

Pharmaceutical Needs Assessment for Sunderland

July 2025 – July 2028

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Executive Summary

This Pharmaceutical Needs Assessment (PNA) examines the current provision of pharmacy services in Sunderland and evaluates potential gaps in service delivery. The Health and Social Care Act 2012⁽¹⁾ shifted the responsibility for developing and updating PNAs from Primary Care Trusts (PCTs) to Health and Wellbeing Boards. Under this legislation, each Health and Wellbeing Board was required to produce and publish its first PNA by 1 April 2015. Updated assessments must be published every three years or sooner if significant changes in pharmaceutical services occur, provided an earlier update is deemed proportionate to the change. Sunderland Health and Wellbeing Board published their last PNA ⁽²⁾ on 20 July 2022 (ahead of the 1 October 2022 deadline) and has prepared an updated PNA for publication by the 20 July 2025.

The Health and Care Act 2022⁽³⁾ delegated responsibility of commissioning community pharmacy services from NHS England (NHSE) to Integrated Care Boards (ICBs), with NHSE retaining accountability. The North East and North Cumbria (NENC) ICB took responsibility from 1 April 2023. The PNA serves as a critical document for the ICB in reviewing applications for inclusion in the pharmaceutical list. It is also a key resource for commissioning of enhanced community pharmacy services and locally commissioned services.

To develop this iteration of the PNA, an independent subject matter expert organisation was commissioned; North of England Commissioning Support (NECS). NECS worked with Sunderland City Council's public health team who led the development of this PNA on behalf of the Sunderland Health and Wellbeing Board. A steering group was convened to guide the process, and input was gathered from various stakeholders, including NHSE, North East and North Cumbria ICB, Sunderland City Council, Community Pharmacy Durham and Sunderland (CPDandS), Healthwatch, and local community pharmacists. The objective was to address issues affecting the Sunderland commissioning of community pharmacy services and identify future priorities for these services.

A statutory consultation took place between 2 April 2025 to 1 June 2025, to gather feedback from statutory consultees, the public, and other stakeholders on the PNA's content. The consultees agreed with the findings of the PNA and provided specific feedback which has been incorporated in the final version. The PNA also aligns with the health needs identified in Sunderland's Joint Strategic Needs Assessment (JSNA)⁽⁴⁾.

This PNA covers the following areas:

- An overview of the PNA process, including the identification of localities.
- An analysis of current and future health needs.

- A description of community pharmacies in Sunderland.
- An evaluation of existing service provision, accessibility, and any gaps.
- Insights into potential future roles for community pharmacies.
- An assessment of the community pharmacy's contributions to the Joint Health and Wellbeing Strategy (Healthy City Plan 2020-2030) ⁽⁵⁾.
- Key findings from stakeholder engagement and the statutory consultation.
- A summary of findings and the PNA statement.

The assessment concludes that there are no gaps in the provision of necessary services across localities in Sunderland. There is an adequate number of community pharmacies to meet the needs of patients who require necessary (essential) services such as dispensed medicines.

Although there is no access to community pharmacy services within the Coalfields locality during most of the extended GP hours on weekday evenings and generally on Sundays and weekday evenings, this does not highlight a specific need for additional community pharmacies in the locality. These wider opening hours are not classified as part of essential services, although their availability in the locality could improve access and choice for the local population.

There is adequate provision of existing advanced, enhanced and locally commissioned services across Sunderland, although access and equity of provision could be improved for some services.

The level of planned development is unlikely to require new pharmacy contracts to be issued for the areas of development within the time period covered by this PNA, due to satisfactory cover from already existing pharmacies.

1 Introduction

1.1 Background

The Health Act 2009 ⁽⁶⁾ introduced a legal obligation for all Primary Care Trusts (PCTs) to publish a PNA by 1 February 2011. The Health and Social Care Act 2012⁽¹⁾ subsequently transferred the responsibility for preparing and updating PNAs to Health and Wellbeing Boards (HWBs).

Each HWB was required to produce and publish its first PNA by 1 April 2015. A revised assessment must be published every three years from publication of the previous PNA or sooner if significant changes occur in the availability of pharmaceutical services, provided that early updates are proportionate to those changes.

Sunderland Health and Wellbeing Board (HWB) published its previous PNA in July 2022⁽²⁾ and has now produced an updated PNA for publication by 20 July 2025.

The requirements for PNAs are defined in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 ⁽⁷⁾. The development of this PNA followed guidance outlined in the PNA Information Pack for Local Authority Health and Wellbeing Boards ⁽⁸⁾, published by the Department of Health in October 2021.

According to the regulations, the PNA must include a statement identifying any pharmaceutical services that the HWB Board has identified are absent in its area but are required to:

- Address a current need
- Meet a future need in specified circumstances
- Provide improvements or better access if implemented or
- Provide future improvements or better access in specified future circumstances

This PNA relates to community pharmacies. Prison pharmacies and hospital pharmacies are beyond the scope of the PNA.

1.2 Purpose

The PNA is a comprehensive assessment of the current and future pharmaceutical needs of the local population. It describes the health needs of the population (section 4), current pharmaceutical services provision and any gaps in that provision (sections 7 and 8). It also identifies potential new services to meet health needs and help achieve the objectives of the Healthy City Plan. It takes account of the Joint Strategic Needs Assessment (JSNA) and is a strategic commissioning document which will be primarily used by North East and North Cumbria ICB in its determination as to whether to approve applications to join the pharmaceutical list under the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.

The PNA will also be used to:

- Ensure that decisions about applications for market entry for pharmaceutical services are based on robust and relevant information
- Inform commissioning plans about pharmaceutical services that could be provided by community pharmacists and other providers to meet local need - these services can be commissioned by local authorities, NHS England and North East and North Cumbria Integrated Care Board (ICB) (see sections 7 and 8)

- Support commissioning of high-quality pharmaceutical services including locally enhanced services
- Ensure that pharmaceutical and medicines optimisation services are commissioned to reflect the health needs and ambitions outlined within the Joint Health and Wellbeing Strategy (Healthy City Plan)
- Facilitate opportunities for community pharmacy to make a significant contribution to the health of the population of Sunderland

1.3 Pharmacy Market

Community pharmacies and appliance contractors are responsible for dispensing medications, appliances, and medical devices to NHS patients. They are not a direct part of the NHS but provide essential services on behalf of the NHS to the general public.

Under the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, a person such as a pharmacist, a dispenser of appliances or, in some rural areas, a GP who wishes to provide NHS pharmaceutical services must apply via Primary Care Support England (PCSE) to be included on the relevant pharmaceutical list by proving they are able to meet a pharmaceutical need as set out in the relevant PNA. There are exceptions to this such as applications to provide pharmaceutical services on a distance-selling (i.e., internet or mail order only) basis.

There are five types of market entry application that can be made to be included on the Pharmaceutical List. These are to:

- Meet a current need identified in the PNA
- Meet a future need identified in the PNA
- Improve current access
- Improve future access
- Fulfil an unforeseen benefit, where the applicant provides evidence of a need that was not foreseen when the PNA was published

1.4 National Context

The NHS Long Term Plan in 2019⁽⁹⁾ set out the ambition to accelerate the redesign of patient care to future proof the NHS for the decade ahead. The plan acknowledged the essential role pharmacists play within a health and care system with a commitment to community pharmacy.

The government is in the process of developing a new 10-year Health plan to build a health service fit for the future. The first step in the process was Lord Darzi's independent report on the State of the NHS in England ⁽¹⁰⁾. The report was published in September 2024, and it identified challenges faced by the health service which will

be addressed by the plan. Recent announcements suggest that there will be future changes to the architecture of the NHS during the lifespan of the PNA, including abolition of NHS England.

Lord Darzi's report acknowledges the future potential of community pharmacy within the NHS. The review noted that:

"There is huge potential for a step change in the clinical role of pharmacists within the NHS. Expanded community pharmacy services are likely to include greater treatment of common conditions and supporting active management of hypertension. But there is a very real risk that on current trajectory, community pharmacy will face similar access problems to general practice, with too few resources in the places where it is needed most."

1.5 Pharmacy Services NHS Overview

The NHS Business Services Authority (NHSBSA) published a report on general pharmaceutical services in England 2015/16-2023/24⁽¹¹⁾.

This report notes that there were more than 12,009 community pharmacies in England providing accessible healthcare alongside the dispensing of medicines. For a typical pharmacy, NHS income accounts for around 90% of their total income⁽¹²⁾.

Community pharmacies in England provide a range of services including:

- Dispensing and repeat dispensing
- Support for self-care
- Signposting patients to other healthcare professionals
- Participation in set public health campaigns (e.g. to promote healthy lifestyles)
- Discharge Medicines Service
- Disposal of unwanted medicines

Key findings of General Pharmaceutical Services in England 2015/16-2023/24⁽¹¹⁾ indicated that:

- There were 12,009 active community pharmacies and 112 active appliance contractors in England during 2023/24. This is the first increase shown since 2017-19. It is important to note that if a pharmacy has opened, submitted a prescription to the NHSBSA and then closed again in the same year, it would still be classed as an active pharmacy. When a pharmacy contract changes providers, it can remain in the same premises but may be given a new organisation code. This measure uses the pharmacy organisation code to determine active pharmacies.

- The number of items dispensed by community pharmacies in England between 2022/23 and 2023/24 increased by 3.15% from 1.08 billion to 1.11 billion. Overall, the number of items dispensed is 11.8% higher than the 995 million items dispensed in 2015/16.
- 1.08 billion prescription items were dispensed via the Electronic Prescription Service (EPS) in 2023/24, 96.1% of all items dispensed in the year. This is an increase of 60.7 percentage points from 2015/16.
- The cost of drugs and appliances reimbursed to community pharmacies and appliance contractors totalled £10.2 billion in 2023/24. Costs reimbursed to contractors increased in 2023/24 for the fifth consecutive year. Costs increased by 4.97% between 2022/23 and 2023/24 from £9.72 billion to £10.2 billion, the highest costs in 9 years.
- The number of vaccines administered by pharmacies as part of the influenza vaccination advanced service decreased in 2023/24 after increasing every year since the service began in 2015/16. In 2023/24 there were 3.77 million vaccines administered by 9,170 community pharmacies, at an average of 412 vaccines per pharmacy. This was a decrease of 24.7% on the 5.01 million vaccines administered in 2023/24.
- New medicines services (NMSs) have shown sizable increases for the last three financial years. Thirteen additional conditions were added to the specification list in September 2021. The number of NMSs claimed in 2023/24 has increased by 42% from 2022/23.
- Pharmacy First, which was introduced on 1 February 2024, continues to grow with over 750,000 interactions nationally in September 2024 compared with an average of 141,000 per month in the first 3 months.

1.6 Community Pharmacy Contractual Framework

The Department of Health and Social Care (DHSC), NHS England and NHS Improvement, and the Pharmaceutical Services Negotiating Committee (PSNC, now known as Community Pharmacy England) agreed a five-year plan, the Community Pharmacy Contractual Framework (CPCF) 2019-2024 ⁽¹³⁾ which described a vision for how community pharmacy will support delivery of the NHS Long Term Plan ⁽⁹⁾.

In April 2025, agreement was reached between the DHSC, NHSE and Community Pharmacy England (CPE), on the funding arrangements for both the CPCF for 2024-2025 and 2025-2026 ⁽¹⁴⁾, and Pharmacy First. These new arrangements aim to reflect joint ambition to focus on stabilising medicines supply and pharmacy funding for this core function. This funding also provides an uplift to key clinical service fees, while supporting Pharmacy First to continue to grow and embed at pace. Contractual arrangements post April 2026 have yet to be agreed.

The success of the Pharmacy Quality Scheme (PQS) across the CPCF in 2019-2024 was recognised within the review of the CPCF with a targeted PQS being reinstated from 1 April 2025.

The criterial focus included:

- Being signed up to deliver Pharmacy First pathway and the pharmacy contraception service.
- Develop or update a palliative and end of life care action plan
- Referral of patients aged 5 to 15 years who do not have a spacer and all patients using 3 or more short-acting bronchodilators without any corticosteroid inhaler in 6 months.
- Pharmacy First: Completion of clinical audit and ensure all registered professionals have completed appropriate training.
- Emergency contraception: Ensure relevant staff have completed appropriate training.
- New medicine service: Ensure relevant staff have completed relevant depression training.
- Enhanced Disclosure and Barring Service (DBS) checks undertaken for all registered pharmacy professionals within the last 3 years.

1.7 Pharmacy Integration Fund

As described in the previous PNA, the Pharmacy Integration Fund (PhIF) was established in 2016 to accelerate the integration of:

- Pharmacy professionals across health and care systems to deliver medicines optimisation for patients as part of an integrated system.
- Clinical pharmacy services into primary care networks building on the NHS Five Year Forward View and NHS Long Term Plan.

The CPCF agreement for 2019-2024¹³ sets out the ambition for developing new clinical services for community pharmacy as part of the five-year commitment. The programme paid for via the PhIF will pilot and evaluate these services with the intention of incorporating them into the national framework depending on pilot evaluations. Negotiations for the framework agreement from 2024 are ongoing.

1.8 Working across the North East and North Cumbria Integrated Care Systems

Integrated care systems (ICSs) were set up in 2022 to facilitate joint working across local partners, such as the NHS, councils, voluntary sector organisations and others. Their aim is to improve health and care services, with a focus on prevention, better outcomes and reducing health inequalities. They achieve this by creating services based on local need.

The 42 ICSs in England are local partnerships that bring health and care organisations together to develop shared plans and joined-up services. ICSs were legally established on 1 July 2022, covering all of England. These arrangements built on partnerships that were already in place across the country.

They aim to:

- Improve outcomes in population health and healthcare
- Tackle inequalities in outcomes, experience and access
- Enhance productivity and value for money
- Help the NHS support broader social and economic development

Integrated care boards (ICBs) are NHS organisations responsible for planning health services for their local population. There is one ICB in each ICS area. They manage the NHS budget and work with local providers of NHS services, such as hospitals and GP practices, to agree a joint five-year plan which says how the NHS will contribute to the integrated care partnership's integrated care strategy.

The NHS organisations and upper-tier local authorities in each ICS run a joint committee called an integrated care partnership (ICP). This is a broad alliance of partners who all have a role in improving local health, care and wellbeing. They may also include social care providers, the voluntary, community and social enterprise sector and others with a role in improving health and wellbeing for local people such as education, housing, employment or police and fire services.

Each ICP must develop a long-term strategy to improve health and social care services and people's health and wellbeing in the area. They may also take on additional responsibilities, as agreed locally between the members.

1.9 Sunderland Strategic Objectives

The Sunderland Health and Wellbeing Board brings together Sunderland City Council, the ICB, and various partners to foster collaboration among health service commissioners, public health, and social care providers. This partnership aims to enhance the health and wellbeing of people in Sunderland. As part of its responsibilities, the board develops a Joint Strategic Needs Assessment (JSNA),

which evaluates the health and wellbeing of Sunderland's population and compares it with national averages. The Pharmaceutical Needs Assessment (PNA) is an integral component of the JSNA and informs the Sunderland Healthy City Plan 2020-2030.

The Sunderland Healthy City Plan 2020–2030 envisions:

"Everyone in Sunderland will have healthy, happy lives, with no one left behind."

The shared principles guiding the plan include:

- **Prioritising prevention** – Supporting individuals in maintaining their health, happiness, and independence.
- **Addressing health disparities** – Challenging inequalities and tackling the underlying social determinants of health.
- **Promoting equity** – Ensuring fair access to services based on individual needs.
- **Leveraging community assets** – Recognising and building on the strengths of individuals and communities to support health and independence.
- **Collaborating effectively** – Encouraging shared responsibility and cooperation among individuals, communities, and organisations.
- **Using data-driven insights** – Relying on evidence and intelligence to guide decision-making.

The plan emphasises addressing the broader social determinants of health, often referred to as "the causes of the causes" across the lifespan while prioritising people who may need extra support.

Additionally, the plan highlights the importance of a collective approach, where the responsibility for people's health and wellbeing extends beyond the health and social care sectors. Every organisation within Sunderland has a role in preventing illness and empowering people to take control of their health.

The Health and Wellbeing Board oversees the implementation of the Healthy City Plan 2020-2030.

2 The Health System in Sunderland

2.1 General Practice (including extended access)

There are 38 GP Practices (and 3 branch surgeries) in Sunderland delivering primary medical services from locations across the city (Appendix 1); all are open for the same core hours of 8.00 am until 6.00 pm, Mondays to Fridays. A sub-contracting agreement is in place for 6.00 pm to 6.30 pm. Sunderland has no dispensing doctors.

Appendix 1 also includes the enhanced access to GP services arrangements in Sunderland.

2.2 GP Enhanced Services

NHS England or Integrated Care Boards (ICBs) may commission “enhanced services” from general practice. These are primary medical services (other than essential services or out of hours services) that go beyond what is required through the GP core contract.

Enhanced services that are currently available with national specifications produced by NHS England are:

- Network Contract Directed Enhanced Service
- Weight Management Enhanced Service
- General Practice Requests for Advice and Guidance Enhanced Service
- Minor Surgery Scheme
- Learning Disabilities Health Check Scheme
- Violent Patients Scheme
- Targeted immunisation programmes

Community pharmacies could (and many do) help to deliver elements of the enhanced services by providing advice and support, helping with self-care and signposting to other services. Community pharmacies make a significant contribution to improving access to the seasonal influenza vaccine for adults aged 65 and over, adults in clinical at-risk groups, adult carers, and adult household contacts of people with a compromised immune system. For other immunisation programmes, community pharmacies can support uptake by promoting the benefits of immunisation and providing accurate information and advice.

In addition, the ICB commissioned two Local Enhanced Services from general practice.

2.3 Primary Care Networks

Primary Care Networks (PCNs) are geographically based teams, led by GP practices in the PCN area and delivering services to registered populations of between 30,000 and 50,000 patients.

PCNs have a Clinical Director providing strategic leadership and oversight of service delivery of the PCN and representing the PCN as part of the wider health and social care system. Appendix 1 details practices and PCNs in Sunderland.

A PCN has four key functions:

- Co-ordinate, organise and deploy shared resources to support and improve resilience and care delivery at both PCN and practice level.
- Improve health outcomes for its patients through effective population health management and reducing health inequalities.
- Target resource and efforts in the most effective way to meet patient need, which includes delivering proactive care; and
- Collaborate with non-GP providers to provide better care, as part of an integrated neighbourhood team.

Delivery of this includes:

- Enhanced Access
- Structured Medication Reviews and Optimisation
- Enhanced Health in Care Homes
- Proactive care (for frailty)
- Social Prescribing
- Supporting Early Cancer Diagnosis
- CVD Prevention and Diagnosis
- Tackling Neighbourhood Inequalities
- Population Health Management

Mechanisms of delivering this are outlined in the Network Contract Directly Enhanced Service (DES) Specification⁽¹⁵⁾ and includes:

1. Improving Health Outcomes and Reducing Health Inequalities:
 - Population Health Management
 - Health Inequalities
 - CVD prevention and diagnosis
 - Early Cancer diagnosis
2. Targeting resource and efforts:
 - Proactive care (for frailty)
 - Structured Medication Reviews (SMRs) and Medicines Optimisation
 - Social Prescribing
 - Enhanced Health in Care Homes (EHCH)
3. Delivering Enhanced Access to GP services

Within Sunderland, PCNs ensure enhanced access for their patients is in place between the hours of 6.30 pm and 8 pm Mondays to Fridays and between 9 am and 5 pm on Saturdays.

Clinical pharmacists are increasingly working as part of general practice teams. They are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

Community pharmacy services play an important role in supporting the services provided by general practice and the PCNs as reflected by the changes in the essential, advanced and locally commissioned services as described later in this report.

2.4 GP Out-of-Hours

The GP out-of-hours service provides emergency access for patients with urgent primary care needs between the hours of 6.30 pm and 8.00 am, Monday to Friday and on a 24-hour basis at weekends and bank holidays. Patients who need urgent primary health care telephone the free NHS 111 service for guidance on the most appropriate service for their health needs; this includes access to the out of hours GP service, if appropriate. A home visit will be offered if a face-to-face consultation is required.

The service has the facility to provide patients with medication from a limited formulary if deemed clinically necessary after clinical assessment. However, patients are often provided with prescriptions for non-formulary/non-urgent items and are directed to local community pharmacies.

2.5 Urgent Treatment Centre

Sunderland's Urgent Treatment Centre (UTC) is located at Sunderland Royal Hospital beside the Adult Emergency Department. The service operates from 8.00 am to midnight every day of the week, including bank holidays.

The UTC provides treatment for a range of minor illnesses and injuries that require urgent attention and where a patient cannot wait to be seen by their own GP. Access to these centres is supported by NHS 111.

Patients with an urgent care need telephone the free NHS 111 service to be directed to the most appropriate service for their health condition; this includes making an appointment at the UTC if appropriate. Patients can also "walk-in" to the UTC though are likely to be seen sooner at the centre if they arrange an appointment through NHS 111.

2.6 Out of Hospital (Community) Services

South Tyneside and Sunderland NHS Foundation Trust (STSFT) is the main provider of a range of community health services for the population of Sunderland, including sexual health services. Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust (CNTW) provides community mental health services for Sunderland. CNTW has two main bases in the city at Hopewood Park in Ryhope (Sunderland East) and Monkwearmouth Hospital in Fulwell (Sunderland North).

Harrogate and District NHS Foundation Trust (HDFT) provides children's services for children and young people in Sunderland with physical, communication, learning and developmental difficulties, as well as providing developmental checks for all children.

Sunderland Care and Support (SCAS) is a key provider of adult social care and health services offering support to people who because of their age, illness, disability or learning difficulty need help and support to live as independently as possible at home or in the community. Together for Children provides a range of services to improve the lives of children, young people and families for the population of Sunderland.

Change, Grow, Live provide drug and alcohol support services for adults and young people.

2.7 Hospital Services

South Tyneside and Sunderland Foundation Trust (STSFT) is the main provider of hospital services for the Sunderland population. Sunderland Royal Hospital is situated in the ward of Millfield (Sunderland West and bordering Sunderland East). Sunderland Eye Infirmary is located in St Michael's ward (Sunderland East). The new eye infirmary on the old Vaux site is set to open in 2026.

CNTW provides inpatient mental health services for Sunderland.

Hospital pharmacies do not provide services under the community pharmacy contractual framework and are therefore outside the scope of the PNA.

3 Pharmaceutical Needs Assessment process

3.1 PNA Development Group

As set out within section 1 of this PNA, the legislation that describes the duties of the Health and Wellbeing Board in regard to PNAs is the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (as amended). As well as describing what each PNA was required to take into account when they were first developed and published, these 2013 Regulations also describe how each local PNA must be maintained by the HWB during its life.

Public Health at Sunderland City Council oversaw the development of this PNA on behalf of the Sunderland Health and Wellbeing Board. In the process of undertaking the PNA, a steering group was established in November 2024. The core membership of the group included representatives from the public health and communications teams at Sunderland City Council, North East and North Cumbria ICB, Community Pharmacy Durham and Sunderland and Sunderland Healthwatch. Full membership is set out in Appendix 2.

The steering group agreed the following:

- Terms of reference of the steering group, including the frequency of meetings
- Determination of localities for the PNA
- Definition of necessary pharmaceutical services, other relevant services and other NHS services
- Content of a PNA questionnaire to pharmacists in Sunderland
- Timeline of the PNA process
- Structure of the PNA document
- Process and questionnaires for engagement and consultation
- Appropriate governance, including declaration of interests, and reporting arrangements

The group was responsible for overseeing the completion of the PNA and ensuring it meets the minimum requirements set out in the regulations.

3.2 Determination of Localities

The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 state that, in making its assessment of needs, the Health and Wellbeing Board should have regard to the different needs of different localities in its area.

In accordance with this, the steering group considered how to assess these different needs and concluded that the most appropriate means of dividing the Sunderland area

was to adopt the five locality areas used by Sunderland City Council. These are as follows:

- **Coalfields** – covering Copt Hill, Hetton, Houghton and Shiney Row wards
- **Sunderland East** – covering Doxford, Hendon, Millfield, Ryhope and St Michael's wards
- **Sunderland North** – covering Castle, Fulwell, Redhill, Southwick and St Peter's wards
- **Sunderland West** – covering Barnes, Pallion, Sandhill, Silksworth, St Anne's and St Chad's wards; and
- **Washington** – covering Washington Central, Washington East, Washington North, Washington South and Washington West wards

This approach is in line with the data available within the JSNA, although the Health and Wellbeing Board is also mindful that needs can vary between the wards in each locality and at sub-ward level.

The HWB notes however, that the Primary Care Network (PCN) geographies differ from the localities defined at Sunderland Council. Sunderland PCNs which are defined as 6 geographies and therefore are not co-terminus with the localities described in this document.

The Local Government Boundary Commission for England has undertaken an electoral review in Sunderland and made proposals that include ward boundary changes. The recommendations include small changes to the boundaries of some localities. The recommendations must now be approved by parliament. Subject to parliamentary scrutiny the new electoral arrangements will come into force for the local elections in 2026. However, these proposed boundary adjustments are not expected to have any significant impact on the Pharmaceutical Needs Assessment (PNA). The changes are localised and do not alter the city boundaries, its overall population, or the total number of pharmacies. As such, the key factors underpinning the PNA remain unaffected by the review.

Figure 1: Map of localities used within the PNA



Figure 2: Recommended Changes to Ward Boundaries for 2026



3.3 Necessary Pharmaceutical Services

The HWB is required to designate necessary services; these are defined within the 2013 Regulations as those that are necessary to meet the need for pharmaceutical services. For the purposes of this PNA, Sunderland Health and Wellbeing Board has designated all essential services as necessary services.

The statement of pharmaceutical need in section 12 is based on this definition of necessary pharmaceutical services.

3.4 Other Relevant Services

Pharmaceutical services not included in the definition of necessary services have been deemed by the HWB as other relevant services. These are pharmaceutical services that the HWB is satisfied are not necessary to meet the need for pharmaceutical services, but their provision has secured improvements, or better access, to pharmaceutical services. The HWB has designated the following advanced and enhanced services as other relevant services:

- Community Pharmacy Seasonal Influenza Vaccination
- Hypertension Case-Finding Service
- Smoking Cessation Service
- New Medicine Service
- Pharmacy First Service
- COVID-19 Vaccination Service
- Pharmacy Contraception Service

The statement of pharmaceutical services in section 12 is based on this definition of other relevant services.

3.5 Other NHS Services

Other NHS services that the HWB considers affect the need for pharmaceutical services are deemed to be:

1. those NHS services that reduce the need for pharmaceutical services, particularly the dispensing service, including:
 - Hospital pharmacies
 - Personal administration of items by GP practices
 - Public health services commissioned by the local authority
 - ICB-commissioned pharmacy services (as this reduces the need for such services to be commissioned as national enhanced services)
 - Influenza and Covid-19 vaccination by GP practices

2. NHS services that increase the demand for pharmaceutical services including:

- GP out of hours services (where a prescription is issued)
- Walk-in centres and minor injury units (where a prescription is issued)
- Community nursing prescribing
- Dental services

The statement of pharmaceutical services in section 12 is based on this definition of other NHS services.

3.6 Assessing Health Needs

The Local Government and the Public Involvement in Health Act 2007⁽¹⁶⁾ created the duty to undertake JSNAs. From April 2008, this duty was carried out by with local authorities and PCTs. The Health and Social Care Act 2012 transferred this duty, to local authorities and CCGs to be exercised by Health and Wellbeing Boards, with the Health and Care Act 2022 transferring the CCG's responsibilities to ICBs.

This PNA is directly aligned to the Sunderland JSNA and the statement of health needs, presented in section 4 of this document, are consistent with it.

3.7 Current Provision within the City

In order to assess the adequacy of provision of pharmaceutical services and other services provided by community pharmacies, the current provision of such services was identified and mapped using the previous PNA as a baseline, with updated information being provided by the ICB and Sunderland City Council.

The information was then supplemented using a questionnaire made available to all community pharmacies including distance selling pharmacies. The questionnaire was not sent to appliance contractors. The survey was undertaken between 16 December 2024 and 20 January 2025 (at this time there were 59 pharmacies excluding appliance contractors). A total of 22 out of 59 community pharmacy contractors responded, giving a response rate of 37.3%. A summary of the findings from the survey are described in section 10 with detail within Appendix 3.

3.8 Future Provision

This PNA seeks to assess the current and future needs of the area, identifying any gaps in pharmaceutical services. Any such gaps may highlight the need for necessary provision or may require provision in specified future circumstances. In considering the future needs of the area and identifying any gaps in service the PNA has, in accordance with Regulation 9 (1) and (2)⁽⁷⁾, had regard to:

- The demography of Sunderland
- Whether there is sufficient choice with regard to obtaining pharmaceutical services within Sunderland
- The different needs of the localities within Sunderland
- The pharmaceutical services provided in the area of any neighbouring Health and Wellbeing Boards (i.e., South Tyneside, Gateshead and County Durham)
- Any other NHS services provided in or outside of Sunderland
- Likely changes to the demography of Sunderland and/or the risks to the health or well-being of people in Sunderland

The Equality Act, 2010⁽¹⁷⁾ requires that in making this assessment, the needs of different population groups have been taken into account. Section 4 describes the different groups that have been considered as part of this PNA. This PNA has been subject to an integrated impact assessment which is included as Appendix 4.

3.9 Stakeholder Engagement

The views of the public and a range of agencies and groups were gathered in the form of a survey on Pharmacy Services. This was made available between 16 December 2024 and 20 January 2025 through Sunderland City Council's website. The survey was also promoted using social media, through the Healthwatch Sunderland, and via the Sunderland and South Tyneside Involvement Partnership.

A total of 269 residents responded to this survey. These responses have been considered as part of this PNA. Section 10 and Appendix 5 of this document provide a summary of the analysis outcomes of the public engagement and the questionnaire.

3.10 Statutory Consultation

The formal consultation on the draft PNA for Sunderland ran from 2 April 2025 to 1 June 2025 in line with the guidance on developing PNAs⁽⁸⁾ and section 242 of the Health Service Act 2012⁽¹⁾, which stipulates the need to involve Health and Wellbeing Boards in scrutinising Health Services.

4 An Overview of Health Needs in Sunderland

This section includes information from the latest published Sunderland JSNA 2021-22, the Sunderland JSNA Summary 2024/25⁽¹⁸⁾ and the Sunderland Data and Insight Dashboard⁽¹⁹⁾. It provides a summary of the health needs of Sunderland and highlights relevant issues for the commissioning of pharmacy services, building on the recommendations of the JSNA. For more detailed information on health needs, the

JSNA can be accessed at: <https://www.sunderland.gov.uk/article/19965/Sunderland-Joint-Strategic-Needs-Assessment>

Most data and information in this section is directly from the JSNA and where this is not the case, sources are referenced.

4.1 Introduction

Sunderland is a city located at the mouth of the River Wear along the North Sea Coast of England. It is the second largest local authority area in Tyne and Wear covering a total of 137 square kilometres. The city has an industrial heritage including both shipbuilding and coal mining. Its current economy is built on the manufacturing sector including automotive engineering, electronics and the service industry. It is home to the UK's largest car plant and is a European centre for electric vehicle research and production.

4.2 Population Profile and Demography

Sunderland has a population of around 281,058 (mid-2023 estimate)⁽²⁰⁾. The population has fallen from close to 300,000 in the early 1990s, due in part to outward migration of younger working age people. The 2021 census showed a decrease of 0.5% in the population compared to the 2011 census⁽²⁸⁾. GP registered population data increased from 290,549 to 294,330 between 2021 and 2024⁽¹⁸⁾.

Compared to England as a whole, the population of Sunderland has a higher proportion of older people who use health and social care services more intensively than other population groups. They may also require more complex forms of treatment due to frailty and the presence of one, or more (co morbidity) long-term conditions.

- 20.8% of the Sunderland population are aged 65 years and older, higher than the England average (18.6%)⁽¹⁸⁾
- The population aged 65 years and over is projected to rise to 24.7% by 2043⁽¹⁹⁾

Sunderland has also seen an increase in the population of people from the "Black, Black British, Caribbean or African" ethnic group, though the city is less ethnically diverse than the England average. The age distribution of people from black and minority ethnic communities is generally younger than the overall population the city. Predicted patterns of migration suggest that the increase in the ethnic diversity of the population of Sunderland is likely to continue⁽⁴⁾.

4.3 Life Expectancy

Life expectancy is shaped by where we are born, the world around us and how we live our lives. Life expectancy in Sunderland is below the England average, with both men and women experiencing shorter lives and living a greater proportion of their lives with illness or disability.

Life expectancy at birth for males in Sunderland is 76.5 (for 2021-23, compared with 77.4 for the North East and 79.1 for England). Life expectancy at birth for females in Sunderland is 80.9 (for 2021-23, compared with 81.4 for the North East and 83.1 for England)⁽¹⁸⁾.

Health inequalities in Sunderland result in significant variations in morbidity, mortality and life expectancy at birth between the areas within it.

4.4 The Building Blocks of Health

Health is determined by a complex interaction between individual characteristics, health risks and the physical, social and economic environments. Evidence suggests that the social determinants of health are more important than healthcare in ensuring a healthy population.

This refreshed [Sunderland Healthy City Plan 2020-2035](#) describes the “building blocks of health” as the essential conditions that shape our ability to live healthy lives, far beyond just access to health and social care. These include factors like income, education, employment, housing, social connections, businesses influence on health and the physical environment - collectively known as the wider determinants of health. These elements influence everything from our mental wellbeing to life expectancy, and disparities in these areas lead to health inequalities. Strengthening these building blocks through coordinated action and reducing the inequalities that exist within them can improve population health and reduce unfair differences in health inequalities.

The reason there are different health outcomes in different areas of Sunderland is because health inequalities are strongly linked to deprivation. There is a substantial amount of evidence showing that people living in the most deprived areas have poorer health and health outcomes than those in the more affluent areas. People in deprived areas are likely to have a higher exposure to negative influences on health, and to lack the “building blocks of health” resources to avoid their effects.

The Index of Multiple Deprivation 2019⁽²¹⁾ (IMD2019) measures socioeconomic disadvantage across seven domains:

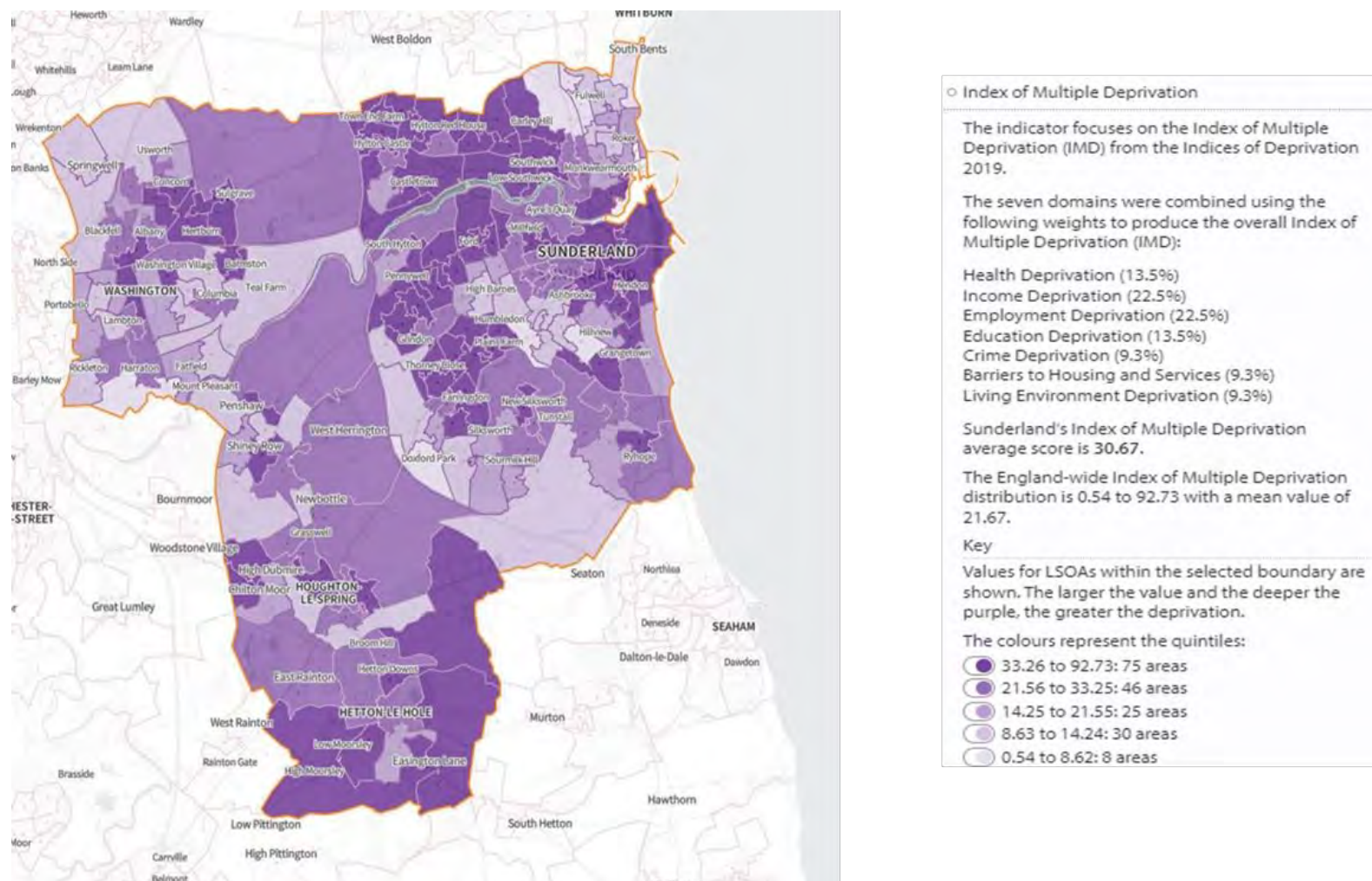
- Income
- Employment

- Health
- Education
- Barriers to housing and services
- Crime
- Living environment

The overall IMD2019 is a weighted average of the indices for the seven domains. Levels of deprivation remain high within Sunderland. Data is published by Lower Super Output Area (LSOA) - Super Output Areas are a geographic hierarchy designed to improve the reporting of small area statistics; Lower Super Output Areas have an average population of 1500.

Sunderland is ranked the 33rd most deprived local authority in England⁽²¹⁾. 71 of the 185 LSOAs in Sunderland are in the top 20% most deprived areas of England⁽²²⁾.

Figure 3: Index of Multiple Deprivation – LSOA Sunderland, 2019



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4.4.1 Income and Financial Wellbeing

Money and resources are a key building block of health. The impacts of economic disadvantage and low income are far-reaching. Households in employment may still be in poverty, as income may not be sufficient to meet the costs of accommodation and daily living. Low-income households are particularly at risk from changes in the cost of living and increased health risks associated with poverty.

Average incomes for full time workers are below the England average for both males and females. Overall, average weekly earnings in Sunderland during 2023 were £502.10, lower than the North East average of £516.80 and significantly lower than the England average of £565.70^(18,19).

21.5% of children (under 16s) are living in low-income families compared to 19.8% in England. During 2022, 10.9% of Sunderland households were living in fuel poverty (low income, low energy efficiency)⁽¹⁸⁾. This is approximately 13,674 households and is in line with the North East average of 10.9 but lower than the England average of 13.1%⁽¹⁹⁾.

21.7% of older people were living in poverty during 2019, this is approximately 14,833 people. This is significantly higher than the England average of 14.2%. Sunderland is ranked 4th highest in the North-East for older people living in poverty⁽¹⁸⁾.

4.4.2 Employment

Good work is a key building block of health. Good work improves health and wellbeing across people's lives and protects against social exclusion. Conversely, poor work and unemployment is bad for health and wellbeing, as it is associated with an increased risk of mortality and morbidity.

The percentage of people economically active who were in employment in Sunderland increased from 63.6% in 2013 to 72.4% in 2023, but this still remains below the national average recorded in 2022 (75.8%)⁽¹⁹⁾.

During 2023, 34.8% of Sunderland's economically inactive residents was due to long term sickness. The North East figure was 33.0% and the England figure 26.3%. The percent of sickness absence in Sunderland during 2020-22 was 2.4%, this is higher than both the England (2%) and North East (2.3%) averages⁽¹⁸⁾.

4.4.3 Education, Skills and Qualifications

Education and skills are a key building block of health. Education is strongly associated with healthy life expectancy, morbidity and our opportunity to live a healthy life. Educational attainment plays an important role in health by shaping opportunities,

employment, and income. Low educational attainment is correlated with poorer life outcomes and poor health.

During 2022/23, 4.8% of those aged 16-17 years were not in education, employment or training, compared to 5.2% for the North East and England⁽¹⁸⁾.

During 2023, 28.3% of those aged 16-64 were qualified to the Related Qualifications Framework level (Higher National Diploma (HND), Degree or Higher Degree or equivalent) or above. The North East figure was 39.6% and the England figure 46.7%⁽¹⁸⁾.

4.4.4 Housing and Homelessness

Having a decent home is a key building block of health. Not having a home can severely affect our health. 17.9 people per 1,000 in Sunderland are owed a duty under the Homelessness Reduction Act, compared to the national average of 13.4 per 1000 people⁽¹⁸⁾.

4.4.5 Crime

Crime undermines the building blocks of health by creating unsafe environments, increasing stress and trauma, limiting access to services, and deepening inequalities that shape peoples' opportunities to live healthy lives. In Sunderland, indicators relating to crime, including re-offending rates and hospital admissions for violent crime (including sexual violence) are higher than England as a whole, though comparable to the wider North-East⁽¹⁸⁾.

Total recorded crime in Sunderland during 2023 was 107 per 1,000 residents, this is below the North East rate (109.2), however, above the England rate (90.2). Hendon and Millfield have the highest crime rate out of Sunderland's local and nearby wards⁽¹⁸⁾.

Violent crime was 38.5 per 1,000, this is below the North East (41.5) but above England (34.4). 95% of Sunderland residents (provided by Sunderland City Council Public Health team, based on Northumbria Police Safer Communities Public Insight Report (December 2024) said they felt 'very' or 'fairly' safe in their own neighbourhoods⁽¹⁸⁾.

4.4.6 Living Environment

Surroundings are a building block of health, the quality of the built and natural environment, including air quality and the quality of green spaces. Green space quality is worse in deprived areas of Sunderland and is better in less deprived areas, a trend that mirrors the national picture. The absence of green space in deprived areas weakens the building blocks of health by limiting opportunities for physical activity,

social connection, and mental wellbeing, while reinforcing inequalities linked to place. The Healthy City Plan for Sunderland (2020-2030) published in March 2021, details some of these points. Key points to note for Sunderland include⁽¹⁸⁾:

- Sunderland City Council has set out ambitious targets to be a carbon neutral local authority by 2030 and is working with partners across Sunderland for the city to deliver against its Low Carbon Framework.
- Sunderland has a Green Infrastructure Strategy which aims to protect a range of district and inter-Green Infrastructure Corridors and assets which provide multiple benefits to people and wildlife across the city.
- The City's Local Plan⁽²³⁾ addresses healthy and safe communities, and includes policies relating to sustainable growth, pollution control, noise-sensitive development, contaminated land, health and safety executive areas, shopping areas and protecting community facilities, enhancing the natural environment and public realm, water quality and management, waste management and sustainable transport.
- Sunderland prepares a Local Flood Risk Management Strategy every 5-6 years, which has the target of decreasing the number of properties at high flood risk.
- Sunderland also adheres to the England Heatwave Plan, which has the target of reducing the harm to health from severe heat and heatwaves.
- Sunderland also adheres to the Cold Weather Plan (CWP) for England, which aims to prevent avoidable harm to health, by alerting people to the negative effects of cold weather and enabling them to prepare and respond appropriately. The CWP also aims to reduce pressure on the health and social care system during winter through improved anticipatory actions with people who may need extra support.
- All local authorities monitor local air quality and produce annual reports and updates to DEFRA. The 2024 Air Quality Report for Sunderland⁽²⁴⁾ found that the air quality in Sunderland is good and that there has been a general decline in some of the pollutants measured. Health based air quality objectives are being comfortably met across the city.

4.5 Housing and Regeneration

The Local Plan (Core Strategy and Development Plan 2015-2033)⁽²³⁾ was adopted by Sunderland City Council in January 2020. The plan seeks, through the provision of new housing, to meet the needs and aspirations of existing and future residents, creating sustainable neighbourhoods in which people want to live and work.

The largest area of growth for new homes is within South Sunderland Growth Area (SSGA). Sites within SSGA include Chapelgarth, Land North of Burdon Lane, Cherry

Knowle and South Ryhope. These sites are allocated to create a new high quality, vibrant and distinctive neighbourhood. Development should deliver approximately 3000 new homes to be broadly distributed across the four sites as follows:

- Chapelgarth – approximately 750 homes
- Land North of Burdon Lane – approximately 1,000 homes
- Cherry Knowle – approximately 800 homes
- South Ryhope – approximately 450 homes

A neighbourhood centre is included within Land North of Burdon Lane to provide a focal point within the SSGA and complement nearby existing centres. This will comprise a range of appropriate uses which may include shops, financial, professional and provision of medical and healthcare services. It will also include a new primary school which will also serve as a community hub. SSGA is to include new and improved public transport services and infrastructure and support the completion of the Ryhope-Doxford Link Road.

Table 1: Future Housing Developments in Sunderland – 5-year plan 2024/25-2028/29

Locality	Additional dwellings
Washington	221
Sunderland North	260
Sunderland South	1548
Urban core	691
Coalfield	997
Total City Area	3717

Source: Sunderland Council Housing Team

4.6 Transport

Transport is a building block of health. Improvements to public transport and accessibility across Sunderland have been identified as a strategic priority alongside reducing the adverse impact of road traffic and traffic congestion. The level of population and employment growth proposed over the next 18 years will necessitate increased investment in public transport to improve transport accessibility for all users, and the council intends to work with partners, transport operators and developers to ensure that this takes place.

Sunderland City Council are now part of the North-East Combined Authority with an overarching ambition to improve accessibility and the way people move around the region. This includes a combined approach to improving public transport (metro, rail

and bus), walking, cycling and supporting electric vehicles through the delivery of charge-point infrastructure.

Focusing on sustainable transport development aims to improve accessibility as well as helping to support other initiatives in Sunderland such as helping to improve traffic congestion, air quality, road safety and supporting increased levels of physical activity and overall health.

The council is also seeking to ensure that major new developments are located in sustainable locations, reducing the need to travel and increasing opportunities for journeys to be made by public transport, walking and cycling.

To improve connectivity and enhance the city's transport network, the council, working with its partners and utilising developer contributions will seek to deliver the following new highways schemes and initiatives:

- Sunderland Strategic Transport Corridor (remaining phases)
- Central Route section of Coalfield Regeneration Route
- Improvements to the mainline and key junctions on the A19, including providing access to the International Advanced Manufacturing Park (IAMP)
- Improve the following transport routes and bus corridors to encourage walking and cycling and to reduce congestion:
 - A183 Chester Road
 - A690 Durham Road
 - A1231 Sunderland Highway (west of the A19)
 - A1018 Newcastle Road
 - B1522 Ryhope Road
 - Washington Road/North Hylton Road (east of A19)
 - A182 Houghton/Hetton Road
- Improve the operating conditions for buses, in particular through securing improvements to the major bus corridors identified above; and exploring park and ride opportunities
- Support improvements to the Metro and rail network including new stations and routes where deliverable
- Safeguard the following disused railway alignments for future use:
 - Leamside line
 - South Hylton to Penshaw
- The Sunderland Local Cycling Walking Infrastructure Plan will be expanded to include Washington and the Coalfields (Houghton and Hetton). Several cycling and infrastructure schemes have progressed with 14.3km delivered, 3.6km underway and 10.4km planned/designed

4.7 Health Risks affecting Health Outcomes

Health risks such as smoking, drugs and alcohol misuse, and living with overweight and obesity, continue to drive the high prevalence of long-term conditions and premature mortality across Sunderland. A key challenge for the local health system is managing the growing burden of long-term conditions, including the increasing number of people with multiple long-term conditions.

4.7.1 Smoking

Smoking remains one of the most significant contributors to health inequalities. It is estimated to account for around half of the difference in life expectancy between the most and least affluent groups.

The Tobacco and Vapes Bill proposes a phased increase in the legal age of sale for tobacco products, meaning that anyone born on or after 1 January 2009 will never be legally able to purchase tobacco. The Bill also includes new measures to restrict youth vaping. Aiming to reduce nicotine addiction among young people.

According to the National Annual Population Survey, smoking prevalence in Sunderland has continued to decline:

- In 2023, an estimated 12.3% of adults in Sunderland smoked, down from 13.2% in 2022. This is higher than both the North East (11%) and England averages (11.6%)⁽¹⁸⁾.
- Additional investment in local stop smoking services from 2024/25 has expanded capacity to support more smokers to quit⁽¹⁸⁾.
- Among adults with a long-term mental health condition, 20.2% were smokers in 2022/23, lower than both the North East (24.4%) and England (25.1%) averages⁽¹⁸⁾.

Insights from the 2023 Health Related Behaviour Survey⁽¹⁸⁾ (HRBS), show

- 81% of secondary school pupils reported they had never smoked, a slight improvement from 80% in 2021.
- However, the proportion of secondary school pupils who reported they had at least 'tried' vaping, rose significantly to 35%, up from 21% in 2021⁽¹⁸⁾.

Community pharmacy support:

- Smoking cessation advice and support
- Nicotine Replacement Therapy
- Healthy living advice and signposting
- Smoking Cessation Advanced Service

- Annual public health campaigns

4.7.2 Alcohol

Harmful and hazardous alcohol use remains a significant concern in Sunderland. As well as being a risk factor which influences individual health outcomes, alcohol misuse impacts on the building blocks of health that affect families, communities and wider society.

In 2023, the alcohol-related mortality in Sunderland was 63.4 per 100,000, significantly higher than the North East average (56.7) and the England average (40.7)⁽¹⁸⁾. This places Sunderland among the top three highest rates in England.

During 2022/23, around 1,975 Sunderland adults were engaged in drug and alcohol treatment including 654 individuals receiving treatment for alcohol only. In 2023/24 an estimated 80% of those with alcohol treatment needs in Sunderland were not in treatment compared to 78.8% in England and the 75.7% in the North East ⁽¹⁸⁾.

Estimates from 2019/20 suggest there 22.8 per 1,000 people in Sunderland were alcohol dependent and in need of specialist alcohol treatment. While this represents a 2.1 point reduction from the previous year, it remains higher than both the North East (18.2) and England averages (13.5)⁽¹⁸⁾.

Community pharmacy support:

- Signposting to services to get access to specialist alcohol treatment
- Healthy living advice

4.7.3 Substance Use

Substance use can lead to significant health and social care and societal costs. Evidence-based drug treatment can help to improve health outcomes and reduce cost, particularly in relation to crime, but also to the NHS through health improvements, reduced drug-related admissions and lower levels of blood-borne viral disease.

The estimated rate of opiate and/or crack use (aged 15-64) during 2019/20 in Sunderland, was 12.9 per 1,000 population. This is higher than the estimated England rate of 9.5, although lower than the North East rate of 13.4⁽¹⁸⁾. In 2023/24 an estimated 58.5% of opiate and crack users were not in treatment compared to the 57.4% England, and the 51.5% North East averages⁽¹⁸⁾.

Community pharmacy support:

- Signposting to specialist drugs assessment and treatment services
- Needle and syringe exchange
- Supervised administration of opiate substitutes
- Naloxone programme
- Testing for blood borne viruses
- Healthy living advice

4.7.4 Healthy Weight

Achieving and maintaining a healthy weight is one of the most significant and complex public health challenges. Living with overweight and obesity can negatively affect individual and family health and wellbeing, reduce productivity in education and employment, and place a substantial burden on health, social care and other public services.

The terms overweight and obesity refer to having excess body fat, which is associated with a wide range of serious health conditions including:

- Type 2 diabetes
- Hypertension (high blood pressure)
- Some cancers
- Heart disease
- Stroke
- Liver disease
- Musculoskeletal disorders

In 2022/23, 30.4% of adults in Sunderland's were living with obesity, significantly higher than the England average of 26.2%⁽¹⁸⁾.

In 2022/23, 65.1% of adults in Sunderland were living with overweight or obesity, a notable reduction from 73.9% in 2021/22. While this is lower than the North East average (70.2%), it remains above the England average at 64%⁽¹⁸⁾.

Community pharmacy support:

- Signposting to NHS weight management programme
- Signposting to specialist Sunderland weight management programme
- Hypertension case finding service
- Health living advice

4.7.5 Sexual Health and Teenage Conception

4.7.5.1 Sexual Health

Good sexual health is essential to full wellbeing and health. Poor sexual health can lead to significant social, emotional, economic, and health consequences and contributes to health inequalities. Some population groups are at greater risk of experiencing sexual ill health. These include gay, bisexual or other men who have sex with men (MSM), some black, minority and ethnic communities, sex workers and other inclusion groups as well as young people and women of reproductive age.

While sexually transmitted infections (STIs) can affect anyone, they are most common among those aged under 25 years. Many STIs have long term health consequences including infertility and cervical cancer.

In Sunderland

- In 2023, the rate of new STI diagnoses was 336 per 100,000, significantly lower than the national average of 520 per 100 000 ^(18,26).
- The gonorrhoea diagnosis rate was 66 per 100,000, also below the England average of 149 per 100 000 ^(18,26).
- Among patients attending specialist sexual health services, 52.4% of those eligible for HIV testing were tested in 2022, exceeding the England average rate of 48.2% ^(18,26).
- Late-stage HIV diagnoses in Sunderland were comparable to national figures ^(18,26).
- Long-Acting Reversible Contraception (LARC) prescription rates were higher in Sunderland (46.4 per 1,000) than the England average of 43.5 per 1,000 ^(18,26).
- The abortion rate in 2021 was 18.0 per 1,000 women, slightly lower than the England average of 19.2 per 1,000 ^(18,26).

4.7.5.2 Teenage Conception

Teenage pregnancy is closely linked to social disadvantage. Areas with higher deprivation often experience higher teenage conception rates and lower rates of abortions, leading to more teenage maternities. These are associated with poorer outcomes for both mother and child.

There is evidence that infant mortality in children born to teenage mothers is 60% higher and babies are at an increased risk of having a low birthweight which impacts on the child's long-term health. Teenage mothers are also three times more likely to suffer from post-natal depression and experience poor mental health for up to three

years after the birth. Teenage parents and their children are at increased risk of living in poverty and poor-quality housing and are more likely to experience accidents and behavioural problems.

The proportion of teenage mothers in 2022/23 (aged 12-17) in Sunderland in was 1.3%, which was significantly higher than the England figure of 0.6%^(18,26).

Young people's services and healthy settings work with schools continue to support the sexual health and wellbeing of young people, including access to relationship and sexual health advice and access to emergency contraception and long-acting reversible contraception.

Community pharmacy support:

- C-card scheme – provision of free condoms for young people
- Emergency hormonal contraception
- Pregnancy testing
- Dual screening service for chlamydia and gonorrhoea
- Referral to specialist contraception and sexual health services

4.8 Cancers

Mortality rates from all cancers have decreased significantly over the last two decades due to a combination of early detection and improved treatment. However, within Sunderland, cancer remains a significant cause of premature death and health inequalities.

The under 75 mortality rates from 'cancer considered preventable' during 2021-2023 in Sunderland was 63.7 per 100,000, this is higher than the North East (60.3) and significantly higher than the England (49.5) averages⁽²⁶⁾.

The under 75 mortality rates from lung cancer during 2021-2023 in Sunderland was 35.2 per 100,000, this is higher than the North East (33.6) and significantly higher than the England averages (25.3) averages⁽²⁶⁾.

Collectively, cancer accounts for 21.8% of the gap between Sunderland and England for male life expectancy, and 21.5% of the gap between Sunderland and England for female life expectancy⁽¹⁸⁾.

Community pharmacy support:

- New medicines service
- Medicines optimisation
- Discharge medicine service
- Signposting to specialist services
- Healthy living advice

4.9 Long-term Conditions

A long-term condition is a condition that cannot, at present, be cured but is controlled by medication and/or other treatment/therapies. The NHS Long Term Plan⁽⁹⁾ has a strong focus on the treatment and prevention of illness by supporting patients to adopt improved healthy behaviours. This will both help people to live longer, healthier lives, and reduce the demand for and delays in treatment and care focusing on services to support patients to overcome tobacco addiction, treat alcohol dependence and to prevent and treat people living with obesity, particularly in areas with the highest rates of ill health. The prevalence of long-term conditions increases with age and the proportion of the population with multiple long-term conditions also increases with age. People living in more deprived areas are at an increased risk of developing long term conditions, but better management can help to reduce health inequalities.

People with long-term conditions are likely to be more intensive users of health and social care services, including community services, urgent and emergency care and acute services.

Data during 2022/23, shows a higher recorded prevalence of long-term conditions in Sunderland (compared to England) of: coronary heart disease, stroke, hypertension, atrial fibrillation, diabetes, chronic kidney disease, and chronic obstructive pulmonary disease⁽²⁶⁾.

4.9.1 Cardiovascular Disease

Cardiovascular disease (CVD) includes several problems of the heart and circulatory system, such as coronary heart disease (CHD), heart attacks, stroke and peripheral vascular disease (PVD). It is strongly linked with other conditions such as high blood pressure (hypertension), diabetes, dementia and chronic kidney disease and is more prevalent in lower socio-economic and minority ethnic groups.

Mortality from cardiovascular disease have decreased significantly over the last two decades due to a systematic approach to secondary prevention and improved

treatment. However, within Sunderland, cardiovascular disease remains a significant cause of premature death and health inequalities.

The rate of premature mortality from cardiovascular disease considered preventable in 2021-23 is 36.7 per 100,000 persons aged under 75, higher than the England average of 30.5 per 100,000⁽²⁶⁾. The recorded (diagnosed) prevalence for key cardiovascular long-term conditions is also higher for Sunderland than the England average. CHD prevalence is 4.4% in Sunderland, compared to 3.0% for the England average⁽²⁶⁾.

Community pharmacy support:

- New medicines service
- Medicines optimisation
- Discharge medicine service
- Hypertension case finding service
- Healthy living advice
- Signposting to other services

4.9.2 Hypertension

A measurement of blood pressure indicates the pressure that circulating blood puts on the walls of blood vessels. A blood pressure of 140/90 mmHg or greater is usually used to indicate hypertension (high blood pressure) because persistent levels above this start to be associated with increased risk of cardiovascular events. Undiagnosed and uncontrolled hypertension is a major risk factor for stroke, heart attack, heart failure, aneurysms and chronic kidney disease.

The recorded (diagnosed) prevalence for hypertension for the adult population in Sunderland is 18.4% compared to a prevalence of 14.8% in England²⁶. The Black African, Caribbean and South Asian populations are more likely to develop hypertension⁽¹⁸⁾.

Community pharmacy support:

- New medicine service
- Medicines optimisation
- Discharge medicine service
- Hypertension case finding service
- Healthy living advice
- Signposting to other services

4.9.3 Atrial Fibrillation

Atrial fibrillation is a heart condition that causes an irregular and often abnormally fast heart rate. It can affect adults of any age, but it becomes more common with age and is more common in people with hypertension, atherosclerosis or heart valve problems. People with atrial fibrillation are at risk of blood clots forming in the heart and are at an increased risk of having a stroke. Persistent atrial fibrillation may weaken the heart and in extreme cases can lead to heart failure.

The recorded (diagnosed) prevalence for atrial fibrillation in Sunderland is 2.7% compared to a prevalence of 2.2% in England^(18,26).

Community pharmacy support:

- New medicine service
- Discharge medicine service
- Hypertension case finding service
- Healthy living advice
- Signposting to other services

4.9.4 Diabetes

Diabetes is a chronic and progressive disease that impacts upon almost every aspect of life. It can affect children, young people and adults of all ages, and is becoming more common. Diabetes is more common among people from Black and South Asian Ethnic backgrounds and is more likely to develop at an earlier age. Diabetes can result in premature death, ill-health and disability, yet these can often be prevented or delayed by high quality care. Preventing Type 2 diabetes (the most common form) requires action to identify those at risk who have non-diabetic hyperglycaemia and prevention activities to support healthy weight, good diet and increased physical activity.

The recorded (diagnosed) prevalence for diabetes in Sunderland is 8.8% (around 18,134 persons aged 17 and over) compared to a prevalence of 7.7% in England⁽²⁶⁾.

Community pharmacy support:

- New medicine service
- Discharge medicine service
- Signposting to diabetes prevention programme
- Healthy living advice and referral to weight management and physical activity programmes
- Signposting to specialist services

4.9.5 Chronic Kidney Disease

Chronic kidney disease is the progressive loss of kidney function over time, due to damage or disease. It becomes more common with increasing age and is more common in people from black and South Asian ethnic communities. Chronic kidney disease is usually caused by other conditions that put a strain on the kidneys such as high blood pressure, diabetes, high cholesterol, infection, inflammation, blockage due to kidney stones or an enlarged prostate, long-term use of some medicines or certain inherited conditions. People with chronic kidney disease are at increased risk of cardiovascular diseases.

The recorded (diagnosed) prevalence for chronic kidney disease in Sunderland is 5.3% compared to a prevalence of 4.4% in England⁽²⁶⁾.

Community pharmacy support:

- New medicine service
- Discharge medicines service
- Hypertension case finding service
- Healthy living advice
- Over the counter medicines advice
- Signposting to other services

4.9.6 Respiratory

Respiratory diseases, which affect the airways and lungs, are a major contributor to health inequalities, and many of these conditions are largely preventable. They include common conditions such as asthma, chronic obstructive pulmonary disease (COPD), and lung cancer, as well as infections like pneumonia and influenza, and rarer conditions such as interstitial lung disease and mesothelioma.

In Sunderland, respiratory diseases are a significant cause of premature mortality. Between 2021 and 2023, the mortality rate from respiratory disease among those aged under 75 was 44.3 per 100,000, compared to the England average of 30.3 per 100,000⁽¹⁸⁾.

The rate of preventable premature mortality from respiratory disease in Sunderland during the same period was 30.5 per 100,000, slightly lower than the England average of 33.7 per 100,000 ⁽²⁶⁾.

Chronic obstructive pulmonary disease (COPD) is a progressive condition that includes bronchitis and emphysema. Symptoms such as a persistent cough and breathlessness can severely impact mobility, quality of life and limit activities of daily life. In advanced stages, COPD can lead to heart failure and respiratory failure. The disease also places a significant burden on informal carers.

The primary risk factor for developing and progressing COPD is smoking, making smoking cessation and wider tobacco control the most effective prevention strategies.

In 2023/24, the recorded (diagnosed) prevalence for COPD in Sunderland was 3.2% significantly higher than the England average of 1.9%⁽²⁶⁾.

Asthma is a long-term condition that causes inflammation and narrowing of the airways, leading to symptoms such as wheezing, breathlessness and coughing. It can significantly affect daily life and, in severe cases be life threatening.

In 2023/24, the recorded (diagnosed) prevalence of asthma in Sunderland was 6.8%, slightly above the England average of 6.5%^(18,26).

Community pharmacy support:

- New medicines service
- Discharge medicines service
- Smoking cessation service
- Healthy living advice
- Signposting to other services

4.9.7 Older People

As more people live longer, the perception of old age and aging has changed. More people continue to remain in employment for longer and plan for an active retirement. The valuable contributions of older people to both the community and economy are well documented. Equally, the importance of the built and natural environment such as age-friendly towns, cities and setting, in supporting healthy aging is widely recognised.

People in Sunderland live shorter lives with more years in poor health compared to the England average. Healthy life expectancy is a measure of how many years of life a person can expect to be in good health for. Healthy life expectancy in Sunderland for men for in 2021-23 is 55.0 years and for women it is 55.6 years, significantly less than England's averages of 61.5 years and 61.9 years respectively⁽¹⁸⁾. As such, this poses significant challenges not only to the health and social care sector but also economic

challenges in terms of employability and business growth. Prevention and early intervention offer opportunities to reduce long-term conditions and increase healthy life expectancy.

Emergency hospital admissions due to falls reduced slightly to 2,336 per 100,000 amongst the over 65s during 2023/24. This is, however, still higher than the average North East figure (2,122) and significantly higher than the England figure (1,984)⁽¹⁸⁾.

The percentage of adult social care users (aged 18+) in Sunderland who have as much social contact as they would like, increased from 51.0% in 2022/23 to 54.4% in 2023/24. This is higher than the North East average figure (48.5%) and higher than the England figure (45.8%)⁽¹⁸⁾.

More information on healthy ageing and how we can support people to live and age well is set out in the 2025 Annual Director of Public Health report, which is available at: [Healthy Ageing - Living Well to Age Well](#).

Community pharmacy support:

- New medicine service
- Discharge medicine service
- Repeat prescription service
- Suitable adjustments to aid medicine compliance (large print, non-child-proof lids, reminder charts)
- Provision of medicine in compliance aids (not a commissioned service but may be suitable adjustment)
- Advice to carers and supported living services regarding medicines
- Care home advice and support
- Healthy living advice
- Signposting to other services

4.9.8 Dementia

Dementia is a group of related symptoms linked to the progressive decline of brain function. It can affect memory, thinking, behaviour and the ability to perform everyday activities. Common symptoms include memory loss, confusion, mood changes and difficulty with daily tasks.

While age is the biggest risk factor for dementia, dementia is not an inevitable part of ageing. Although it cannot be completely prevented, adopting a healthy lifestyle, including regular physical activity, a balanced diet and not smoking can help reduce the risk.

There are several different types of dementia, all of which are progressive and interfere with daily life. The most common forms are Alzheimer's disease and vascular dementia, which together account for the majority of cases. Although there is currently no cure, early diagnosis and appropriate support can help slow progression, maintain mental function, and allow individuals and families to prepare and plan for the future. As of 2024, the estimated dementia diagnosis rate for people aged 65 and over in Sunderland was 64.4 per 100,000^(18,26).

Community pharmacy support:

- Dementia friendly programme
- New medicine service
- Discharge medicine service
- Repeat medicine service
- Provision of medicine in compliance aids (not a commissioned service but may be reasonable adjustment)
- Care home advice and support
- Healthy living advice
- Signposting to other services

4.10 Mental Health and Mental Wellbeing

There is growing recognition of the significant impact of mental illness on population health. The NHS aims to address historic underfunding of mental health services through the ambition of “parity of esteem”. This aims to ensure that mental and physical health are equally valued and resourced.

At the same time, the interplay between physical and psychological health is becoming better understood. People with long-term physical conditions are more likely to experience mental health problems, which can worsen outcomes and increase healthcare needs. The health inequalities faced by people with mental health conditions are now being more clearly recognised and addressed.

In 2022/23, 15% of adults in Sunderland were diagnosed with depression. This was similar to the regional average of 15% and higher than the England average of 13.2%^(18,26).

While suicide rates in Sunderland have declined slightly since 2019 they remain significantly higher than the national average. Between 2021 and 2023, the suicide rate in Sunderland was 13.0 per 100,000 population, slightly below the North East average (13.8), but well above the England average of 10.7.

The suicide rate in males in Sunderland during 2021-23 was 23.1 per 100,000 which was higher than the North East rate (22.2) and significantly higher than the England rate (16.4). The suicide rate in females in Sunderland during 2021-23 was 3.4 per 100,000 which was lower than both the North East (6.0) and England (5.4) rates⁽¹⁸⁾.

The Suicide Prevention Action Plan for Sunderland (2023-26) outlines the priorities and actions to reduce suicide. It is led by the Sunderland Suicide Prevention Action Group, a multi-agency partnership. Community based training programmes, such as ‘A Life worth living’ are being delivered to raise awareness and build capacity for suicide prevention across local settings.

Findings from the 2023 Health Related Behaviour Survey (HRBS), show that 57% of secondary school pupils in Sunderland reported being ‘quite a lot’ or ‘very much’ happy with their life, which is an improvement from 50% in 2021⁽²⁶⁾.

Sunderland City Council is a signatory of the Prevention Concordat for Better Mental Health, demonstrating a whole-system commitment to embedding mental health promotion and prevention across local policies and services.

Community pharmacy support:

- New medicine service
- Discharge medicine service
- Repeat medicine service
- Compliance aid assessment
- Healthy living advice
- Signposting to other services

4.11 Learning Disability

A learning disability affects the way a person understands and processes information and how they communicate. This can impact on a person's ability to understand new and complex information, learn new skills or live independently.

Learning disabilities can be mild, moderate or severe. Some people with a learning disability live independently without much support; others need help to carry out most daily activities. Often people with learning disabilities have cooccurring physical and sensory impairments, and in some cases behavioural issues.

People with learning disabilities can become socially excluded and vulnerable. They have greater health needs than the rest of the population as they are more likely to have:

- Mental illness
- Chronic health problems
- Epilepsy
- Physical disabilities and sensory impairments

The recorded prevalence of learning disability in Sunderland is 1% compared to a prevalence of 0.6% in England⁽¹⁸⁾.

Community pharmacy support:

- New medicine service
- Discharge medicine service
- Repeat prescription service
- Compliance aid assessment and provision
- Healthy living advice
- Signposting to other services

4.12 Seasonal Influenza and COVID

Immunisation programmes play a vital role in protecting both individuals and communities from vaccine preventable diseases. The programmes are regularly updated in response to emerging and changing threats and evolving public health risks.

Community pharmacies continue to make a significant contribution to the seasonal influenza vaccination campaign, and their ongoing involvement remains critical to protecting the populations health.

- In 2023/24, 78.0% of persons aged 65 years and over received the flu vaccine, slightly above the England average of 77.8% ⁽¹⁸⁾
- 41.3% of patients in at-risk groups were immunised compared to the national average of 41.4% ⁽¹⁸⁾

During the autumn 2024 COVID-19 vaccination campaign, 33 community pharmacies in Sunderland delivered vaccinations to eligible cohorts, supporting local access and uptake.

4.13 Summary of Health Needs Analysis

Community pharmacy can and does make a significant contribution to improving the health of the population, treating illness and supporting a reduction in premature mortality.

- Sunderland experiences higher levels of deprivation than the national average. Socio-economic deprivation is also associated with increased risk of a range of health conditions and health inequalities.
- The higher proportion of the population living in poverty has a significant impact on health and health inequalities across all ages and in particular in children and young people.
- Higher levels of smoking, poor diet, alcohol and substance use and low levels of physical activities lead to poor health outcomes and health inequalities.
- People in the city have more mental health needs than nationally, this also impacts on physical health.
- A growing aging population is likely to increase demand on pharmaceutical service. Older patients often have more complex health needs and will require more support with their medicines and to access pharmaceutical services.

- More people in the city are living with, and prematurely dying from, chronic disease than elsewhere in the country and Sunderland has higher levels of health risk than England as a whole.
- Responding to health protection threats (infectious diseases) requires prevention work, rapid identification, and a swift targeted response to complex cases, particularly in high-risk places, locations and communities.
- COVID-19 had a significant impact on the health of the population and will continue to affect older and at-risk groups.
- The wider impacts of climate change and levels of carbon in our atmosphere impact significantly on the local environment and on mental and physical health.

5 Current Provision of Pharmaceutical Services

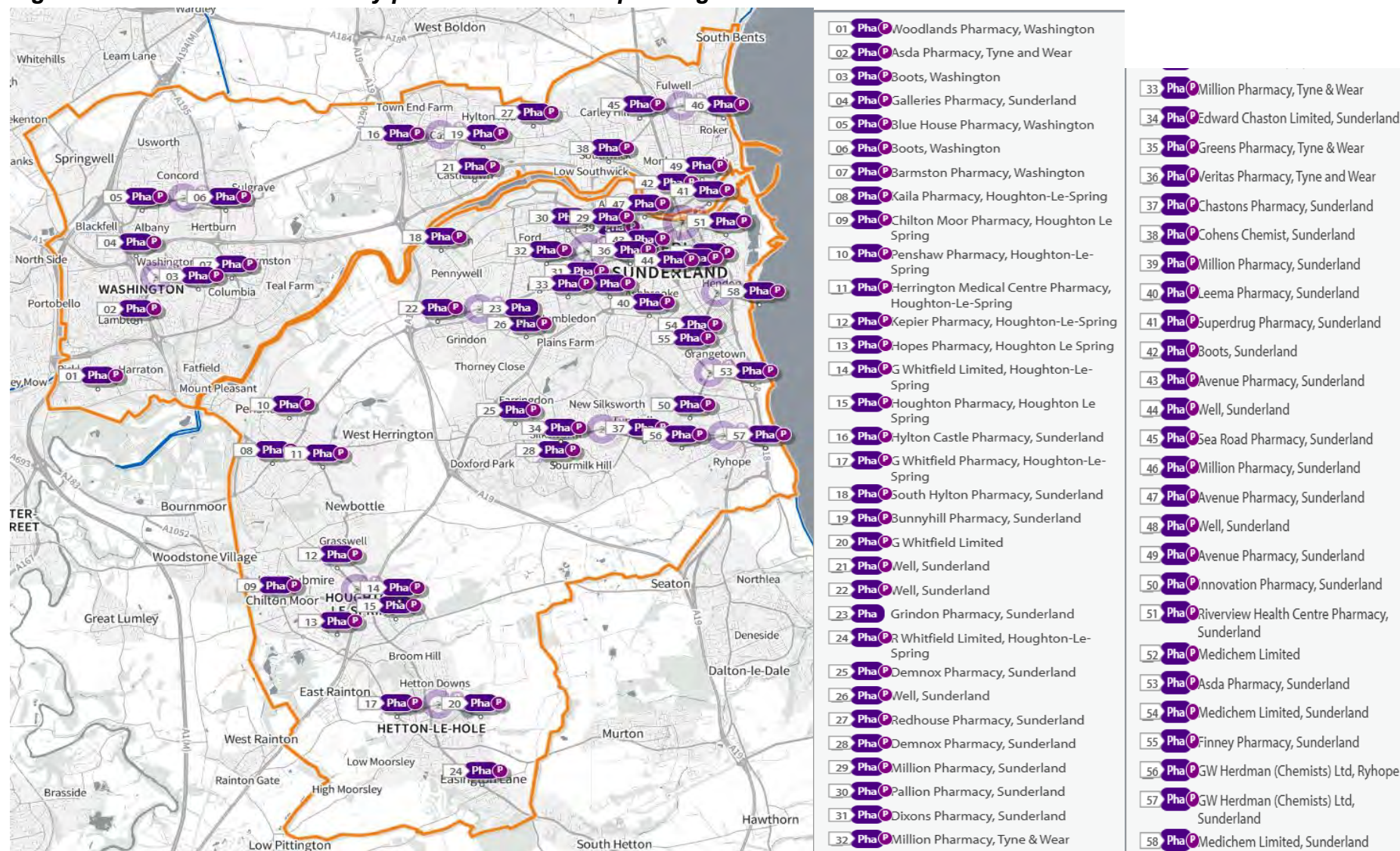
5.1 Overview

North East North Cumbria ICB is responsible for administering pharmacy services and for maintaining information regarding opening hours for all pharmacies.

The information reflects the number of pharmacies at the time the data was reported, which was the end of March 2025

A table listing the current pharmacy services and key opening times is attached in Appendix 6.

Figure 4: Location of community pharmacies and dispensing contractors within Sunderland



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In Sunderland, there are currently 58 community pharmacies made up of:

- 52 standard contract (40 hour) pharmacies
- 100-hour pharmacies
- distance selling pharmacies
- No dispensing doctors' services

There are 12,009 pharmacies in England and a population of 57,690,300 in the ONS mid-2023 data⁽²⁰⁾. This equates to one pharmacy per 4,803 population.

With 58 community pharmacies in Sunderland area and a population of 277,354 (based on the 2022 ONS population estimate), the average number of community pharmacies is 20.9 per 100,000 people; this equates to one pharmacy per 4,782 population.

Prescribing and data reports (ePACT2)⁽²⁸⁾ published by NHS Business Services Authority in January 2025 indicates that a total of 8,959,538 items were prescribed by GPs in the Sunderland HWB area in 2023/24.

There has been a decrease of four 40-hour pharmacies and one 100-hour pharmacy in Sunderland since the last PNA was published.

Table 2: Number of pharmacies by type in Sunderland

Type of Pharmacy	Number of pharmacies		
	2017	2021	2024
Standard pharmacy	58	56	52
100 hour	5	4	3
Distance selling	2	3	3
Dispensing Doctors	0	0	0
TOTAL	65	63	58

Data source: NENC ICB

Any organisation can commission services from community pharmacies. NHS England commissions essential, advanced and enhanced pharmaceutical services (see section 7) whilst Local Authorities and ICBs commission 'locally commissioned services' (see section 8).

5.2 Standard Contract (40 hours)

Figure 4 shows the current provision of essential pharmaceutical services within the Sunderland local authority boundary.

5.2.1 Core Hours

Community pharmacies provide Essential Services (see section 7 essential services) as part of the NHS Community Pharmacy Contractual Framework⁽¹⁴⁾ (the 'pharmacy contract'). Most community pharmacies provide a core of 40 hours per week although some pharmacies may be contracted to provide a 100-hour pharmacy service, and some may offer less than 40 hours.

Core opening hours can only be changed with approval from NENC ICB.

5.2.2 Supplementary Hours

These are provided on a voluntary basis by the pharmacy contractor often based on patient need and business viability. As such, they are additional to the core hours provided. Supplementary hours can be amended by giving NENC ICB a minimum of 5 weeks' notice of the intended change but would not be expected to fall unless there had been prior reduction in demand.

5.3 100-hour Pharmacies

100-hour pharmacies were required to open for at least 100 hours per week until May 2023 when the Department of Health and Social Care (DHSC) introduced a number of changes to the regulations. Amongst those changes was the option for 100-hour pharmacies to reduce their weekly opening hours to no less than 72, subject to various requirements, which included continuation of 7-day provision and late opening on weekdays. The changes were introduced in an effort to maintain the availability of this provision against a backdrop of pharmacy closures. 100-hour pharmacies were seen as particularly vulnerable to closure due to higher operating costs.

Since this change in the regulations was introduced, the three 100-hour pharmacies located in Sunderland have reduced their opening hours.

5.4 Pharmacy Access Scheme

In October 2016, as part of the renewed funding package for community pharmacies in England, the Department of Health and Social Care (DHSC) introduced a Pharmacy Access Scheme (PhAS). This was to give patients access to NHS community pharmacy services in areas with higher health needs and fewer pharmacies, with the intention to provide better access to NHS community pharmaceutical services.

This scheme has been updated from January 2022, with revised criteria, and is based on both the dispensing volume of the pharmacy, and distance from the next nearest pharmacy. Information provided by NENC ICB in December 2024 indicated that 3 pharmacies in Sunderland were identified as being eligible for the Pharmacy Access Scheme. These are:

- Leema Pharmacy: 91 Tunstall Road, Sunderland, SR2 7RW
- R Whitfield: 93 High Street, Easington Lane, Houghton le Spring, DH5 0JR
- Asda Pharmacy: Leechmere Road Industrial Estate, Grangetown, Sunderland, SR2 9TT

5.5 Dispensing Appliance Contractors

Dispensing appliance contractors (DAC) specialise in the supply of prescribed appliances such as catheter, stoma and incontinence products and dressings. These items are usually delivered direct to the patient's home. Community pharmacies can also provide this service, in accordance with the pharmaceutical regulations. There have been three appliance contractors in Sunderland for a number of years.

Dispensing appliance contractors (DAC) are different to pharmacy contractors because they only dispense prescriptions for appliances and cannot dispense prescriptions for medicines. They tend to operate remotely and on a national level, receiving prescriptions either via the post or the electronic prescription service, and arranging for dispensed items to be delivered to the patient. They are not therefore directly linked to the provision of pharmaceutical services in any specific locality so are not considered as part of the needs assessment.

5.6 Distance Selling Pharmacies

Distance selling pharmacies are required to deliver the full range of essential services, though the 2013 regulations⁽⁷⁾ do not allow them to provide essential services to people on a face-to-face basis on the premises of the pharmacy. They will receive prescriptions either via the electronic prescription service or through the post, dispense them and then arrange for them to be delivered.

They must provide essential services to anyone, anywhere in England, where requested to do so and may choose to provide advanced services, but when doing so must ensure that they do not provide any essential services whilst the patient is at the pharmacy premises.

As of 31 March 2024, there were 409 distance selling premises in England, based in 115 health and wellbeing board areas. Not every health and wellbeing board therefore has one in their area, however it is likely that some of their residents will use one.

In the NHSE North East and Yorkshire area, in January 2024, there were 21 distance selling pharmacies of which 3 are located in Sunderland.

5.7 Dispensing Doctors

NHS legislation provides that in certain rural areas (classified as controlled localities) general practitioners may apply to dispense NHS prescriptions. A reserved location is designated, in a controlled locality, where the total patient population within 1.6 km (one mile) of the proposed location of a new pharmacy is less than 2,750 at the time an application is received. Patients living in these areas have the choice of having their prescriptions dispensed from a pharmacy or from a dispensing GP, if one is available within their practice. Where an application for a new pharmacy is made in a controlled locality, a determination must also be made as to whether the location of the pharmacy is in a reserved location.

There are no dispensing doctors in the Sunderland area.

5.8 Hospital Pharmacy Services

NHS hospital trusts and private hospitals do not provide services under the community pharmacy contractual framework and are therefore outside the scope of the PNA.

5.9 Out of Area Providers of Pharmaceutical Services

Consideration has been given to pharmaceutical services provided by community pharmacy contractors outside of Sunderland area that provide dispensing services to the registered population of Sunderland.

Analysis of prescribing data reports (ePACT2)⁽²⁸⁾ published by NHS Business Services Authority in October 2024²⁸, indicated that in 2023/24, 94.5% of the items prescribed by GP practices in Sunderland were dispensed by pharmacies in the Sunderland area and 5.5% were dispensed "out of area".

The number of prescriptions dispensed out of area has remained relatively stable over the last 3 years with 5.2% being dispensed out of area in 2021/22 and 5.5% 2022/23⁽²⁸⁾²⁷.

Out of area dispensing may be due to people choosing to use a distance selling pharmacy for their medicine supplies or people who live on the boundaries of the area accessing pharmacies which are convenient to visit but are in a neighbouring HWB area.

Sunderland pharmacies also dispense some prescriptions that are sourced from prescribers located out of the council's boundaries. This activity has been seen to have reduced slightly over the last 3 years. In 2023/24, 2.8% of the dispensing activity of pharmacies in Sunderland were from prescribers out of area whereas in 2021/22 the activity was 3.1% and in 2022/23 it was 3.0%⁽²⁸⁾.

5.10 Government Consultations

5.10.1 Pharmacy Supervision

The Government has recently undertaken a consultation exercise to gather views on a proposed change to the regulations on pharmacy supervision. The changes, if enacted, will allow greater delegation of tasks to staff in a community pharmacy, allowing the pharmacist to focus more on clinical services and other patient-facing activity. This could free up capacity and enable community pharmacists to deliver a wider range of NHS services.

The results of the consultation have not been shared at the time of writing.

5.10.2 Hub and Spoke Dispensing

Hub and spoke dispensing occur when a community pharmacy 'spoke' sends prescriptions to another pharmacy 'hub' to be dispensed and is used currently by pharmacy multiples to free up pharmacist time at the spoke and achieve economies of scale at the hub. Legislation permits this provided certain conditions are met, but both parties must be part of the same legal entity.

Following a government consultation in 2022, the government has committed to a change in legislation from the 1st of January 2025. The change allows hub and spoke dispensing across different legal entities. This will allow independent pharmacies to develop similar models, which levels the playing field across the sector.

This change should create and/or preserve capacity for pharmacists to deliver patient-facing services.

5.10.3 Independent Prescribing

Independent prescribing by pharmacists has been available since 2006, and in recent years there has been a drive to upskill the current pharmacist workforce, enabling a large number of pharmacists to qualify as independent prescribers. Alongside this, newly registered pharmacists qualifying from 2026 will automatically become independent prescribers following changes made by schools of pharmacy to reflect this significant change to pharmacists' workload.

Despite there being a number of independent prescribing pharmacists working in community pharmacy in England, there are currently no clinical services commissioned nationally by NHS England that enable NHS prescriptions to be issued by independent prescribing pharmacists working in community pharmacy. In 2024, NHS England and integrated care boards (ICBs) have continued to develop the

Community Pharmacy Independent Prescribing Pathfinder Programme, designed to establish a framework for the commissioning of community pharmacy services that incorporate independent prescribing.

Over the next few years, there could be a significant change to the delivery of community pharmacy services, as the skills and capabilities of community pharmacists are utilised to build on clinical services already commissioned as advanced pharmaceutical services, or to add into locally commissioned services.

6 Access to Community Pharmacy services in Sunderland

Since the last PNA in 2022 the following significant changes to pharmacy provision in Sunderland include:

- Closure of Boots UK Ltd, Units 2-3, Park Lane, Sunderland, SR1 3NX
- Closure of Boots UK Ltd, Health Centre, Springwell Road, Sunderland, SR3 4HG
- Closure of Lloyds Pharmacy, Wessington Way, Sunderland, SR5 3JG
- Closure of Lloyds Pharmacy, Silksworth Lane, Silksworth, Sunderland SR3 1PD
- Closure of Blue House Pharmacy, Blue House Lane, Washington, Tyne & Wear, NE37 2TE

Blue House Pharmacy was a 100-hour contract. The other four held 40-hour contracts.

In May 2023, changes were made to NHS (Pharmaceutical and Local Pharmaceutical Services) (PLPS) Regulations 2013⁽⁷⁾. The changes introduced a 'notification' procedure for 100-hour pharmacies to reduce their total weekly core opening hours to no less than 72 hours, subject to various requirements. The purpose of the change was to improve the viability of 100-hour pharmacies whilst still maintaining extended hours and 7-day cover. The vast majority of 100-hour pharmacies nationally and all in the Sunderland area have subsequently reduced their opening times.

There have also been reductions in the number of supplementary hours offered by 40-hour contractors, affecting mainly early evening and weekend opening.

6.1 Number, type of pharmacies and geographical distribution

Table 3: Distribution of community pharmacies, by locality

Sunderland Locality	Number of community pharmacies			
	40 hour	Distance selling	100 hour	TOTAL
Coalfields	11	0	0	11
East	12	2	0	14
North	10	0	1	11
West	13	1	1	15
Washington	6	0	1	7
SUNDERLAND	52	3	3	58

Data source: NENC ICB & Sunderland Public Health Team

Table 4: Average number of pharmacies per 100,000 population and persons per pharmacy, by locality

Sunderland Locality	No of community pharmacies	Mid 2022 population estimate	Pharmacies per 100,000 population	Persons per pharmacy
Coalfields	11	50,506	21.8	4,591
East	14	55,903	25	3,993
North	11	53,815	20.4	4,892
West	15	62,931	23.8	4,195
Washington	7	54,199	12.9	7742
SUNDERLAND	58	277,354	20.9	4,782
ENGLAND	12,009	57,690,300	20.8	4,803

Data source: ONS Mid-2022 Population Estimates⁽²⁷⁾ & Sunderland Public Health Team

Consideration of the number of pharmacies compared to the resident population, based on ONS 2022 mid-year population estimates for wards aggregated up to Sunderland localities is shown in Table 4. This shows that Sunderland has a slightly higher number of pharmacies per 100,000 population than the England average.

Sunderland East is particularly well served, allowing for more patient choice and easier access. Whilst Washington has a smaller number of pharmacies per 100,000 population than the England average, it benefits from one 100-hour pharmacy enabling access on more days and for longer hours.

6.2 Dispensing Activity in Sunderland

To assess the average dispensing activity levels of Sunderland community pharmacies, data from the NHS Business Services Authority on prescribing and dispensing activity⁽²⁸⁾ was mapped to Sunderland using pharmacy codes and addresses.

Table 5: Average number of items prescribed by Sunderland based prescribers and dispensed per pharmacy (excluding Appliance contractors), 2023/24²⁸

	No of community pharmacies	Number of prescription items dispensed by pharmacies	Average no. of prescription items dispensed per pharmacy
Sunderland	58	8,959,538	154,475
England	12,009	1,100,000,000	91,597

Data source: NHSBSA EPACT Data⁽²⁸⁾ & Sunderland Public Health Team

The figures show that pharmacies in Sunderland dispense higher than average numbers of items than the national average.

Prescribing and analysis of data reports (ePACT2) published by NHS Business Services Authority in October 2024⁽²⁸⁾, indicated that in 2023/24, 94.5% of the items prescribed by GP practices in Sunderland were dispensed by pharmacies in the Sunderland area and 5.5% were dispensed "out of area".

The number of prescriptions dispensed out of area has remained relatively stable over the last three years with 5.2% being dispensed out of area in 2021/22 and 5.5% 2022/23⁽²⁸⁾.

Out of area dispensing may be due to people choosing to use a distance selling pharmacy for their medicine supplies or people who live on the boundaries of the area accessing pharmacies which are convenient to visit but are in a neighbouring HWB area.

Sunderland pharmacies also dispense some prescriptions that are sourced from prescribers located out of the council's boundaries. This activity has been seen to have reduced slightly over the last three years. In 2023/24, 2.8% of the dispensing activity of pharmacies in Sunderland were from prescribers out of area whereas in 2021/22 the activity was 3.1% and in 2022/23 it was 3.0%⁽²⁸⁾.

6.3 Access to Pharmacies by Opening Hours

As described in section 5.2, community pharmacy contractors are required to open for a minimum of 40 core hours per week, unless a reduction is agreed with NHS England. These core hours are provided as part of essential pharmacy services. There are three 100-hour pharmacies in Sunderland, opened under the previous exemption which enabled longer opening hours, and these pharmacies must be open for at least 72 hours per week as core hours. Dispensing appliance contractors are required to open for a minimum of 30 core hours per week.

In Sunderland, all but three of the 40-hour pharmacies are open for more than the core contract hours.

There are currently:

- 31 pharmacies in Sunderland that are not 100-hour pharmacies and open on Saturday mornings
- 8 pharmacies in Sunderland that are not 100-hour pharmacies and remain open on Saturday afternoons
- Three pharmacies that are not 100-hour pharmacies that are open on Sundays

These operating hours allow pharmacies greater scope to respond to local population needs and preferences.

None of the dispensing appliance contractors and neither of the distance selling pharmacies open on Saturdays or Sundays.

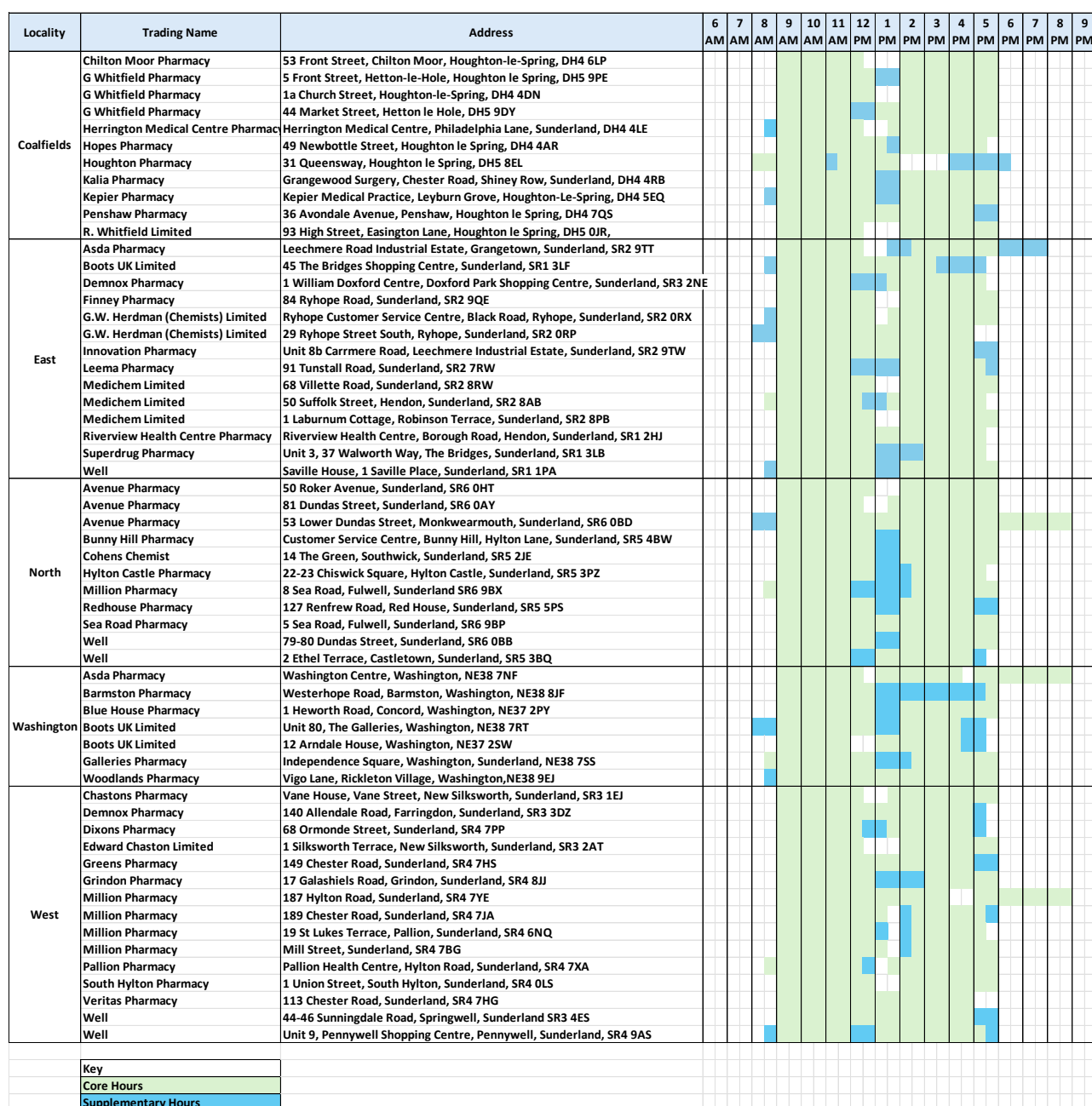
There are three 100-hour pharmacies out of a total of 58 pharmacies in Sunderland. In addition, there are five pharmacies that provide significantly extended supplementary hours beyond their 40-hour core contracts. These pharmacies provide access to services on weekday evenings and both Saturdays and Sundays, one in Sunderland West, North and Washington Localities and two in Sunderland East.

The HWB board recognises that these pharmacies provide extended opening hours as supplementary hours which, if reduced, could impact on access for the population of Sunderland. However, should this be the case, a detailed review of pharmaceutical provision would need to be undertaken to explore provision within this locality. Early involvement of Community Pharmacy Durham and Sunderland and local community pharmacies in this process would allow for local solutions to be explored.

6.4 Ease of Access to Pharmacies

The following sections provide a summary of the opening hours of community pharmacies in Sunderland, split between weekdays and weekend provision. For the weekdays a pharmacy has been counted as being open during a particular time slot if it is open on three out of the five days. Full information regarding opening hours is described in Appendix 6, including any variations to this general overview.

Figure 5: Weekday opening times



6.4.1 Weekday Opening

Access to community pharmacy across Sunderland is comprehensive during the hours from 9:00 am until 6:00 pm on weekdays in all localities. 34 pharmacies in Sunderland that are not 100-hour pharmacies remain open without closing for lunchtime. Others vary from having a 20-minute break to closing for 1.5 hours over lunchtime. More usually, this is a 1-hour break.

6.4.1.1 Weekday Mornings

All community pharmacies in Sunderland are open from 9:00 am on weekday mornings. Some pharmacies offer earlier opening times, as seen in figure 15, which are generally provided as supplementary hours. Sunderland East, North and Washington have at least one pharmacy open from 8.00 am and all localities have some provision from 8.30 am.

6.4.1.2 Weekday Evenings

Many pharmacies remain open between 5.30pm and 6.00pm after which there is a noticeable reduction in provision. There is some provision on weekday evenings in 4 localities. Evening opening is provided as follows:

- **Washington:** one 100-hour pharmacy and one pharmacy with long supplementary hours
- **Sunderland East:** two pharmacies with long supplementary hours
- **Sunderland North:** one 100-hour pharmacy
- **Sunderland West:** one pharmacy providing 13 supplementary hours
- **Coalfields:** has no provision after 6.30pm

This highlights that there is no provision on weekday evenings after 6.30pm in the Coalfield area. Whilst evening opening during this time within the Coalfields area would improve access and choice, no specific need for additional pharmacies to open has been identified. Taking this into account, it is considered that the community pharmacies across the city that open during weekday evening extended GP hours may also be accessed by people living in the Coalfields locality.

6.4.2 Weekend Opening

6.4.2.1 Saturday Opening

In total, 30 pharmacies across the Sunderland area open on Saturdays. All these pharmacies open on Saturday mornings, and there is access in all localities. This reduces to 11 pharmacies that remain open on Saturday afternoons, none of which are in the Coalfields area.

Given that access within the Coalfields on Saturday afternoons is entirely reliant on supplementary hours, and the flexibility linked to supplementary hours, this suggests there has not been sufficient demand to justify longer opening. Whilst it is clear from the stakeholder engagement that those working Monday to Friday value weekend opening, no specific need for additional pharmacies to open on Saturday afternoons was identified.

Figure 6: Saturday opening hours

Locality	Trading Name	Address	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM
Coalfields	Chilton Moor Pharmacy	53 Front Street, Chilton Moor, Houghton-le-Spring, DH4 6LP																
	G Whitfield Pharmacy	5 Front Street, Hetton-le-Hole, Houghton le Spring, DH5 9PE																
	G Whitfield Pharmacy	1a Church Street, Houghton-le-Spring, DH4 4DN																
	G Whitfield Pharmacy	44 Market Street, Hetton le Hole, DH5 9DY																
	Herrington Medical Centre Pharmacy	Herrington Medical Centre, Philadelphia Lane, Sunderland, DH4 4LE																
	Hopes Pharmacy	49 Newbottle Street, Houghton le Spring, DH4 4AR																
	Houghton Pharmacy	31 Queensway, Houghton le Spring, DH5 8EL																
	Kalia Pharmacy	Grangewood Surgery, Chester Road, Shiney Row, Sunderland, DH4 4RB																
	Kepier Pharmacy	Kepier Medical Practice, Leyburn Grove, Houghton-Le-Spring, DH4 5EQ																
East	Penshaw Pharmacy	36 Avondale Avenue, Penshaw, Houghton le Spring, DH4 7QS																
	R. Whitfield Limited	93 High Street, Easington Lane, Houghton le Spring, DH5 0JR,																
	Asda Pharmacy	Leechmere Road Industrial Estate, Grangetown, Sunderland, SR2 9TT																
	Boots UK Limited	45 The Bridges Shopping Centre, Sunderland, SR1 3LF																
	Demnox Pharmacy	1 William Doxford Centre, Doxford Park Shopping Centre, Sunderland, SR3 2NE																
	Finney Pharmacy	84 Ryhope Road, Sunderland, SR2 9QE																
	G.W. Herdman (Chemists) Limited	Ryhope Customer Service Centre, Black Road, Ryhope, Sunderland, SR2 0RX																
	G.W. Herdman (Chemists) Limited	29 Ryhope Street South, Ryhope, Sunderland, SR2 0RP																
	Innovation Pharmacy	Unit 8b Carrmere Road, Leechmere Industrial Estate, Sunderland, SR2 9TW																
North	Leema Pharmacy	91 Tunstall Road, Sunderland, SR2 7RW																
	Medichem Limited	68 Villetta Road, Sunderland, SR2 8RW																
	Medichem Limited	50 Suffolk Street, Hendon, Sunderland, SR2 8AB																
	Medichem Limited	1 Laburnum Cottage, Robinson Terrace, Sunderland, SR2 8PB																
	Riverview Health Centre Pharmacy	Riverview Health Centre, Borough Road, Hendon, Sunderland, SR1 2HJ																
	Superdrug Pharmacy	Unit 3, 37 Walworth Way, The Bridges, Sunderland, SR1 3LB																
	Well	Saville House, 1 Saville Place, Sunderland, SR1 1PA																
	Avenue Pharmacy	50 Roker Avenue, Sunderland, SR6 0HT																
	Avenue Pharmacy	81 Dundas Street, Sunderland, SR6 0AY																
Washington	Avenue Pharmacy	53 Lower Dundas Street, Monkwearmouth, Sunderland, SR6 0BD																
	Bunny Hill Pharmacy	Customer Service Centre, Bunny Hill, Hylton Lane, Sunderland, SR5 4BW																
	Cohens Chemist	14 The Green, Southwick, Sunderland, SR5 2JE																
	Hylton Castle Pharmacy	22-23 Chiswick Square, Hylton Castle, Sunderland, SR5 3PZ																
	Million Pharmacy	8 Sea Road, Fulwell, Sunderland SR6 9BX																
	Redhouse Pharmacy	127 Renfrew Road, Red House, Sunderland, SR5 5PS																
	Sea Road Pharmacy	5 Sea Road, Fulwell, Sunderland, SR6 9BP																
	Well	79-80 Dundas Street, Sunderland, SR6 0BB																
	Well	2 Ethel Terrace, Castletown, Sunderland, SR5 3BQ																
West	Asda Pharmacy	Washington Centre, Washington, NE38 7NF																
	Barmston Pharmacy	Westerhope Road, Barmston, Washington, NE38 8JF																
	Blue House Pharmacy	1 Heworth Road, Concord, Washington, NE37 2PY																
	Boots UK Limited	Unit 80, The Galleries, Washington, NE38 7RT																
	Boots UK Limited	12 Arndale House, Washington, NE37 2SW																
	Galleries Pharmacy	Independence Square, Washington, Sunderland, NE38 7SS																
West	Woodlands Pharmacy	Vigo Lane, Rickleton Village, Washington, NE38 9EJ																
	Chastons Pharmacy	Vane House, Vane Street, New Silksworth, Sunderland, SR3 1EJ																
	Demnox Pharmacy	140 Allendale Road, Farringdon, Sunderland, SR3 3DZ																
	Dixons Pharmacy	68 Ormonde Street, Sunderland, SR4 7PP																
	Greens Pharmacy	149 Chester Road, Sunderland, SR4 7HS																
	Grindon Pharmacy	17 Galashiels Road, Grindon, Sunderland, SR4 8JJ																
	Edward Chaston Limited	1 Silksworth Terrace, New Silksworth, Sunderland, SR3 2AT																
	Million Pharmacy	187 Hylton Road, Sunderland, SR4 7YE																
	Million Pharmacy	189 Chester Road, Sunderland, SR4 7JA																
	Million Pharmacy	19 St Lukes Terrace, Pallion, Sunderland, SR4 6NQ																
	Million Pharmacy	Mill Street, Sunderland, SR4 7BG																
	Pallion Pharmacy	Pallion Health Centre, Hylton Road, Sunderland, SR4 7XA																
	South Hylton Pharmacy	1 Union Street, South Hylton, Sunderland, SR4 0LS																
	Veritas Pharmacy	113 Chester Road, Sunderland, SR4 7HG																
	Well	44-46 Sunningdale Road, Springwell, Sunderland SR3 4ES																
	Well	Unit 9, Pennywell Shopping Centre, Pennywell, Sunderland, SR4 9AS																
Key																		
Core Hours																		
Supplementary Hours																		

6.4.2.2 Sunday Opening

In total, 6 pharmacies across the city open on Sundays.

- **Sunderland East:** provision from 10.00am until 5.00pm by two pharmacies with long supplementary hours
- **Washington:** provision from 10.00am until 4.00pm by one 100-hour pharmacy and one pharmacy with long supplementary hours
- **Sunderland North:** provision from 8.00am to 6.00pm by one 100-hour pharmacy

- **Sunderland West**; provision from 8.00am until 6.00pm by one 100-hour pharmacy

There is no provision within the Coalfields area on Sundays,

In line with the findings of the stakeholder engagement noted above, although those working Monday to Friday indicate they value weekend opening, no specific need for additional pharmacies to open on Sundays was highlighted.

It is important to note that access to pharmacy services in the weekday evenings and the weekends, specifically Saturday afternoon and Sundays, is largely made via the 100-hour pharmacies and the pharmacies providing significant extended supplementary hours.

Figure 7: Sunday opening hours

Locality	Trading Name	Address	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM
Coalfields	Chilton Moor Pharmacy	53 Front Street, Chilton Moor, Houghton-le-Spring, DH4 6LP													
	G Whitfield Pharmacy	5 Front Street, Hetton-le-Hole, Houghton le Spring, DH5 9PE													
	G Whitfield Pharmacy	1a Church Street, Houghton-le-Spring, DH4 4DN													
	G Whitfield Pharmacy	44 Market Street, Hetton le Hole, DH5 9DY													
	Herrington Medical Centre Pharmacy	Herrington Medical Centre, Philadelphia Lane, Sunderland, DH4 4LE													
	Hopes Pharmacy	49 Newbottle Street, Houghton le Spring, DH4 4AR													
	Houghton Pharmacy	31 Queensway, Houghton le Spring, DH5 8EL													
	Kalia Pharmacy	Grangewood Surgery, Chester Road, Shiney Row, Sunderland, DH4 4RB													
	Kepier Pharmacy	Kepier Medical Practice, Leyburn Grove, Houghton-Le-Spring, DH4 5EQ													
	Penshaw Pharmacy	36 Avondale Avenue, Penshaw, Houghton le Spring, DH4 7QS													
East	R. Whitfield Limited	93 High Street, Easington Lane, Houghton le Spring, DH5 0JR,													
	Asda Pharmacy	Leechmere Road Industrial Estate, Grangetown, Sunderland, SR2 9TT													
	Boots UK Limited	45 The Bridges Shopping Centre, Sunderland, SR1 3LF													
	Demnox Pharmacy	1 William Doxford Centre, Doxford Park Shopping Centre, Sunderland, SR3 2NE													
	Finney Pharmacy	84 Ryhope Road, Sunderland, SR2 9QE													
	G.W. Herdman (Chemists) Limited	Ryhope Customer Service Centre, Black Road, Ryhope, Sunderland, SR2 0RX													
	G.W. Herdman (Chemists) Limited	29 Ryhope Street South, Ryhope, Sunderland, SR2 0RP													
	Innovation Pharmacy	Unit 8b Carrmere Road, Leechmere Industrial Estate, Sunderland, SR2 9TW													
	Leema Pharmacy	91 Tunstall Road, Sunderland, SR2 7RW													
	Medichem Limited	68 Villette Road, Sunderland, SR2 8RW													
	Medichem Limited	50 Suffolk Street, Hendon, Sunderland, SR2 8AB													
	Medichem Limited	1 Laburnum Cottage, Robinson Terrace, Sunderland, SR2 8PB													
	Riverview Health Centre Pharmacy	Riverview Health Centre, Borough Road, Hendon, Sunderland, SR1 2HJ													
North	Superdrug Pharmacy	Unit 3, 37 Walworth Way, The Bridges, Sunderland, SR1 3LB													
	Well	Saville House, 1 Saville Place, Sunderland, SR1 1PA													
	Avenue Pharmacy	50 Roker Avenue, Sunderland, SR6 0HT													
	Avenue Pharmacy	81 Dundas Street, Sunderland, SR6 0AY													
	Avenue Pharmacy	53 Lower Dundas Street, Monkwearmouth, Sunderland, SR6 0BD													
	Bunny Hill Pharmacy	Customer Service Centre, Bunny Hill, Hylton Lane, Sunderland, SR5 4BW													
	Cohens Chemist	14 The Green, Southwick, Sunderland, SR5 2JE													
	Hylton Castle Pharmacy	22-23 Chiswick Square, Hylton Castle, Sunderland, SR5 3PZ													
	Million Pharmacy	8 Sea Road, Fulwell, Sunderland SR6 9BX													
	Redhouse Pharmacy	127 Renfrew Road, Red House, Sunderland, SR5 5PS													
Washington	Sea Road Pharmacy	5 Sea Road, Fulwell, Sunderland, SR6 9BP													
	Well	79-80 Dundas Street, Sunderland, SR6 0BB													
	Well	2 Ethel Terrace, Castletown, Sunderland, SR5 3BQ													
	Asda Pharmacy	Washington Centre, Washington, NE38 7NF													
	Barmston Pharmacy	Westerhope Road, Barmston, Washington, NE38 8JF													
	Blue House Pharmacy	1 Heworth Road, Concord, Washington, NE37 2PY													
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	Demnox Pharmacy	140 Allendale Road, Farringdon, Sunderland, SR3 3DZ													
	Dixons Pharmacy	68 Ormonde Street, Sunderland, SR4 7PP													
	Edward Chaston Limited	1 Silksworth Terrace, New Silksworth, Sunderland, SR3 2AT													
	Greens Pharmacy	149 Chester Road, Sunderland, SR4 7HS													
	Grindon Pharmacy	17 Galashiels Road, Grindon, Sunderland, SR4 8JJ													
	Million Pharmacy	187 Hylton Road, Sunderland, SR4 7YE													
	Million Pharmacy	189 Chester Road, Sunderland, SR4 7JA													
	Million Pharmacy	19 St Lukes Terrace, Pallion, Sunderland, SR4 6NQ													
	Million Pharmacy	Mill Street, Sunderland, SR4 7BG													
	Pallion Pharmacy	Pallion Health Centre, Hylton Road, Sunderland, SR4 7XA													
	South Hylton Pharmacy	1 Union Street, South Hylton, Sunderland, SR4 0LS													
	Veritas Pharmacy	113 Chester Road, Sunderland, SR4 7HG													
	Well	44-46 Sunningdale Road, Springwell, Sunderland SR3 4ES													
	Well	Unit 9, Pennywell Shopping Centre, Pennywell, Sunderland, SR4 9AS													
Key															
Core Hours															
Supplementary Hours															

6.4.3 Opening during Enhanced GP Access and UTC Opening Hours

Within Sunderland, PCNs ensure enhanced access for their patients is in place between the hours of 6.30 pm and 8:00 pm Mondays to Fridays and between 9:00 am and 5:00 pm on Saturdays.

The GP out-of-hours service provides emergency access for patients with urgent primary care needs between the hours of 6.30pm and 8.00am, Monday to Friday and on a 24-hour basis at weekends and bank holidays.

Sunderland's Urgent Treatment Centre (UTC) is located at Sunderland Royal Hospital beside the Adult Emergency Department. The service operates from 8:00 am to midnight every day of the week, including bank holidays.

The pharmacies open on weekday evenings across Sunderland provide adequate pharmaceutical services during this extended access period. Similarly, the pharmacies open on Saturdays and Sundays cover the requisite periods.

There are no pharmacies open in the Coalfields area on Saturday afternoon or evening.

Although there is adequate provision for accessing prescribed medicines for the majority of the Healthcare centre sites, there are no pharmacies open near the Coalfields healthcare centre sites on Sundays. It can be seen that there is no provision within the Coalfields area after 6.30 pm on weekday evenings or on Saturday afternoons or Sundays. Whilst opening during these times within the Coalfields area would improve access and choice, no specific need for additional pharmacies to open has been identified. Taking this into account, it is considered that the community pharmacies across the city that open during weekday evenings and weekends are accessible to people living in the Coalfields locality.

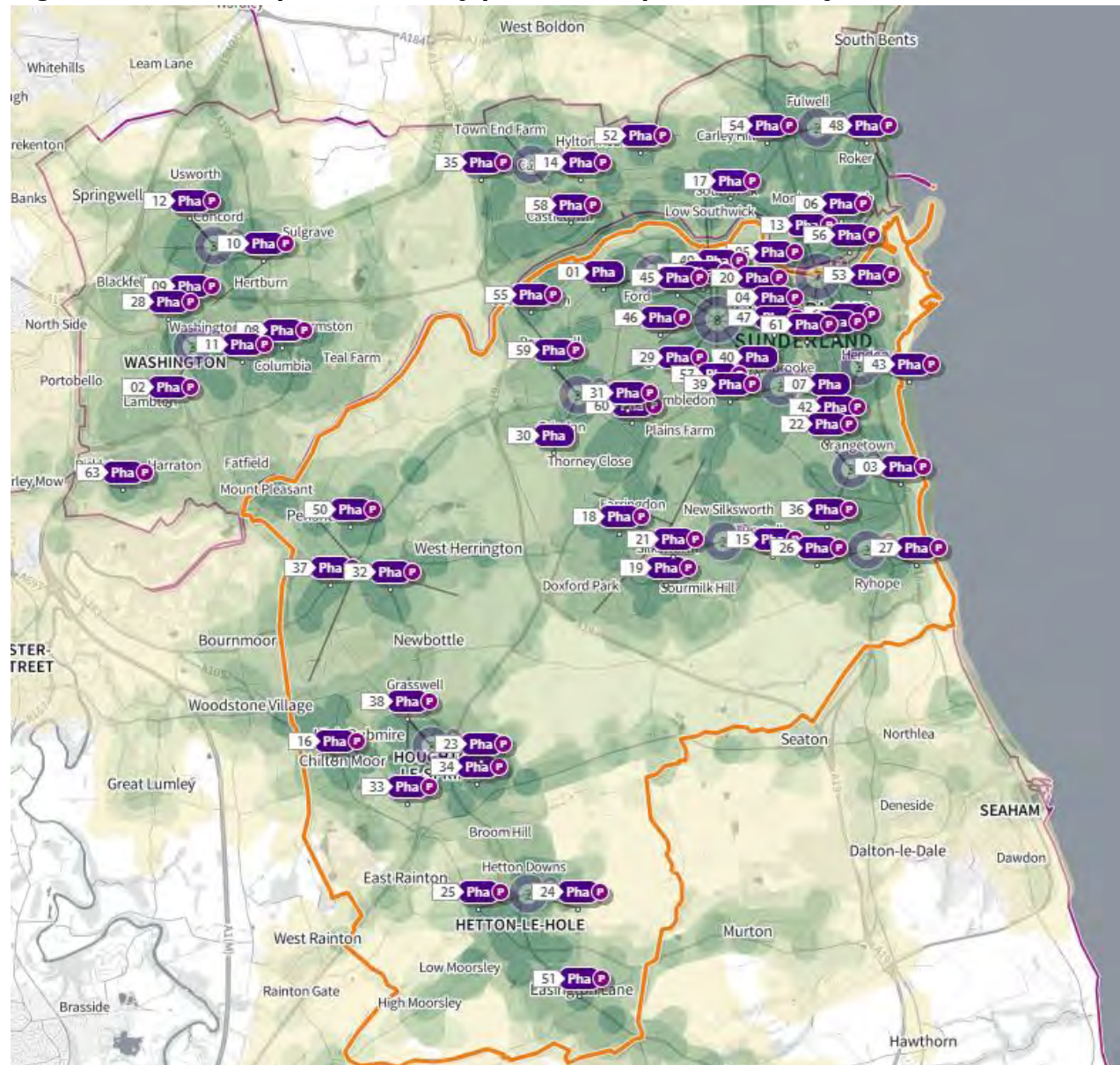
6.4.4 Access to Pharmacies by Public Transport

The following maps demonstrate access to community pharmacies by public transport in terms of travel time and distance travelled. The denser colour of the maps indicates the proximity of the pharmacy.

Most parts of Sunderland are considered accessible by public transport, although there is lower overall provision in the semi-rural Coalfields locality. Ease of access to transport connections to the major commercial centres (such as the city centre and the Galleries) is generally linked to proximity with the major roads in the Coalfields locality (A690, A182 and A183). Specific areas of Shiney Row and Penshaw have limited access to public transport, though it takes just over 20 minutes to reach the nearest main centre, such as the Galleries in Washington, by public transport from Shiney Row once public transport is accessed.

Taking this into account, it is considered that the pharmacies across the city that open on Sundays are accessible to people living in the Coalfields locality.

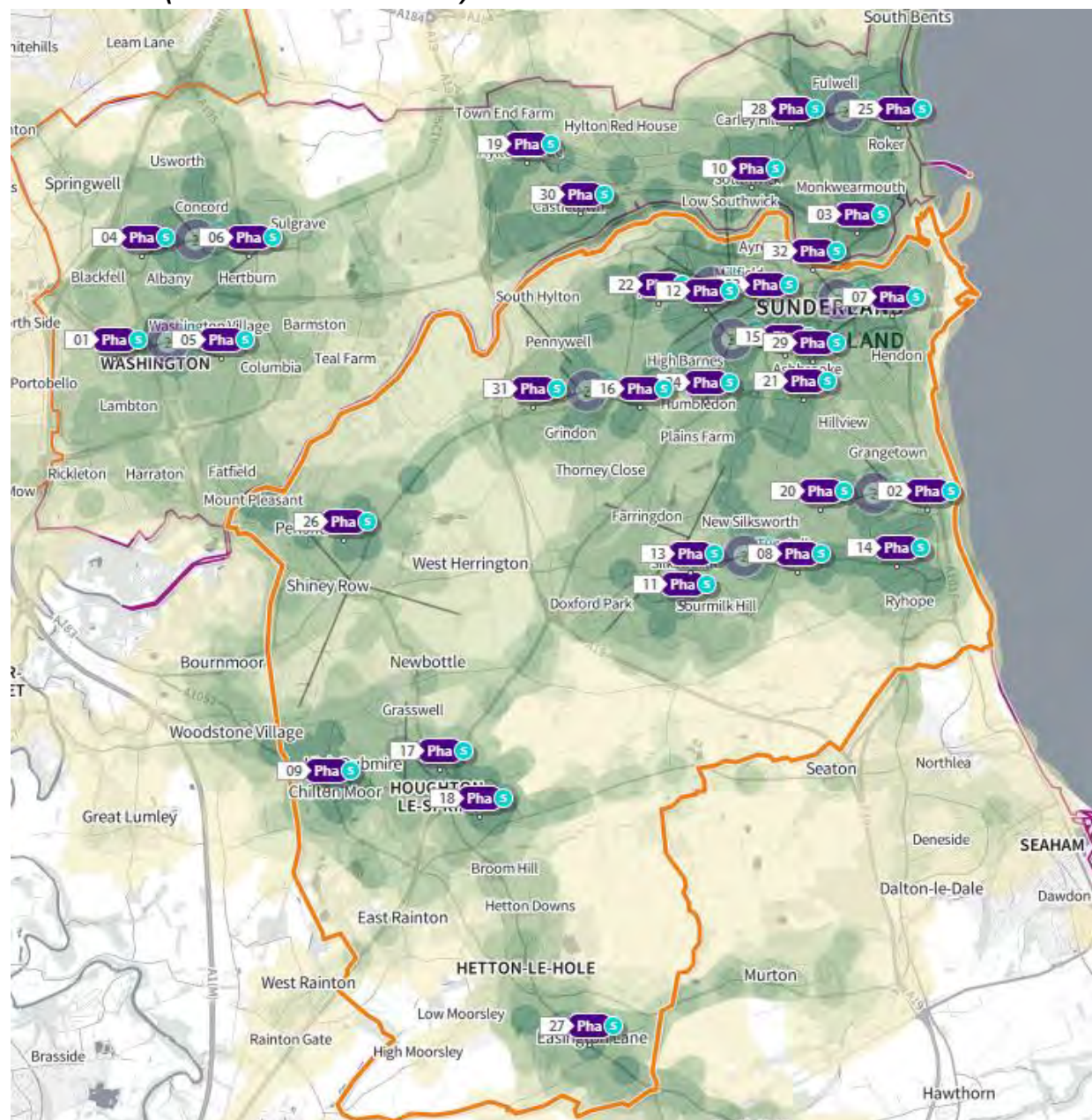
Figure 8: Access to pharmacies by public transport - weekdays



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5 10 15 20 30 minutes

Figure 9: Travel time to open pharmacies by public transport – Saturday afternoons (maximum 30 minutes)



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Figure 10: Travel time to open pharmacies by public transport – Sunday afternoons (maximum 30 minutes)



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6.4.5 Access to Pharmacy Services Out of the Sunderland Area

It is important to note that pharmacy services that are out of the Sunderland area may provide additional alternatives for people to access medicines and advice.

In particular, there may be pharmacies close to people who live on or close to the city boundaries. These maps demonstrate the population density (darker colour indicating the denser population) and pharmacy locations within the Sunderland boundaries and the neighbouring areas. This is of note in terms of the Washington and Coalfields localities in providing further choice of community pharmacies in these areas.

Other options for accessing pharmacy services include choosing to have prescriptions dispensed closer to someone's place of work for convenience or to utilise distance selling pharmacy services.

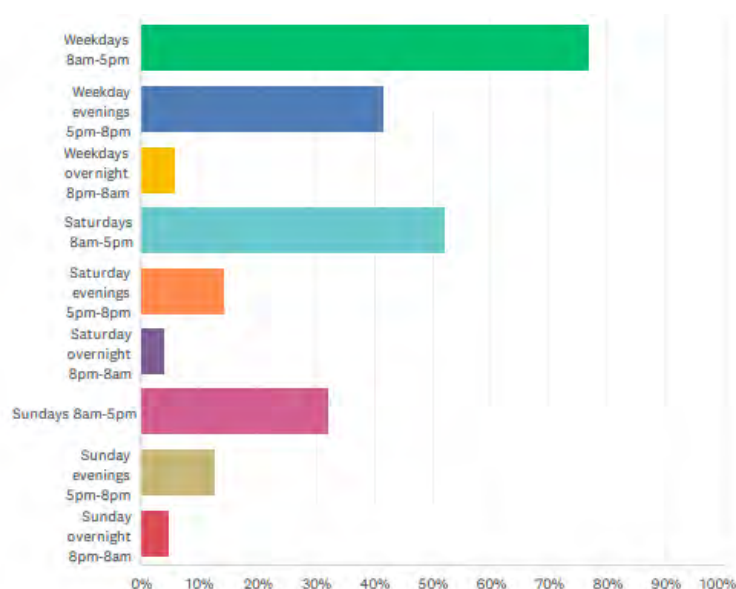
In addition, some prescriptions may be specialist items which services such as dispensing appliance contractors can supply. This may also be facilitated using out of area provision.

As described earlier in this report, on average about 95% of prescriptions issued in Sunderland are issued by pharmacy contractors within the city boundaries.

6.4.6 Feedback from Customers Regarding Pharmacy Opening Hours

Responses from the customer questionnaires regarding access to pharmacy services indicated that most people find weekdays between 8:00 am – 5:00 pm a more convenient time to visit a pharmacy. Over half of respondents also found Saturdays convenient.

Figure 11: Days and times people find best to visit pharmacies



16% of respondents identified that there had been times when they had visited their pharmacy and found it was closed. Most people either waited for their pharmacy to open or visited another pharmacy that was open.

6.5 Improving Access

6.5.1 Medication Delivery Services

One further service which improves access to medicines is home delivery services. Patients are often surprised to find that this is not an NHS service.

81% of responding pharmacies indicated they deliver dispensed medicines free of charge with some pharmacies charging for this service. The patient groups that the pharmacies generally provided this service for included those who were housebound, elderly and vulnerable and those requiring end of life care or urgent medicines.

In some cases, it was reported that deliveries had to be prioritised for these groups due to the limited resources available to provide this service.

6.6 Disability Access

To comply with the Equality Act 2010⁽¹⁷⁾, community pharmacies must make reasonable provision for access by patients who have disabilities. It sets out a framework which requires service providers to ensure they do not discriminate against people with a disability. A person is regarded as having a disability if they have a physical or mental impairment which has a substantial adverse effect on that person's ability to carry out day-to-day activities. If there are obstacles to accessing a service, then the service provider must consider what reasonable adjustments are needed to overcome that obstacle.

Common adjustments in community pharmacies include:

- Easy open containers
- Large print labels
- Reminder charts, showing which times of day medicines are to be taken
- Monitored dosage system (MDS) to improve their adherence to medicines taking

Most community pharmacies have made arrangements to ensure that those with a disability can access their pharmacy and consultation rooms. As part of the NHSE regulations and guidance almost all pharmacies now comply with the need to have a consultation room as specified in order to deliver advanced services.

The requirements for the consultation room are that it is:

- Clearly designated as a room for confidential conversations, for example a sign is attached to the door to the room saying Consultation room
- Distinct from the general public areas of the pharmacy premises
- A room where both the person receiving the service and the person providing it can be seated together and communicate confidentially

6.7 Access to Translation Services

Good quality interpreting of spoken word or British Sign Language as well translation of text or braille is crucial for equitable access in primary care.

Language Empire provides interpreting and translation services which community pharmacies have been able to access since April 2021.

7 Pharmaceutical Services Overview

The requirements for the commissioning of pharmaceutical services are set out in the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013⁹ and the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013⁽²⁹⁾.

NHS England (NHSE) commissions pharmaceutical services via the national Community Pharmacy Contractual Framework (CPCF)⁽¹⁴⁾. Community pharmacies provide three tiers of pharmaceutical service which have been identified in regulations. These are:

- Essential Services: services all community pharmacies are required to provide
- Advanced Services: services to support patients with safe and effective use of medicines or appliances that all community pharmacies may choose to provide providing they meet the requirements set out in the directions
- National Enhanced Services: nationally specified services that are commissioned by NHS England. Currently, there is just one such service – the Covid-19 vaccination programme

In addition, a Local Pharmaceutical Service (LPS) contract allows NHSE to commission community pharmaceutical services tailored to meet specific local requirements. It provides flexibility to include a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under the national pharmacy contract arrangements.

Locally commissioned community pharmacy services can also be contracted via a number of different routes and by different commissioners, including Local Authorities, the Integrated Care board (ICB) and local NHSE teams.

7.1 Essential Services

The CPCF states that all pharmacies, including distance selling pharmacies, are required to provide the essential services.

The essential services are:

- Dispensing medicines
- Repeat Dispensing, i.e. a process that allows a patient to obtain repeat supplies of their medication or appliances without the need for the prescriber to issue repeat prescriptions each time
- Disposal of unwanted medicines returned to the pharmacy by someone living at home, in a children's home, or in a residential care home
- Promotion of healthy lifestyles, which includes providing advice and participating in NHSE health campaigns

- Signposting people who require advice, treatment, or support that the pharmacy cannot provide to another provider of health or social care services
- Support for self-care which may include advising on over the counter medicines or changes to the person's lifestyle
- Healthy Living Pharmacies - aimed at achieving consistent provision of a broad range of health promotion interventions to meet local need, improving the health and wellbeing of the local population, and helping to reduce health inequalities
- Discharge medicines service. This service was introduced in 2021 and aims to reduce the risk of medication problems when a person is discharged from hospital. This service significantly contributes to the safety of patients at transitions of care by reducing readmissions to hospital.
- Dispensing of appliances (in the "normal course of business")

Dispensing appliance contractors have a narrower range of services that they must provide:

- Dispensing of prescriptions
- Dispensing of repeat prescriptions
- For certain appliances, offer to deliver them to the patient and provide access to expert clinical advice
- Where the contractor cannot provide a particular appliance, signposting or referring a patient to another provider of appliances who can

7.1.1 Digital Solutions

Under the terms of service, community pharmacies are now required to have digital solutions in place to provide connectivity across healthcare settings.

Staff working at the pharmacy can access a patient's NHS Summary Care Record (SCR) via the National Care Records Service (NCRS). This ensures consistent and reliable access during opening hours, in so far as that is within the control of the contractor. Subject to the normal patient consent requirements, those registered professionals should access patients' SCRs whenever providing pharmaceutical services to the extent that they consider, in their clinical judgement, that it is appropriate to do so for example: prescription queries, advising patients on suitable medication, providing emergency supplies.

7.2 Advanced Services

In addition to the essential services, the NHS CPCF allows for the provision of 'advanced services'. Community pharmacies can choose to provide any of these services, providing they meet the service requirements including accreditation of the pharmacist providing the service and/or specific requirements regarding premises. They are commissioned by NHSE and the specification and payment is agreed nationally.

- Advanced services currently (2024) include:
- Appliance Use Review
- Influenza Vaccination Service
- Hypertension Case-Finding Service
- Lateral Flow Device Tests Supply Service
- New Medicine Service
- Pharmacy Contraception Service
- Pharmacy First Service
- Smoking Cessation Service
- Stoma Appliance Customisation Service

There are plans for 2025 to combine the following advanced services into one single service:

- Hypertension Case-Finding Service
- Pharmacy Contraception Service
- Pharmacy First

The combination of these services (should it proceed) will have no material impact on the outcome of the 2025 PNA.

Table 6: Number of community pharmacies providing advanced services, in Sunderland

Pharmacy Advanced Service	Number of Sunderland pharmacies providing this service
Appliance Use Review	7
Influenza Vaccination Service	47
Hypertension Case-Finding Service	51
Lateral Flow Device Tests Supply Service	41
New Medicines Service	54
Pharmacy Contraception Service	39
Pharmacy First Service	58
Smoking Cessation Service	18
Stoma Appliance Customisation service	8

Data Source: NENC ICB

7.2.1 Appliance Use Review

Appliance Use Reviews (AURs) can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. Alternatively, where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation (in circumstances where the conversation cannot be overheard by others - except by someone whom the patient wants to hear the conversation, for example a carer). AURs should improve the patient's knowledge and use of any 'specified appliance'.

This service is usually provided by the mail order appliance contractors as a specialism of the services although this service could also be provided by local community pharmacies. In Sunderland, 7 pharmacies are signed up to provide.

7.2.2 Influenza Vaccination Service

Community pharmacy has been providing influenza vaccinations under a nationally commissioned service since September 2015. Each year from September through to March the NHS runs a seasonal influenza vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus. The accessibility of pharmacies, their extended opening hours, and the option to walk in without an appointment have proved popular with patients seeking vaccinations.

Information from NENC ICB indicated that 47 of the community pharmacies in Sunderland area provided the influenza vaccination service.

7.2.3 Hypertension Case-Finding Service (HCFS)

The HCFS was commenced as an Advanced service in October 2021 to support the programme of identification of undiagnosed cardiovascular disease. Previously only being provided by pharmacists and pharmacy technicians, from December 2023, the service was further extended to be provided by suitably trained and competent non-registered pharmacy staff.

The service aims to:

- Identify people with high blood pressure aged 40 years or older (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management.
- At the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements.
- Provide another opportunity to promote healthy behaviours to patients.

Information from NENC ICB in December 2024 indicated that 51 pharmacies were signed up to deliver the HCFS in Sunderland.

7.2.4 Lateral Flow Device (LFD) Tests Supply Service

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 an LFD test if they develop symptoms suggestive of COVID-19. It is therefore important that they have LFD tests at their home in advance of developing symptoms, so they can promptly undertake a test.

The LFD tests supply service was introduced in November 2023 to provide eligible patients with access to LFD tests. It replaced a similar service known as 'COVID-19 Lateral Flow Device Distribution Service', or 'Pharmacy Collect'.

If a patient tests positive, they are advised to call their general practice, NHS 111, or hospital specialist as soon as possible. The test result will be used to inform a clinical assessment to determine whether the patient is suitable for, and will benefit from, NICE recommended COVID-19 treatments.

Information from NENC ICB in December 2024 indicated that 41 pharmacies were signed up to provide LFD in Sunderland.

7.2.5 New Medicine Service (NMS)

In England, around 15 million people have a long-term condition (LTC), and the optimal use of appropriately prescribed medicines is vital to the management of the majority of LTCs. However, evidence from research into the compliance of patients suggests that only between 50% and 70% of prescribed medicines are taken as recommended⁽³⁰⁾. This represents a failure to translate the technological benefits of new medicines into health gain for individuals. Sub-optimal medicines use can lead to inadequate management of the LTC and a cost to the patient, the NHS and society.

The service provides support to people who are newly prescribed a medicine to manage a long-term condition, 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.

Information from NENC ICB indicates that in December 2024, 54 community pharmacies were signed up to provide NMS in Sunderland.

7.2.6 Pharmacy Contraception Service (PCS)

The service provides an opportunity for community pharmacy to help address health inequalities by providing wider access to contraception in their communities and signposting service users into local sexual health services in line with NICE Guidelines (NG102)⁽³¹⁾.

The objectives of the service are to:

- Provide a model for community pharmacy teams to initiate provision of Oral Contraception (OC), and to continue the provision of OC supplies initiated in primary care (including general practice and pharmacies) or sexual health clinics and equivalent. Both initiation and ongoing supply are undertaken using patient group directives (PGDs) to support the review and supply process; and
- Establish an integrated pathway between existing services and community pharmacies that provides people with greater choice and access when considering continuing their current form of OC.

The service aims to provide:

- Greater choice from where people can access contraception services; and
- Extra capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments.

The service involves community pharmacists providing:

- Initiation: where a person wishes to start OC for the first time or needs to restart OC following a pill free break. A person who is being switched to an alternative pill following consultation can also be considered as an initiation; and
- Ongoing supply: where a person has been supplied with OC by a primary care provider, or a sexual health clinic (or equivalent) and a subsequent equivalent supply is needed. Their current supply of OC should still be in use.

The supplies are authorised via a PGD, with appropriate checks, such as the measurement of the patient's blood pressure and body mass index, being undertaken where necessary.

Information from NENC ICB indicates that in December 2024, 39 community pharmacies were signed up to provide PCS in the Sunderland City Council area.

Note that Sunderland City Council also commissions the supply of emergency contraception and other sexual health services via community pharmacy. This is described in more detail in the local enhanced services section.

7.2.7 Pharmacy First Service

The Pharmacy First service, which commenced on 31st January 2024 and replaces the Community Pharmacist Consultation Service (CPCS), involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for seven common conditions (age restrictions apply): sinusitis, sore throat, acute otitis media, infected insect bites, impetigo, shingles, and uncomplicated urinary tract infections (UTI) in women. Consultations for these seven clinical pathways can be provided to patients self-presenting to the pharmacy as well as those referred electronically by NHS 111, general practices and others.

The service also incorporates elements of the CPCS, i.e. as minor illness consultations with a pharmacist and the supply of urgent medicines and appliances. These require an electronic referral from NHS 111, general practices or other authorised healthcare providers, although general practice cannot refer for the urgent supply element of the service.

All 58 pharmacies in Sunderland are signed up to provide this service.

7.2.8 Smoking Cessation Advanced Service

The Smoking Cessation Advanced Service commenced in March 2022 for people referred to community pharmacies by hospital services. This service enables NHS trusts to refer patients discharged from hospital to a community pharmacy of their choice to continue their smoking cessation care pathway, including providing medication and behavioural support as required. It supplements other locally commissioned smoking cessation services, such as the Sunderland commissioned Public Health-commissioned "Stop Smoking Service" and the ICB-commissioned "Maternal Smoking E-voucher Dispensing Service", both detailed further in this document.

18 pharmacies in Sunderland are signed up to provide this service.

7.2.9 Stoma Appliance Customisation Service (SAC)

The Stoma Appliance Customisation service is based on modifying stoma appliance(s) to suit 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 and improve patient comfort.

As with the AUR service, this is typically undertaken by mail order appliance contractors. However, 8 pharmacies in Sunderland are also signed up to provide the service.

7.3 National Enhanced Services

In December 2021, provisions were made within the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013⁽⁷⁾ for a new type of Enhanced service, the National Enhanced Service (NES). Under this type of service, NHSE commissions an Enhanced service that is nationally specified. This requires NHSE to consult with Community Pharmacy England (CPE) on matters relating to the service specification and remuneration for the service.

This differs from a Local Enhanced Service (LES) that is locally developed and designed to meet local health needs, and for which NHSE would consult with Local Pharmaceutical Committees (LPCs). A NES allows the agreement of standard conditions nationally, while still allowing the flexibility for local decisions to commission the service to meet local population needs, as part of a nationally coordinated programme.

At the time of writing, there is one NES commissioned by NHSE, the COVID-19 vaccination programme.

7.3.1 The COVID-19 Vaccination Programme

Pharmacies continue to be central to the national COVID-19 response. During the first phase of the COVID-19 vaccination programme, community pharmacies administered more than 22 million vaccinations. The programme has evolved to provide regular spring and autumn booster campaigns for higher risk groups as determined by the Joint Committee on Vaccination and Immunisation (JCVI).

33 community pharmacies in Sunderland provided COVID-19 vaccinations during the seasonal vaccination period in autumn 2024.

8 Sunderland Locally Commissioned Services

Locally commissioned services are not described in the 2013 regulations, but the term is often used to describe those services commissioned from pharmacies by Local Authorities, the Integrated Care board (ICB) and local NHSE teams.

In the Sunderland area, pharmacy services are currently commissioned locally by Public Health at Sunderland City Council and NENC ICB.

8.1 ICB Locally Commissioned services

At the time of preparing this PNA, NENC NHS Integrated Care Board (ICB) commissioned the following services with community pharmacy:

- Out of Hours Palliative Care Medicines
- Think Pharmacy First Minor Ailment Scheme

- Maternal Smoking e-voucher Dispensing Service
- Bank Holiday Directed Opening

8.1.1 Out of Hours supply Palliative Care Medicines

The out of hours palliative care medicines service aims to provide an integrated service across primary and secondary care in the Sunderland area. The service is commissioned from a single co-ordinator who arranges an on-call pharmacy to dispense the medication. The medication is then delivered to the patient.

8.1.2 Local Minor Ailments 'Think Pharmacy First' Scheme

Pharmacies across the NENC ICB region can offer advice and treatment for many common conditions, under the banner 'Think Pharmacy First'. Not to be confused with the 'Pharmacy First' Advanced service, this scheme covers conditions which would more typically be managed in a pharmacy setting but where the price of the medications provides either a barrier to treatment, or forces patients to access other services such as General Practice or Accident and Emergency. The aim is to therefore improve both equity and access whilst at the same time reduce pressure elsewhere in the system.

The scheme is available through all 58 pharmacies in Sunderland.

8.1.3 Maternity e-NRT Voucher Service

The NHS Maternity Tobacco Dependency Treatment service delivery model in the North East includes all pregnant women being screened for carbon monoxide at booking, with all women who have a level of 4ppm or above, or those who have stopped in the previous two weeks being referred to a specialist trained tobacco treatment advisor within the maternity service on an 'opt-out' basis. The advisors see all women referred and develop a personalised quit plan including medication. The maternity tobacco treatment advisor will provide structured support on top of existing antenatal care in line with National Centre for Smoking Cessation and Training (NCSCT) standards throughout the maternity care pathway. Quick and simple access to Nicotine Replacement Therapy (NRT) is an essential element of the maternity pathway.

Community pharmacists utilise the online platform e-voucher scheme to receive requests from NHS maternity tobacco treatment advisors for pregnant women participating in a structured supported quit attempt, as well as providing advice on how to use the medication.

The scheme is available through 46 pharmacies in Sunderland.

8.1.4 Bank Holiday Directed Opening

In order to ensure adequate pharmaceutical provision over bank holidays, NENC ICB directs pharmacies in each locality to open for a limited period. This is of particular importance on special bank holidays when all pharmacies (including former 100-hour pharmacies) are closed. If a pharmacy is directed to open it must comply with this instruction.

8.2 Sunderland Public Health Commissioned Services

As part of its range of public health interventions Public Health at Sunderland City Council commissions the following services from community pharmacies:

- Stop smoking services, including supply of smoking cessation products such as nicotine replacement and later in 2025 oral medications via Patient Group direction
- Supervised consumption of opiate substitutes
- Harm Reduction Services, including needle exchange and naloxone supply
- Sexual health services including emergency hormonal contraception, condom distribution and chlamydia treatment

8.2.1 Stop Smoking Services

The aim of these services is to provide their clients with access to stop smoking advice and pharmacological support as appropriate and in convenient locations. Pharmacies can choose to offer the full NCSCT recommended 12-week support programme and/or an NRT voucher dispensing scheme, the latter having been issued by a core team of smoking advisers in community hubs.

In recent years, there have been national supply issues regarding varenicline, a medicine in tablet form used in adults to help them stop smoking. The supply issues have now been resolved and another similar product, cytisine has also been introduced to the market. It is anticipated that prescribing of these products and access via community pharmacies supplying using a PGD, will provide increased access and choice of product for people wanting to stop smoking.

In February 2025, there were 34 community pharmacy services in Sunderland registered to deliver 12-week programme and 46 delivering the NRT voucher dispensing service.

8.2.2 Drug and Alcohol Dependency Services

8.2.2.1 Supervised Consumption of Opioid Substitutes

Substances such as heroin, opium and morphine are known as 'opioids'. Many opioids are 'psychoactive', which means they affect the way the brain works and can change a person's mood or behaviour. Opioid dependence is associated with a wide range of social and health problems, including addiction, mental health issues and increased risk of infections. It also presents a danger that a person could take a fatal overdose.

Services are commissioned from community pharmacies to provide a dispensing and supervised consumption scheme for opioid substitutes (such as methadone or buprenorphine) for dependent drug users. To use the services, patients must have been assessed as requiring symptomatic treatment for drug related problems and have made the decision to reduce their illegal opioid use. Substance misuse services prescribe an opioid substitute, tailoring the selected product and dose to the individual's needs. The service is therefore only available to patients who are being treated within the local integrated substance misuse and harm reduction service and require supervision when taking the opioid substitute.

As the pharmacy staff supervise the patient's consumption of the opioid substitute in the pharmacy, risk of illegal diversion or consumption by anybody other than the patient is minimised.

In Sunderland, 44 pharmacies provide the supervised consumption service.

8.2.2.2 Harm Reduction / Needle Exchange Scheme

The aim of the harm reduction and needle exchange scheme is to reduce the risk of blood borne virus infections such as HIV, hepatitis B and hepatitis C as well as other infections associated with use of non-sterile injection equipment. It does so through the provision of sterile injecting equipment and other associated products. It also helps to reduce the risk of needle stick injuries to others by reducing drug related litter through the safe collection and disposal of equipment. In addition, the service provides signposting or referral to specialist drug and alcohol treatment centres, or health and social care professionals where appropriate.

Service providers enable access to drug paraphernalia, provide advice and information on its safe disposal, and distribute appropriate literature advising on harm reduction, safer sex and local services. Service users are encouraged to return used material in exchange for clean equipment.

The service is currently provided by 13 community pharmacies in Sunderland.

8.2.2.3 Naloxone Supplies

Naloxone is an emergency antidote to opiate overdose which counteracts the effects of opioid drugs such as heroin, methadone, fentanyl, nitazenes and morphine. It reverses the life-threatening effects of an overdose such as depressed breathing. Naloxone itself has no psychoactive properties and has “no intoxicating effects or misuse potential”. It may be injected directly into the body, so it is quick to take effect. Most local authorities provide naloxone through drug treatment services to drug treatment service users and consideration is being given whether this access can be further extended such as via emergency services and community pharmacies.

Community pharmacy services are well placed to support distribution of naloxone to people at risk of opioid or opiate overdose to clients and their family members. When distributing naloxone take home kit to service users, pharmacists deliver education on the kit and how to safely administer naloxone in the event of an opioid / opiate overdose.

In Sunderland, 14 pharmacies are commissioned to provide naloxone to service users.

8.2.3 Sexual Health Services

8.2.3.1 Emergency Oral Contraception (EOC), Chlamydia Testing and Condom Distribution

Pharmacies can provide an anonymous service in an environment that respects the dignity and confidentiality of the patient. The service aims to improve access to EOC by providing it free of charge to females under the age of 30 years from community pharmacies in Sunderland

The service also helps to increase the knowledge of emergency contraception and its use, especially among young people. Whilst emergency hormonal contraception is available to purchase without prescription at community pharmacies, the retail cost means that it may be unaffordable for many in greatest need.

Pharmacists who provide the service are specifically trained to assess the patient's suitability for emergency hormonal contraception and provide the medication under a PGD. The patient will also be provided with support and advice and can be referred to specialist services if appropriate.

In Sunderland there are 36 pharmacies that are contracted to provide the EOC service.

In addition to the intervention, as part of this service provision, the patient is offered condoms as part of the EOC consultation, and chlamydia testing kits can also be provided. Both are available at the same 36 locations.

8.3 Non-Commissioned Services

Community pharmacies provide a range of services which are neither part of the core contract with the NHS, nor commissioned by Local Authority Council, the ICB or NHS England. These services may not be aligned with the strategic priorities of the ICB or the council but may be fulfilling a customer generated demand for non-NHS services and are often very valuable for certain patient groups e.g. the housebound. However, these services are provided at the discretion of the pharmacy owner and may or may not incur an additional fee.

As these services are not reimbursed by the NHS, the decision to provide the service is often a commercial one, especially when the service increases the pharmacy's overhead costs. The most common such service is medication delivery. It is worth noting that patients are often surprised to find that this is not an NHS service.

8.3.1 Medication Delivery Services

In the pharmacy survey, almost all who responded (23/25; 92%) pharmacies deliver medication to patients' homes. 22 of them did so free of charge.

The patient groups that the pharmacies generally provided this service for included those who were housebound, elderly and vulnerable and for those requiring end of life care or urgent medicines.

9 Current and Future Pharmacist Role

Sunderland HWB values the contribution that community pharmacy makes to the local health economy through their essential services, advanced services, enhanced services and locally commissioned services. They are an important part of the medicines optimisation approach that helps patients to improve their outcomes, take their medicines correctly, avoid taking unnecessary medicines, reduce wastage, and improve medicines safety.

The addition of the discharge medicine service to the essential services provided by community pharmacy and the advance services such as the Pharmacy First Service, New Medicine Service and the Hypertension Case Finding service further enhance the role of community pharmacy as being integral to the support of good medicine practice in the community.

Public Health at Sunderland City Council strongly supports the role that community pharmacy plays in promoting health and healthy living and in delivering evidence-based interventions to support stop smoking, sexual health, and substance misuse services.

The national vision for community pharmacy is in line with the local strategy and aspirations that community pharmacy has a critical role to play in the Sunderland health system. It is essential that community pharmacy continues to be recognised and supported to support the health needs of the population of Sunderland and that the people of Sunderland are aware of and fully utilise the services available from their Community Pharmacy services.

The demand on community pharmacy and on community pharmacists and their staff is great and is ever-increasing. The shortage of local pharmacists is acute; there is now increased public demand on pharmacies and their staff, and this has been further exacerbated by the demand for, and recruitment of, community pharmacists employed within PCNs, ICBs and other pharmacy services. It is important to note the pressure that community pharmacies and their staff are under as a result of these two factors. Whilst community pharmacies welcome the introduction of new commissioned services, and have been tenacious, innovative and agile when launching them, locally, it is important for commissioners to be aware of the huge demands being placed on community pharmacy and the capacity of community pharmacy.

10 Engagement and Consultation

10.1 Stakeholder Engagement

10.1.1 Overview of Response to the Public Survey

An online survey was produced to enable people living in Sunderland to feed their views into the PNA. 269 people responded to the survey.

Summary of findings:

73% of respondents (181) used pharmacies based in Sunderland.

1. Pharmacy Usage Patterns

- 67% chose their preferred pharmacy due to its location
- 48% use the same pharmacy most of the time
- 45% use the same pharmacy all the time
- 43% chose their pharmacy due to helpful staff
- 37% chose their pharmacy due to opening hours
- 29% chose their pharmacy due to services offered

2. Services Utilised

- 94% used the prescription collection service
- 68% purchased over-the-counter medicines
- 52% sought general health advice from pharmacies e.g., minor ailments and new medicines
- 32% used the pharmacy to dispose of unwanted medicines
- 24% had their influenza or COVID-19 vaccinations at the pharmacy

3. Visting Pharmacy

- 59% used their preferred pharmacy at least once a month
- 35% stated that there was a pharmacy closer to home that they did not use
- 16% stated that in the last year they have tried to use their local pharmacy and found it was closed

4. Travel to Pharmacies

- 48% travel by car or taxi, of which 91% feel it's easy to get to by car or taxi
- 33% walk to their pharmacy of which 76% think it's easy to get to on foot
- 11% have their medicines delivered to them or are collected by someone else
- 5% use public transport of which 58% feel it's easy to get to on public transport
- A total of 38% indicated it took them between 0-5 minutes to get to the pharmacy, and 43% indicated it took them between 6-10 minutes to get there

5. Access for Disabled People

- 64% said there was good wheelchair access as well as disabled parking facilities
- 14% said there was help for sensory impairments; however, 80% didn't know if there was any help

6. Translation Facilities

- 91% of residents didn't know whether their usual pharmacy had translation of interpretation facilities

7. Preferred Pharmacy Hours

- The best days and times to visit a pharmacy were:
 - 77% chose weekdays between 8am and 5pm
 - 52% chose a Saturday between 8am and 5pm
 - 42% chose weekday evenings between 5pm and 8pm
 - 32% chose a Sunday between 8am and 5pm

8. Demographic Insights (from respondents providing monitoring information)

- **Gender:** 83% female, 16% male
- **Sexual orientation:** 90% heterosexual
- **Ethnicity:** 90% white – English, Welsh, Scottish, Northern Irish or British
- **Long-Term Conditions:** 39% consider themselves to have a long-term health conditions
- **Caring Responsibilities:** 25% stated they supported someone who has a long-term physical or mental health condition or illness, or problem related to old age
- **UK Armed Forces:** 3% indicated they have served in either the regular or reserve armed forces

10.1.2 Overview of Response to Pharmaceutical Service Providers Survey

A survey was made available via the PharmOutcomes system and circulated to all pharmacies in Sunderland, with support from the Local Pharmaceutical Committee. The full questionnaire can be found in Appendix 3.

42% (25) of the pharmacies responded (22 40-hour pharmacies, two 100-hour pharmacies and one distance selling pharmacy). Care should be taken with interpretation of the findings due to this response rate,

With the exception of the distance selling pharmacy, all pharmacies offered a consultation area within a closed area/room, and 20 of these included wheelchair access. 78% had handwashing facilities either in or close by to the consultation area.

88% deliver dispensed medicines free of charge (with some others charging for this service). The patient groups that the pharmacies generally provided this service for included those who were housebound, elderly and vulnerable and for those requiring end of life care or urgent medicines. In some cases, deliveries had to be restricted to these groups due to the limited resources available to provide this service.

8% said they had stopped providing locally commissioned services in the last three years, citing technical difficulties and staff shortages.

24% of pharmacies stated that they had accessed translation services with the remainder stating that they had not been required.

20% of pharmacies employed a prescribing pharmacist with a further 36% stating that they were working towards this. Availability of prescribing will be important for development of future clinical services.

76% of respondents felt comfortable that they had capacity to meet any future increase in demand.

10.2 Formal Consultation

In total, 16 organisations were consulted including patient and professional representative bodies. 7 responses were received. Responses were positive and agreed with the findings of the PNA. Respondents agreed that the PNA reflected the pharmaceutical needs of the population in Sunderland and the current provision of pharmaceutical services. Respondents further agreed with the conclusions of the PNA that there were no gaps in service provision and felt that the PNA provided sufficient information to inform future planning and service provision.

The steering group considered all comments and corrections were made to the document where required

Full details of the consultation responses, subsequent steering group decisions and amendments to the PNA can be found in appendix 7.

11 Summary of Findings

There are 58 community pharmacies in Sunderland, being delivered by 52 standard contract (40 hour) pharmacies and three 100-hour pharmacies, located primarily in areas of higher population density and in or near to areas with the highest levels of deprivation, which patients can visit in person. In addition, there are three distance selling pharmacies and three appliance contractors. There are no dispensing doctors' services in Sunderland.

People in Sunderland have good access to community pharmacies, having a greater number of pharmacies per 100,000 population than the England average. Sunderland East is particularly well served which allows for more patient choice and easier access. Whilst Washington has a smaller number of pharmacies per 100,000 population than the England average, it benefits from a 100-hour pharmacy

Whereas the majority of pharmacies provide additional supplementary hours to the 40 hours of their core contracted service delivery, some pharmacies, often located in shopping centres or supermarkets are open for significantly longer. These pharmacies, along with the three 100-hour pharmacies provide extended and out of hours cover for pharmaceutical services across the city being open in weekday evenings and both Saturdays and Sundays. In total, 36 pharmacies open on Saturday mornings, with 14 remaining open on Saturday afternoons and evenings and 8 pharmacies open on Sundays, responding to the needs of the local population. Most localities have access to pharmacies in the evenings, with Sunderland West having

less access on Sundays and no pharmacies being open in the weekday evenings or Saturday afternoons or any time on Sundays in the Coalfields area.

Since the 2022 PNA, four 40-hour pharmacies and one 100-hour pharmacy have closed in the Sunderland area. However, there continues to be adequate pharmacy provision across the area, and this does not require additional pharmacy provision through market entry.

A significant majority of community pharmacies provide advanced services that seek to improve the safe and effective use of medicines. Of particular note is access to Pharmacy First, which is available in all 58 pharmacies. It is hoped that the New Community Pharmacy Contractual Framework (due later in 2025) will provide a sustainable platform for better access to care closer to home, in line with the 10 Year Plan for the NHS.

Additionally, a range of locally commissioned services are currently being commissioned either totally or in part from community pharmacies, emergency supply of palliative care medicines, intermediate stop smoking services, dispensing service for smoking cessation products, supervised consumption of opiate substitutes, needle exchange, and sexual health services including emergency hormonal contraception.

When community pharmacy provision is taken into account alongside that of other service providers, it is considered that provision of existing locally commissioned services across Sunderland is adequate and meets identified health needs. For some services, access and equity of provision could be improved and other community pharmacies would be willing to provide these services if commissioned.

Community pharmacies make a valuable contribution to the objectives of the Healthy City Plan (Joint Health & Wellbeing Strategy) and engagement work shows that people value the services provided by their local community pharmacy.

Community pharmacies also offer a range of non-NHS services. Whilst some of these services are not aligned with the strategic priorities of the ICB or the council, they may be fulfilling a customer generated demand.

It is recognised that out of area provision impacts not only the delivery of dispensing services but also the provision and accessibility of enhanced or locally commissioned services, especially where areas border each other.

Since the last Sunderland PNA the then recent changes to the Sunderland Health System have now become established, with ICBs in particular playing an essential role in defining the strategy for delivery of NHS services. In the coming years it is likely that the ICB will play a more significant role in service commissioning through community pharmacy, with greater harmonisation across the region. With ICB

oversight, the potential for collaboration across Local Authorities is improved. The decision to abolish NHS England in 2025 may affect the administration of pharmacy services but at the time of writing it is not clear whether this may also lead to changes in the structure of pharmacy contractual arrangements or services delivered.

Although the Sunderland number of community pharmacies has dropped by 5 since the last PNA, no supplementary statements were issued. Any further changes occurring in the life of the PNA will need to be considered fully to ensure their impact is understood.

12 Statement of Pharmaceutical Needs Assessment

After considering all the elements of the PNA, Sunderland Health and Wellbeing Board makes the following statement:

1. Community pharmacy services play an important role in supporting the services provided by GP practices and Primary Care Networks and other community-based health services. This is reflected by the changes in the essential, advanced and locally commissioned services as described in this report.
2. Sunderland has an adequate number of community pharmacies to meet the needs of patients who require necessary (essential) services such as dispensed medicines.
3. There is currently adequate provision of NHS pharmaceutical services across Sunderland. Most areas benefit from wider opening hours although these are not classified as part of essential services. Their availability in the Coalfield locality could improve access and choice for the local population in the future, although this has not been identified as a specific need in this assessment.
4. The existing 100-hour pharmacies are important to meet the needs of patients by extending access to pharmaceutical services outside core hours when other pharmacies are closed.
5. In addition to the three 100-hour pharmacies, a number of other pharmacy services, located in Shopping Centres and supermarkets, provide extended opening hours as supplementary hours. A reduction of this provision could impact on access for the population of Sunderland. Should this be the case, a detailed review of pharmaceutical provision would need to be undertaken to explore provision within the respective locality. Early involvement of Community Pharmacy Durham and Sunderland and local community pharmacies in this process would allow for local solutions to be explored.
6. The level of planned housing development is unlikely to require new pharmacy contracts to be issued for the areas of development within the time period covered by this PNA, due to satisfactory cover from already existing pharmacies.

7. A significant number of community pharmacies provide advanced services that seek to improve the safe and effective use of medicines. Greater use of these advanced services as well as referrals via healthcare services such as GP practices and secondary care services for newer services such as Pharmacy First and the discharge medicine service would be encouraged.
8. There is adequate provision of existing locally commissioned services across Sunderland, although access and equity of provision could be improved for some services. Other community pharmacies have indicated interest to provide these services if commissioned.
9. With regard to locally commissioned services, public health, the ICB and PCNs should ensure that commissioned services meet local health needs and that future changes serve to maintain or improve equity, access and choice.
10. Community pharmacies and commissioners should work together promoting pharmaceutical services to residents and healthcare professionals to increase engagement and interaction with services.
11. Availability of translation and interpreting services for pharmacy services is not well known by residents and relevant stakeholders should work together to raise awareness of this important offer.
12. Out of area provision impacts not only the delivery of dispensing services but also the provision and accessibility of enhanced or locally commissioned services, especially where areas border each other. Commissioners should take cross border issues into account and consult with relevant stakeholders when they are reviewing, commissioning or decommissioning services, to avoid or mitigate against creating inequity of provision for the local population.

Appendix 1 – GP Practice Addresses

Neighbourhoods/ Networks	Code	Practice Name	Address Line 1	Address Line 2	Address Line 3	Post Code	Enhanced Access Delivery
Coalfields	A89004	HETTON GROUP PRACTICE	Hetton Medical Centre	Francis Way	Hetton-Le-Hole	DH5 9EZ	Houghton Health Centre, DH4 4DN
	A89009	HERRINGTON MEDICAL CENTRE	Philadelphia Lane	Houghton-le-Spring	Tyne and Wear	DH4 4LE	
	A89021	KEPIER MEDICAL PRACTICE	Leyburn Grove	Houghton-le-Spring	Tyne and Wear	DH4 5EQ	
	A89023	HOUGHTON MEDICAL GROUP	Church Street	Houghton-le-Spring	Tyne and Wear	DH4 4DN	
	A89028	GRANGWOOD SURGERY	Chester Road	Shiney Row	Houghton-le-Spring	DH4 4RB	
	A89030	WESTBOURNE MEDICAL GROUP	Kelso Grove	Shiney Row	Houghton-le-Spring	DH4 4RW	
Sunderland East	A89001	DEERNES PARK*	Deerness Park Medical Centre	Suffolk Street	Sunderland	SR2 8AD	Riverview Health Centre, Hendon, Sunderland SR1 1XW. Services for patients of the branch of Deerness Park go to Bunny Hill
	A89002	DR S M BHATE & DR H EL-SHAKANKERY	Riverview Health Centre	Borough Road	Sunderland	SR1 2HJ	
	A89005	VILLETTE SURGERY	Suffolk Street	Hendon	Sunderland	SR2 8AX	
	A89013	THE NEW CITY MEDICAL GROUP	Tatham Street	Sunderland	Tyne and Wear	SR1 2QB	
	A89018	ASHBURN MEDICAL CENTRE	Riverview Health Centre	Borough Road	Sunderland	SR1 2HJ	
	A89034	PARK LANE PRACTICE	1-6 City Green	Sunderland	Tyne and Wear	SR2 7BA	
Sunderland North	A89035	SOUTHLANDS MEDICAL GROUP	Ryhope Health Centre	Black Road	Ryhope	SR2 0RX	Bunny Hill Primary Care Centre, Bunny Hill, Sunderland, SR5 4BW
	A89008	RED HOUSE MEDICAL CENTRE	127 Renfrew Road	Sunderland	Tyne and Wear	SR5 5PS	
	A89015	FULWELL MEDICAL CENTRE	Ebdon Lane	Fulwell	Tyne and Wear	SR6 8DZ	
	A89016	ST BEDE MEDICAL CENTRE	Lower Dundas Street	Sunderland	Tyne and Wear	SR6 0QQ	
	A89019	BRIDGE VIEW MEDICAL GROUP	Southwick Health Centre	The Green	Tyne and Wear	SR5 2LT	
	A89036	CASTLETOWN MEDICAL CENTRE	6 The Broadway	Castletown	Tyne and Wear	SR5 3EX	
Sunderland West 1	A89040	DR GELLIA & DR BALARAMAN	Monkwearmouth Health Centre	Dundas Street	Tyne and Wear	SR6 0AB	All practices in PCN deliver on a rota basis
	A89006	WEARISIDE MEDICAL PRACTICE	Pallion Health Centre	Hylton Road	Tyne and Wear	SR4 7XF	
	A89007	PALLION FAMILY PRACTICE	Pallion Health Centre	Hylton Road	Tyne and Wear	SR4 7XF	
	A89017	MILLFIELD MEDICAL GROUP	Millfield Surgery	63-83 Hylton Road	Tyne and Wear	SR4 7AF	
	A89020	FORGE MEDICAL PRACTICE	Pallion Park	Pallion	Tyne and Wear	SR4 6QE	
	A89024	THE BROADWAY MEDICAL PRACTICE	Springwell Health Centre	Springwell Road	Tyne and Wear	SR3 4HG	
Sunderland Central	A89031	HYLTON MEDICAL GROUP	Hylton Road	Sunderland	Tyne and Wear	SR4 7ZF	New Silksworth Medical Practice, Silksworth Health Centre, Springwell Rd, SR3 1HY
	A89623	CHESTER SURGERY	215 Chester Road	Sunderland	Tyne and Wear	SR4 7TU	
	A89011	VILLAGE SURGERY	Silksworth Health Centre	Silksworth	Tyne and Wear	SR3 2AN	
	A89027	SPRINGWELL MEDICAL GROUP	Springwell Health Centre	Springwell Road H/ Centre	Tyne and Wear	SR3 4HG	
	A89032	NEW SILKSORTH MEDICAL PRACTICE	Silksworth Health Centre	Silksworth	Tyne and Wear	SR3 2AN	
	A89041	HAPPY HOUSE SURGERY	Durham Road	Sunderland	Tyne and Wear	SR3 4BY	
Washington	A89614	SOUTH HYLTON SURGERY	2 Union Street	South Hylton	Tyne and Wear	SR4 0LS	Delivered from both Washington Primary Care Centre, NE38 7QZ and The Galleries Health Centre, NE38 7NQ on a rota basis. Services for patients of the branch of Harratton Surgery go to a West 1 service
	A89010	DR STEPHENSON & PARTNERS	Victoria Road Health Centre	Concord	Tyne and Wear	NE37 2PU	
	A89012	GALLERIES MEDICAL PRACTICE	The Galleries Health Centre	Washington	Tyne and Wear	NE38 7NQ	
	A89022	CONCORD MEDICAL PRACTICE	The Health Centre	Victoria Road	Washington, Tyne and Wear	NE37 2PU	
	A89025	MONUMENT SURGERIES*	The Galleries Health Centre	Washington	Tyne and Wear	NE38 7NQ	
	A89026	NEW WASHINGTON MEDICAL GROUP	The Health Centre	Victoria Road	Washington, Tyne and Wear	NE37 2PU	
	A89616	RICKLETON MEDICAL CENTRE	Office Row	Rickleton	Tyne and Wear	NE38 9EH	
	A89617	IJ HEALTHCARE (HARRATON SURGERY)*	3 Swiss Cottages	Vigo Lane	Washington, Tyne and Wear	NE38 9AB	

* Practice more than one site (Branch Surgery).

Branch sites

Locality	Practice Name	Address Line 1	Address Line 2	Address Line 3	Post Code
North	Branch Surgery of Deerness Park	Bunny Hill Health Centre	Hylton Lane	Sunderland	SR5 4BW
	Deerness Park Medical Group				
Washington	Branch Surgery of Monument Surgeries	Westerhope Road	Barmston	Washington	NE38 8JF
	Barmston Medical Centre				
West 1	Branch Surgery of Harratton Surgery	Durham Road	North Moor	Sunderland	SR3 1RN
	Springwell House Surgery				

Appendix 2 – Membership of Steering Committee

Sheila Rundle, (Chair), Senior Public Health Intelligence Analyst, Sunderland City Council
Heather Frith, Clinical Public Health Lead, Sunderland City Council
Dr Tanja Braun, Consultant in Public Health, Sunderland City Council
Louise Darby, Senior Communications Officer, Sunderland City Council
Donna Bradbury, Transformation and Delivery Manager, NECS
Kurt Ramsden, Senior Medicine Optimisation Pharmacist, NECS
Emma Beevers, Strategic Lead Pharmacy Technician, NECS
Emma Morris, Community Pharmacist, CPDandS
Paul Arnett, Community Pharmacist, CPDandS
Paul Weddle, Healthwatch Board Member, Healthwatch Sunderland
Wendy Thompson, Strategic Head of Primary Care, NENC IBC
Kirsty McNally, Engagement and Involvement Lead, NENC ICB
Linda Boshier / Ken Youngman, NENC ICB

Appendix 3 - Sunderland PNA: Questionnaire to Pharmaceutical Service Providers

If you have any questions about how to complete this questionnaire using PharmOutcomes, contact Community Pharmacy North East Central, Greg Burke

Please complete this questionnaire **ONCE ONLY** on behalf of this pharmacy.

To send us your personal views as a pharmacy professional or as a user of pharmacy services in this area, anonymously, the public questionnaire will be available shortly. Details will be shared on request.

Pharmacy Information

This information must match the information on the NHS Website and Directory of Services.

Please confirm the pharmacy you are completing this information for:

Name of Contractor *i.e. name of individual, partnership or company owning the pharmacy business**

Trading Name of Pharmacy* *i.e. 'name over the door'*

Address of pharmacy*

Consent to hold your data

Please renew our permission to hold the data you provide and use this to contact you if necessary. Consent is given for CPTV, Health and Wellbeing Board and Local Authority to access this data for the purposes of updating the PNA and other related documents.

Consent to store this data on PharmOutcomes & use for PNA* ☐ Yes ☐ No (skip to end)

Opening Hours Information

Pharmacy opening hours (both Core and Supplementary) are an important part of understanding the access to pharmaceutical services in our area. We will use the information held by the ICB NENC (formerly NHS England) i.e., the statutory Pharmaceutical List, when making our assessment.

IMPORTANT If you think your opening hours on the Pharmaceutical List may be incorrect, then the PHARMACY CONTRACTOR MUST contact the ICB to apply or notify any changes. For convenience, their contact email is nencicb-tv.pharmacyandoptometry@nhs.net.

Advanced Services and Enhanced Services – nationally or locally commissioned

ICB NENC hold data on pharmacies accredited/registered and delivering the services listed here:

New Medicine Service (NMS), Stoma Customisation, Appliance Use Review, Community Pharmacy Seasonal Influenza Vaccination Service, NHS Community Pharmacy Hypertension Case-Finding Service, Community Pharmacy Smoking Cessation Service, NHS Pharmacy Contraception Service, NHS Pharmacy First Service COVID Vaccination Service and Lateral Flow Device (LFD) Tests Supply Service.

When making our assessment, we will use information provided by the ICB on activity for these services, and for think Pharmacy First (Minor Ailments), Maternal Stop Smoking, Bank Holiday Direction and holding of Antiviral or Palliative Care Drugs.

Locally Commissioned Services – Public Health

These are services commissioned from community pharmacies by either Local Authorities, or by other providers who themselves have been commissioned by the Local authority, for example Sexual Health or Substance Misuse Services. We will use information provided by the service commissioner for each of these services when making our assessment.

Has your pharmacy stopped providing any advanced or locally commissioned / enhanced services within the last 3 years? ☐ Yes ☐ No
If yes, please give reasons if you can.....

Services not commissioned. The PNA considers possible new services that could be developed, as well as existing ones.

Please use this free text box to comment on your current interest and capacity to consider providing any locally commissioned services that you do not already provide.

.....

Please name any pharmaceutical services you think would offer people improvement or better access to this aspect of pharmaceutical care if it were possible to provide it from your pharmacy now. Give reasons where possible

.....

Please name any pharmaceutical services you would not be willing to provide at the moment- even if suitable training and funding was available.

.....

Delivery services

Is your pharmacy a Distance Selling Pharmacy? ☐ Yes ☐ No
(skip to next section if Yes).

We know medicine delivery services are not part of the NHS Terms of Service for dispensing for contractors unless they are a distance selling pharmacy.

However, it is helpful to understand what the local population may have access to currently. Please tick all that apply.

Do you offer any delivery service ☐ Yes ☐ No (skip next if no)

Do you charge patients/carers for this service?

No, free to everyone ☐

Yes, charges for some groups or areas ☐

Languages

One potential barrier to accessing services at a pharmacy can be languages spoken. Translation services are available to support patients who may struggle with English (the language most likely to be spoken by pharmacy staff in this HWB area).

Do you use a Translation Service to support your patients? Tick which best applies

Yes Rarely if ever ☐ Yes, sometimes - less often than once a month ☐

Yes, regularly - more than once a week ☐

No - not needed here ☐

No-don't know how to access translation services ☐

No- service not available in timely way ☐

Independent Prescribing (IP) Service

Some pharmacists are now qualified IP.

At the time this survey is completed please answer the following:

This pharmacy is currently providing an Independent Prescribing Service

☐ Yes ☐ No

There are pharmacists who work here who have an IP qualification ☐ Yes ☐ No

☐ Don't know

There are pharmacists who work here who are working towards an IP qualification

☐ Yes ☐ No ☐ Don't know

Do you think an IP service in your pharmacy might provide improvement or better access for people visiting your pharmacy ☐ Yes ☐ No
If yes, for what?

What are the barriers to this IP service taking place?

Looking to the Future

The PNA looks forward to the next three to four years

Acknowledging the current challenges faced by community pharmacy, this question is asking you to consider the capacity of your pharmacy to respond and adapt as future demand for services increases. Consider carefully and please tick one best answer.

Have capacity to respond to increased demand within existing premises and staffing levels ☐

Have capacity to respond - with adjustments to premises or staffing-to manage increased demand)

☐ Would be difficult to respond to increased demand; don't have sufficient premises or staffing capacity to adjust

Are there any pharmaceutical services you consider would offer improvement or better access **in the future** for the population who visit your pharmacy? If so, state here

CONTACT IN CASE OF QUERY

Please tell us who has completed this form in case we need to contact you.

Contact name *

Job title or role *

Contact email address *

Thank you for completing this PNA questionnaire.

Appendix 4 – Integrated Impact Assessment

Sunderland Pharmaceutical Needs Assessment 2025

Brief Description

Every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep an up-to-date statement of the needs for pharmaceutical services of the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA).

PNAs are used by Integrated Care Boards (ICBs) to assess applications for new, additional or relocated premises (this role is delegated to ICBs by NHS England). PNAs are also key documents that can be utilised by local authorities and ICBs in commissioning services to meet the health needs of the local population.

PNAs can help support efforts to reduce health inequalities and improve the health and wellbeing of the population by identifying potential gaps or unmet needs and making recommendations to inform future commissioning decisions.

Which areas of the city will be impacted?	
Whole City	<input checked="" type="checkbox"/>
Coalfield	<input type="checkbox"/>
East	<input type="checkbox"/>
North	<input type="checkbox"/>
Washington	<input type="checkbox"/>
West	<input type="checkbox"/>
Internal Council Activity – Impact on employees	<input type="checkbox"/>

Is the activity targeted at protected characteristics or any other key groups?	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input checked="" type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>
Pregnancy and maternity (including breastfeeding)	<input checked="" type="checkbox"/>
Race	<input checked="" type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>
Sex	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>
Care Experienced People	<input type="checkbox"/>
Other vulnerable groups and people with complex needs (e.g. veterans, children and young people who are cared for or care experienced, carers, domestic abuse victims and survivors, ex-offenders etc.)	<input type="checkbox"/>
People vulnerable to socio-economic deprivation (e.g. unemployed, low income, living in deprived areas, poor/no accommodation, low skills, low literacy etc.)	<input checked="" type="checkbox"/>

Data and Intelligence

What data and intelligence has informed the activity?

Sunderland Joint Strategic Needs Assessment, ICB Pharmacy Data, EPACT dispensing data, public and contractor engagement questionnaires

Summary of data / intelligence / consultation outcomes to inform understanding of differences in:

- the way people use, access or experience your activity;
- how the activity may impact; and/or
- outcomes for different groups?

Community pharmacy can and does make a significant contribution to improving the health of the population, treating illness and supporting a reduction in premature mortality. Sunderland experiences higher levels of deprivation than the national average. Social disadvantage is also associated with increased risk of a range of health conditions and health inequalities.

The higher proportion of the population living in poverty has a significant impact on health and health inequalities across all ages and in particular in children and young people. Higher levels of smoking, poor diet, alcohol and substance misuse and low levels of physical activities lead to poor health outcomes and health inequalities. People in the city have more mental health needs than nationally, this also impacts on physical health.

A growing ageing population is likely to increase demand on pharmaceutical service. Older patients often have more complex health needs and will require more support with their medicines and to access pharmaceutical services. More people in the city are living with, and prematurely dying from, chronic disease than elsewhere in the country and Sunderland has higher levels of health risk than England as a whole.

The wider impacts of climate change and levels of carbon in our atmosphere impact significantly on the local environment and on mental and physical health.

Pharmacies make reasonable adjustments for access to services for patients with disabilities and most have consultation rooms with disabled access. There are arrangements for Interpretation and Translation services in pharmacies but these are not well understood by pharmacies or the public.

Equality and Human Rights

Eliminate discrimination, harassment and victimisation

What impact will the activity have?

Uncertain

Explain how/why:

By considering the needs of the population of Sunderland, the PNA can help to ensure services are accessible to individuals from diverse backgrounds and with diverse needs.

Advance equality of opportunity between people who share a protected characteristic and those who do not

What impact will the activity have?

Not Applicable

Explain how/why:

Foster good relations between people who share a protected characteristic and those who do not

What impact will the activity have?

Not Applicable

Explain how/why:

Age (older ages, children and young people, middle ages, an age range or a specific age)

What impact will the activity have?

Positive

Explain how/why:

Pharmacies can tailor the additional services they provide to meet the needs of their population, for example by offering more services relevant to a younger / older age group. The PNA sought views from the public, examined provision of advanced and enhanced services and population data. The recommendations in the PNA seek to maintain or improve these services.

Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)

What impact will the activity have?

Positive

Explain how/why:

The contractor survey included collecting information regarding facilities and reasonable adjustments pharmacies have in place to help people with disabilities access services. The PNA also incorporates views of the public on access for people with disabilities which pharmacies can utilise alongside other information to consider other adaptations.

Gender reassignment (the process of transitioning from one sex to another)

What impact will the activity have?

Not Applicable

Explain how/why:

Marriage and Civil Partnership

What impact will the activity have?

Not Applicable

Explain how/why:

Pregnancy and maternity (including breastfeeding)

What impact will the activity have?

Not Applicable

Explain how/why:

Community Pharmacies offer a range of service to prevent unplanned pregnancies and improve sexual health, including the pharmacy contraception service, emergency hormonal contraception, and condom distribution.

Race (colour, ethnicity, country of origin, culture, etc.)
What impact will the activity have?
Positive
Explain how/why:
The PNA considered current ethnic diversity and predicted changes. Some diseases are more prevalent in some groups. Equalities monitoring as part of the public survey also considered race. The contractor survey also collected information regarding languages spoken. The PNA identified an improvement area in raising awareness of access to translation services.

Religion / Belief (including no belief)
What impact will the activity have?
Not Applicable
Explain how/why:

Sex (male or female)
What impact will the activity have?
Positive
Explain how/why:
Pharmacies can tailor the additional services they provide to meet the needs of their population, for example by considering services offered based on demographics. Information regarding provision of these services was collected and considered in the PNA and this can be utilised by pharmacies and commissioners in developing proposals to improve access in the future.

Sexual orientation
What impact will the activity have?
Not Applicable
Explain how/why:

Will the activity impact on an individual's Human Rights as enshrined in UK law?
What impact will the activity have?
Not Applicable
Explain how/why:

Other vulnerable groups and people with complex needs (e.g. veterans, children and young people cared for and care experienced, carers, domestic abuse victims and survivors, ex-offenders, homeless or multiple complexities/characteristics)
What impact will the activity have?
Not Applicable
Explain how/why:

Reducing socio-economic and digital inequalities

Will the activity:

Impact on residents' financial circumstances	Not Applicable
Impact on housing, including type, range, affordability, quality and/or condition	Not Applicable
Impact on digital inclusion or access	Not Applicable
Impact on education, skills and lifelong learning	Not Applicable
Impact on employment, including quality and access	Not Applicable

Improving population health and reducing health inequalities

Will the activity:

Help promote healthy living	Positive
Help promote safe and inclusive environments	Not Applicable
Impact on children, young people and families	Positive
Impact on natural and built surroundings	Not Applicable
Impact on accessibility and active travel encouraging active behaviours	Positive
Impact on living independently	Positive

Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes

The PNA considers the health needs of the Sunderland population and provision of and access to pharmaceutical services across the city. Community pharmacy plays an important role in promoting healthy living and providing advice and services to support families and children. While the PNA did not identify any gaps in access to essential services in the city, it did identify some areas where improvements could be made to access. The PNA acts as a strategic document to inform future commissioning decisions in relation to community pharmacy.

Outline how you will measure the anticipated impact(s)

The next PNA 2028 will review any service changes.

Carbon reduction and sustainability

Will the activity:

Adapting our behaviour (environmentally significant)	Not Applicable
Impact on biodiversity and natural environment	Not Applicable
Impact on energy efficient built environment	Not Applicable
Impact on renewable energy generation and storage	Not Applicable
Impact on travel and active transport	Not Applicable
Impact on the green economy	Not Applicable
Impact on waste, recycling and consumption	Not Applicable

Community wealth building

Will the activity:

Impact on community wealth and social value	Not Applicable
Impact on social inclusion, integration, and fostering good relations	Not Applicable
Impact on crime reduction, anti-social behaviour and community safety	Not Applicable
Impact on access to services	Positive

Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
--

The PNA is an assessment of the adequacy of the provision of pharmaceutical services to meet the needs of the local population. While there were no gaps identified in relation to necessary services, some findings highlighted areas where improvements could be made to better access. The PNA and its findings act as a strategic document to inform commissioning decisions for community pharmacy over the next 3 years.
--

Outline how you will measure the anticipated impact(s)

The next PNA 2028 will review any service changes.
--

Appendix 5 - Community Engagement Questionnaire

Sunderland City Council

Pharmacy survey

Help improve your local pharmacy services

We want to make sure that pharmacy services meet the needs of the people who live in Sunderland. You can help us understand what you need by answering questions about the way you use pharmacies. Please fill in our survey by 15 January 2025.

This will help us to learn and write about local services and needs. We can use this information to improve pharmacy services in Sunderland.

Who will see my data?

The survey is anonymous - we don't need any data that will identify you. Sunderland City Council are working with the NHS (North East North Cumbria Integrated Care Board (ICB) and North of England Commissioning Support Unit (NECS)) to look at local needs. The survey data is being captured by the ICB and will be shared with Sunderland City Council and NECS.

Thank you for your help.

Pharmacy survey

Section 1: How you use pharmacies

1. Do you use pharmacies?

☐ Yes

☐ No

If no, please tell us why

Section 1: How you use pharmacies

2. Do you use the same pharmacy...?

- ☐ All of the time
- ☐ Most of the time
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

3. Where is the pharmacy you use most often based?

- ☐ In Sunderland
- ☐ In a surrounding area
- ☐ Online only

If in a surrounding area, please tell us where.

4. Why do you choose the pharmacy that you use most often? (Tick all that apply)

- ☐ Handy opening hours
- ☐ Handy place
- ☐ Helpful staff
- ☐ Services offered
- ☐ Other (please specify)

5. Which of the following pharmacy services do you use? (Tick all that apply)

- ☐ Collect prescriptions
- ☐ Buy over the counter medicines
- ☐ Advice from your pharmacist (e.g. minor ailments and new medicines)
- ☐ Pharmacy first
- ☐ Dispose of unwanted medicines
- ☐ Disposal of used medical equipment (e.g. needles)
- ☐ Collect covid testing kits
- ☐ Access vaccinations (e.g. flu or Covid-19)
- ☐ None
- ☐ Other (please tell us)

6. How often do you use your pharmacy?

- ☐ At least once a week
- ☐ At least once a month
- ☐ At least once every 3 months
- ☐ At least once every 6 months
- ☐ At least once a year
- ☐ Less than once a year

7. How do you usually travel to the pharmacy?

- ☐ Car or taxi
- ☐ On foot
- ☐ Public transport
- ☐ My medicines are delivered to me or collected by someone else
- ☐ Other (please tell us)

8. How long does it normally take you to get to the pharmacy?

- ☐ 0-5 minutes
- ☐ 6-10 minutes
- ☐ 11-15 minutes
- ☐ 16-20 minutes
- ☐ More than 20 minutes

9. Thinking about the same pharmacy, please tell us if it is easy or difficult to get there.

	Easy	Difficult	Don't know or does not apply
Car or taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On foot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On public transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Does your pharmacy have good access for disabled people?

	Yes	No	Don't know
Wheelchair access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help for sensory impairments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us if there are any other facilities for disabled people you would like to comment on.

11. Does your usual pharmacy have translation or interpretation facilities?

- ☐ Yes
☐ No
☐ Don't know

12. Is there another pharmacy closer to home that you **do not** use?

- ☐ Yes
☐ No

If yes, please tell us why you don't use the closer pharmacy

13. In the last year, have you tried to use your local pharmacy and found it was closed?

- ☐ Yes
☐ No
☐ Does not apply

If yes, what did you do?

Pharmacy survey

Section 2: Visiting pharmacies

14. What days and times are best for you to visit a pharmacy? (Tick all that apply)

- ☐ Weekdays 8am-5pm
- ☐ Weekday evenings 5pm-8pm
- ☐ Weekdays overnight 8pm-8am
- ☐ Saturdays 8am-5pm
- ☐ Saturday evenings 5pm-8pm
- ☐ Saturday overnight 8pm-8am
- ☐ Sundays 8am-5pm
- ☐ Sunday evenings 5pm-8pm
- ☐ Sunday overnight 8pm-8am

15. If you have any other comments about local pharmacy provision, please tell us below.

Pharmacy survey

Section 3: About you

It would help us if we knew a little bit about you. It is your choice whether you answer these questions. This will help us understand who we have reached with our survey, and whether different groups have different views or needs. We do not need any information that will identify you.

16. Please provide the first three or four characters of your postcode, e.g. SR1 or NE38

17. How old are you? (Please choose)

18. Which of the following best describes you?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer to self describe
- ☐ Prefer not to say

19. Is the gender you identify with the same as your sex registered at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

20. Do you have any physical or mental health conditions, impairments, or learning differences that impact on your ability to carry out day-to-day activities? (Select all that apply)

- ☐ Long term health condition
- ☐ Physical impairment or mobility issues
- ☐ Sensory impairment, such as blind or visual loss and Deaf or hearing loss
- ☐ Mental health condition
- ☐ Learning disability
- ☐ Neurodivergence
- ☐ Other
- ☐ No condition or impairment
- ☐ Prefer not to say

21. Do you have any caring responsibilities? This is help or support to someone who has a long-term physical or mental health condition or illness, or problem related to old age.

- ☐ No
- ☐ Yes, 9 hours a week or less
- ☐ Yes, 10 to 19 hours a week
- ☐ Yes, 20 to 34 hours a week
- ☐ Yes, 35 to 49 hours a week
- ☐ Yes, 50 or more hours a week
- ☐ Prefer not to say

22. Which of the following terms best describes your sexual orientation?

- ☐ Heterosexual or straight
- ☐ Gay or lesbian
- ☐ Bi or bisexual
- ☐ Prefer to self-describe
- ☐ Prefer not to say

23. What is your religion or belief? (Please choose)

24. What is your ethnic group?

25. Do you or have you previously served in the UK armed forces?

- ☐ Yes, in the regular armed forces
- ☐ Yes, in the reserve Armed Forces
- ☐ No
- ☐ Prefer not to say

Appendix 6 – Pharmacy addresses

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
Coalfields	G Whitfield Limited	1a Church Street Houghton-le-Spring DH4 4DN	40 Hour Pharmacy	Mon: 09:00-13:00; 14:00-18:00, Tue: 09:00-13:00; 14:00-18:00, Wed: 09:00-13:00; 14:00-18:00, Thu: 09:00-13:00; 14:00-18:00, Fri: 09:00-13:00; 14:00-18:00, Sat: Closed Sun: Closed
Coalfields	T.S.C. Dobbin Limited	Herrington Medical Centre Sunderland Philadelphia Lane DH4 4LE	40 Hour Pharmacy	Monday: 08:45-12:30; 13:30-18:00 Tuesday: 08:45-12:30; 13:30-18:00 Wednesday: 08:45-12:30; 13:30-18:00 Thursday: 08:45-12:30; 14:00-17:30 Friday: 08:45-12:30; 13:30-18:00 Saturday: Closed Sunday: Closed
Coalfields	J S Locum Services Limited (Kaila Pharmacy)	Grangewood Surgery, Chester Road Shiney Row Sunderland DH4 4RB	40 Hour Pharmacy	Mon: 09:00-18:00 Tues: 09:00-18:00 Wed: 09:00-18:00 Thurs: 09:00-18:00 Fri: 09:00-18:00 Sat: Closed Sun Closed
Coalfields	Frank Jones (Chemist) Limited	Kepier Medical Practice Leyburn Grove Houghton-le-Spring DH4 5EQ	40 Hour Pharmacy	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
Coalfields	R. Whitfield Limited	53 Front Street Chilton Moor Houghton-le-Spring DH4 6LP	40 Hour Pharmacy	Monday: 09:00-12:30; 14:00-18:00 Tuesday: 09:00-12:30; 14:00-18:00 Wednesday: 09:00-12:30; 14:00-18:00 Thursday: 09:00-12:30; 14:00-17:00 Friday: 09:00-12:30; 14:00-18:00 Saturday: 09:00-12:30 Sunday: Closed
Coalfields	J S Locum Services Limited (Penshaw Pharmacy)	36 Avondale Avenue Penshaw Houghton-le-Spring DH4 7QS	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00 - 13:00 Sunday: Closed
Coalfields	Core Pharma Limited (Houghton Pharmacy)	31 Queensway Houghton-le-Spring DH5 8EL	40 Hour Pharmacy	Monday: 08:00-14:00, 16:00-18:30 Tuesday: 08:00-14:00, 16:00-18:30 Wednesday: 08:00-14:00, 16:00-19:30 Thursday: 08:00-14:00, 16:00-18:30 Friday: 08:00-14:00, 16:00-18:30 Saturday: 08:30-11.30 Sunday: Closed
Coalfields	G Whitfield Limited	44 Market St Hetton le Hole Houghton-le-Spring DH5 9DY	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
Coalfields	G Whitfield Limited	5 Front Street	40 Hour Pharmacy	Monday: 09:00-18:00

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
		Hetton-le-Hole Houghton-le-Spring DH5 9PE		Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-17:00 Friday: 09:00-18:00 Saturday: 09:00-12:00 Sunday: Closed
Coalfields	Frank Jones (Chemist) Limited	Hopes Pharmacy 49 Newbottle Street Houghton-le-Spring DH4 4AR	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-13:00 Sunday: Closed
Coalfields	R. Whitfield Limited	93 High Street Easington Lane Houghton-le-Spring DH5 0JR	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-17:00 Friday: 09:00-18:00 Saturday: 09:00-12:30 Sunday: Closed
East	Norchem Healthcare Limited	Mccarthy's Pharmacy Saville House 1-2 Saville Place Sunderland SR1 1PA	40 Hour Pharmacy	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:30 - 18:00 Saturday: 9:00 - 13:00 Sunday: Closed
East	Storeys DDR Ltd	Riverview Health Centre, Borough Road Hendon Sunderland SR1 2HJ	40 Hour Pharmacy	Mon: 09:00-17:30, Tue: 09:00-17:30, Wed: 09:00-17:30, Thu: 09:00-17:30, Fri: 09:00-17:30, Sat: closed Sun: closed
East	Superdrug Stores Plc	Superdrug Pharmacy Unit 3, 37 Walworth Way The Bridges Sunderland SR1 3LB	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:30 Sunday: Closed
East	Boots UK Limited	Boots UK Limited 45 The Bridges Shopping Centre Sunderland SR1 3LF	40 Hour Pharmacy	Monday: 08:30-17:30 Tuesday: 08:30-17:30 Wednesday: 08:30-17:30 Thursday: 08:30-17:30 Friday: 08:30-17:30 Saturday: 08:30-17:30 Sunday: 10:00-16:00
East	G.W. Herdman (Chemists) Limited	29 Ryhope Street South Ryhope Sunderland SR2 0RP	40 Hour Pharmacy	Monday: 08:00-17:00 Tuesday: 08:00-17:00 Wednesday: 08:00-17:00 Thursday: 08:00-17:00 Friday: 08:00-17:00 Saturday: 09:00-12:00 Sunday: Closed
East	G.W. Herdman (Chemists) Limited	Ryhope Customer Service Centre Black Road, Ryhope Sunderland SR2 0RX	40 Hour Pharmacy	Monday: 08:30-13:00; 13:30-18:00 Tuesday: 08:30-13:00; 13:30-18:00 Wednesday: 08:30-13:00; 13:30-18:00 Thursday: 08:30-13:00; 13:30-18:00 Friday: 08:30-13:00; 13:30-18:00 Saturday: Closed Sunday: Closed

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
East	Valemed Limited	Leema Pharmacy 91 Tunstall Road Sunderland SR2 7RW	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-18:00 Sunday: Closed
East	Medichem Limited	50 Suffolk Street Hendon Sunderland SR2 8NE	40 Hour Pharmacy	Monday: 08:45-17:45 Tuesday: 08:45-17:45 Wednesday: 08:45-17:45 Thursday: 08:45-17:45 Friday: 08:45-17:45 Saturday: Closed Sunday: Closed
East	Medichem Limited	1 Laburnum Cottage Robinson Terrace Sunderland SR2 8PB	40 Hour Pharmacy	Monday: 09:00-13:00; 14:00-18:00 Tuesday: 09:00-13:00; 14:00-18:00 Wednesday: 09:00-13:00; 14:00-18:00 Thursday: 09:00-13:00; 14:00-18:00 Friday: 09:00-13:00; 14:00-18:00 Saturday: Closed Sunday: Closed
East	Medichem Limited	68 Vilette Road Sunderland SR2 8RW	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
East	Asda Stores Limited	Asda Pharmacy Leechmere Road Industrial Estate Grangetown Sunderland SR2 9TT	40 Hour Pharmacy	Monday: 09:00-20:00 Tuesday: 09:00-20:00 Wednesday: 09:00-20:00 Thursday: 09:00-20:00 Friday: 09:00-20:00 Saturday: 09:00-20:00 Sunday: 10:00-16:00
East	Demnox Ltd	Demnox Pharmacy 1 William Doxford Centre Doxford Park Shopping Centre Sunderland SR3 2NE	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-14:00 Sunday: Closed
East	The Finney Pharma Ltd	Finney Pharmacy 84 Ryhope Road Sunderland SR2 9QE	Distance selling	Mon: 09:00-13:00; 14:00-18:00, Tue: 09:00-13:00; 14:00-18:00, Wed: 09:00-13:00; 14:00-18:00, Thu: 09:00-13:00; 14:00-18:00, Fri: 09:00-13:00; 14:00-18:00, Sat: Closed Sun: Closed
East	Noor Pharma North East Ltd	Innovation Pharmacy Unit 8b Carrmere Road Leechmere Industrial Estate Sunderland SR2 9TW	Distance selling	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-13:00 Sunday: Closed
North	Gorgemead Limited	Cohens Chemist 14 The Green Southwick Sunderland SR5 2JE	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 09:00-12:00 Sunday: Closed

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
North	Bestway National Chemists Limited	Well Pharmacy 2 Ethel Terrace Castletown Sunderland SR5 3BQ	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-13:00 Sunday: Closed
North	Avicenna Retail Ltd	Hylton Castle Pharmacy 22-23 Chiswick Square Hylton Castle Sunderland SR5 3PZ	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-13:00 Sunday: Closed
North	Avicenna Retail Ltd	Bunny Hill Pharmacy Customer Service Centre Bunnyhill, Hylton Lane Sunderland SR5 4BW	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
North	G Hughes (North East) Limited	Redhouse Pharmacy 127 Renfrew Road, Red House Sunderland SR5 5PS	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
North	Avenue Pharmacy (Sunderland) Limited	Avenue Pharmacy 81 Dundas Street Sunderland SR6 0AY	40 Hour Pharmacy	Monday: 09:00-12:30; 13:30-18:00 Tuesday: 09:00-12:30; 13:30-18:00 Wednesday: 09:00-12:30; 13:30-18:00 Thursday: 09:00-12:30; 13:30-17:30 Friday: 09:00-12:30; 13:30-18:00 Saturday: Closed Sunday: Closed
North	Bestway National Chemists Limited	Well 79-80 Dundas Street Sunderland SR6 0BB	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
North	Avenue Pharmacy (Sunderland) Limited	Avenue Pharmacy 53 Lower Dundas Street Monkwearmouth Sunderland SR6 0BD	100 Hour Pharmacy	Monday: 08:00-21:00 Tuesday: 08:00-21:00 Wednesday: 08:00-21:00 Thursday: 08:00-21:00 Friday: 08:00-21:00 Saturday: 08:00-21:00 Sunday: 08:00 - 18:00
North	Avenue Pharmacy (Sunderland) Limited	Avenue Pharmacy 50 Roker Avenue Sunderland SR6 0HT	40 Hour Pharmacy	Monday: 09:00-13:00; 14:00-18:00 Tuesday: 09:00-13:00; 14:00-18:00 Wednesday: 09:00-13:00; 14:00-18:00 Thursday: 09:00-13:00; 14:00-18:00 Friday: 09:00-13:00; 14:00-18:00 Saturday: Closed Sunday: Closed
North	Avicenna Retail Ltd	Sea Road Pharmacy	40 Hour Pharmacy	Monday: 09:00-18:00

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
		5 Sea Road Fulwell Sunderland SR6 9BP		Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: 9:00-17:00 Sunday: Closed
North	Million Pharmacy Limited	Million Pharmacy 8 Sea Road Fulwell Sunderland SR6 9BX	40 Hour Pharmacy	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: 09:00-12:00 Sunday: Closed
Washington	Blue House Retail Limited	Blue House Pharmacy 1 Heworth Road Concord Sunderland NE37 2PY	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-18:00 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
Washington	Boots UK Limited	12 Arndale House Washington NE37 2SW	40 Hour Pharmacy	Monday: 09:00-12:00; 13:00-17:30 Tuesday: 09:00-12:00; 13:00-17:30 Wednesday: 09:00-12:00; 13:00-17:30 Thursday: 09:00-12:00; 13:00-17:30 Friday: 09:00-12:00; 13:00-17:30 Saturday: 09:00-12:00; 13:00-17:00 Sunday: Closed
Washington	Asda Stores Limited	Washington Centre Washington NE38 7NF	100 Hour Pharmacy	Monday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Tuesday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Wednesday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Thursday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Friday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Saturday: 09:00-12:30, 13:00-16:30, 17:00-21:00 Sunday: 10:00-16:00
Washington	Boots UK Limited	Unit 80 The Galleries Washington NE38 7RT	40 Hour Pharmacy	Monday: 08:00-17:30 Tuesday: 08:00-17:30 Wednesday: 08:00-17:30 Thursday: 08:00-17:30 Friday: 08:00-17:30 Saturday: 09:00-17:30 Sunday: 10:00-16:00
Washington	Seaton Healthcare Limited	Galleries Pharmacy Independence Square Washington NE38 7SS	40 Hour Pharmacy	Monday: 08:30-18:00 Tuesday: 08:30-18:00 Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
Washington	Vangmayi Limited	Barmston Pharmacy Westerhope Road Barmston Sunderland NE38 8JF	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-17:30 Friday: 09:00-18:00 Saturday: Closed Sunday: Closed
Washington	J. Dinning (Woodlands) Limited	Woodlands Pharmacy Vigo Lane,	40 Hour Pharmacy	Monday: 08:30-18:00 Tuesday: 08:30-18:00

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
		Rickleton Village Washington NE38 9EJ		Wednesday: 08:30-18:00 Thursday: 08:30-18:00 Friday: 08:30-18:00 Saturday: Closed Sunday: Closed
West	Edward Chaston Limited	Chastons Pharmacy Vane House, Vane Street New Silksworth Sunderland SR3 1EJ	40 Hour Pharmacy	Monday: 09:00-12:15; 13:45-17:30 Tuesday: 09:00-12:15; 13:45-17:30 Wednesday: 09:00-12:15; 13:45-18:00 Thursday: 09:00-12:15; 13:45-18:00 Friday: 09:00-12:15; 13:45-18:00 Saturday: 09:00-12:30 Sunday: Closed
West	Edward Chaston Limited	1 Silksworth Terrace New Silksworth Sunderland SR3 2AT	40 Hour Pharmacy	Monday: 09:00-12:30; 14:00-18:00 Tuesday: 09:00-12:30; 14:00-18:00 Wednesday: 09:00-12:30; 14:00-18:00 Thursday: 09:00-12:30; 14:00-18:00 Friday: 09:00-12:30; 14:00-18:00 Saturday: 09:00-12:30 Sunday: Closed
West	Bestway National Chemists Limited	Well Pharmacy 44-46 Sunningdale Road Springwell Sunderland SR3 4ES	40 Hour Pharmacy	Monday: 09:00 - 18:00 Tuesday: 09:00 - 18:00 Wednesday: 09:00 - 18:00 Thursday: 09:00 - 17:30 Friday: 09:00 - 18:00 Saturday: Closed Sunday: Closed
West	E & C Ho Limited	South Hylton Pharmacy 1 Union Street South Hylton Sunderland SR4 0LS	40 Hour Pharmacy	Monday: 09:00-13:00; 14:00-18:00 Tuesday: 09:00-13:00; 14:00-18:00 Wednesday: 09:00-13:00; 14:00-18:00 Thursday: 09:00-13:00; 14:00-18:00 Friday: 09:00-13:00; 14:00-18:00 Saturday: Closed Sunday: Closed
West	Sunderland Healthcare Limited	Million Pharmacy Mill Street Sunderland SR4 7BG	40 Hour Pharmacy	Monday: 09:00-13:00; 13:20-18:00 Tuesday: 09:00-13:00; 13:20-18:00 Wednesday: 09:00-13:00; 13:20-18:00 Thursday: 09:00-13:00; 13:20-18:00 Friday: 09:00-13:00; 13:20-18:00 Saturday: Closed Sunday: Closed
West	Aspect Healthcare Services Limited	Greens Pharmacy 149 Chester Road Sunderland SR4 7HS	40 Hour Pharmacy	Monday: 09:00-18:00 Tuesday: 09:00-18:00 Wednesday: 09:00-18:00 Thursday: 09:00-17:30 Friday: 09:00-18:00 Saturday: 09:00-17:30 Sunday: Closed
West	Sunderland Healthcare Limited	Million Pharmacy 189 Chester Road, Sunderland SR4 7JA	40 Hour Pharmacy	Monday: 09:00-13:30; 13:50-18:00 Tuesday: 09:00-13:30; 13:50-18:00 Wednesday: 09:00-13:30; 13:50-18:00 Thursday: 09:00-13:30; 13:50-18:00 Friday: 09:00-13:30; 13:50-18:00 Saturday: Closed Sunday: Closed
West	Aspect Healthcare Services Limited	Dixons Chemist 68 Ormonde Street Sunderland SR4 7PP	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-12:30 Sunday: Closed
West	Pallion Healthcare Ltd	Pallion Pharmacy Pallion Health Centre	40 Hour Pharmacy	Monday: 08:45-13:10; 13:30-18:00 Tuesday: 08:45-13:10; 13:30-18:00

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
		Hylton Road Sunderland SR4 7XA		Wednesday: 08:45-13:10; 13:30-18:00 Thursday: 08:45-13:10; 13:30-18:00 Friday: 08:30-13:10; 13:30-18:00 Saturday: Closed Sunday: Closed
West	Avicenna Retail Ltd	Grindon Pharmacy 17 Galashields Road Grindon Sunderland SR4 8JJ	40 Hour Pharmacy	Monday: 09:00 - 18:00 Tuesday: 09:00 - 18:00 Wednesday: 09:00 - 18:00 Thursday: 09:00 - 18:00 Friday: 09:00 - 18:00 Saturday: 09:00 - 13:00 Sunday: Closed
West	Bestway National Chemists Limited	Well Pharmacy Unit 9, Pennywell Shopping Centre Pennywell Sunderland SR4 9AS	40 Hour Pharmacy	Monday: 08:30 - 18:00 Tuesday: 08:30 - 18:00 Wednesday: 08:30 - 18:00 Thursday: 08:30 - 18:00 Friday: 08:30 - 18:00 Saturday: 09:00 - 12:00 Sunday: Closed
West	Demnox Ltd	Demnox Pharmacy 140 Allendale Road Farringdon Sunderland SR3 3DZ	40 Hour Pharmacy	Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: Closed Sunday: Closed
West	Sunderland Healthcare Limited	Million Pharmacy 19 St Lukes Terrace Pallion Sunderland SR4 6NQ	40 Hour Pharmacy	Monday: 09:00-13:30; 13:50-17:30 Tuesday: 09:00-13:30; 13:50-17:30 Wednesday: 09:00-13:30; 13:50-17:30 Thursday: 09:00-13:30; 13:50-17:30 Friday: 09:00-13:30; 13:50-17:30 Saturday: 09:00-13:00 Sunday: Closed
West	Dominionpharm Ltd	Dominion Pharmacy 1-1a Whitehall Terrace Sunderland SR4 7SN	Distance selling	Monday: 09:00-17:00 Tuesday: 09:00-17:00 Wednesday: 09:00-17:00 Thursday: 09:00-17:00 Friday: 09:00-17:00 Saturday: Closed Sunday: Closed
West	Million Medical Ltd	Million Pharmacy 187 Hylton Road Sunderland SR4 7YE	100 Hour Pharmacy	Monday: 09:00-16:00, 17:00-21:00 Tuesday: 09:00-16:00, 17:00-21:00 Wednesday: 09:00-16:00, 17:00-21:00 Thursday: 09:00-16:00, 17:00-21:00 Friday: 09:00-16:00, 17:00-21:00 Saturday: 09:00-16:00, 17:00-21:00 Sunday: 08:00 - 18:00
West	Amcare Ltd	39b Pallion Way Pallion Trading Estate Sunderland SR4 6SN	Appliance Contractor	Monday: 08:30-17:30 Tuesday: 08:30-17:30 Wednesday: 08:30-17:30 Thursday: 08:30-17:30 Friday: 08:30-17:30 Saturday: Closed Sunday: Closed
East	B Braun Medical Limited	Holmlands Buildings Tunstall Road Sunderland SR2 7RR	Appliance Contractor	Monday: 08:30-17:00 Tuesday: 08:30-16:30 Wednesday: 08:30-17:00 Thursday: 08:30-16:30 Friday: 08:30-17:00 Saturday: Closed Sunday: Closed
East	Fittleworth Medical Limited	Unit 7 Glaholm Road	Appliance Contractor	Monday: 09:00-17:00 Tuesday: 09:00-17:00

Locality	Pharmacy Name	Trading Name and Address	Category	Opening Hours
		Sunderland SR1 2NX		Wednesday: 09:00-17:00 Thursday: 09:00-17:00 Friday: 09:00-17:00 Saturday: Closed Sunday: Closed

Appendix 7 - Consultation on the Draft Pharmaceutical Needs Assessment for Sunderland

The formal consultation on the draft PNA for Sunderland ran from 2nd April to 1st June 2025 in line with the guidance on developing PNAs and section 242 of the Health Service Act 2012, which stipulates the need to involve Health and Wellbeing Boards in scrutinising Health Services.

In keeping with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations (2013) the following stakeholders were consulted during this time:

- Local Pharmaceutical Committee;
- Local Medical Committee;
- all those currently on the pharmaceutical list in the City;
- Healthwatch Sunderland, and through them with any other patient, consumer or community groups with an interest in the issue;
- NHS foundation trusts providing services in Sunderland;
- NHS England;
- Health and Wellbeing Boards in South Tyneside, Gateshead and County Durham; and
- North East and North Cumbria Integrated Care Board (ICB).

Emails were sent to all consultees informing them of the website address which contained the draft PNA document.

Stake holders were asked to respond to the following specific consultation questions

1. Are you responding to this survey as an individual or an organisation?
2. Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within Sunderland?
3. Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment?
4. Does the draft pharmaceutical needs assessment reflect the needs of Sunderland's population?
5. Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?
6. Do you agree with the conclusions of the Sunderland Pharmaceutical Needs Assessment?
7. Do you have any other comments?

Findings of consultation:

The consultation draft PNA was well received and feedback was generally positive.

- All respondents felt that the draft pharmaceutical needs assessment reflected the current provision of pharmaceutical services in Sunderland.
- All respondents felt there were no gaps in service provision that had not been identified in the assessment.
- All respondents felt that the draft pharmaceutical needs assessment reflected the needs of Sunderland's population.
- All respondents felt the draft pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors
- All respondents agreed with the conclusions of the pharmaceutical needs assessment

The comments received during the consultation have been summarised in the table below, along with notes and amendments in the following table on how they have been dealt with in this final version of the PNA. 4 respondents used the consultation questionnaire and 3 sent comments by email (CNTW, Healthwatch Sunderland, and the ICB).

Q1: Are you responding to this survey as an individual or an organisation?
In total 4 responses to the consultation were received from: <ul style="list-style-type: none">• 1 organisation representing pharmacy providers (Community Pharmacy Durham and Sunderland)• 2 pharmacies (Veritas Pharmacy, Sunderland; Boots UK Limited)• 1 response from South Tyneside HWB
Q2: Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area?
Consultation outcomes: 4 respondents answered Yes 0 respondents answered No
Q3: Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment?
Consultation outcomes: 0 respondents answered Yes 4 respondents answered No
Q4: Does the draft pharmaceutical needs assessment reflect the needs of Sunderland's population?
Consultation outcomes: 4 respondents answered Yes 0 respondents answered No

Q5: Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?
<p>Consultation outcomes:</p> <p>4 respondents answered Yes</p> <p>0 respondents answered No</p>
Q6: Do you agree with the conclusions of the Sunderland Pharmaceutical Needs Assessment?
<p>Consultation outcomes</p> <p>4 respondents answered Yes</p> <p>0 respondent answered No</p>
Consultation comments
<p>Pharmacy responses</p> <p>5.2.2 states supplementary hours can be amended with a minimum of 5 weeks' notice and if increasing no notice is required, however notice is still required if increasing hours.</p> <p>6.4.2.2 Coalfields - if open Sunday's will improve access and choice-however states no gap. Is there a gap of not? states no additional need for another pharmacy, so does the HWB want another pharmacy or not as doesn't state can be fulfilled with existing provision.</p>
<p><u>Community Pharmacy Durham and Sunderland (CPDandS)</u></p> <p>Pages 7 and 20 include a reference to Sunderland Local Pharmaceutical Committee (LPC). Sunderland LPC ceased operations on 31 March 2023. Starting 1 April 2023, North East Central LPC was established, comprising Durham and Sunderland pharmacies. North East Central LPC is now referred to as Community Pharmacy Durham and Sunderland (CPDandS).</p> <p>Not all essential services are listed in section 1.5; for example, the Discharge Medicine Service is omitted (page11). The national contraception service is also omitted from section 3.4 (page 24).</p> <p>Page 30 paragraph 3 states 10.9% in fuel poverty which is higher than England average of 13.1%. Possible typo.</p> <p>Page 77 penultimate paragraph says 39 pharmacies signed up to NMS but this section relates to contraception. This is a typo.</p> <p>CPDandS is not aware of any complaints regarding community pharmacy services in Sunderland, a very strong indicator that the current provision of pharmacy services meets the needs of the Sunderland population.</p> <p>CPDandS strongly agrees with the conclusion of the PNA that there are no gaps in pharmacy provision in Sunderland.</p>
<p><u>South Tyneside HWB</u></p> <ul style="list-style-type: none"> • South Tyneside HWB is in general agreement with the findings of Sunderland PNA 2025.

- South Tyneside HWB supports the recommendation that commissioners should take cross border issues into account and consult with relevant stakeholders when they are reviewing, commissioning or decommissioning services, to avoid or mitigate against creating inequity of provision for the local population.
- South Tyneside HWB concurs with the recommendation that commissioners of NHS, as well as local pharmacy services, should consider how to communicate about the availability of services with the population of Sunderland and with other healthcare professional teams to increase engagement and interaction with services.

Further comments received during consultation period via other routes

Cumbria Northumberland Tyne & Wear Foundation Trust

- 8.2.2.3 Naloxone supplies – only 14 (out of 52) are contracted to supply Naloxone yet Sunderland has a higher than national average of substance misuse though 44 provide the supervised consumption service. It would be good to increase the number of pharmacies supplying naloxone (nasal) in line with new regulations and initiatives to increase its availability if possible but funding for supplies would be needed (if not free via the government initiative).
- We also note with regret the reduction in community pharmacy opening hours, with the closure of 6 community pharmacies since 2017, including a 100-hour pharmacy (Blue House), and no provision after 8pm. The latter is particularly relevant to patients under the care of our MH Crisis Resolution and Home Treatment teams, which operate on a 24/7 basis and prescribe medicines for urgent treatment via paper FP10 prescriptions for dispensing by community pharmacies

Healthwatch Sunderland

- Healthwatch Sunderland has reviewed the draft Pharmaceutical Needs Assessment (PNA) for [insert year, e.g., 2025–2028] and welcomes the opportunity to provide our feedback.
 - Following a detailed review of the document and consultation process, we are satisfied that the assessment has been carried out thoroughly and reflects the current and future pharmaceutical needs of the local population. We acknowledge that the assessment has taken into consideration demographic trends, population health needs, access to services, and stakeholder input, including that of patients and the public.
 - We find the PNA to be comprehensive, evidence-based, and aligned with the needs of Sunderland's communities. Based on the information presented, we are confident that the current provision of pharmaceutical services is appropriate and meets the identified needs of residents. Furthermore, we support the conclusions drawn within

the assessment and have no objections to its approval by the Health and Wellbeing Board.

- Healthwatch Sunderland remains committed to working collaboratively with the council and healthcare partners to ensure ongoing monitoring of pharmacy services and to support any future reviews of the PNA as required.

NENC ICB

- The latest registered GP registration figures are higher than the census population estimates for Sunderland which could impact on demand for pharmacy services.
- West 2 PCN has changed names and there are some changes to local enhanced services commissioned from general practice.
- Supports the findings of the PNA

Amendments to Sunderland PNA following consultation process	
Change / response	Section within PNA
Sunderland LPC change to Community Pharmacy Durham and Sunderland	Executive Summary and 3.1
Discharge Medicines Service added to list of essential services	1.5
Update to pharmacy contractual arrangements following the agreement on the 2025/26 contract	1.6
Updates to national and locally commissioned general practice services and updated to reflect PCN name change	2
Pharmacy Contraception Service added to list of advanced services	3.4
GP registered population: previous PNA uses ONS and Census data for population estimates. GP registered population can vary due to duplicate registration, particularly in the student and former student population groups.	4.2
Correction of fuel poverty percentage	4.4.1
Pharmacy Manual page 300 confirms no notice period required for increases of supplementary hours	5.2.2
Closure of Blue House 100-hour pharmacy. Steering group note that Asda Washington is a 100-hour pharmacy in the locality. It is 1.2 miles from the former Blue House pharmacy and is open until 9pm Monday to Saturday. The steering group also note that the 24/7 crisis resolution team will have provision at all times irrespective of pharmacy opening hours.	6
Wording clarified to confirm provision in Coalfields on Sundays is adequate	6.4.2.2

Correction of NMS / PCS typo	7.2.6
Naloxone provision: the service is relatively new and community pharmacies providing the service are likely to increase. Pharmacies and Sunderland City Council will continue to work together to increase awareness of the service to families and close contacts of service users	8.2.2.3
Integrated Impact Assessment added	Appendix 4

Appendix 8 – Abbreviations

Abbreviation	
AUR	Appliance Use Review
BSL	British Sign Language
CHD	Coronary Heart Disease
CNTW	Cumbria Northumberland Tyne & Wear Foundation Trust
COPD	Chronic obstructive pulmonary disease
COVID	Coronavirus -19
CPCF	NHS Community Pharmacy Contractual Framework
CPDandS	Community Pharmacy Durham and Sunderland
CPCS	Community Pharmacy Consultation Service
CPE	Community Pharmacy England
CVD	Cardiovascular disease
CWP	Cold Weather Plan
DAC	Dispensing appliance contractors
DEFRA	Department for Environment, Food and Rural Affairs
DES	Directed Enhanced Services
DHSC	Department of Health and Social Care
EOC	Emergency oral contraception
EHCH	Enhanced Health in Care Homes
ePACT	Prescribing data
EPS	Electronic Prescription Service
GP	General Practitioners
HCFS	Hypertension Case-Finding Service
HDFT	Harrogate & District Foundation Trust
HIV	Human Immunodeficiency Virus
HND	Higher National Diploma
HRBS	Health Related Behaviour Survey
HWB	Health and Wellbeing Board
IAMP	International Advanced Manufacturing Park
ICB	Integrated Care Board
ICP	Integrated Care Partnership
ICS	Integrated Care System
IMD	Index of Multiple Deprivation
JCVI	Joint Committee on Vaccination and Immunisation
JSNA	Joint Strategic Needs Assessment
LARC	Long-Acting Reversible Contraception
LES	Local Enhanced Services
LFD	Lateral Flow Device
LPC	Local Pharmaceutical Committee

LPS	Local Pharmaceutical Service
LSOA	Lower Super Output Area
MDS	Monitored Dose Systems
NCRS	National Care Records Service
NCSCT	National Centre for Smoking Cessation and Training
NECS	North of England Commissioning Support
NENC	North East & North Cumbria ICB
NES	National Enhanced Services
NHS	National Health Service
NHSBSA	NHS Business Services Authority
NHSE	NHS England
NICE	National Institute for Health and Care Excellence
NMS	New Medicines Service
NRT	Nicotine Replacement Therapy
OC	Oral Contraception
OCU	Opiate and/or Crack Users
ONS	Office for National Statistics
PCN	Primary Care Network
PCS	Pharmacy Contraception Service
PCSE	Primary Care Support England
PCT	Primary Care Trust
PGD	Patient Group Direction
PhAS	Pharmacy Access Scheme
PhIF	Pharmacy Integration Fund
PLPS	Pharmaceutical and Local Pharmaceutical Services
PNA	Pharmacy Needs Assessment
PQS	Pharmacy Quality Scheme
PSNC	Pharmaceutical Services Negotiating Committee
PVD	Peripheral vascular disease
SAC	Stoma Appliance Customisation Service
SCAS	Sunderland Care and Support
SCR	Summary Care Record
SMR	Structured Medication Review
SSGA	South Sunderland Growth Area
STSFT	South Tyneside & Sunderland Foundation Trust
UTC	Urgent Treatment Centre
UTI	Urinary Tract Infection

Appendix 9 – References and data sources

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