
Visual impairment	7.3
Hearing impairment/ Deaf	12
Mental health impairment/ mental distress	9.4
Learning difficulty	2.1
Long term illness that affects your daily activity	25.1
Prefer not to say	11

Considers themselves disabled (as defined by the Equality Act)	Respondents Survey (%)	Census 2021 (%)
Yes	27.2	25.6
No	46.2	74.4
Don't know	2.8	0
Prefer not to say/not answered	23.7	0

Ethnicity	Respondents Survey (%)	Census 2021 (%)
Asian or Asian British, Black or Black British, Mixed or Multiple ethnic groups/other ethnic group	1.2	4.1
White	93.9	95.9
Prefer not to say/not answered	4.9	0

Note: due to small numbers the categories used in the public survey have been collapsed into 3 broad groups due to small number disclosure rules

Religion	Respondents Survey (%)	Census 2021 (%)
Christian	61.3	66.6
All other religions	2.1	1.4
none	27.7	27.2
Prefer not to say/not answered	11	4.8

Note: due to small numbers the categories used in the public survey have been collapsed due to small

Sexual Orientation	Respondents Survey (%)	Census 2021 (%)
Heterosexual	80	92
Homosexual	1.6	1.5
Other sexual orientation	1.2	0.9
Prefer not to say/not answered	17.1	5.7

Note: due to small numbers the categories used in the public survey have been collapsed due to small

Gender Identity	Respondents Survey (%)	Census 2021 (%)
Lives in the gender given at birth	92.5	95.1
Does not live in the gender given at birth	1.2	0.3
Prefer not to say/not answered	6.3	4.6

Appendix 8: 60-day Consultation Response

Consultation Report for Knowsley Pharmaceutical Needs Assessment (2025 to 2028)

Introduction

This report outlines the formal consultation that took place, as part of the development of Knowsley Pharmaceutical Needs Assessment (PNA) for 2025-2028. This process meets the statutory requirements set out in NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, which state that Health and Wellbeing Boards must formally consult specific organisations and local stakeholders about any draft PNAs for a minimum of 60 days.

This report provides details of the consultation process, summarises its findings and identifies actions taken to amend the final PNA, as a result of the consultation responses.

Consultation Process

Knowsley's draft PNA report was made publicly available on the Knowsley Metropolitan Borough Council website from Monday 2nd June to Sunday 3rd August, however, the survey remained open until 9am 8th August (the webpage was removed the same day).

The consultation was run electronically in order to limit the impact on the environment. However, details of how to request a paper version were included in communications. People were encouraged to take part in the consultation by responding to a short online survey, which was hosted by Knowsley Council via Microsoft Forms software. An e-mail address and a telephone number were included on the website should people have questions or need assistance.

For the first time an easy read copy of the survey and PNA were included in the consultation. These were co-produced by Knowsley Council's Intelligence and Insight Team and Healthwatch Knowsley.

The online survey included a total of 22 questions. However, due to the use of branching logic in Microsoft Forms, participants could answer as few as 10 questions depending on their responses. Additionally, some questions were specifically reserved for pharmacy staff. The easy read version of the survey included seven questions. The survey included an opportunity to provide further comments and suggestions. A copy can be found in Appendix 8.

In line with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, the following local organisations and key stakeholders were also specifically invited to respond to the consultation for Knowsley:

- Neighbouring Health and Wellbeing Boards
- The Local Pharmaceutical Committee (LPC)
- Local pharmacy contractors
- Local Medical Committee (Mid-Mersey)
- Cheshire and Merseyside Integrated Care Board

- Healthwatch Knowsley
- NHS Trusts/Foundation Trusts in the Knowsley Health and Wellbeing area
- NHS England
- One Knowsley
- Knowsley Place
- General Practitioners in Knowsley

Responses to the consultation were collated and analysed by Knowsley Council's Intelligence and Insight Team and responses were considered and, reviewed by the Knowsley PNA Steering Group to ensure the appropriate action was taken.

Results

A total of two responses were received as part of the formal consultation all via the online survey, all from pharmacy staff.

Participants were not required to complete every question. If the response was either no (or yes in a few cases), respondents were asked to explain further.

Question 1	Responses		
	Yes	No	Not sure
Has the purpose of the Pharmaceutical Needs Assessment (PNA) been explained in sections 1 & 2?	100% (2)	0%	0%

All respondents were happy that the purpose of the PNA had been explained.

Question 2	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 3	Responses		
	Yes	No	Not sure
Is the scope of the PNA explained clearly in section 3?	100% (2)	0%	0%

All respondents agreed that the scope had been explained clearly.

Question 4	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 5	Responses		
	Yes	No	Not sure
Do sections 4 and 5 clearly explain the local context and the implications of the PNA?	100% (2)	0%	0%

All respondents agreed that the local context had been clearly explained, as had the implications of the PNA.

Question 6	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 7	Responses		
	Yes	No	Not sure
Do sections 6-8 of the PNA provide a reasonable description of the services provided by pharmacies in Knowsley?	100% (2)	0%	0%

All respondents felt the PNA provided a reasonable description of the services provided by Knowsley pharmacies.

Question 8	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 9	Responses		
	Yes	No	Not sure
Are you aware of any NHS commissioned (NHS England or Integrated Care Board) pharmaceutical services currently provided, which have not been included within this PNA?	0%	100% (2)	0%

Respondents were not aware of any NHS commissioned services that had not been included in the PNA.

Question 10	Responses
Please explain what these are. Please do not add any personal identifiable information here	Not applicable as all respondents had answered no to the previous question.

Question 11	Responses		
	Yes	No	Not sure
Do you think the PNA properly reflects what people in Knowsley need from their local pharmacies?	100% (2)	0%	0%

All respondents felt the PNA reflected what people in Knowsley need from their local pharmacies.

Question 12	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 13	Responses		
	Yes	No	Not sure
Do you agree with the findings and conclusions of the draft Knowsley PNA 2025-2028?	100% (2)	0%	0%

All respondents agreed with the findings and conclusions of the Knowsley PNA.

Question 14	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Question 15	Responses		
	Yes	No	Not sure
Does the PNA provide enough information to help plan services in the future?	100% (2)	0%	0%

All respondents felt there was enough information in the PNA to plan future services.

Question 16	Responses
Please explain why you answered no. Please do not add any personal identifiable information here	Not applicable as all respondents had answered yes to the previous question.

Questions 17 to 21 were only for pharmacy contractors and staff.

Question 17	Responses		
	Yes	No	Not sure
Are you answering the survey as a community pharmacy contractor or employee?	100% (2)	0%	0%

Question 18	Responses	
	Yes	No
Are you happy for us to store your details in case we need to contact you to follow up?	50% (1)	50% (1)

Question 19	Responses
Please provide your job title and work e-mail address. Please do not add any personal identifiable information here.	Details provided by one respondent.

Question 20	Responses	
	Yes	No
Please could you review the information in Appendix 1 (opening hours) and Appendix 2 (service provision). Are they accurate?	100% (2)	0%

All respondents agreed that the information in Appendices 1 and 2 of the Knowsley PNA 2025-28 were accurate.

Question 21	Responses
Please provide details of amendments. Please do not add any personal identifiable information in here.	Not applicable as all respondents had answered yes to the previous question

Question 22
Do you have any further comments about the Knowsley draft Pharmaceutical Needs Assessment 2025-2028? Please do not add any personal identifiable information in here.

The following comment was made:

“p61 – Point 6.1.1 – Sentence needs clarification”

Response – Thank-you for this feedback, we note that there was a typo and have removed the text **who may own many hundreds of pharmacies UK wide.**

Conclusion

The consultation process was effective in receiving scrutiny for the PNA from the health and pharmaceutical workforce. No member of the public responded to the consultation, which is often the case. The reasons for this are unknown, but some possible reasons include:

The report is lengthy and, at times, quite technical, the PNA may seem irrelevant to some members of the public—particularly if they don’t immediately see how, it affects them personally. Additionally, consultation fatigue and low confidence that their feedback will influence decisions may discourage participation. Some people may also feel that they’ve already shared their views earlier in the process via the public survey and don’t see the need to engage again. The pharmacy situation in Knowsley has

been stable, there have been no significant events, such as multiple closures, openings or major changes to services, making residents less likely to engage with the final consultation.

The steering group were satisfied that appropriate steps were taken to promote the consultation and believe that the lack of responses is positive as it suggests no significant objections to the content or judgement of the Pharmaceutical Needs Assessment.

The steering group members agreed that overall responses suggest that:

- The purpose of the PNA had been sufficiently explained.
- The scope of the PNA was clear.
- The local context and implications of the PNA had been clearly explained.
- All commissioned services were reflected in the PNA with a reasonable description of each.
- The pharmaceutical needs of the local population were accurately reflected in the PNA.
- They agreed with the findings and future needs.
- There were no omissions within the PNA.

All comments and feedback were gratefully received and were used to improve the accuracy and quality of PNA. No gaps in provision were identified as a result of the 60-day consultation.

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2 [CPCF arrangements for 2024/25 and 2025/26 announced - Community Pharmacy England](#)

3 <https://cpe.org.uk/wp-content/uploads/2024/10/Pharmacy-Pressures-Survey-2024-Funding-and-Profitability-Report-Sep-2024.pdf>

4 [Nearly a sixth of pharmacies could close within a year, Pressures Survey indicates - Community Pharmacy England](#)

5 [LloydsPharmacy sells all of its community pharmacy branches - The Pharmaceutical Journal](#)

6 [Scaling back: the pharmacies cutting opening hours to avoid closure - The Pharmaceutical Journal](#)

7 [Scaling back: the pharmacies cutting opening hours to avoid closure - The Pharmaceutical Journal](#)

8 <https://www.gov.uk/government/consultations/hub-and-spoke-dispensing/outcome/government-response-to-the-consultation-on-hub-and-spoke-dispensing>

9 [Hub & Spoke - Community Pharmacy England](#)

10 [Knowsley Local Plan: Core Strategy](#)

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- ¹⁸ <https://www.nhsbsa.nhs.uk/statistical-collections/general-pharmaceutical-services-england/general-pharmaceutical-services-england-2015-16-2023-24>
- ¹⁹ <https://pharmaceutical-journal.com/article/opinion/pharmacy-is-failing-patients-with-language-barriers-we-must-do-better>
- ²⁰ [CBP-9997.pdf](#)
- ²¹ <https://www.weforum.org/stories/2023/02/why-is-world-experiencing-medicine-shortages-and-how-can-the-generics-industry-address-supply-challenges/>
- ²² [Special report: the UK's medicines shortage crisis - The Pharmaceutical Journal](#)
- ²³ [Community Pharmacy England briefs MPs on medicines supply issues - Community Pharmacy England](#)
- ²⁴ [Written questions and answers - Written questions, answers and statements - UK Parliament](#)
- ²⁵ [NHS England » A guide to the systems and processes for managing medicines supply issues in England](#)
- ²⁶ <https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/serious-shortage-protocols-ssps>
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