

## Cheshire East Pharmaceutical Needs Assessment: 2022-2025 Plain English Summary

A Pharmaceutical Needs Assessment (PNA) is a way to ensure that the right pharmacy services are in place for the residents of Cheshire East. The PNA is used by the NHS to consider whether more pharmacies are needed in any area or if more services within pharmacies are needed.

Cheshire East, and all areas of the country, must complete this needs assessment every three years. The COVID-19 pandemic delayed the latest PNA.

To produce this PNA, people from health and public health organisations worked together to look at a wide range of pharmacy-related information (for example numbers of prescriptions and numbers of pharmacies) and asked for the views of residents and pharmacies.

**The assessment showed that pharmaceutical provision in Cheshire East is adequate.**

This means that there are enough pharmacies across Cheshire East and that their opening hours and the services they provide are suitable. People can also seek support from pharmacies in other local authorities nearby. This is important—particularly in Bollington, Disley and Poynton, where there are fewer pharmacies.

Pharmacy services have been important in helping residents during the pandemic. Pharmacies are important not only in providing medicines, but also in:

- Helping people to be healthier
- Finding people with high blood pressure, so they can be treated
- Giving advice about minor illnesses.

We asked people to comment on the draft of the PNA. After looking at the feedback, we have added some more detail in the finalised document, to explain the purpose of the PNA and how we reached our conclusions.

Appendix G of the PNA document describes the feedback and the changes made in response. Many comments were about pharmacy performance in a single location in Cheshire East. Performance issues are not managed as part of the PNA but comments have been passed on to NHS England, who are responsible for looking into this further. Details of how people can complain, if they are concerned about a pharmacy's performance have been provided in the final full version of the PNA (in Appendix H), and also at the end of this document.

Over the next 10 years, there are going to be **more older people**. Given that older people often need more medicines, it is likely that all pharmacies across the country will need to plan for this. This should include thinking about ensuring they can support people with

specific needs, such as people with disabilities. This issue will be followed up again in the next PNA in three years.

There may also be a need for a pharmacy to support people living in Basford. This is because many houses are being built in this area over the next three years. Rope Green Medical Centre and the linked Well Pharmacy should be able to support this community for the time being. This issue will also be followed up in the next PNA.

This PNA covers 2022 to 2025. However, during this time, the Health and Wellbeing Board will actively watch for major changes in pharmacy need or services and regularly consider whether additional updates are needed.

# How to complain about a local pharmacy

**This process does not cover complaints about a hospital pharmacy. You need to contact the Trust that runs the hospital.**

## **Step 1 – Talk to a member of staff**

If you feel comfortable doing so, it is always best to mention your concern to the member of staff you are dealing with or their manager. They may be able to sort things out for you.

## **Step 2 – contact the pharmacy complaints manager**

Each pharmacy must have a complaints manager, who makes sure complaints are dealt with properly. You can complain by letter, email or by talking to someone at the pharmacy.

For more information about the complaints procedures see the briefing note on the Pharmaceutical Services Negotiating Committee (PSNC) website.

**[NHS complaints procedure - PSNC Website: https://psnc.org.uk/quality-and-regulations/clinical-governance/complaints/](https://psnc.org.uk/quality-and-regulations/clinical-governance/complaints/)**

## **Step 3 – contact NHS England**

NHS England handle concerns or complaints relating to directly commissioned services or services provided by NHS England. This includes primary care (GPs, dentists, pharmacists, and optometrists).

A complaint can be made:

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please email 'for the attention of the complaints team'

By post:

NHS England,  
PO Box 16738,  
Redditch, B97 9PT

By telephone: 0300 311 22 33

Website:

**[www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/](http://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/)**

Cheshire East Healthwatch offers an NHS Independent Complaints Advocacy Service (ICAS). They can help you to use the NHS complaints process to have your voice heard.

**[Help Making a Complaint - Healthwatch Cheshire East](#)**

<https://healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint/>

## **Step 4 - write to the parliamentary and health service ombudsman**

The parliamentary and health service ombudsman makes final decisions on complaints that have not been resolved by the NHS in England and other public organisations.

Telephone: 0345 015 403

Website:

[www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms](http://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms)

Postal address:

Parliamentary and Health Service Ombudsman,  
Millbank Tower,  
Millbank,  
London SW1P 4QP

### **Additional support**

The General Pharmaceutical Council (GPhC) is there to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

The GPhC can give guidance on the following:

- What to expect from your pharmacy
- Buying medicines safely online
- Raising concerns or a complaint about a pharmacy professional.

Telephone: 020 3713 8000

Email: [info@pharmacyregulation.org](mailto:info@pharmacyregulation.org)

Website:

[I am a member of the public | General Pharmaceutical Council \(pharmacyregulation.org\) https://www.pharmacyregulation.org/i-am-patient-or-member-public](http://www.pharmacyregulation.org)