

**Reference: FOI.ICB-2526/028**

**Subject: Medication Disposal and Reviews, Long Term Conditions Medication Expenditure and GP/Pharmacy Complaints**

*I can confirm that the ICB does hold some of the information requested; please see responses below:*

QUESTION	RESPONSE
<p>1. What was the total cost for disposal of medication in 2024/2025?</p> <p>What was the total cost for disposal of medication in 2022/2023?</p>	<p>Total Cost of Returned Medicines for Community Pharmacy in BNSSG (Bristol, North Somerset and South Gloucestershire) for <b>2024-2025 was £468,647.82</b></p> <p>Total Cost of Returned Medicines for Community Pharmacy in BNSSG for <b>2022-2023 was £481,185.91</b></p> <p>Total Cost for GP Practices is not held by the ICB.</p>
<p>2. What was the total weight of disposed of medication in 2024/2025?</p> <p>What was the total weight of disposed of medication in 2022/2023?</p>	<p>Total Weight collected for Returned Medicines taken in Community Pharmacy in BNSSG for <b>2024-2025 was 42.69 tonne.</b></p> <p>Total Weight collected for Returned Medicines for Community Pharmacy in BNSSG for <b>2022-2023 was 50.27 Tonne.</b></p> <p>Total for GP Practices is not held by the ICB.</p>
<p>3. What is the total population size you serve?</p>	<p>Based on data relating to April 2025, slightly under 1.1m patients were registered at GP practices in BNSSG. Latest and historical data relating to patients registered to GP practices within the BNSSG ICB</p>

	<p>area is available in the public domain and can be found here: <a href="#">GP and GP practice related data - NHS England Digital</a>.</p> <p>The latest published data on Population Estimates by Health Geography is for Mid-2022, which places the resident population at 993,108. This data is in the public domain and can be found here: <a href="#">Health geographies population estimates (Accredited official statistics) - Office for National Statistics</a>.</p> <p>It may be possible to obtain newer resident Population estimates from information already available in the public domain.</p>
4. Do you hold any data / estimates on non-adherence to medication taking?	The ICB does not hold this information.
5. Do you hold any data / estimates on how many medication reviews take place per year by GP's?	The ICB does not hold this information.
6. Do you hold any data / estimates on how many medication reviews take place per year by pharmacists?	<p>Medicines Use Reviews undertaken by Pharmacies, were replaced by the New Medicines Service. There was a total of 55,201 annual New Medicine Consultations undertaken for BNSSG for 2023-24.</p> <p>The total New Medicine Reviews undertaken April – December 2024 (Data as at the return of this FOI) for BNSSG was 57,932.</p>
7. What was the expenditure on medications for long term conditions (mental health) in 2024/2025?	This information is available from <a href="#">Home   OpenPrescribing</a>

What was the expenditure on medications for long term conditions (mental health) in 2022/2023?	
8. What was the expenditure on medications for long term conditions (diabetes) in 2024/2025?  What was the expenditure on medications for long term conditions (diabetes) in 2022/2023?	
9. What was the expenditure on medications for long term conditions (hypertension) in 2024/2025?  What was the expenditure on medications for long term conditions (hypertension) in 2022/2023?	
10.  i. How many complaints about Gp services did you receive in 2022/2023? ii. How many complaints about Gp services did you receive in 2024/2025?	<p>i. 2022/23:</p> <p>The ICB Customer Service Team has provided the following data: 123 GP complaints (this includes MP complaints)</p> <p>The South West Complaints Team has provided the following data: 100 GP complaints</p> <p>ii. 2024/25:</p> <p>The ICB Customer Service Team has provided the following data: 282 GP complaints (this includes MP complaints)</p>

	The South West Complaints Team has provided the following data: 109 GP complaints
<p>11.</p> <p>i. How many complaints about pharmacy services did you receive in 2022/2023?</p> <p>ii. How many complaints about pharmacy services did you receive in 2024/2025?</p>	<p>i. 2022/23:</p> <p>The ICB Customer Service Team has provided the following data: less than 5 Pharmacy complaints</p> <p>The South West Complaints Team has provided the following data: 15 Pharmacist complaints</p> <p>ii. 2024/25:</p> <p>The ICB Customer Service Team has provided the following data: 30 (this includes MP complaints) Pharmacy complaints</p> <p>The South West Complaints Team has provided the following data: 17 pharmacy complaints</p>

***The information provided in this response is accurate as of 15 May 2025 and has been approved for release by Dr Joanne Medhurst, Chief Medical Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***