



# Consultation on a draft Pharmaceutical Needs Assessment (“PNA”)

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Southampton City Council undertook public consultation on a draft Pharmaceutical Needs Assessment (“PNA”) for Southampton.

The consultation took place between **Monday 31 March** and **Friday 30 May 2025**.

The aim of this consultation was to:

- Communicate clearly to residents and stakeholders the proposed content of the Pharmaceutical Needs Assessment;
- Ensure any resident, business or stakeholder who wished to comment on the proposals had the opportunity to do so, enabling them to raise any impacts the proposals may have, and;
- Allow participants to propose alternative suggestions for consideration which they feel could achieve the objective in a different way.

This report summarises the aims, principles, methodology and results of the public consultation. It provides a summary of the consultation responses both for the consideration of decision makers and any interested individuals and stakeholders.

It is important to be mindful that a consultation is not a vote, it is an opportunity for stakeholders to express their views, concerns and alternatives to a proposal. Equally, responses from the consultation should be considered in full before any final decisions are made. This report outlines in detail the representations made during the consultation period so that decision makers can consider what has been said alongside other information.

The agreed approach for this consultation was to use an online questionnaire as the main route for feedback. Questionnaires enable an appropriate amount of explanatory and supporting information to be included in a structured questionnaire, helping to ensure respondents are aware of the background and detail of the proposals.

Respondents could also write letters or emails to provide feedback on the proposals. Emails or letters from stakeholders that contained consultation feedback were collated and analysed as a part of the overall consultation.

The consultation was promoted, in line with the communications plan from the Public Health Communications Officer in the following ways:

- Posts on social media channels
- Links via the Southampton City Council website, and
- Emails sent to specified organisations

Questionnaire results have been analysed and presented in graphs within this report. Respondents were given opportunities to provide written feedback on the proposals. In addition, anyone could provide feedback in letters and emails. We have provide quotes of the free text feedback provided.



The key findings of the consultation are:

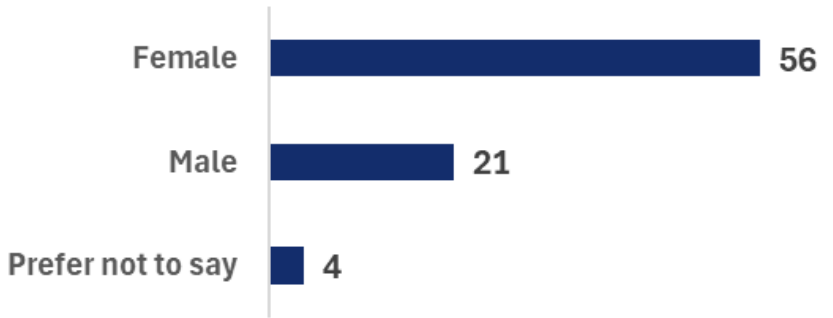
There were 91 respondents of which 82 were members of the public.

Overall, the conclusion of the consultation is that 56.0% agree with the consultation and 27.5% disagree

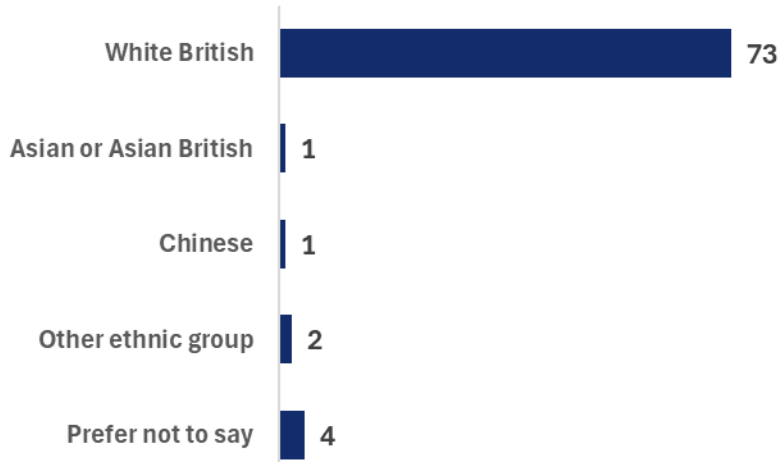


Overall, there were **91** separate responses to the consultation. Only the **81** respondents who answered the public survey could respond to the complete demographic questions. The following page includes demographic breakdowns of the respondents by count.

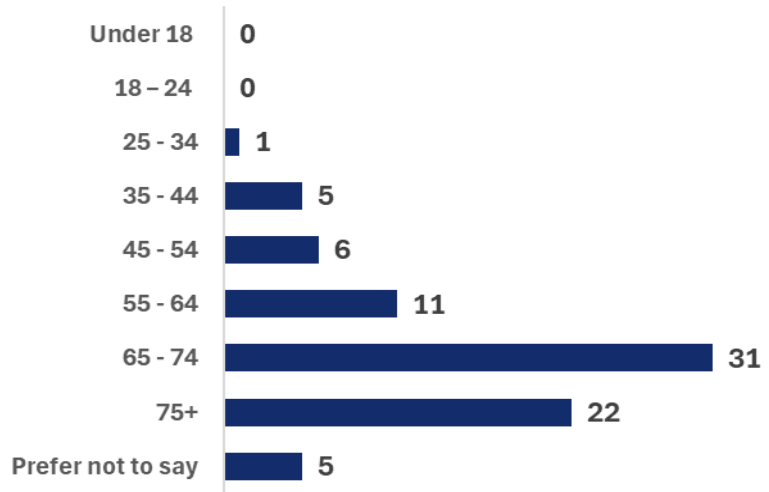
What is your sex?



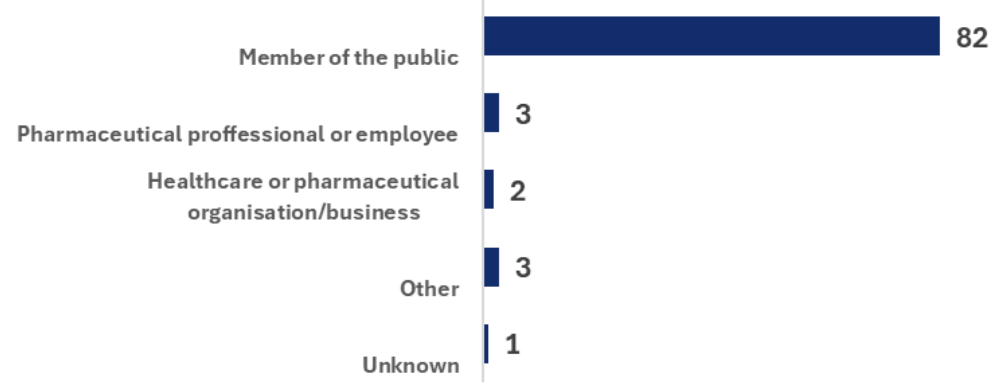
How would you describe your ethnic group?



What is your age?



Which of the following best describes your interest in this consultation?





Consultation respondents were asked if they would like to respond to either a short or detailed version of the consultation questionnaire, with the detailed version having more questions covering different parts of the draft PNA. The additional questions for the detailed version of the survey.

12 out of 91 respondents to the online questionnaire answered the detailed version of the consultation questionnaire. A table summarising their responses to the additional questions in the detailed consultation can be found below.

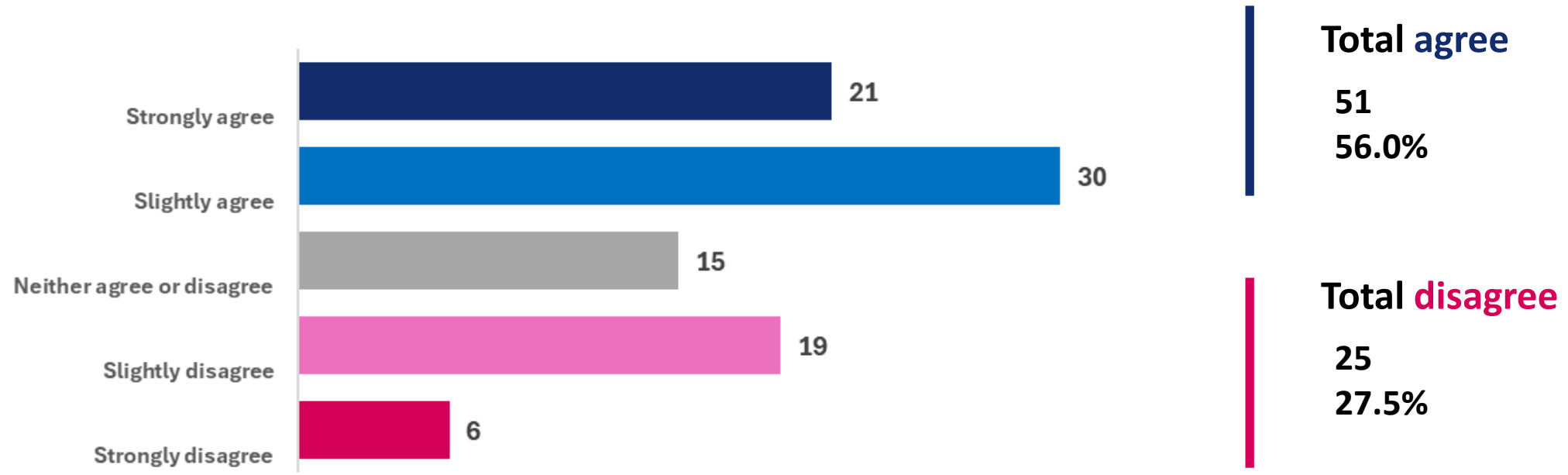
To what extent do you agree or disagree...	Strongly agree	Slightly agree	Neither agree or disagree	Slightly disagree	Strongly disagree
The Draft Pharmaceutical Needs Assessment reflects the current provision of pharmaceutical services within your area	4	4	1	0	3
All NHS services that you believe could be provided in the community pharmacy setting that have been highlighted	5	3	2	0	2
The Draft Pharmaceutical Needs Assessment reflects the needs of your area's population	3	5	3	0	1
The Draft Pharmaceutical Needs Assessment identifies all gaps in service provision of which you are aware	4	2	1	3	2
Market entry	3	4	0	3	1
How pharmaceutical services may be commissioned in the future	3	4	2	1	2
Future pharmaceutical services provision and plans for pharmacies	2	3	3	3	1



“A Pharmaceutical Needs Assessment (PNA) is a statement of current pharmaceutical services provided in the local area, which is used by NHS England when responding to applications for opening of additional pharmacies, relocation of premises and amendments to opening hours for pharmaceutical services. A PNA is not, therefore, a typical health needs assessment.

This includes all respondents; members of the public and professional groups

**To what extent do you agree or disagree with the conclusions of the draft Pharmaceutical Needs Assessment?**



Source: PNA public consultation, March to May 2025








Summary of the free text provided:

- **Informed consent and transparency:** There is a need for full informed consent before interventions, and transparency from pharmacies regarding payments and side effects.
- **Dispensing tools:** Exploring the use of dispensing tools like nomad systems or dosette boxes to improve treatment adherence.
- **Pharmacy provision and services:** While the number of pharmacies is adequate, there is a need for better provision within them, including reliable medication availability and immunization services.
- **Operational challenges:** Pharmacies are often too busy, rushed, and not open enough hours. Some pharmacies struggle to find pharmacists, leading to temporary closures.
- **Access and availability:** There are issues with access to pharmacies, including the need to travel further for specific medications, and the lack of pharmacies in certain areas.
- **Communication and awareness:** There is a need for better communication about what services pharmacies can offer as alternatives to seeing a doctor.
- **Pharmacy closures and crowding:** Many pharmacies have closed, leading to crowding and slower service in those that remain.
- **Prescription Processing:** There is a need for clarity about the time between placing and collecting prescriptions.
- **Late-night and out-of-hours services:** There is a need for more late-night and out-of-hours pharmacy services to meet demand.
- **Delivery services:** Some pharmacies are ending delivery services due to funding issues, making it difficult for people to access medications, especially on weekends.

If you disagree, or have any comments, impacts, suggestions or alternatives you feel we should consider within the draft Pharmaceutical Needs Assessment, please provide details:

*“Oh good, does this mean full informed consent ahead of intervention and PIL & MHRA yellow card scheme notified before   given...and transparency from the pharmacies in the region so any social media post advocating pharmaceutical product lists how much paid to the pharmacy by NHS contract and requirements to link in said post side-effects etc  “*

*“I would be helpful to explore in more depth the pharmacies offering dispensing tools like nomad systems or dosette boxes to enable better concordance with treatment”*

*“Current number of pharmacies is fine but there needs to be better provision within them e.g. more reliable medication availability, immunisation service etc”*

*“The existing pharmacies are always too busy, too rushed and not open enough hours. Our local pharmacy can not always get a pharmacist and some days they are forced to stay shut until a pharmacist can be located.”*

*“I feel we need to keep all the pharmaceutical services and make sure that every area has the service they need. This is even if more have to be created.”*



*“I have to use a pharmacy further away from my home, as the nearest pharmacy will not order in the exact item as prescribed (getting an alternative only). Therefore, I have to pay a delivery cost to get it, as it is not reachable by public transport. The local pharmacy badly organised and has too many people trying to access it, especially as they also deal with drug and alcohol treatments”*

*“I have frequently been to pick up my medication from a pharmacy to find that it is not available or”*

*“There should be more access to pharmaceutical services in Southampton, at present provision is sketchy.”*

*“Many chemist shops have closed, those that remain are often crowded and slow to serve”*

*“Clarity about length of time between placing a prescription and collecting a prescription.”*

*I” feel that people are still not clear about what a pharmacy/ pharmacist can offer as an alternative to seeing a Doctor or health professional at the doctor's. This does need a communication strategy”*

*“No provision in peartree or sholing. It is no possible to get to a pharmacy within 5 minutes”*

*“At the moment, we live very close to a Boots pharmacy, but it is small, so I'm concerned it would close in the future. It's always very busy tho, so i hope footfall rather than location and size of store would keep it open.”*

*“I no longer drive, am 89 years old and there is no pharmacy or surgery within walking distance of my home in Sholing. I now have to take a taxi as there are no bus routes close by in eiher directio. The !Walk In Centre" in Bitterne was closed some years ago, but it was a really useful service when no surgery appointments were available.”*

*“My local pharmacy is always very busy. The pharmacy has taken on many extra tasks, some taken over from GPs, they have many consultations, medication to give to drug addicts, and more. The population has increased also, immigration has increased too, adding to our population.”*

*“There is no pharmacy within a 30-40 minute walk of my home. As a pensioner this can be a problem, especially if the weather is inclement.”*

*“There are not enough established premises available offering a variety of products and services”*

*“There’s less than there used to be, do not hold stock suitable for families and especially near me everything is restricted by time etc”*

*“The pharmacy at Superdrug in Bitterne works well. I have heard that it may be under to threat. If it were to close a replacement pharmacy in the District Centre would be very desirable.”*



*“Opening times make it tricky for many folks get the pharamcy care they need at the times they need it. This city could do mucn better there!”*

*“Although the number of pharmacies may be sufficient to meet current and short-term future needs, the availability of late-night/Out-of-Hours (OOH) pharmacies could do with improvement”*

*“I question the range of local out of hours availability of pharmacies at night on Sunday and bank holidays”*

*“Whilst I agree that there is a good coverage of pharmacies with a good range open early and late to allow for easy access for people in the city. It appears there are 2 pharmacies open until 9pm (and 2 pharmacies until 8pm). I would like to comment about the availability of a pharmacy open beyond 9pm to cope with later evening/late night dispensing for patients issued a prescription from the Urgent Treatment centre which is open daily until 10pm. Do we know about demand and need for pharmacy services beyond 9pm for late prescriptions.”*

*“Agree with most except need for a 24 hours pharmacy”*

*“Pharmacies are starting to end delivery services due ,apparently according to my local pharmacy, lack of funding. Finding pharmacy open after 5 on a Sunday is impossible. Pharmacies should be available in all areas at all times over weekends.”*



*“Below is a review I sent regarding the Basil Chemist in Bedford Place, Southampton. It is rather long, and I hope you have time to read it.*

*I have been fobbed off with a distortion of my complaint, describing it as a concern. I think it is a disgrace that ordinary members of the public should have to come in second place over drug addicts who contribute nothing to society other than being a pain and causing concern to not only threats of violence and criminal damage to properties, but also thefts in local businesses I have shopped in to include art studios, Opticians, food stores and have witnessed criminal damage to the glass window of Kebab shop after picking up their prescription from this Chemists. Please read my review/complaint as set out below. : I have left this so-called pharmacy for the third and final time now after witnessing another infuriating outburst from another drug addict picking up their methadone prescription. Previously in the old chemist just up the road in Bedford Place, Southampton, multiple drug addicts repeatedly came into this shop aggressively jumping the queue, out of their heads whilst portraying some drama act as if they were going to die if they didn't get their methadone. Nobody confronted them. The staff just totally ignored the situation as if it was the normal thing to do. I felt this would have improved in the new chemist as they have a separate counter for them now. No such luck. If anything it has got even worse. I was in the queue with several other people and waited for half an hour before getting served. During this time, a female drug addict entered the shop holding a can of alcohol and staggered to the counter. In a very short time, she became very abusive to the member of staff trying to serve her and also started to shout insults that I cannot repeat, or this review will not be published.”*

Continued on the next slide:



*“This individual started to become very racist towards a few people in the queue who were of Asian / Afro-Caribbean descent. Finally, I can only assume the male who came over to try to speak to this person would have been the Manager and informed her that he was going to inform her case worker. And that's it. More loud shouting, screaming and swearing. The majority of staff prior to the male member of staff who finally intervened just looked around and at best just shook their heads as if this was the normal working day's events. It's a total disgrace that this sort of behaviour has to be put up with. At one point, I commented to a delightful young Asian lady standing beside me; " Every time you come into this damed place, it feels like you are lucky to get out alive or without some injury." It really is a challenge to just pick up your prescription and wonder if you react to the insults, abuse and threatening behaviour of such individuals, you could quite easily find yourself not only picking up a prescription but also booking yourself into a hospital bed or Police cell. I do not care what their Care Workers tell us we need to understand about their Mental Health state and their rights. I'm not there to understand, I'm there to pick up my prescription, in peace, in a respectful manner and not feel threatened by any such thugs. It is a total disgrace that the proprietors allow this sort of situation and behavioural patterns to include aggressive swearing, insulting racist name-calling calling and threatening behaviour to constantly go unchallenged, not only to the staff members but anyone else who happens to be in the vicinity. All for the sake of profit at the tills. I will walk the extra distance and go to a more professional establishment in the future, even with the pain it causes me. After all, the reason for my being there was to pick up painkillers.”*