

Sefton Pharmaceutical Needs Assessment (PNA) 2025–2028 Public Consultation Feedback Summary Report

Section 1: About the survey

Sefton Health and Wellbeing Board is responsible for assessing whether local pharmacy services meet the needs of residents through a process and report called the Pharmaceutical Needs Assessment (PNA).

The PNA considers current and future demand for community pharmacies (chemists) and helps guide NHS decisions about pharmacy services and locations.

A public survey was carried out in Autumn 2024 to understand how people use pharmacies, how easy they are to access, and where improvements may be needed.

Your feedback ensures that services are shaped around real experiences and community needs.

Section 2: Involvement and consultation

Engagement included a public survey, a survey of pharmacy providers, and a formal consultation with healthcare organisations.

To improve accessibility, surveys were available in several formats including full, short, easy-read, and printable versions.

A dedicated webpage brought all materials together in one place.

The survey was promoted widely through NHS partners, Healthwatch, community organisations, and Council communications.

This helped increase participation and ensure a wider range of people could take part.

Section 3: What people told us

386 people responded. Many had higher health needs, including around 30% reporting a disability or access need, and almost 1 in 5 identifying as carers.

Most people said pharmacies are easy to access, with only a small number reporting difficulties.

People mainly chose to use pharmacies close to home.

Most respondents had used a pharmacy recently, usually to collect prescriptions.

Feedback about pharmacy staff and services was very positive overall.

Main concerns were waiting times for medicines and delays in receiving complete prescriptions.

Some people also found access more difficult during evenings and weekends.

Overall, pharmacy services were found to be widely accessible and meeting local needs, with no major gaps identified.

Section 4: How your feedback has been used

Your feedback has been used to inform the Pharmaceutical Needs Assessment and reflect real experiences of local residents.

Survey results were combined with other data to assess access, quality, and service provision.

The findings confirmed that pharmacy services are generally sufficient and well located.

Key issues such as waiting times and access at certain times will continue to be monitored.

The published PNA can assist pharmacies to improve their services.

Section 5: What happens next?

Although no major gaps were identified, services will continue to be reviewed.

Future surveys will aim to involve more younger people, men, and under-represented groups.

Engagement with community groups could begin earlier to promote the full range of survey participation options.

The next PNA (2028–2031) will build on learning from this consultation.

Thank you for taking part – your feedback helps to shape pharmacy services in Sefton.