

North Somerset Pharmaceutical Needs Assessment 2025-28

Produced on behalf of the North Somerset Health and Wellbeing Board

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1. Executive Summary

North Somerset Health and Wellbeing Board (North Somerset HWB) has a statutory responsibility to assess the needs for pharmaceutical services in its area every 3 years. The last assessment was published in 2022.

The Pharmaceutical Needs Assessment (PNA) assesses how well existing services meet health needs for pharmaceutical services. It must identify gaps and highlight priorities for future developments. This Pharmaceutical Needs Assessment (PNA) reviews current pharmaceutical service needs and considers future changes based on existing service levels. Any changes during the PNA period may require a supplementary statement and further analysis to assess potential service gaps.

It will be used by The NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) to inform decisions on future pharmaceutical commissioning intentions and when they consider applications for new or relocated premises. The BNSSG ICB and North Somerset Council may also use it when commissioning services.

Key findings

Availability of pharmacies

Three PNA localities were used to assess pharmaceutical need. There are 37 community pharmacies and two dispensing GP practices in the North Somerset Health and Wellbeing Board area. This represents 16.7 community pharmacies per 100,000 population, a slightly higher rate than those for the South West (15.5), Bristol (15.1) and South Gloucestershire (14.4). However, this rate does not reflect the significantly higher provision in Weston & Worle locality compared to the other two areas. All pharmacies offering extended opening hours of 72 hours a week or more are situated in this locality. Despite the higher number and density of pharmacies in Weston & Worle, the items dispensed per head is still the highest in North Somerset, reflecting a higher need for essential pharmaceutical services due to higher levels of poor health, disability and social deprivation.

Access to pharmacies

Access to pharmacies in North Somerset can be considered as adequate. All of the North Somerset population is within a 20-minute rush hour drive to a pharmacy. This is a measure that has been shown as acceptable in the patient and public survey that was undertaken for this PNA.

The majority of the population (88.3%) is also within 1-mile walking distance (1.6km, approximately a 20-minute walk) of a pharmacy. 96% of the population can access a community pharmacy within a 20-minute weekday morning public transport journey.

The analysis for the three different PNA localities showed that the Weston & Worle locality has the highest level of pharmacy provision and only 6% of residents who not within walking distance of 1 mile from a pharmacy. This compares to 76% in the Rural locality and 18% in the Clevedon, Nailsea and Portishead locality. All those who cannot access a community pharmacy within a 20-minute public transport live in rural village and dispersed areas within the Rural locality.

Opening hours

All but the Rural PNA locality have adequate provision in the evenings and at the weekends. The Rural PNA locality has the shortest opening hours in North Somerset with no provision on weekdays after 6:30pm and only one pharmacy open on Saturday afternoon or at lunchtime. All pharmacies and the GP dispensary in this locality are closed on Sundays. However, car ownership is high and some areas have access to pharmacies of neighbouring Health and Wellbeing Board areas within a mile of the boundaries of North Somerset.

Conclusion

North Somerset currently has adequate coverage of essential pharmaceutical services, with no significant gaps in provision. This assessment is based on travel time analyses by car, public transport, and walking, though it is acknowledged that car access is essential for reaching services in the most rural areas. These conclusions factored in public perceptions of acceptability based on the results of a patient and public survey.

No gaps in future provision are anticipated within the time frame of this PNA, as planned housing developments align with areas of existing pharmaceutical provision. The statutory requirement to review the PNA within three years is considered appropriate for monitoring any changes.

Opening times analysis by localities suggest there is a potential to secure better access to pharmacies on weekends in the Rural locality which could be remedied by the BNSSG ICB commissioning or directing existing pharmacies to open additional hours on Sundays, without the need for any new pharmacies.

Consultation results

There were eight responses to the North Somerset PNA consultation, four on behalf of organisations considered statutory consultees and four from individual residents who were not health professionals and mostly came from the same town, which has recently experienced temporary closures.

Some respondents raised concerns relating to areas that fall outside the statutory remit of the PNA as defined by the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. These concerns did not warrant amendments to the conclusions of the PNA, but have been shared with the BNSSG Integrated Care Board and the Southwest Commissioning Support Hub as commissioners of community pharmacies as well as other partner organisations for consideration and further action.

Based on the consultation findings the North Somerset PNA steering group do not feel the need to alter the findings and recommendations of this report, but acknowledge the concerns raised around temporary closures and access for people with mobility issues or other disabilities. The importance of delivery services has been noted.

2. Introduction

The Health and Social Care Act (2012) transferred the responsibility to develop and update pharmaceutical needs assessments (PNAs) to Health & Wellbeing Boards from April 2013.¹

This document assesses the need for pharmaceutical services in North Somerset and covers the period 1 October 2025 to 30 September 2028 and supersedes all previous PNAs and supplementary statements published on the council website.

Any changes to needs after the publication date (1st October 2025) will be reviewed and supplementary statements will be published alongside this document on the Council website.

The PNA is designed to assist the Integrated Care Board and the Local Authority in commissioning services from both existing and new potential providers through a systematic process of identifying needs and seeking to address them. It will also be used to inform the consideration of applications to join the pharmaceutical list. However, if a need is not identified in the PNA an application can still be made if the applicant can demonstrate granting it would result in significant benefits.

This needs assessment focuses on services provided by the 37 community pharmacies and two dispensing GP practices in North Somerset that exist as of 19 May 2025.

2.1. Developing the pharmaceutical needs assessment

This PNA has been produced in accordance with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 and follows the information provided by the Department of Health and Social Care to support Health and Wellbeing Boards implement their duty to produce the PNA.¹

A steering group was formed to guide and review the PNA. The membership of the steering group can be seen in Appendix V.

¹ [The National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#)

Local mapping of pharmacy locations, localities and travel time analysis was produced with SHAPE (Strategic Health Asset Planning and Evaluation tool) and Earthlight .

Information on pharmacy locations, opening times and essential/advanced services activity was provided by the South West Collaborative Commissioning Hub on behalf of BNSSG ICB. ONS mid-year population estimates for 2023 were used unless other sources are indicated.

Some data was only available at pre-2015 electoral ward level or Lower Super Output Area (LSOA), both of which are not coterminous with localities, therefore these rates may over or under represent the area.

Access to services was assessed using PNA localities as set out in the regulations. This PNA uses very similar boundaries to those used in the last PNA as they best reflect how residents access pharmaceutical services. PNA localities are described in detail in the locality profiles in Section 6.

2.2. Pharmaceutical providers

NHS England maintains a number of lists of providers of pharmaceutical services for each Health and Wellbeing Board area. Those lists are of:

Pharmacy contractors (healthcare professionals working for themselves or as employees who practice in pharmacy, the field of health sciences focusing on safe and effective medicines use). Within this category there are the following groups:

Community pharmacies, which mainly provide pharmaceutical services in person from premises in high street shops, supermarkets or adjacent to doctors' surgeries. Most community pharmacies open for at least 40 hours per week, however some are required to be open for a minimum of 72 hours per week, so-called 100 hour pharmacies.

Distance-selling pharmacies (DSP), which provide pharmaceutical services remotely from the patient: no essential services may be provided face-to-face on the pharmacy's premises. Most DSPs receive their prescriptions by electronic transfer, and the medication will be delivered to the patient's home. There are currently no

distance-selling pharmacies in North Somerset and not within the scope of this PNA. It should however be noted that this is an option for obtaining pharmacy services and there are approximately 411 across England.²

Local pharmaceutical services (LPS) contractors (similar to pharmacy contractors, but the services they provide may be more tailored to the area they serve). There are currently no LPS contractors in North Somerset.

Dispensing appliance contractors (DAC) (providers who supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc.; they cannot supply medicines). Free home delivery is part of the requirements of the dispensing essential service for 'specified appliances' which includes catheters, catheter accessories and maintenance solutions, laryngectomy or tracheostomy appliances. There are no dispensing appliance contractors in North Somerset.

Dispensing doctors (medical practitioners authorised to provide drugs and appliances in designated rural areas known as "controlled localities".) There are two dispensing GP practices in North Somerset, in Lanford and in Pill. Dispensing doctors can only dispense to their own patients, subject to regulations set out in schedule 6 of the 2013 regulations. The rules on eligibility of patients are complex. In summary, and subject to some limited exceptions which may be allowed on an individual patient basis, a dispensing doctor can only dispense to a patient who:

- is registered as a patient with that dispensing doctor, and
- lives in a designated rural area (known as a 'controlled locality' – see below), and
- lives more than 1.6 kilometers (about 1 mile) in a straight line from a community pharmacy, and
- lives in the area for which the doctor has been granted permission to dispense, or is a patient for whom the doctor has historic dispensing rights.

² NHS Business Services Authority. "Contractor Details" NHS Business Services Authority Open Data. Accessed 26/05/2025. URL:<https://opendata.nhsbsa.net/dataset/contractor-details>

2.3. The scope of this PNA

This PNA encompasses pharmaceutical services provided by pharmacy contractors, dispensing GPs in dispensing practices within North Somerset.

This Pharmaceutical Needs Assessment (PNA) evaluates the current pharmaceutical service needs of the population and considers projected changes in need over its duration, based on the existing level of service provision (supply) at the time of assessment; Any changes in provision over the duration of this PNA would require the completion of a supplementary statement and may also require further analysis to determine whether the changes result in the emergence of a gap in pharmaceutical services.

There are aspects of pharmaceutical services that are beyond the scope of this PNA including some areas in which the Integrated Care Board (ICB) for Bristol, North Somerset, South Gloucestershire (BNSSG) has an interest. These include: prisons, secondary, and tertiary care sites, where patients may obtain pharmaceutical services not covered by this assessment; and advice to clinicians and/or patients via specialist pharmacists.

Unlike for GPs, dentists and optometrists, NHS England does not hold contracts with most pharmacy contractors (the exception being Local Pharmaceutical Services contractors). Instead, as noted above, they provide services under terms of service set out in legislation.

For the purposes of this PNA we consider a 'necessary' service to be the essential services. All other advanced, enhanced and locally-commissioned services are not considered necessary but secure improvements or better access to pharmaceutical services.

It is noted that the gap analysis is based on formally contracted services and that ongoing temporary closures may influence future service provision if sustained or widespread. These temporary closures are not classified as formal changes and therefore are not included in this assessment. Should any of these closures become permanent, there is potential for a gap in service provision to arise, which would require further evaluation and response.

2.4. Pharmaceutical Services

Community pharmacies provide services under a national contractual framework with three tiers of services: Essential, advanced and enhanced. Each community pharmacy must provide essential services in order to be entered onto the pharmaceutical list.

2.4.1. Essential services

All community pharmacies and distance selling pharmacy must provide these services. There are nine essential services:

- Dispensing medicines
 - Dispensing appliances
 - Repeat Dispensing and eRD
 - Disposal of unwanted medicines
 - Discharge Medicines Service
 - Promotion of healthy lifestyles (Public Health)
 - Healthy Living Pharmacies
 - Signposting
 - Support for self care
-
- **Dispensing of prescriptions and appliances**– The supply of medicines and appliances ordered on NHS prescriptions, together with information and advice, to enable safe and effective use by patients and carers, and maintenance of appropriate records. Also, the urgent supply of a drug or appliance without a prescription at the request of a prescriber.
 - **Repeat Dispensing and eRD** - At least two thirds of all prescriptions generated in primary care are for patients needing repeat supplies of regular medicines, most of which are carried out via electronic Repeat Dispensing (eRD).
 - **Disposal of unwanted medicines** – Acceptance of unwanted medicines which require safe disposal from households and individuals.

- **Discharge medicines service** - By referring patients to community pharmacy on discharge with information about medication changes made in hospital, community pharmacy can support patients to improve outcomes, prevent harm and reduce readmissions.
- **Promotion of healthy lifestyles (Public Health)** – The provision of opportunistic healthy lifestyle advice to patients receiving prescriptions who appear to have particular conditions, and pro-active participation in national/local campaigns, to promote public health messages to general pharmacy visitors during specific targeted campaign periods. It was agreed that pharmacy owners would only be required to engage in a maximum of two national health campaigns and two Integrated Care Board selected campaigns in 2025/26 (previously a maximum of six campaigns).
- **Healthy Living Pharmacy**- The Healthy Living Pharmacy (HLP) framework aims to achieve a consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities. Pharmacy owners had to ensure they were compliant with the HLP requirements from 1st January 2021, and the Distance Selling Pharmacy (DSP) website requirements had to be complied with from 1st April 2021.
- **Signposting** – The provision of information to people visiting the pharmacy, who require further support, advice or treatment which cannot be provided by the pharmacy but is available from other health and social care providers or support organisations who may be able to assist the person. Where appropriate, this may take the form of a referral.
- **Support for self-care** – The provision of advice and support by pharmacy staff to enable people to derive maximum benefit from caring for themselves or their families.

Note: where a pharmacy contractor chooses to supply appliances as well as medicines, the requirements of the appliance services also apply.

2.4.2. Advanced services

Pharmacies and dispensing appliance contractors may choose to provide these services subject to certain requirements set out in the Secretary of State Directions. There are currently nine advanced services within the NHS Community Pharmacy Contractual Framework (CPCF), also known as the 'pharmacy contract':

- Pharmacy First Service
- New Medicines Service
- Influenza (flu) Vaccination Service
- Stoma Appliance Customisation (SAC)
- Appliance Use Review (AUR)
- Hypertension case finding service
- Smoking Cessation Service (SCS)
- Pharmacy Contraception Service
- Lateral Flow Device Service (LFD service)

Pharmacy First – This free NHS service allows people to get quick access to healthcare advice as they can walk into a pharmacy and access the service, removing the potential delay of having to wait for a GP appointment.

The person will be offered a consultation with a pharmacist in a private consultation room, with some pharmacies also offering the service remotely as a video consultation. A person can also be electronically referred by certain healthcare professionals including a person's GP to a pharmacy of their choice for the service.

The service supports the following seven conditions:

- Earache (aged 1 to 17 years)
- Impetigo (aged 1 year and over)
- Infected insect bites (aged 1 year and over)
- Shingles (aged 18 years and over)
- Sinusitis (aged 12 years and over)
- Sore throats (aged 5 years and over)
- Urinary tract infections (UTIs) in women (aged 16 to 64 years)

The pharmacist will provide advice and, if clinically necessary, a prescription medicine to treat the condition. An electronic message will be sent to the person's GP surgery so their GP health record can be updated.

Should the pharmacist be unable to help, the person will be directed to their GP surgery or other health professional as appropriate.

- **New medicine service (NMS)** – The new medicines service (NMS) supports patients with long-term conditions, who are taking a newly prescribed medicine, to help improve their adherence and get the most from the medicine. It focuses on people with specific conditions including:
 - Asthma and COPD
 - Type 2 diabetes
 - Antiplatelet or anticoagulation therapy
 - Hypertension

In March 2025 it was announced that from October 2025, the service will be expanded to include depression within the conditions and associated medicines covered by the service³.

- **Influenza vaccination service** – The provision of seasonal influenza vaccinations to patients in at-risk groups, to provide more opportunities for eligible patients to access vaccination with the aim of sustaining and maximising uptake.
- **Stoma appliance customisation service** – The modification to the same specification of multiple identical parts for use with a stoma appliance, based on the patient's measurements (and, if applicable, a template) to ensure proper use and comfortable fitting, and to improve the duration of usage.
- **Appliance use review service (AUR)** – The improvement of patient knowledge, concordance and use of their appliances through one-to-one

³ Department for Health and Social Care press release, 31 March 2025 available at <https://www.gov.uk/government/news/new-services-for-patients-under-record-pharmacy-funding-deal> (accessed 26/05/2025)

consultations to discuss use, experience, storage and disposal, and if necessary, making recommendations to prescribers.

- **Hypertension Case-Finding Service** - The service aims to help prevent cardiovascular disease by identifying people aged 40 years or older with high blood pressure who have previously not had a confirmed diagnosis of hypertension. At the request of a general practice, the pharmaceutical provider can undertake ad hoc normal and ambulatory blood pressure measurements; provide 24-hour ambulatory blood pressure monitoring (ABPM) for those with high blood pressure readings and promote healthy behaviours to patients.
- **Smoking Cessation Service** – The provision of evidence-based smoking cessation support for 12 weeks including follow up after patient discharge from hospital. NHS trusts can refer patients to a pharmacy of their choice so they can receive continuing treatment, advice and support with their attempt to quit smoking.
- **Pharmacy Contraception Service (PCS)** – Since December 2023 this advanced national service allows the initiation and on-going supply of oral contraception from community pharmacies, offering greater choice from where people can access contraception services. It is also hoped that this will create additional capacity in primary care and sexual health clinics (or equivalent) to support meeting the demand for more complex assessments. In March 2025 it was announced that from October 2025, the service will be expanded to include the provision of Emergency Hormonal Contraception for women of all ages, which is likely to affect the current local services commissioned by local authorities. At the time of writing no further details were available⁴.
- **Lateral Flow Device (LFD) Service** - Eligible patients aged 12 and over that are at risk of getting seriously ill from COVID-19 are potentially eligible to

⁴ Department for Health and Social Care press release, 31 March 2025 available at <https://www.gov.uk/government/news/new-services-for-patients-under-record-pharmacy-funding-deal> (accessed 26/05/2025)

receive free LFD test kits from pharmacies. A full list of eligible risk factors can be found in NICE guideline on risk factors for progression to severe COVID-19⁵ A service finder on the NHS website, lets members of the public and healthcare professionals search for a pharmacy that offers the free COVID-19 rapid LFD test supplies as part of the NHS LFD Supply Service.

2.4.3. National Enhanced Services

National enhanced services are also directly commissioned by NHS England. An enhanced service allows the agreement of standard conditions nationally, while still allowing the flexibility for local decisions to commission the service to meet local population needs, as part of a nationally coordinated programme.

There are currently two NES commissioned; These are the COVID-19 Vaccination Service and the Respiratory Syncytial Virus (RSV) and Pertussis Vaccination Service (at the time of writing only available in some parts of England) .

2.4.4. Locally commissioned services

Since April 2013, services other than the essential services have been commissioned from community pharmacies by a number of organisations.

Locally-commissioned services are commissioned by North Somerset Council or the Integrated Care board for Bristol, North Somerset and South Gloucestershire (BNSSG ICB) in response to local health needs that are identified through the JSNA (Joint Strategic Needs Assessment) and the health priorities identified through relevant strategies, such as the Joint Local Health and Wellbeing Strategy ⁶and the Healthier Together Joint Forward Plan 2025-2030⁷.

⁵ National Institute for Clinical and Health Excellence (NICE) Guidance Technology Appraisal Guidance TA 878 (section 5): [Nirmatrelvir plus ritonavir, sotrovimab and tocilizumab for treating COVID-19](#) (accessed 26/05/2025)

⁶ [North Somerset Joint Health and Wellbeing Strategy 2025-2028](#) – accessed 26/05/2025

⁷ [BNSSG Healthier Together Joint Forward Plan 2025-2030](#) -accessed 26/05/2025

Locally commissioned services by BNSSG Integrated Care Board

A number of Patient Group Directions (PGD) are commissioned to support the delivery of Pharmacy First and the management of other minor ailments where the pharmacist can supply some prescription-only treatments.

A full list of patient group directions is available at [Community Pharmacy Minor Ailment PGDs \(Remedy BNSSG ICB\)](#). In May 2025 the PGDs include:

- Chloramphenicol for conjunctivitis in under 2s
- Hydrocortisone for mild skin conditions
- Otomize for otitis externa

Specialist Medicines Enhanced Service

A number of pharmacies across BNSSG are providing the local enhanced service for the 'Availability of Specialist Medicines'. By providing this, pharmacies are required to ensure that the specialist medicines are available at all times during their opening hours and on any bank or public holidays on which they open. The specialist medicines (used for example in palliative care or to treat severe infections) are often required at short notice and may not normally be stocked by pharmacies.

Locally commissioned services by North Somerset Council

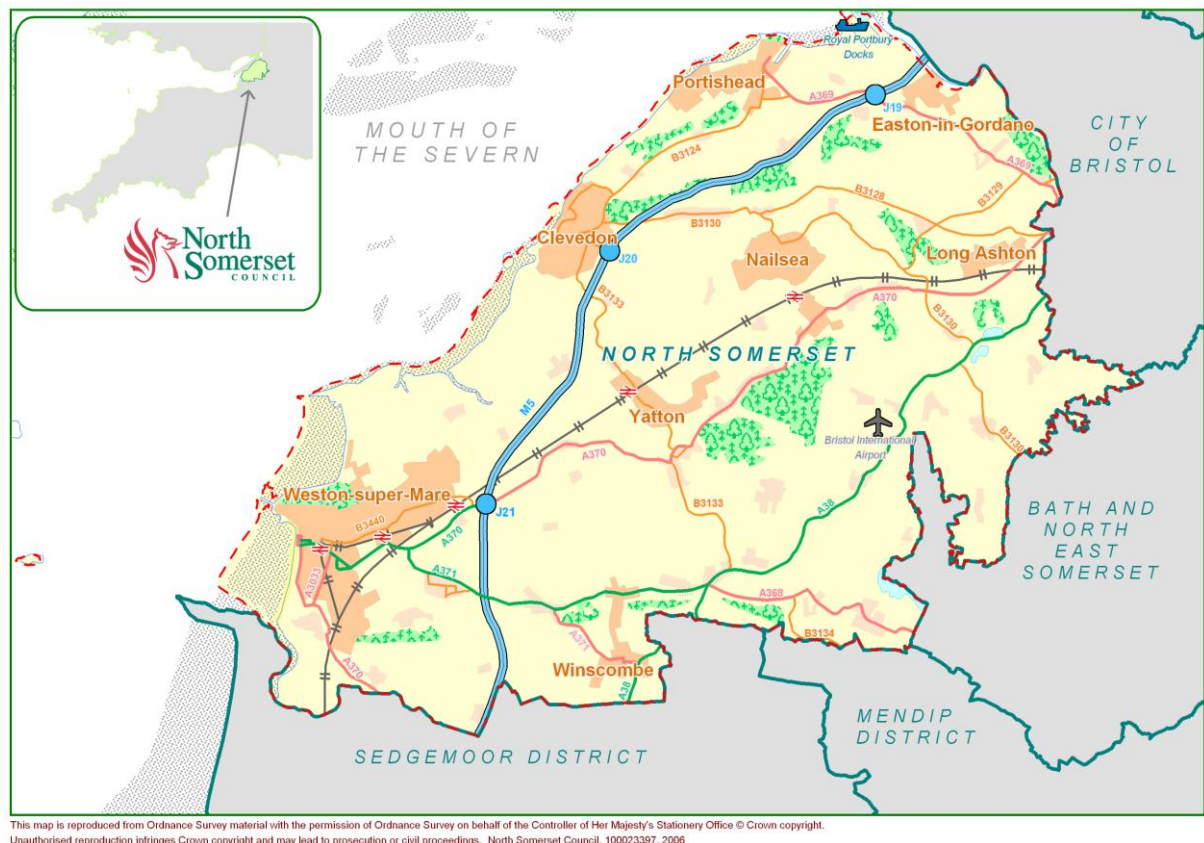
- Young adult Sexual Health Services (including condoms, emergency hormonal contraception, chlamydia screening and treatment)
- Needle and Syringe Exchange Service for injecting drug users
- Supervised Consumption Service for opiate substitute treatment
- Stop Smoking Services (supply of nicotine replacement products).

3. Overview of North Somerset

North Somerset covers an area of approximately 145 square miles, bordering the local government areas of Bristol, Bath and North East Somerset, Mendip and Sedgemoor, see Figure 1. North Somerset's economy, travel patterns and leisure

and retail patterns are heavily influenced by its close proximity to Bristol and easy access to the M5 motorway. Each of the four main towns has a high level of out-commuting to Bristol.

Figure 1 Map of North Somerset area



Source: © Crown copyright 2011 Ordnance Survey 100023397

3.1. Considerations for North Somerset

3.1.1. Impacts of tourism

North Somerset is a popular destination and place to visit attracting an estimated 6.2 million day visitors in 2023⁸.

Seasonal peaks are seen in July-September (over 1 million per month) and whilst there will be some distribution across North Somerset it is reasonable to assume Weston-super-Mare is a key visiting destination with the Grant Pier being the fifth

⁸ Visit West - The Regional Visitor Economy (accessed 26/05/2025)

highest, paid attraction in the Southwest with over half a million visitors per year⁹. Services need to plan for the additional capacity required particularly at weekends although the specific health requirements of visitors to the area will vary considerably.

3.1.2. Bristol Airport

North Somerset is the location of Bristol airport which served more than 10 million passengers in 2024, making it one of the fastest growing airports in the UK since the pandemic.

The PNA steering group have not been made aware of the need for specific pharmacy provision onsite and hence do not feel there is a need for additional capacity to cater for passenger needs.

Whilst the PNA steering group acknowledge the impacts of tourism on services we have no evidence to suggest there is a significant burden on pharmacies and this was not raised during previous consultations.

3.2. Population

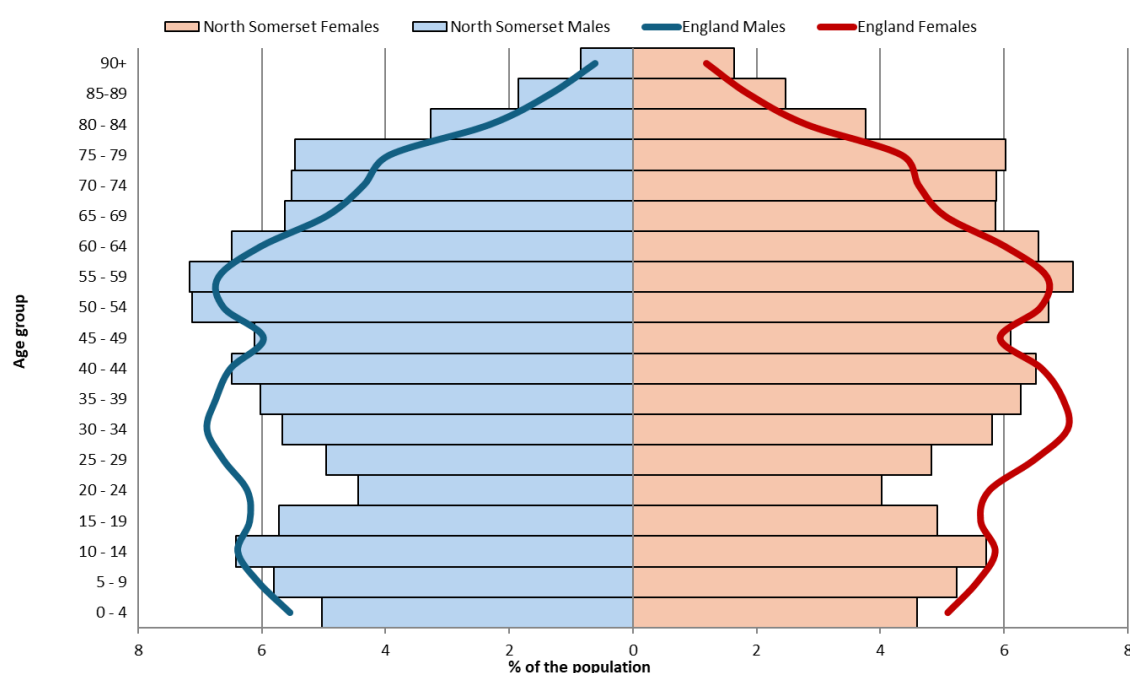
The population of North Somerset in 2023 was estimated to be 221,146 (49% male; 51% female)¹⁰.

The age structure in North Somerset is older, with fewer young people aged between 15 and 39 years compared to the national average (26% in North Somerset, 32% in England). North Somerset has a larger proportion of older people with almost one in four people (24%) aged over 65 years compared to 19% in England. 3.4% are aged over 85.

⁹ Statista - [Leading paid visitor attractions in South West England from 2019 to 2023, by number of visitors](#) (accessed 26/05/2025)

¹⁰ Office for National Statistics, Mid-year estimates 2023.

Figure 2: Population breakdown by gender for North Somerset and England, 2023



Source: ONS Mid-year estimates for 2023

3.2.1. Ethnicity

Coming from a Black, Asian and Minority Ethnic (BAME) background can impact negatively on your health. This might be because of passive or active discrimination or may be linked to other factors which can include deprivation, poverty, and/or from a genetic predisposition to certain illnesses. Overall, this means that people from some BAME backgrounds have poorer health and shorter life expectancy than the general population.

In the last available census from 2021 the BAME population (all ethnic groups other than white) of North Somerset accounted for 4.3% (9,300 people), compared to 6.9% in the South West and 19.0% in England as a whole. Table 1 shows the breakdown of the North Somerset population by ethnic group in comparison to the average for England and Wales.

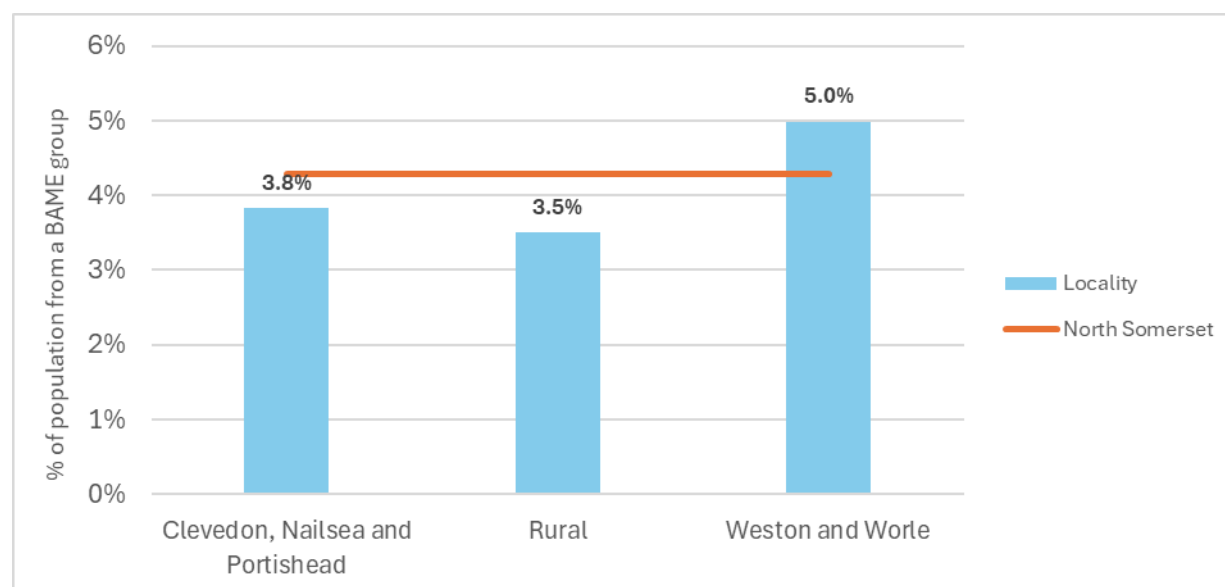
Table 1: Population estimates by ethnic group in North Somerset and England and Wales

	North Somerset		England	
	Number	%	Number	%
All Groups	216,729	100.0%	56,490,048	100.0%
White	207,429	95.7%	45,783,401	81.0%
Mixed	3,635	1.7%	1,669,378	3.0%
Asian	3,322	1.5%	5,426,392	9.6%
Black	1,139	0.5%	2,381,724	4.2%
Other	1,204	0.6%	1,229,153	2.2%

Source: 2021 Census

Estimates about the BAME population in the three localities suggest that proportions are highest in Weston and Worle and below average in the other two localities.

Figure 3: Percentage of the population from a Black, Asian and Minority Ethnic group, 2021



Source: 2021 Census

3.2.2. Religion

In the 2021 census 47% of respondents reported being Christian, 0.6% being Muslim 0.3% being Buddhist, 0.2% being Hindu and 0.1% being Jewish. 45% of people who answered the census question reported not having a religion. Due to the small numbers religion was not assessed at locality level.

3.2.3. Disability

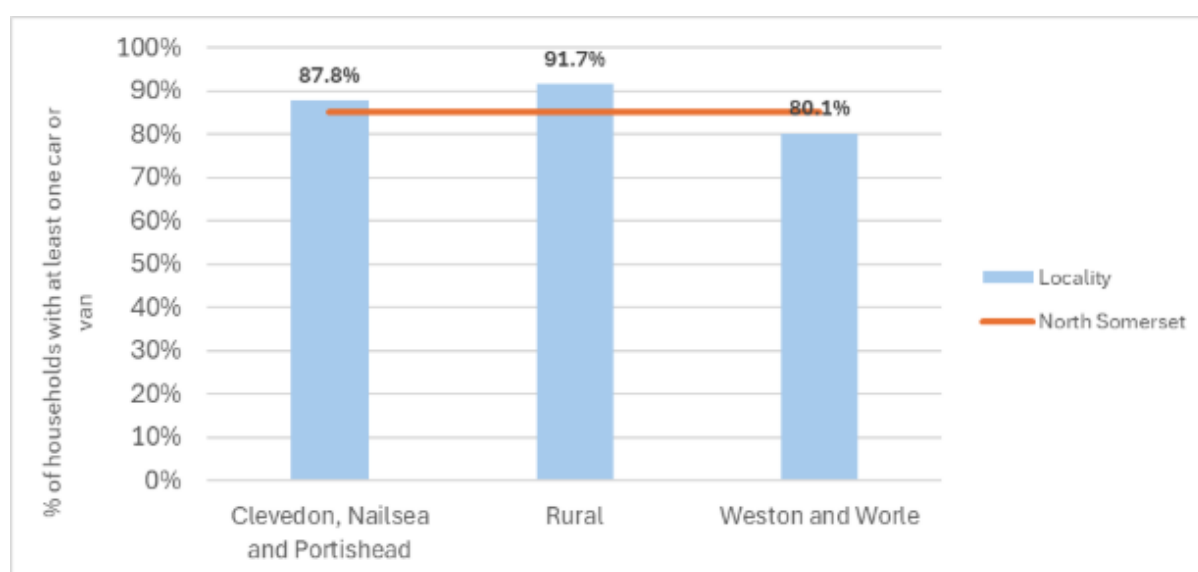
The 2021 Census collected data on whether people had long-term physical or mental health conditions or illnesses and the extent to which they affect day-to-day activities. This provides data on the number of people that would be considered Disabled under the definition of the Equality Act 2010.

Of the total population in North Somerset, 7.6% (16,434) had a disability that limited their day-to-day activities a lot and 11.1% (24,099) had a disability that affected their day-to-day activities a little. (Census, 2021). Around half of those severely limited live in the Weston and Worle locality, 28% in the Clevedon, Portishead and Nailsea locality, and the lowest proportion in the Rural locality (18%).

3.2.4. Car Ownership

North Somerset has a high rate of car ownership, particularly in the rural areas. Residents in the Weston and Worle locality have the lowest car ownership, 20% of households do not have access to a car (see Figure 8).

Figure 8: Percentage of households who own a car by locality area, 2021



Source: 2021 Census

3.2.5. Deprivation

North Somerset is an overall relative affluent area, but with areas of significant deprivation.

The English Indices of Deprivation 2019 (IMD 2019) provides a relative ranking of areas across England according to their level of deprivation.

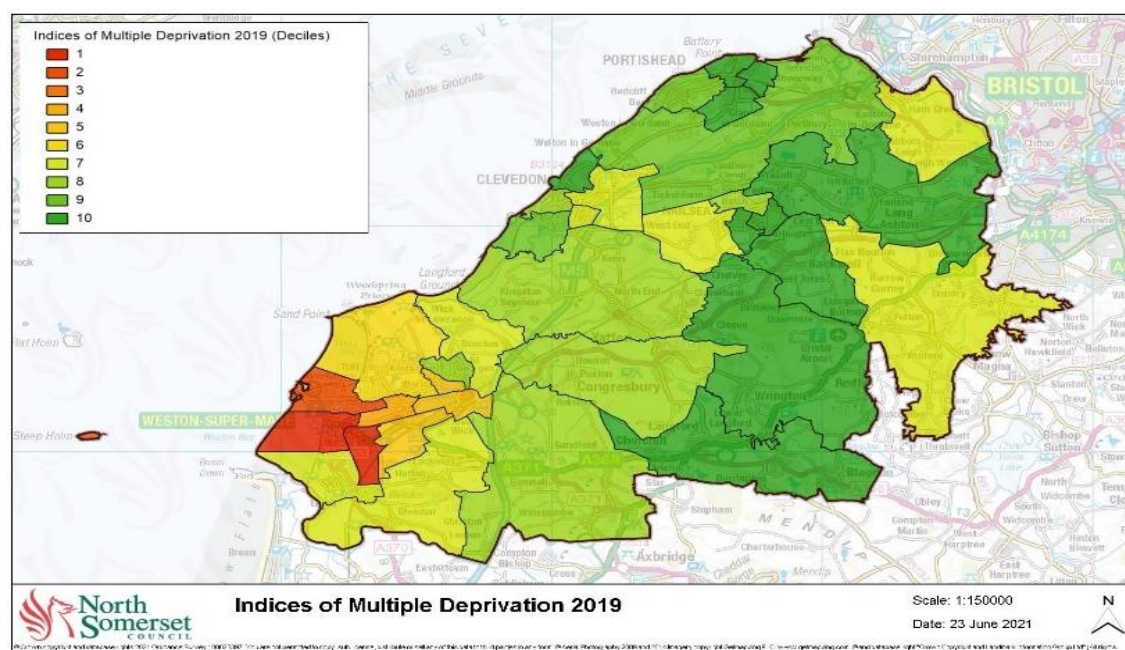
The Indices of Multiple Deprivation are based on the premise that multiple deprivation is made up of the following separate dimensions, or 'domains' of deprivation, each of which is weighted as follows:

- Income Deprivation (22.5%)
- Employment Deprivation (22.5%)
- Health Deprivation and Disability (13.5%)
- Education, Skills and Training Deprivation (13.5%)
- Barriers to Housing and Services (9.3%)
- Crime (9.3%)
- Living Environment Deprivation (9.3%)

North Somerset continues to have areas within both the most deprived 1% nationally, and the least deprived 1% nationally. North Somerset has the fifth largest range of inequality of all of the 317 authorities in England (calculated using the

difference between the highest and lowest score in a unitary authority). Nineteen of the 135 lower super output areas (LSOAs) in North Somerset are within the most deprived 25% of areas nationally. All are within the Weston and Worle Locality Area. Figure 4 illustrates the distribution by deciles.

Figure 4: Deprivation (IMD 2019) in North Somerset



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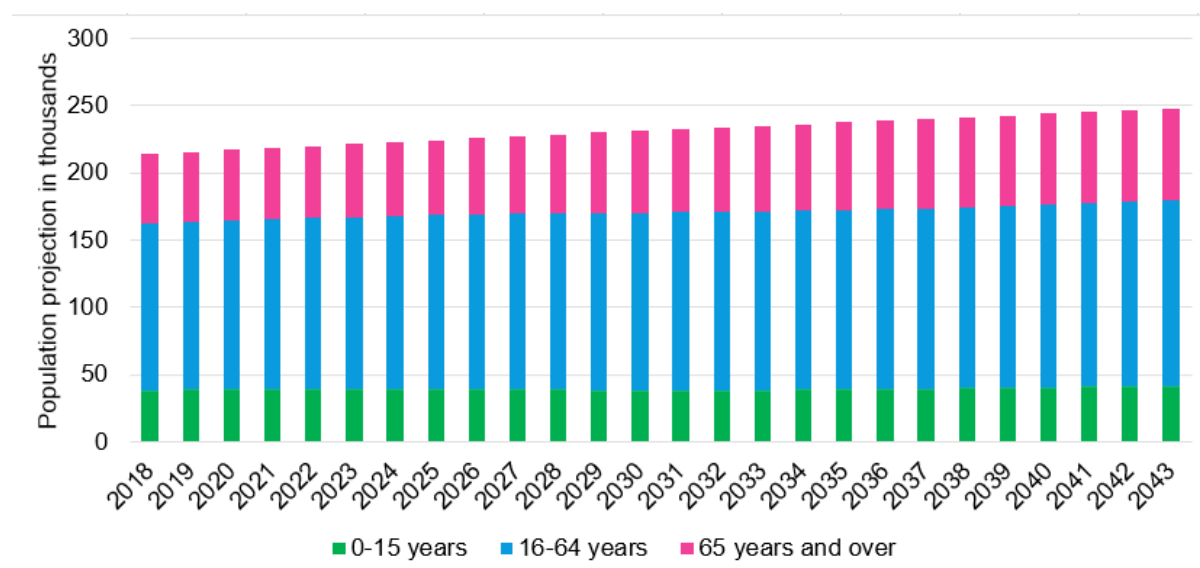
The dimensions contributing the largest amount of deprivation in North Somerset relate to the domains of employment deprivation, health deprivation and disability and income deprivation. In all but one of the seven domains, Weston-super-Mare contains the North Somerset LSOAs within England's most deprived quintile, clearly demonstrating the area of greatest need. The one domain of exception is the barriers to housing and services domain, where the affect is seen in more rural areas. Very few LSOAs fall within the most deprived quintile for the Living Environment domain.

3.3. Population growth

Figure 5 demonstrates that the population of North Somerset will continue to grow significantly over the coming years. By 2030 the population of North Somerset is

estimated to be at 231,000 people. This is an anticipated rise of 7.3 % from the mid 2020 estimate and is higher than the projected England growth of 4.7%.

Figure 5: Population projections (2018-2043) for North Somerset



Source: ONS 2018-based Subnational Population Projections

This increase is not driven primarily by an increase in births, there are in fact less births than deaths (a negative natural population gain), and the average number of children a woman has during her lifetime is declining. The population increase is driven by migration. Migration is both internal within the UK i.e. people moving from other areas to North Somerset and international i.e. people moving to North Somerset from other countries. Internal migration makes up the bulk of overall migration to the area.

3.3.1. Growth in older population age groups

North Somerset faces significant demographic pressures with a population which is both ageing and growing. One in four people in North Somerset are aged over 65 years. Between 2022 and 2027 in North Somerset there is expected to be per annum growth of 0.7% across all age groups. The largest increase is in the 80-84 age group (7.2% per annum).

Longer term projections estimate growth of 0.6% per year is expected to continue across all ages between 2022 and 2032. The largest growth across the ten year period will be in the 85-89 age group (5.4% per annum).

However, the longer the projected time horizon the more inaccurate the modelling is expected to be, so this should only be used as an indicator.

3.3.2. Housing developments

North Somerset's 5-year housing land supply is outlined in the Residential Land Survey and Housing Land Supply Position Report 2024¹¹. Between 2024/25 and 2028/29, North Somerset is projected to deliver a total of 5,140 new homes. Figure 6 and Table 2 show that most housing is expected to be provided in the Weston & Worle PNA locality, more than three times as many as in the other two PNA localities.

Figure 6: 5-year Housing land supply by PNA locality

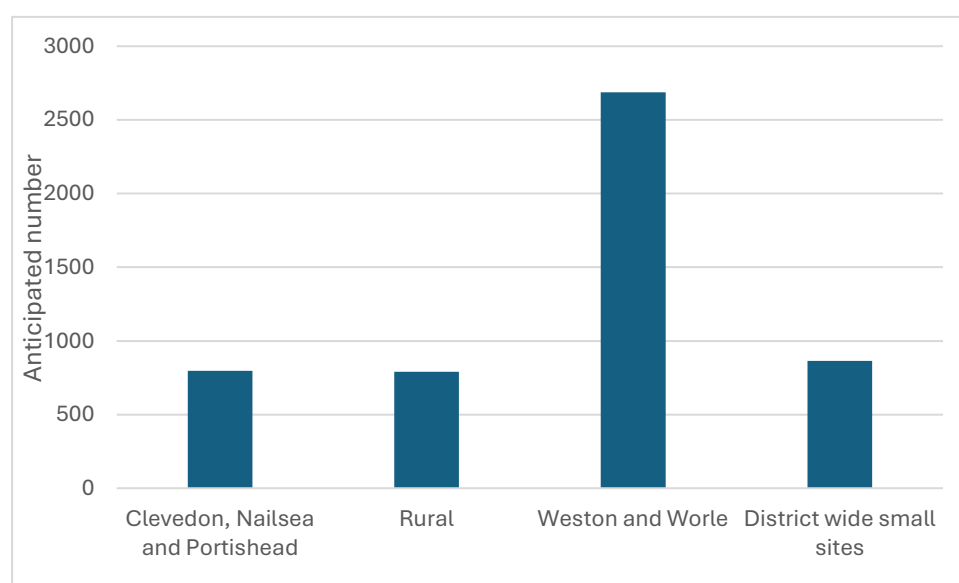


Table 2: Housing Trajectory 2024/25 - 2028/29 by PNA locality

PNA Locality	2024/ 25	2025/ 26	2026/ 27	2027/ 28	2028/ 29	5-year total
Clevedon, Nailsea and Portishead	150	207	155	155	130	797
Rural	211	268	189	92	30	790
Weston and Worle	565	502	552	549	520	2,688
District wide small sites	173	173	173	173	173	865
North Somerset	1,099	1,150	1,069	969	853	5,140

¹¹ [North Somerset council: Residential land survey and housing land supply position \(data tables\)](#); accessed on 26/05/2025

It is notable that the areas experiencing the highest overall housing growth are also the areas currently well served by community pharmacies. As the locality analysis later in this document illustrates, Weston&Worle has the highest density of community pharmacies in North Somerset (17.9 per 100,000 population). Access and travel time analysis later in this document illustrates a high degree of access in and around Weston & Worle, particularly in evenings and at weekends.

In December 2024 the government released the new National Planning Policy Framework¹² which confirmed a significantly higher mandatory housing requirement for North Somerset.

The housing requirement is 23,475 over the 15 year plan period. This is an additional 8,175 dwellings above the proposed housing supply target in our [Regulation 19 plan](#) of 15,275 dwellings. At the time of writing it is not possible to assess any potential impact on housing delivery during the three year period covered by this PNA.

4. Health and Wellbeing in North Somerset

Both males and females born in North Somerset can expect to live, on average, beyond the respective levels for England as a whole. Life expectancy at birth in North Somerset was 80.8 years for a male and 83.9 years for a female (2021-2023), while the respective figures for England were 79.1 years and 83.1 years.

However, the life expectancy gap between the most and least deprived areas in North Somerset is higher than in the South West with men expected to live 10 and women 8 fewer years in the most deprived areas compared to the most affluent areas.¹³

On average, people in North Somerset live over 15 years in poor health (18.5 years among females, 15 years among males).

¹² Ministry of Housing, Communities and Local Government; [National Planning Policy Framework](#), December 2024, updated Feb 2025; accessed 26/05/2025

¹³ Department of Health and Social Care. [Public Health Outcomes Framework](#). Accessed 26/05/2025

Before the Covid-19 pandemic, cancer, dementia and cardiovascular disease were the leading causes of premature mortality in North Somerset and the leading contributors to health inequality in life expectancy.

People living in the Weston and Worle locality are most likely to die prematurely compared to the rest of the North Somerset population.

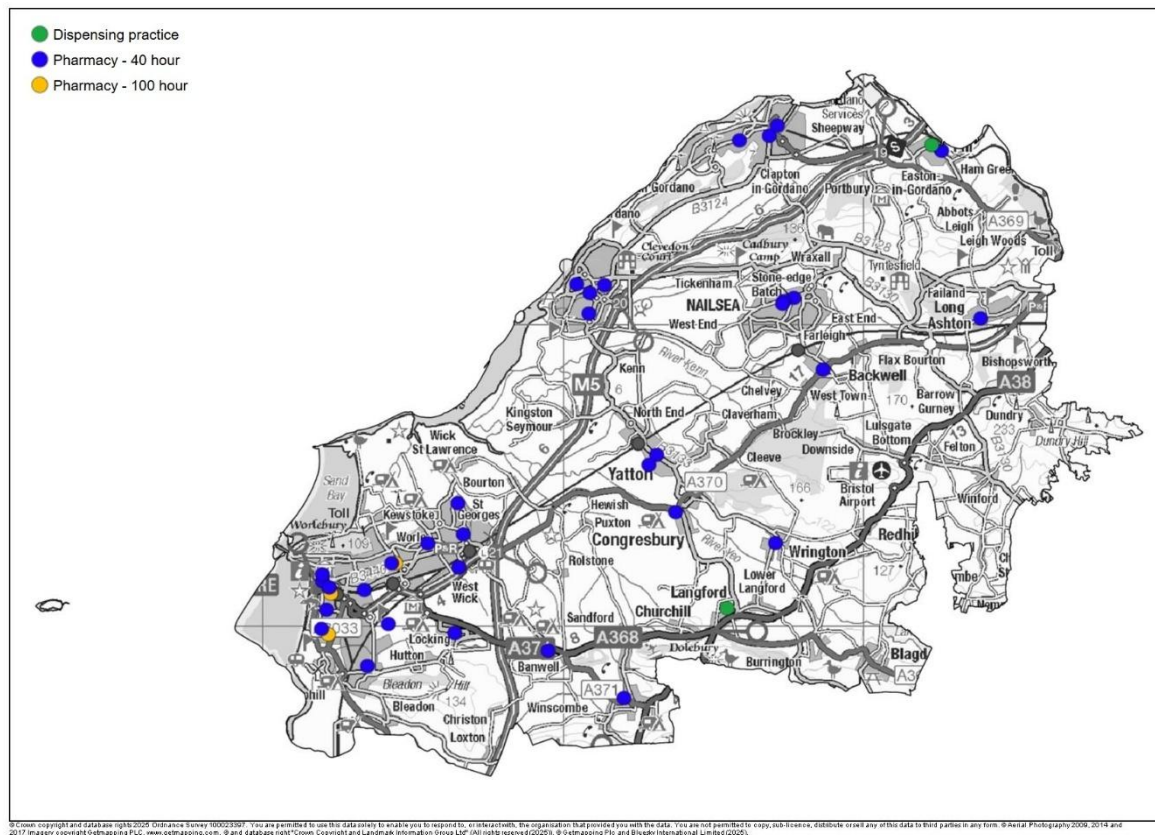
Detailed health indicators contained in Appendix I: Locality health needs also reflect the higher burden of disease in the Weston and Worle locality compared to the other localities.

5. Current pharmacy provision and dispensing activity in North Somerset

There are currently 37 community pharmacies in North Somerset and two dispensing GP practices (see Figure 7). This represents a rate of 16.7 per 100,000 residents. Four pharmacies are contracted as 100 hour pharmacies, which must provide extended opening hours of at least 72 hours per week.

An unforeseen benefits application to open a new pharmacy in Weston-super-Mare has been approved. The pharmacy is expected to open later in 2025 in the premises on St Andrew's Parade, where a pharmacy closed in 2024. As this pharmacy has not been opened yet, it is not included in this PNA analysis.

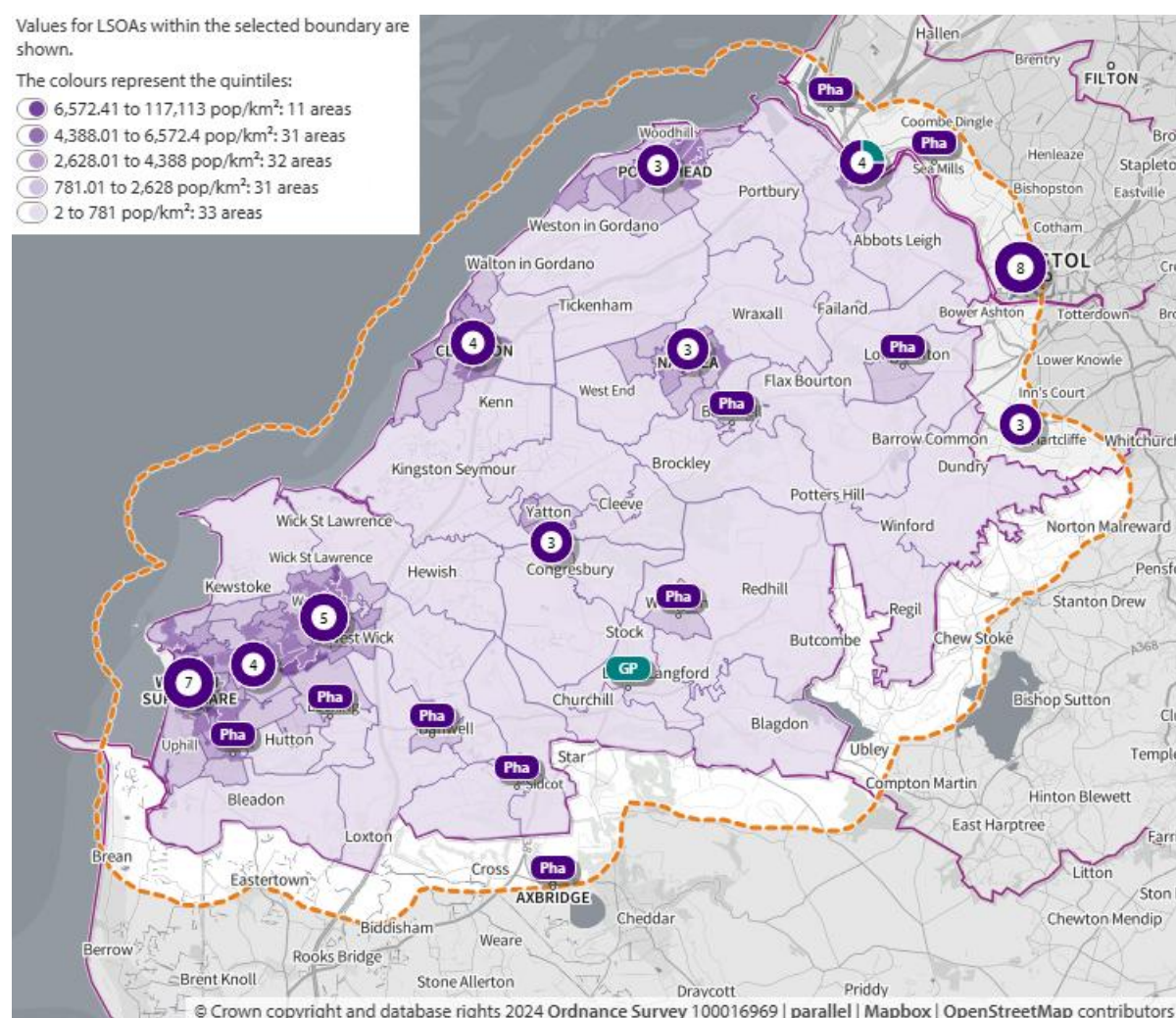
Figure 7: Pharmacy and dispensing GP practice locations in North Somerset in May2025



5.1. Access to pharmacies

Most residents benefit from the proximity to several pharmacies within 1 mile (1.6km) within the Health and Wellbeing Board area. Figure 8 shows the location of pharmacies and dispensing practices in relation to the population density. This is to reflect that some areas that show up as less well served in the subsequent travel time analysis are usually not very populous.

Figure 8: North Somerset pharmacies and dispensing practices by population density with 1 mile (1.6km) buffer



Key



Single community pharmacy



Number of pharmacies located too close together to be able to display



Dispensing GP practice branch

The travel time benchmarks used in this assessment were informed by a public survey across Bristol, North Somerset and South Gloucestershire. While the measures differ slightly from those used in the previous PNA, they reflect what the majority of respondents considered acceptable travel times and continue to demonstrate high levels of access to community pharmacies.

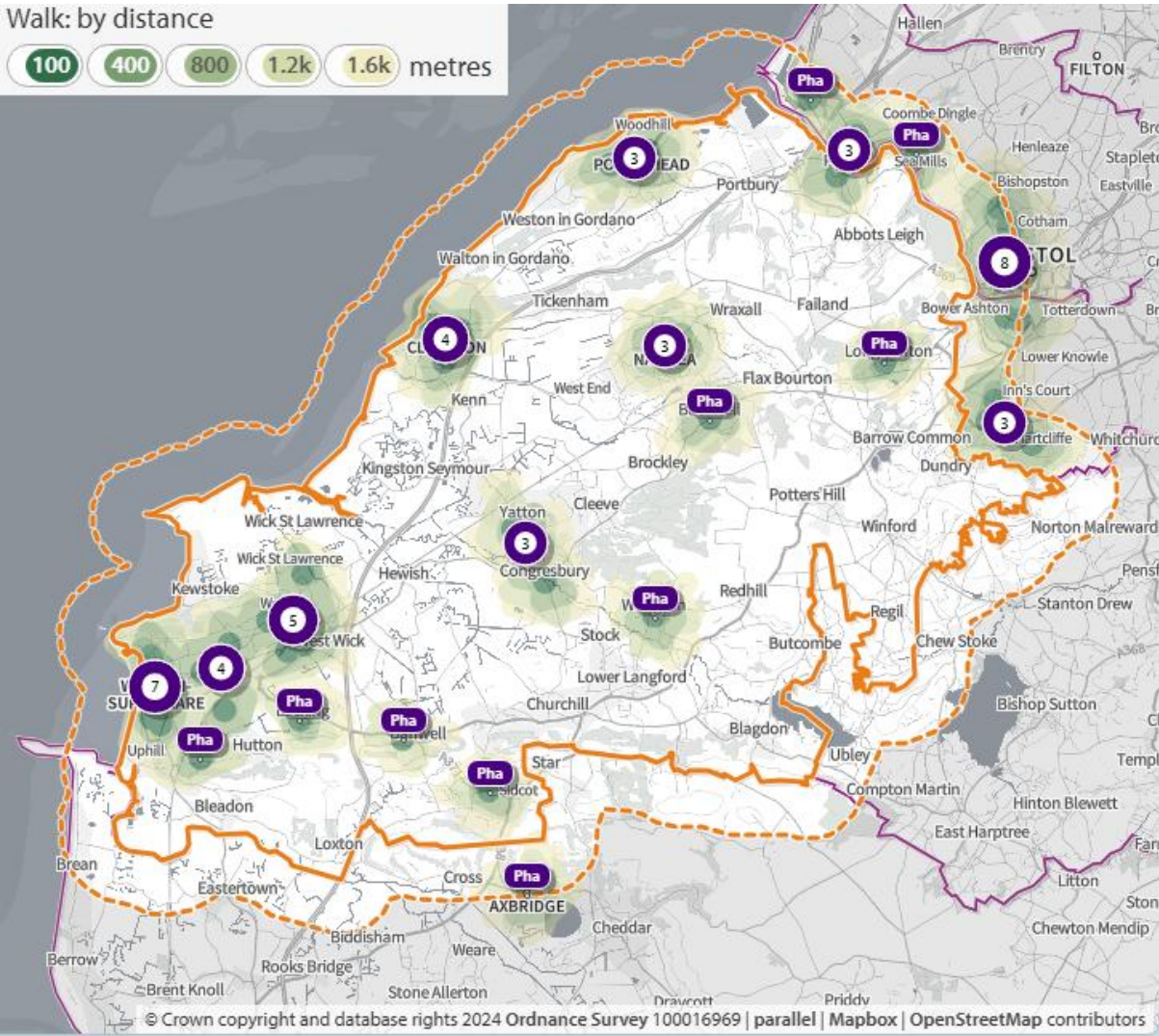
All of the North Somerset population is within a 20-minute rush hour drive to a pharmacy. The majority of the population is also within 1-mile walking distance (1.6km, approximately a 20-minute walk) of a pharmacy (88.3%) and can access a pharmacy within a 20-minute weekday morning public transport journey (95.5%).

Among the population not within walking distance, there is an even gender distribution (49.3% male, 50.7% female), with 14.9% aged 0–14, 55.7% aged 15–64, and 29.4% aged 65 and over. Most (69.0%) live in areas classified as rural village and dispersed, with 76.3% located in the rural locality. Smaller proportions live in the Clevedon, Nailsea and Portishead (18.0%) and Weston and Worle (5.7%) localities.

Those not within a 20-minute public transport journey are also evenly distributed by gender and age. All live in rural village and dispersed areas, entirely within the rural locality.

Some populations identified as having longer travel times may still have access to dispensing services through dispensing GP practices, which are mapped elsewhere but were not included in this travel time analysis.

Figure 9: Pharmacies within 1-mile (1.6km) walking distance, North Somerset (with 1-mile buffer)



Key



Single community pharmacy



Number of pharmacies located too close together to be able to display



Dispensing GP practice branch

Car: by time Rush hour

5 10 15 20 minutes

Map of the Cotswold District showing travel time contours for car journeys. The map includes a legend for 'Car: by time' and 'Rush hour' with a scale from 5 to 20 minutes. The map shows various towns and villages, with travel time contours indicating the duration of a car journey from a central point. The map is credited to Crown copyright and database rights 2024 Ordnance Survey 100016969, parallel | Mapbox | OpenStreetMap contributors.

Public transport

To sites Weekday morning

5 10 15 20 minutes

Map showing public transport routes to sites in the Bath area. Sites are marked with numbered purple circles (1-8) and 'Pha' labels. The map includes a legend for 'Public transport' and a search bar with 'To sites' and 'Weekday morning' filters. A scale bar shows distances from 5 to 20 minutes. The map displays various locations and public transport routes, with sites marked by numbered purple circles (1-8) and 'Pha' labels.

Figure 12: Pharmacies within 30-minute rush hour car journey, North Somerset (with 1-mile buffer)

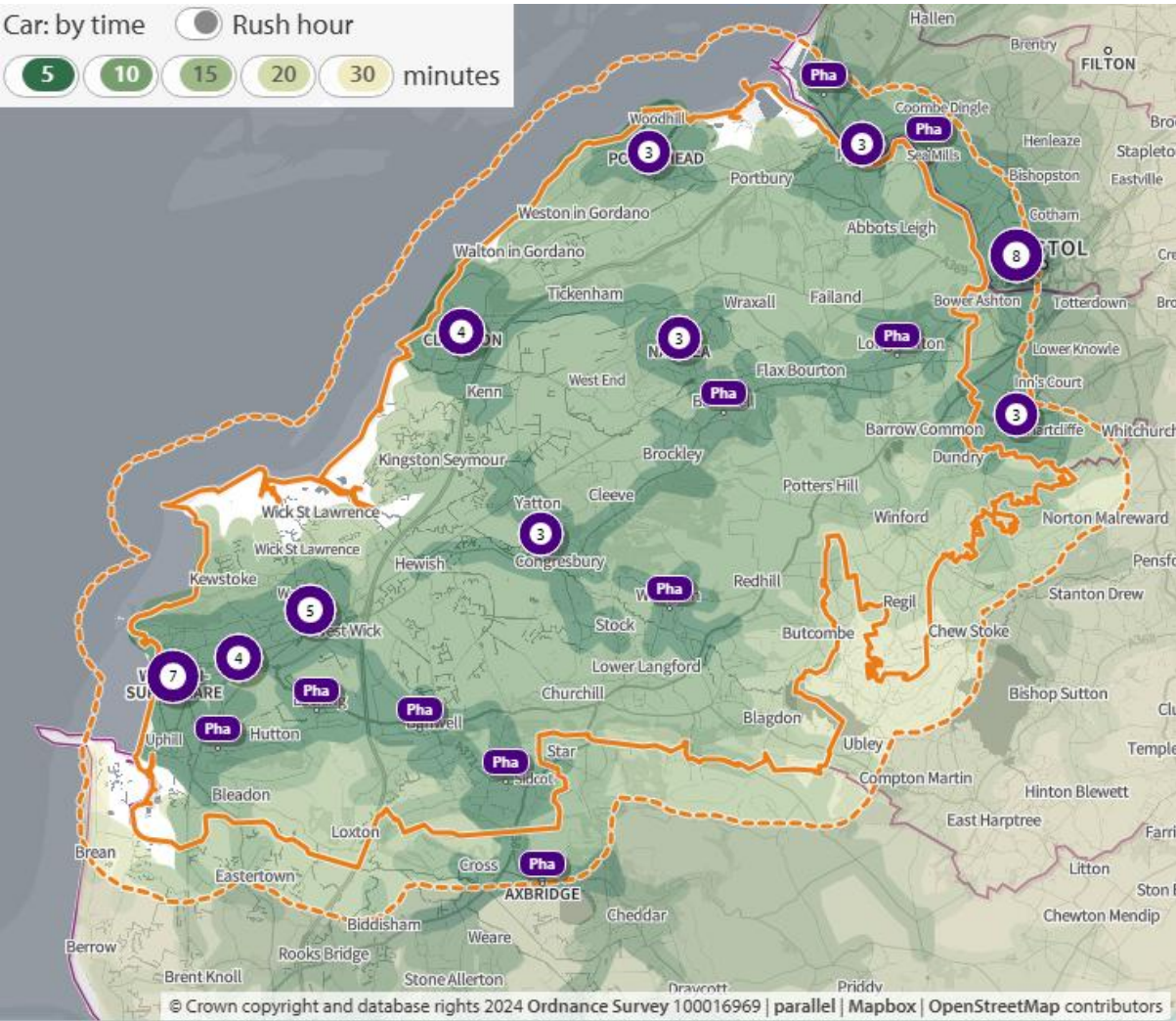
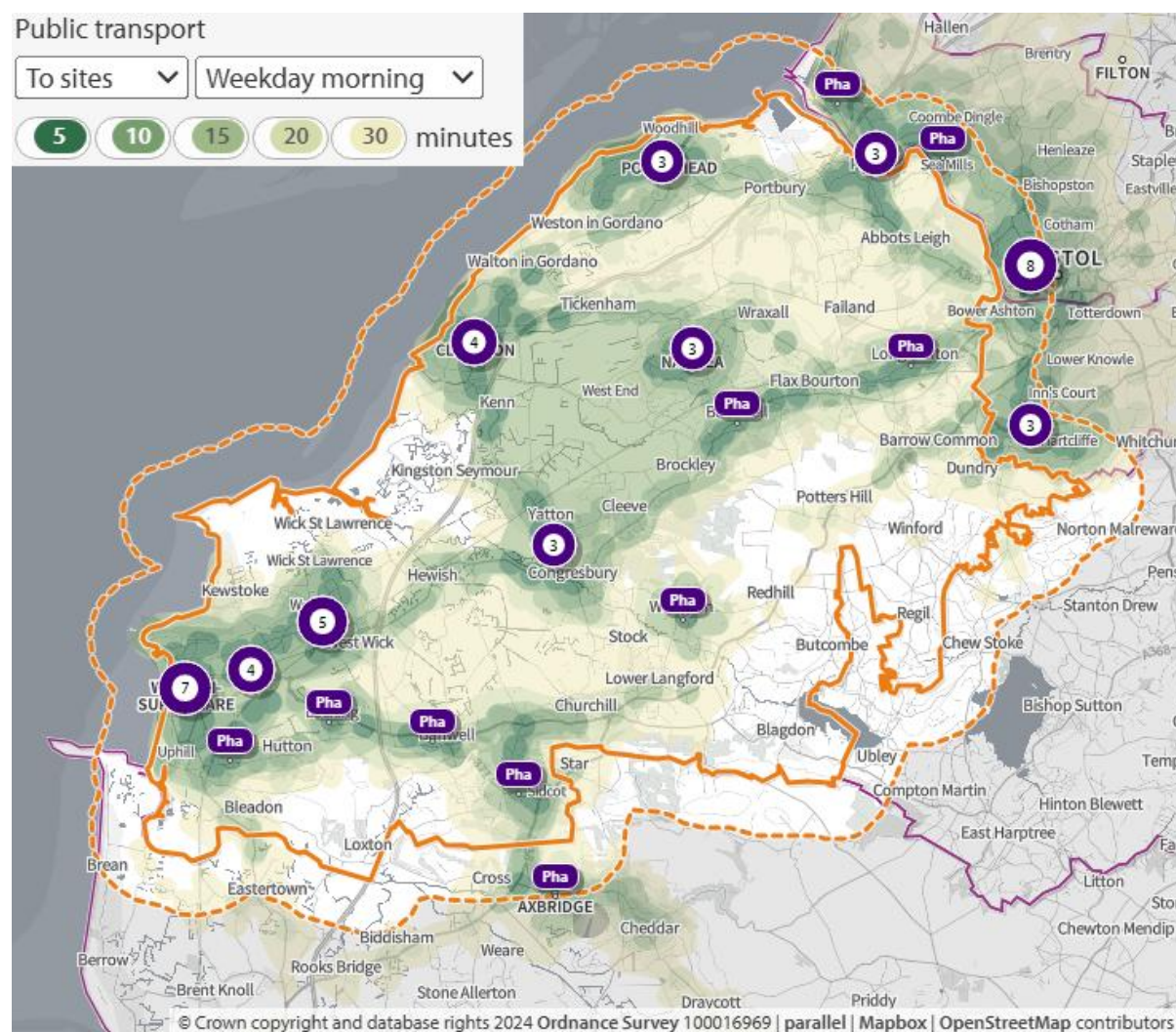


Figure 13: Pharmacies within 30-minute weekday morning public transport journey, North Somerset (with 1-mile buffer)



Further travel time analysis is contained in Appendix II: Travel time maps.

5.2. Dispensing activity

In 2023/24, nearly four and a half million (4,452,287) prescriptions were generated in the 14 GP practices within the local authority area of North Somerset. 44% were prescribed by GPs in the Weston and Worle locality, 30% by GPs in the Clevedon, Nailsea and Portishead locality, and 26% by GPs in the Rural locality.

92% (4,116,084) of these prescriptions were dispensed within North Somerset. Around 4% (167,846) of prescriptions were dispensed by GP practices, of which 49% (81,835) are recorded against Mendip Vale Medical Practice and a further 12% (20,337) are recorded against Heywood Family Practice. Both of these practices are

classed as dispensing GP practices. Not every patient registered at these practices qualifies for dispensing. 10% of patients at the Mendip Vale Medical Practice and 16.3% of patients at Heywood Family Practice are classed as 'dispensing patients'.

6. Provision of pharmaceutical services by locality area

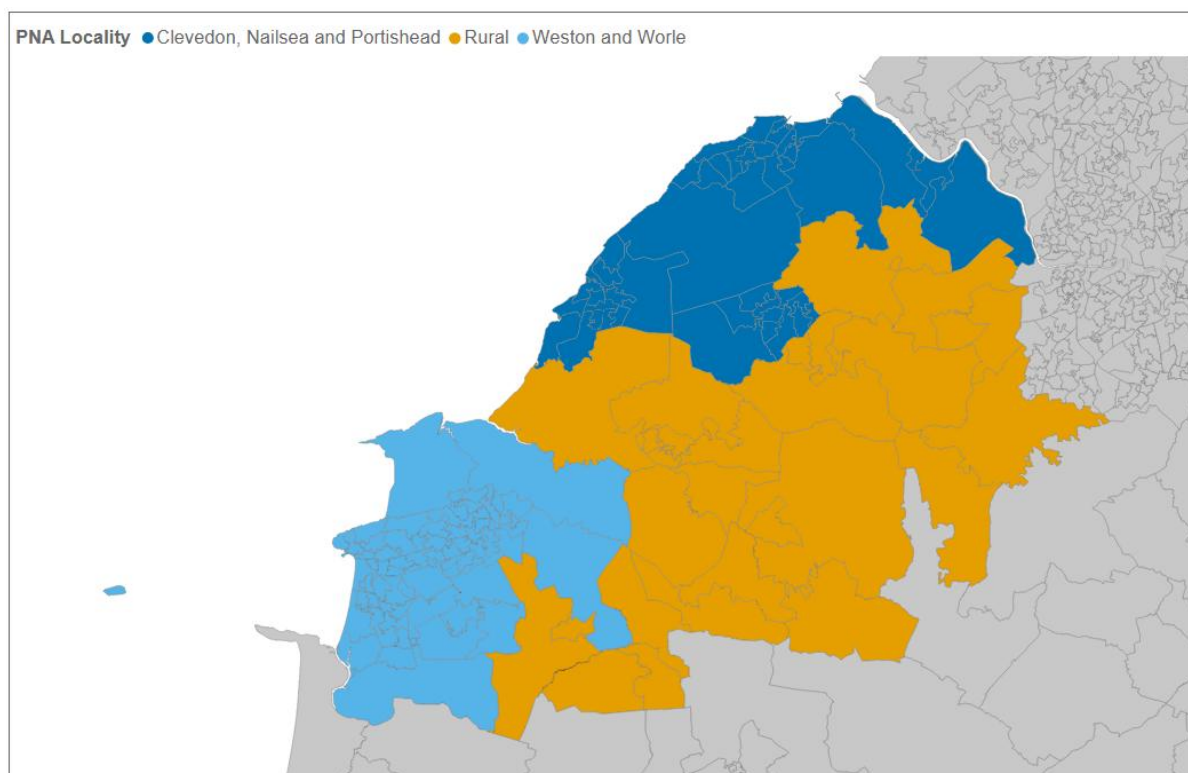
6.1. Localities used for analysis

Three localities have been used for the PNA in North Somerset to best reflect the experience by users of pharmaceutical services. There is a distinct difference in experience in the rural areas compared to the towns in the northern part of North Somerset and the conurbation of Weston-super-Mare. Expectations around access to pharmacies will also vary in each of the localities.

PNA localities for North Somerset:

- Clevedon, Portishead and Nailsea
- Rural
- Weston-super-Mare and Worle (Weston and Worle)

Figure 14: PNA localities in North Somerset



6.2. GP dispensing practices opening hours

There are two dispensing GP practices in North Somerset, one based in Langford (in the Rural locality) and one based in Pill (in the Clevedon, Nailsea and Portishead locality). Their opening hours are shown in Table 3. These practices need to be seen in context with the community pharmacies.

Table 3: Opening hours of dispensing GP practices

Dispensing Practice	Monday – Friday opening times	Saturday opening times
Mendip Vale Surgery, Langford	08:00 – 18:30	09:00 – 12:00
Heywood Family Practice, Pill	08:30 – 18:30	Closed

A dispensing practice should only dispense to patients who live more than 1.6 km (1 mile) from a pharmacy and are in 'controlled localities' which are areas which NHS England has formally determined to be 'rural in character'. The parish of Churchill was declared a controlled locality in 2013.

6.3. Locality profiles

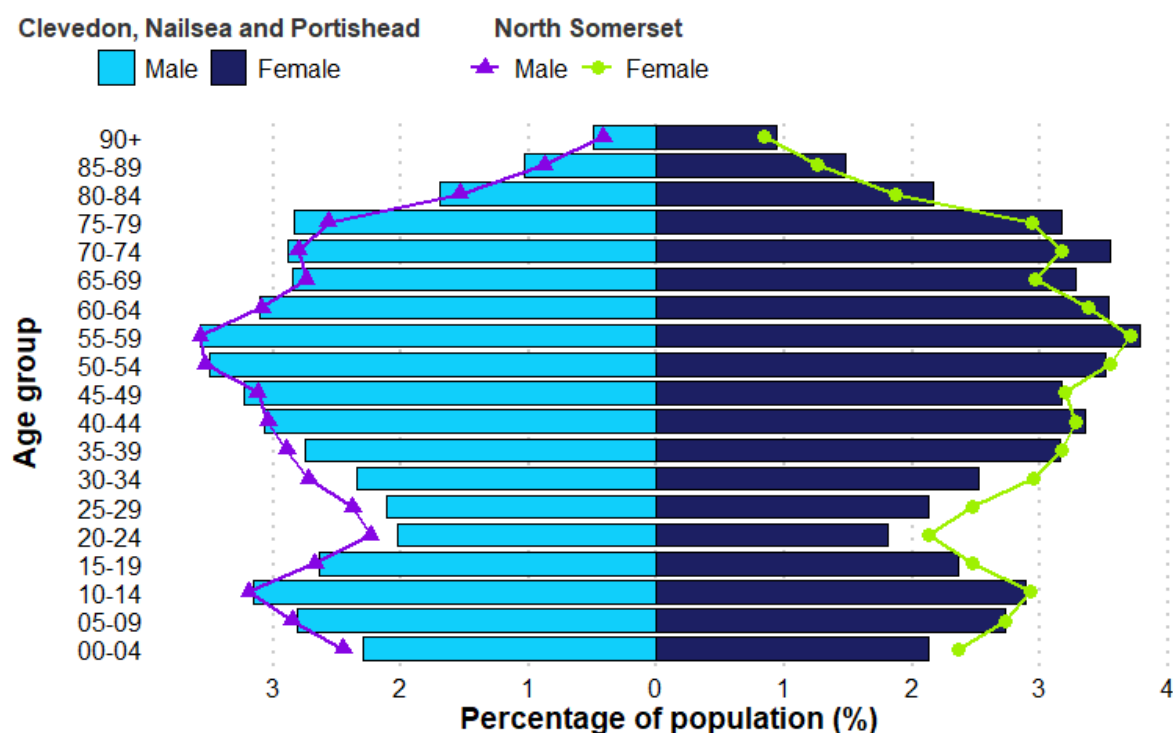
6.3.1. Clevedon, Nailsea and Portishead PNA Locality Profile

Locality Overview

Clevedon, Nailsea and Portishead PNA Locality in North Somerset has an estimated population of 74,206 as of 2022. Summary statistics:

- 51.6% of its residents are female, 48.4% are male.
- 26.4% are 65 years and older.
- 2.2% of its population live in the 20% most deprived areas of North Somerset.
- 0% live in the 20% most deprived areas of England.

Figure 15: Clevedon, Nailsea and Portishead PNA Locality population breakdown by age & sex (2022).



Source: Office for National Statistics, mid-year small area population estimates.

Overview of Pharmacies

As of May 2025, there are 11 community pharmacies in Clevedon, Nailsea and Portishead PNA locality. There is one practice or branch of a practice with dispensing doctors providing drugs and appliances to their own patients. Clevedon, Nailsea and Portishead PNA locality has no Distance-Selling Pharmacies (DSP) and no Dispensing Appliance Contractors (DAC).

Of the 11 pharmacies, there are:

- 10 providing Pharmacy First services.
- Three independent pharmacies.
- Eight pharmacies owned by national pharmacy chains:
 - Two by Boots Pharmacy
 - Two by Day Lewis Pharmacy
 - Two by Jhoots Pharmacy
 - One by Cohens Chemist

– One by Well Pharmacy

- 11 pharmacies with 40-hour contracts and no pharmacies with 100-hour contracts.
- No pharmacies with local pharmaceutical services contracts

Table 4 and Table 5 show the provision in Clevedon, Nailsea and Portishead compared to other areas. Note that there is no national expectation or standard on the ratio of pharmacies to population. These ratios do not consider the size and staffing of pharmacies which will determine the size of the population they are able to serve.

Table 4: Number and rate of pharmacies (excluding DACs and DSPs) in Clevedon, Nailsea and Portishead PNA Locality, North Somerset, and the South West (May 2025).

Area	Population	Number of pharmacies	Pharmacies per 100,000 population
Locality	74,206	11	14.8
North Somerset	221,146	37	16.7
South West	5,811,259	900	15.5

Source: NHS South West Collaborative Commissioning Hub

Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Table 5: Number and rate of items dispensed in Clevedon, Nailsea and Portishead PNA Locality, North Somerset, the South West, and England (2023/24).

Area	Population	Number of dispensed items	Items dispensed per head
Locality	74,206	1,123,166	15.1
North Somerset	221,146	4,043,508	18.3
South West	5,811,259	99,164,702	17.1
England	57,690,323	1,112,920,890	19.3

Source: NHS Business Services Authority

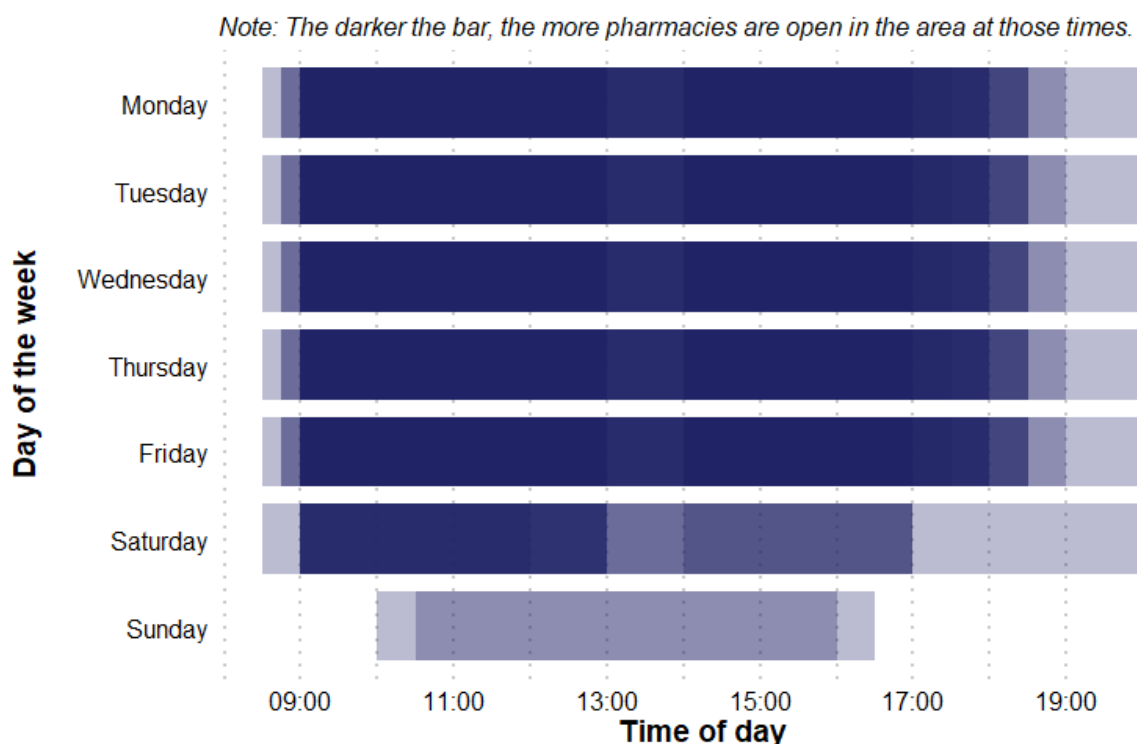
Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Access to Essential Services

As of May 2025, in Clevedon, Nailsea and Portishead PNA locality, there are:

- Two pharmacies open seven days a week
- Six pharmacies open six days a week
- Three pharmacies open five days a week
- No pharmacies open before 8:00 at least five days a week
- Two pharmacies open past 18:30 at least five days a week

Figure 16: Clevedon, Nailsea and Portishead PNA Locality pharmacy coverage across the week (May 2025).



Source: NHS South West Collaborative Commissioning Hub

Provision of Advanced and Enhanced Services

Below is a summary of the provision of advanced and enhanced services in Clevedon, Nailsea and Portishead PNA locality as of May 2025.

- New Medicine Service (NMS) accreditation: 11 pharmacies. In 2023/24 (the last full year of data), there were 2,877 NMSs undertaken.
- Influenza vaccination: Nine pharmacies providing this advanced service.

- Appliance Use Reviews: No pharmacies providing this service. Many appliances will be dispensed by DACs based around the country, which may provide this service.
- NHS Pharmacy contraception: Six pharmacies providing this service.
- Lateral Flow Device test supply: 11 pharmacies providing this service.
- Hypertension Case-Finding: Nine pharmacies providing this service.
- Stop Smoking: Seven pharmacies providing this service.
- Specialist Medicines Service: two pharmacies providing this service

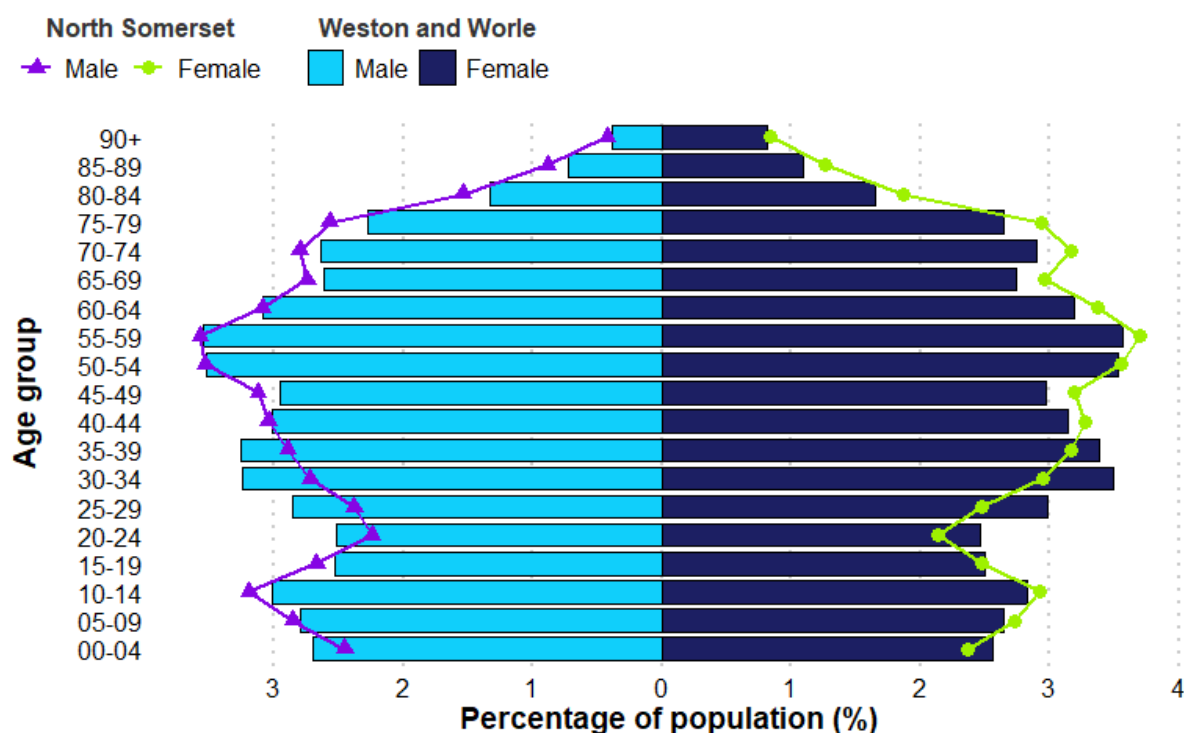
6.3.2. Weston and Worle PNA Locality Profile

Locality Overview

Weston and Worle PNA Locality in North Somerset has an estimated population of 100,335 as of 2022. Summary statistics:

- 51.1% of its residents are female, 48.9% are male.
- 21.8% are 65 years and older.
- 43.8% of its population live in the 20% most deprived areas of North Somerset.
- 25.1% live in the 20% most deprived areas of England.

Figure 17: Weston and Worle PNA Locality population breakdown by age & sex (2022).



Source: Office for National Statistics, mid-year small area population estimates.

Overview of Pharmacies

As of May 2025, there are 18 pharmacies in Weston and Worle PNA locality. There are no practices or branches of practices with dispensing doctors providing drugs and appliances to their own patients. Weston and Worle PNA locality has no Distance-Selling Pharmacies (DSP) and no Dispensing Appliance Contractors (DAC).

Of the 18 pharmacies, there are:

- 16 providing Pharmacy First services.
- 12 independent pharmacies.
- Six pharmacies owned by national pharmacy chains:
 - Three by Boots Pharmacy
 - Two by Jhoots Pharmacy
 - One by Morrisons Pharmacy

- 14 pharmacies with 40-hour contracts and four pharmacies with 100-hour contracts. The 100-hour pharmacies are:
 - Milton Pharmacy, 260 Milton Road, Weston-super-Mare
 - Boots Pharmacy, Summer Lane, Locking Castle District Centre, Weston-super-Mare
 - Tudor Lodge Pharmacy, Tudor Lodge surgery, 3 Nithsdale Road, Weston-super-Mare
 - Graham Road Pharmacy, 22 Graham Road, Weston-super-Mare
- No pharmacies with local pharmaceutical services contracts

Table 6 and Table 7 show the provision in Weston and Worle compared to other areas. Note that there is no national expectation or standard on the ratio of pharmacies to population. These ratios do not consider the size and staffing of pharmacies which will determine the size of the population they are able to serve.

Table 6: Number and rate of pharmacies in Weston and Worle PNA Locality, North Somerset, and the South West (May 2025)

Area	Population	Number of pharmacies	Pharmacies per 100,000 population
Locality	100,335	18	17.9
North Somerset	221,146	37	16.7
South West	5,811,259	900	15.5

Source: NHS South West Collaborative Commissioning Hub

Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Table 7: Number and rate of items dispensed in Weston and Worle PNA Locality, North Somerset, the South West, and England (2023/24).

Area	Population	Number of dispensed items	Items dispensed per head
Locality	100,335	2,249,511	22.4
North Somerset	221,146	4,043,508	18.3
South West	5,811,259	99,164,702	17.1
England	57,690,323	1,112,920,890	19.3

Source: NHS Business Services Authority

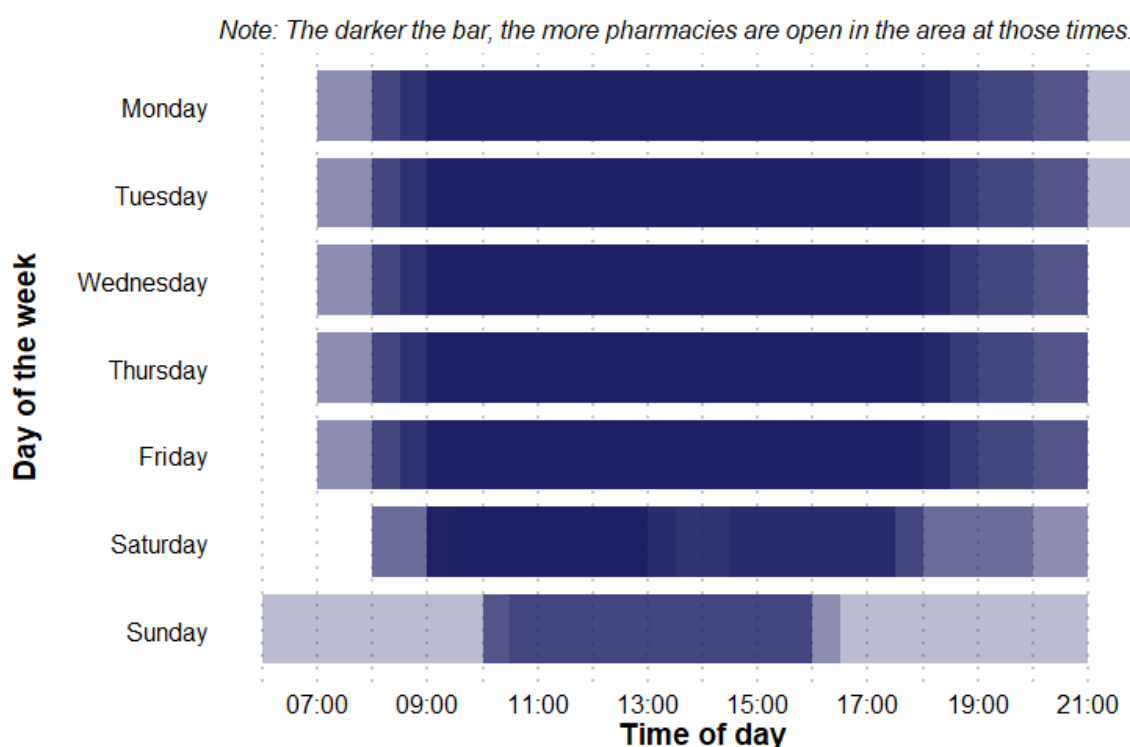
Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Access to Essential Services

As of May 2025, in Weston and Worle PNA locality, there are:

- Four pharmacies open seven days a week
- 11 pharmacies open six days a week
- Three pharmacies open five days a week
- Two pharmacies open before 8:00 at least five days a week
- Six pharmacies open past 18:30 at least five days a week

Figure 18: Weston and Worle PNA Locality pharmacy coverage across the week (May 2025).



Source: NHS South West Collaborative Commissioning Hub

Provision of Advanced and Enhanced Services

Below is a summary of the provision of advanced and enhanced services in Weston and Worle PNA locality as of May 2025.

- New Medicine Service (NMS) accreditation: 16 pharmacies. In 2023/24 (the last full year of data), there were 12,567 NMSs undertaken.
- Influenza vaccination: 14 pharmacies providing this advanced service.
- Appliance Use Reviews: No pharmacies providing this service. Many appliances will be dispensed by DACs based around the country, which may provide this service.
- NHS Pharmacy contraception: 11 pharmacies providing this service.
- Lateral Flow Device test supply: 13 pharmacies providing this service.
- Hypertension Case-Finding: 16 pharmacies providing this service.
- Stop Smoking: Two pharmacies providing this service.
- Specialist Medicines Service: one pharmacy providing this service

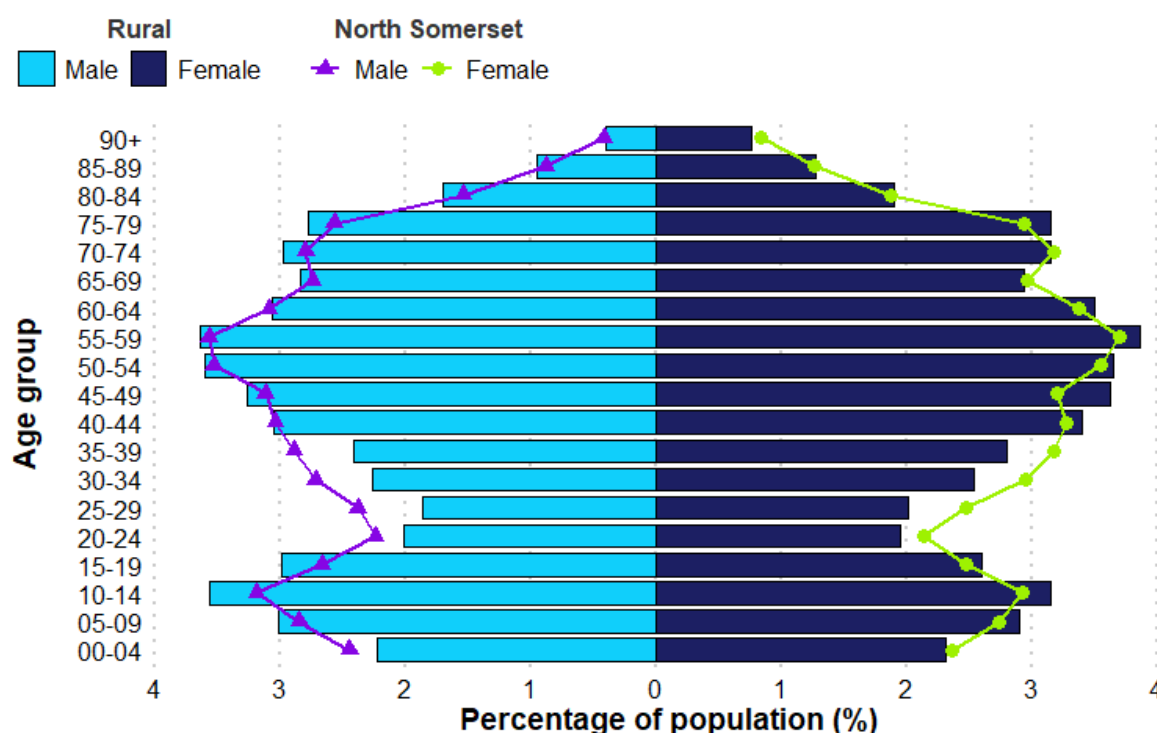
6.3.3. Rural PNA Locality Profile

Locality Overview

Rural PNA Locality in North Somerset has an estimated population of 54,345 as of 2022. Summary statistics:

- 51.4% of its residents are female, 48.6% are male.
- 24.8% are 65 years and older.
- 0% of its population live in the 20% most deprived areas of North Somerset.
- 0% live in the 20% most deprived areas of England.

Figure 19: Rural PNA Locality population breakdown by age & sex (2022).



Source: Office for National Statistics, mid-year small area population estimates.

Overview of Pharmacies

As of May 2025, there are eight pharmacies in Rural PNA locality. There is one practice or branch of a practice with dispensing doctors providing drugs and

appliances to their own patients. Rural PNA locality has no Distance-Selling Pharmacies (DSP) and no Dispensing Appliance Contractors (DAC).

Of the eight pharmacies, there are:

- Eight providing Pharmacy First services.
- Three independent pharmacies.
- Five pharmacies owned by national pharmacy chains:
 - Three by Cohens Chemist
 - One by Boots Pharmacy
 - One by Day Lewis Pharmacy
- Eight pharmacies with 40-hour contracts and no pharmacies with 100-hour contracts.
- No pharmacies with local pharmaceutical services contracts

Table 8 and Table 9 show the provision in Rural compared to other areas. Note that there is no national expectation or standard on the ratio of pharmacies to population. These ratios do not consider the size and staffing of pharmacies which will determine the size of the population they are able to serve.

Table 8: Number and rate of pharmacies (excluding DACs and DSPs) in Rural PNA Locality, North Somerset, and the South West (May 2025).

Area	Population	Number of pharmacies	Pharmacies per 100,000 population
Locality	54,345	8	14.7
North Somerset	221,146	37	16.7
South West	5,811,259	900	15.5

Source: NHS South West Collaborative Commissioning Hub

Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Table 9: Number and rate of items dispensed in Rural PNA Locality, North Somerset, the South West, and England (2023/24).

Area	Population	Number of dispensed items	Items dispensed per head
Locality	54,345	670,831	12.3
North Somerset	221,146	4,043,508	18.3
South West	5,811,259	99,164,702	17.1
England	57,690,323	1,112,920,890	19.3

Source: NHS Business Services Authority

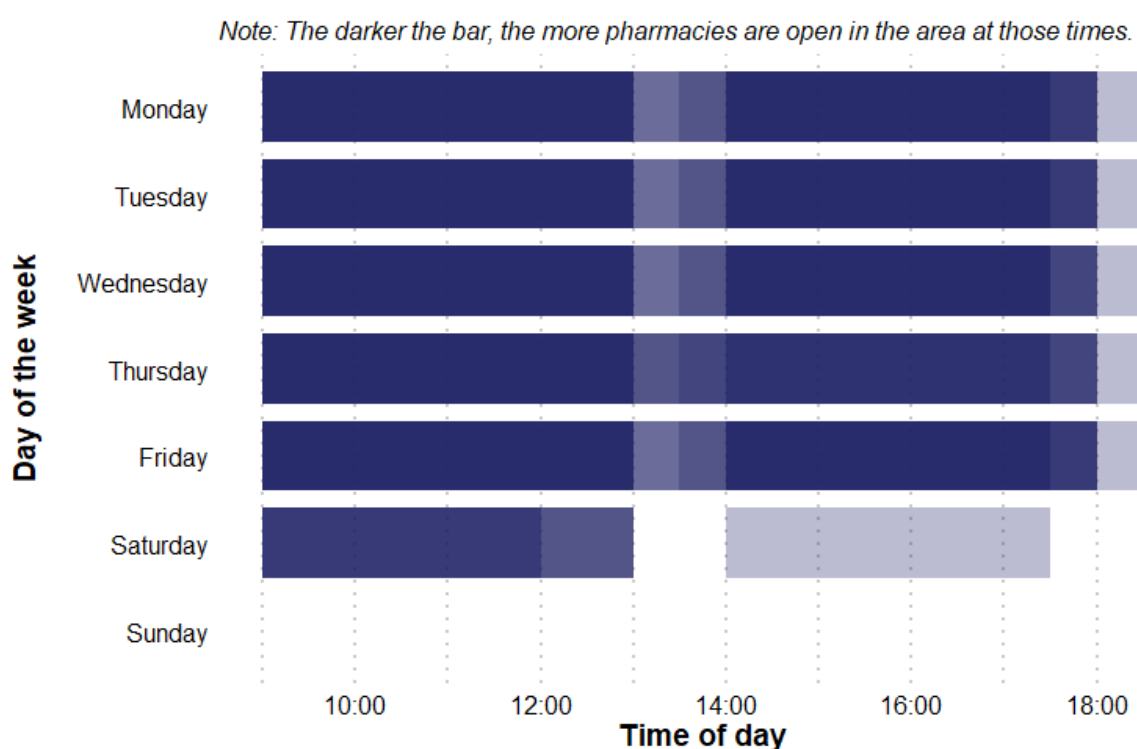
Notes: Populations for localities are based on the latest ONS mid-year population estimates for small areas (2022), and populations for local authority and region are based on the latest subnational mid-year estimates (2023).

Access to Essential Services

As of May 2025, in Rural PNA locality, there are:

- No pharmacies open seven days a week
- Six pharmacies open six days a week
- Two pharmacies open five days a week
- No pharmacies open before 8:00 at least five days a week
- No pharmacies open past 18:30 at least five days a week

Figure 20: Rural PNA Locality pharmacy coverage across the week (May 2025).



Source: NHS South West Collaborative Commissioning Hub

Provision of Advanced and Enhanced Services

Below is a summary of the provision of advanced and enhanced services in Rural PNA locality as of May 2025.

- New Medicine Service (NMS) accreditation: 8 pharmacies. In 2023/24 (the last full year of data), there were 2,163 NMSs undertaken.
- Influenza vaccination: Eight pharmacies providing this advanced service.
- Appliance Use Reviews: No pharmacies providing this service. Many appliances will be dispensed by DACs based around the country, which may provide this service.
- NHS Pharmacy contraception: Seven pharmacies providing this service.
- Lateral Flow Device test supply: Seven pharmacies providing this service.
- Hypertension Case-Finding: Eight pharmacies providing this service.
- Stop Smoking: Six pharmacies providing this service.
- Specialist Medicines Service: No pharmacy providing this service.

7. Public engagement in pharmaceutical needs assessments

7.1. Survey of residents

Healthwatch conducted an online survey on behalf of the Health and Wellbeing Board in support of the development of the PNA. The public and a wide range of community and special interest groups were invited to share their views of accessing pharmaceutical services. The survey was open from 8 January 2025 to 17 April 2025. The survey was also promoted through social media and newsletters by North Somerset Council.

A total of 202 responses were received. All results are included in Appendix IV.

7.2. Consultation of the draft PNA

A formal public consultation took place from 1 July to 31 August 2025. This allowed for extra time beyond the statutory consultation period of 60 days to take account of bank holidays.

The questions covered:

- Do you agree or disagree that the information contained within the draft PNA accurately reflects the current pharmacy and prescription dispensing services available in North Somerset?
- Do you agree or disagree that the pharmaceutical needs of the population of North Somerset have been adequately reflected in the draft PNA document?
- From the information in the draft PNA, do you agree or disagree that your future pharmaceutical needs will be met in the next 3 years?
- Do you agree or disagree with the following assessment?
In considering pharmaceutical needs for North Somerset, the PNA has identified that local people's needs (including the dispensing of prescriptions) are sufficiently covered by current provision and that there are no gaps in services.
- Do you agree or disagree with the conclusions contained in the draft North Somerset PNA (2025-2028)?

A wide range of stakeholders, patient groups and the public were encouraged to comment on the draft PNA as well as statutory consultees.

Statutory consultees included:

- Avon & Wiltshire Local Pharmaceutical Committee (LPC)
- Avon Local Medical Committee (LMC)
- NHS England
- Bristol Health & Wellbeing Board
- Bath & North East Somerset Health & Wellbeing Board
- Somerset Health & Wellbeing Board
- All community pharmacy contractors in North Somerset
- All dispensing GP practices in North Somerset
- Parish and Town Councils in North Somerset
- North Bristol NHS Trust
- Sirona Care & Health
- South Western Ambulance Service NHS Foundation Trust (SWASFT)
- Avon and Wiltshire Mental Health Trust
- University Hospital Bristol and Weston NHS Foundation Trust
- Healthwatch BNSSG

7.3. Results of the public consultation

There were eight responses to the North Somerset PNA consultation, four on behalf of organisations considered statutory consultees and four from individual residents who were not health professionals and most came from the same town, which has experienced temporary closures.

While the majority the majority of respondents agreed that the PNA provides an accurate description of pharmaceutical provision, a significant proportion did not support the recommendations and conclusions reached. The feedback indicated that this was due to a number of factors;

- the temporary reduction of opening hours or closures and the impact this is having on the availability of other local pharmaceutical services contractors;
- the overall reduction of availability of pharmaceutical services since the publication of the last PNA in 2022;

- Pharmacy supply issues.

These issues negatively impact the availability, access and experience of community pharmacies. While valid and relevant, they relate to areas that fall outside of the statutory remit of the PNA as defined by the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. The PNA only reflects formal contractual agreements at a point in time, not temporary changes or closures or historical provision.

All concerns raised have been shared with the BNSSG Integrated Care Board and the Southwest Commissioning Support Hub as commissioners of community pharmacies as well as other partner organisations for consideration and further action.

The North Somerset Health and Wellbeing Board is required under the regulations to continuously identify any changes to the provision in pharmaceutical services in its area and issue supplementary statements to the PNA if necessary. Should any of the temporary closures become permanent, there is potential for a gap in service provision to arise, which would require further evaluation and response by the Health and Wellbeing Board.

Based on the consultation findings the North Somerset PNA steering group do not feel there is a need to alter the findings and recommendations of this report, but acknowledge the concerns raised around temporary closures and access for people with mobility issues or other disabilities. The importance of delivery services has been noted.

The steering group would like to thank all individuals and organisations who took the time to respond to the consultation for their time and input.

8. Conclusion

8.1.Necessary services: statement of any gaps in current provision

Given the findings of this needs assessment, the steering group is satisfied that North Somerset has adequate coverage of essential pharmaceutical services through community pharmacies and dispensing doctors.

This conclusion is reached based on travel time analysis using car driving times, public transport and walk times. The PNA steering group acknowledges and accepts that access to a car is a requirement for this conclusion to hold in the most rural areas. Prescription delivery services are available although this is provided on a voluntary basis and could be withdrawn. This service has been shown in the current and previous consultations as highly valued by residents.

8.2.Necessary services: statement of any gaps in future provision

The current trajectory of housing development does not show a requirement for further provision within the time frame of this PNA.

Mapping of essential pharmaceutical services was considered in the context of housing trajectories at a Locality level, identifying that proposed developments align to where current provision is higher. The requirement to review this PNA within a 3-year time frame is deemed sufficient to revisit the impact on ongoing development and this should remain a focus of future needs assessments.

8.3.Improvements and better access: statement of any gaps in provision

Opening times analysis by localities suggest there is a potential to secure better access to pharmacies on weekends in the Rural locality which could be remedied by The BNSSG ICB commissioning or directing existing pharmacies to open additional hours on Sundays, without the need for any new pharmacies.

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Appendix I: Locality health needs

Locality health needs were assessed using published public health indicators¹⁴.

Local health, public health data for small geographic areas (as at April 2025)

Locality values have been colour-coded to provide a visual snapshot. While red may often indicate poorer outcomes, interpretation should always consider the context of each indicator - particularly for community measures (e.g. population proportions or English language proficiency), where higher values may reflect demographic diversity rather than disadvantage.

Red: Value is greater than both England and the relevant Local Authority

Yellow: Value is between England and the Local Authority (i.e. one higher, one lower)

Green: Value is lower than both England and the relevant Local Authority

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Topic Subtopic Indicator	North Somerset	Clevedon, Nailsea and Portishead	Rural	Weston and Worle	England
Our community Population					
Percentage of the total resident population who are 0 to 4 years of age (2020)	5.1	4.8	4.9	5.6	5.7
Percentage of the total resident population who are 0 to 15 years of age (2020)	18.2	17.1	19.1	18.3	19.2
Percentage of the total resident population who are 5 to 15 years of age (2020)	13.0	12.4	14.3	12.8	13.5
Percentage of the total resident population who are 16 to 24 years of age (2020)	8.4	7.8	8.3	8.8	10.5
Percentage of the total resident population who are 25 to 64 years of age (2020)	49.4	48.8	47.7	50.7	51.8
Percentage of the total resident population who are 50 to 64 years of age (2020)	20.6	21.1	21.2	19.9	19.2

¹⁴ <https://fingertips.phe.org.uk/profile/local-health> Accessed 01/05/2025

Topic Subtopic Indicator	North Somerset	Clevedon, Nailsea and Portishead	Rural	Weston and Worle	England
Percentage of the total resident population who are 65 and over (2020)	24.1	26.3	24.9	22.2	18.5
Percentage of the total resident population aged 85 and over (2020)	3.4	4.0	3.2	3.2	2.5
Population density, people per square kilometre (2020)	576.7	1308.8	201.5	1415.2	434.1
Our community Ethnicity & Language					
Percentage of population (all ages) whose ethnic group is not 'white' (2011)	2.7	2.2	2.4	3.2	14.6
Percentage of population (all ages) whose ethnicity is not 'White UK' (2011)	5.9	4.9	5.0	7.2	20.2
The percentage of people (aged 3+ yrs) that cannot speak English well or at all (2011)	0.4	0.2	0.2	0.7	1.7
Our community Deprivation, Housing, and living environment					
Index of Multiple Deprivation (IMD) Score (2019)	15.8	8.7	9.3	24.9	21.7
Income deprivation, English Indices of Deprivation (2019)	10.1	6.1	5.7	15.2	12.9
Child Poverty, Income deprivation affecting children index (IDACI), <16 yrs (2019)	12.4	7.0	6.5	19.3	17.1
Older people in poverty, income deprivation affecting older people Index (IDAOP), 60+ yrs (2019)	10.4	7.5	6.6	14.9	14.2
Modelled estimates of the proportion of households in fuel poverty (2020)	9.3	7.2	8.3	11.4	13.2
Proportion of households with overcrowding based on overall room occupancy levels (2011)	4.6	4.0	2.4	6.1	8.7
Proportion of older people living alone, 65+ yrs (2011)	29.4	29.6	24.7	31.8	31.5
Percentage of households in Poverty (2013/14)		13.3	14.3	22.9	21.1
Our community Employment					
Unemployment (Percentage of the working age population claiming out of work benefit), 16-64 yrs (2021/22)	3.4	2.3	2.0	4.7	5.0
Long-Term Unemployment. Rate per 1,000 working age population, 16-64 yrs (2021/22)	0.5	0.3	0.2	0.5	1.9
Behavioural risk factors and child health Behavioural risk factors					

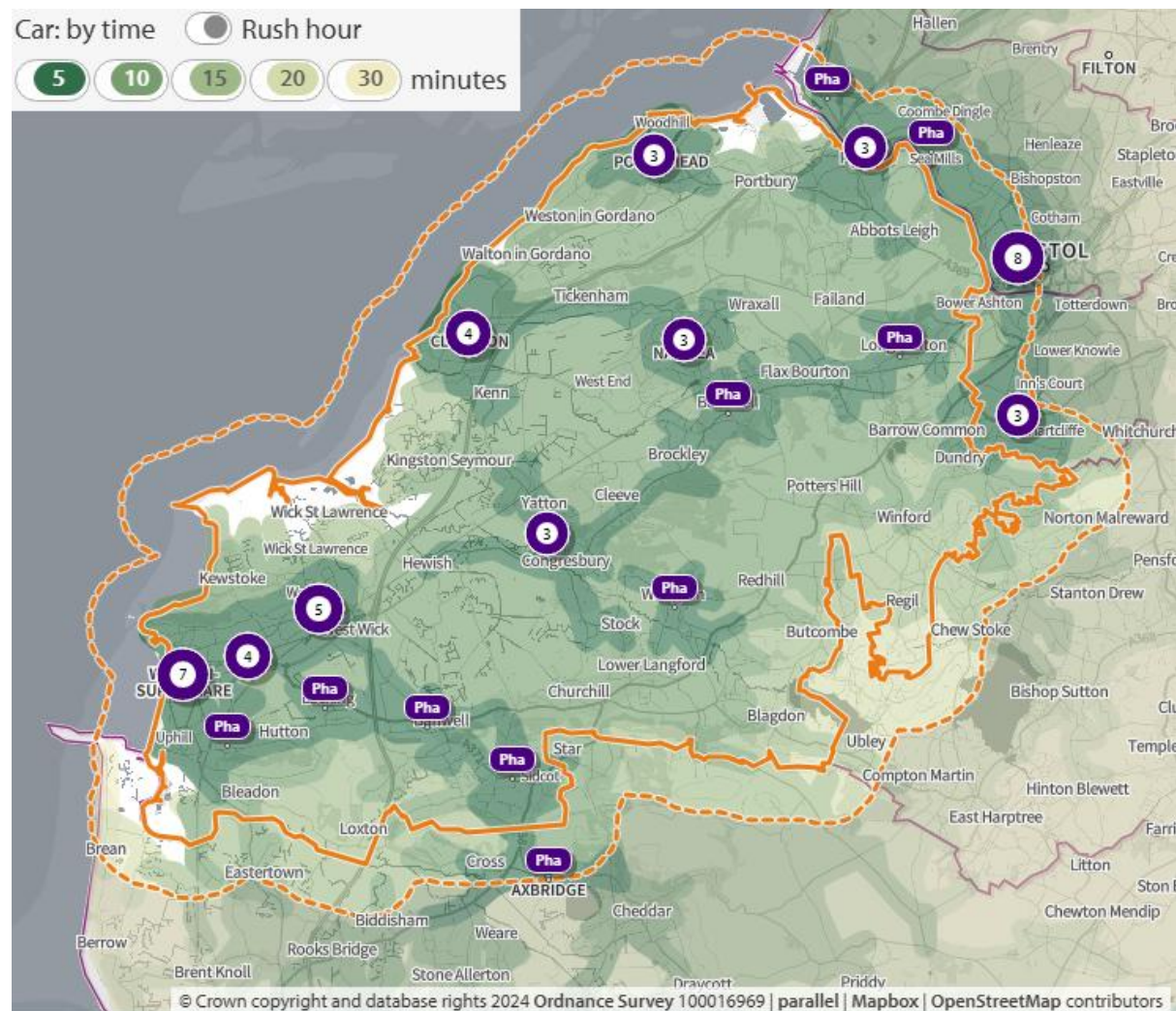
Topic Subtopic Indicator	North Somerset	Clevedon, Nailsea and Portishead	Rural	Weston and Worle	England
Smoking prevalence at age 15. Regular smokers (modelled estimates) (2014)	5.1	5.8	5.9	4.3	5.4
Smoking prevalence at age 15. Regular or occasional smokers (modelled estimates) (2014)	8.8	9.7	9.7	7.7	8.2
Reception prevalence of obesity (including severe obesity) (2021/22 - 23/24)	8.4	7.1	6.5	10.6	9.6
Reception prevalence of overweight (including obesity) (2021/22 - 23/24)	21.5	19.6	19.4	23.9	21.9
Year 6 prevalence of obesity (including severe obesity) (2021/22 - 23/24)	17.6	14.5	12.6	22.5	22.7
Year 6 prevalence of overweight (including obesity) (2021/22 - 23/24)	31.3	25.8	25.3	37.6	36.7
Behavioural risk factors and child health Child and Maternal Health					
Proportion of deliveries (births) to teenage mothers (12-17 yrs) (2016/17 - 20/21)	0.6	0.0	0.0	1.1	0.7
General fertility rate, live births per 1,000 women aged 15 to 44 years (2016 - 20)	59.5	57.4	55.0	62.9	59.2
Behavioural risk factors and child health Children and Young people: Health care use					
Emergency hospital admissions in under 5 years old, crude rate per 1,000 (2016/17 - 20/21)	112.3	89.1	91.6	136.7	140.7
Emergency hospital admissions for injuries in under 5 years old, crude rate per 10,000 (2016/17 - 20/21)	111.2	103.6	100.0	124.8	119.3
Emergency hospital admissions for injuries in under 15 years old, crude rate per 10,000 (2016/17 - 20/21)	88.5	92.7	81.0	90.5	92.0
Emergency hospital admissions for injuries in 15 to 24 years old, crude rate per 10,000 (2016/17 - 20/21)	150.3	137.1	144.3	162.4	127.9
Disease and poor health Emergency Hospital Admissions: Adults					
Emergency hospital admissions for all causes, indirectly standardised ratio per 100 (2016/17–2020/21)	88.6	81.3	73.7	102.2	100
Emergency hospital admissions for coronary heart disease, indirectly standardised ratio per 100 (2016/17–2020/21)	87.8	77.1	74.3	102.7	100

Topic Subtopic Indicator	North Somerset	Clevedon, Nailsea and Portishead	Rural	Weston and Worle	England
Emergency hospital admissions for stroke, indirectly standardised ratio per 100 (2016/17–2020/21)	95.8	83.4	92.4	106.0	100
Emergency hospital admissions for myocardial infarction (heart attack), indirectly standardised ratio per 100 (2016/17–2020/21)	93.9	79.2	78.7	113.0	100
Emergency hospital admissions for chronic obstructive pulmonary disease (COPD), indirectly standardised ratio per 100 (2016/17–2020/21)	82.9	67.6	44.3	121.1	100
Emergency hospital admissions for hip fracture in persons 65 years and over, indirectly standardised ratio per 100 (2016/17–2020/21)	99.8	97.3	90.3	103.0	100
Emergency hospital admissions for intentional self harm, indirectly standardised ratio per 100 (2016/17–2020/21)	139.0	121.8	93.1	173.2	100
Disease and poor health Adult Health Care Use and Long Term Conditions					
Hospital admissions for alcohol attributable conditions, broad definition, indirectly standardised ratio per 100 (2016/17–2020/21)	102.3	94.6	82.2	119.6	100
Hospital admissions for alcohol attributable conditions, narrow definition, indirectly standardised ratio per 100 (2016/17–2020/21)	108.8	105.0	82.8	126.1	100
Percentage of people who reported having a limiting long term illness or disability (2011)	19.1	17.4	16.2	22.0	17.6
Life expectancy and causes of death Life Expectancy					
Life expectancy at birth, upper age band 90 and over, Female (2016 - 20)	84.3	85.7	86.5	83.3	83.2
Life expectancy at birth, upper age band 90 and over, Male (2016 - 20)	80.3	81.3	82.5	79.1	79.5
Life expectancy and causes of death Mortality					
Deaths from all causes, indirectly standardised ratio per 100 (2016 - 20)	93.8	86.6	80.9	106.6	100
Deaths from all causes, under 75 years, indirectly standardised ratio per 100 (2016 - 20)	87.2	77.5	67.9	106.0	100
Deaths from all cancer, indirectly standardised ratio per 100 (2016 - 20)	94.7	92.2	84.8	102.3	100


Topic Subtopic Indicator	North Somerset	Clevedon, Nailsea and Portishead	Rural	Weston and Worle	England
Deaths from all cancer, under 75 years, indirectly standardised ratio per 100 (2016 - 20)	92.4	93.6	76.2	100.9	100
Deaths from circulatory disease, indirectly standardised ratio per 100 (2016 - 20)	84.2	80.6	72.1	93.5	100
Deaths from circulatory disease, under 75 years, indirectly standardised ratio per 100 (2016 - 20)	85.7	76.6	63.8	105.7	100
Deaths from coronary heart disease, indirectly standardised ratio per 100 (2016 - 20)	78.6	73.4	68.9	88.1	100
Deaths from stroke, indirectly standardised ratio per 100 (2016 - 20)	87.0	82.6	68.8	100.3	100
Deaths from respiratory diseases, indirectly standardised ratio per 100 (2016 - 20)	88.1	69.8	71.1	112.0	100
Deaths from causes considered preventable, under 75 years, indirectly standardised ratio per 100 (2016 - 20)	80.9	70.2	59.1	101.9	100


Appendix II: Travel time maps

Figure 21: Pharmacies within 30-minute rush hour car journey, North Somerset (with 1-mile buffer)



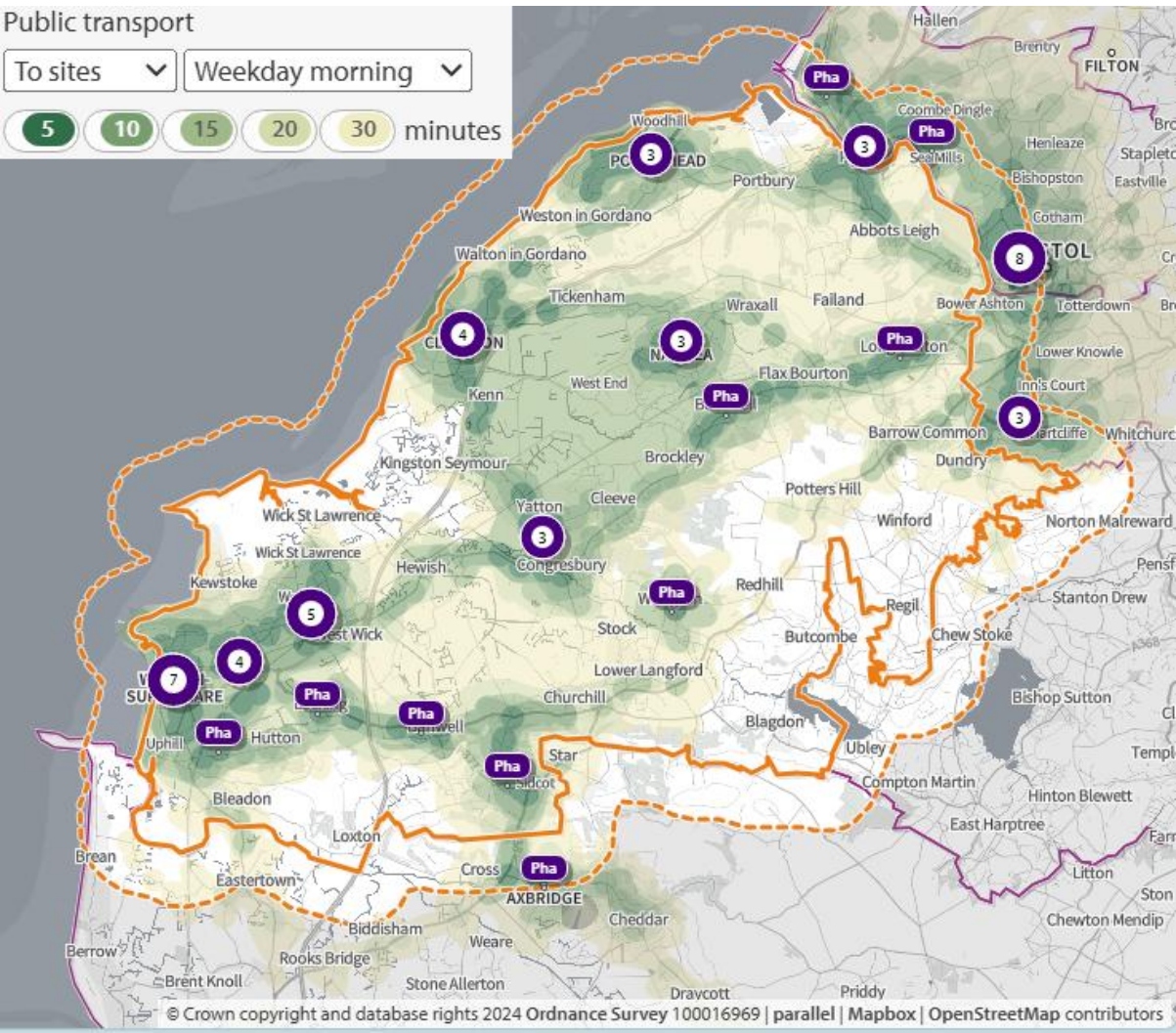
Key

 Single community pharmacy

 Number of pharmacies located too close together to be able to display

 Dispensing GP practice branch

Figure 22: Pharmacies within 30-minute weekday morning public transport journey, North Somerset (with 1-mile buffer)



Key



Single community pharmacy



Number of pharmacies located too close together to be able to display



Dispensing GP practice branch

Appendix III: Pharmacy details

Clevedon, Nailsea & Portishead locality

ODS CODE	Trading Name	Location			Opening Hours							Total Opening Hours
		Address	Town	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
FDL90	Smart Pharm	111 Old Street	Clevedon	BS21 6BP	08:45-18:30	08:45-18:30	08:45-18:30	08:45-18:30	08:45-18:30	09:00-12:00	Closed	51.75
FNX05	Boots Pharmacy	7 Clevedon Triangle Centre	Clevedon	BS21 6HX	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	Closed	48
FRM86	Tesco In-Store Pharmacy	Kenn Road	Clevedon	BS21 6LH	08:30-13:00, 14:00-20:00	08:30-13:00, 14:00-20:00	08:30-13:00, 14:00-20:00	08:30-13:00, 14:00-20:00	08:30-13:00, 14:00-20:00	08:30-13:00, 14:00-20:00	10:00-16:00	69
FJ615	Well Pharmacy	2 Sunnyside Road	Clevedon	BS21 7TA	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed	Closed	47.5
FCC04	Day Lewis Pharmacy	82b High Street	Nailsea	BS48 1AS	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	Closed	Closed	40
FGG26	Boots Pharmacy	29-30 Somerset Square	Nailsea	BS48 1RQ	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	Closed	48
FJG78	Day Lewis Pharmacy	Tower House Medical Centre, Stock Way South	Nailsea	BS48 2XX	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	Closed	Closed	45
FW477	Cohens Chemist	3 Baltic Place	Pill	BS20 0EJ	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00	Closed	41.5
FC017	Jhoots Pharmacy	Portishead Medical Group, Victoria Square	Portishead	BS20 6AQ	08:45-18:30	08:45-18:30	08:45-18:30	08:45-18:30	08:45-18:30	09:00-13:00	Closed	52.75
FDD77	West Hill Pharmacy	117 Avon Way	Portishead	BS20 6LT	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	Closed	49
FND34	Jhoots Pharmacy	Waitrose, Harbour Road	Portishead	BS20 7DE	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-17:00	10:30-16:30	64

ODS CODE	Trading Name	Town	DAC	Distance Selling	40 Hour Contract	100 Hour Contract	LPS	Pharmacy First	NMS	Hypertension Case Finding	Smoking Cessation	Contraception Service	LFT	Flu (24/25)	Stoma Appliance customisation	Appliance Usage Reviews	Specialist Medicines Service
FDL90	Smart Pharm	Clevedon	No	No	Yes	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	No	Yes
FNX05	Boots Pharmacy	Clevedon	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FRM86	Tesco In-Store Pharmacy	Clevedon	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FJ615	Well Pharmacy	Clevedon	No	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No
FCC04	Day Lewis Pharmacy	Nailsea	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
FGG26	Boots Pharmacy	Nailsea	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	No	No	No
FJG78	Day Lewis Pharmacy	Nailsea	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
FW477	Cohens Chemist	Pill	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FC017	Jhoots Pharmacy	Portishead	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
FDD77	West Hill Pharmacy	Portishead	No	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes
FND34	Jhoots Pharmacy	Portishead	No	No	Yes	No	No	No	Yes	No	Yes	No	Yes	No	No	No	No

Weston&Worle Locality

ODS CODE	Trading Name	Location			Opening Hours							Total Opening Hours
		Address	Town	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
FKW73	North Worle Pharmacy	3 North Worle District Centre, Worle	Weston-super-Mare	BS22 6BT	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	Closed	53.5
FWW35	Worle Pharmacy	146 High Street, Worle	Weston-super-Mare	BS22 6HG	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	Closed	53.5
FW068	Castlemead Pharmacy	Unit 5, Castlemead Shopping Centre, Worle	Weston-super-Mare	BS22 7GF	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	Closed	49
FRW55	Well Being Pharmacy	205 Milton Road	Weston-super-Mare	BS22 8EF	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	Closed	Closed	42.5
FPR03	Milton Pharmacy	260 Milton Road	Weston-super-Mare	BS22 8EN	08:00-22:00	08:00-22:00	08:00-21:00	08:00-21:00	08:00-21:00	08:00-13:00	Closed	72
FRT29	Jhoots Pharmacy	37 Whitecross Road	Weston-super-Mare	BS23 1EN	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-17:30	Closed	53.5
FE077	Boots Pharmacy	52-56 High Street	Weston-super-Mare	BS23 1JA	09:30-18:00	09:30-18:00	09:30-18:00	09:30-18:00	09:30-18:00	09:30-18:00	10:30-16:30	57
FA384	Jays Pharmacy	5 Waterloo Street	Weston-super-Mare	BS23 1LA	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-14:00	Closed	50
FN238	Tesco In-Store Pharmacy	Station Road	Weston-super-Mare	BS23 1XG	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	10:00-16:00	78
FWJ84	Graham Road Pharmacy	22 Graham Road	Weston-super-Mare	BS23 1YA	07:00-21:00	07:00-21:00	07:00-21:00	07:00-21:00	07:00-21:00	Closed	06:00-21:00	85
FLC53	Jhoots Pharmacy	168 Locking Road	Weston-super-Mare	BS23 3HQ	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	08:30-13:00, 14:00-18:30	Closed	Closed	45
FWT28	Moorland Road Pharmacy	53 Moorland Road	Weston-super-Mare	BS23 4HP	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	Closed	Closed	42.5
FPH80	Tudor Lodge Pharmacy	Tudor Lodge surgery, 3 Nithsdale Road	Weston-super-Mare	BS23 4JP	07:00-21:00	07:00-21:00	07:00-21:00	07:00-21:00	07:00-21:00	08:00-21:00	Closed	81
FDM06	Morrisons Pharmacy	Locking Castle	Weston-super-Mare	BS24 7AY	09:00-13:30, 14:30-19:00	09:00-13:30, 14:30-19:00	09:00-13:30, 14:30-19:00	09:00-13:30, 14:30-19:00	09:00-13:30, 14:30-19:00	09:00-13:30, 14:30-18:00	10:00-16:00	59
FRP15	Boots Pharmacy	Summer Lane, Locking Castle District Centre	Weston-super-Mare	BS24 7AY	08:00-13:00, 14:00-21:00	08:00-13:00, 14:00-21:00	08:00-13:00, 14:00-21:00	08:00-13:00, 14:00-21:00	08:00-13:00, 14:00-21:00	09:00-13:00, 14:00-21:00	10:00-16:00	77
FGX27	Locking Pharmacy	64 Grenville Avenue, Locking	Weston-super-Mare	BS24 8AR	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	09:00-13:00	Closed	54
FEW44	Magna Pharmacy Haywood	Unit 2, Whitney Crescent, Haywood Village	Weston-super-Mare	BS24 8ES	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-13:00	Closed	51.5
FD459	Boots Pharmacy	Monkton Avenue, Oldmixon	Weston-super-Mare	BS24 9DA	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-17:30	09:00-13:00	Closed	46.5

ODS CODE	Trading Name	Town	DAC	Distance Selling	40 Hour Contract	100 Hour Contract	LPS	Pharmacy First	NMS	Hypertension Case Finding	Smoking Cessation	Contraception Service	LFT	Flu (24/25)	Stoma Appliance customisation	Appliance Usage Reviews	Specialist Medicines Service
FKW73	North Worle Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	No	Yes	Yes	No	No	No
FWW35	Worle Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FW068	Castlemead Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FRW55	Well Being Pharmacy	Weston-super-Mare	No	No	Yes	No	No	No	No	No	No	No	Yes	No	No	No	No
FPR03	Milton Pharmacy	Weston-super-Mare	No	No	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FRT29	Jhoots Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No
FE077	Boots Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FA384	Jays Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	No	No	No	No	No	No
FN238	Tesco In-Store Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FWJ84	Graham Road Pharmacy	Weston-super-Mare	No	No	No	Yes	No	Yes	Yes	Yes	No	No	No	Yes	No	No	No
FLC53	Jhoots Pharmacy	Weston-super-Mare	No	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No
FWT28	Moorland Road Pharmacy	Weston-Super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	No	No	No	No
FPH80	Tudor Lodge Pharmacy	Weston-super-Mare	No	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	Yes	No	No	No
FDM06	Morrisons Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FRP15	Boots Pharmacy	Weston-super-Mare	No	No	No	Yes	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	Yes
FGX27	Locking Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FEW44	Magna Pharmacy Haywood	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FD459	Boots Pharmacy	Weston-super-Mare	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	No	Yes	No	No	No

Rural Locality

ODS CODE	Trading Name	Location			Opening Hours							Total Opening Hours
		Address	Town	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
FG817	Cohens Chemist	1 West Town Road	Backwell	BS48 3HA	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-17:30	09:00-13:00	Closed	41.5
FC695	Banwell Village Pharmacy	Westfield Road	Banwell	BS29 6AD	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-14:00	09:00-13:00, 14:00-18:00	09:00-12:00	Closed	40
FEV32	Day Lewis Pharmacy	3 Broad Street	Congresbury	BS49 5DG	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-17:30	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00	Closed	43.5
FWJ61	Cohens Chemist	27 Weston Road	Long Ashton	BS41 9AA	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	09:00-13:00, 14:00-18:00	Closed	Closed	40
FDX58	Boots Pharmacy	33 Woodborough Road	Winscombe	BS25 1AG	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-13:00	Closed	49
FNH66	Wrington Pharmacy	Silver Street	Wrington	BS40 5QE	09:00-13:00, 13:30-17:30	09:00-13:00, 13:30-17:30	09:00-13:00, 13:30-17:30	09:00-13:00, 13:30-17:30	09:00-13:00, 13:30-17:30	09:00-13:00	Closed	44
FNA45	Yatton Pharmacy	8 Pages Court	Yatton	BS49 4EG	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-12:00, 14:00-17:30	Closed	51.5
FTN90	Cohens Chemist	Mendip Vale Medical Centre, 155 Mendip Road	Yatton	BS49 4ER	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed	Closed	47.5

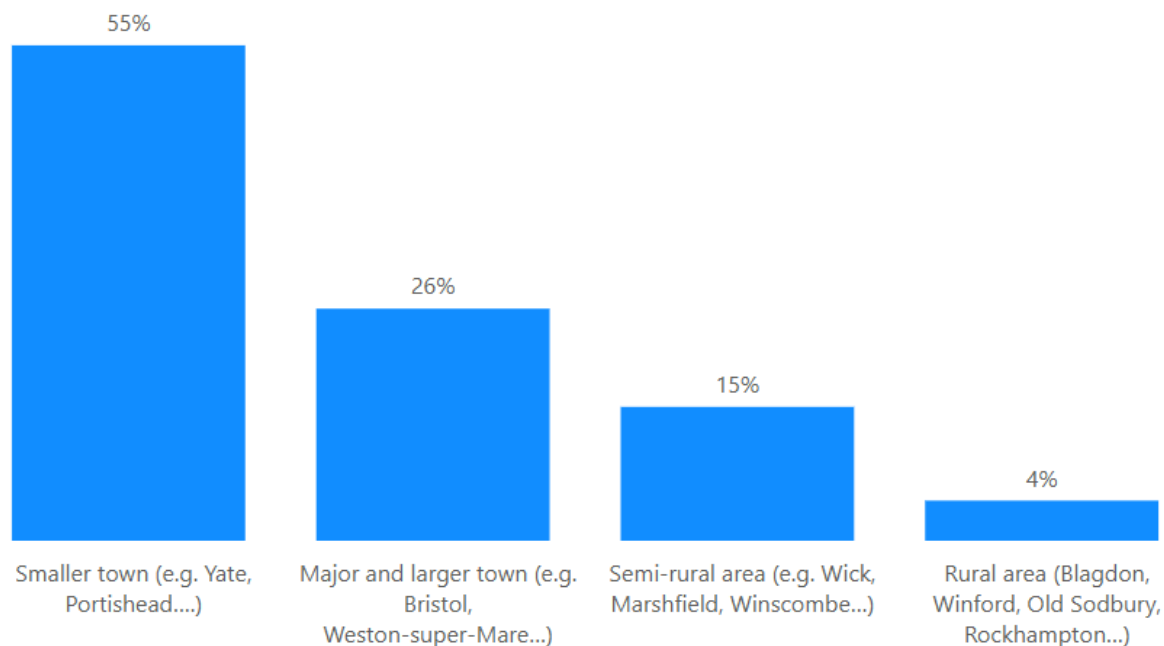
ODS CODE	Trading Name	Town	DAC	Distance Selling	40 Hour Contract	100 Hour Contract	LPS	Pharmacy First	NMS	Hypertension Case Finding	Smoking Cessation	Contraception Service	LFT	Flu (24/25)	Stoma Appliance customisation	Appliance Usage Reviews	Specialist Medicines Service
FG817	Cohens Chemist	Backwell	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
FC695	Banwell Village Pharmacy	Banwell	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FEV32	Day Lewis Pharmacy	Congresbury	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
FWJ61	Cohens Chemist	Long Ashton	No	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No
FDX58	Boots Pharmacy	Winscombe	No	No	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	No
FNH66	Wrington Pharmacy	Wrington	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
FNA45	Yatton Pharmacy	Yatton	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	No
FTN90	Cohens Chemist	Yatton	No	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No

Appendix IV: Survey results

North Somerset PNA Survey Results

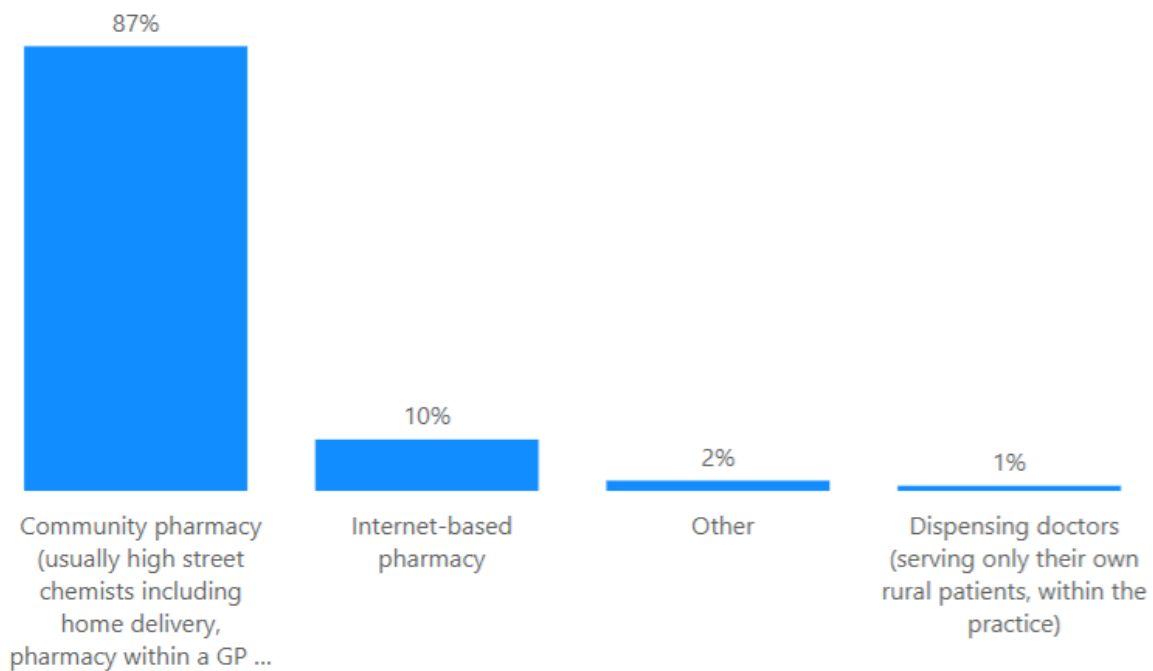
202 individuals responded to the survey, with 55% reporting that they lived in a smaller town, such as Portishead, just over a quarter (26%) in a major or large town, such as Weston-super-Mare, 15% in a semi-rural area, and 4% in a rural area.

Figure 1.1 Survey responses: what type of area do you live in?



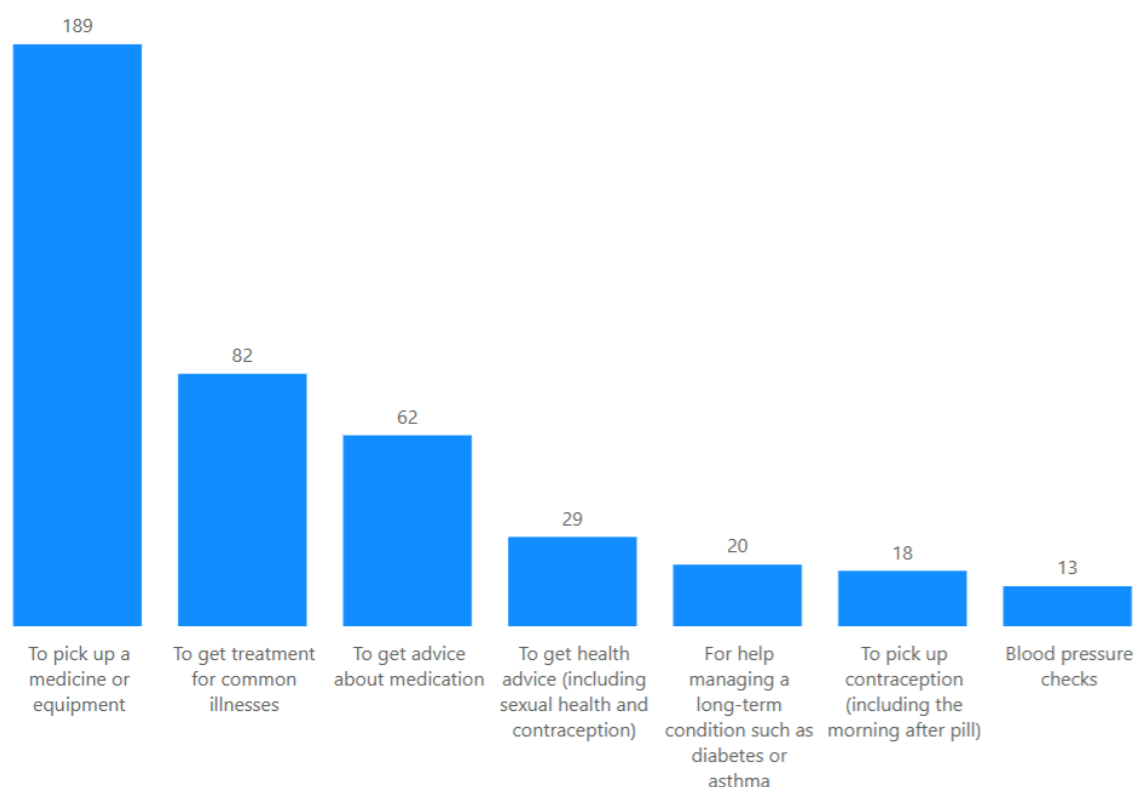
When asked how they accessed pharmacy services the majority (87%) reported using community pharmacies, with 10% using an internet-based pharmacy, 1% using dispensing doctors, and 2% using another type of service.

Figure 1.2 Survey responses: how do you access pharmacy services?



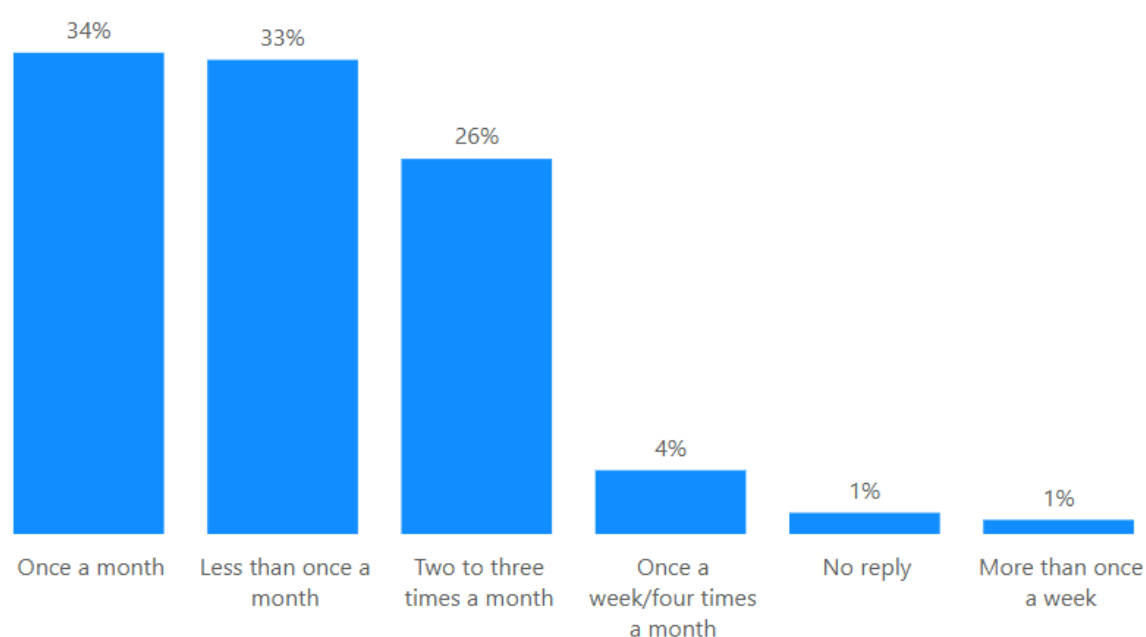
189 individuals (97%) reported that they used a pharmacy to pick up a medicine or equipment. 82 individuals (42%) said that they used a pharmacy to get treatment for common illnesses and 32% (62 individuals) to get advice about medication. 15% (29 individuals) used a pharmacy to get health advice (including sexual health and contraception), 10% for help managing a long-term condition such as diabetes or asthma, 9% to pick up contraception (including the morning after pill), and 7% used a pharmacy for blood pressure checks.

Figure 1.3 Survey responses: why do you usually visit a pharmacy? Multiple options could be selected.



A third (34%) of respondents reported using a pharmacy once a month, and a third (33%) responded saying that they used a pharmacy less than once a month. Just over a quarter (26%) reported using a pharmacy 2 to 3 times a month, with 4% using a pharmacy once a week. 1% reported using a pharmacy more than once a week.

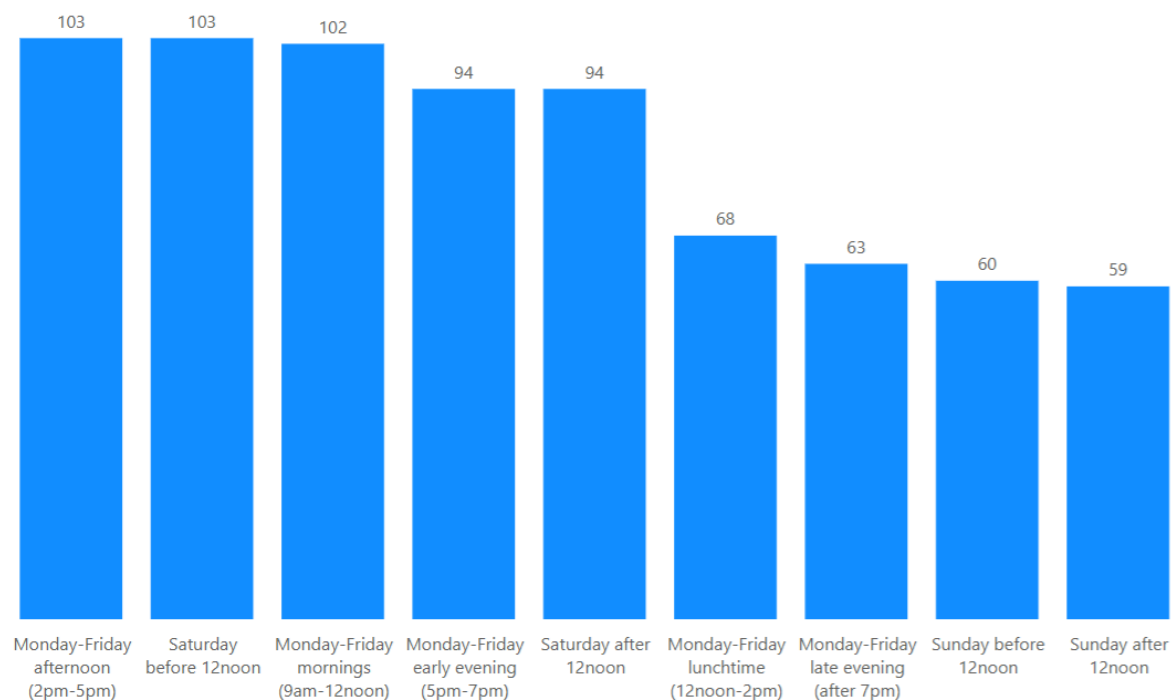
Figure 1.4 Survey responses: how often do you use a pharmacy?



Respondents were able to select multiple options when asked when it was most convenient for them to use a pharmacy. Between 51% and 52% of respondents

reported that weekdays mornings (9am – 12 noon) and afternoons (2pm – 5pm) and on Saturdays before 12 noon would be most convenient. 47% reported that weekday evenings between 5pm and 7pm and on Saturdays after 12 noon would be most convenient. Between 30% and 34% reported that weekday lunchtimes (12 noon - 2pm), weekday late evenings (after 7pm) or Sundays would be most convenient.

Figure 1.5 Survey responses: when is it most convenient for you to use a pharmacy? Multiple options could be selected.



Over half (57%) of respondents reported that they always use the same pharmacy, with a third reporting that they usually use the same pharmacy. 7% reported using different pharmacies.

52% said that they would choose a specific pharmacy even if another is more convenient to get to, with the other 48% saying that they would not.

Figure 1.6 Survey responses: do you use the same pharmacy or different pharmacies?

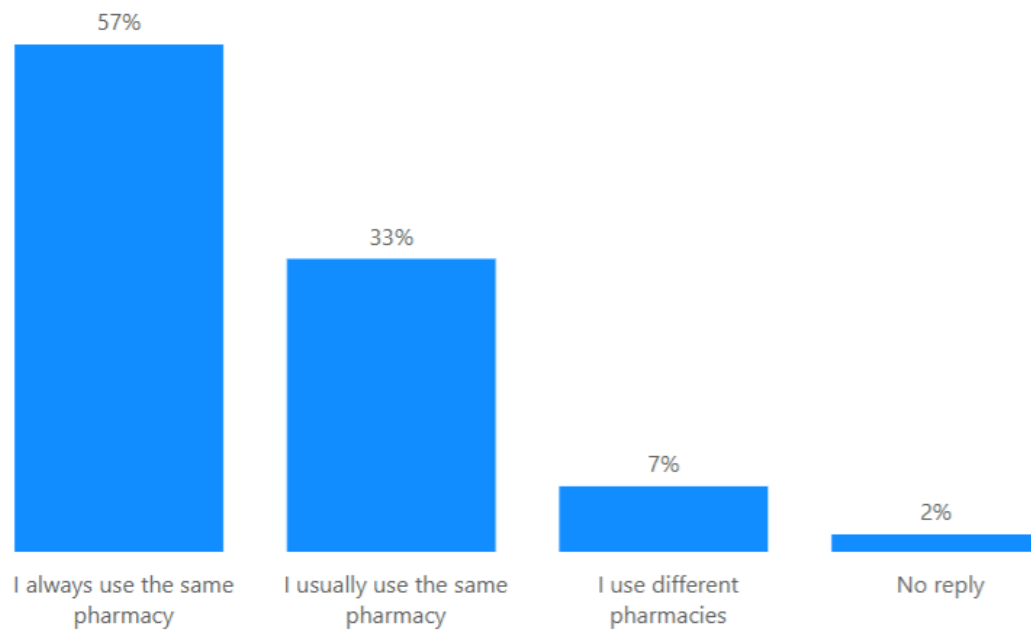
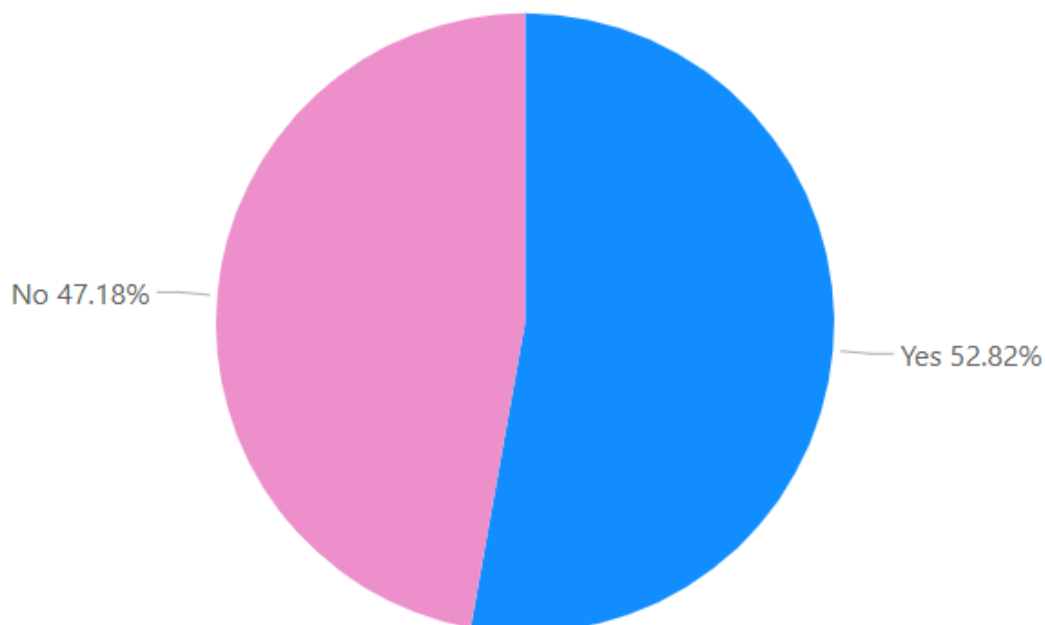


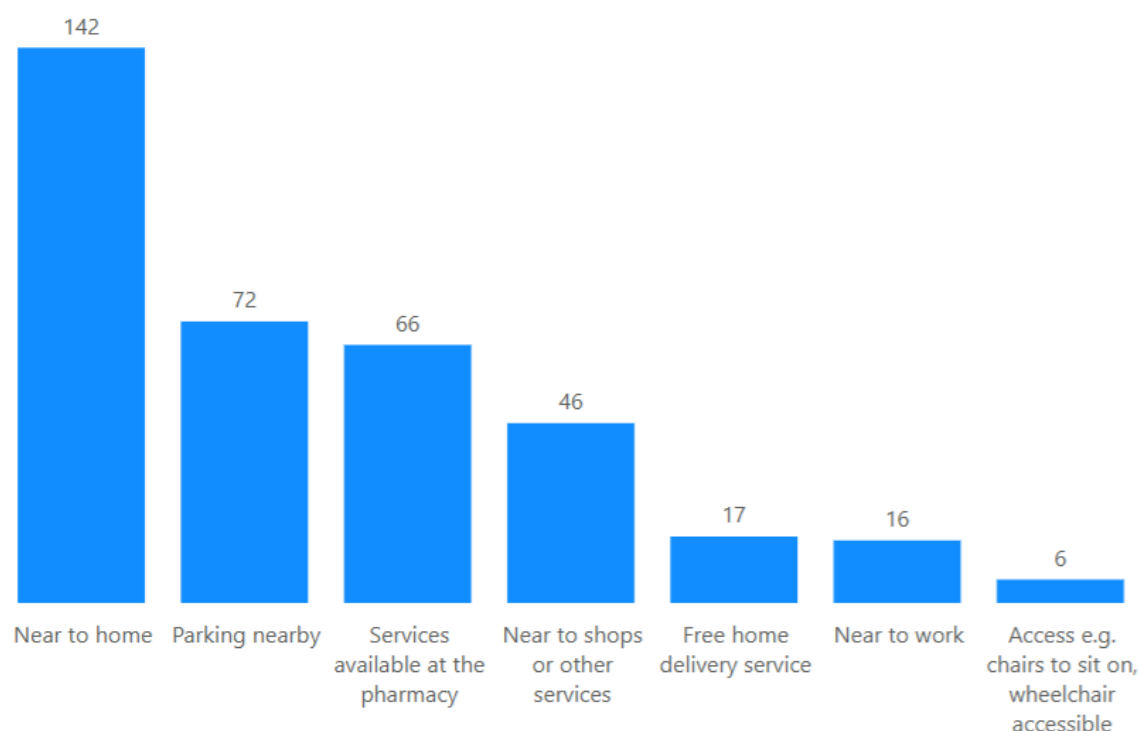
Figure 1.7 Survey responses: do you ever choose a specific pharmacy even if another is more convenient to get to?



Respondents could choose up to 3 options when answering what influences their choice of pharmacy. 142 individuals (78%) said that they would choose a pharmacy close to where they live. 72 individuals (40%) reported that they would be influenced by the availability of nearby parking, with 66 (36%) reporting that the services available at the pharmacy would be a factor. 17 (9%) said that a free home delivery service would be a factor, and 16 (9%) that the pharmacy being close to their place

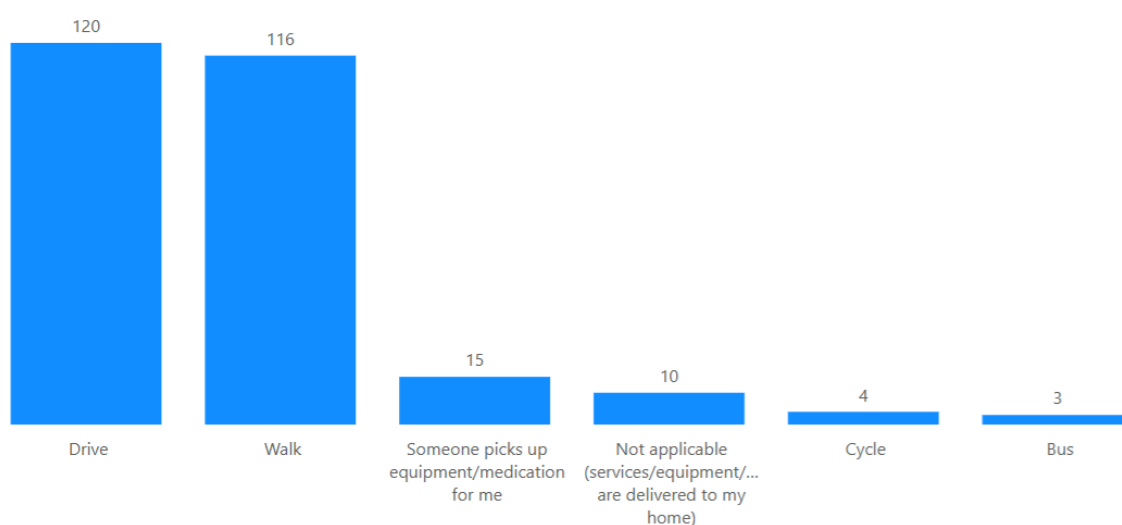
of work would have an influence. 6 (3%) reported that access, for example chairs to sit in whilst waiting or wheelchair access was an influencing factor.

Figure 1.8 Survey responses: what influences your choice of pharmacy? Up to 3 options could be selected.



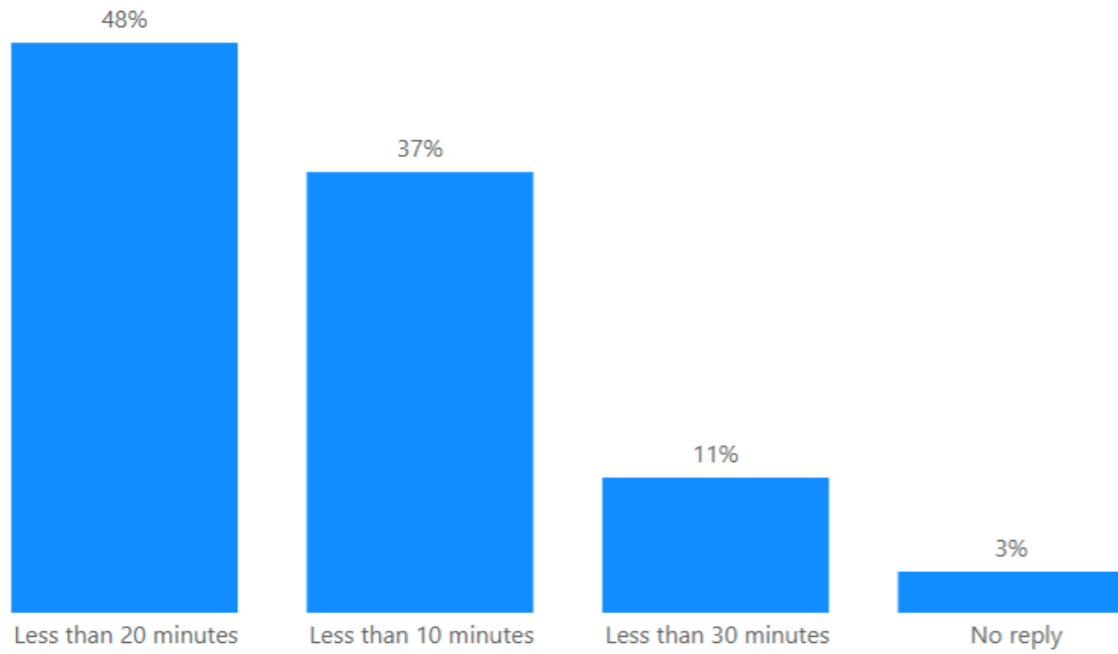
Individuals could select more than one option when answering how they usually travel to the pharmacy. 60% reported that they drive, followed by 58% reporting that they walk. 8% said that someone else picks up their medication or equipment for them and 5% that their medication or equipment is delivered to them. 4 individuals said that they cycle to the pharmacy and 3 that they get the bus.

Figure 1.9 Survey responses: How do you usually travel to the pharmacy? Multiple options could be selected.



Respondents were asked what they consider to be an acceptable travel time to a pharmacy. 37% responded that they thought less than 10 minutes was acceptable, with 48% saying less than 20 minutes and 11% less than 30 minutes.

Figure 1.9 Survey responses: What do you consider an acceptable travel time to a pharmacy?



Appendix V: North Somerset PNA Steering Group

Membership

Healthwatch/The Care Forum	Jody Clark
Local Medical Committee (LMC)	Rebecca Kemp
Local Pharmaceutical Committee (LPC)	Richard Brown
BNSSG ICB (Deputy Director of Performance Delivery, Primary Care and Children's. Services)	Jenny Bowker
BNSSG ICB (Medicine Optimisation)	Alison Mundell
South Glos Public Health	Sam Coleborn
Bristol Public Health	Carol Slater (deputy chair); John Twigger
North Somerset Public Health	Sam Hayward (chair)
Project Manager (North Somerset Public Health)	Sandra Shcherba