



# Pharmacies in Swindon

Pharmaceutical Needs Assessment 2022



# Introduction



Pharmacies are an important part of the National Health Service: the NHS.



Pharmacists help people to look after themselves by:

- giving people medicines which are prescribed by their doctor
- giving people advice about health
- helping people to manage illnesses at home



This is the **Swindon Pharmaceutical Needs Assessment**. We write one every 3 years. It helps us to make sure there are good quality pharmacies for everyone in Swindon. Pharmacies help people to be healthy and to look after themselves.

# Information in the assessment

We found out about the health and wellbeing of people living in:

- Swindon
- Highworth
- Wroughton

and the villages around these places

We looked at what might change in the future.

We listened to the views of:

- people who visit pharmacies, for things like prescriptions and advice
- pharmacists
- other local people



# About Pharmacies



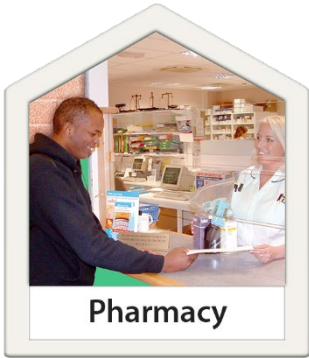
Pharmacies help local people in lots of different ways. They:

- give people medicines prescribed by their doctor
- tell you about medicines which you can buy without seeing a doctor. For example, painkillers and skin creams.
- help people to stop smoking
- give people vaccines
- give advice about living healthily
- help people to manage their weight



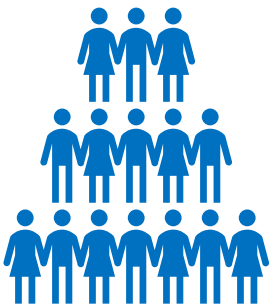
Some pharmacies are in supermarkets like Tesco or Asda. Some are in small, local shops. Some are in GP surgeries.

# Pharmacies in Swindon



In Swindon there are:

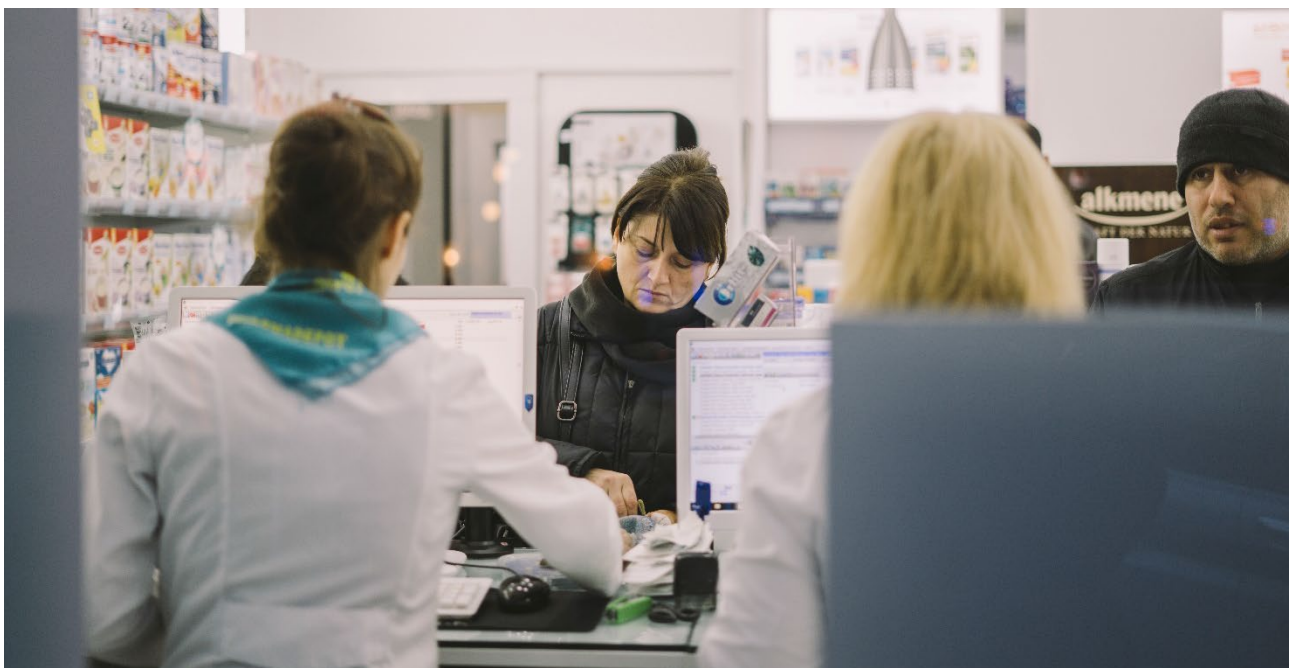
- **38 community pharmacies.**  
This is 1 pharmacy for every 6,000 people who live in the area.



The average for England is 1 pharmacy for every 5,000 people.



- **4 GP surgeries** where people can get medicines and other prescriptions.



## Pharmacies help the NHS

Pharmacies give face-to-face help and support to thousands of local people.

This can:

- help people to stay healthy  
For example, by giving people flu vaccines.
- give people the care they need, more quickly than GPs and hospitals can
- mean that fewer people go to Accident and Emergency (A&E)
- help local doctors and hospitals to deal with winter illnesses like colds and flu
- help people who have not had good healthcare before, by being welcoming and easy to use



## About people in Swindon

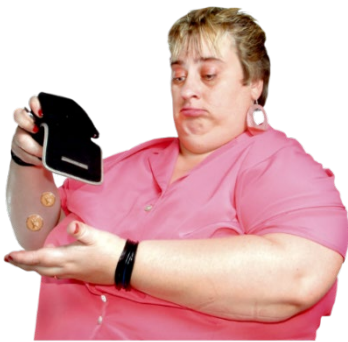


There are 222,000 living in Swindon now. By 2025, there will be 232,000.

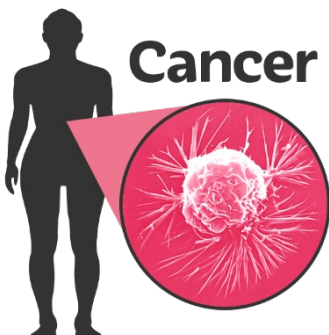


The number of people from ethnic minorities is going to grow.

There will be 18,000 more older people by 2031. Older people are more likely to need medication, advice and hospital treatment.



People in 1 in 10 households do not have a job. This is likely to mean that they do not have much money.



In areas where people do not have much money, people's lifestyles tend to be less healthy. People die earlier from things like cancer, heart disease and lung disease.



7 in 10 people who are over 65 years old have at least one long-term health condition.



14 in every 100 adults in Swindon smoke. The number of people who die from diseases caused by smoking is higher than many other areas in England.



1 in 4 adults drink more alcohol than 14 units of alcohol per week. This is 6 pints of beer or 6 glasses of wine.

2 in 3 adults in Swindon are overweight or obese.



The number of people using illegal drugs is higher than many other areas in England. The number of people getting help for drug abuse is lower than other areas in England.



## Welcoming everyone



Pharmacies can help more people by being welcoming and accessible.

Examples of ways to make pharmacies more accessible for everyone include:



- Hearing aid loops
- Good lighting
- Enough space for mobility scooters
- Not needing to give an address if you are homeless
- Helping people to take their medicines independently
- Respecting people's lifestyles and beliefs
- Making sure there is a place where patients and pharmacists can talk in private.





## What people told us: Pharmacy customers

Most people are happy with their pharmacy, but some things could be better:

### The pharmacy building

- more seating, and space for mobility scooters and wheelchairs
- weekend opening
- parking nearby



### Getting help

- free medicine delivery
- somewhere to talk in private
- shorter waiting times
- having more medicines in the pharmacy



### Staff

- some pharmacies need more staff
- being able to see the same pharmacist is good
- staff being aware of autism



# What people told us: Pharmacists

Pharmacists told us about 3 challenges:



## Giving customers what they want

- Customers often want their medicines quickly, and we can't always do that.

## Having enough medicines ready



- Sometimes it is hard for us to get hold of medicines.
- Customers often want medicines that we cannot keep all the time. This can cause problems.

## Telling people about pharmacies

- Many people do not know about all the help that pharmacies offer. For example, help to stop smoking, getting flu vaccines or home deliveries.
- Pharmacies want to be able to do more to help their local communities.



## What should happen now



- People in most areas of Swindon already have a pharmacy nearby. We should think about opening more pharmacies when new houses are built.



- Make sure that there are enough pharmacies open 100 hours per week.



- Pharmacies will become an even more important health service.

This will help hospitals, accident and emergency departments and GPs.



- Helping people to be healthy and independent is important. Giving people health checks is part of this.

Some pharmacies offer health checks, but some do not.



- Pharmacists will help more people to help themselves. This is important for people:
  - who do not have much money
  - with long-term health conditions
  - who do not use the internet



- People told us that pharmacies are accessible, but they would like more space for mobility scooters and wheelchairs.



- Find ways to tell more people about the support and advice that pharmacies offer.



- IT systems need to be better, so that pharmacists can share information more easily.



- People should be able to get **emergency hormonal contraception** from all pharmacies.

**Emergency hormonal contraception** is also known as the morning after pill. It is a tablet that stops you becoming pregnant after unprotected sex.



- Pharmacies are important for keeping people safe from abuse.

Staff should be trained about safeguarding of children and adults.

This means that they can recognise signs of abuse, and then know how to help.