

Draft for consultation:

## **Cheshire East Pharmaceutical Needs Assessment: 2025-2028**

### **Plain English summary**

A Pharmaceutical Needs Assessment (PNA) is a way to make sure that the right pharmacy services are in place for the residents of Cheshire East. The PNA is used by the NHS to consider whether more pharmacies are needed in any area within Cheshire East or for different opening times.

Cheshire East and all other areas across the country must complete one every three years. The last Cheshire East PNA was published in September 2022. A new PNA has been undertaken to cover the time period from September 2025 to 2028.

#### **The assessment showed that pharmaceutical provision in Cheshire East is adequate.**

This means that there are enough pharmacies across the Cheshire East local area and that their opening hours and the services they provide are appropriate. In some areas, people can seek support from pharmacies in other local authorities.

#### **How has this assessment been undertaken?**

Each PNA involves people from health and public health organisations working together to look at a wide range of pharmacy related information (for example, numbers of prescriptions and numbers of pharmacies) and asking for the views of residents and pharmacies using surveys. We have worked hard to gather views of as many residents as possible, through advertising and promotion of our public survey through GP Practices, Dental Practices, Family and Community hubs, libraries, via social media and through links to a variety of organisations that work with Cheshire East residents, particularly those who work with some of our more vulnerable residents. These views are presented throughout the PNA document, and the tables of the results are included in Appendix A of the full draft of the PNA.

Pharmacies are important not only in providing medicines, but also in

- supporting healthy living
- finding people with high blood pressure so they can be treated
- supporting residents with advice about minor illnesses.

Over the next ten years there are going to be **more older people**. Given that older people often need more medicines, it is likely that all pharmacies across the country will need to plan to make sure they can continue to support residents well. This should include thinking about making sure they can support people with certain needs, such as people with disabilities. This issue will be followed up again in the next PNA in three years' time.

This PNA covers from 2025 to 2028. Whilst the next PNA will not be due until 2028, the PNA team will actively consider pharmacy issues and need over the next three years and regularly consider the need for additional (supplementary) statements to update on any substantial changes that emerge.

We know the Government have recently announced planned changes to the organisation of the NHS. Until we know how this will change the PNA, we have continued with the production of our PNA 2025 draft for public consultation. If further details become available, we will try to include these changes before the publication of the final PNA if possible.

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# How to complain about a local pharmacy

The pharmaceutical needs assessment considers the amount of pharmacies in an area and their opening hours. However, it cannot improve the quality of any specific pharmacy. NHS England is responsible for this. If you have any concerns regarding the service you have received in a particular community pharmacy and would like to feed this back, please take the steps below.

**This process does not cover complaints about a hospital pharmacy. You need to contact the Trust that runs the hospital.**

## Step 1 - Talk to a member of Staff

If you feel comfortable doing so, it is always best to mention your concern to the member of staff you are dealing with or their manager. They may be able to sort things out for you.

## Step 2 - contact the pharmacy Complaints Manager

Each pharmacy must have a complaints manager, who makes sure complaints are dealt with properly. You can complain by letter, email or by talking to someone at the pharmacy.

## Step 3 - contact NHS England

NHS England handle concerns or complaints relating to directly commissioned services or services provided by NHS England. This includes primary care (GPs, dentists, pharmacists, and optometrists).

A complaint can be made:

By email to [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Please email "for the attention of the complaints team"

By post:

NHS England,  
PO Box 16738,  
Redditch, B97 9PT

By telephone 0300 311 22 33

Website

[www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/](http://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/)

Cheshire East Healthwatch offers an NHS Independent Complaints Advocacy Service (ICAS). They can help you to use the NHS complaints process to have your voice heard.

## **Help Making a Complaint - Healthwatch Cheshire East**

**<https://healthwatchcheshireeast.org.uk/what-we-do/help-making-a-complaint/>**

### **Step 4 - write to the Parliamentary and Health Service Ombudsman**

The Parliamentary and Health Service Ombudsman makes final decisions on complaints that have not been resolved by the NHS in England and other public organisations.

Telephone 0345 015 403

Website

**[www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms](http://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms)**

Postal address:

Parliamentary and Health Service Ombudsman,  
Citygate,  
Moseley Street  
Manchester,  
M2 3HQ

### **Additional support**

The General Pharmaceutical Council (GPhC) is there to protect, promote and maintain the health, safety and wellbeing of members of the public by upholding standards and public trust in pharmacy.

The GPhC can give guidance on the following:

- What to expect from your pharmacy
- Buying medicines safely online
- Raising concerns or a complaint about a pharmacy professional

Telephone: 020 3713 8000

Email address: **[info@pharmacyregulation.org](mailto:info@pharmacyregulation.org)**

Website:

**[I am a member of the public | General Pharmaceutical Council \(pharmacyregulation.org\) https://www.pharmacyregulation.org/i-am-patient-or-member-public](http://www.pharmacyregulation.org/i-am-patient-or-member-public)**