



# **Hillingdon Pharmaceutical Needs Assessment 2022**

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## **Appendix 4a: Pharmacy Survey**

**October 2022**

## Pharmacy Services Survey



# Pharmaceutical Needs Assessment Questionnaire 2022

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### Premises and contact details

1. Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)

Enter your answer

2. Trading name

Enter your answer

3. Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?

- ☐ Yes
- ☐ No
- ☐ Possibly

4. Is this pharmacy a 100-hour pharmacy?

- ☐ Yes
- ☐ No

5. Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (ie it is not the 'standard' Pharmaceutical Services contract)

☐ Yes

☐ No

6. Is this pharmacy a Distance Selling Pharmacy? (i.e it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)

☐ Yes

☐ No

7. Pharmacy premises shared NHSmail account

Enter your answer

DRAFT

## Consultation facilities

As a result of the Healthy Living Pharmacy Level 1 (HLP) criteria becoming Terms of Service requirements from **1 January 2021**, almost all pharmacies will need to have a consultation room.

Is there a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises, and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) (tick as appropriate)

### 8. On premises

- ☐ None, have submitted a request to NHSE&I that the premises are too small for a consultation room
- ☐ Planned before 1st April 2023, or
- ☐ None (Distance Selling Pharmacy)
- ☐ Available (including wheelchair access)
- ☐ Available (without wheelchair access), or
- ☐ None, NHSE&I has approved my request that the premises are too small for a consultation room
- ☐ Other

### 9. Where there is a consultation area, is it a closed room?

- ☐ Yes
- ☐ No

### 10. During consultations are there hand-washing facilities

- ☐ In the consultation area
- ☐ Close to the consultation area, or
- ☐ None

### 11. Patients attending for consultations have access to toilet facilities

- ☐ Yes
- ☐ No

12. (Off-site) The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use)

☐ Yes

☐ No

13. (Off-site) The pharmacy is willing to undertake consultations in patient's home / other suitable site

☐ Yes

☐ No

14. Languages spoken (in addition to English)

Enter your answer

DRAFT

## Services

15. Does the pharmacy dispense appliances?

- ☐ Yes – All types
- ☐ Yes, excluding stoma appliances, or
- ☐ Yes, excluding incontinence appliances, or
- ☐ Yes, excluding stoma and incontinence appliances, or
- ☐ Yes, just dressings, or
- ☐ None
- ☐ Other

DRAFT

## Advanced Services

Does the pharmacy provide the following services?

16. Appliance Use Review service

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

17. Community Pharmacist Consultation Service (CPCS)

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

18. C-19 LFD distribution

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

19. Flu Vaccination Service

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide



20. Hypertension Case Finding

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

21. New Medicine Service

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

22. Stoma Appliance Customisation service

- ☐ Yes
- ☐ Intending to begin within next 12 months
- ☐ No - not intending to provide

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## Other Services

(1) These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the NHS England & Improvement Team. The NHSE&I regional team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'

Which of the following other services does the pharmacy provide, or would be willing to provide?

Who are you currently providing under contract with?

### 23. Anticoagulant Monitoring Service:

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

### 24. Anti-viral Distribution Service (1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



25. Care Home Services

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

26. Chlamydia Testing Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

27. Chlamydia Treatment Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



28. Contraceptive service (not EC) (1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

### Disease Specific Medicines Management Service

Which of the following disease specific management services does the pharmacy provide, or would be willing to provide?  
And who are you currently providing them under contract with?

#### 29. Allergies

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

#### 30. Alzheimer's/Dementia

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

#### 31. Asthma

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

32. CHD

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

33. COPD

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

34. Depression

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



35. Diabetes type I

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

36. Diabetes type II

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

37. Epilepsy

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

38. Heart Failure

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

39. Hypertension

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

40. Parkinson's disease

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

41. Emergency Contraception Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

42. Emergency Supply Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

43. Gluten Free Food Supply Service (i.e. not via FP10)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



44. Home Delivery Service (not appliances)(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

45. Independent Prescribing Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

46. If currently providing an Independent Prescribing Service, what therapeutic areas are covered?

Enter your answer

47. Language Access Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



48. Medication Review Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

49. Medicines Assessment and Compliance Support Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

50. Minor Ailment Scheme

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



51. Medicines Optimisation Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

52. If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?

Enter your answer

53. Needle and Syringe Exchange Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

54. Obesity management (adults and children)(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

55. Not Dispensed Scheme

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

56. On Demand Availability of Specialist Drugs Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

57. Out of Hours Services

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



58. Patient Group Direction Service (name the medicines)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

59. Please name the medicines relating to local NHSE&I regional team, CCG and Local Authority in the question above.

Enter your answer

60. Phlebotomy Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

61. Prescriber Support Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

62. Schools Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

## Screening Service

Which of the following screening services does the pharmacy provide, or would be willing to provide? And who are you currently providing them under contract with?

### 63. Alcohol

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

### 64. Cholesterol

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

### 65. Diabetes

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

66. Gonorrhoea

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

67. H. pylori

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

68. HbA1C

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

69. Hepatitis

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

70. HIV

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

71. Seasonal Influenza Vaccination Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately



## Other vaccinations and services

Which of the following vaccinations does the pharmacy provide, or would be willing to provide? And who are you currently providing them under contract with?

### 72. Childhood vaccinations(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

### 73. Please name the childhood vaccinations relating to local NHSE&I regional team, CCG and Local Authority in the question above.

### 74. COVID-19 vaccinations

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately





75. Hepatitis (at risk workers or patients) vaccinations (1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

76. HPV vaccinations (1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

77. Meningococcal vaccinations

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

78. Pneumococcal vaccinations

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

79. Travel vaccinations(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

80. Please name the travel vaccinations relating to local NHSE&I regional team, CCG and Local Authority in the question above.

81. Sharps Disposal Service(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

82. Stop Smoking Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

83. Supervised Administration Service

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

84. Supplementary Prescribing Service (name therapeutic areas)

Enter your answer

85. Vascular Risk Assessment Service (NHS Health Check)(1)

- ☐ local NHSE&I regional team
- ☐ CCG
- ☐ Local Authority
- ☐ Willing to provide if commissioned
- ☐ Not able or willing to provide
- ☐ Willing to provide privately

**Non-commissioned services**

Does the pharmacy provide any of the following?

86. Collection of prescriptions from GP practices

☐ Yes

☐ No

87. Delivery of dispensed medicines – Selected patient groups (please list below)

☐ Yes

☐ No

88. Delivery of dispensed medicines – Free of charge on request

☐ Yes

☐ No

89. Delivery of dispensed medicines – with charge

☐ Yes

☐ No

90. Monitored Dosage Systems – Free of charge on request

☐ Yes

☐ No

91. Monitored Dosage Systems – with charge

☐ Yes

☐ No

92. Please list your criteria for selected patient groups or areas

Enter your answer

93. Is there a particular need for a locally commissioned service in your area?

☐ Yes

☐ No

94. If so, what is the service requirement and why?

Enter your answer



## About you

Contact name of person completing questionnaire on behalf of the contractor, if questions arise

95. Full name

Enter your answer

96. Telephone number

Enter your answer

Back

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Page 10 of 10

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