



Herefordshire Pharmaceutical Needs Assessment 2025 Appendices



Appendix 1

Recommendations Action Matrix

HWICS

Recommendation (HWICS)	Responsible	Actions	Issues / Opportunities	Timeline
1. Increase public confidence, awareness, and uptake of pharmacy services, particularly Pharmacy First.	ICB Pharmacies PCNs Local Authority and LPC Comms Teams			
2. Increase strategic oversight and alignment of services with health priority areas.	ICB			
3. Ensure sustainability of current services and staff morale.	ICB			
4. Improve joint working with Local Authority Public Health Teams and PCNs. Particularly regarding Population Health Management, Neighbourhood Health Plans, information sharing and data capture.	ICB Pharmacy Lead Local Authority PH Team LPCs PCNs			

Herefordshire

Recommendation	Responsible	Actions	Issues / Opportunities	Timeline
5. Consideration for commissioning a rota to allow for increased out of hours provision beyond 1900hrs during weekday evenings.	ICB LPC			
6. Aim to ensure Hypertension Case Finding and Smoking Cessation services are provided within areas of greatest need. This may be by levels of deprivation, or ideally, identified using local data and intelligence.	ICB LPC			
7. Consideration of commissioning a new sharps' disposal service.	Local Authority HWB LPC			
8. Increase partnership working with regards Public Health (Promotion of Healthy Lifestyles) as an essential service. This	LPC Local Authority Public Health Team			

Recommendation	Responsible	Actions	Issues / Opportunities	Timeline
should be through collaboration with the Public Health Team, PCNs and local Health Champion initiatives.	Health Champions Network			
9. Use of local data intelligence to inform services. This should also be two-way and links to data capture and sharing of pharmacy outcomes, as above.	LPC Local Authority Public Health Team			
10. Alignment with local health priorities and key performance indicators. Particularly, vaccination coverage and promotion, hypertension, and smoking in early pregnancy.				
11. Consideration of streamlining the existing local commissioning process. With the aim of increasing uptake of services by pharmacies who are under significant workload pressures and may be otherwise put off by the time taken to complete this.				
12. Consideration of the environment, crowding and queuing systems within community pharmacies. This is to allow for greater customer privacy and inclusivity to those neurodivergent individuals. It may also increase uptake of pharmacy first and other services.				

Appendix 2

Herefordshire and Worcestershire PNA Working Group Terms of Reference

Date 6 September 2024

Background

1. The PNA is an assessment of the need for a type of service rather than a service provided by a particular type of contractor. Pharmaceutical services can be provided by Dispensing Doctors, Dispensing Appliance Contractors, Local Pharmaceutical Service Contractors as well as Community Pharmacies.
2. PNAs are used to guide decisions on which NHS funded services need to be provided by local community pharmacies and other providers.
3. PNAs are also relevant when deciding if new pharmacies are needed, in response to applications by businesses, including independent owners and large pharmacy companies. Applications by applicants and existing NHS contractors can be open to legal challenge if not handled properly. It is therefore important to have an up to date and locally relevant PNA.
4. Regulation 4 and Schedule 1 of the 2013 regulations outline the minimum requirements for pharmaceutical needs assessments. In addition, regulation 9 sets out matters that the health and wellbeing board is to have regard to. In summary the regulations require a series of statements of:
 - The pharmaceutical services that the health and wellbeing board has identified as services that are necessary to meet the need for pharmaceutical services;
 - The pharmaceutical services that have been identified as services that are not provided but which the health and wellbeing board is satisfied need to be provided in order to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service;
 - The pharmaceutical services that the health and wellbeing board has identified as not being necessary to meet the need for pharmaceutical services but have secured improvements or better access;
 - The pharmaceutical services that have been identified as services that would secure improvements or better access to a range of pharmaceutical services or a specific pharmaceutical service, either now or in the future; and
 - Other NHS services that affect the need for pharmaceutical services or a specific pharmaceutical service.

Other information that is to be included or taken into account is:

- How the health and wellbeing board has determined the localities in its area;
- How it has taken into account the different needs of the different localities, and the different needs of those who share a protected characteristic;
- A report on the consultation;
- A map that identifies the premises at which pharmaceutical services are provided;
- Information on the demography of the area;
- Whether there is sufficient choice with regard to obtaining pharmaceutical services;

- Any different needs of the different localities; and
 - The provision of pharmaceutical services in neighbouring health and wellbeing board areas.
5. The 2022 Pharmaceutical Needs Assessments for Herefordshire and Worcestershire were published on 1st October 2022.

Working Group

6. The purpose of the PNA 2025 working group is to ensure that robust Pharmaceutical Needs Assessments (PNAs) for Herefordshire and Worcestershire are published by 31/10/2025.
7. The PNA 2025 Working Group will agree the project plan and assure itself that the PNA meets the requirements of The Health and Social Care Act 2012 and NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 and is in line with DH guidance. Pharmaceutical Needs Assessment to satisfy control of entry regulations.
8. The group should take into account the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy and the priorities of the Integrated Care System.
9. The group should also consider the wider context of pharmaceutical services including the cost of living crisis, inequalities and pressure on services due to increased demand and constrained resources.

Membership

10. The working group will include:

Matthew Fung - Public Health Consultant, Worcestershire
 Cameron Russell - Advanced Public Health Practitioner, Worcestershire
 Dr Heidi Bowring – Public Health Registrar, Worcestershire
 Amy Medway – Public Health Practitioner, Worcestershire
 Harpal Aujla– Consultant in Public Health, Herefordshire
 Dr Ryan Davies -Public Health Registrar, Herefordshire
 Luke Bennett- Public Health Senior Commissioning Officer, Herefordshire
 Dr Paul Bunyan– LMC representative
 Fiona Lowe – LPC Chair
 Alison Rogers – H&W ICB
 Margaret Reilly – Healthwatch Worcestershire
 Amy Chandler - Healthwatch Herefordshire
 Satyan Kotecha - Commissioning, NHSE/I
 Caroline Horton, Primary Care Commissioning Manager, H&W ICB
 Karen Sheldon, Admin support, Worcestershire

11. Other members with relevant expertise will be co-opted by invitation as appropriate.

Principles and behaviours

12. Members of the Working group are expected to
- Attend meetings or send a substitute where possible.

- Work together and take collective responsibility for decisions except where that conflicts with other roles.
- Honour any commitments made insofar as they relate to their own organisations

Meeting frequency

13. Meetings of the working group will be scheduled as required. Initially this will be every 2 months.
14. Papers and documents for discussion should be sent to Karen Sheldon. Documents will usually be circulated 1 week in advance of meetings

Relationships to other groups

15. The Pharmaceutical Services Working Group will provide reports to other groups, including the JSNA working group, Worcestershire and Herefordshire Health and Wellbeing Boards and groups within the Herefordshire and Worcestershire Integrated Care System

Appendix 3

List of Community Pharmacies in Herefordshire

PCN	Contractor	Pharmacy Name	Address	Address 2	Area / Town	Postcode
East	Boots Uk Limited	Boots The Chemist Ltd	9 High Street		Ledbury	HR8 1DS
	First Health Midlands Ltd	Bromyard Pharmacy	35 High Street		Bromyard	HR7 4AF
	NI Wade	Day Lewis Pharmacy (ex S & J Briggs)	2 Sear House	Bye Street	Ledbury	HR8 2AA
	B & H Jagpal Ltd	Healthpoint Pharmacy	Fletton House, Walwyn Road		Colwall	WR13 6QG
Hereford City WBC	L Rowland & Co (Retail) Ltd	L Rowland & Co	Eastholme Avenue	Belmont	Hereford	HR2 7XT
	L Rowland & Co (Retail) Ltd	L Rowland & Co	Gorsty Lane		Hereford	HR1 1UN
	Avicenna Retail Ltd	Taylor's Pharmacy	1-2 St Owens Mews	St Owens Street	Hereford	HR1 2JB
HMG (Hereford Medical Group)	Asda Stores Ltd	Asda Stores Ltd	Belmont Road		Hereford	HR2 7JE
	Boots Uk Limited	Boots The Chemist Ltd	42-43 Bewell Street		Hereford	HR4 9AA
	H Shackleton Ltd	Chandos Pharmacy	2/3 Chandos House	St Owen Street	Hereford	HR1 2PR
	H Shackleton Ltd	Chave & Jackson Ltd	6/7 Broad Street		Hereford	HR4 9AE
	Day Lewis PLC	Day Lewis Pharmacy	96 Grandstand Road		Hereford	HR4 9NR
	Hereford Hub Retail Ltd	Hereford Pharmacy	The Pharmacy Unit, Station Medical Centre,	Station Approach	Hereford	HR1 1BB
	L Rowland & Co (Retail) Ltd	L Rowland & Co Westfaling St	100 Westfaling Street		Hereford	HR4 0JF
	Tesco Stores Ltd	Tesco Instore Pharmacy - Belmont	Abbotts Mead Road	Belmont	Hereford	HR2 7XS
	Tesco Stores Ltd	Tesco Instore Pharmacy - City	1 Fryzer Court	Bewell Street	Hereford	HR4 0BW
	W m Morrisons Supermarkets plc	Wm Morrison Pharmacy	Station Approach		Hereford	HR1 1DN
	Wye Valley Pharmacy Ltd	Wye Valley Pharmacy	42c Holme Lacy Road		Hereford	HR2 6BZ
North & West	Boots Uk Limited	Boots The Chemist Ltd	18 Corn Square		Leominster	HR6 8LR
	Sumedha Pharma Ltd	Kington Pharmacy	42 High Street		Kington	HR5 3BJ
	Matrix Primary Healthcare Ltd	Leominster Pharmacy Ltd	21/23 West Street		Leominster	HR6 8EP
	Rees W s & B (Chemists) Ltd	W.S. & B Rees Chemists	20 High Street		Leominster	HR6 8LZ

PCN	Contractor	Pharmacy Name	Address	Address 2	Area / Town	Postcode
	H.G.Clewer Ltd Pharmacy	Westfield Walk Pharmacy	Westfield Walk		Leominster	HR6 8HD
DSP	Drugs2u Pharmacy	Drugs2u	Unit 11 Evans Business Centre		Leominster	HR6 0LX
South & West	Boots Uk Limited	Boots The Chemist Ltd	5 Market Place		Ross-on-Wye	HR9 5NX
	First Health Midlands Ltd	Benjamins Pharmacy	The Community Hospital	Alton Street	Ross-on-Wye	HR9 5AD
	Gorgemead Limited	Cohens Chemist	Pendeen Surgery	Kent Avenue	Ross-on-Wye	HR9 5AH

Appendix 4

Herefordshire pharmacy opening hours

PCN	Pharmacy Name	Opening hours Mon-Fri	Opening hours Saturday	Opening hours Sunday
East	Day Lewis Pharmacy (ex S & J Briggs)	09:00 - 18:00	09:00 - 13:00	Closed
East	Bromyard Pharmacy	09:00- 13.20 14.00 -18:00	9:00 - 14:00	Closed
East	Boots The Chemist Ltd	09:00 - 17:30	09:30 - 17:30	Closed
East	Healthpoint Pharmacy	0900-1800	0900-1230	Closed
Hereford City WBC	L Rowland & Co Eastholme Ave	09:00-13.00 13.20- 17:30	09:00-13:00	Closed
Hereford City WBC	L Rowland & Co Gorsty Lane	08:30-13:00 14:00-17:30	Closed	Closed
Hereford City WBC	Taylor's Pharmacy	08:30 - 18:00	09:00 - Closed	Closed
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - Belmont	08:00-19:00	08:00 - 19:00	10:00-16:00
HMG (Hereford Medical Group)	Asda Stores Ltd	09:00-12:30, 13:00-16:30, 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	10:00 - 16:00
HMG (Hereford Medical Group)	Boots The Chemist Ltd	09:30-13.00 14.00 -18.00	09:00- 13.00 14.00-17.00	10.00-16.00
HMG (Hereford Medical Group)	Wye Valley Pharmacy	09:00 - 17:30	Closed	Closed
HMG (Hereford Medical Group)	L Rowland & Co Westfaling St	09:00 -13.00 14.00 -18:00	Closed	Closed
HMG (Hereford Medical Group)	Wm Morrison Pharmacy	09:00-12:30 13:30 -19:00	09:00-12:30 13:30 -18:00	10:00 - 16:00
HMG (Hereford Medical Group)	Chave & Jackson Ltd	09:00 - 17:30	09:00 - 17:30	Closed
HMG (Hereford Medical Group)	Chandos Pharmacy	09:00 - 18:00	Closed	Closed
HMG (Hereford Medical Group)	Day Lewis Pharmacy	08:45-13:00, 13:45-18:00	Closed	Closed
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - City	08:00-13:30 14:00-19:00	08:00 - 17:00	Closed
HMG (Hereford Medical Group)	Hereford Pharmacy	7.30 - 19.00	8.00 - 13.00	8.00-10.00
North & West	Leominster Pharmacy Ltd	09:00 - 18:00	09:00 - 17:30	Closed
North & West	Boots The Chemist Ltd	09:00 - 17:30	09:00 - 16:00	Closed
North & West	W.S. & B Rees Chemists	09:00 - 17:30	09:00 - 14:00	Closed
North & West	Kington Pharmacy	09:00-13:00, 13:30-18:00	09:00 - 12:00	Closed
North & West	Westfield Walk Pharmacy	0900-1900	0900-1200	Closed
North & West (DSP)	Drugs2U Pharmacy	09:00-13:00 13:30-17:30	Closed	Closed
South & West	Boots The Chemist Ltd	09:00-13:00 14:00-17:30	09:30-13:00 14:00-16:00	10:00-16:00
South & West	Benjamins Pharmacy	09:00 - 18:30	Closed	Closed
South & West	Cohens Chemist	08:30 - 18:00	Closed	Closed

Appendix 5

List of Dispensing Pharmacies in Herefordshire

Practice name	Address 1	Address 2	Address 3	Post code
Cradley Surgery	Cradley	Malvern	Worcester	WR13 5LT
Fownhope Medical Centre	Lower Island Orchard	Fownhope	Hereford	HR1 4PZ
Golden Valley Practice	The Surgery		Ewyas Harold	HR2 0EU
Peterchurch Surgery (branch of Golden Valley Practice)	The Surgery	8-9 Closure Place	PETERCHURCH	HR2 0RS
Kingstone Surgery		Kingstone	Hereford	HR2 9HN
Kington Medical Practice	Eardisley Road		Kington	HR5 3EA
Much Birch Surgery			Much Birch	HR2 8HT
Nunwell Surgery	10 Pump Street		Bromyard	HR7 4BZ
Bodenham Surgery	Brockington Road		Hereford	HR1 3LR
The Mortimer Medical Practice - Kingsland	Kingsland		Leominster	HR6 9QL
The Mortimer Medical Practice - Leintwardine	High Street	Leintwardine	Craven Arms	SY7 0LQ
The Mortimer Medical Practice - Orleton	Millbrook Way	Orleton	Ludlow	SY8 4HW
Weobley Surgery	Gadbridge Road		Weobley	HR4 8SN
Staunton-On-Wye Surgery	Staunton-on-Wye		Hereford	HR4 7LT

Appendix 6

Advanced Services for which pharmacy-level data is available

PCN	Pharmacy Name	PF	FVS	HCFS	NMS	SCS	LFD
East	Day Lewis Pharmacy	✓	✓	✓	✓	X	✓
East	Bromyard Pharmacy	✓	✓	✓	✓	✓	✓
East	Boots The Chemist Ltd	✓	✓	✓	✓	X	✓
East	Healthpoint Pharmacy	✓	✓	✓	✓	X	✓
Hereford City WBC	L Rowland & Co Eastholme Ave	✓	✓	✓	✓	X	✓
Hereford City WBC	L Rowland & Co Gorsty Lane	✓	✓	✓	✓	✓	✓
Hereford City WBC	Taylor's Pharmacy	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - Belmont	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Asda Stores Ltd	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Boots The Chemist Ltd	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Wye Valley Pharmacy	✓	X	X	✓	X	X
HMG (Hereford Medical Group)	L Rowland & Co Westfaling St	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Wm Morrison Pharmacy	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Chave & Jackson Ltd	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Chandos Pharmacy	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Day Lewis Pharmacy	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - City	✓	✓	✓	✓	X	✓
HMG (Hereford Medical Group)	Hereford Pharmacy	✓	✓	✓	✓	✓	X
North & West	Leominster Pharmacy Ltd	✓	✓	✓	✓	X	X
North & West	Boots The Chemist Ltd	X	X	X	✓	X	X
North & West	W.S. & B Rees Chemists	✓	X	✓	✓	X	✓
North & West	Kington Pharmacy	✓	✓	✓	✓	X	✓
North & West	Westfield Walk Pharmacy	✓	✓	✓	✓	✓	✓
North & West (DSP)	Drugs2U Pharmacy	✓	✓	X	✓	X	X
South & West	Boots The Chemist Ltd	✓	✓	✓	✓	X	✓
South & West	Benjamins Pharmacy	✓	✓	X	✓	✓	✓
South & West	Cohens Chemist	✓	✓	✓	✓	✓	✓

Appendix 7

National Enhanced and Locally Commissioned Services for which pharmacy-level data is available

PCN	Pharmacy Name	CVS	EHC	SC	NES	PC
East	Day Lewis Pharmacy	✓	✓	✓	✓	X
East	Bromyard Pharmacy	✓	✓	✓	✓	✓
East	Boots The Chemist Ltd	✓	✓	✓	✓	X
East	Healthpoint Pharmacy	✓	✓	✓	✓	X
Hereford City WBC	L Rowland & Co Eastholme Ave	✓	✓	✓	✓	X
Hereford City WBC	L Rowland & Co Gorsty Lane	✓	✓	✓	✓	✓
Hereford City WBC	Taylor's Pharmacy	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - Belmont	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Asda Stores Ltd	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Boots The Chemist Ltd	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Wye Valley Pharmacy	✓	X	X	✓	X
HMG (Hereford Medical Group)	L Rowland & Co Westfaling St	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Wm Morrison Pharmacy	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Chave & Jackson Ltd	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Chandos Pharmacy	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Day Lewis Pharmacy	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Tesco Instore Pharmacy - City	✓	✓	✓	✓	X
HMG (Hereford Medical Group)	Hereford Pharmacy	✓	✓	✓	✓	✓
North & West	Leominster Pharmacy Ltd	✓	✓	✓	✓	X
North & West	Boots The Chemist Ltd	X	X	X	✓	X
North & West	W.S. & B Rees Chemists	✓	X	✓	✓	X
North & West	Kington Pharmacy	✓	✓	✓	✓	X
North & West	Westfield Walk Pharmacy	✓	✓	✓	✓	✓
North & West (DSP)	Drugs2U Pharmacy	✓	✓	X	✓	X
South & West	Boots The Chemist Ltd	✓	✓	✓	✓	X
South & West	Benjamins Pharmacy	✓	✓	X	✓	✓
South & West	Cohens Chemist	✓	✓	✓	✓	✓

Appendix 8

Focus Groups Semi-Structured Questionnaire

Experiences relating to access

- Distances to pharmacies
- Transport and locations
- Physical access or any other barriers
- Any other access comments

Range of services available

- Awareness of services
- Experiences (good and bad)
- Any other service comments

Pharmacy First

- Awareness of conditions treated
- Experiences (good and bad)
- Consultations and clinical spaces
- Any other Pharmacy First comments

Barriers/ issues encountered

- Physical barriers or accessibility
- Languages/ interpreter services
- Reasonable adjustments
- Any other barriers or issues

Unmet need

- Medication unavailability
- Opening hours
- Service gaps
- Any other comments on unmet need

Solution focused research

- Ideas and suggestions
- What is working well
- What isn't working well

Free discussion

- Any further comments not discussed
- Anecdotal messages (family, friends etc.)

Appendix 9

PNA Public Questionnaire (Herefordshire & Worcestershire)

Preview the [PNA 2025 Archived Public Survey online](#)

Appendix 10

PNA Pharmacy Questionnaire (Herefordshire & Worcestershire)

Preview the [PNA 2025 Archived Pharmacy Survey online](#)

Appendix 11

PNA Dispensing Practice Questionnaire (Herefordshire & Worcestershire)

Preview the survey [PNA 2025 Archived Dispensing Practice Survey online](#)