



Pharmaceutical Needs Assessments (PNA) 2015

BIRMINGHAM

V0.7

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Please note, data regarding pharmacies is accurate to August 2014.

Fatumo Abdi

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CONTENTS

List of Tables	v
List of Figures	v
Abbreviations.....	vi
1. EXECUTIVE SUMMARY	1
1.1 Overview	1
1.2 Access.....	2
1.3 Services	2
1.4 Conclusion	4
1.5 Recommendations	5
2. INTRODUCTION.....	7
2.1 Birmingham Health & Wellbeing Board.....	7
2.2 Pharmaceutical Needs Assessment	7
3. CONTEXT FOR THE BIRMINGHAM PNA.....	9
3.1 The evolution of PNAs	9
3.2 Circumstances in which the PNA should be revised or updated.....	9
3.3 Scope of the PNA	9
3.4 What is excluded from the scope of the overview?	13
3.5 Revisions or updates to the PNA.....	13
3.6 Note on Maps	13
4. BIRMINGHAM IN CONTEXT	14
4.1 Birmingham City Council population	14
4.2 Lifestyle and health	20
4.3 Birmingham’s strategic plan to improve health and wellbeing	26
5. CURRENT PROVISION AND ASSESSMENT	27
5.1 Services to be assessed.....	27
5.2 General current provision.....	27
5.3 Opening Hours	32
5.4 Distance-Selling pharmacies	35
5.6 Essential Services	35
5.7 Advanced Services.....	38

5.8	Enhanced Services and Locally Commissioned Services.....	41
6.	CONSULTATION AND ENGAGEMENT	60
	Consultation Summary	62
7.	CONCLUSIONS AND RECOMMENDATIONS	65
	CONCLUSIONS.....	65
	RECOMMENDATIONS	67
	APPENDICES.....	69
	Appendix 1 – Steering Group Membership & Terms of Reference	69
	Appendix 2 - The PNA development process	71
	Appendix 3 – Maps showing burden of disease in Birmingham	77
	Appendix 4 – Consultation results.....	81
	Appendix 5 - Ward profiles for Birmingham	90
	Appendix 6– Details of all pharmacies operating in Birmingham	92
	Appendix 7 – Appliance Contractors	118

List of Tables

Table 1 – Enhanced Services delivered through community pharmacies in Birmingham.....	12
Table 2 - Locally Commissioned Services through community pharmacies in Birmingham.....	12
Table 3 – Households that have English as a main language.....	19
Table 4 – Prevalence of chronic diseases in Birmingham (QOF).....	22
Table 5 – Outcomes from chronic diseases	22
Table 6 – Pharmacies open on Saturdays and Sundays.....	34
Table 7 – Number of consultations in pharmacies providing MAS, by year	41
Table 8- List of pharmacies that provide advice to the following Care and/or Residential Homes	57
Table 9 – Detail regarding each step of development of the PNA	72
Table 10 - Birmingham electoral wards and corresponding districts	74
Table 11 - Consultation responses.....	86

List of Figures

Figure 1 – Age structure of Birmingham compared to England (2012).....	15
Figure 2 – Population by Ethnic Group (Census 2011)	16
Figure 3 – Map of Birmingham showing deprivation level at Lower Super Output Area (LSOA) level	17
Figure 4 – Religious beliefs of Birmingham’s population.....	18
Figure 5: Projected percentage change in Birmingham population 2010 to 2030 by age groups	20
Figure 6 - Locations of all Birmingham pharmacies and GP surgeries.....	24
Figure 7 – Deaths under 75 from all causes (SMRs using national data).....	25
Figure 8: All Pharmacies in Birmingham with a 400m buffer zone.....	28
Figure 9- Map of all Birmingham pharmacies showing deprivation level at Lower Super Output Area (LSOA) level	29
Figure 10 – Number of pharmacies per 100,000 population in the West Midlands Region ²⁹	31
Figure 11 – Number of pharmacies per 100,000 population in the 8 English ‘Core Cities’	32
Figure 12 – Location of all pharmacies in Birmingham, by opening hours.....	33
Figure 13 – Prescriptions dispensed per pharmacy per month in the West Midlands	36
Figure 14 – Mean number of MURs per provider for Core Cities in 2011/12	38
Figure 15 – Location of pharmacies providing MAS	43
Figure 16 – Location of pharmacies providing smoking cessation services in Birmingham	45
Figure 17 – Location of pharmacies providing needle exchange services.....	48
Figure 18 – Location of pharmacies providing supervised consumption	49
Figure 19 – Location of pharmacies providing Emergency Contraception.....	51
Figure 20 – Location of pharmacies providing enhanced dermatology dispensing	53
Figure 21 – Location of pharmacies providing advice to local care homes	56
Figure 22 – Location of pharmacies providing palliative care specialist medicines	59
Figure 23 – Stages of development of PNA	71
Figure 24 – Map of Birmingham showing electoral wards	75

Abbreviations

AUR	Appliance Use Review
BHWB	Birmingham Health and Wellbeing Board
CCG	Clinical Commissioning Group
CHD	Coronary Heart Disease
COPD	Chronic Obstructive Pulmonary Disease
DCLG	Department of Communities and Local Government
DH	Department of Health [England]
EHC	Emergency Hormonal Contraception
EU	European Union
GP	General Practitioner
HWB	Health and Wellbeing Board
IDU	Injecting Drug User
JSNA	Joint Strategic Needs Assessment
LPC	Local Pharmaceutical Committee
LPS	Local Pharmaceutical Services
MAS	Minor Ailments Scheme
MUR	Medicines Use Review
MSOA	Middle Super Output Area
NHS	National Health Service
NRT	Nicotine Replacement Therapy
OCU	Opiate and Crack Users
PCT	Primary Care Trust
PIS	Prescription Intervention Service
PNA	Pharmaceutical Needs Assessment
QOF	Quality Outcomes Framework
SAC	Stoma Appliance Customisation
SPCD	Specialist Palliative Care Drugs
SSS	Stop Smoking Services
STI	Sexually Transmitted Infection
UK	United Kingdom

1. EXECUTIVE SUMMARY

1.1 Overview

As a result of the Health and Social Care Act 2012, the responsibility to commission pharmacies transferred to NHS England. Additionally the responsibility to develop a pharmaceutical needs assessment (PNA) for the city has passed from the Primary Care Trusts to the Birmingham Health and Wellbeing Board (HWB).

A Pharmaceutical Needs Assessment (PNA) is the primary document required to help determine the provision of pharmaceutical services in the city and should form part of the wider Joint Strategic Needs Assessment (JSNA) that is produced for Birmingham. PNAs are necessary to inform commissioners about the potential need for pharmacy-based services in an area

PNAs are a statutory requirement and must be updated at least every three years. This document provides an update on Birmingham's three previous PNA's from its predecessor Primary Care Trusts (Birmingham East and North, Heart of Birmingham, South Birmingham), with some updated data included to address inconsistencies in the previous approaches. It includes data from an in-depth assessment of needs for pharmaceutical services in the Birmingham area.

The assessment covers:

- Essential services – must be provided by all providers
- Advanced services – optional nationally commissioned services
- Enhanced services – optional
- Locally commissioned services - optional

In addition, each of the enhanced services is deemed to be either:

- **Necessary** services – those services that are necessary to meet a current need
- **Relevant** services – those services that are not deemed to be necessary, but may secure improvements in or access to pharmaceutical services

A requirement of PNAs is that stakeholders must be consulted on the contents of the assessment; in Birmingham we have also undertaken a detailed public consultation exercise to find out people's needs and preferences so that we can ensure the services provided are around local needs.

Birmingham is a city characterised by its rich diversity, with 42% residents being from an ethnic group other than White British, in addition to high levels of deprivation. Approximately 40% of the city's residents live in areas that are amongst the 10% most deprived in the country. The city also has a younger population than England, which inevitably impacts upon underlying health needs. Health needs within the city are not evenly distributed, with the worst outcomes (and greatest need) often concentrated in the most deprived localities. The number of deaths considered potentially preventable in the city is also higher than the England average.

1.2 Access

There are 301 pharmacies in Birmingham, with 27.4 pharmacies per 100,000 population. This is more pharmacies per person than the national median and higher than many comparable cities. There appear to be no gaps in provision of essential services during the core hours of 9am to 6pm. Provision is reduced in the evenings, however 53 pharmacies in Birmingham are contracted to open for at least 100 hours per week. This provides for good coverage for most of Birmingham.

There is good provision of pharmaceutical services on weekends, with 216 pharmacies opening at some point on Saturday, and 137 open past 5pm. 79 pharmacies open for some time on Sundays.

1.3 Services

Pharmaceutical services are defined in the NHS (Pharmaceutical Services and Local Pharmaceuticals Services) Regulations 2013:

Essential services – every community pharmacy providing NHS pharmaceutical services must provide a core list of services including, dispensing of medicines and safe disposal of medicines, promotion of healthy lifestyles, participation in health promotion campaigns and support for self-care.

- There are no gaps in provision of pharmacies in Birmingham and essential services are obtained by population within a reasonable distance.

Advanced services – some community pharmacy contractors and dispensing appliance contractors subject to accreditation can provide services such as; Medicines Use Reviews (MURs), New Medicines Service, Appliance Use Reviews (AURs) and Stoma Customisation Services (SCSs).

- Pharmacies are free to choose whether to provide these services. The overwhelming majority of pharmacies provide the MUR service, ensuring good access to this service. These services are considered relevant rather than necessary; therefore further service development is less of a priority.

Enhanced Services – are commissioned locally by NHS England, and address specific local need. Each enhanced service provided in Birmingham is discussed below.

Locally commissioned services – some community pharmacies offer enhanced services commissioned by NHS England or locally determined services commissioned by local authority Public Health departments or Clinical Commissioning Groups (CCGs). Prior to April 2013 these were all defined as enhanced services, commissioned by Primary Care Trusts (PCTs).

Enhanced Services

Minor Ailments Scheme

This service enables trained pharmacists to provide advice and treatment for a specific set of conditions, and potentially frees up other primary care staff such as GPs to focus on chronic and serious conditions. The service aims to:

- Improve patient capability to Self-Care and thereby reduce reliance on medical services as well as other clinical services.
- Improve primary care capacity by reducing medical practice workload related to minor ailments and to ease pressures on their local A&E department and primary care urgent services.
- Promote the role and greater contribution of pharmacies in primary health care.
- Improve working relationships between GPs and Pharmacists.

This is considered a relevant service. The geographical distribution of this service reflects historical commissioning practices of individual Primary Care Trusts, and resulted in some parts of the city having higher provision. The value of this service in these areas should be factored into any commissioning decisions, particularly taking into account the deprivation of the locality being reviewed, and current services provided from other non-pharmaceutical providers.

Dermatology dispensing

There are 2 community-based dermatology clinics in Birmingham, with 2 pharmacies located nearby that provide specialist dermatology medications. This service is considered a relevant service, and provision is adequate in the city. Should further community-based clinics be commissioned, this service can be developed accordingly.

Advice to care homes

There are 9 pharmacies in Birmingham that provide a quarterly visit to named residential or nursing homes. Pharmacists are able to review the administration, use, storage and appropriateness of medications and appliances for residents of each care home.

This service is a relevant service, although there may be opportunities to develop further in across the northern and southern parts of the city. Therefore, there is scope to introduce this service for other care homes should commissioners see a local need and there are existing pharmacies willing to provide it. The Better Care Fund (BCF) plans that are in development across the city will address some of the health and social needs of older people, therefore this service should be aligned with these plans.

Palliative care medications

Pharmacies are contracted to stock pre-defined specialist palliative care medications. These pharmacies should ideally be open 7 days a week to allow greatest access for patients and relatives of patients being treated palliatively.

In addition, a number of existing non-pharmacy services have been commissioned historically in primary care, secondary and community health care, and also with hospices and third sector providers. A new strategy is currently out for consultation and sets out plans for an integrated palliative and end of life care system across Birmingham¹. Service review is currently underway in order to ensure service provision can meet need.

¹ Draft Integrated Palliative and End of Life Care Commissioning Strategy for Birmingham (2014/15 – 2017/18). Birmingham Cross City and South Central CCGs. NHS.

Locally Commissioned Services

Stop Smoking Service

This service allows pharmacists to provide advice and medication to assist people to quit smoking. Pharmacies are suitable locations for such a service as they are accessible, often open extended hours, and can provide medications without delay.

Smoking remains one of the largest contributors to avoidable mortality; this service is therefore considered necessary.

Like some of the other enhanced services, non-pharmacy providers (such as GPs) also provide this service in the community. Therefore those areas that are not as heavily served with pharmacies operating Stop Smoking Services (SSS) have access to GPs that provide cessation advice and services. Current service provision is therefore considered to be good. Stop Smoking Services (along with other Lifestyles services) are currently undergoing service review, which may impact pharmacy provision of SSS.

Needle Exchange and Supervised Consumption

Needle exchanges allow injecting drug users to exchange used needles for clean needle replacements, which reduces the risk of needle re-use and the transmission of infectious disease. The supervised consumption service provides access to substitute therapy for people with opiate addiction, directly through pharmacies. Both services are commissioned by Public Health.

These are considered necessary services as pharmacies can be a primary access route for this vulnerable population. Needle exchanges appear to be located appropriately and pharmacies offering supervised consumption appear to be located appropriately. Like some of the other enhanced services, non-pharmacy providers also provide this service in the community, thus giving good coverage across the city. There may be opportunities for existing pharmacies to do more with the current commissioned enhanced services they are providing.

Emergency Hormonal Contraception

Emergency hormonal contraception is available from pharmacies for all women that require it, at a cost of approximately £25. However this service is provided at no cost to 13-21 years olds through this scheme.

Emergency Hormonal Contraception (EHC) is considered to be a necessary service for the city. Again pharmacies are not the only providers of EHC across the city. Commissioners should ensure that provision is sufficient in existing pharmacies located in areas with high conception rates. Overall localities with the highest teenage conception rates in Birmingham have good provision of this service. Sexual health services are currently undergoing a review across the city.

1.4 Conclusion

This PNA concludes that Birmingham residents have good access to a range of pharmaceutical services, which are appropriately distributed across the city. Pharmacies in Birmingham provide a range of locally commissioned services that are appropriate to the population. In view of the fact

that the city has more pharmacies per person than the national median and higher than many comparable cities, we may conclude that there is no need for new pharmacies in Birmingham.

Whilst this report includes the provision of a number of wider services through pharmacies, a range of providers may be involved in delivering many of these services to patients. Therefore, further development or expansion of such services should consider using all providers, not just community pharmacies, to best meet the needs of patients.

Using the PNA, the commissioners of each enhanced service may determine where each need may be met by pharmacies in Birmingham, and commission services accordingly. Where further or new enhanced services are being commissioned these should be done across existing pharmacies.

1.5 Recommendations

1. That currently there are sufficient pharmaceutical services to meet the needs of the population. Birmingham has more pharmacies per person than the national median and higher than many comparable cities, we may therefore conclude that there is no need for new pharmacies in Birmingham.

For Commissioners

2. To ensure pharmacy provision is equitable across the city, with services being relevant to key issues in each ward.
3. For commissioners of statutory and locally defined services to work with pharmacies to increase awareness of pharmacy services. This would help services to be used more effectively and contribute to the improvement of the health of the local population.
4. To plan pharmaceutical services for projected demographic changes, for example the expected increase in young (under 15 years) and a growing elderly population (see Section 4.1.8)
 - Service provision should also be reviewed in the event of new housing developments and new estates.
 - Monitoring of cross-border dispensing
5. To ensure pharmacy services are in-line with wider service reviews and strategies across the city.

For the Health and Wellbeing Board:

6. To ensure there are systems in place to monitor potential changes that will affect the delivery of pharmaceutical services and have a process in place to decide whether the changes are significant and any actions needed to be taken.

For Pharmacists

7. To ensure patients are aware of services that may improve access to services, such as language services.

2. INTRODUCTION

2.1 Birmingham Health & Wellbeing Board

The Birmingham Health and Wellbeing Board (BHWB)² became a statutory body on 1st April 2013, as one of the requirements of the Health and Social Care Act 2012. To discharge the functions of the Board as set out in the Act, the Board will:

- Promote the reduction of health inequalities across the city
- Assess the needs of the Birmingham population through the Joint Strategic Health Assessment (JSNA) process
- Develop the Birmingham Joint Health and Wellbeing Strategy³
- Identify opportunities for effective joint commissioning arrangements, integrated provision and pooled budget arrangements
- Provide a forum to promote greater service integration across health and social care

Amongst these responsibilities, the Health and Social Care Act 2012 makes explicit the duty for Local Authorities, through Health and Wellbeing Boards (HWBs), to produce a Pharmaceutical Needs Assessment (PNA) for their population⁴. The pharmaceutical regulations coming into force on 1 April 2013 give a deadline of 1 April 2015 for Health and Wellbeing Boards to produce a new PNA⁵.

2.2 Pharmaceutical Needs Assessment

A PNA is defined in the regulations as:

“The statement of the needs for pharmaceutical services [in its area] which each Primary Care Trust [Health and Wellbeing Board] is required to publish”³.

The PNA is the key document that informs both the public and professionals about the need for pharmaceutical services in a specified area. It is a statutory document that must be produced, as per The Health Act 2009 regulations⁶, and updated at a minimum of every 3 years.

The purpose of the PNA is twofold:

1. Provide high quality information for the commissioning of appropriate services through pharmaceutical providers in Birmingham
2. Provide information to assist decision-makers regarding the market entry of new pharmaceutical providers within Birmingham

² Birmingham Health and Wellbeing Board, Terms of Reference <http://hwb.birmingham.gov.uk/hwbb/about-the-board/terms-of-reference/> [accessed 06/06/2014]

³ Birmingham Health and Wellbeing Board, Strategy on a Page <http://hwb.birmingham.gov.uk/health-and-wellbeing-strategy/strategy-on-a-page/> [accessed 06/06/2014]

⁴ Health and Social Care Act (2012). Section 206: Pharmaceutical needs assessments. <http://www.legislation.gov.uk/ukpga/2012/7/section/206/enacted> [accessed 06/06/2014]

⁵ The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. <http://www.legislation.gov.uk/uksi/2013/349/contents/made> [accessed 06/06/2014]

⁶ The National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) (Amendment) Regulations 2010. <http://www.legislation.gov.uk/uksi/2010/914/regulation/1/made> [accessed 06/06/2014]

This PNA considers pharmaceutical services as any services delivered through pharmacies, dispensing doctors, or appliance contractors that are commissioned on a national or local basis – these are detailed in Section 3.

The JSNA is the process that shows the health needs of the people of Birmingham. Locally, this has been produced as a 'live' document, i.e. the JSNA should be constantly updated to try and reflect current and not historical need. The aim of this Overview is to map the overall needs of the population with services that can be delivered through pharmaceutical providers.

As a single point of reference regarding pharmaceutical services in Birmingham, PNAs should be as comprehensive as possible in providing appropriate information to the public and professionals alike. The context for this PNA is given in the next section.

3. CONTEXT FOR THE BIRMINGHAM PNA

3.1 The evolution of PNAs

PNAs have developed as a result of a change of government strategy regarding the nature of pharmaceutical services during the past decade. The White Paper '*A vision for pharmacy in the New NHS (2003)*'⁷ set out proposals that pharmacies could provide services that had traditionally been delivered in general practice (GP) surgeries, including medication review and patient monitoring.

PNAs were developed in 2005 to assist Primary Care Trusts (PCTs) in determining the need for new pharmacies ('market entry'), though PNAs were not a statutory requirement for this. The publication of '*Pharmacy in England: building on strengths – delivering the future*'⁸ demonstrated the requirement of PNAs to be produced in a rigorous and robust manner in order to assist with commissioning decisions. This was made into law with the Health Act 2009, with the requirement for each PCT to produce a PNA by 1 February 2011.

In order to ensure some uniformity between PNAs, some minimum requirements were set out in the guidance⁵. These were, broadly:

- Assessment of local needs
- Necessary services – current provision
- Dispensing services
- Other relevant services
- Necessary services: gaps in provision
- Improvements and better access
- Maps
- Exempt applications [for market entry]

This document maps out the provision and need across the city as a whole.

Details of the PNA process are set out in Appendix 2.

3.2 Circumstances in which the PNA should be revised or updated

The Department of Health (DH) guidance states a duty on Health & Wellbeing Boards (HWB) that the PNA should be reviewed at least every 3 years. There is a statutory requirement for PNA's to be published by 1 April 2015.

3.3 Scope of the PNA

Pharmaceutical services are defined by reference to the regulations and directions governing pharmaceutical services provided by community pharmacies – which may be Local Pharmaceutical Service (LPS) providers – dispensing doctors and appliance contractors. We must understand what

⁷ Department of Health (2003). A vision for pharmacy in the new NHS.
http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/Consultations/Closedconsultations/DH_4068353 [accessed 06/06/2014]

⁸ Department of Health (2010). Pharmacy in England: building on strengths - delivering the future - Regulations under the Health Act 2009: pharmaceutical needs assessments. Information for primary care trusts. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/228858/7341.pdf [accessed 06/06/2014]

is meant by the term “pharmaceutical services” in order to assess the need for such services in the Health and Wellbeing Board’s area (described below).

Whether a service falls within the scope of pharmaceutical services for the purposes of PNA depends on who the provider is and what is provided:

- For dispensing practices the scope of the service to be assessed in a PNA is the dispensing service. This means that, for the purposes of a PNA, commissioners are concerned with whether patients have adequate access to dispensing services, including where those services are provided by dispensing GPs but not concerned with assessing the need for other services dispensing GPs may provide as part of their national or local contractual arrangements. There are no dispensing practices in Birmingham at this time, and patients registered with Birmingham GPs may not access dispensing services from GPs outside our area.
- For appliance contractors the scope of the service to be assessed in a PNA is the dispensing of appliances and the provision of the Appliance Use Review (AUR) Service and Stoma Appliance Customisation Service (SAC). This means that, for the purposes of a PNA, commissioners are concerned with whether patients have adequate access to dispensing services, including dispensing of appliances, AURs and SACs where these are undertaken by an appliance contractor but not concerned with other services appliance contractors may provide. There are 2 appliance contractors in Birmingham (see Appendix 7)
- For community pharmacy contractors the scope of the services to be assessed in a PNA is broad and comprehensive. It includes the essential, advanced and enhanced services elements of the pharmacy contract whether provided under the terms of service⁹ for pharmaceutical contractors or under LPS contracts.

Pharmaceutical services in relation to community pharmacy contractors are defined as:

- **Essential Services** – which are set out in the 2005 NHS Regulations and include:
 - Dispensing and actions associated with dispensing (e.g. keeping records)
 - Repeatable dispensing
 - Disposal of waste medicines
 - Promotion of healthy lifestyles, including Public Health campaigns
 - Signposting
 - Support for self-care

All contractors must provide the full range of essential services.

- **Advanced Services** – which are set out in the Directions made subsequent to the 2005 Regulations, these include:

⁹ Pharmacy contractors do not have a contract in the legal sense with NHS England; they operate under terms of service set out in regulations. These are often referred to as the “community pharmacy contract”.

- Advanced Services, specifically:
 - Medicines Use Review and Prescription Intervention Service (MUR/PIS)
 - Appliance Use Reviews (AUR)
 - Stoma Appliance Customisation Service (SAC)
 - New Medicines Service (NMS)

- The New Medicine Service (NMS) was added to the NHS community pharmacy contract on 1st October 2011. The service provides support for people with long-term conditions newly prescribed a medicine to help improve medicines adherence; it is initially focused on particular patient groups and conditions.

Any contractor may choose to provide these services, subject to meeting specified criteria and must notify NHS England of their intention to do so. At this time a pharmacy may undertake up to 400 MURs per annum, a limited number of AURs linked to the dispensing of appliances and as many SACs as required

- **Enhanced Services**, specifically:
 - Anticoagulant monitoring service
 - Care home service
 - Disease specific medicines management service
 - Gluten free food supply service
 - Independent prescribing service
 - Home delivery service
 - Language access service
 - Medication review service
 - Medicines assessment and compliance support service
 - Minor ailments scheme
 - On demand availability of specialist drugs service
 - Out of hours service
 - Patient group direction service
 - Prescriber support service
 - Schools service
 - Screening service
 - Supplementary prescribing service

The regulations are intended to be permissive and allow decisions as to which and how many Enhanced services are commissioned to be subject to local interpretation; including the scope and method of delivery. Table 1 shows which Enhanced Services are in operation from community pharmacies in Birmingham.

Table 1 – Enhanced Services delivered through community pharmacies in Birmingham

Service	Description
Minor Ailment Scheme (MAS)	Pharmacists provide advice and appropriate medications for a range of pre-defined minor ailments, without need for prescription
Palliative care medications	Pharmacies provide an extended range of medicines that are potentially of use to patients receiving palliative treatment
Dermatology dispensing	People with long term skin conditions that attend community dermatology clinics can access appropriate medications nearby
Advice to care homes	Pharmacists visit assigned care homes on a quarterly basis to review administration and storage of medicines and appliances

Each of the enhanced services is deemed to be either:

- **Necessary** services – those services that are necessary to meet a current need
- **Relevant** services – those services that are not deemed to be necessary, but may secure improvements in or access to pharmaceutical services

This PNA takes account of services provided to the Birmingham population which may affect the need for pharmaceutical services; this can include any services delivered by neighbouring areas to our population.

- **Locally commissioned services** - some community pharmacies offer enhanced services commissioned by NHS England or locally determined services commissioned by local authority Public Health departments or Clinical Commissioning Groups (CCGs). Prior to April 2013 these were all defined as enhanced services, commissioned by Primary Care Trusts (PCTs) (see table 2).

Table 2 - Locally Commissioned Services through community pharmacies in Birmingham

Service	Description
Smoking cessation	Pharmacies provide advice and counselling, as well as nicotine replacement therapy (NRT) to those wishing to quit
Emergency Hormonal Contraception (EHC)	Pharmacists provide EHC to women without the need for a prescription
Needle exchange	Pharmacies provide clean injecting equipment to injecting drug users (IDUs) and dispose of used equipment safely
Supervised consumption	Pharmacists directly observe replacement therapy for IDUs with a valid prescription

3.4 What is excluded from the scope of the overview?

3.4.1 Prison pharmacy

Birmingham has a single prison (HM Prison Birmingham), whose pharmacy is commissioned by the NHS England Area team, this service falls outside the scope of the PNA.

3.4.2 Hospital pharmacy

There are a number of secondary (and tertiary) providers of health care in Birmingham. The pharmacy provision for the patients seen in these establishments does not fall within the scope of the PNA, though integrated care between secondary and primary providers is important for patients moving from one provider to another.

3.5 Revisions or updates to the PNA

It is important that the PNA reflects changes that affect the need for pharmaceutical services in Birmingham. Where the HWB becomes aware that a change may require the PNA to be updated then a decision to revise the PNA will be made.

Not all changes to pharmaceutical services will result in a change to the need for services. Where required the HWB will issue supplementary statements to update the PNA as changes take place to the provision of services locally. This PNA will be updated every three years.

3.6 Note on Maps

An important caveat on the maps created for this report.

Please note: All geo-pointed maps contained in this report are for illustrative purposes. Each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

4. BIRMINGHAM IN CONTEXT

4.1 Birmingham City Council population

4.1.1 Overview

Birmingham is the second largest city in the UK, and, by population, the largest Local Authority in Europe¹⁰. According to the 2012 mid-year population estimates, approximately 1,085,400 people live in the city, which is an increase of almost 100,000 people (10.2%) since the 2001 census.¹¹ The number of people registered with a GP based in Birmingham (up to quarter 1 of 2014) was 1.166m people¹².

The table in Appendix 5 contains details regarding the population in this section, by ward. However, it is important to note that some overall data for the city in this section has been drawn from recent Office for National Statistics (ONS) census publications, whereas some data broken down to ward level in Appendix 5 utilises slightly older data from other sources.

4.1.2 Age

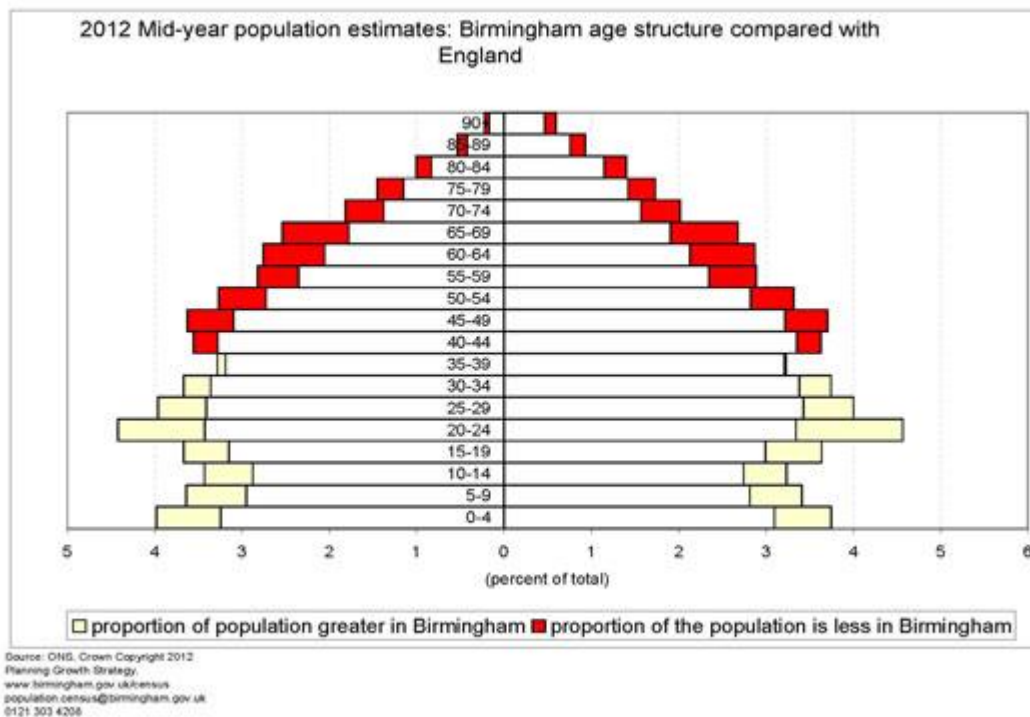
Birmingham has a younger age profile compared to England overall, as shown in Figure 3. This difference can be explained by the higher birth rate, people having children at a younger age than the England average, fewer deaths and international migration. There is also a net influx of young adults aged 18-25 into the city, partly due to the large universities located in Birmingham. The data in Appendix 5 suggests that the city has an older population profile in the northern and southern parts of the city, with a younger profile in the centre.

¹⁰ Birmingham City Council. Birmingham Newsroom <http://www.birmingham.gov.uk/birminghamnewsroom> [accessed 02/06/2014]

¹¹ Birmingham City Council. Mid-year population estimate 2012. <http://www.birmingham.gov.uk/cs/Satellite?c=Page&childpagename=Planning-and-Regeneration%2FPageLayout&cid=1223096353755&pagename=BCC%2FCommon%2FWrapper%2FWrapper> [accessed 08/09/2014]

¹² NHS Information Centre. Registered List Size: Number patients, QMAS extract, January 2011. <https://indicators.ic.nhs.uk/webview/> [accessed 06/06/2014]

Figure 1 – Age structure of Birmingham compared to England (2012)



(Source: ONS 2012 mid-year population estimates)

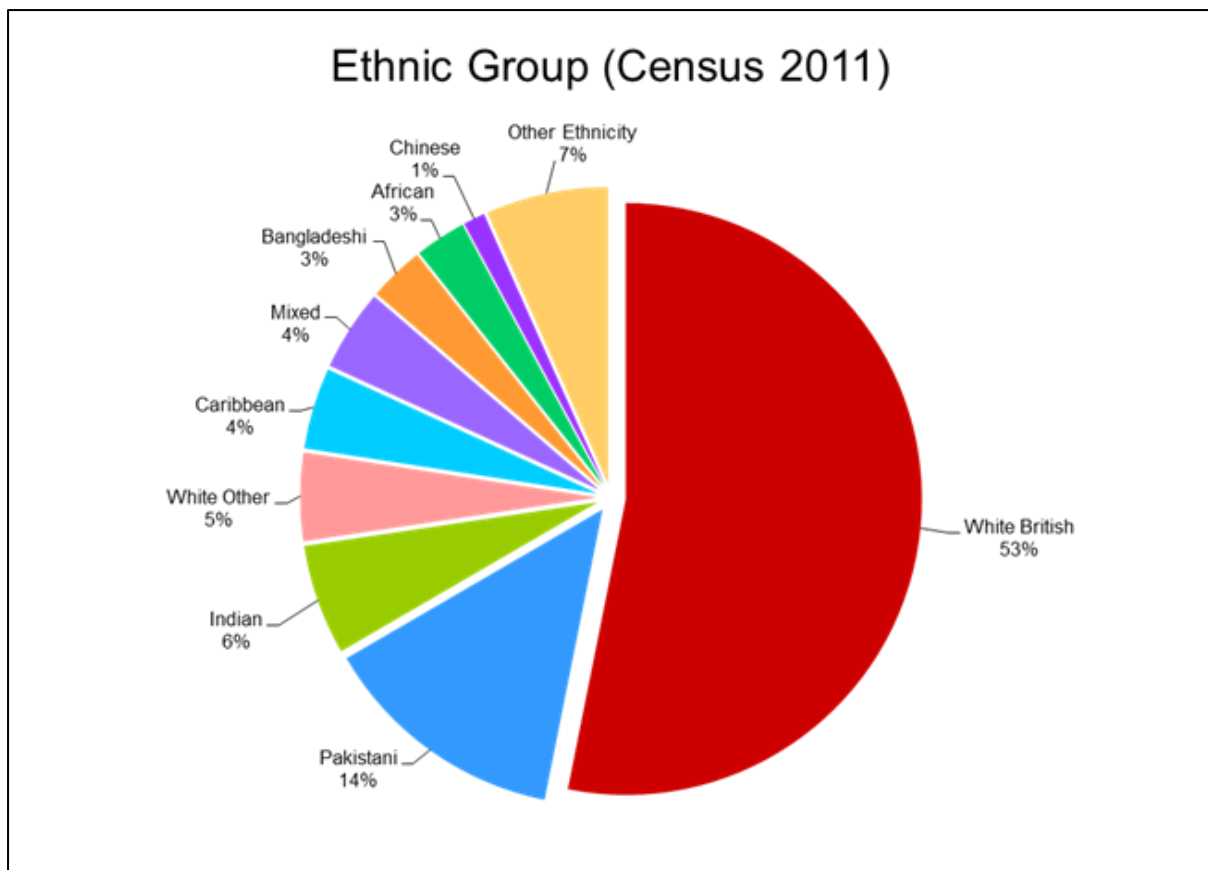
4.1.3 Ethnicity

Birmingham is an ethnically and culturally diverse city, with most recent data from the 2011 census suggesting that 42% of residents are from an ethnic group other than White British¹³. This is markedly different to England overall, which is approximately 85.5% White. The largest ethnic minority groups in Birmingham were Pakistani (14%), Indian (6.0%), and Black Caribbean (4%), though there are many other ethnicities in the city (Figure 4).

Geographically, the distribution of ethnic minorities across the city is not uniform, with the centre and surrounding wards are populated much more heavily by black and minority ethnic groups than the northern and southern parts of Birmingham (see Appendix 5). Pharmacies in the city should employ methods shown to be effective when engaging with various communities in each of their local areas, in order to provide a good service to all patients. This may be of particular importance for areas of greatest diversity, where health needs can differ between groups.

¹³ ONS. 2011 Key Statistics. <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcm%3A77-286262> [accessed 06/06/2014]

Figure 2 – Population by Ethnic Group (Census 2011)



(Source: ONS Census 2011 data)

4.1.4 Deprivation

Deprivation in this assessment is taken to mean socio-economic deprivation, which is summarised in England using the Indices of Multiple Deprivation score (2010). This score system, published by the Department of Communities and Local Government (DCLG) incorporates the domains of income, employment, health, education and skills, barriers to housing, crime, and the living environment. Using this system, Birmingham is ranked as the 9th most deprived Local Authority in England, out of 326¹⁴.

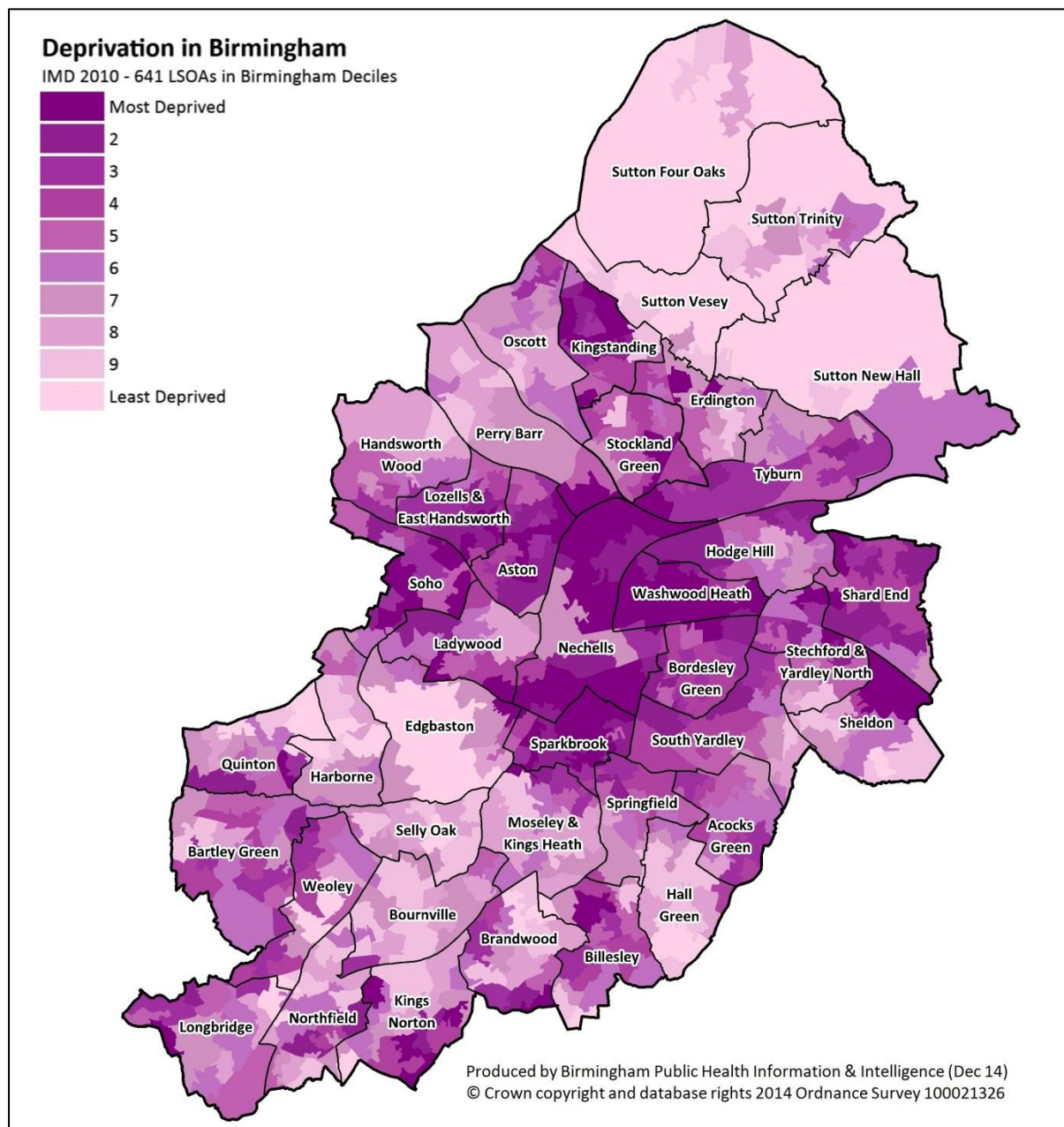
Deprivation across the city is not uniformly distributed, however, with pockets of affluence in the north and parts of the centre of the city (Figure 5). However, the majority of the city is more deprived than the England average, with fewer than 60% of the population living in areas ranked in the bottom quintile (20%) of the country. These pockets of deprivation are particularly concentrated around the centre of the city, where the population is younger and more ethnically diverse.

Deprivation is broken down to a Lower Super Output Area (LSOA) level; this is a small geographical area (usually of between 1000 and 3000 residents) that allows us to look in a high level of detail at

¹⁴ Department of Communities and Local Government. English Indices of Multiple Deprivation 2010. <https://www.gov.uk/government/publications/english-indices-of-deprivation-2010> [accessed 06/06/2014]

the needs of the city¹⁵. The close links between deprivation and poorer health outcomes, at a population level, have been well established; and the influence of individual level behavioural and socio-economic factors (e.g. income, education, occupation and social class) and health inequalities have been studied extensively. Lifestyle factors are discussed in section 4.2.

Figure 3 – Map of Birmingham showing deprivation level at Lower Super Output Area (LSOA) level



Source: Index of Multiple Deprivation (2010)

¹⁵ ONS: Super Output Areas. <http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/census/super-output-areas--soas-/index.html> (accessed 09/09/14)

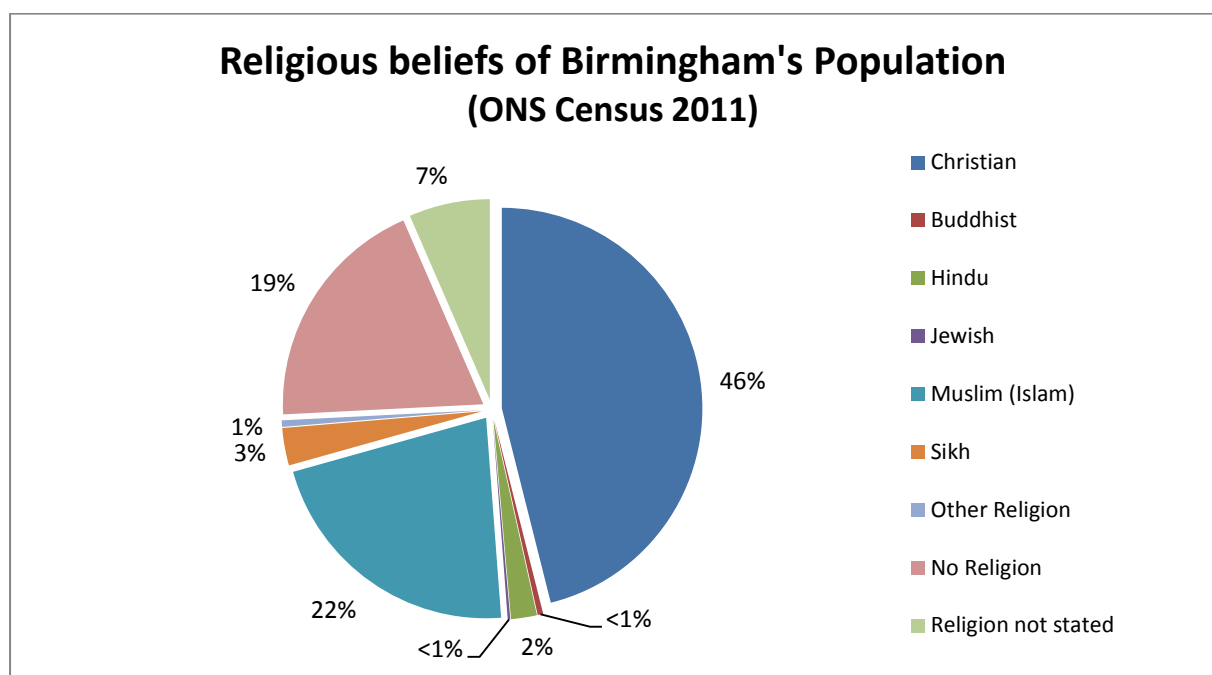
4.1.5 Disability

The Equalities Act 2010 legislates against direct discrimination against any person for the supply of goods or services, employment, and other such matters. Pharmacies are required to make reasonable provisions to accommodate any person with disability both on their premises and in terms of service, for example wheelchair access and ramps. Provision of disabled-friendly services (wheelchair accessible consulting rooms, provision for those with visual or hearing difficulties, etc.) should be considered an important aspect of good service provision where possible.

4.1.6 Religion or belief

The latest census 2011 data suggests Christianity remains the most prevalent religion in Birmingham (46.1%), and just over a fifth of residents identifying themselves as Muslim (21.9%)¹³. The city has a range of belief systems, which partly reflects ethnic diversity. Figure 6 shows the census data for Birmingham.

Figure 4 – Religious beliefs of Birmingham's population



The provision of pharmacy services should not be impacted upon by the belief systems of staff or potential service users. Pharmacists that find the provision of services is at odds with their own personal or moral code can choose not to provide that service; they must, however, inform the patient of alternative providers that can cater for their needs.

4.1.7 Language

2011 census data suggests that for people aged 16 and older, 82.1% of households in Birmingham speak English as a main language, with a further 8.5% of households having at least one member that speaks English¹³. 7.5% of households contain no person aged 16 or over that can speak English as a main language, which is considerably higher than regional and national figures (Table 4).

For some patients, language may be a potential barrier to accessing any services, including pharmacy. In order to provide equitable access, it is important that pharmacies are able to cater for the whole population, regardless of background or language. There is provision for interpreters to facilitate consultations and interactions with health care providers, though this service may not be utilised by pharmacists as much as medical practitioners. Consideration should be given to how service users may be informed of this service.

Table 3 – Households that have English as a main language

	Number of households	% people aged 16 and over in household have English as a main language	% Households where at least one but not all people aged 16 and over have English as a main language	% people aged 16 and over in household but at least one person aged 3 to 15 has English as a main language	% households where no people have English as a main language
England	22,063,368	90.9	3.9	0.8	4.4
W. Midlands	1,086,748	87.0	6.0	1.2	5.7
Birmingham	410,736	82.1	8.5	1.9	7.5

(Source: ONS Census 2011 data)

4.1.8 Population forecasts

Birmingham has a very dynamic population, partly due to it having a younger population than England, and its high proportion of people from ethnic minorities. Population forecasts published in 2007 suggested ethnic minorities in Birmingham would continue growing in comparison to the White population up to at least 2026¹⁶. The city will remain young with the proportion of children rising, although the proportion of people living past their 85th birthday will also increase substantially¹⁷. This may have an impact on future pharmaceutical services and should be taken into account when producing future PNAs.

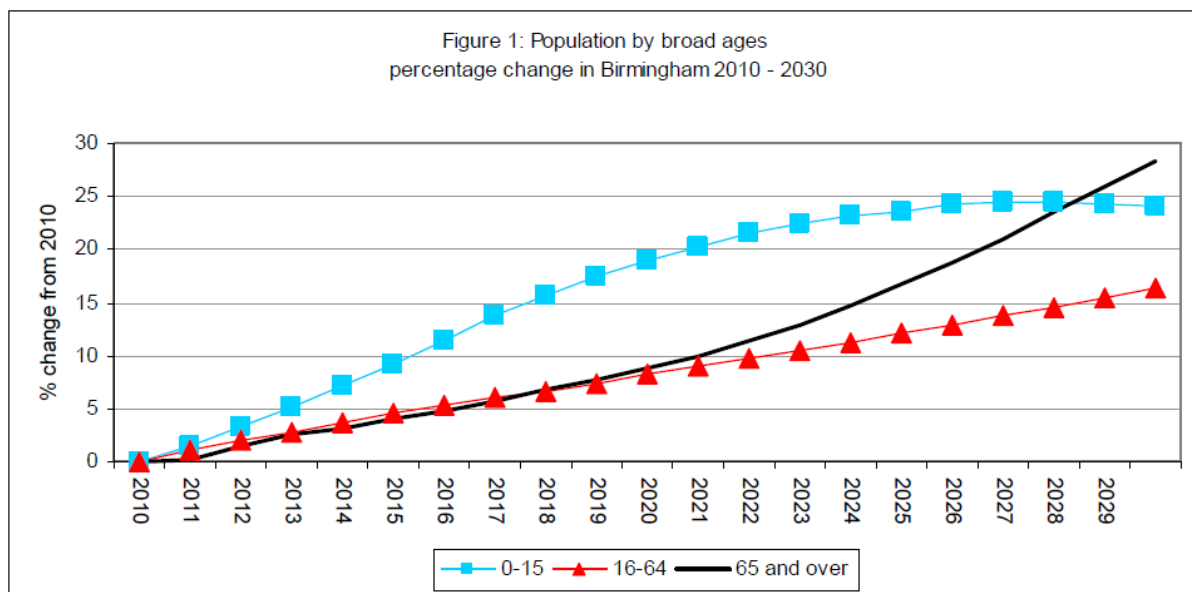
Figure 7 shows the trajectories of change in age groups between 2010 and 2029. The child population is projected to increase rapidly up to 2025 and more slowly thereafter. The population aged 65 and older grows at a relatively steady pace up to 2022 when growth becomes more rapid. Overall Birmingham's population is expected to grow by 19.6%, compared with England's 15.7%.¹⁸

¹⁶ Simpson L. Population forecasts for Birmingham, with an ethnic group dimension. University of Manchester. <http://www.ccsr.ac.uk/research/documents/HouseholdforecastsforBirminghamCCSRTech.pdf> [accessed 13/12/2012]

¹⁷ Birmingham City Council. Birmingham's Population. <http://www.birmingham.gov.uk/cs/Satellite/census?packedargs=website%3D4&rendermode=live> [accessed 13/12/2012]

¹⁸ 2010-based Population Projections. Demographic Briefing 2011/12. Birmingham City Council. <http://www.birmingham.gov.uk/cs/Satellite?c=Page&childpagename=SystemAdmin%2FCFPageLayout&cid=1223409646618&packedargs=website%3D4&pagename=BCC%2FCommon%2FWrapper%2FCFWrapper&rendermode=live> (accessed 09/09/14)

Figure 5: Projected percentage change in Birmingham population 2010 to 2030 by age groups



Source: ONS, 2012

4.2 Lifestyle and health

4.2.1 Tobacco use

Tobacco use is the leading cause of preventable mortality worldwide¹⁹. In both the UK and Birmingham, smoking prevalence has fallen in the past decade, which may have been aided by public health campaigns and public health legislation. The most recent data shows that approximately 1 in 5 of the Birmingham population smoke²⁰ (19.3%), with prevalence likely to be higher in those living in more deprived areas.

Prevention of smoking can particularly have health benefits on cardiovascular, respiratory, and neurological systems (for example preventing dementia). Despite the successes of tobacco control in the past decade, continued efforts are needed to try and ensure the population of Birmingham ceases to have a higher smoking prevalence (and associated poorer outcomes) compared to England overall.

Pharmacists are well placed to assist people in attempting to stop smoking; more information is available in section 5.8.2.

4.2.3 Exercise and obesity

Exercise is one of many health and social factors that affects obesity. Whilst recognising there are complex reasons that some people are obese or overweight, exercise is seen as a key component

¹⁹ Peto R, et al (1996). Mortality from smoking worldwide. *British Medical Bulletin*. 1996;52(1):12-21 <http://bmb.oxfordjournals.org/content/52/1/12.full.pdf+html> [accessed 05/03/2012]

²⁰ Birmingham Public Health Outcomes Framework Summary.

that is amenable to change. In Birmingham, approximately 26% of males and 28% of females are overweight or obese²¹, which compares unfavourably to England overall. The map in Appendix 3 shows that obesity appears to be most prevalent in the southern and central deprived wards of Birmingham.

Obesity is important as a health status as it is strongly linked to risk of developing coronary heart disease and diabetes, both of which are major diseases that impact on the health and wellbeing of the population. Pharmacists are well placed, along with other primary care providers such as GPs, in providing advice on healthy living, including exercise and diet, to the population.

4.2.4 Sexual health and teenage pregnancy

Over the last five years, the number of STIs diagnosed has risen by nearly 30% in Birmingham and in 2012 8,820 new STIs were diagnosed. The city also has the second largest concentration of people living with HIV (outside London). Of these, 50% had a late diagnosis, leading to avoidable ill health and potential transmission.

Birmingham also has one of the higher Chlamydia infection diagnosis rates in the region for those aged 15-24. This may indicate poor sexual health practice amongst the population, particularly the younger population. The crude pregnancy rate for 15-17 year old females (47.4 per 1000) is also high compared to England (38.1 per 1000)²².

Those disproportionately affected by sexual-ill health include young people, black minority ethnic communities and men who have sex with men (MSM). Pharmacies are well placed to help prevent and reduce both teenage pregnancies and STIs, through provision of contraception and advice as necessary. Emergency Hormone Contraception (EHC) is also dispensed by some pharmacies and provided free of charge to women aged 13-21 years (inclusive). This is discussed in section 5.8.5.

4.2.5 Hospital admissions and Long Term Conditions

There is variation across Birmingham in the rate of hospital admissions. Some wards, particularly those with older or more deprived age profiles, have higher admissions rates for long term conditions. The all-cause mortality premature death rate (<75 years) (see Figure 7 – Deaths under 75 from all causes (SMRs using national data)) also correlates strongly with more deprived, diversely ethnic wards (seen in Figure 5). The role of Long Term Conditions (LTCs) on premature mortality is likely to be significant.

Long Term Conditions (LTCs) that have a notable impact on health in Birmingham are Coronary Heart Disease (CHD), Chronic Obstructive Pulmonary Disease (COPD), diabetes mellitus, and stroke. Table 4 shows that the QOF prevalence of CHD, COPD and stroke are below the national average but diabetes prevalence is higher than the England average (6%) with the highest proportion in Sandwell

²¹ Birmingham Health and Wellbeing Partnership. Birmingham's Adult Obesity. <http://hwb.birmingham.gov.uk/joint-strategic-needs-assessment/in-depth-assessments/adult-obesity/> [accessed 06/06/2014]

²² NHS Information Centre. Dataset: Conceptions: crude rate, <18 years, annual and 3-year average, F. <https://indicators.ic.nhs.uk/webview/> [accessed 06/06/2014]

and West CCG (8.3%). Improving the outcomes of people with these conditions would help reduce premature mortality in Birmingham.

The cause specific mortality rate for preventable cardiovascular, preventable respiratory, preventable cancer, preventable liver diseases are all markedly higher than the England average (see Table 5)²⁰.

Table 4 – Prevalence of chronic diseases in Birmingham (QOF)

	CrossCity CCG (%)	South & Central CCG (%)	Sandwell & West CCG (%)	England median (%)
CHD	3.1	2.7	3.0	3.3
COPD	1.6	1.4	1.6	1.7
Stroke	1.5	1.4	1.4	1.7
Diabetes	7.2	7.6	8.3	6.0

(Source QOF 2012/13, www.hscic.gov.uk/qof)

Table 5 – Outcomes from chronic diseases

	PHOF Data	Birmingham (per 100,000 popn)	England (per 100,000 popn)
Preventable deaths in <75s from cardiovascular disease (incl stroke)	2010-12	70.6	53.5
Preventable deaths in <75s from respiratory disease	2010-12	23.6	17.6
Preventable sight loss from diabetic eye disease	2012/13	3.8	3.5

(Source: Public Health Outcomes Framework as dated above, www.phoutcomes.info²⁰)

Disease registers that are used nationally suggest that Birmingham has a lower prevalence rate of some of these chronic diseases compared to the England average²³; however, this may be associated with the younger age distribution in the city as discussed earlier. The prevalence of diabetes does appear to be higher than the England average (table 4), and may reflect increased proportion of people with risk factors, such as being overweight or obese or being of South Asian, Black African or African-Caribbean origin²⁴. Type-2 diabetes is up to 6 times more common in people of South Asian descent, and risk begins from the age of 25 years, as opposed to 40 years in the White population²⁵. However, it is important to note that QOF figures are likely to be an under-estimate, as there is an undiagnosed cohort of patients.

Maps showing emergency admission rates for various conditions in Birmingham can be seen in Appendix 3.

²³ Quality and Outcomes Framework - 2011-12, PCT level. NHS Information Centre. <http://www.ic.nhs.uk/catalogue/PUB08722> [accessed 06/06/2014]

²⁴ National Institute for Health and Care Excellence (2012) Preventing type 2 diabetes: risk identification and interventions for individuals at high risk [PH38]. London: National Institute for Health and Care Excellence

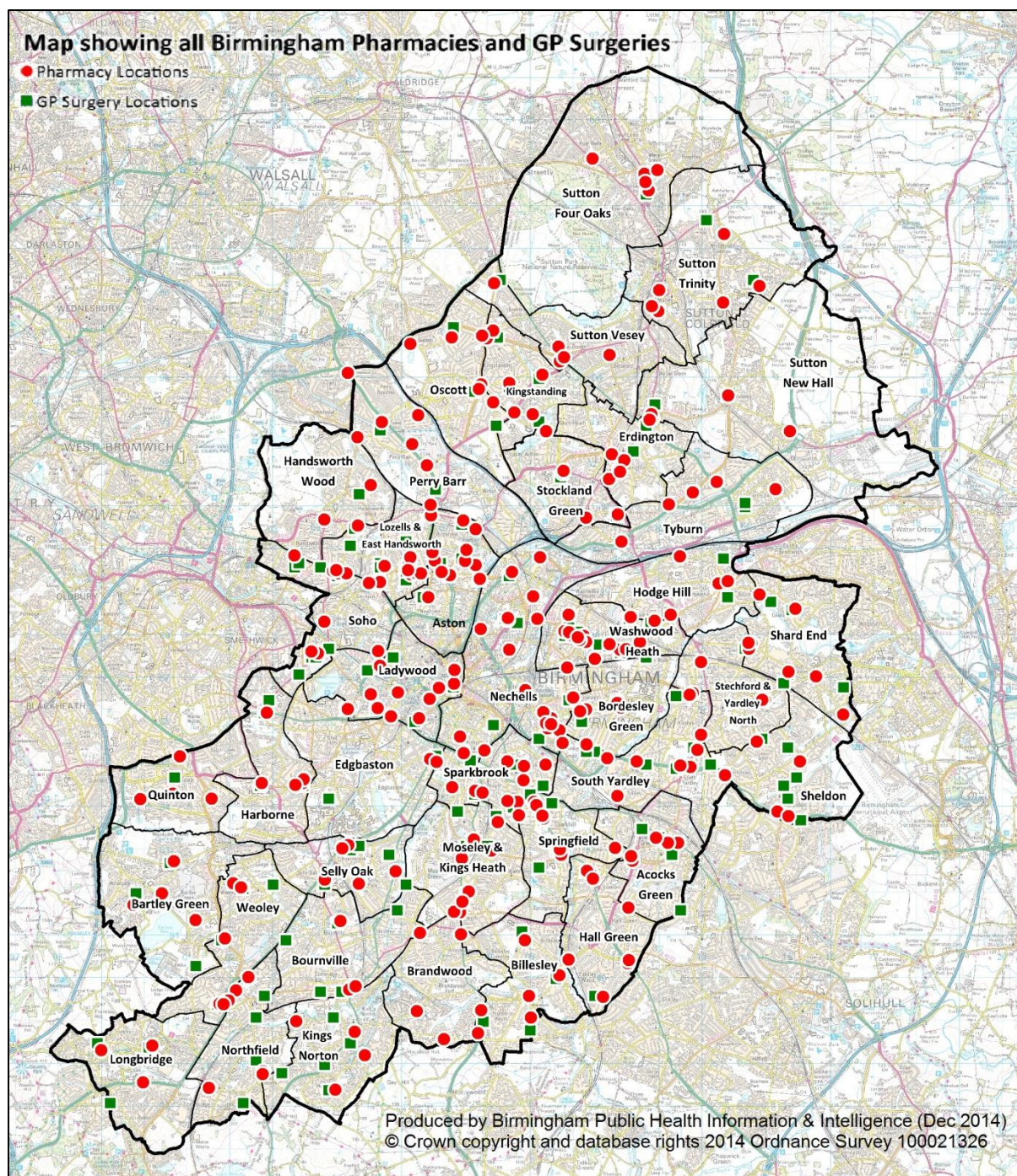
²⁵ Diabetes UK. http://www.diabetes.org.uk/About_us/News/Young-South-Asian-people-at-higher-risk-of-diabetes-and-associated-heart-disease/?print=1 (accessed 10/09/14)

Data from the census shows that just over 115,000 households (28% of Birmingham households) reported having at least one occupant with any long term health problem or disability¹³, which is higher than England overall (25.7%).

Pharmacies can play a very significant role for people with LTCs, as many people with them require medications or appliances that only pharmacies can dispense, although we have no intelligence to confirm or refute this in Birmingham. Pharmacies can ensure that patients are adherent to therapy and that medications are taken appropriately through services such as the Medicines Use Review (MUR). As well as LTCs, acute or minor illnesses can also be treated by pharmacies through the Minor Ailment Scheme service (see section 5.8.1). This service has undergone some changes and a new service specification was released in October 2014.

Pharmacies, as part of their core contract, give general advice and guidance to people regarding maintenance and improvement of health, which is also associated with the national 'Making Every Contact Count' programme. Figure 6 shows the locations of all pharmacies and GP surgeries in Birmingham.

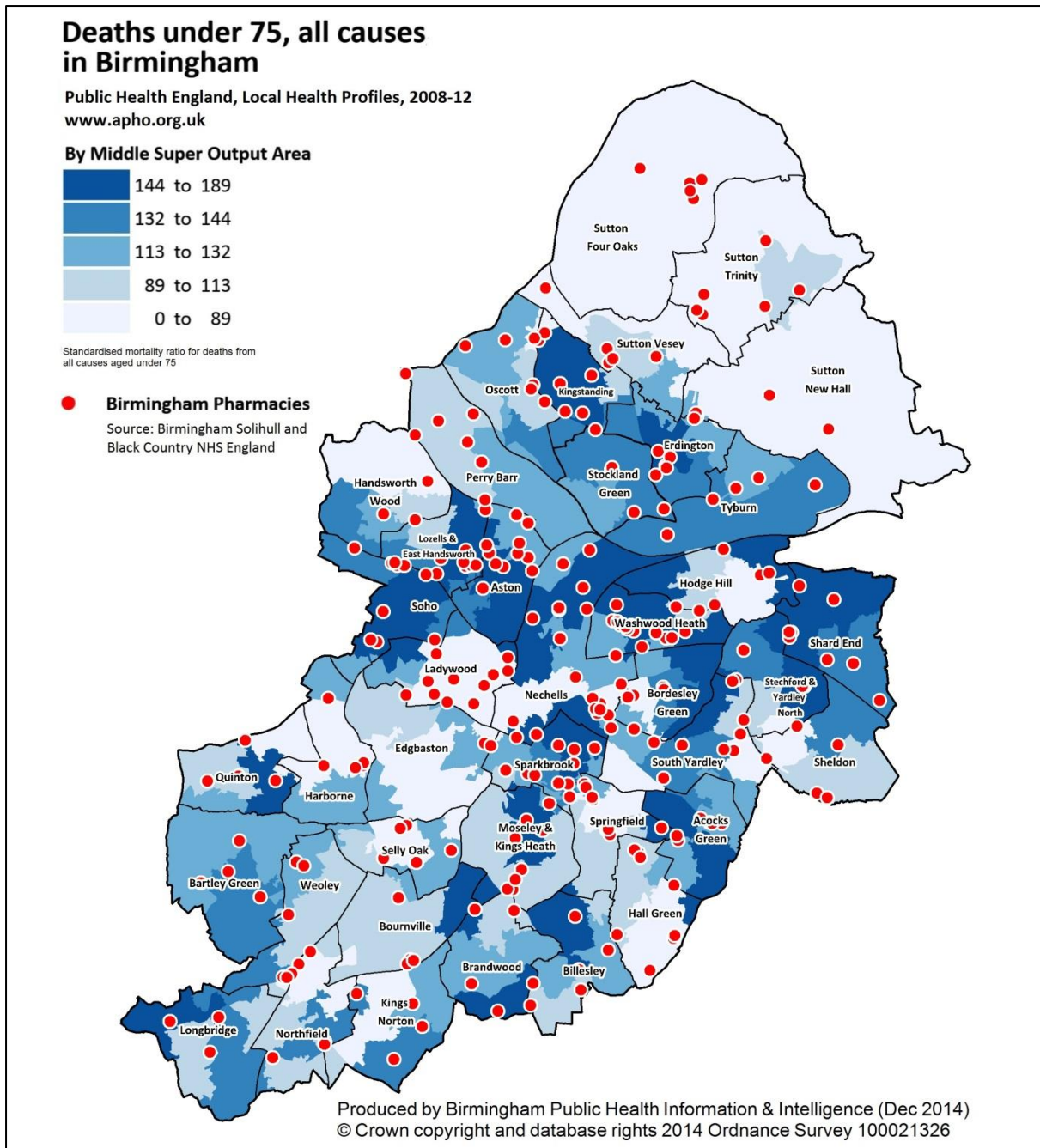
Figure 6 - Locations of all Birmingham pharmacies and GP surgeries



Source: Data provided by Birmingham, Solihull and the Black Country NHS England, August 2014

Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

Figure 7 – Deaths under 75 from all causes (SMRs using national data)



Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

4.3 Birmingham's strategic plan to improve health and wellbeing

The Birmingham Health and Wellbeing Board (HWB) have agreed a Health and Wellbeing Strategy which outlines its vision to improve the health and wellbeing of its most vulnerable citizens in the City.

The three key aims of the strategy are to:

- Improve the health and wellbeing of our most vulnerable adults and children in need
- Improve the resilience of our care system; and
- Improve the health and wellbeing of our children

Vulnerable adults are defined as any person aged 18 or older that may need community services or are unable to protect them self from significant harm or exploitation²⁶. This group includes the homeless, and those with major drug dependency. Pharmacies are well placed to deliver appropriate drug treatment and harm reduction programmes for this population. Older people in care homes may also be vulnerable owing to physical or mental frailty, and pharmacists assisting by giving advice to care homes (see section 5.8.7).

The resilience of the local health care system can be increased through pharmacy. As pharmacies are able to provide health care and advice can help ensure the public receive appropriate care without requiring more intensive resources such as GPs or A&E visits. The role of the pharmacist either as a point of care or to signpost people to the most appropriate service is an important service in the community; and even more so when other health providers are not available, such as weekends and evenings.

It is important to note that pharmacies can play a general role in maintaining and improving the health and wellbeing of the population, and that these need not be directly related to the key aims of Birmingham's strategy. However, where a key aim can be met by pharmacies, this will be discussed in section 5.

²⁶ Safeguarding vulnerable adults. Frimley Park Hospital. <http://www.frimleypark.nhs.uk/patients-and-visitors/safeguarding> [accessed 06/06/2014]

5. CURRENT PROVISION AND ASSESSMENT

5.1 Services to be assessed

This is detailed in section 3.3.

5.2 General current provision

All community pharmacies are required to provide essential services. There are 301 pharmacies located in the city, though they are not distributed evenly. Some pharmacies are open for longer periods of time, for instance evenings, overnight and weekends, with some pharmacies in the city specifically contracted to be open for at least 100 hours per week. Figure 9 shows the location of all pharmacies in the city and Figure 10 shows all pharmacies that serve a very local catchment, within 400m or a 10 minute walk. This illustrates the proximity of pharmacies for the population and indicates physical access to pharmacy services across the city is good.

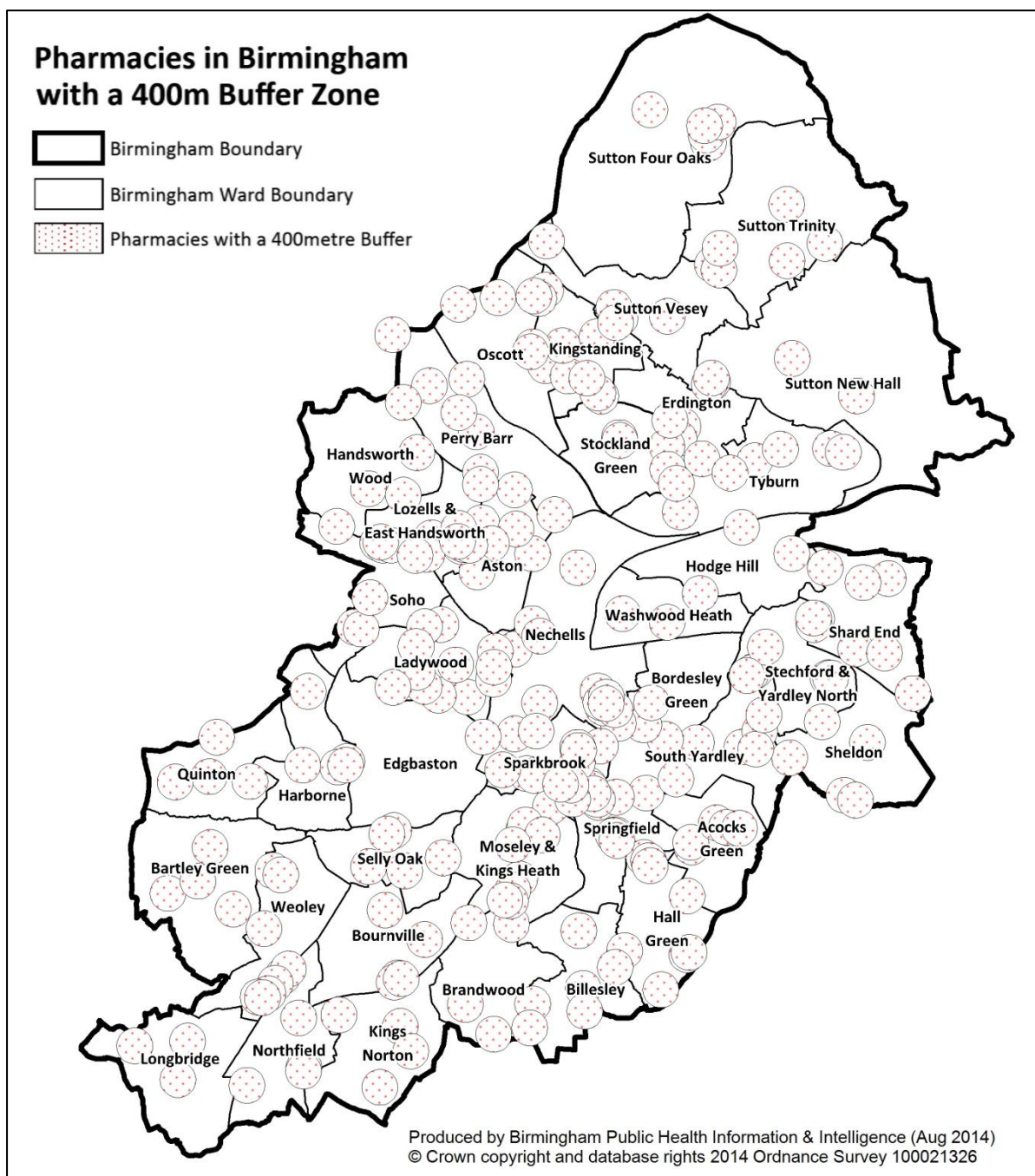
With 27.4 pharmacies per 100,000 population Birmingham appears to have more pharmacies per capita than most other areas in the West Midlands. Birmingham also has more pharmacies than the West Midlands (23.1 per 100,000) and England (21.6 per 100,000) average. In addition, when compared to the seven other 'Core Cities'²⁷ across England, Birmingham again has a higher number of pharmacies per 100,000 population than six of these cities and is second only to Liverpool (Figure 11). This indicates we have more than enough pharmacy provision for the Birmingham population and there is no justification for new pharmacies.

Conclusion for pharmacy distribution

The data in this section suggest that overall there are no gaps in the geographical provision of pharmaceutical services in Birmingham. The city appears to have a more than sufficient number of pharmacies for the population.

²⁷ Birmingham, Bristol, Leeds, Liverpool, Manchester, Newcastle, Nottingham, Sheffield

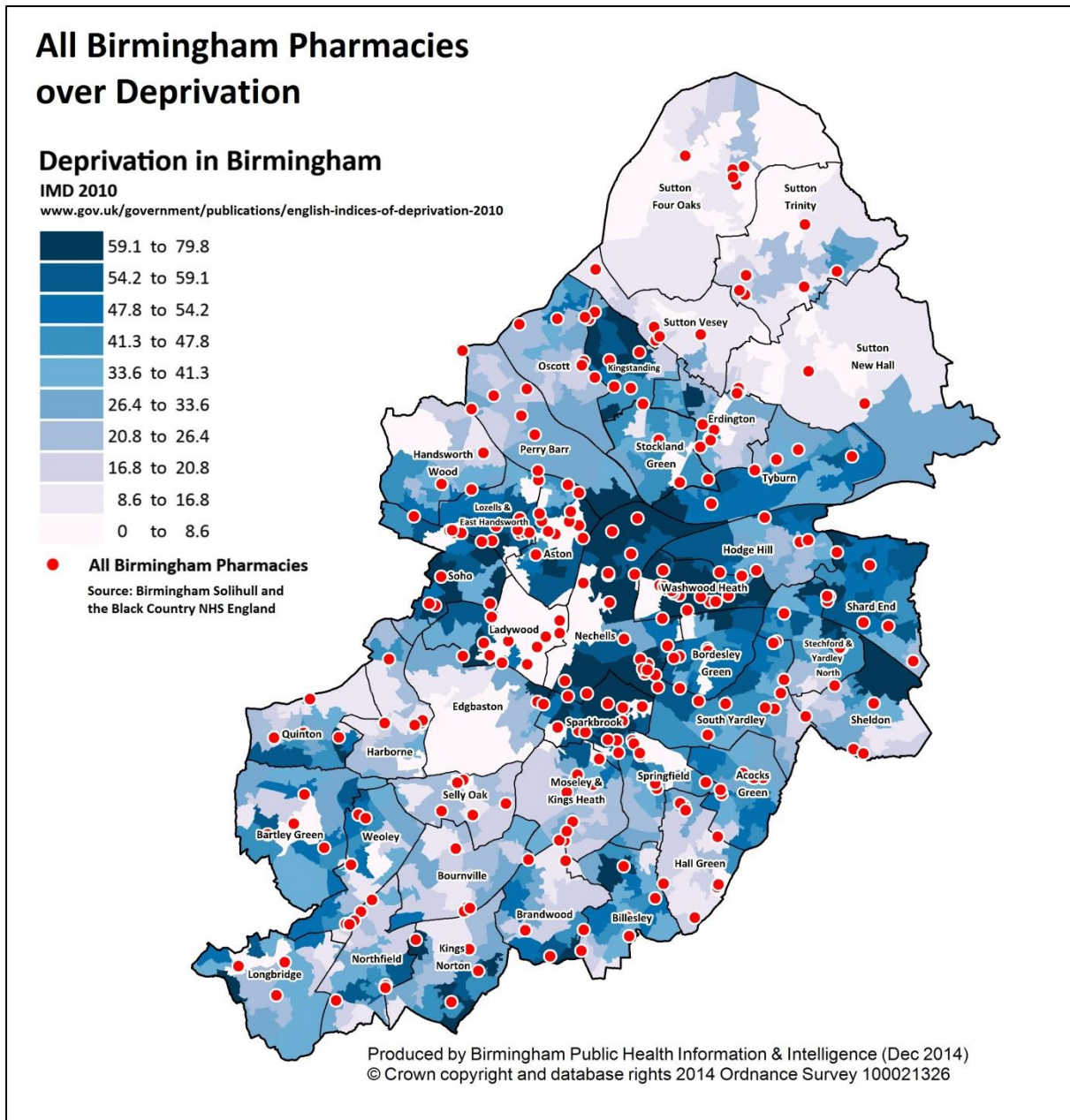
Figure 8: All Pharmacies in Birmingham with a 400m buffer zone



Source: Data provided by Birmingham, Solihull and the Black Country NHS England, August 2014

Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

Figure 9- Map of all Birmingham pharmacies showing deprivation level at Lower Super Output Area (LSOA) level



Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

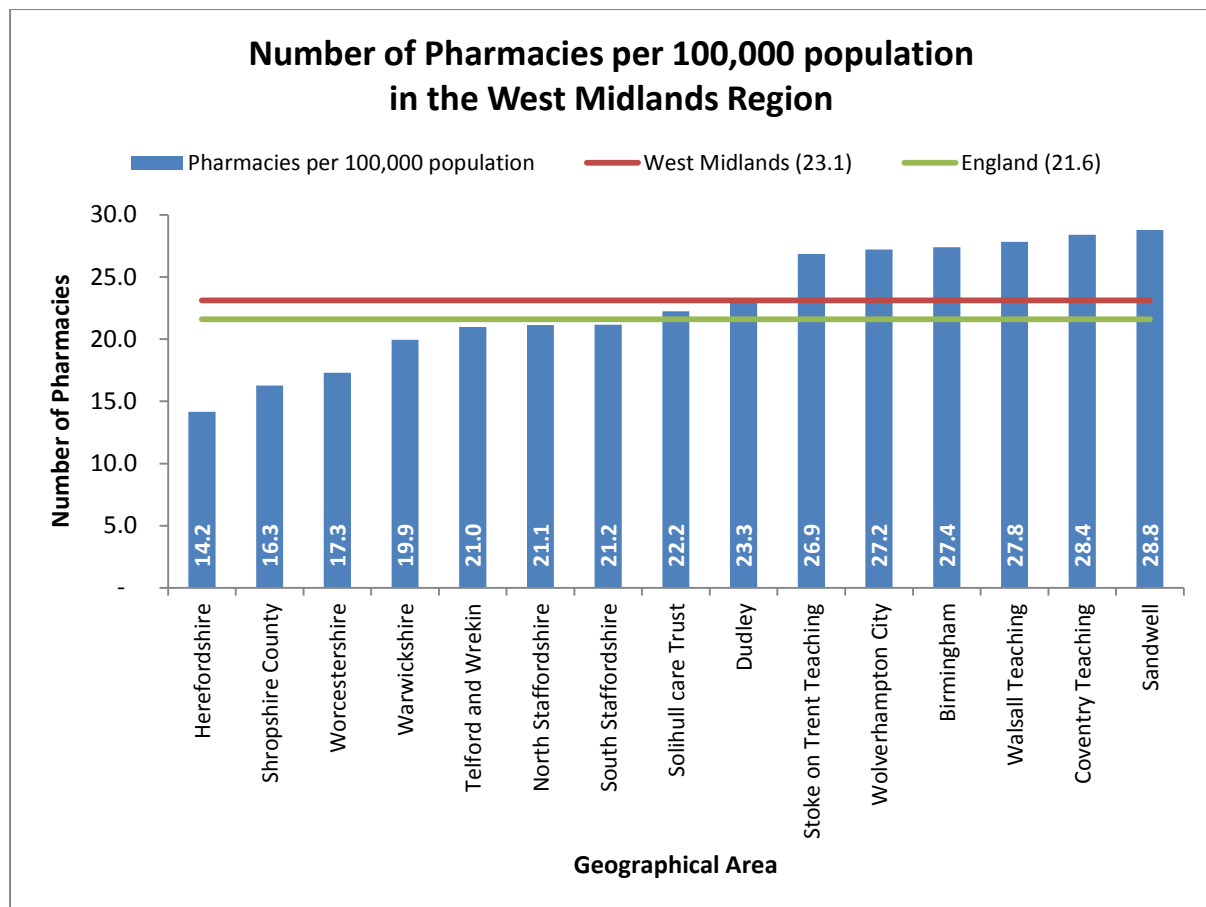
The provision of pharmacies appears to be good for all wards in Birmingham. However, Sutton Four Oaks, Sutton New Hall, and Edgbaston appear to have less provision but on further examination these can be explained:

- Sutton Four Oaks contains a large park area with very few residential properties in the western and southern part of the ward. The density of residential streets is also low in the northern part of the ward, north of the B4151 (Mere Green Road & Slade Road).
- Sutton New Hall has a low density of housing and residential roads compared to the rest of Birmingham, particularly in the eastern part of the ward.
- Edgbaston is home to a major hospital, major university, and student accommodation. It is also one of the most affluent suburbs in Birmingham, with few commercial centres. There are pharmacies on the border of Edgbaston with Selly Oak, Harborne, Ladywood, and Sparkbrook.

It is clear from the map that the concentration of pharmacies is greatest in the central part of Birmingham, which is unsurprising. These are also the wards with greatest deprivation and greatest ethnic diversity.

The number of pharmacies in the city as a whole can be compared to national averages. A simple way to show this is to calculate the number of pharmacies per 100,000 population. Figure 11 shows how Birmingham compares with other areas in the West Midlands²⁸.

²⁸ NHS Information Centre. General Pharmaceutical Services in England 2002-2003 to 2011-12, PCT level appendix. <http://www.ic.nhs.uk/pubs/pharmserv1112> [accessed 04/12/2012]

Figure 10 – Number of pharmacies per 100,000 population in the West Midlands Region²⁸

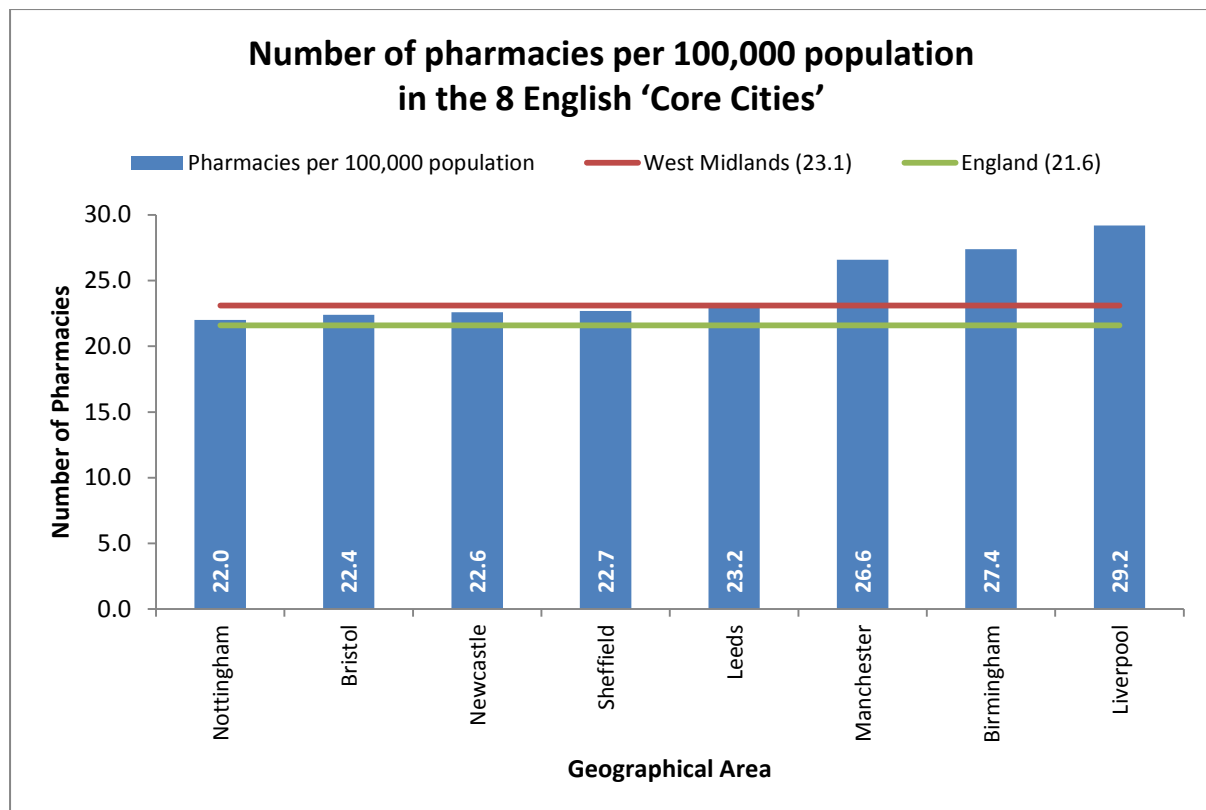
Source: Health & Social Care Information Centre, 2012-13

With 27.4 pharmacies per 100,000 population Birmingham appears to have more pharmacies per capita than most other areas in the West Midlands. Birmingham also has more pharmacies than the overall West Midland (23.1 per 100,000) and England (21.6 per 100,000) figures. Figure 11 also shows that across the Midlands urbanised areas appear to have more pharmacies per capita than rural areas.

When compared to the seven other 'Core Cities'²⁹ across England, Birmingham again has a higher number of pharmacies per 100,000 population than six of these cities and is second only to Liverpool (Figure 11).

²⁹ Birmingham, Bristol, Leeds, Liverpool, Manchester, Newcastle, Nottingham, Sheffield

Figure 11 – Number of pharmacies per 100,000 population in the 8 English 'Core Cities'



Source: Health & Social Care Information Centre, 2012-13

5.3 Opening Hours

5.3.1 All pharmacies

The opening times of all pharmacies operating in Birmingham (accurate to August 2014) can be seen in Appendix 6. All pharmacies are required to open for at least 40 hours per week (core hours). Though these hours can be distributed through the week discretionally, the vast majority operate within or near regular working office hours (between 08:00 and 19:00, Monday to Friday). All pharmacies must apply to the NHS England if they wish to change their opening times, with a 90 day notice period.

5.3.2 100-hour pharmacies amend

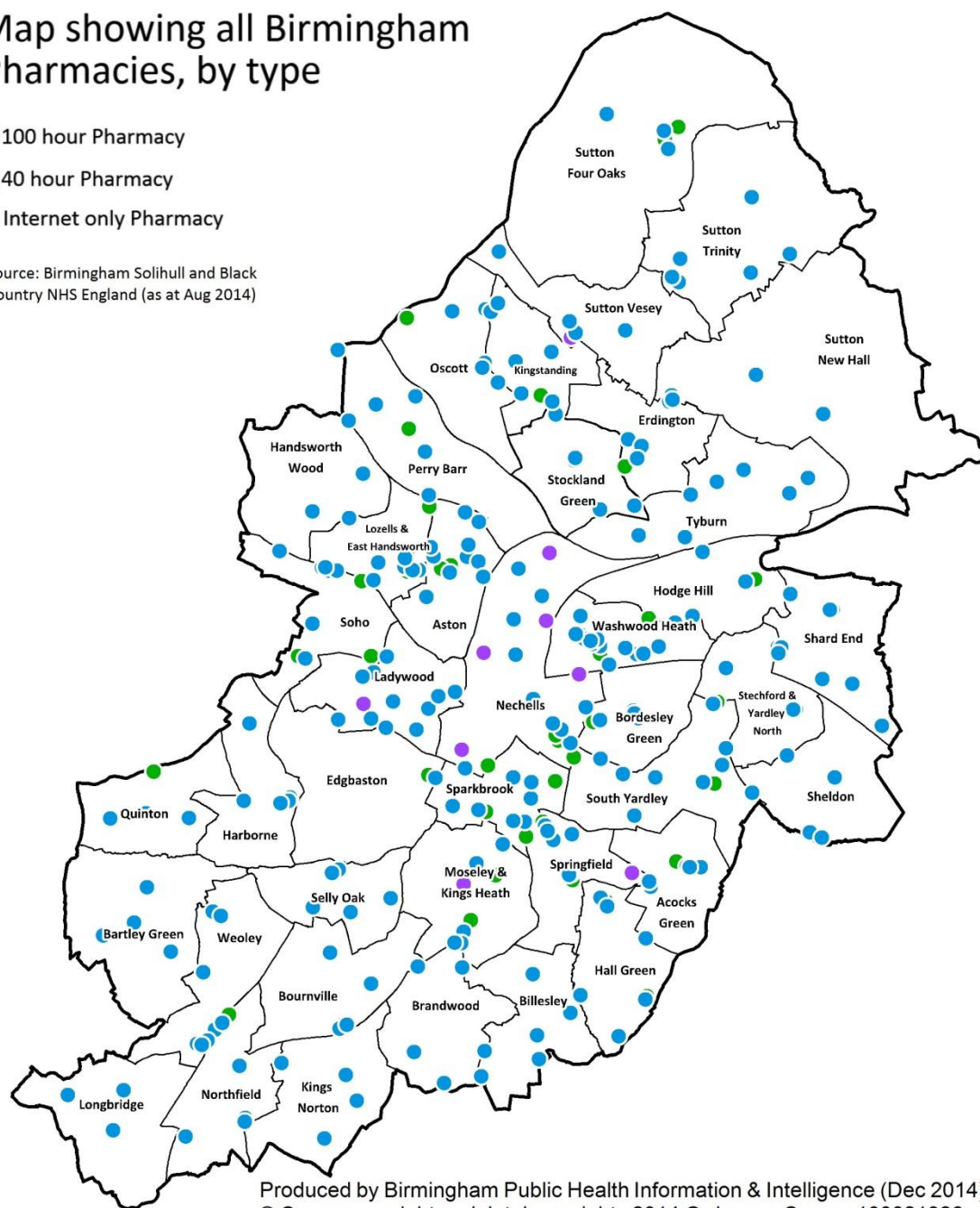
100-hour pharmacies are required in their contracts to be open and able to provide essential services for at least 100 hours per week. The core hours are 100 hours per week. Since September 2012 these pharmacies were no longer commissioned. Pharmacies do not need a 100-hour contract to open for longer than 40 hours per week, instead existing community pharmacies can extend their opening hours by adding supplementary hours to their 40 core hours if they so wish. In order to do this NHS England needs to be given notice of the change in opening hours. Currently 54 100-hour pharmacies operate in Birmingham. The locations and type of pharmacies open in Birmingham are shown on the map in Figure 12.

Figure 12 – Location of all pharmacies in Birmingham, by opening hours

Map showing all Birmingham Pharmacies, by type

- 100 hour Pharmacy
- 40 hour Pharmacy
- Internet only Pharmacy

Source: Birmingham Solihull and Black Country NHS England (as at Aug 2014)



40 hour pharmacies = regular contract

100 hour pharmacies = pharmacies with a 100-hour contract

Internet pharmacies = pharmacies offering internet only services (no face to face contact)

Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

It is important to note that the geographical placement of 100 hour pharmacies appears to be clustered in the centre of the city, with little presence in the southern wards. This is unsurprising as these pharmacies were not placed strategically or in-line with any commissioning objectives; rather many are located in large stores which already had long opening hours. The vast majority of pharmacies in Birmingham work on a regular community pharmacy contract.

5.3.3 Saturday opening hours

216 of the 301 (72%) of pharmacies in Birmingham are open at some point on Saturdays, with many providing services only for the morning. There is provision for pharmacy services across Birmingham on Saturdays. Table 6 shows the number of pharmacies open on Saturdays and Sundays.

Table 6 – Pharmacies open on Saturdays and Sundays

Number of pharmacies	Open on Saturday	Remaining open after (Saturday):				Open on Sunday	Unknown opening hrs
		1pm	3pm	5pm	7pm		
301	216	166	153	137	73	80	2

5.3.4 Sunday opening hours

79 of 301 (26%) of all pharmacies in Birmingham open on Sundays. Pharmacies based within large stores (over 280 square metres) are legally bound by Sunday trading regulations and can only open between 10:00 and 18:00, for a maximum of 6 consecutive hours³⁰. Table 6, above, shows the number of pharmacies open at any point on Sundays.

5.3.5 Bank Holiday provision

On public holidays and out of hours, medical care is provided by the Badger Out-Of-Hours (OOHs) GP service. The service currently covers Birmingham and normally operates 18:30pm to 8.00am Monday to Friday, and all day Saturday, Sunday and public holidays. Badger clinics (Birmingham and District General Practitioner Emergency Rooms) are aware of pharmacies that are open and dispensing during these hours. Pharmacies also operate on a rota system on Bank Holidays. The Bank Holiday rota is also posted on NHS Choices for the general public.

³⁰ Trading hours for retailers: the law. <https://www.gov.uk/trading-hours-for-retailers-the-law> [accessed 04/06/2014]

Conclusion for opening hours

There is a good geographical distribution of pharmacies across the city. During and around regular working hours (08:00 to 19:00), provision of pharmaceutical services in the city is very good.

Pharmaceutical services are accessible during weekends with 71% of pharmacies open on Saturday and 137 (45%) opening past 17:00 on Saturdays. 80 pharmacies (26%) are available at any point on a Sunday.

5.4 Distance-Selling pharmacies

There are 11 pharmacies in Birmingham that are contracted to provide pharmacy services via the internet or mail. These are pharmacies that must adhere to all regulations concerning other pharmacies; the only additional stipulation is that they are not permitted to provide essential services dispensing face to face. These pharmacies are required to provide services to patients in the whole of England. These pharmacies will not be considered in this report, but are identified in Appendix 6.

Conclusion for distance-selling pharmacies

Distance-selling pharmacies provide pharmaceutical services nationally and so are beyond the remit of this PNA. Future PNAs should monitor the activity of such pharmacies to see if they could be utilised to provide non-essential services for the Birmingham population.

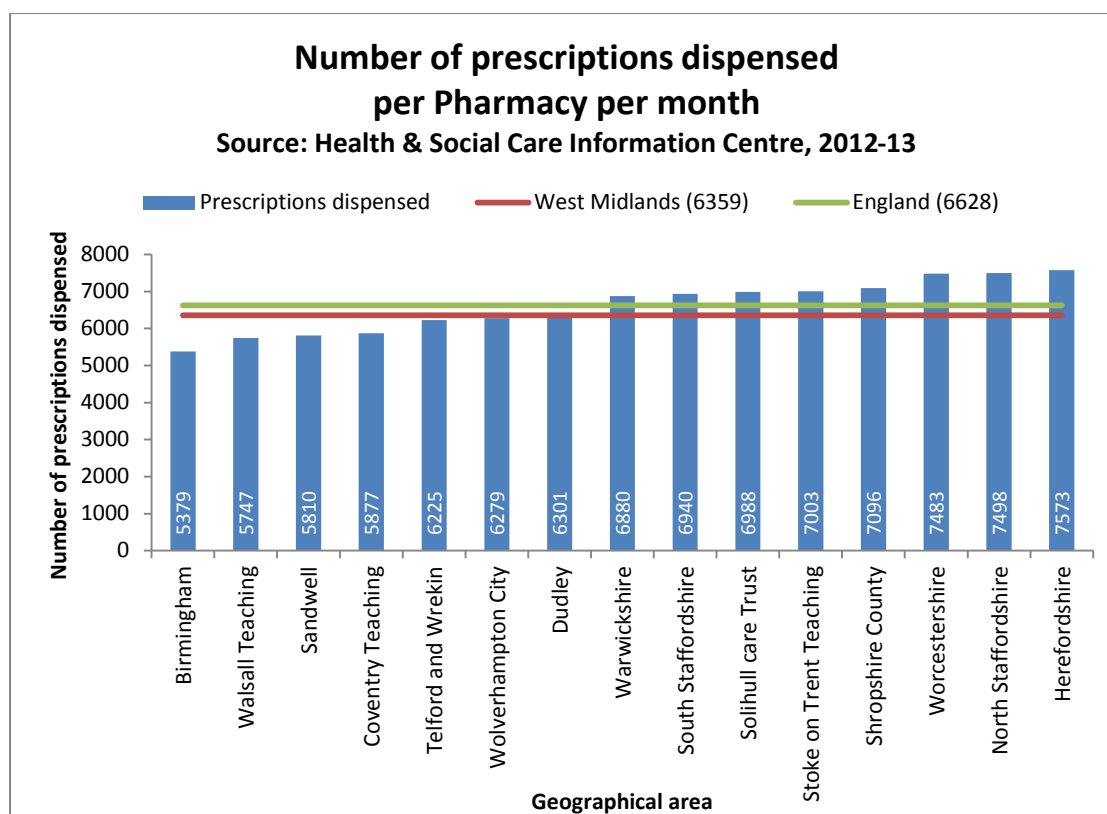
5.6 Essential Services

5.6.1 Dispensing

Each pharmacy in Birmingham dispenses 5379 items per month on average, which is 15.4% lower than the West Midlands Median of 6359²⁸ (Figure 13).

This could be the result of having a considerably higher number of pharmacies than other localities (see Figures 11 and 12). This would imply that the pharmacies currently providing services have some capacity to provide services to more people. The lower number of prescriptions dispensed may also be a function of the younger age profile within the city, with younger people possibly having a lower burden of disease and thus requiring fewer medicines; however without further research into this, it is not possible to determine the true reason.

Figure 13 – Prescriptions dispensed per pharmacy per month in the West Midlands



5.6.2 Cross border dispensing

The city is densely populated, and as a major part of the West Midlands conurbation, shares borders with the metropolitan areas of Solihull, Dudley, Sandwell, and Walsall. Pharmacies that dispense a large number of prescriptions for Birmingham residents are a potential source of pharmaceutical services for our patients. There are a range of community pharmacies accessible near the borders with Birmingham and it is likely that residents of Birmingham have prescriptions dispensed in these areas, and also that residents from outside the city utilise Birmingham's pharmacies. Further work to establish the extent of cross border dispensing should be undertaken.

5.6.3 Appliances

Appliances can be dispensed by any pharmacy or appliance contractor. They can be broadly categorised as stoma appliances, incontinence appliances, and dressings. Birmingham currently has 2 appliance contractors that provide appliances (See Appendix 7).

5.6.4 Choice

As well as adequate provision of services, it is important to provide a reasonable choice of pharmacy to the population. Within the city, there appear to be a number of pharmacies within or close to all population centres, including a generally wide spread of 100-hour pharmacies. For those that

require a pharmacy outside regular hours, there are many pharmacies that provide services until late in the evening and at weekends.

Conclusion for essential services

Essential services (mainly dispensing of medications) are fundamental services for the population.

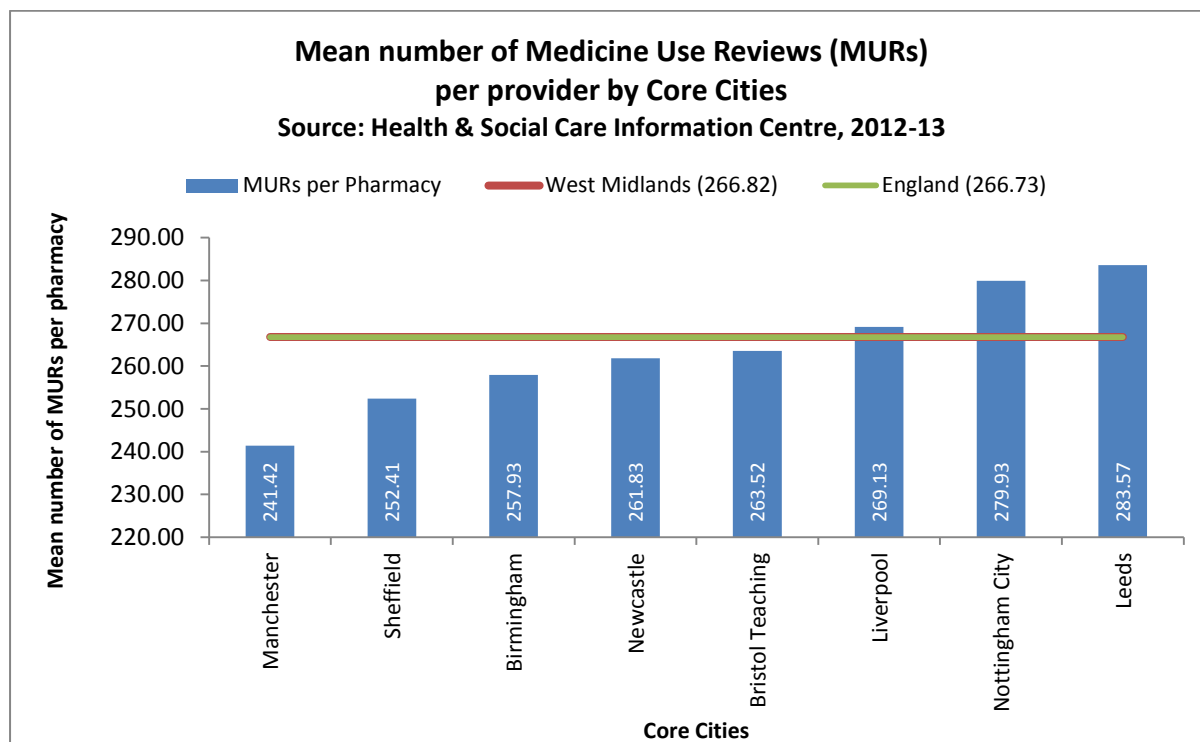
These services appear to be accessible for the majority of the cities' population both geographically and at different times of day. There are no gaps in the provision of core services for our population.

5.7 Advanced Services

5.7.1 Medicines Use Review (MUR)

The provision of MURs in Birmingham has increased over the past 5 years²⁸. Over 85% of pharmacies in the city provide this service. Figure 14 shows how Birmingham compares with the other Core Cities.

Figure 14 – Mean number of MURs per provider for Core Cities in 2011/12



Of the Core Cities, Birmingham pharmacies complete less MURs per year than one might expect. As the proportion of pharmacies in Birmingham that provide MURs is broadly similar to the other Core Cities, this again suggests that the higher than average number of pharmacies in the city may explain the lower average MUR count. An evaluation of the effectiveness of this service would be of interest.

5.7.2 Appliance Use Review (AUR)

AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs should improve the patient's knowledge and use of any 'specified appliance' listed below³¹:

a) any of the following appliances listed in Part IXA of the Drug Tariff:

- a catheter appliance (including a catheter accessory and maintenance solution),
- a laryngectomy or tracheostomy appliance,
- an anal irrigation system,
- a vacuum pump or constrictor ring for erectile dysfunction, or
- a wound drainage pouch;

(b) an incontinence appliance listed in Part IXB of the Drug Tariff; or

(c) a stoma appliance listed in Part IXC of the Drug Tariff.

The provision of AURs in Birmingham is limited. A total of 312 AURs were conducted in Birmingham in 2011/12²⁸; no updated figures were available from NHS England. Each pharmacy can only provide a limited number of AURs, linked to the number of appliances it dispenses.

This is also a service that may also be provided in the GP and secondary care setting. As the city's older population is projected to increase over the next decade, there will be a need for commissioners to monitor if the current number of providers in Birmingham (4 pharmacies and 2 appliance contractors) is sufficient to meet demand.

Birmingham also has two cancer centres, whose patients may also require local AUR services. The first is University Hospitals Birmingham (UHB) NHS Foundation Trust which is one of the largest regional centres for non-surgical cancer treatment. It has links with surrounding cancer units and accepts referrals nationally. The second is Birmingham Children's Hospital (BCH) is one of the largest specialist UK centres for childhood cancer.

It is also unclear how well advertised the AUR service is to those who may benefit. Without knowing this, or the demand for such a specialist service, it is not possible to determine if the service is reaching those that could benefit. The need for pharmacy staff to be trained to provide such a service may be a barrier to wider implementation of the service.

5.7.3 Stoma Appliance Customisation (SAC)

A stoma (or ostomy) is a surgically created opening on the abdomen which allows stool or urine to exit the body. The service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure

³¹ Pharmaceutical Services Negotiating Committee website: Appliance Use Review (AUR) <http://psnc.org.uk/services-commissioning/advanced-services/aur/> (accessed 25^{09/14})

proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

During 2011/12, 50 pharmacies provided a total of 29,243 SACs in Birmingham; no updated figures were available on a local authority level. The service is designed to help ensure an appropriate and comfortable fitting stoma for patients. There is no upper limit on the number of SACs a pharmacy can conduct. People receiving stomas may also access a stoma nurse from secondary care for advice or guidance regarding their stoma. There are a range of pharmacies that provide SACs across the city.

Conclusion for advanced services

Advanced services are viewed as **relevant** services for the city.

The provision of MURs appears to be good for the whole city. There may be capacity for pharmacies to conduct more MURs, and for more pharmacies across the city to provide the service. This could be demand- or pharmacist-led.

Although a specialist services, commissioners should explore whether there may be scope for more existing pharmacies to provide AURs and SACs, particularly those located in parts of the city that have older populations. Pharmacies in the city are free to choose whether they should provide such services.

5.8 Enhanced Services and Locally Commissioned Services

5.8.1 Minor Ailment Scheme (MAS)

The MAS is designed to allow minor health problems³² to be dealt with by a pharmacist rather than a GP, and emerged from the '*Pharmacy in England: building on strengths – delivering the future*' White Paper⁸. The scheme is designed to promote and empower patients to self-care when suffering from a minor ailment. Patients exempt from paying prescription charges can access self-care advice for the treatment of minor ailments and, where appropriate, can be supplied with over the counter medicines without the requirement to attend their GP practice for an appointment. The scheme is offered as a quicker alternative for patients, however, patients are at liberty to refuse the service and continue to access healthcare in the same way as they have done previously. It also allows GPs to focus on more complex and urgent care needs³³.

The scheme allows pharmacists to provide medicines from a defined formulary for minor ailments; any patients who would not normally pay for prescriptions are also exempt from paying for these medications. Table 7 shows the increase in consultations in pharmacies offering MAS; no updated figures were available from NHS England.

Table 7 – Number of consultations in pharmacies providing MAS, by year

Year	No. consultations
2011/12	4940
2010/11	4288
2009/10	3522

In Birmingham, the service is provided by 97 pharmacies. Figure 16 shows the location of the pharmacies providing the MAS in Birmingham. Historically this service was only commissioned in central and southern wards, which after the merging of Birmingham's three PCTs has resulted in an inequitable service across the city, particularly with the socioeconomically deprived wards in the eastern part of Birmingham, where the service may be of greatest use. However, it is not possible to determine gaps in the service as other non-pharmacy services may have been introduced to meet this same need. This imbalance of the MAS service in Birmingham is in need of review within the context of existing pharmacy provision, especially at a time when the Urgent Care system is also under review.

A pilot scheme that may over time re-dress this imbalance is the Community Pharmacy MAS pilot scheme (referred to as "Pharmacy First") that was launched in October 2014. The pilot currently operates across Birmingham, Wolverhampton, Sandwell and parts of Dudley, it covers a combined GP registered population of 1.46 million patients and is delivered in 192 Community Pharmacies (97 in Birmingham) as a Local Enhanced Service. An early evaluation of the first 3 months suggests that

³² Acute cough, Athlete's Foot, colds, congestion, constipation, cough, diarrhoea, earache, acute fever, flu, hay fever, acute headache, head lice, nappy rash, mouth ulcers, sore throat, sunburn, temperature, vaginal thrush, dyspepsia.

³³ Pumtong S, Boardman HF, Anderson CW. A multi-method evaluation of the Pharmacy First Minor Ailments scheme. *International journal of clinical pharmacy*. Jun 2011;33(3):573-581.

when placed in Community Pharmacies this service represents better value for money than alternative NHS settings (such as GP, Walk-in Centres, Out of Hours and Emergency Services).

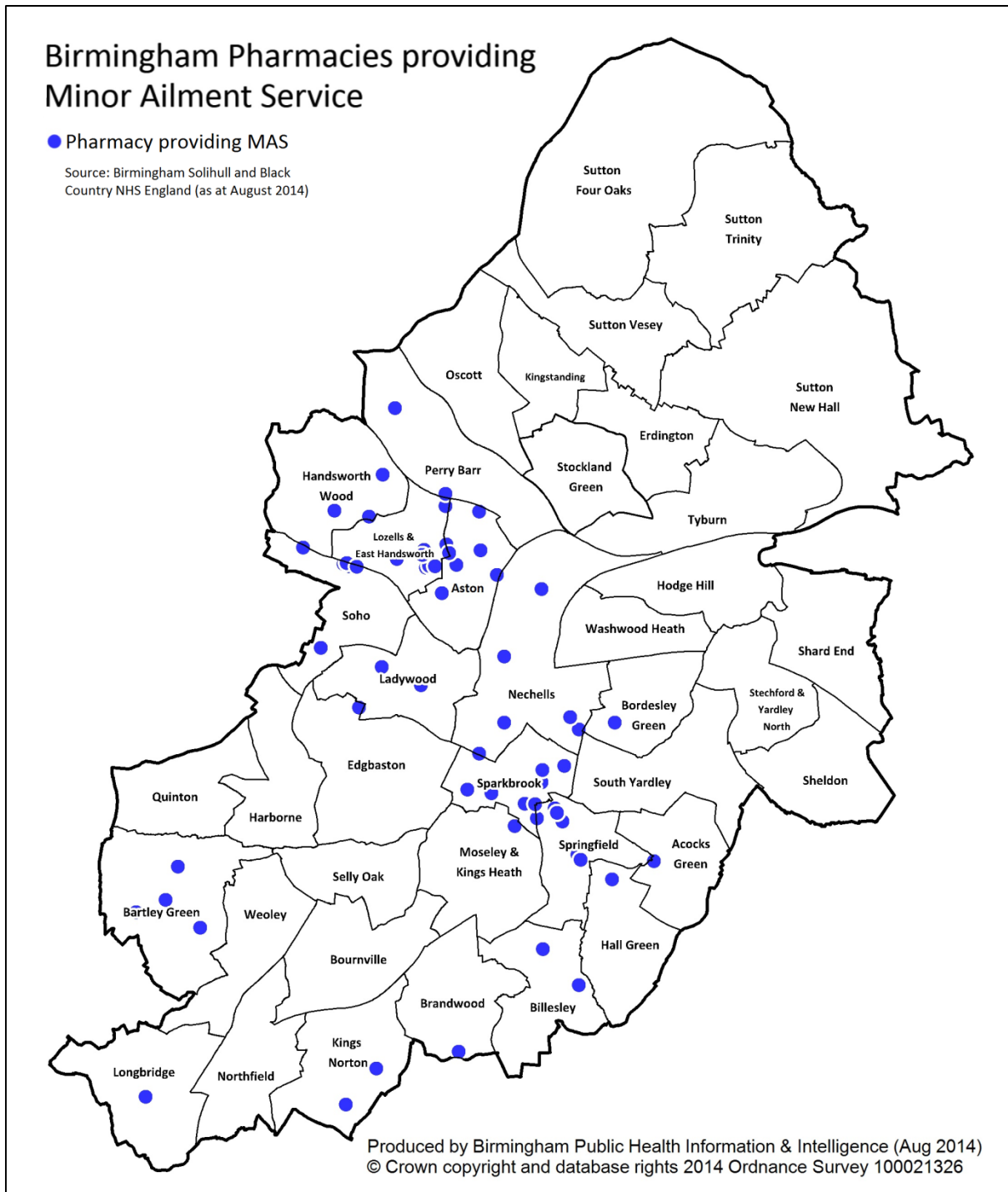
Conclusion for MAS

MAS is considered a **relevant** service.

Due to historical commissioning practices, across the city there are gaps in provision of this service in the eastern and northern parts of the city; provision in the south is also patchy. The value of such a service in these areas is should be factored into any commissioning decisions, particularly taking into account the deprivation of the locality being reviewed, and current services provided from non-pharmaceutical providers. Suitable links should be made with changes to the Urgent Care system.

Outcomes of the Pharmacy First Pilot should be monitored and evaluated.

Figure 15 – Location of pharmacies providing MAS



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5.8.2 Smoking cessation

Smoking cessation services (also known as Stop Smoking Services or SSS) have been formally provided through pharmacies for a number of years. The service is commissioned by Public Health as part of the wider SSS, which operates through GPs, pharmacies, and specialist 'stop smoking' clinics.

Smoking remains one of the largest contributors to avoidable mortality nationally. According to the latest Public Health Outcomes Framework indicator, smoking rates in adults in Birmingham (17.5%) are similar to the England average (19.5%)³⁴. Smoking prevalence is not uniform within Birmingham, however, with central and deprived areas having a higher prevalence than less deprived areas³⁵.

SSS in pharmacies is recommended by the National Institute for Health and Clinical Excellence (NICE)³⁶. Pharmacists in particular are advised to target mothers of young children that smoke as part of the guidance. 136 pharmacies in Birmingham are commissioned to deliver SSS. Figure 17 shows the location of these pharmacies in Birmingham, with each ward shaded according to estimated local smoking prevalence. Services in pharmacies appear to be provided in wards where smoking prevalence is higher than the city's average, which is where services are needed the most.

Birmingham City Council is currently undertaking a Service Review of Lifestyles Services (including SSS) which will impact the placement of SSS in pharmacy and other providers. Current provision of SSS through pharmacy and other primary care services (GP practices) provides good coverage for the city (see figure 16).

Conclusion for SSS

SSS are a **necessary** service, as they play a key role in reducing one of the biggest harms to health in the city.

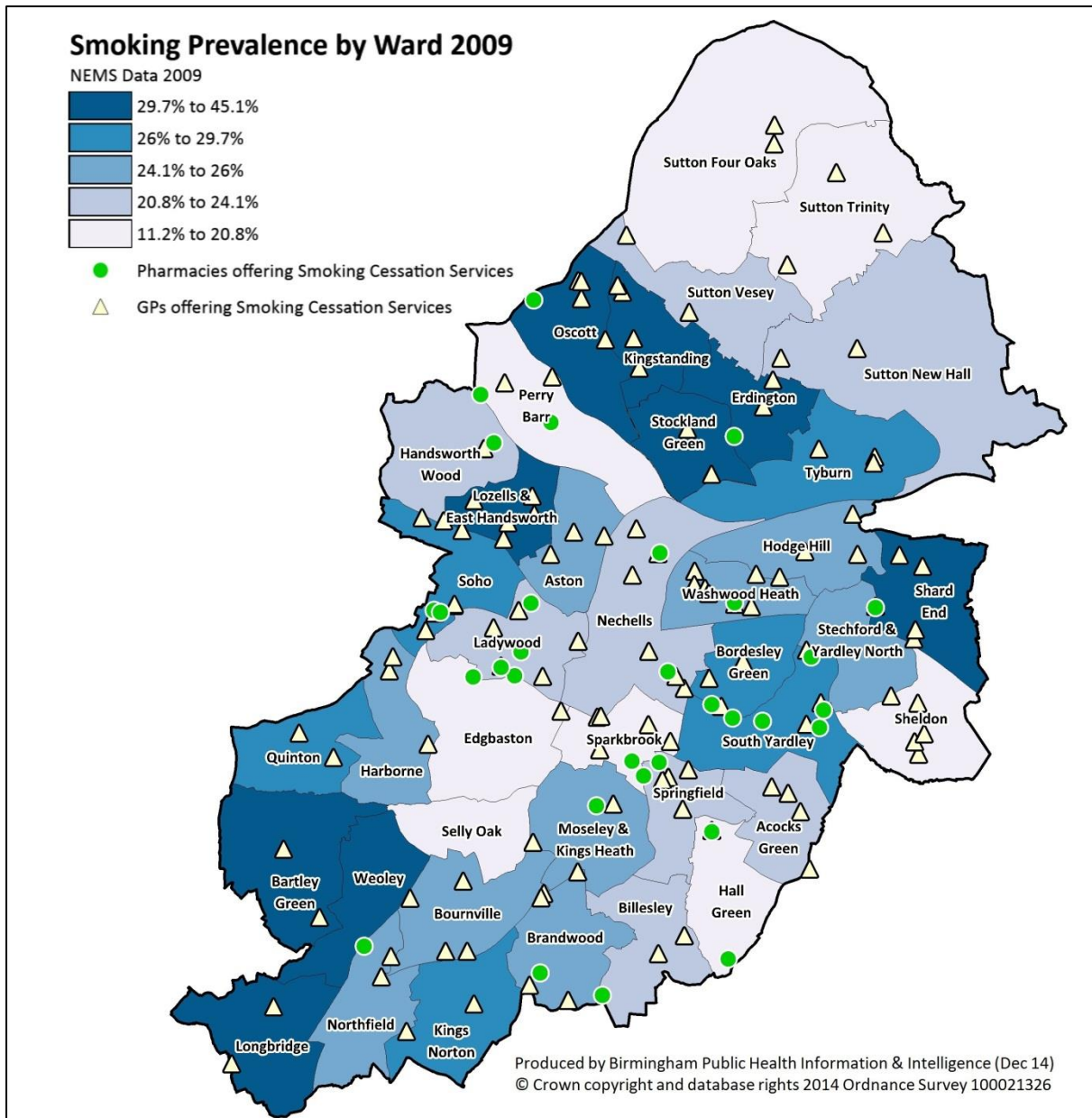
There appears to be good provision of this service across the city.

³⁴ The network of Public Health Observatories. Public Health Outcomes Framework for Birmingham, 2012. <http://www.phoutcomes.info/> [accessed 11/09/2014]

³⁵ Spencer-Jones, C (2009). Tobacco Control National Team – Visit to Birmingham [PowerPoint Presentation]. South Birmingham Primary Care Trust. Delivered September 2009.

³⁶ Smoking Cessation Services. NICE Public Health Guidance PH10. <http://publications.nice.org.uk/smoking-cessation-services-ph10> [accessed 30/01/2013]

Figure 16 – Location of pharmacies providing smoking cessation services in Birmingham



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5.8.4 Needle exchange and supervised consumption

Needle exchange is a service commissioned by Public Health that enables injecting drug users (IDUs) to dispose of used needle or other injecting equipment, and obtain sterile injecting equipment for personal consumption. Service users also use these periods of contact to learn about safe injecting practice, and may be a pathway to further care or rehabilitation. There is good evidence that needle exchange services are effective in reducing harm³⁷.

The needle exchange programme is categorised as a 'harm reduction' service, in this case reducing the risk of blood-borne infections in IDUs³⁸. Figure 17 shows the locations of the 81 needle exchanges (pharmacy based) in Birmingham. Needle exchanges appear to be appropriately placed, when using the numbers of people in drug treatment as a proxy indicator for the number of IDUs. It is important to note that in addition to pharmacy, a number of additional service providers are commissioned to deliver this service across the city. Pharmacy provision therefore appears to be well distributed and sufficient for the city.

Supervised consumption is also commissioned by Public Health, and ensures that those prescribed methadone (or other substitute therapy) can obtain and take the medication safely, under direct supervision of the pharmacist. There is evidence that this method of treating people with heroin addiction is effective, and it is approved by NICE³⁹, though there is a body of opinion that disagrees with its use⁴⁰. Figure 18 shows the locations of the 109 supervised consumption premises in Birmingham. Overall, there appears to be good coverage of the majority of the city, including areas where the highest number of Opiate and Crack Users (OCU) are thought to reside.

Again, there is currently a review of Substance Misuse services across the city and Birmingham Public Health will no longer directly commission services in pharmacies. As yet we have no information as to whether these services will be affected in pharmacies.

³⁷ Needle and syringe programmes. NICE public health guidance PH 18. Feb 2009. <http://www.nice.org.uk/nicemedia/live/12130/43301/43301.pdf> [accessed 29/01/2013]

³⁸ Birmingham Drug and Alcohol Action Team. Needle Exchanges. <http://www.bdaat.co.uk/page.php?pid=49&mid=53> [accessed 04/12/2012]

³⁹ Methadone and buprenorphine for the management of opioid dependence. NICE technology appraisal guidance 114. Jan 2007. <http://www.nice.org.uk/nicemedia/pdf/TA114Niceguidance.pdf> [accessed 06/06/2014]

⁴⁰ Robertson J, Daniels A (2012). Methadone replacement: tried, tested, effective? Journal of the Royal College of Physicians Edinburgh. 2012;42:133-8. http://www.rcpe.ac.uk/journal/issue/journal_42_2/controversy.pdf [accessed 06/06/2014]

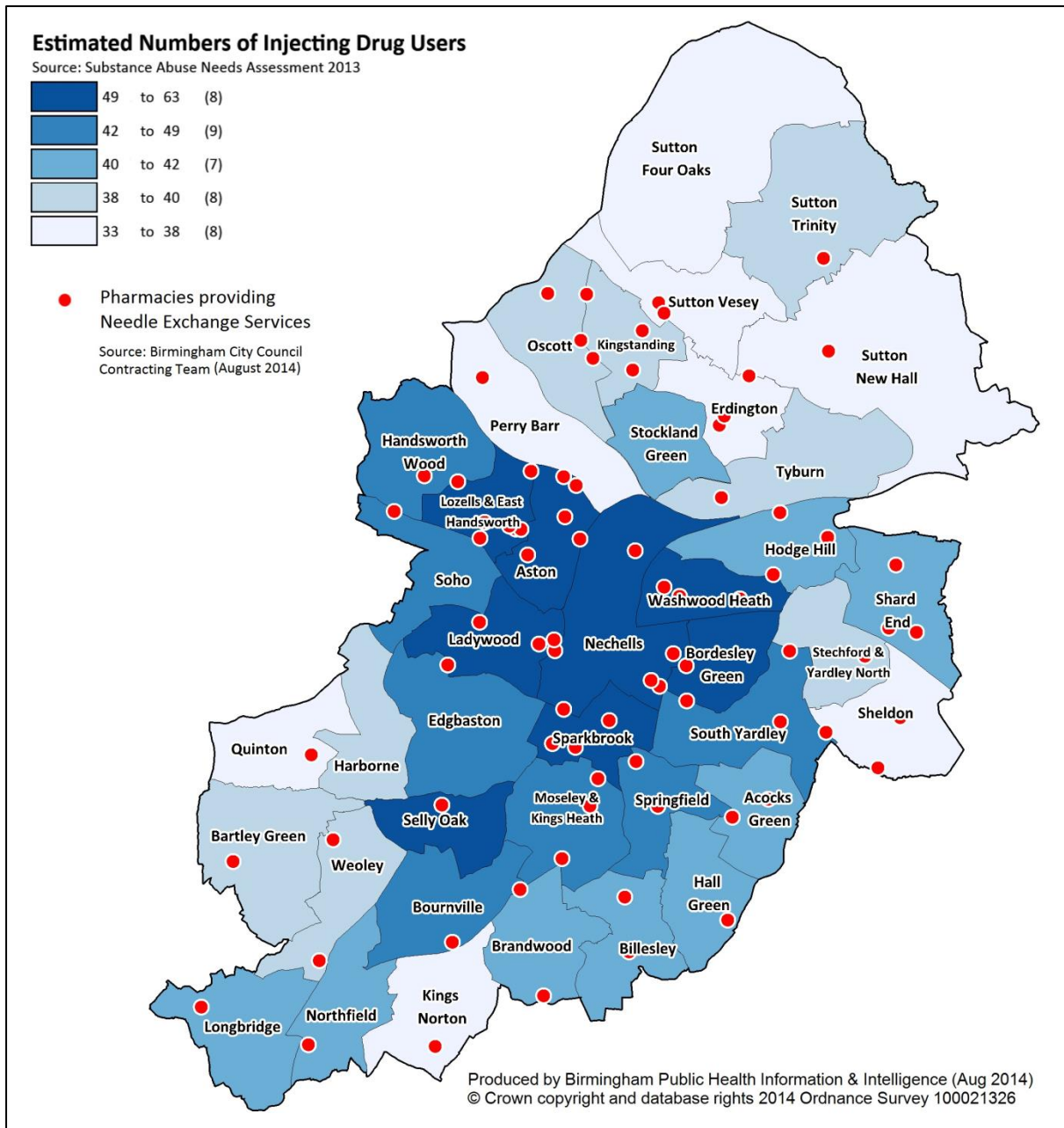
Conclusion for needle exchange and supervised consumption

Both these services are considered **necessary**.

Supervised consumption, along with needle exchange, remain key programmes for the prevention of harm in the city, especially in our vulnerable populations. Both services appear to be located appropriately.

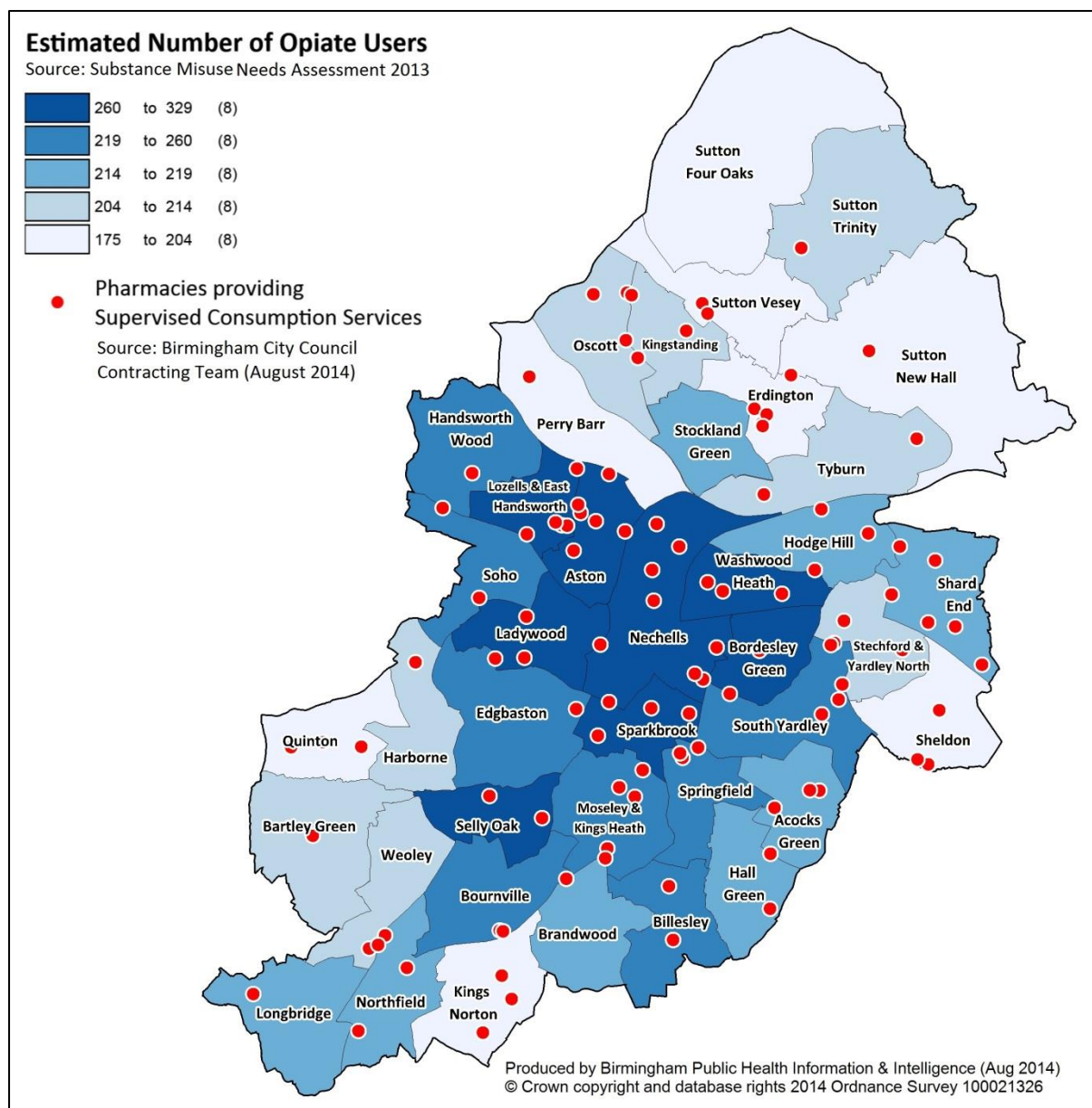
Both services are monitored by Birmingham Public Health to see if any or part of these services should be commissioned further or reconfigured according to local need. The current review of Substance Misuse services may impact the provision of these services.

Figure 17 – Location of pharmacies providing needle exchange services



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Figure 18 – Location of pharmacies providing supervised consumption



OCU = Opiate and Crack Users

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5.8.5 Emergency contraception

Emergency Hormonal Contraception (EHC) is provided to women that believe they are at risk of becoming pregnant. EHC is generally effective in the first 72 hours post-intercourse, though it is more effective the earlier it is taken. The service commissioned by Birmingham Public Health for those aged 13-21 years, who can receive it free of charge in pharmacies. This provision is in addition to GPs, specialist contraceptive clinics, and GUM clinics.

The aim of the service is to provide safe and simple access for this population, who may otherwise be reluctant to do so. In the absence of clear evidence of effectiveness, the service was introduced to help reduce the number of teenage pregnancies in the city.

Teenage pregnancy rates have dropped and in 2012 Birmingham had an under-18 conception rate of 30 per 1000 females aged 15-17 years, which was higher than the England rate (27.7 per 1000)⁴¹. There exists wide variation across the city with the majority of conceptions occurring in the immediate north and southern edges of the city. Birmingham has a higher than average level of repeat abortions.

A total of 138 pharmacies provide the service in the city, seen in Figure 19. There appears to be a good geographical spread of providers across the city. In addition to pharmacies, free EHC is available from:

- GP surgery that provides contraception
- contraception clinic
- a sexual health clinic
- some genitourinary medicine (GUM) clinics
- some young people's clinics
- most NHS walk-in centres and minor injuries units
- some Accident & Emergency departments

These are commissioned services, but pharmacies have the option of providing EHC privately and so will not be included in this report. Pharmacies commissioned to provide the service appear to be well located, in areas where the teenage pregnancy rate is at its highest in Birmingham.

As Birmingham has a number of universities, commissioners should also ensure that existing pharmacies are able to provide this service in areas that are highly populated by students.

The city's Sexual Health Services are currently undergoing a Service Review, which will impact how sexual health services (including EHC) are provided across Birmingham.

Conclusion for emergency contraception

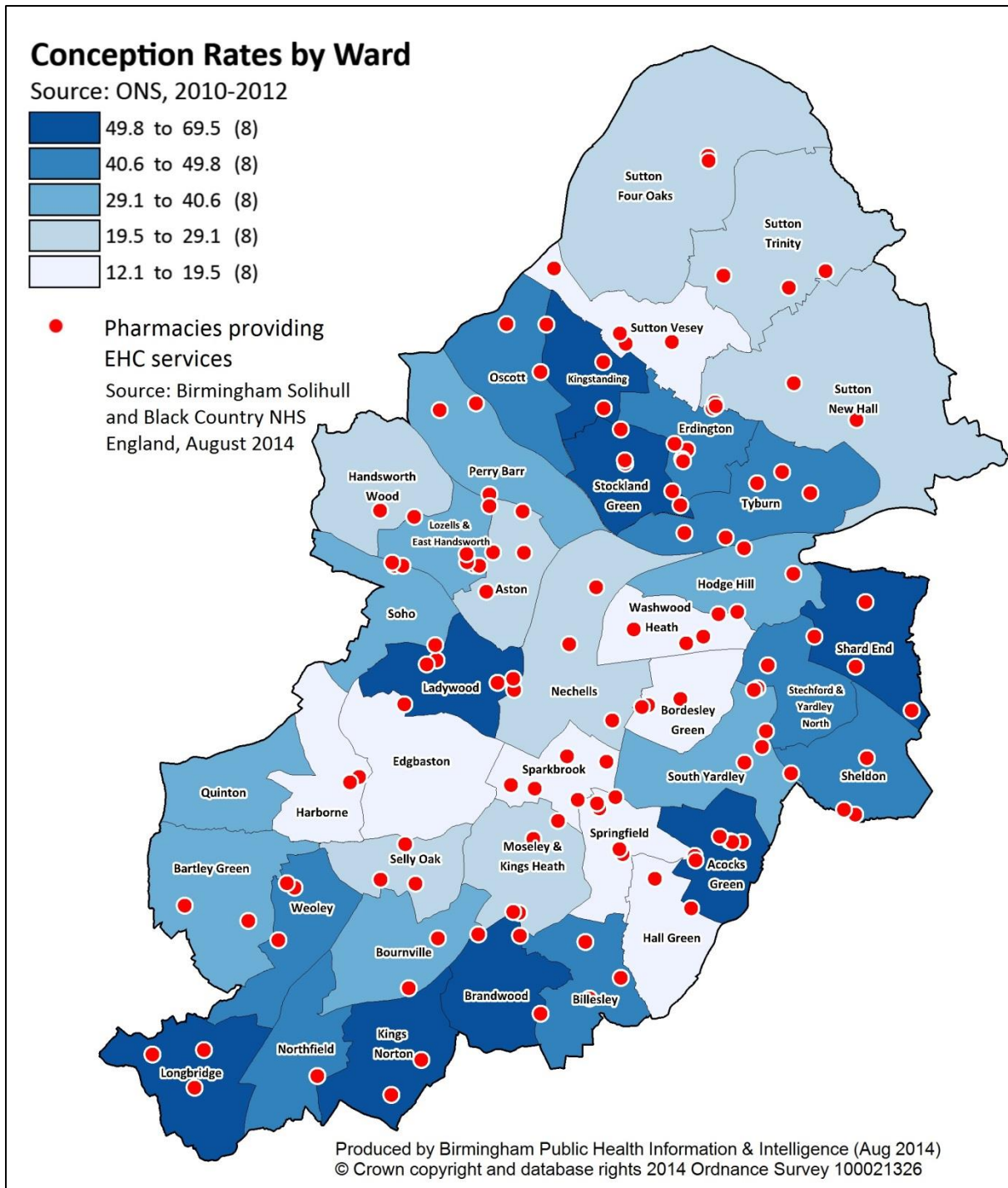
EHC is considered to be a **necessary** service for the city, and is available free for 13-21 year olds at a wide range of pharmacies in Birmingham.

Considering all providers, there are no gaps in the provision of this service, and localities with the highest teenage conception rates in Birmingham have generally good provision.

The current review of Sexual Health services may impact the provision of these services.

⁴¹ Sexual and reproductive health profiles. Public Health England.
<http://fingertips.phe.org.uk/profile/sexualhealth/data#gid/8000058/pat/6/ati/102/page/0/par/E12000005/are/E08000025> (accessed 09/09/14)

Figure 19 – Location of pharmacies providing Emergency Contraception



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5.8.6 Dermatology dispensing

There are 2 pharmacies in the city that dispense specialist dermatology medications in the city. This service allows people that attend community-based dermatology clinics to receive appropriate medications in a nearby community pharmacy. In particular, oral retinoids can be dispensed, which may be used in the treatment of acne or psoriasis.

The 2 pharmacies are located near to the 2 community dermatology clinics in the city (Figure 20), at the following locations:

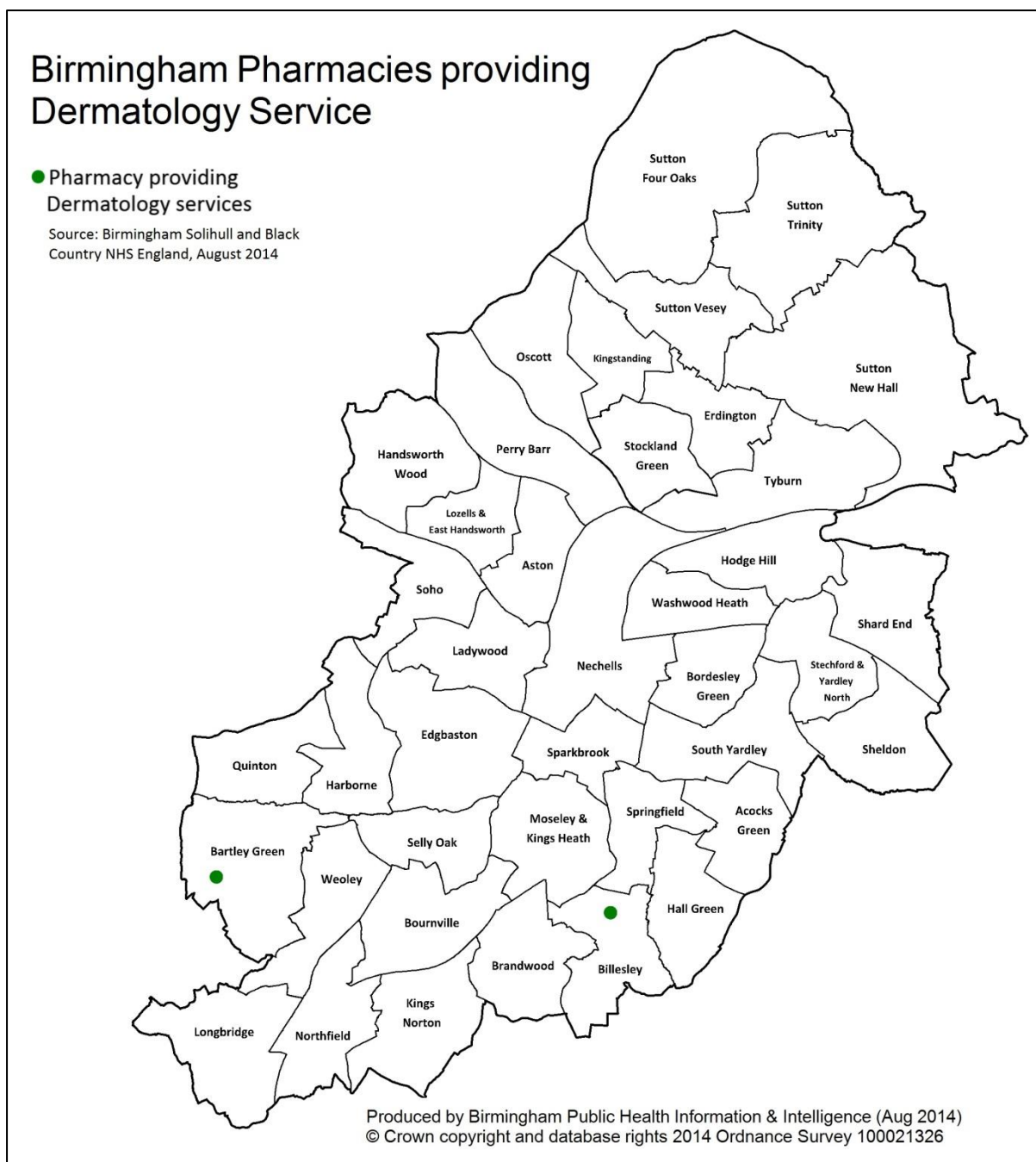
- Woodgate Valley Health Centre, 61 Stevens Avenue, Woodgate Valley, Birmingham, B32 3SD. Clinic every Monday morning.
- Greenridge Surgery, 671 Yardley Wood Road, Billesley, Birmingham, B13 0HN. Clinics every Tuesday and Thursday.

The service is therefore located appropriately.

Conclusion for dermatology dispensing

This service is considered a **relevant** service, and provision is adequate in the city. Should further community-based clinics be commissioned, this service can be developed accordingly.

Figure 20 – Location of pharmacies providing enhanced dermatology dispensing



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5.8.7 Advice to residential and nursing homes

This service is designed to assist patients and staff at care homes in the appropriate administration and use of medications. The formal aims relate to:

- The proper effective ordering of drugs and appliances for the benefit of residents in the care home
- The clinical and cost-effective use of drugs
- The proper effective administration of drugs and appliances in the care home
- The safe and appropriate storage and handling of drugs and appliances
- The recording of drugs and appliances ordered, handled, administered, stored and the safe disposed of patient medicines

There are 9 pharmacies in the city providing this service to care homes with and without nursing care (see Table 8). Most of these providers are in or near the centre of the city (Figure 21). Pharmacists visit each establishment once per quarter to provide the service. Each pharmacy may provide services to more than one home, but are indicated on Figure 22 as a single dot.

There is evidence to suggest this approach can be effective in reducing medication waste (and costs)^{42,43} although there is less evidence regarding changes in clinical outcomes including morbidity and mortality.

GPs can provide similar services (such as medication reviews) to care homes. Thus, the impact of introducing this service to homes that already receive such a service from a GP may be limited. Care homes and pharmacies in the city that are not covered by this service (particularly those in the north and south), could be approached by the commissioners to see if such a service may be beneficial.

The city has developed the Better Care Fund (BCF), which for older people will focus on creating new forms of joined up care and support in our communities, new ways of preventing the impacts of ageing and long term conditions, alongside early identification of need and deterioration and better responses in a crisis. It will also ensure resources are placed around needs of individual rather than organisations. These developments are ongoing and BCF plans may be impact how this service is provided in pharmacies.

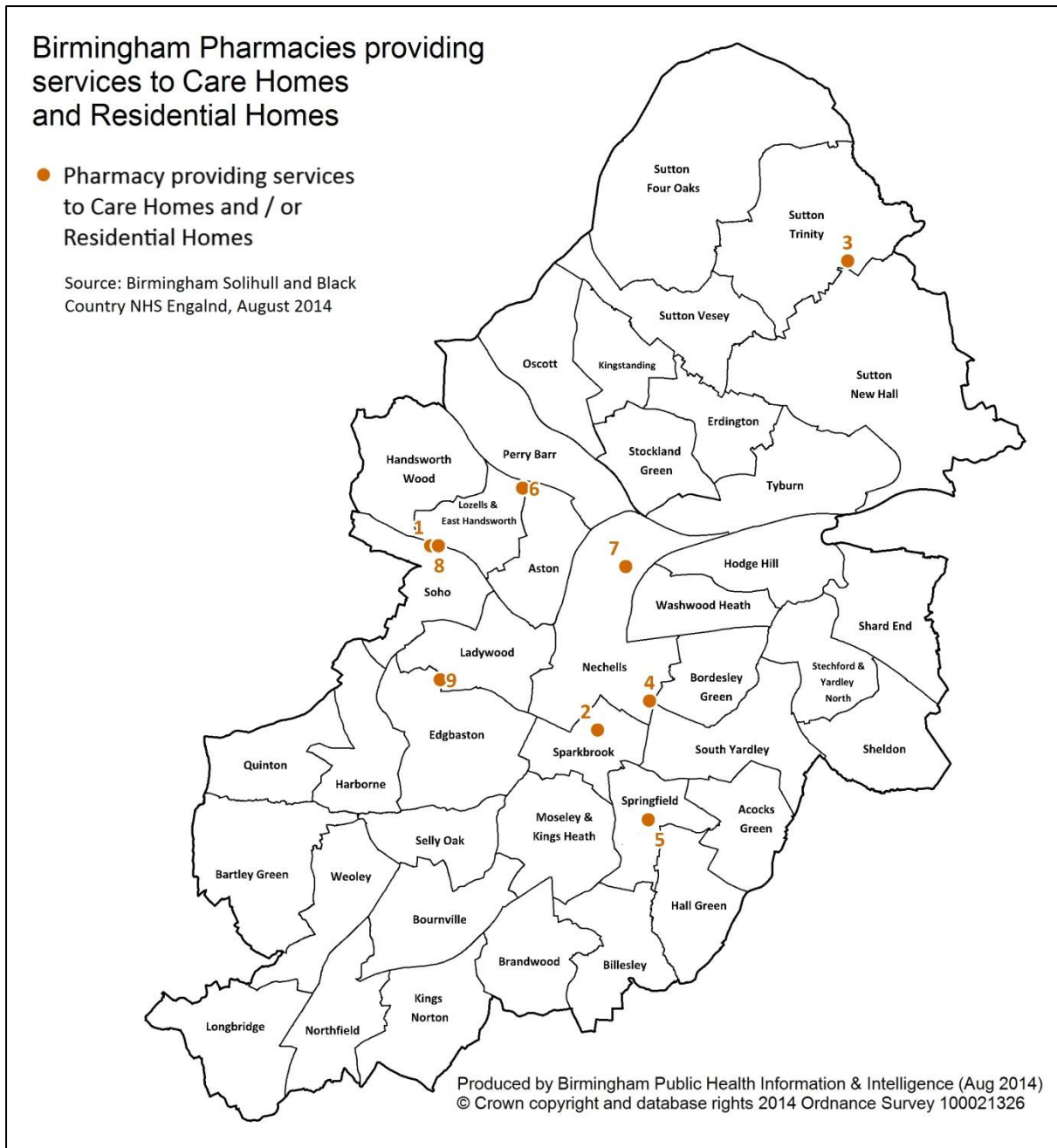
⁴² Furniss L, et al (2000). Effects of a pharmacist's medication review in nursing homes. The British Journal of Psychiatry. <http://bjp.rcpsych.org/content/176/6/563.full> [accessed 06/06/2014]

⁴³ Roberts M, et al (2001). Outcomes of a randomized controlled trial of a clinical pharmacy intervention in 52 nursing homes. British Journal of Clinical Pharmacology.

Conclusion for advice to residential and nursing homes

This service is a **relevant** service. There is less provision across the northern and southern parts of the city. There is scope to introduce this service for other care homes should commissioners see a local need and there are existing pharmacies willing to provide it. Current Better Care Fund (BCF) plans may impact how this service is provided.

Figure 21 – Location of pharmacies providing advice to local care homes



Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

Table 8- List of pharmacies that provide advice to the following Care and/or Residential Homes

Code	Pharmacy	Home	Home Type
1	Lloyds Soho Rd	The Fountains	Care Home
2	Sparkbrook pharmacy	Harriet Tubman Rehab Centre Oaklands	Residential home Care Home
3	Brutons	Robert Harvey	Care Home
4	Dispharma	Ashleigh Court Chestnut Lodge Perrylocks (Brooklyn/Calthorpe)	Residential home Residential home Care Home
5	Laser Pharmacy	Carpenter Place Mary Street Sharmway Norman Power Centre Perrylocks (Lawrence/Perrywell)	Residential home Residential home Residential home Residential home Care Home
6	Rx Pharmacy	Albion court	Care Home
7	Nechells pharmacy	Florrie Robbins House Stennards Leisure Home Reminiscence Neigh Claire Court St Clements	Residential home Residential home Residential home Care Home Care Home
8	Marks	Lyndel Homes	Residential home
9	Noor	Shirwin Court Home Meadow Lodge Home Bournedale House	Residential home Residential home Residential home

(Source: NHS England, Aug 2014)

5.8.8 Palliative care access

The palliative care drugs access service is commissioned to:

- Hold agreed stocks of Specialist Palliative Care Drugs (SPCD)
- Allow timely access to specialist palliative care drugs during extensive pharmacy opening hours including into the evening 7 days per week in a variety of locations
- Signpost to alternative providers of the service where, in exceptional circumstances, the required specialist palliative drugs cannot be supplied in a timely fashion
- Meet the needs of the healthcare professionals and other service users (e.g. Palliative Care Team, carers, patients) who require access to this service
- Enhance the care and safety of palliative patients with regards to treatment

This service is especially important as it enables patients who are being treated palliatively, to die at home if they wish to do so. There are 17 pharmacies in Birmingham that provide this service, with a good geographical spread across the city (Figure 22).

In addition to pharmacies, a number of existing non-pharmacy services have been commissioned historically in primary care, secondary and community health care, and also with hospices and third sector providers.

In terms of pharmacy provision, only 12 of the 17 pharmacies that provide the service in Birmingham are open 7 days a week, and 4 are available 6 days per week. As well as ensuring current providers of the service are open when needed, there may be scope for more of the city's current pharmacy contractors to provide this service so that there is easier access for the population. This is especially true in the northern and southern parts of the city, where there are a higher proportion of older people that may have particular use for the service. As the city's older population increases in number this service may require review.

A new strategy is currently out for consultation and sets out plans for an Integrated Palliative and End of Life care system across Birmingham⁴⁴. A service review is currently underway in order to ensure service provision can meet need. Pharmacy provision of this service is being linked to this new integrated care system.

Conclusion for pharmacy palliative care service

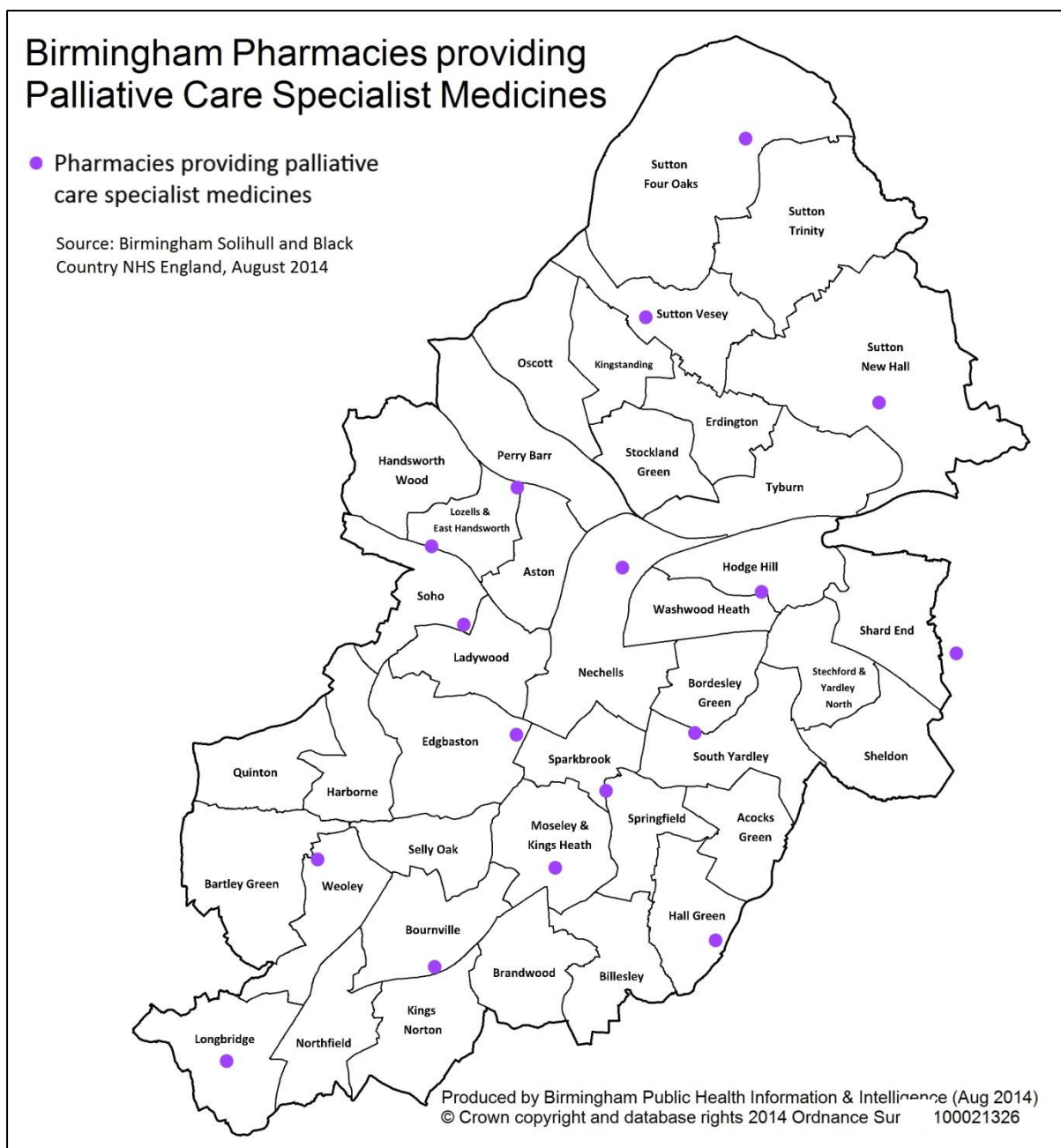
This is considered a **necessary** service.

The service is provided in many parts of the city. The current service review should ensure provision meets demand across the city.

This service should be aligned with the city's plans for an Integrated Palliative and End of Life care system across Birmingham that is currently in development.

⁴⁴ Draft Integrated Palliative and End of Life Care Commissioning Strategy for Birmingham (2014/15 – 2017/18). Birmingham Cross City and South Central CCGs. NHS.

Figure 22 – Location of pharmacies providing palliative care specialist medicines



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6. CONSULTATION AND ENGAGEMENT

Engagement Summary

PHARMACY ENGAGEMENT

- 292 Pharmacies in Birmingham were invited to take part in this Questionnaire. At survey close on 14 July 2014, 203 questionnaires were submitted via BeHeard (on-line survey) and through meetings between the LPC and Pharmacies.
- The questionnaire was based on current service provision and staff competency (qualification, training) and does not allow for additional commentary. However, it is clear from the responses that many of these Pharmacies are willing to provide more or additional public health services providing they received adequate funding and training.

Access

Overall, Pharmacies offer core opening hours between 9am-5pm, with some Pharmacies offering slightly extended services to 6pm or 7pm, such as Boots and IntraPharm. Only a few Pharmacies offered late night opening hours (Canon Hill Pharmacy, some branches of Boots, Pak Pharmacy, Twilight Pharmacy, Shifa Pharmacy, and Advance).

Facilities

- 94% of Pharmacies stated they had consultation facilities, with 83% stating they had wheelchair access. 90% stated these were closed rooms. It is unclear what the definition of a closed room is and this may include areas that have partitions as walls which may not reach the ceiling, and therefore provide less privacy.
- Additionally, only 50% of Pharmacies stated they had hand washing facilities in the room, and even less (40%) stated they had toilet facilities available. This will be a consideration for some screening tests, for example diabetes, where urine samples are needed.

Electronic Prescription Services

Majority (79-96%) of Pharmacies appear to be EPS (release 1 and/or release 2) enabled.

Services Provided

- Response to “dispensed appliances” was positive with a large proportion offering the service. However, provision of Advanced Services was mixed – both MUR and NMS services were well represented. However, AURS and SACS were both under represented with over a third of Pharmacies stating they did not offer these services and were not intending to provide.
- Enhanced Services also fared poorly with up to 3% of Pharmacies currently providing enhanced services under contract with CCG, Local Authority or Area Team. However, up to 79% of

Pharmacies were willing to provide these services if commissioned. Disease Specific Medicine Management Services were also similarly represented.

- Pharmacists showed a willingness to provide Vaccination and Screening Services if commissioned to do so (up to 89%). However, both these groups had the highest proportion of Pharmacies not able to provide these services (Vaccinations 4-7.3%; Screening 4.7-11.4%) which will need to be considered in future commissioning.
- 88% pharmacies were able to provide gender appropriate services if requested (female staff available for female patients and vice versa).

Staff and Brief Interventions

- 96% of respondents promote healthy lifestyles outside the services they are contracted to provide; however 47% did not respond when asked if they felt supported in this area. Taken in conjunction with the results of the public questionnaire, this may imply that pharmacies may require additional support and guidance in providing brief interventions on public health topics
- Suggestions for future support included better and more frequent training, and a training induction pack for each new campaign. This pack may also be useful in ensuring a consistent standard of delivery and ensure accurate and adequate information is passed to the user.

PUBLIC ENGAGEMENT

The questionnaire was launched on the Birmingham BeHeard website on 10 June 2014 and closed on 14 July 2014.

- At close, there were 143 responses recorded on Birmingham BeHeard (including postal entries added manually (verbatim) by Public Health). An additional 37 questionnaires were received after the deadline and comments incorporated into the review where appropriate.
- Comments expressed in this survey show Pharmacies are well valued and used by the local communities. However, local knowledge of which services are available and where is inconsistent and patchy. Better promotion of services, including free and chargeable.
- Access to Pharmacy is good, with disabled access being available. However parking difficulties have been cited as an area of concern. It will be especially difficult for town centre Pharmacies where on- and off-road parking may be restricted. Prescription collect and delivery services may be useful to address this area.
- Location is also important. Close to the surgery or work place are of particular interest and longer opening hours, both in the morning and evening, to accommodate those at work and those with late appointments at surgeries, will continue to be important. 62% of respondents did not use a single regular pharmacy; 38% used one pharmacy and 54% used 3, 4 or more pharmacies.

- There is a variety of comments concerning Pharmacy staff knowledge and customer service – from being friendly and helpful, to being obstructive and refusing medication. There is obviously more work to be done in this area.
- Several comments referred to confidentiality. In particular, stating your name and address when collecting prescriptions. Consideration should be given to how prescriptions can be dispensed whilst preserving the confidentiality of a patient.

Consultation Summary

- Online consultation of this report was undertaken for 60 days. Consultation began on Friday 10th October 2014 and ended on the Monday 8th December 2014.
- The link to the consultation was widely disseminated and organisations that were specifically mentioned in the PNA guidance were contacted with information of the consultation.
- All responses are detailed in Appendix 4

Actions taken:

- Views of respondents were incorporated into the report.
- The most detailed response resulted in the most amendments as a result of discussions with the steering group; the main changes were:
 - Enhanced and locally commissioned services were split up throughout the report and explained clearly.
 - The New Medicines Service was added as an Additional Service.
 - The Healthy Living pilot is not a commissioned service across the city, therefore this was not included in the report.

Other respondents

Respondent A

In addition to the online responses detailed above, a response was received in person. The main recommendations were:

- to add a new map with the geographical locations of all pharmacies and GP practices (see figure 6).
- To mention that according to the maps in the report current pharmacy provision in Washwood Heath, north Nechells and Sheldon should be investigated, considering levels of deprivation (used as a proxy of need).

- No new pharmacies are needed in Birmingham

Actions taken:

This response led to an updating of the map mentioned. Further maps were created to focus in on the geographical area mentioned, and two points were raised:

- A number of pharmacies denoted on the maps by a single dot were in fact several pharmacies that shared the same map co-ordinates. As a result of this finding a caveat has been added to the report (see section 3.6) that points out that the maps in the report denoting location of pharmacies using dots are for illustrative purposes and one dot may represent more than one Pharmacy in that location.
- On closer inspection the area bordering North Nechells and Hodge Hill is dominated by a large leisure and entertainment complex (Star City), a number of business parks and warehouses and the M6 motorway that leads onto the spaghetti junction. This may, in part, explain the presence of fewer pharmacies in this area.
- North Nechells has an Essential Small Pharmacy (ESP). These are some distance from other pharmacies, have a low volume of service users, and are in an area of deprivation but whose presence is considered essential to the area. ESPs currently receive “top up” funding which are directly related to dispensing volumes.
- Location of pharmacies is determined by prospective contractors and not commissioners of pharmacy services.

Respondent B

Three points were raised by another respondent via e-mail:

1. There is an admission in the consultation documentation that MURs are evidence-free. The LMC believes therefore that these should immediately be decommissioned.
2. There is as yet no evidence on the effectiveness of minor ailment schemes in the city effectively reducing general practice workload. The opposite may indeed be the case. Please ensure that evidence confirming the reduction of general practice workload is forthcoming from the current roll-out, otherwise the scheme should be decommissioned.
3. A need for the current pharmacy flu vaccination “pilot” scheme was not identified in your previous PNA. The pilot was shambolically introduced without consultation with GP practices and has had numerous, entirely predictable, indeed inevitable, unintended consequences for them and their vaccination campaigns, jeopardising the delivery of this vital service through GP practices. It should be immediately withdrawn and not repeated; it is untenable that a pharmacy scheme could ever “compliment” as opposed to compete with a holistic GP led service and would never be in patients’ best interests.

Actions taken:

Medicines Use Review

MURs are in fact an advanced service which is commissioned nationally and cannot be decommissioned locally. The wording of this section was therefore amended.

Minor Ailment Scheme

The positive contribution of MAS schemes in community pharmacy in terms of reducing workload pressures across General Practice and Urgent and Emergency care have been recognised in a number of NHS England publications, as well as guidance published by the British Medical Association in January 2015 (Quality First: Managing workload to deliver safe patient care).

As the local MAS (Pharmacy First) pilot began in October 2014 all data on the service is now being captured electronically and evidence of its effectiveness will be available once the service has been evaluated.

Flu vaccination pilot

This is the first PNA undertaken for Birmingham, as previous versions were carried out at the PCT level. The flu pilot has yet to be evaluated and as such no information is available to be included in this report.

7. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

This Needs Assessment provides information regarding the ability of current pharmacy provision to meet the needs of Birmingham. Birmingham is, overall, a city with a rich cultural and ethnic diversity, socio-economic deprivation, and poorer health compared to England. The population distribution is also younger than the country overall. The geographical distribution of deprivation, ill-health and other such factors is very uneven within Birmingham, with affluent pockets near the universities and large parkland areas that have a smaller population size.

Over the coming years the population in Birmingham is expected to both age and grow substantially in numbers. An increase in population size is likely to generate an increased need for pharmaceutical services, but on a local level changes in population size may not necessarily be directly proportionate to changes in the number of pharmaceutical service providers required, due to the range of other factors influencing local pharmaceutical needs.

There are 301 pharmacy providers (as sourced by Birmingham Solihull and Black Country NHS England), 2 appliance contractors, and no dispensing doctors in Birmingham. All provide essential services as defined in this document. There appears to be good provision of these services to the city, with no gaps identified. There are a higher number of pharmacies per 100,000 population than comparator cities, with good geographic distribution. There are 2 appliance contractors in the heart of the city that can provide appliances in addition to the pharmacies providing this service. There is no need for further pharmacies in the city at this time.

Pharmacies' wider role in improving health

Pharmaceutical services play an important role in helping the HWB and their partners deliver the desired health outcome for the population of Birmingham. Services that utilise pharmacists rather than other clinical staff such as nurses or doctors also help with the Health and Wellbeing Board priority to improve the resilience of our health and care system⁴⁵

The PNA shows that those pharmaceutical services delivered by the community pharmacies across the borough are well placed to improve access for patients. Community pharmacists should be considered when commissioning services as they are in an ideal situation to serve local populations and to contribute to the wider self-care and prevention agenda.

In order that the public can benefit more widely from the current pharmaceutical services on offer it is suggested that public promotion of pharmacies is necessary. This is not necessarily a focus just for the local commissioners and contractors themselves, but should also be addressed by the national and local pharmacy bodies.

⁴⁵ Birmingham Health and Wellbeing Board, Health and Wellbeing Strategy
<http://hwb.birmingham.gov.uk/health-and-wellbeing-strategy/strategy-on-a-page/> [accessed 06/06/2014]

Current services across Birmingham

Pharmaceutical provision has increased by 4% from 26.3 pharmacies per 100,000 population in 2011 to 27.4 pharmacies per 100,000 population in 2014. There are 301 pharmacies in Birmingham, with a reduced provision in the evenings, however 54 pharmacies (17.8%) in Birmingham are contracted to open for at least 100 hours per week.

There is good provision of pharmaceutical services on weekends, with 216 pharmacies opening at some point on Saturday, and 137 open past 5pm. 79 pharmacies open for some time on Sundays.

Primary Care Developments

As the new NHS structure is in its third year there will inevitably be some movement of commissioned services between the new NHS organisations and changes in Local Authority. This has inevitably led to many services being, reviewed and reconfigured and de-commissioned. As this document outlines a number of service reviews are currently ongoing and may impact service provision across the city; these services include sexual health, lifestyles, palliative care services and substance misuse.

Any potential change to pharmacy services should be based on the population need of the local areas of which the PNA, along with the JSNA and HWB strategy, is an important document to inform such decisions.

Conclusion on pharmaceutical provision

Overall pharmacies across the city offer a wide range of services and a good level of access that is sufficient to meet the needs of the population.

Pharmacies in Birmingham provide a range of locally commissioned services that are appropriate to the population. Some services may benefit from further development and some of this is currently underway, for example, due to historical commissioning arrangements, MAS has no presence in some of the most deprived wards in the city and this service is currently being reviewed by commissioners. A pilot scheme that may over time re-dress this imbalance is the Community Pharmacy MAS pilot scheme (referred to as "Pharmacy First") that was launched in October 2014. The pilot currently operates across Birmingham, Wolverhampton, Sandwell and parts of Dudley. An early evaluation of the first 3 months of the pilot suggests that when placed in Community Pharmacies this service receives high patient satisfaction and represents better value for money than alternative NHS settings (such as GP, Walk-in Centres, Out of Hours and Emergency Services).

As the city's younger (0-15 years) and older population (65 years and over) are predicted to increase over the next 15 years, it is important to ensure appropriate service provision across the city. Demand for services such as SAC and AUR should be reviewed to ensure good provision, and services such as advice offered to care/residential homes could also be developed further.

Whilst this report includes the provision of a number of wider services through pharmacies, a range of providers may be involved in delivering many of these services to patients. Therefore, further development or expansion of such services should consider using all providers, not just community pharmacies, to best meet the needs of patients.

Therefore gaps in services should be addressed to best meet the needs of patients using all providers – not just community pharmacies. Where further or new enhanced services are being commissioned these should be done across existing pharmacies.

RECOMMENDATIONS

1. That currently there are sufficient pharmaceutical services to meet the needs of the population. Birmingham has more pharmacies per person than the national median and higher than many comparable cities, we may therefore conclude that there is no need for new pharmacies in Birmingham.

For Commissioners

2. To ensure pharmacy provision is equitable across the city, with services being relevant to key issues in each ward.
3. For commissioners of statutory and locally defined services to work with pharmacies to increase awareness of pharmacy services. This would help services to be used more effectively and contribute to the improvement of the health of the local population.
4. To plan pharmaceutical services for projected demographic changes, for example the expected increase in young (under 15 years) and a growing elderly population (see Section 4.1.8)
 - Service provision should also be reviewed in the event of new housing developments and new estates.
 - Monitoring of cross-border dispensing
5. To ensure pharmacy services are in-line with wider service reviews and strategies across the city.

For the Health and Wellbeing Board:

6. To ensure there are systems in place to monitor potential changes that will affect the delivery of pharmaceutical services and have a process in place to decide whether the changes are significant and any actions needed to be taken.

For Pharmacists

7. To ensure patients are aware of services that may improve access to services, such as language services.

APPENDICES

Appendix 1 – Steering Group Membership & Terms of Reference

Name	Role	
Wayne Harrison	Consultant in Public Health Medicine	Birmingham Public Health
Hashum Mahmood	Evidence Base Manager	Birmingham Public Health Information Team
Fatumo Abdi	Public Health Registrar (Chair)	Birmingham Public Health
Chris Baggott	Public Health Lead for Liaison and Assurance	Birmingham Public Health
Michelle Deenah	Primary Care Contract Manager	NHS England
Brian Wallis	Assistant Contract Manager (Pharmacy)	NHS England
Janet Smith	Support Worker (Pharmacy)	NHS England
John Nicholls	Cluster Liaison Pharmacist	Local Pharmaceutical Committee
Tom Wedgbury	Secretary	Local Pharmaceutical Committee
Sandeep Dhani	LPC Member	Local Pharmaceutical Committee
Mark Dasgupta	Head of Medicines Management	Birmingham Cross City CCG
Alima Batchelor	Medicines Management Lead	Birmingham South Central CCG
Sajjad Rama	Medicines Optimisation Pharmacist	Sandwell and West Birmingham CCG
Jonathan Horgan	Head of Medicines Management	CSU
Helen Baglee	Member and Volunteer Coordinator	Healthwatch Birmingham

Terms of Reference

Accountable to: Alan Lotinga (Service Director for Birmingham Health and Wellbeing Board)

Chair: Fatumo Abdi

Constitution and Accountability

The Health and Social Care Act 2012 transfers the duty to prepare a PNA from Primary Care Trusts to Health and Wellbeing Boards (HWB) from April 2013. Each HWB must publish its PNA by 1 April 2015.

Purpose

- Review current Birmingham PNA Overview document (2013) and update as necessary
- Provide advice on how best to integrate/align the PNA to JSNA
- Provide advice and information to BHWB about community pharmacies in the area
- Provide advice and information to BHWB about potential of community pharmacy to address health inequalities as addressed by JSNA
- Provide leadership in developing a single robust PNA across Birmingham
- Ensure the engagement and involvement of relevant people/bodies in the development of the PNA

Membership

- Primary Care Contracts Managers
- LPC (Birmingham)
- CCG Medicines Management
- Public Health Project Manager
- Public Health Epidemiologist
- Public Health Consultant
- Representative from BHWB
- Representative from Healthwatch Birmingham
- Minute taker

Members are expected to attend and should not send deputies without permission of the Chair. The Committee may co-opt/invite other attendees for specific agenda items/ reports.

Frequency of Meetings

The group will meet monthly, or more frequently as required.

Appendix 2 - The PNA development process

3.5.1 Steering Group

Birmingham Public Health, on behalf of the BHWB, set up a multidisciplinary Steering Group to oversee the development of a new PNA. The membership and Terms of Reference are shown in Appendix 1. Representatives from the BHWB, Public Health, NHS England, CCGs, the Local Pharmaceutical Committee (LPC), the Pharmacy Local Professional Network, Healthwatch Birmingham and pharmacy contracting were involved. The Steering Group had responsibilities in delivering the PNA for approval by the BHWB, to assist with commissioning decisions from April 2015.

3.5.2 Stages of development

Figure 23 – Stages of development of PNA



Figure 1 shows the key aspects of the production of the PNA. Details about each step are given in Table 9.

Table 9 – Detail regarding each step of development of the PNA

Step	Activity	Data source(s)
1	Collate epidemiological data: -Demographic data (including age structures, sex, ethnicity, deprivation) -Health indicators (including smoking prevalence, substance misuse, sexual infections data) -Understand health needs and set health priorities	-Birmingham JSNA 2012 Summary -Detailed needs analysis data -Ward profiles -ONS demographic data -Stop Smoking Service data -Commissioning data -Planning data -Primary care review
2	Collate service use data: -Advanced services -Enhanced services	-Contracting and activity data held locally
3	Stakeholder involvement -Stakeholder steering group (ongoing)	
4	Engagement -Pharmacy questionnaire -Public questionnaire	
5	Produce assessment Describe pharmaceutical providers' ability to deliver care that the population needs and wants, with recommendations for next steps	-Data from Steps 1-3
6	Consultation and amendments -Formal consultation on the draft PNA (October and November 2014) -Analyse consultation feedback and incorporate findings into the PNA document -Draft PNA to the HWB for comment -Final PNA to the HWB for approval and adoption -Publish PNA	-HWB and internal consultation -External consultation

Data for Birmingham

Much of the data, particularly regarding the health of the city, has been collected and published previously, in the form of ward profiles, the JSNA and its in-depth needs analyses, and national datasets. Local data in particular, however, is well placed to show where within the city health needs are greatest. The PNA regulations require geographically defined boundaries to allow comparison of need and utilisation of services. The use of electoral wards was chosen as the unit of geography as they are:

- geographically defined
- have stable boundaries
- tend to be uniform in distribution of the population

The 40 electoral wards are also amalgamated into 10 larger areas called 'districts', which are consistent with current Parliamentary Constituencies. Table 10 shows the 40 wards and corresponding 10 districts for Birmingham. Figure 24 shows the geographic layout of each of the 40 wards in Birmingham alongside neighbouring local authorities.

Table 10 - Birmingham electoral wards and corresponding districts

Ward	District
Bartley Green	Edgbaston
Edgbaston	
Harborne	
Quinton	
Erdington	Erdington
Kingstanding	
Stockland Green	
Tyburn	
Hall Green	Hall Green
Moseley and Kings Heath	
Sparkbrook	
Springfield	
Bordesley Green	Hodge Hill
Hodge Hill	
Shard End	
Washwood Heath	
Aston	Ladywood
Ladywood	
Nechells	
Soho	
Kings Norton	Northfield
Longbridge	
Northfield	
Weoley	
Handsworth Wood	Perry Barr
Lozells and East Handsworth	
Oscott	
Perry Barr	
Billesley	Selly Oak
Bournville	
Brandwood	
Selly Oak	
Sutton Four Oaks	Sutton Coldfield
Sutton New Hall	
Sutton Trinity	
Sutton Vesey	
Acocks Green	Yardley
Sheldon	
South Yardley	
Stechford and Yardley North	

Figure 24 – Map of Birmingham showing electoral wards



Process of engagement and consultation

To inform the Birmingham Pharmaceutical Needs Assessment a series of engagement and consultative processes were undertaken:

Engagement

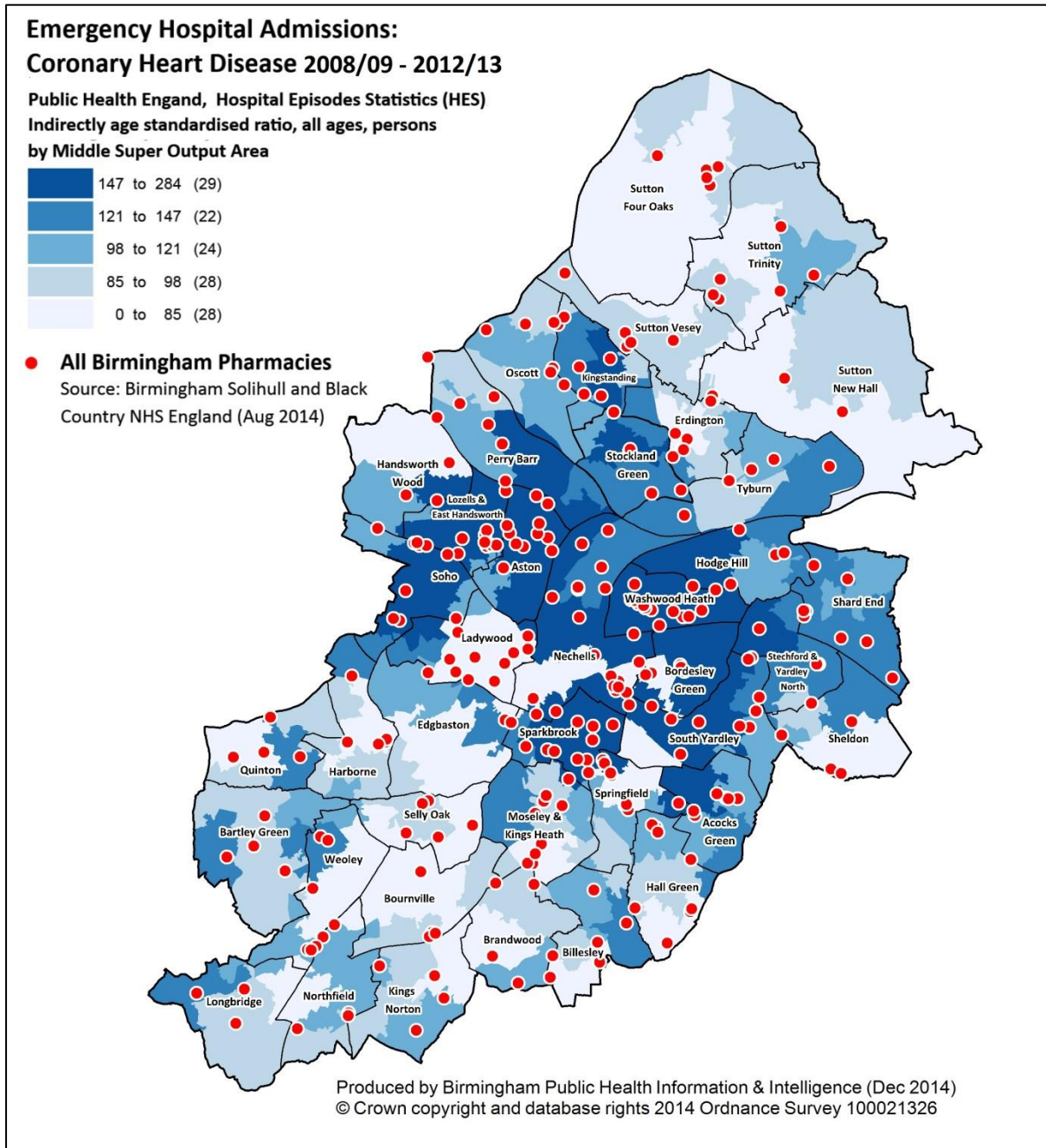
- A period of public consultation, comprising a web-based questionnaire on needs and preferences.
- A questionnaire was sent to each of the pharmacies in the city and an electronic version was made available on-line.

Consultation

The findings from the engagement were incorporated into the draft PNA report (see Chapter 7). This report then went out for formal consultation for the statutory 60 day period. Responses are detailed in this report (see Appendix 4).

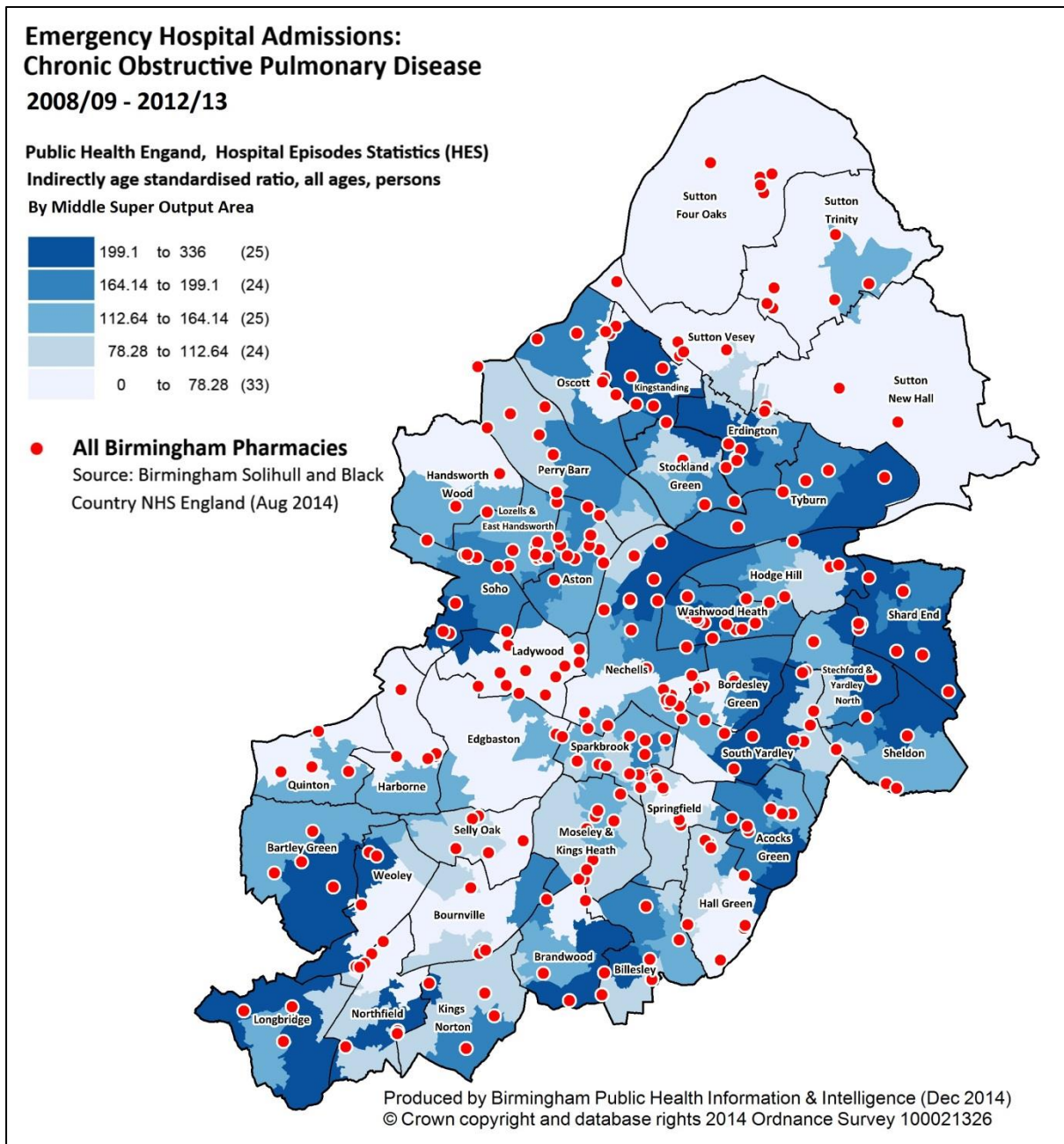
Appendix 3 – Maps showing burden of disease in Birmingham

3a: CHD



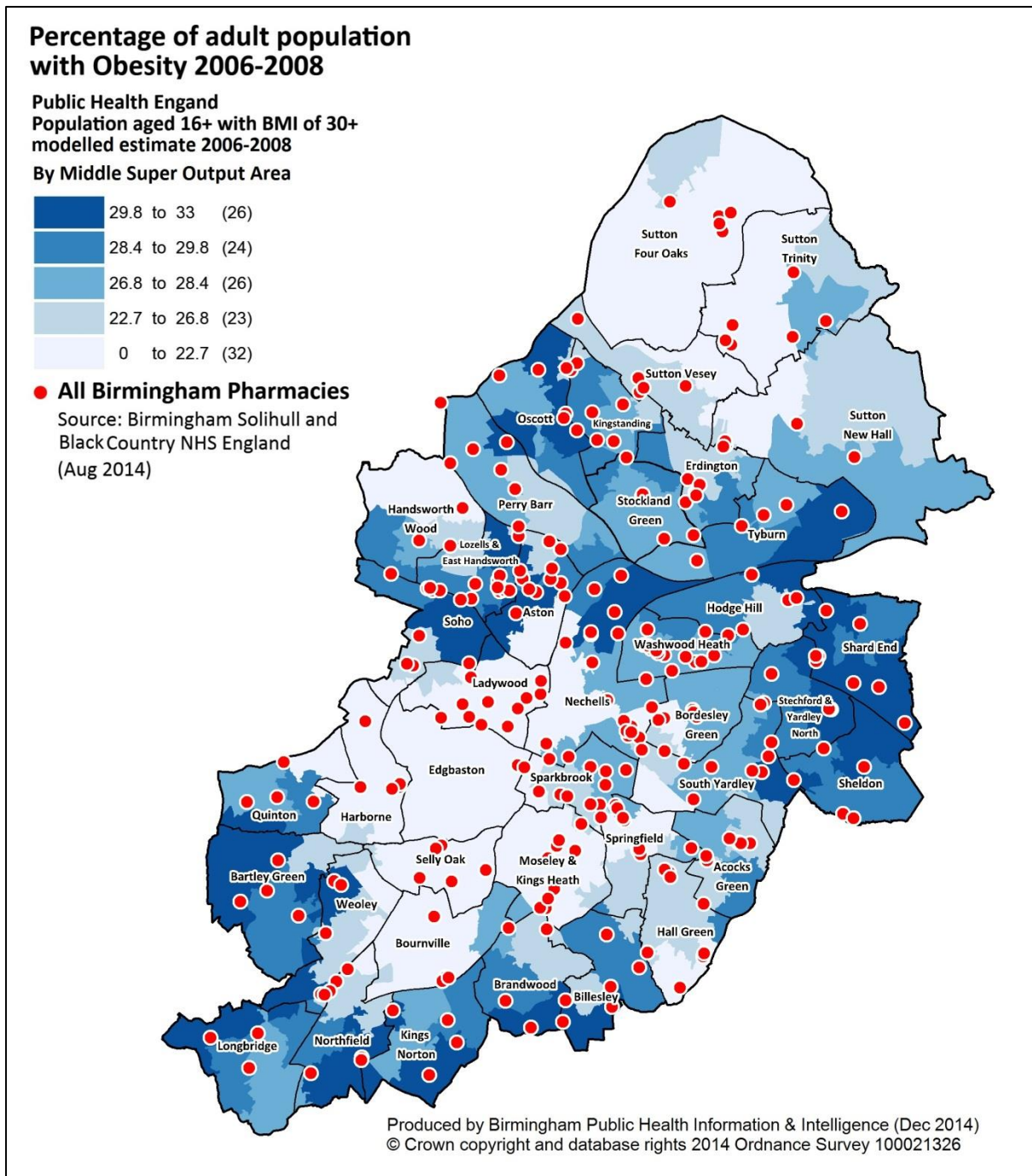
Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

3b: COPD



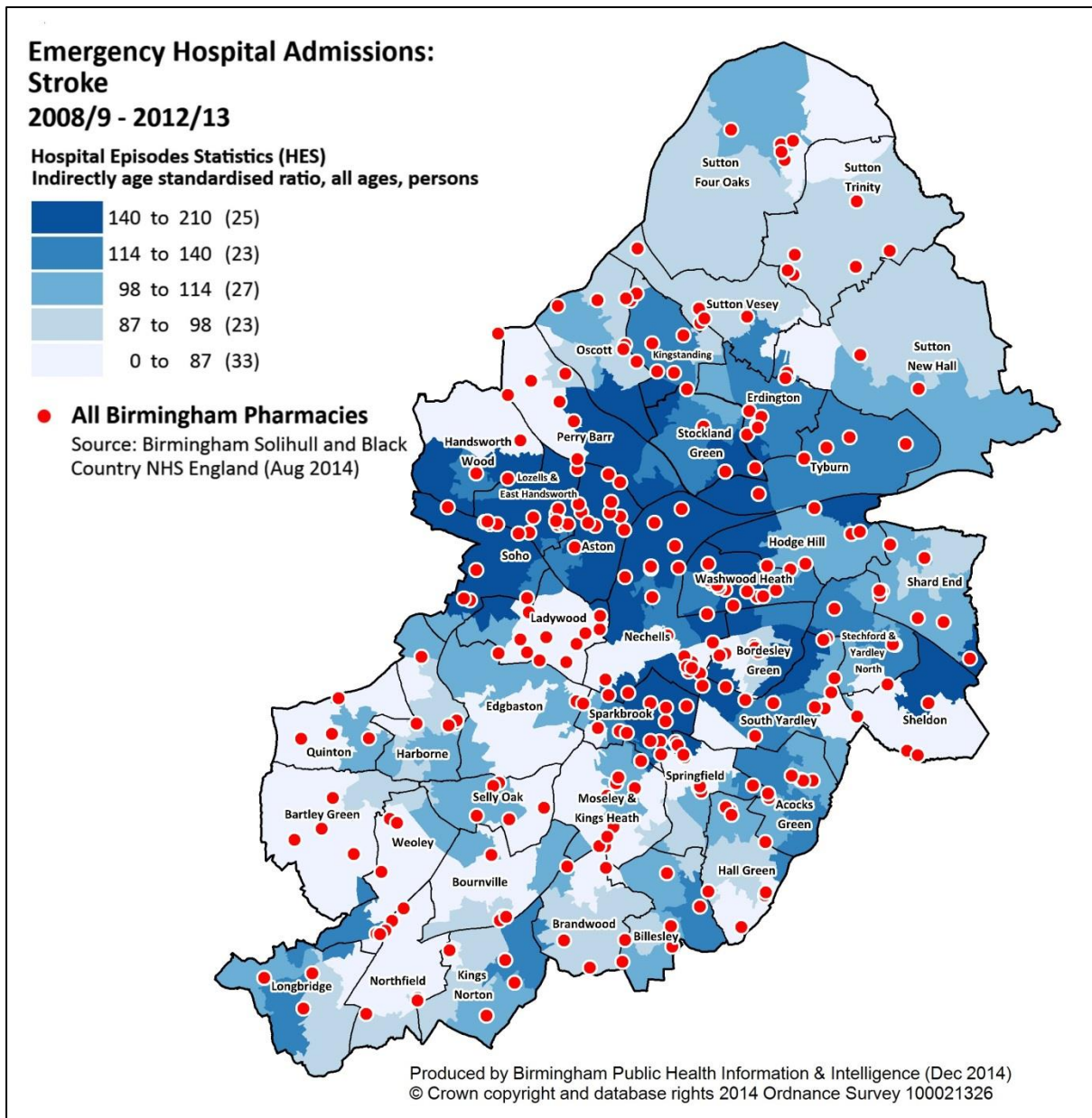
Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

3c: Obesity



Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

3d: Stroke



Please note: this map (and all maps contained in this report) is for illustrative purposes only and each marker indicates a geographical location on the map based on easting and northing grid references. Therefore one marker may indicate more than one Pharmacy based at the same grid reference. A full table of Pharmacies and services provided (as detailed within this report) can be found in the Appendices.

Appendix 4 – Consultation results

4a. Online responses

Birmingham Public Health

Pharmaceutical Needs Assessment

Responses to Consultation Paper

Report provided: Nicola Pugh

Involved in / contributed to Consultation: Fatumo Abdi, Hashum Mahmood, Jade Hussain and interested stakeholders.

22 June 2016

Draft V1.

Contents

1	Introduction.....	83
2	Purpose of Consultation.....	83
3	Data Sources and Scope	84
4	Key Findings.....	84
5	Next Steps	85
	Appendix 1: Responses	Error! Bookmark not defined.

Pharmaceutical Needs Assessment

Responses to the Consultation Paper

Introduction

As part of the process of making sure that the public health services we commission from Pharmacies are meeting the needs of the local population, Birmingham Public Health conducted two engagement exercises. The first was an online questionnaire designed for members of the public and Pharmacy service users, to ascertain current use Pharmacy health services, awareness of services on offer and any barriers or issues.

The second exercise was also an online questions aimed specially at Pharmacies. Its purpose was to verify existing facilities and accessibility, types of health services offered and current use, and which health services they would be able to offer in the future.

Both these surveys were made available via BeHeard and ran concurrently from 6 Jun 2014 to 14 July 2014.

The results from both those surveys, together with national and local research, have formed part of an internal review to understand current service provision but also to support the national, statutorily required Pharmaceutical Needs Assessment, which is a published statement of the needs for pharmaceutical services (including public health) in your local area.

A final draft of the PNA report was made available on BeHeard for comment by members of the public and all interested parties, and this report outlines the responses made.

Purpose of Consultation

From 1st April 2013, every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA).

The PNA looks at the current provision of pharmaceutical services across Birmingham and whether this meets the current and future needs of the population and identifies any potential gaps to service delivery. Birmingham's HWB is currently undertaking its first PNA for publication by 1 April 2015.

The PNA is a key document which will be used by NHS England to inform decisions regarding applications for new or changes to, existing pharmaceutical services. PNAs will also be used by NHS England to make decisions in the commissioning of NHS-funded services that can be provided by local community pharmacies. In addition, Local Authorities and Clinical Commissioning Groups can also use the PNA when commissioning services to meet local health needs and priorities.

Data Sources and Scope

Birmingham's draft PNA consultation made available via BeHeard from Friday 10th October 2014 and ending on Monday 8th December 2014. A link was circulated to all interested parties and promoted via the Local Pharmacy Committee.

Key Findings

Nine responses were made. Full comments have been provided in the Appendix.

Demographics of Respondents

Below are the demographics of the respondents.

- 6 out of the 9 respondents identified as male, 2 female and 1 unknown
- 4 responded on behalf of an organisation, 2 stated they were health and social care professionals, 2 respondents were a family member or carer of someone who uses pharmacy services, 1 responded on behalf of a business or sole trader
- 5 stated they fall within the 30-49 age categories, 3 were in the 50-64 age groups and 1 unknown.

Interest in the consultation	Age group	Gender	Ethnicity	Sexual orientation	Religion / belief
On behalf of an organisation	30-34	Male	Asian/Asian British	Heterosexual or Straight	Muslim
A Health or Social Care Professional	35-39	Male	Asian/Asian British	Heterosexual or Straight	Sikh
On behalf of an organisation	40-44	Male	White	Heterosexual or Straight	No religion
On behalf of a business or sole trader	40-44	Male	Mixed/multiple ethnic groups	Other	Christian denomination
A family member or carer of someone who uses pharmacy services	50-54	Male	White	Heterosexual or Straight	Christian denomination
A Health or Social Care Professional	60-64	Male	Asian/Asian British	Heterosexual or Straight	No religion
A family member or carer of someone who uses pharmacy services	45-49	Female	Asian/Asian British	Prefer not to say	Muslim
On behalf of an organisation	50-54	Female	White	Heterosexual or Straight	Christian denomination
On behalf of an	Not	Not	Not	Not	Not

organisation	Answered	Answered	Answered	Answered	Answered
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Next Steps

Comments made will be reviewed and the Pharmaceutical Needs Assessment will be amended or updated where appropriate. Once the paper is completed, it will be submitted to the Health & Well-Being Board for further comments before final publication in April 2015.

Nicola Pugh

Data Analyst – Customer Insight

Public Health Information Team

Table 11 - Consultation responses

Does the draft PNA reflect current pharmaceutical service provision within Birmingham? If no, please explain:	Are there any other services you think community pharmacies could provide in the future that we have not identified in the draft PNA? If no, please explain:	Does the draft PNA reflect the needs of the Birmingham population for pharmaceutical services? If no, please explain:	Any other comments about the draft PNA?
<p>No</p> <p>In your advanced services, there is no mention of New medicine Service provision which has been operating since 2011 as the fourth national advanced service. This data is obtainable from NHS Business Service authority.</p> <p>Under NHS (Pharmaceutical Services and Local Pharmaceutical Services) regulations 2013 (legislation which has transferred responsibility for PNA from PCTS to HWB's), enhanced services can only be referred to services commissioned by NHS England. Your report mentions services directly commissioned by Public health (sits within the Birmingham Council) i.e. EHC, Supervised administration and Needle Exchange, Stop Smoking Services - these cannot be referred to as local enhanced services under the legislation hence it is factually inaccurate. Please read for explanation:</p>	<p>Yes</p> <p>Alcohol related admissions are on the increase in many areas of England. An alcohol brief intervention and advice service is an evidence based service that can be successfully delivered through pharmacies and could be considered for commissioning.</p> <p>Birmingham HOB PCT was part of a national pathfinder for the Healthy Living Pharmacy pilot. However, your PNA does not mention accreditation of your pharmacies as HLPs. Are there any HLPs within Birmingham?</p> <p>NHS Health checks should be considered if not already commissioned.</p>	<p>Yes</p>	<p>From a market entry perspective (NHS England granting new applications), it would be worth mentioning within the PNA that under the legislation, NHS England can only grant new applications based on assessment of provision of essential, advanced and enhanced services. Services commissioned by local authorities or CCGs do not fall under the legislation and so cannot be referred to as local enhanced services and this is important since whilst an assessment of provision can be made for these services, NHS England cannot grant new applications based on these. May be worth adding this statement in.</p>

Does the draft PNA reflect current pharmaceutical service provision within Birmingham? If no, please explain:	Are there any other services you think community pharmacies could provide in the future that we have not identified in the draft PNA? If no, please explain:	Does the draft PNA reflect the needs of the Birmingham population for pharmaceutical services? If no, please explain:	Any other comments about the draft PNA?
<p>Primary Care Commissioning. Pharmacy Enhanced Services from 1 April 2013. 25 April 2013. Accessed 5 Jun 2013 at: http://www.pcc-cic.org.uk/article/pharmacy-enhanced-services-1-april-2013</p> <p>Whilst you mention Birmingham residents may access pharmaceutical services from those pharmacies that sit across your borders in neighbouring CCG areas, this is not quantified i.e. how many of Birmingham General Practitioner prescription items are dispensed by pharmacies outside of your HWB? This data is relevant to quantify the extent to which the Birmingham population makes use of pharmacies outside of your HWB particularly in wards that sit near your boundaries. This data can be analysed from ePACT (electronic prescribing and cost analysis).</p>			
Yes	Yes More services around diabetes, cholesterol, weight management etc	Yes	There are too many pharmacies and also any needs can be covered by local existing pharmacies
Yes	No	Yes	
Yes	Yes	Yes	good way of keeping GPs informed
Yes	No	Yes	You haven't included a section on

Does the draft PNA reflect current pharmaceutical service provision within Birmingham? If no, please explain:	Are there any other services you think community pharmacies could provide in the future that we have not identified in the draft PNA? If no, please explain:	Does the draft PNA reflect the needs of the Birmingham population for pharmaceutical services? If no, please explain:	Any other comments about the draft PNA?
			current/future housing developments. Has this been considered, as it may impact pharmaceutical provision.
Yes	No	Yes	Need to amend some info re opening hours/services of Co-Op pharmacies
Yes	<p>No</p> <p>From a secondary care perspective, we would support services where there is easy access for patients to minor ailments or emergency care to prevent visits to emergency department, support with medication use to help with LTC and prevent re-admissions / admissions to hospital, easy access to provision of palliative care treatments to avoid requirement for hospitals to support, medicines assessment and compliance support, particularly to support a quicker more effective discharge</p>	Yes	<p>We would want to build on informal relationships with our community pharmacy colleagues e.g. referrals or signposting to community pharmacists regarding new medicines service or perhaps disease specific medicines management services.</p> <p>Provision of enhanced services locally should be shared with local providers so that appropriate sign-posting can be made.</p> <p>Provision of service would be enabled by access to the patients' healthcare record allowing appropriate & relevant information to be shared and updated which is important to ensure seamless transfer of medicines information across different interfaces.</p>
Yes	No	<p>No</p> <p>Most end up seeing GPs or go to WIC</p>	
Yes	<p>No</p> <p>Pharmacists are the experts on drug</p>	<p>No</p> <p>Don't know</p>	

Does the draft PNA reflect current pharmaceutical service provision within Birmingham? If no, please explain:	Are there any other services you think community pharmacies could provide in the future that we have not identified in the draft PNA? If no, please explain:	Does the draft PNA reflect the needs of the Birmingham population for pharmaceutical services? If no, please explain:	Any other comments about the draft PNA?
	<p>therapy and are the primary health professionals who optimize use of medication for the benefit of the patients. However they are not, I repeat not, doctors.</p> <p>With the NHS facing an estimated legal bill for negligence running at billions of pounds, yes billions, just be very careful at extending roles for which professionals were not trained</p>		

Appendix 5 - Ward profiles for Birmingham

Ward	Resident Population (2010)						Limiting long term illness or disability	Life Expectancy (2008-12)		General Health - very bad (%)	General Health - bad or very bad	Black and Minority Ethnic (BME) Population	Income Deprivation
	Total	0-15 yrs (%)	16-24 yrs (%)	25-64 yrs (%)	65+ yrs (%)	85+ yrs (%)	%	Male	Female	%	%	%	%
Acocks Green	28884	24.1	12.6	50.4	12.9	2	20.1	75.4	80.3	1.7	7.2	36.7	27.2
Aston	32151	29.1	19	44.5	7.5	0.8	16.5	76.3	83.5	1.7	6.8	86.7	39.1
Bartley Green	25107	22	12.8	50.2	14.9	2.1	21.6	77.8	81.2	1.9	7.7	19	27.4
Billesley	26653	21.9	12.1	50.5	15.5	2.3	21.3	77.3	79.8	1.8	7.6	22.4	23.1
Bordesley Green	34567	33.7	14.7	43.4	8.2	0.9	17.7	75.8	80.2	1.9	7.3	85.5	41.5
Bournville	25948	19.4	10.5	54	16.2	2.8	19.1	78.2	82	1.4	6.2	16	18.1
Brandwood	25739	21.5	11.4	51.5	15.7	2	20.3	76.4	82	1.8	7.1	22.6	23.3
Edgbaston	25138	13.1	31.7	44.1	11.1	1.7	13.1	78.8	83	1	4.4	42.2	13.6
Erdington	22979	19.9	11.1	52.8	16.2	2.6	21	76.2	80.1	1.7	7.5	22.1	22.8
Hall Green	26739	22.3	11.6	50.6	15.5	2.1	17.6	79.5	83.9	1.4	5.6	44.2	17.5
Handsworth Wood	27878	21.7	14.6	52.3	11.4	1.6	17.5	78.4	83.1	1.4	6.4	77.1	24.1
Harborne	23254	16.6	13	56.1	14.3	2.6	15.6	78.3	84.9	1.3	5.1	34.4	14.5
Hodge Hill	28553	29.1	12.9	46	12.1	1.8	18.6	76.7	82.1	1.8	7	55.5	31.7
Kingstanding	24662	22.7	11.5	49.6	16.2	2.2	21.5	77	81.6	1.8	7.2	14.6	27
Kings Norton	25570	25.1	13.1	48.5	13.2	1.8	22.9	73.2	79.5	2.2	9.3	20.5	33.7
Ladywood	31920	11.9	25	58.5	4.6	0.5	11.3	75.7	81.2	1.1	4.6	50.6	28.1
Longbridge	25503	21.7	11.2	53	14	1.7	20.5	76.8	81.8	1.6	7.3	10.8	24.9
Lozells & East Handsworth	31742	28.3	15.4	47.9	8.5	0.9	17.6	75	82.3	1.9	7.4	89.2	38.8
Moseley & Kings Heath	25462	18.3	11.2	58	12.5	1.8	17.2	77.1	81.7	1.7	6.1	38.6	23.3
Nechells	35549	25.8	24.8	42.6	6.7	0.6	16	73.1	80.9	1.7	6.7	72.9	43.9
Northfield	25791	19.7	12.2	51.2	16.9	2.4	20.5	78.6	83.2	1.5	6.7	11.2	18.7
Oscott	24695	20.6	11.7	50.7	17	2.2	19.5	77.3	81.4	1.5	6.7	18.1	17.3
Perry Barr	23909	22.1	15.5	48.4	13.9	1.7	16.6	78.4	84.4	1.2	5.5	46.6	18.1

Ward	Resident Population (2010)						Limiting long term illness or disability	Life Expectancy (2008-12)		General Health - very bad (%)	General Health - bad or very bad	Black and Minority Ethnic (BME) Population	Income Deprivation
	Total	0-15 yrs (%)	16-24 yrs (%)	25-64 yrs (%)	65+ yrs (%)	85+ yrs (%)	%	Male	Female	%	%	%	%
Quinton	24162	22.1	11.3	50.6	16	2.1	18.7	78.7	83.5	1.5	6.4	30.1	21.3
Selly Oak	26129	10	49.8	31.9	8.4	1.4	10.9	77.8	79.3	0.7	3.2	28.8	10
Shard End	27041	24	12.3	48.7	15	2.9	23.3	74.9	78.8	2.4	9.4	18.1	34.3
Sheldon	21929	20.1	11.2	50.1	18.5	2.9	21	78.3	84.3	1.8	7.3	15.1	19.1
Soho	31082	26.5	14.8	50.2	8.5	1.1	18.2	74.2	81	1.9	7.3	79.4	38.8
South Yardley	31262	26.9	12.3	49.6	11.1	1.2	18.1	76.8	81.6	1.8	7	47.9	29.1
Sparkbrook	32846	30.1	15.9	45.7	8.3	0.9	19.4	76.1	80.5	2.3	8.7	87.6	41.9
Springfield	32191	28.5	14.3	47.6	9.5	1.2	17.7	78.5	83.2	1.8	7	78.8	32.8
Stechford & Yardley North	26268	24.4	12.8	48.4	14.4	2.2	21.1	76.9	79.7	1.8	7.2	32	27.8
Stockland Green	24732	20.8	13.1	53.8	12.3	1.9	20.2	77.1	82	1.9	7.4	40.1	25.9
Sutton New Hall	23996	18.8	8.7	49.3	23.2	3.3	16.6	82.2	86.7	0.8	4.1	10.7	7.1
Sutton Four Oaks	22291	16.9	9.3	53.3	20.5	2.8	16.7	80.5	85.1	1.2	4.8	10.8	7.2
Sutton Trinity	25161	19.3	10.2	51.3	19.2	2.8	17.1	82.7	84.3	1.1	4.7	10.4	11.1
Sutton Vesey	23242	17.5	9.8	52.5	20.2	2.9	16.9	80	83	1	4.4	13.5	8.6
Tyburn	25322	23.2	12.6	49.2	14.9	1.9	23.4	75.3	80.6	2.4	9.1	25	27.1
Washwood Heath	33376	33.6	15.3	43.8	7.3	0.8	17.1	75.2	81.3	1.9	7.4	87.7	46.7
Weoley	25994	22.9	12.9	49.2	15	2.3	20.7	77.9	82.6	1.8	7.2	20	24

Note: Index of Multiple Deprivation Score – higher values indicate more deprived areas.

Appendix 6- Details of all pharmacies operating in Birmingham

Type: 40 = 40 hour Community Pharmacy; 100 = 100 hour pharmacy; Internet = Internet only pharmacy

MAS = Minor Ailments Scheme; SSS = Stop Smoking Service; EHC = Emergency Hormonal Contraceptive; NEX = Needle Exchange; SCONS = Supervised Consumption Scheme; DERM DISP = dermatology dispensing

Pharmacy data provided by Birmingham Solihull and Black Country NHS England and is correct as at August 2014. Opening hours are for guidance only and subject to change.

MAP POINT CODE	CODE	CONTRACTOR	TRADING NAME	ADDRESS	TELEPHONE & FAX	EMAIL / WEBSITE	OPENING HOURS	CONTRACT TYPE	SERVICE PROVIDED								DATA SOURCE		
									MAS	SSS	EHC	NEX	SCONS	DERM DISP	CARE HOME	PALLIATIVE	PNA Questionnaire	B&S NHS England	
1.	FFA45	HEALTHCARE ENTERPRISES LTD	ABU'S MIDNIGHT PHARMACY	348 BORDESLEY GREEN EAST, STECHFORD, BIRMINGHAM, B33 8QB	T: 0121 624 6010 F:		MON: 08:00-24:00 * TUE: 08:00-24:00 * WED: 08:00-24:00 * THU: 08:00-24:00 * FRI: 08:00-24:00 * SAT: 08:00-24:00 * SUN: 13:00-17:00 *	100		YES	YES			YES				NO	YES
2.	FE315	ADAMS HEALTHCARE LTD	ADAMS PHARMACY	50-51 NECHELLS PARK ROAD, NECHELLS, BIRMINGHAM, B7 5PR	T: 0121 328 4727 F:		MON: 08:00-24:00 * TUE: 08:00-24:00 * WED: 08:00-24:00 * THU: 08:00-24:00 * FRI: 08:00-24:00 * SAT: 08:00-24:00 * SUN: 10:00-14:00 *	100	YES									YES	YES
3.	FGX00	ADVANCE PHARMACY	ADVANCE PHARMACY LTD	839 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4DA	T: 0121 777 8111 F:		MON: 08:00-23:00 * TUE: 08:00-23:00 * WED: 08:00-23:00 * THU: 08:00-23:00 * FRI: 08:00-23:00 * SAT: 08:00-23:00 * SUN: 09:00-19:00 *	100	YES		YES							YES	YES
4.			AL-QAIM PHARMACY	9 WHITMORE ROAD, SMALL HEATH, BIRMINGHAM, B10 0NR	T: 0121 684 7860 F:		MON: 08:00 - 23:00 * TUES: 08:00 - 23:00 * * WED: 08:00 - 23:00 * THU: 08:00 - 23:00 * * FRI: 08:00 - 23:00 * SAT: 09:00 - 19:00 *	100										NO	YES
5.	FDW81	CLINPHARM HEALTHCARE LTD	AL-SHAFA PHARMACY	674 COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 0UU	T: 0121 772 3108 F:		MON: 08:30-22:30 * TUE: 08:30-22:30 * WED: 08:30-20:30 * THU: 08:30-22:30 * FRI: 08:30-22:30 * SAT: 09:00-24:00 * SUN: 00:00-17:00 *	100										NO	YES
6.	FEQ40	TRI HEALTHCARE (UK) LIMITED	AL-SHIFA PHARMACY	164 LOZELLS ROAD, LOZELLS, BIRMINGHAM, B19 2SX	T: 0121 551 7685 F:		MON: 08:00-23:00 * TUE: 08:00-23:00 * WED: 08:00-23:00 * THU: 08:00-23:00 * FRI: 08:00-23:00 * SAT: 09:00-23:00 * SUN: 12:00-23:00 *	100	YES									NO	YES
7.	FMK17	ARK HEALTHCARE LTD	ARK HEALTHCARE LTD	566-568 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4AN	T: 0121 772 7381 F:		MON: 08:45-19:00 * TUE: 08:45-19:00 * WED: 08:45-19:00 * THU: 08:45-19:00 * FRI: 08:45-19:00 * SAT: 08:45-13:00	40	YES									NO	YES
8.	FKK81	ASDA STORES LTD	ASDA PHARMACY	OLD HORNS CRESCENT, GREAT BARR, BIRMINGHAM, B43 7HA	T: 0121 325 3210 F:	WWW.ASDA.COM	MON: 08:00-23:00 * TUE: 07:00-23:00 * WED: 07:00-23:00 * THU: 07:00-23:00 * FRI: 07:00-23:00 * SAT: 07:00-22:00 * SUN: 10:00-16:00 *	100										NO	YES

9.	FQD64	ASDA STORES LTD	ASDA PHARMACY	WALSALL ROAD, PERRY BARR, BIRMINGHAM, B42 1AA	T: 0121 366 3210 F:	WWW.ASDA.COM	MON: 09:00-20:00 * TUE: 09:00-20:00 * WED: 09:00-20:00 * THU: 09:00-20:00 * FRI: 09:00-20:00 * SAT: 09:00-20:00 * SUN: 10:00-16:00 *	40	YES									NO	YES
10.	FKX92	ASDA STORES LTD	ASDA PHARMACY	ASDA SUPERSTORE, WALMLEY ASH ROAD, MINWORTH, SUTTON COLDFIELD, B76 1XL	T: 0121 313 7159 F:	WWW.ASDA.COM	MON: 08:00-13:00 * 14:00-19:30 * 20:05-22:00 * TUE: 08:00-13:00 * 14:00-19:30 * 20:05-22:00 * WED: 08:00-13:00 * 14:00-19:30 * 20:05- 22:00 * THU: 08:00-13:00 * 14:00- 19:30 * 20:05-22:00 * FRI: 08:00-13:00 * 14:00-19:30 * 20:05-22:00 * SAT: 08:00-13:00 * 14:00-19:30 * 20:05- 22:00 * SUN: 10:00-13:00 * 14:00- 16:00 *	40				YES					YES	YES	YES
11.	FXQ03	ASDA STORES LTD	ASDA PHARMACY	ASDA SUPERSTORE, COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 0HH	T: 0121 766 4819 F:	WWW.ASDA.COM	MON: 09:00-12:30 * 13:00-19:30 * 19:45-22:00 * TUE: 09:00-12:30 * 13:00-19:30 * 19:45-22:00 * WED: 09:00-12:30 * 13:00-19:30 * 19:45- 22:00 * THU: 09:00-12:30 * 13:00- 19:30 * 19:45-22:00 * FRI: 09:00-12:30 * 13:00-19:30 * 19:45-22:00 * SAT: 09:00-12:30 * 13:00-19:30 * 19:45- 22:00 * SUN: 10:00-12:30 * 14:00- 16:00 *	40							YES			NO	YES
12.	FXR61	STRETONETTE LIMITED	ASHTREE PHARMACY	1534 PERSHORE ROAD, STIRCHLEY, BIRMINGHAM, B30 2NW	T: 0121 459 6023 F:		MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-17:00 * THU: 09:00-17:00 * FRI: 09:00-18:30 * SAT: 09:00-12:30	40										NO	YES
13.	FTK44	ASIF HEALTHCARE LTD	ASIF'S PHARMACY	29 ALUM ROCK ROAD, ALUM ROCK, BIRMINGHAM, B8 1LR	T: 0121 328 2320 F:		MON: 09:00-20:00 * TUE: 09:00-20:00 * WED: 09:00-19:00 * THU: 09:00-20:00 * FRI: 09:00-20:00 * SAT: 08:45-13:00	40		YES		YES	YES					YES	YES
14.	FHX90	RAJJA LTD	ASKERS CHEMIST	146 ALCESTER ROAD SOUTH, KINGS HEATH, BIRMINGHAM, B14 6AA	T: 0121 444 6234 F:		MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-16:00 * FRI: 09:00-18:30	40				YES						YES	YES
15.	FHX90	RAJJA LIMITED	ASTON CHEMIST LTD	4 SHENLEY GREEN, SHENLEY LANE, SELLY OAK, BIRMINGHAM, B29 4HH	T: 0121 475 4293 F:		MON: 09:00-13:00 * 14:00-18:00 * TUE: 09:00-13:00 * 14:00-18:00 * WED: 09:00-13:00 * THU: 09:00-13:00 * 14:00-18:00 * FRI: 09:00-13:00 * 14:00-18:00 * SAT: 09:00-13:00	40				YES						NO	YES
16.	FD732	DISSCBAND LTD	ATTWOOD GREEN PHARMACY	ATTWOOD GREEN HEALTH CENTRE, 30 BATH ROW, ATTWOOD GREEN, BIRMINGHAM, B15 1LZ	T: 0121 666 7582 F:		MON: 09:00-13:00: 14:00- 18.30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-13:15: 14:15- 18.305	40										YES	YES
17.	FT623	HAWKES PHARMACY LTD	BAGGALEY CHEMIST	131 ALCESTER ROAD, MOSELEY, BIRMINGHAM, B13 8JP	T: 0121 449 0096 F:		MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:00	40										YES	YES
18.	FLV62	SURE HEALTH LTD	BALSALL HEATH PHARMACY	1 EDWARD ROAD, BALSALL HEATH, BIRMINGHAM, B12 9LP	T: 0121 440 2512 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00	40	YES			YES						YES	YES

31.	FVY09	BOOTS UK LIMITED	BOOTS	FORT PARKWAY, ERDINGTON, BIRMINGHAM, B24 9QS	T: 0121 382 9868 F:	WWW.BOOTS.COM	MON: 09:00-20:00 * TUE: 09:00-20:00 * WED: 09:00-20:00 * THU: 09:00-21:00 * FRI: 09:00-20:00 * SAT: 09:00-17:00 * SUN: 11:00-17:00 *	40				YES							NO	YES
32.	FCG18	BOOTS UK LIMITED	BOOTS	87-87A HIGH STREET, HARBORNE, BIRMINGHAM, B17 9NR	T: 0121 427 3118 F:	WWW.BOOTS.COM	MON: 08:30-14:00 * 15:00-17:30 * TUE: 08:30-14:00 * 15:00-17:30 * WED: 08:30-14:00 * 15:00-17:30 * THU: 08:30-14:00 * 15:00-17:30 * FRI: 08:30-14:00 * 15:00-17:30 * SAT: 08:30-14:00 * 15:00-17:30	40				YES							NO	YES
33.	FNE59	BOOTS UK LIMITED	BOOTS	87 HIGH STREET, ERDINGTON, BIRMINGHAM, B23 6SA	T: 0121 373 0145 F: 0121 382 9901	WWW.BOOTS.COM	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: 09:00-17:30	40		YES		YES	YES	YES					YES	YES
34.	FK024	BOOTS UK LIMITED	BOOTS	84 WALSALL ROAD, FOUR OAKS, SUTTON COLDFIELD, B74 4QY	T: 0121 308 0273 F: 0121 308 8004	WWW.BOOTS.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40											YES	YES
35.	FM661	BOOTS UK LIMITED	BOOTS	80-82 BOLDMERE ROAD, BOLDMERE, SUTTON COLDFIELD, B73 5TJ	T: 0121 354 2121 F:	WWW.BOOTS.COM	MON: 08:30-17:30 * TUE: 08:30-17:30 * WED: 08:30-17:30 * THU: 08:30-17:30 * FRI: 08:30-17:30 * SAT: 09:00-17:30	40				YES							YES	YES
36.	FCJ50	BOOTS UK LIMITED	BOOTS	750-752 BRISTOL ROAD SOUTH, NORTHFIELD, BIRMINGHAM, B31 2NN	T: 0121 475 2306 F:	WWW.BOOTS.COM	MON: 08:30-14:00 * 15:00-17:30 * TUE: 08:30-14:00 * 15:00-17:30 * WED: 08:30-14:00 * 15:00-17:30 * THU: 08:30-14:00 * 15:00-17:30 * FRI: 08:30-14:00 * 15:00-17:30 * SAT: 08:30-14:00 * 15:00-17:30	40		YES				YES					NO	YES
37.	FNM58	BOOTS UK LIMITED	BOOTS	66 HIGH STREET, BIRMINGHAM, B4 7TA	T: 0121 212 1330 F: 0121 236 1533	WWW.BOOTS.COM	MON: 07:30-14:00 * 15:00-19:00 * TUE: 07:30-14:00 * 15:00-19:00 * WED: 07:30-14:00 * 15:00-19:00 * THU: 07:30-14:00 * 15:00-19:00 * FRI: 07:30-14:00 * 15:00-19:00 * SAT: 08:00-14:00 * 15:00-19:00 * SUN: 10:30-14:00 * 15:00-17:00 *	40				YES	YES						YES	YES
38.	FTD45	BOOTS UK LIMITED	BOOTS	631- 633 KINGSTANDING ROAD, KINGSTANDING, BIRMINGHAM, B44 9SU	T: 0121 354 3800 F: 0121 321 3205	WWW.BOOTS.COM	MON: 09:00-14:00 * 15:00-17:30 * TUE: 09:00-14:00 * 15:00-17:30 * WED: 09:00-14:00 * 15:00-17:30 * THU: 09:00-14:00 * 15:00-17:30 * FRI: 09:00-14:00 * 15:00-17:30 * SAT: 09:00-14:00 * 15:00-17:30	40		YES		YES	YES	YES					YES	YES
39.	FG001	BOOTS UK LIMITED	BOOTS	44-46 GRACECHURCH SHOPPING CENTRE, THE PARADE, SUTTON COLDFIELD, B72 1PD	T: 0121 354 1729 F:	WWW.BOOTS.COM	MON: 09:00-1400 * 15:00-18.00 * * TUE: 09:00-1400 * 15.00-18.00 * * WED:09:00-1400 * 15.00-18.00 * THU: 09:00-1400 * 15.00-18.00 * FRI: 09:00- 1400 * 15.00-18.00 * SAT: 09:00-1400 * 15.00-18.00 * SUN: 10:30-16:30 *	40		YES		YES		YES					NO	YES
40.	FMJ42	BOOTS UK LIMITED	BOOTS	352-354 BIRMINGHAM ROAD, WYLDE GREEN, SUTTON COLDFIELD, B72 1YH	T: 0121 373 1355 F: 0121 373 4226	WWW.BOOTS.COM	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: 09:00-17:30 * SUN: 11:00-17:00 *	40				YES							YES	YES
41.	FNW35	BOOTS UK LIMITED	BOOTS	31 WHILE ROAD, SUTTON COLDFIELD, B72 1ND	T: 0121 355 3530 F: 0121 355 3530	WWW.BOOTS.COM	MON: 08:00-13:00 * 14:00-20:00 * TUE: 08:30-13:00 * 14:00-18:30 * WED: 08:30-13:00 * 14:00-18:30 * THU: 08:30-13:00 * 14:00-18:30 * FRI: 08:30-13:00 * 14:00-18:30	40											YES	YES

42.	FKR57	BOOTS UK LIMITED	BOOTS	308 LICHFIELD ROAD, MERE GREEN, SUTTON COLDFIELD, B74 2UW	T: 0121 308 0947 F:	WWW.BOOTS.COM	MON: 08:30-14:00 * 15:00-18:00 * TUE: 08:30-14:00 * 15:00-18:00 * WED: 08:30-14:00 * 15:00-18:00 * THU: 08:30-14:00 * 15:00-18:00 * FRI: 08:30-14:00 * 15:00-18:00 * SAT: 09:00-14:00 * 15:00-17:30	40				YES						YES	YES
43.	FKD18	BOOTS UK LIMITED	BOOTS	159 BROAD STREET, EDGBASTON, BIRMINGHAM, B15 1DT	T: 0121 643 0950 F:	WWW.BOOTS.COM	MON: 08:00-14:00 * 15:00-17:30 * TUE: 08:00-14:00 * 15:00-17:30 * WED: 08:00-14:00 * 15:00-17:30 * THU: 08:00-14:00 * 15:00-17:30 * FRI: 08:00-14:00 * 15:00-17:30 * SAT: 08:30-14:00 * 15:00-17:00	40										NO	YES
44.	FFV02	BOOTS UK LIMITED	BOOTS	145-147 HIGH STREET, KINGS HEATH, BIRMINGHAM, B14 7DG	T: 0121 444 1016 F: 0121 444 5063	WWW.BOOTS.COM	MON: 08:30-14:00 * 15:00-18:00 * TUE: 08:30-14:00 * 15:00-18:00 * WED: 08:30-14:00 * 15:00-18:00 * THU: 08:30-14:00 * 15:00-18:00 * FRI: 08:30-14:00 * 15:00-18:00 * SAT: 08:30-14:00 * 15:00-18:00	40		YES		YES		YES				YES	YES
45.	FT069	BOOTS UK LIMITED	BOOTS	129 ALCESTER ROAD, MOSELEY, BIRMINGHAM, B13 8DD	T: 0121 449 0371 F:		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: 08:30-13:00 * 14:00-17:30	40		YES	YES		YES					NO	YES
46.	FP394	BOOTS UK LIMITED	BOOTS	1104 WARWICK ROAD, ACOCKS GREEN, BIRMINGHAM, B27 6BH	T: 0121 706 0052 F:		MON: 08:30- 14.00 * 15.00 17:30 * TUE: 08:30- 14.00 * 15.00 17:30 * WED: 08:30- 14.00 * 15.00 17:30 * THU: 08:30- 14.00 * 15.00 17:30 * FRI: 08:30- 14.00 * 15.00 17:30 * SAT:08:30- 14.00 * 15.00 17:30	40				YES						YES	YES
47.	FPE33	BOOTS UK LIMITED	BOOTS	11 ALVECHURCH ROAD, WEST HEATH, BIRMINGHAM, B31 3JP	T: 0121 475 2790 F: 0121 476 3088		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: 09:00-13:00 * 14:00-17:00	40				YES						YES	YES
48.	FVJ51	BOOTS UK LIMITED	BOOTS	102 NEW STREET, BIRMINGHAM, B2 4HQ	T: 0121 643 9069 F: 0121 643 6327		MON: 07:30-14:00 * 15:00-18:00 * TUE: 07:30-14:00 * 15:00-18:00 * WED: 07:30-14:00 * 15:00-18:00 * THU: 07:30-14:00 * 15:00-18:00 * FRI: 07:30-14:00 * 15:00-18:00 * SAT: 08:30-14:00 * 15:00-17:30 * SUN: 10:00-14:00 * 15:00-16:00 *	40				YES	YES					YES	YES
49.	FH864	BROOK PHARMACY LTD	BROOK PHARMACY LTD	282 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 1AA	T: 0121 772 5335 F:		MON: 09:30-19:00 * TUE: 09:30-19:00 * WED: 09:30-19:00 * THU: 09:30-19:00 * FRI: 09:30-19:00 * SAT: 09:30-18:00	40	YES									NO	YES
50.	FTL22	WM BROWN (KINGSHURST) LIMITED	BROWNS PHARMACY	5 THE GREEN, KINGS NORTON, BIRMINGHAM, B38 8SD	T: 0121 458 1097 F: 0121 458 1097	THEGREEN@WMBPHARMACY.COM WWW.BROWNSPHARMACY.COM	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: 09:00-13:00 * 14:00-17:30	40		YES			YES					YES	YES
51.	FP882	MEDEX HEALTH LTD	BRUTONS PHARMACY (SUTTON COLDFIELD)	7 CHURCHILL PARADE, FALCON LODGE, SUTTON COLDFIELD, B75 7LD	T: 0121 378 0444 F: 0121 378 4742	WWW.PCTHEALTHCARE.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40			YES				YES			YES	YES

52.	FLR22	BSB PHARMACY LTD	BSB PHARMACY	BEL HOUSE (PORTACABIN), SHADY LANE, GREAT BARR, BIRMINGHAM, B44 9ER	T: 0121 360 5754 F: 0121 360 5754	BSB.PHARMACY@NHS.NET WWW.BSBPHARMACY.CO.UK	MON: 09:00-13:00 14:00-18:30 * TUE: 09:00-13:00 14:00-18:30 * WED: 09:00-13:00 14:00-18:30 * THU: 09:00-13:00 14:00-18:30 * FRI: 09:00-13:00 14:00-18:30 * SAT: 09:00-13:00 14:00-18:30	40	YES	YES	YES	YES	YES					YES	YES
53.	FHF15	ND CHEMISTS LTD	BUCHAN CHEMIST	7 PERRY COMMON ROAD, ERDINGTON, BIRMINGHAM, B23 7AB	T: 0121 373 1468 F:		MON: 09:00-14:00 * 13:00-18:00 * TUE: 9:00-14:00 * 13:00-18:00 WED: 9:00-14:00 * 13:00-18:00 * THU: 9:00-14:00 * 13:00-18:00 * FRI: 09:00-13:00 * 14:00-18:00	40			YES							NO	YES
54.	FPG17	BLACKWOOD GA	BUCKINGHAM CHEMIST	408 ASTON LANE, ASTON, BIRMINGHAM, B6 6QN	T: 0121 327 4383 F:		MON: 09:00-13:00 * 14:00-19:00 * TUE: 09:00-13:00 * 14:00-19:00 * WED: 09:00-13:00 * 14:00-19:00 * THU: 09:00-13:00 * 14:00-19:00 * FRI: 09:00-13:00 * 14:00-19:00 * SAT: 09:00-13:00	40	YES			YES						NO	YES
55.	FFT69	MR KHAN	CALSTAR PHARMACY	151 LOZELLS ROAD, LOZELLS, BIRMINGHAM, B19 2TP	T: 0121 523 7672 F: 0121 523 7672		MON: 09:30-13:30 * 14:30-19:00 * TUE: 09:30-13:30 * 14:30-19:00 * WED: 09:30-13:30 * 14:30-19:00 * THU: 09:30-13:30 * 14:30-18:30 * FRI: 09:30-13:30 * 14:30-19:00 * SAT: 10:00-14:00	40	YES	YES	YES	YES	YES					YES	YES
56.	FWL16	SABRINA SIAF	CANNON HILL (UK) LTD	200 EDWARD ROAD, CANNON HILL, BALSALL HEATH, BIRMINGHAM, B12 9LY	T: 0121 440 0888 F: 0121 440 1177	CANONHILLPHARMACY@AAH-N3.CO.UK	MON: 07:30-22:30 * TUE: 07:30-22:30 * WED: 07:30-22:30 * THU: 07:30-22:30 * FRI: 07:30-22:30 * SAT: 07:30-22:30 * SUN: 09:00-19:00 *	100	YES	YES	YES	YES	YES					YES	YES
57.	FP007	MR MANJINDER BAHIA	CARE PHARMACY	742-744 ALUM ROCK ROAD, WARD END, BIRMINGHAM, B8 3PP	T: 0121 327 0160 F: 0121 327 0574	CAREPHARMACY@AOL.COM WWW.CAREPHARMACY.NET	MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-18:30 * SAT: 09:00-12:30	40		YES	YES	YES	YES	YES				YES	YES
58.	FTQ71	WB HEALTHCARE	CARE SERVICES PHARMACY	UNIT 1A, 154 BORDESLEY GREEN ROAD, BORDESLEY GREEN, BIRMINGHAM, B8 1BY	T: 0121 771 2179 F:		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	DSP										NO	YES
59.	FVJ23	CHEMICARE UK LTD	CHEMICARE UK LTD	291 CHURCH ROAD, SHELDON, BIRMINGHAM, B26 3YH	T: 0121 743 2385 F: 0121 743 2385	CHEMYCARESHeldon@AAH-N3.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-17:30	40		YES	YES							YES	YES
60.	FRW73	LOZELLS HEALTH LTD	CHEMIPHARM	113 LOZELLS ROAD, LOZELLS, BIRMINGHAM, B19 2TR	T: 0121 454 7559 F: 0121 523 0959		MON: 09:00-14:00 * 16:00-19:00 * TUE: 09:00-14:00 * 16:00-19:00 * WED: 09:00-14:00 * 16:00-19:00 * THU: 09:00-14:00 * 16:00-19:00 * FRI: 09:00-14:00 * 16:00-19:00 * SAT: 09:00-14:00 * 16:00-19:00 * SUN: 11:00-13:00 *	40	YES	YES	YES	YES	YES					YES	YES
61.			CHEMISTREE	UNIT 14, BOULTBEE BUSINESS UNITS, NECHELLS PLACE, NECHELLS, B7 5AR	T: 0800 130 0542 F:		MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00	DSP										NO	YES
62.	FPX85	CHESTERS PHARMACY ALFA LTD	CHESTERS PHARMACY	UNIT 1, 123 SHARD END CRESCENT, SHARD END, BIRMINGHAM, B34 7AZ	T: 0121 748 1501 F: 0121 749 5989	CHESTERS@ALFACHEMISTS.CO.UK	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: 09:00-13:00	40			YES							YES	YES
63.	FAW10	SILVIA RUJAK	CLOCK PHARMACY	891 BRISTOL ROAD SOUTH, NORTHFIELD, BIRMINGHAM, B31 2PA	T: 0121 477 4646 F: 0121 476 8225	CLOCKPHARMACY891@GMAIL.COM WWW.CLOCKPHARMACY.CO.UK	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: 09:00-13:00	40		YES								YES	YES

64.	FG666	MAXSEL LTD	CO-CHEM PHARMACY	136 HEATHFIELD ROAD, HANDSWORTH, BIRMINGHAM, B19 1HJ	T: 0121 554 8125 F:		MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:00 * THU: 09:00-17:30 * FRI: 09:00-18:30	40	YES		YES								NO	YES
65.	FH800	DELI - CHEM PHARMACY	DEU-CHEM LTD	269 SOHO ROAD, HANDSWORTH, BIRMINGHAM, B21 9SA	T: 0121 523 4127 F: 0121 523 4127	DELLCHEMPHARMACY@INTRAPHARM.COM	MON: 09:00-13:00 * 14:00-19:00 * TUE: 09:00-13:00 * 14:00-19:00 * WED: 09:00-13:00 * 14:00-19:00 * THU: 09:00-13:00 * 14:00-19:00 * FRI: 09:00-13:00 * 14:00-19:00 * SAT: 10:00-13:00 * 14:00-18:00	40	YES										YES	YES
66.	FAP37	DIRECT PHARMACY	DIRECT PHARMACY LTD	99 SPRING ROAD, BIRMINGHAM B11 3DJ	T: 0121 707 7996 F: 0121 707 7996	PHARMACIST@DIRECT-PHARMACY.CO.UK WWW.DIRECT-PHARMACY.CO.UK	MON: 10:00-18:00 * TUE: 10:00-18:00 * WED: 09:00-19:00 * THU: 09:00-14:00 * FRI: 09:00-18:00	DSP											YES	YES
67.	FMA33	GREATWOOD PHARMACY	DISPHARMA CHEMIST	488 COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 OUG	T: 0121 772 3084 F: 0121 772 3084	DISPHARMA.SMALLHEATH@INTRAPHARM. COM	MON: 09:15-18:45 * TUE: 09:15-18:45 * WED: 09:15-18:45 * THU: 09:15-18:00 * FRI: 09:15-18:45 * SAT: 09:15-14:15	40	YES	YES		YES	YES			YES			YES	YES
68.	FQ688	DISPHARMA RETAIL LTD	DISPHARMA LTD	183 ALUM ROCK ROAD, SALTLEY, BIRMINGHAM, B8 1NJ	T: 0121 326 7343 F: 0121 328 3966	DISPHARMA.ALUMROCK@INTRAPHARM.CO M WWW.MYLOCALCHEMIST.BIZ	MON: 09:00-20:00 * TUE: 09:00-20:00 * WED: 09:00-20:00 * THU: 09:00-20:00 * FRI: 09:00-20:00 * SAT: 10:00-19:00	40		YES		YES	YES						YES	YES
69.	FWL78	DISPHARMA RETAIL LTD	DISPHARMA RETAIL LTD	5 WALMLEY CLOSE, WALMLEY, SUTTON COLDFIELD, B76 1NQ	T: 0121 313 2725 F:		MON: 08:00-23:00 * TUE: 08:00-23:00 * WED: 08:00-23:00 * THU: 08:00-23:00 * FRI: 08:00-23:00 * SAT: 08:00-23:00 * SUN: 09:00-19:00 *	100											NO	YES
70.	FY02	S JALOTA	DRUIDS HEATH PHARMACY	17 POUND ROAD, DRUIDS HEATH, BIRMINGHAM, B14 5SB	T: 0121 430 5535 F: 0121 436 6386	DRUIDSHEATHPHARMACY@GMAIL.COM WWW.DRUIDSHEATHPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-13:00 * THU: 09:00-18:00 * FRI: 09:00-18:00	40	YES			YES							YES	YES
71.	FLW34	LATENITE LIMITED	DUDLEY ROAD PHARMACY	272 DUDLEY ROAD, WINSON GREEN, BIRMINGHAM, B18 4HL	T: 0121 455 6096 / 0121 455 0009 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 *	40	YES										NO	YES
72.	FXV89	ERDINGTON DAY NIGHT HEALTHCARE LIMITED	ERDINGTON DAY NIGHT CHEMIST	213 HIGH STREET, ERDINGTON, BIRMINGHAM, B23 6SS	T: 0121 382 7477 F:		MON: 07:30-20:00 TUE: 07:30-24:00 WED: 00:00-20:00	100											NO	YES
73.	FGD46	MEDICARE HEALTH LTD	EVERGREEN DISPENSING CHEMIST	147 BORDESLEY GREEN, BORDESLEY GREEN, BIRMINGHAM, B9 5EP	T: F.: 0121 772 2554	EVERGREENPHARMACY@INTRPHARM.COM	MON: 09:00-13:00 * 14:00-19:00 * TUE: 09:00-13:00 * 14:00-19:00 * WED: 09:00-13:00 * 14:00-16:00 * THU: 09:00-13:00 * 14:00-19:00 * FRI: 09:00-13:00 * 14:00-19:00	40	YES	YES		YES	YES						YES	YES
74.	FFX82	EVERGREEN PHARMACY (MIDLANDS) LTD	EVERGREEN PHARMACY (MIDLANDS) LTD	238 WHEELWRIGHT ROAD, ERDINGTON, BIRMINGHAM, B24 8EH	T: 0121 373 4445 F:		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	40		YES	YES	YES	YES	YES					NO	YES
75.	FRX85	EVERGREEN PHARMACY LTD	EVERGREEN PHARMACY LTD	694 YARDLEY WOOD ROAD, KINGS HEATH, BIRMINGHAM, B13 0HY	T: 0121 444 3110 F: 0121 444 3105	EVERGREENPHARMACY2@GMAIL.COM	MON: 09:00-13:00 * 13:30-18:00 * TUE: 09:00-13:00 * 13:30-18:00 * WED: 09:00-13:00 * 13:30-18:00 * THU: 09:00-13:00 * 13:30-18:00 * FRI: 09:00-13:00 * 13:30-18:00 * SAT: 09:00-13:00	40	YES	YES	YES	YES	YES	YES					YES	YES

114.	FDX63	17TH CENTURY HEALTH FOOD LTD	KINGS PHARMACY & OPTICIANS	1-3 PERSHORE ROAD, COTTERIDGE, BIRMINGHAM, B30 3EE	T: 0121 433 3072 F: 0121 433 3079	KINGSPHARMACY@INTRAPHARM.COM WWW.KINGSPHARMACYANDOPTICIANS.CO.UK	MON: 09:00-19:00 * TUE: 09:00-13:00 * 13:30-19:00 * WED: 09:30-19:00 * THU: 09:00-18:30 * FRI: 09:00-19:00 * SAT: 09:00-15:00	40			YES					YES	YES	YES	
115.	FCH29	KNIGHTS CHEMIST LTD	KNIGHTS PHARMACY	5 ALVECHURCH ROAD, WEST HEATH, BIRMINGHAM, B31 3JW	T: 0121 477 0123 F: 0121 477 0123	KNIGHTS.WHEATH@NPANET.CO.UK WWW.KNIGHTSPHARMACY.CO.UK	MON: 09:00-13:00 * 14:00-18:30 * TUE: 09:00-13:00 * 14:00-18:30 * WED: 09:00-13:00 * 14:00-18:00 * THU: 09:00-13:00 * 14:00-18:00 * FRI: 09:00-13:00 * 14:00-18:30 * SAT: 09:00-13:00 * 14:00-16:00	40									YES	YES	YES
116.	FX156	KNIGHTS CHEMIST LTD	KNIGHTS PHARMACY	4 SUNBURY ROAD, LONGBRIDGE, BIRMINGHAM, B31 4LJ	T: 0121 475 2655 F: 0121 477 2905	KNIGHTS.LBRIDGE@KNIGHTSPHARMACY.C O.UK WWW.KNIGHTSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40		YES		YES		YES	YES		YES	YES	YES
117.	FKE60	PRESCRIPTIONS 2 U LTD	LADYWOOD PHARMACY	12-14 KING EDWARDS ROAD, LADYWOOD, BIRMINGHAM, B1 2PZ	T: 0121 454 7559 F:		MON: 09:00-14:00 * 16:00-19:00 * TUE: 09:00-14:00 * 16:00-19:00 * WED: 09:00-15:00 * 16:00-18:00 * THU: 09:00-13:00 * 15:00-19:00 * FRI: 09:00-13:00 * 15:00-19:00 * SAT: 09:00-13:00	40	YES	YES	YES	YES	YES	YES			NO	YES	YES
118.	FTP87	LASER PHARMACY LTD	LASER PHARMACY LTD	854 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4BS	T: 0121 778 2921 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:30-17:30	40	YES		YES						NO	YES	YES
119.	FW024	LATE NITE LTD	LATE NIGHT PHARMACY	328-330 DUDLEY ROAD, WINSON GREEN, BIRMINGHAM, B18 4HJ	T: 0121 454 4466 F: 0121 456 3541	DUDLEY.ROAD@INTRAPHARM.COM	MON: 08:30-23:30 * TUE: 08:30-23:30 * WED: 08:30-23:30 * THU: 08:30-23:30 * FRI: 08:30-23:30 * SAT: 08:30-23:30 * SUN: 10:00-20:00 *	100	YES								NO	YES	YES
120.	FTM06	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	YARDLEY GREEN MEDICAL CENTRE, YARDLEY GREEN ROAD, BORDESLEY GREEN, BIRMINGHAM, B9 5PU	T: 0121 772 4394 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-23:00 * TUE: 08:30-23:00 * WED: 08:30-23:00 * THU: 08:30-23:00 * FRI: 08:30-23:00 * SAT: 08:30-23:00 * SUN: 10:00-23:00 *	100			YES		YES				NO	YES	YES
121.	FKE83	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	2D WAKE GREEN ROAD, MOSELEY, BIRMINGHAM, B13 9EZ	T: 0121 449 7423 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:00-22:30 * TUE: 08:00-22:30 * WED: 08:00-22:30 * THU: 08:00-22:30 * FRI: 08:00-22:30 * SAT: 08:30-22:30 * SUN: 09:00-22:30 *	100		YES		YES	YES				NO	YES	YES
122.	FML77	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	290 LICHFIELD ROAD, MERE GREEN, SUTTON COLDFIELD, WEST MIDLANDS, B74 2UH	T: 0121 308 4497 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:00-22:30 * TUE: 08:00-22:30 * WED: 08:00-22:30 * THU: 08:00-22:30 * FRI: 08:00-22:30 * SAT: 08:00-22:30 * SUN: 09:30-22:30 *	100			YES		YES				NO	YES	YES
123.	FEQ12	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	UNITS 5-6, 1160 WARWICK ROAD, ACOCKS GREEN, BIRMINGHAM, B27 6BP	T: 0121 706 0374 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40		YES	YES		YES				NO	YES	YES
124.	FQW79	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	UNIT 2 (ADJACENT TO 480 BRISTOL ROAD), BRISTOL ROAD, SELLY OAK, BIRMINGHAM, B29 6BD	T: 0121 472 0155 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40			YES		YES				NO	YES	YES
125.	FEF58	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	THE MEDICAL CENTRE, TERRACE ROAD, HANDSWORTH, BIRMINGHAM, B19 1BP	T: 0121 523 3830 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-20:00 * FRI: 09:00-19:00 * SAT: 09:00-13:00	40		YES		YES	YES				NO	YES	YES

126.	FK284	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	SUMMERFIELD HEALTH CENTRE, WINSON GREEN ROAD, WINSON GREEN, BIRMINGHAM, B18 4BA	T: 0121 454 1678 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30	40		YES				YES				NO	YES
127.	FM501	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	STOCKLAND GREEN HEALTH CENTRE, RESERVOIR ROAD, ERDINGTON, BIRMINGHAM, B23 6DJ	T: 0121 373 9906 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-18:00	40			YES							NO	YES
128.	FK138	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	SHERWOOD HOUSE MEDICAL PRACTICE, 9 SANDON ROAD, EDGBASTON, BIRMINGHAM, B17 8DP	T: 0121 434 4687 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:45-13:00 * 14:00-18:30 * TUE: 08:45-13:00 * 14:00-18:30 * WED: 08:45-13:00 * 14:00-18:30 * THU: 08:45-13:00 * 14:00-18:30 * FRI: 08:45-13:00 * 14:00-18:30	40		YES				YES				NO	YES
129.	FVA10	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	NEW HEALTH CENTRE, 2C VICARAGE ROAD, KINGS HEATH, BIRMINGHAM, B14 7RA	T: 0121 444 4924 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:00 * TUE: 08:30-18:00 * WED: 08:30-13:00 * THU: 08:30-18:00 * FRI: 08:30-18:00	40			YES							NO	YES
130.	FGD12	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	LEY HILL SURGERY, 228 LICHFIELD ROAD, SUTTON COLDFIELD, WEST MIDLANDS, B74 2UE	T: 0121 308 0050 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30 * SAT: 09:00-17:30	40										NO	YES
131.	FCN40	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	HOLLYHILL CENTRE, 18 ARDEN ROAD, REDNAL, RUBERY, BIRMINGHAM, B45 0JA	T: 0121 453 9593 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00	40		YES	YES	YES	YES	YES				NO	YES
132.	FK891	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	FOX & GOOSE SHOPPING CENTRE, 898-902 WASHWOOD HEATH ROAD, WARD END, BIRMINGHAM, B8 2NB	T: F: 0121 783-8680	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-22:00 * TUE: 09:00-22:00 * WED: 09:00-22:00 * THU: 09:00-22:00 * FRI: 09:00-22:00 * SAT: 09:00-22:00 * SUN: 10:00-17:00 *	40		YES	YES			YES		YES		NO	YES
133.	FHD34	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	927 WALSALL ROAD, GREAT BARR, BIRMINGHAM, B42 1TN	T: 0121 358 4806 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-22:00 * TUE: 09:00-22:00 * WED: 09:00-22:00 * THU: 09:00-22:00 * FRI: 09:00-22:00 * SAT: 09:00-22:00 * SUN: 10:00-17:00 *	40										NO	YES
134.	FHV62	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	9 WALMLEY CLOSE, SUTTON COLDFIELD, B76 1NQ	T: 0121 351 1212 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-17:30	40		YES	YES	YES	YES	YES				NO	YES
135.	FM674	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	87 HOLYHEAD ROAD, HANDSWORTH, BIRMINGHAM, B21 0HH	T: 0121 554 1854 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-17:30	40	YES	YES		YES	YES	YES				NO	YES
136.	FGX41	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	82-84 LEA VILLAGE, KITTS GREEN, BIRMINGHAM, B33 9SD	T: 0121 784 2448 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40		YES	YES	YES	YES	YES				NO	YES
137.	FRA53	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	81 THORNBRIDGE AVENUE, GREAT BARR, BIRMINGHAM, B42 2PW	T: 0121 357 2109 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40			YES							NO	YES
138.	FKP49	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	794 WASHWOOD HEATH ROAD, WARD END, BIRMINGHAM, B8 2JL	T: 0121 327 0347 F: 0121 327 0347	LP0005@LLOYDSPHARMACY.CO.UK WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30	40			YES							YES	YES

139.	FVM46	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	698 YARDLEY WOOD ROAD, BILLESLEY, BIRMINGHAM, B13 0HY	T: 0121 443 4559 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30 * SAT: 09:00-17:30	40				YES							NO	YES
140.	FCN16	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	65 RADDLEBARN ROAD, SELLY OAK, BIRMINGHAM, B29 6HQ	T: 0121 472 0425 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00	40				YES							NO	YES
141.	FRE36	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	6 ERMINTON CRESCENT, HODGE HILL, BIRMINGHAM, B36 8AP	T: 0121 747 4433 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40		YES		YES	YES	YES	YES				NO	YES
142.	FKA36	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	434 KINGSTANDING ROAD, KINGSTANDING, BIRMINGHAM, B44 9SA	T: 0121 373 1424 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30	40		YES		YES	YES	YES	YES				NO	YES
143.	FGH46	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	416 BIRMINGHAM ROAD, WYLDE GREEN, SUTTON COLDFIELD, B72 1YJ	T: 0121 373 7992 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-18:30 * SAT: 09:00-13:00	40		YES		YES	YES	YES	YES				NO	YES
144.	FP600	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	401 HIGHFIELD ROAD, YARDLEY WOOD, BIRMINGHAM, B14 4DU	T: 0121 430 8921 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30	40	YES			YES	YES						NO	YES
145.	FL799	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	4 ALCESTER ROAD SOUTH, KINGS HEATH, BIRMINGHAM, B14 7PU	T: 0121 444 1179 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-22:00 * TUE: 09:00-22:00 * WED: 09:00-22:00 * THU: 09:00-22:00 * FRI: 09:00-22:00 * SAT: 09:00-22:00 * SUN: 10:00-17:00 *	40		YES		YES	YES		YES				NO	YES
146.	FTN49	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	32-32A HIGH STREET, ERDINGTON, BIRMINGHAM, B23 6RH	T: 0121 350 0321 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-22:00 * TUE: 09:00-22:00 * WED: 09:00-22:00 * THU: 09:00-22:00 * FRI: 09:00-22:00 * SAT: 09:00-22:00 * SUN: 10:00-17:00 *	40		YES		YES	YES	YES	YES				NO	YES
147.	FDX77	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	3 TANGMERE DRIVE, CASTLE VALE, BIRMINGHAM, B35 6ED	T: 0121 747 6546 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-18:30 * SAT: 09:00-17:30	40				YES							NO	YES
148.	FYL76	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	3 BELL LANE, TILE CROSS, BIRMINGHAM, B33 0HS	T: 0121 779 2540 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40		YES		YES	YES						NO	YES
149.	FEM51	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	228-230 WYCHALL ROAD, NORTHFIELD, BIRMINGHAM, B31 3AU	T: 0121 458 1119 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-13:00	40				YES							NO	YES
150.	FVK42	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	2222 COVENTRY ROAD, SHELDON, BIRMINGHAM, B26 3JH	T: 0121 743 3676 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 09:00-22:00 * TUE: 09:00-22:00 * WED: 09:00-22:00 * THU: 09:00-22:00 * FRI: 09:00-22:00 * SAT: 09:00-22:00 * SUN: 10:00-17:00 *	40		YES		YES		YES					NO	YES
151.	FEG78	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	2154A-2156 COVENTRY ROAD, SHELDON, BIRMINGHAM, B26 3JB	T: 0121 743 8808 F:	WWW.LLOYDSPHARMACY.CO.UK	MON: 08:30-17:30 * TUE: 08:30-17:30 * WED: 08:30-17:30 * THU: 08:30-17:30 * FRI: 08:30-17:30 * SAT: 09:00-17:30	40				YES	YES	YES					NO	YES

177.	FD492	RAJJA LTD	M W PHILLIPS	134 HAWTHORN ROAD, KINGSTANDING, BIRMINGHAM, B44 8PX	T: 0121 373 0762 F:		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: 09:00-17:00	40		YES		YES	YES					NO	YES
178.	FL227	RAJJA.LTD	M W PHILLIPS	6 CHESTER ROAD, NEW OSCOTT, SUTTON COLDFIELD, B73 5DA	T: 0121 355 4232 F: 0121 354 7663	ONLINEPRESCRIPTION@RAJJACHEMISTS.CO UK WWW.RAJJACHEMISTS.CO.UK	MON: 09:00-17:00 * TUE: 09:00-17:00 * WED: 09:00-17:00 * THU: 09:00-17:00 * FRI: 09:00-17:00	DSP										YES	YES
179.	FRN17	RAJJA LTD	M W PHILLIPS CHEMISTS	517 JOCKEY ROAD, SUTTON COLDFIELD, WEST MIDLANDS, B73 5DF	T: 0121 355 2122 F: 0121 355 3261	MWPHILLIPS.CHESTER@INTRAPHARM.COM WWW.RAJJACHEMISTS.CO.UK	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: 09:00-12:00	40		YES	YES	YES	YES					YES	YES
180.	FD007	MW PHILLIPS	M W PHILLIPS CHEMISTS	28 THE KINGSTANDING CENTRE, KINGSTANDING, BIRMINGHAM, B44 9HH	T: 0121 354 8048 F: 0121 354 8048	MWPHILLIPS@INTRAPHARM.COM WWW.RAJJACHEMISTS.CO.UK	MON: 09:00-17:00 * TUE: 09:00-17:00 * WED: 09:00-17:00 * THU: 09:00-17:00 * FRI: 09:00-17:00 * SAT: 09:00-13:00	40		YES								YES	YES
181.	FML48	MUBARAK HEALTHCARE LTD	MADEENAH PHARMACY	373 COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 0SW	T: 0121 448 0601 F:		MON: 08:00-23:30 * TUE: 08:00-23:30 * WED: 08:00-23:00 * THU: 08:00-23:00 * FRI: 08:00-12:30 * 14:30-24:00 * SAT: 09:00-24:00 * SUN: 09:30-19:30 *	100										NO	YES
182.	FHF69	CLINPHARM CARE LTD	MANOR PHARMACY	1752 COVENTRY ROAD, YARDLEY, BIRMINGHAM, B26 1PB	T: 0121 439 4918 F: 0121 742 9654	MANOR_PHARMACY@LIVE.CO.UK	MON: 08:00-24:00 * TUE: 08:00-24:00 * WED: 08:00-24:00 * THU: 08:00-24:00 * FRI: 08:00-24:00 * SAT: 08:00-22:00 * SUN: 10:00-16:00 *	100										YES	YES
183.	FPL21	RAHANU LTD	MARKS CHEMIST	144 SOHO ROAD, HANDSWORTH, BIRMINGHAM, B21 9LN	T: 0121 554 6357 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-19:00	40	YES					YES	YES			NO	YES
184.	FCL95	MASTERS (UK) LIMITED	MASTERS PHARMACY	741A STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4DG	T: 0121 777 2906 F: 0121 702 2866	MASTERS.SPARKHILL@AAH.N3.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-18:00	40	YES		YES	YES			YES			YES	YES
185.	FQ288	MEDIHEATH LIMITED	MEDICARE CHEMIST	676 COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 0UU	T: 0121 773 0931 F:		MON:09.30-18.30 * TUE:09.30-18.30 * WED:09.30-18.30 * THU:09.30-13.30 * FRI:09.30-18.30 * SAT:	40				YES						NO	YES
186.	FDR27	ROOTS LTD	MEDICHEM	51 PRESTBURY ROAD, ASTON, BIRMINGHAM, B6 6EH	T: 0121 327 3841 F: 0121 327 3841	MEDICHEM.ROOTS@HOTMAIL.COM	MON: 09:00-14:00 * 15:00-19:00 * TUE: 09:00-14:00 * 15:00-19:00 * WED: 09:00-14:00 * 15:00-19:00 * THU: 09:00-14:00 * 15:00-19:00 * FRI: 09:00-14:00 * 15:00-19:00 * SAT: 11:00-13:00	40	YES		YES	YES						YES	YES
187.	FDQ04	MEDIPHARMA UK LTD	MEDIPHARMA CHEMIST	29 OAK TREE LANE, SELLY OAK, BIRMINGHAM, B29 6JE	T: 0121 472 0693 F:		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	40			YES							NO	YES
188.	FMN19	ALHUDA HEALTHCARE LTD	MEDISINA THE PHARMACY	11 CANFORD CLOSE, HIGHGATE, BIRMINGHAM, B12 0YU	T: 0121 448 1250 F:		MON: 08:00-20:30 * TUE: 08:00-23:59 * WED: 00:00-23:59 * THU: 00:00-20:30 * FRI: 08:00-22:30 * SAT: 08:00-20:30	100										NO	YES

237.	FJ079	SPL CORPORATION LTD	SHAH PHARMACY	491 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4LE	T: 0121 772 0792 F: 0121 772 8229	SHAHPHARMACY@AAH-N3.CO.UK	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: 09:00-13:00	40		YES	YES	YES	YES					YES	YES
238.	FD087	SPL CORPORATION LTD	SHAH PHARMACY	564-566 BRISTOL ROAD, BOURNBROOK, BIRMINGHAM, B29 6BE	T: 0121 472 0174 F: 0121 472 3290	SHAHBRISTOLROAD@AAH-N3.CO.UK	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	40		YES		YES	YES					YES	YES
239.	FTK23	MR T SHAREEF	SHAREEF PHARMACY	149 CHURCH ROAD, YARDLEY, BIRMINGHAM, B25 8UP	T: 0121 783 7135 F:		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: 09:00-13:00	40										NO	YES
240.	FRE36	SHAWSDALE LTD	SHAWSDALE PHARMACY	109 SHAWSDALE ROAD, CASTLE BROMWICH, BIRMINGHAM, B36 8NG	T: 0121 749 3911 F:		MON: 08:00-24:00 * TUE: 08:00-24:00 * WED: 08:00-24:00 * THU: 08:00-24:00 * FRI: 08:00-24:00 * SAT: 09:00-19:00 * SUN: 09:00-19:00 *	100										NO	YES
241.	FX651	KHANPHARMA LIMITED	SHELLEYS PHARMACY	47 YARDLEY GREEN ROAD, BORDESLEY GREEN, BIRMINGHAM, B9 5PU	T: 0121 772 0025 F:		MON: 09:00-17:00 * TUE: 09:00-17:00 * WED: 09:00-17:00 * THU: 09:00-17:00 * FRI: 09:00-17:00 * SAT:	40			YES							NO	YES
242.	FOK52	AL-SHADHILI LTD	SHIFA PHARMACY	512-514 MOSELEY ROAD, BALSALL HEATH, BIRMINGHAM, B12 9AH	T: 0121 439 8062 F: 0121 439 8062	SHIFAPHARMACIST@GMAIL.COM	MON: 08:00-20:30 * TUE: 08:00-24:00 * WED: 00:00-24:00 * THU: 00:00-20:30 * FRI: 08:00-20:30 * SAT: 08:00-22:30	100										YES	YES
243.	FDG75	SURE HEALTH LTD	SHIRE PHARMACY	214 EDWARD ROAD, BALSALL HEATH, BIRMINGHAM, B12 9LY	T: 0121 440 1642 F: 0121 440 5256	SHIREPHARMACY2@NUMARKNET.COM	MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-18:30 * SAT: 09:00-13:00	40	YES		YES	YES						YES	YES
244.	FEX08	MR RAKESH KUMAR SIRPAL	SIRPAL CHEMIST	274-276 LADYPOOL ROAD, SPARKBROOK, BIRMINGHAM, B12 8JU	T: 0121 442 4849 F: 0121 442 4849	SIRPALCHEMISTS@BTCONNECT.COM	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-18:00	40										YES	YES
245.	FC334	TRI-PHARMA LIMITED	SMALL HEATH PHARMACY	682 COVENTRY ROAD, SMALL HEATH, BIRMINGHAM, B10 0UU	T: 0121 772 0673 F:		MON: 09:00-13:00 * 14:00-19:30 * TUE: 09:00-13:00 * 14:00-19:30 * WED: 09:00-13:00 * 14:00-19:30 * THU: 09:00-13:00 * 14:00-19:30 * FRI: 09:00-13:00 * 14:00-19:30 * SAT: 10:00-14:00	40		YES			YES					NO	YES
246.	FNG03	FARLAM LTD	SOHO PHARMACY	218 SOHO ROAD, HANDSWORTH, BIRMINGHAM, B21 9LR	T: 0121 554 9723 F: 0121 551 5027	THESOHO PHARMACY@GMAIL.COM WWW.SOHO PHARMACY.CO.UK	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 09:00-14:00	40	YES		YES							YES	YES
247.	FKL45	SOLOMON DISPENSING CHEMIST LIMITED	SOLOMANS DISPENSING CHEMIST	188 ALUM ROCK ROAD, SALTLEY, BIRMINGHAM, B8 1HU	T: 0121 327 0730 F: 0121 327 0730		CORE: MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-13:00 * THU: 09:00-18:00 * FRI: 09:00-18:00	40										YES	YES
248.	FEH43	EASTCHEM LTD	SPARKBROOK HEALTH CENTRE PHARMACY	GRANTHAM ROAD, SPARKBROOK, BIRMINGHAM, B11 1LU	T: 0121 772 6351 F:		MON: 09:30-19:30 * TUE: 09:30-19:30 * WED: 09:30-19:30 * THU: 09:30-19:30 * FRI: 09:30-19:30	40										NO	YES

249.	FVR41	SPARKBROOK ENTERPRISE LTD	SPARKBROOK PHARMACY	153A STRATFORD ROAD, SPARKBROOK, BIRMINGHAM, B11 1AH	T: 0121 772 0165 F: 1217720165	SPARKBROOKPHARMACY@OUTLOOK.COM	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-19:00 * FRI: 09:00-19:00 * SAT: 10:00-13:00 * 14:15-17:00	40	YES	YES	YES	YES	YES		YES		YES	YES
250.	FG482	MEDIPHARMA HEALTHCARE LTD	SPARKHILL PHARMACY	805-807 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4DA	T: 0121 777 8855 F:		MON:07.00-22.00 * TUE:07.00-22.00 * WED:07.00-22.00 * THU:07.00-22.00 * FRI:07.00-22.00 * SAT:07.00-22.00 * SUN:09.00-19.00 *	100									NO	YES
251.	FMP48	STAG CHEMIST BIRMINGHAM LTD	STAG CHEMIST BIRMINGHAM LTD	230 STONEY LANE, SPARKBROOK, BIRMINGHAM, B12 8AN	T: 0121 442 2418 F: 0121 442 2418	STAG.CHEMIST@GMAIL.COM	MON:09.00-23.00 * TUE:09.00-23.00 * WED:09.00-23.00 * THU:09.00-23.00 * FRI:09.00-23.00 * SAT:09.00-24.00 * SUN:09.00-24.00 *	100	YES							YES	YES	YES
252.	FP335	STAR SERVICES (W. MIDLANDS) LTD	STAR PHARMACY	295 WALSALL ROAD, PERRY BARR, BIRMINGHAM, B42 1TY	T: 0121 356 4435 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-19:00 * THU: 09:00-13:00 * FRI: 09:00-19:00 * SAT: 09:00-13:00	40									NO	YES
253.	FR48	SUPERDRUG	SUPERDRUG PHARMACY	UNIT 1, 94-100 HIGH STREET, ERDINGTON, BIRMINGHAM, B23 6RS	T: 0121 350 5656 F: 0121 350 5656	ERDINGTON@N3.SUPERDRUG.COM WWW.SUPERDRUG.COM	MON: 08:30-17:30 * TUE: 08:30-17:30 * WED: 08:30-17:30 * THU: 08:30-17:30 * FRI: 08:30-17:30 * SAT: 08:30-17:30	40		YES	YES		YES				NO	YES
254.	FW167	SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	24-28 GROSVENOR SHOPPING CENTRE, BRISTOL ROAD SOUTH, NORTHFIELD, BIRMINGHAM, B31 2JU	T: 0121 477 3845 F:	WWW.SUPERDRUG.COM	MON: 08:30-17:30 * TUE: 08:30-17:30 * WED: 08:30-17:30 * THU: 08:30-17:30 * FRI: 08:30-17:30 * SAT: 08:30-17:30	40									NO	YES
255.	FW465	SUPERDRUG	SUPERDRUG PHARMACY	124-140 HIGH STREET, HARBORNE, BIRMINGHAM, B17 9NN	T: 0121 427 8565 F:	WWW.SUPERDRUG.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40									NO	YES
256.	FTT74	TESCO STORES LIMITED	TESCO INSTORE PHARMACY	SWAN SHOPPING CENTRE, COVENTRY ROAD, YARDLEY, BIRMINGHAM, B26 1AD	T: 0121 371 9847 F:	WWW.TESCO.COM	MON: 08:00-23:00 * TUE: 07:00-23:00 * WED: 07:00-23:00 * THU: 07:00-23:00 * FRI: 07:00-23:00 * SAT: 07:00-22:00 * SUN: 11:00-17:00 *	100									NO	YES
257.	FFT99	TESCO STORES LIMITED	TESCO INSTORE PHARMACY	CAMDEN STREET, HOCKLEY, BIRMINGHAM, B18 7NZ	T: 0121 609 1147 F:	WWW.TESCO.COM	MON: 08:00-22:30 * TUE: 06:30-22:30 * WED: 06:30-22:30 * THU: 06:30-22:30 * FRI: 06:30-22:30 * SAT: 06:30-22:00 * SUN: 11:00-17:00 *	100	YES		YES				YES		NO	YES
258.	FF190	TESCO STORES LIMITED	TESCO INSTORE PHARMACY	BROADWAY HOUSE, LADYWOOD, BIRMINGHAM, B16 8HA	T: 0121 623 7847 F:	WWW.TESCO.COM	MON: 08:00-20:00 * TUE: 08:00-20:00 * WED: 08:00-20:00 * THU: 08:00-20:00 * FRI: 08:00-20:00 * SAT: 08:00-20:00 * SUN: 10:00-16:00 *	40		YES			YES				NO	YES
259.	FMF18	TESCO STORES LIMITED	TESCO INSTORE PHARMACY	11 PRINCESS ALICE DRIVE, CHESTER ROAD NORTH, NEW OSCOTT, SUTTON COLDFIELD, B73 6RB	T: 0121 673 1647 F: 0121 6731649	WWW.TESCO.COM	MON: 08:00-21:00 * TUE: 08:00-21:00 * WED: 08:00-21:00 * THU: 08:00-21:00 * FRI: 08:00-21:00 * SAT: 08:00-21:00 * SUN: 10:00-16:00 *	40			YES				YES		NO	YES
260.	FVD19	CARTER WG	THE BOURNVILLE	45 SYCAMORE ROAD, BOURNVILLE, BIRMINGHAM, B30 2AA	T: 0121 472 0282 F:		MON: 09:00-13:00 * 14:00-17:00 * TUE: 09:00-13:00 * 14:00-17:00 * WED: 09:00-13:00 * 14:00-18:00 * THU: 09:00-13:00 * 14:00-17:00 * FRI: 09:00-13:00 * 14:00-17:00 * SAT: 09:00-13:00	40									NO	YES
261.	FNH35	NATIONAL CO-OPERATIVE CHEMISTS LTD.	THE CO-OPERATIVE PHARMACY	THE HEALTH CENTRE, 162 SHARD END CRESCENT, SHARD END, BIRMINGHAM, B34 7BP	T: 0121 747 4585 F: 0121 747 4585	HC200331@CO-OPERATIVE.CO.UK WWW.CO-OPERATIVEPHARMACY.CO.UK	MON: 09:00-18:30 * TUE: 09:00-18:30 * WED: 09:00-18:30 * THU: 09:00-18:30 * FRI: 09:00-18:30 * SAT: 09:00-17:00	40		YES		YES	YES				NO	YES

287.	FD274	FLINTON LTD	YARDLEY PHARMACY	2 WILLARD ROAD, SOUTH YARDLEY, BIRMINGHAM, B25 8AA	T: 0121 706 2723 F:		MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-18:00 * THU: 09:00-19:00 * FRI: 09:00-19:00	40			YES	YES	YES	YES					YES	YES
288.	FC95	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	WOODGATE VALLEY ONE STOP PRIMARY CARE CENTRE, 61 STEVENS AVENUE, BARTLEY GREEN, BIRMINGHAM, B32 3SD	T: 0121 426 3773 F: 0121 426 3773	WWW.BOOT.COM	MON: 08:30-18:30 * TUE: 08:30-18:30 * WED: 08:30-18:30 * THU: 08:30-18:30 * FRI: 08:30-18:30	40	YES										YES	YES
289.	FXR52	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	78-79 POOL WAY, SHELDON, BIRMINGHAM, B33 8ND	T: 0121 783 5562 F: 0121 783 5562	WWW.BOOT.COM	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: 09:00-17:30	40		YES				YES					YES	YES
290.	FAT12	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	71 PERSHORE ROAD, EDGBASTON, BIRMINGHAM, B5 7NX	T: 0121 440 1210 F: 0121 440 1210	WWW.BOOT.COM	MON: 09:00-19:00 * TUE: 09:00-19:00 * WED: 09:00-20:00 * THU: 09:00-20:00 * FRI: 09:00-19:00 * SAT: 09:00-14:00	40											YES	YES
291.	FTW25	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	620 KINGSBURY ROAD, ERDINGTON, BIRMINGHAM, B24 9PJ	T: 0121 373 1029 F: 0121 373 1029	WWW.BOOT.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40											YES	YES
292.	FW137	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	553-555 STRATFORD ROAD, SPARKHILL, BIRMINGHAM, B11 4LP	T: 0121 772 0795 F: 0121 772 0795	WWW.BOOT.COM	MON: 09:00-13:00 * 14:00-19:00 * TUE: 09:00-13:00 * 14:00-19:00 * WED: 09:00-13:00 * 14:00-19:00 * THU: 09:00-13:00 * 14:00-19:00 * FRI: 09:00-13:00 * 14:00-19:00 * SAT: 10:00-13:00 * 14:00-18:00	40	YES	YES	YES			YES					YES	YES
293.	FAR92	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	38 EAST MEADWAY, TILE CROSS, BIRMINGHAM, B33 0AP	T: 0121 783 2475 F: 0121 783 2475	WWW.BOOT.COM	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: 09:00-13:00	40		YES		YES		YES					YES	YES
294.	FN440	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	161 PRINCE OF WALES LANE, WARSTOCK, BIRMINGHAM, B14 4LR	T: 0121 474 2581 F: 0121 474 2581	WWW.BOOT.COM	MON: 09:00-13:00 * 14:15-18:00 * TUE: 09:00-13:00 * 14:15-18:00 * WED: 09:00-13:00 * THU: 09:00-13:00 * 14:15-18:00 * FRI: 09:00-13:00 * 14:15-18:00 * SAT: 09:00-13:00 * 14:15-17:30	40											YES	YES
295.	FWQ46	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	15 HOLLYFIELD ROAD SOUTH, SUTTON COLDFIELD, B76 1NY	T: 0121 378 1176 F: 0121 378 1176	WWW.BOOT.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40				YES	YES						YES	YES
296.	FM784	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	137 MONYHULL HALL ROAD, KINGS NORTON, BIRMINGHAM, B30 3QG	T: 0121 458 2756 F: 0121 458 2756	WWW.BOOT.COM	MON: 09:00-18:00 * TUE: 09:00-18:00 * WED: 09:00-18:00 * THU: 09:00-18:00 * FRI: 09:00-18:00 * SAT: 09:00-17:30	40											YES	YES
297.	FRV35	BOOTS UK LTD	YOUR LOCAL BOOTS PHARMACY	1120 STRATFORD ROAD, HALL GREEN, BIRMINGHAM, B28 8AE	T: 0121 777 6081 F:	WWW.BOOT.COM	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: 09:00-13:00 * 14:00-17:30	40			YES								YES	YES

Appendix 7 – Appliance Contractors

Name	Address	Telephone	Opening Hours
Salts Healthcare	Unit 1, Ringway Industrial Estate, Birmingham, B7 4AA	0121 333 2000	Monday to Friday, 09:00-17:00
Salts Medilink	20 Priory Queensway, Birmingham, B4 6BS	0121 236 0710	Monday to Friday, 09:00-17:00