

Lewisham Health and Wellbeing Board

Pharmaceutical Needs Assessment 2022





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“Pharmacies in Lewisham continue to be a valued community resource. They are a key part of the health and care system in Lewisham and have played an invaluable role during the COVID-19 pandemic to support the health and wellbeing of Lewisham residents. The publication of this Pharmaceutical Needs Assessment (PNA) highlights the diversity of Lewisham and the health challenges our community faces. This needs assessment sits alongside Lewisham’s Health and Wellbeing Joint Strategic Needs Assessment (JSNA) to support our understanding of pharmacy related needs in Lewisham and what demands may arise in the near future.”

Dr Catherine Mbema, Director of Public Health Lewisham Council





Executive Summary

It is a statutory requirement for a Pharmaceutical Needs Assessment (PNA) to be developed and published every three years (or earlier where significant changes have occurred) by each area covered by a Health and Wellbeing Board (HWB). The purpose of the PNA is to plan for the commissioning of pharmaceutical services and to support the decision-making process in relation to new applications or change of premises of pharmacies.

This PNA has been undertaken during a time of uncertainty around how pharmacy services will develop over the next three years. The NHS Long Term Plan (LTP) states that “Pharmacists have an essential role to play in delivering the “Long Term Plan”. They state that “The funding for the new primary care networks will be used to substantially expand the number of clinical pharmacists” and “To make greater use of community pharmacists’ skills and opportunities to engage patients, while also exploring further efficiencies through reform of reimbursement and wider supply arrangements”. The LTP also includes ways in how community pharmacy and pharmacists can support the changes.

There are 52 community pharmacies in Lewisham (as of April 2022) for a population of 305,309. This is an average of 17.0 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5) average. All localities have at least ten community pharmacies, however the rate varies across the borough with Central (2) locality having a higher number per resident compared to the rest of the borough.

Overall access is good. By using a car, 100% of residents can access their nearest pharmacy in Lewisham within 4 minutes, and for 94% of residents, the nearest pharmacy in Lewisham or surrounding areas can be reached within 10 minutes of walking. There are three 100-hour pharmacies across the borough and at least one pharmacy provides Sunday opening from 7am to 9pm. Demand for community pharmacies is likely to increase due to national policy and population growth. Current national policies highlight the potential of community pharmacies delivering enhanced community-based healthcare thereby reducing demand on urgent and primary care services.

Since the 2018 PNA was published, both the resident population and GP registered population of Lewisham borough has increased. Analysis of housing data shows that there are likely to be population increases in parts of the borough, particularly in the North (1) locality, with population projections showing an increase of 12.7% of population by 2032. As these developments take place there will be an increasing requirement for pharmacy services, although as a locality which is quite densely populated current pharmacies are likely to remain accessible.

A review of the Joint Strategic Needs Assessment (JSNA) and Health and Wellbeing Strategy (HWS) identified that there may be scope for pharmacies to support local health needs. Priority areas identified by Lewisham’s Health and Wellbeing Board (HWB) in which there are potential roles for pharmacists are as follows:



- Achieving a healthy weight – pharmacists’ role in prevention and promoting healthy eating initiatives as well as NHS health checks.
- Increasing the number of people who survive colorectal, breast and lung cancer for 1 and 5 years – pharmacists’ role in promoting cancer screening
- Improving immunisation uptake – pharmacists’ role in delivering immunisations and in promoting immunisations
- Reducing alcohol harm – pharmacists’ role in supporting people to reduce their alcohol intake
- Preventing the uptake of smoking among children and young people and reducing the numbers of people smoking – pharmacists’ role in prevention and smoking cessation
- Improving mental health and well-being – pharmacists’ role in supporting people with mental health problems and signposting them to mental health services or well-being services
- Improving sexual health – pharmacists’ role in promoting testing and signposting to sexual health services as well as supplying contraceptive services
- Delaying and reducing the need for long-term care and support – pharmacists’ role in monitoring and supporting vulnerable individuals in the community
- Reducing the number of emergency admissions for people with long term conditions – pharmacists’ role in monitoring individuals with long term conditions in the community

Other areas that pharmacists could play a role in include: promoting NHS health checks and promoting screening to black and minority ethnic communities; promoting healthy lifestyle and prevention initiatives; promoting sexual health and contraception as well as offering good access to emergency contraception; promoting healthy eating to parents and carers of children; promoting emotional well-being to parents and carers of children and young people; supporting homeless people and signposting them to health and social care services; and supporting end-of-life care in the community. Decisions concerning the promotion of pharmacist led services for these programmes will need to be based on more focused health needs assessments and commissioning strategies.

Conclusions

The Lewisham HWB has updated the information in relation to pharmacy services in its borough as well as information regarding changes in pharmacy services. In addition, the HWB has reviewed the current health needs of its population in relation to the number and distribution of the current pharmacies in the borough and those pharmacies in neighbouring boroughs adjoining the borough of Lewisham. The PNA is required to clearly state what is considered to constitute necessary services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, necessary services are defined as essential services. The advanced, enhanced and locally commissioned services are considered relevant services as they contribute towards improvement in provision and access to pharmaceutical services.



When assessing the provision of necessary services in Lewisham, the following have been considered:

The maps showing the location of pharmacies within Lewisham and the Index of Multiple Deprivation

- The number, distribution and opening times of pharmacies within Lewisham
- Pharmacy locations across the border
- Population density in Lewisham
- Projected population growth
- The ethnicity of the population
- Neighbourhood deprivation in Lewisham
- Location of GP practices
- Location of NHS Dental contractors
- Results of the public questionnaire
- Proposed new housing developments

Based on the latest information on the projected changes in population of the HWB area within its geographical area over the next three years, alongside the latest information regarding building plans and expected additional population increases during this time, the HWB has concluded that the current pharmacy services are adequate and have a good geographical spread, particularly covering those areas of higher population density.

The detailed conclusions are as follows (key types of pharmacy services are specifically detailed below).

Necessary Services (Essential Services)

- No gaps have been identified in necessary services (essential services) that if provided either now or over the next three years would secure improvements, or better access, to essential services across the whole borough.
- There is no gap in the provision of necessary services (essential services) during normal working hours across the whole borough.
- There are no gaps in the provision of necessary services (essential services) outside of normal working hours across the whole borough.

Advanced Services

- Only a few pharmacies reported they were providing Stoma Appliance Customisation, Appliance Use Review and Hepatitis C Antibody Testing Service, this could be seen as a gap in Advanced services; however, 7 pharmacies in Lewisham stated they intend to provide Stoma Appliance Customisation within the next 12 months. If in 12 months there are 7 pharmacies providing this service in Lewisham, there will be no gaps in the provision of advanced services over the next three years that would secure improvement or better access to advanced services across the whole borough.
- There are no gaps in the provision of other advanced services across the whole borough.



Enhanced Services

- No gaps have been identified that if provided either now or in the future would secure improvements, or better access to enhanced services (relevant services) across the whole borough.
- There are no gaps in the provision of enhanced services across the whole borough.

Locally Commissioned Services

- There are no gaps in the provision of locally commissioned services (relevant services) at present or over the next three years that would secure improvement or better access to locally commissioned services across the whole borough.
- There are no gaps in the provision of locally commissioned services across the whole borough.

The conclusions reached in this PNA report include assessments that have addressed protected characteristics of groups living in the borough localities in relation to access to pharmacies. The assessments show no evidence of any overall differences between or within the localities in Lewisham.

- Pharmacies in Lewisham have been adequately responding to the changing needs of the Lewisham community. This is evident in how they responded during the Covid-19 pandemic and how they are willing to provide most of the enhanced and locally commissioned services, if commissioned. In addition, there is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability, do not speak English as their first language, need further support to pick up prescriptions from the GP surgeries) in Lewisham.
- There are three 100-hour community pharmacies in the borough (5.8% of the total), higher than the figure for London (5.6%), but lower than England (9.4%). There is one 100-hour pharmacist in the North area and two 100-hour pharmacists in the Central area. There are no 100-hour community pharmacies in the south-east or south-west areas. It is recommended that these areas should be kept under close review.
- The opening hours of pharmacies on Sundays is low especially in the south-east and south-west areas. It is recommended that these areas should be kept under close review.

The conclusions reached in this PNA report include assessments that have addressed protected characteristics of groups living in the borough localities in relation to access to pharmacies. The assessments show no evidence of any overall differences between or within the localities in Lewisham.

- Based on the review of building plans and population projections, there may be a need to review the level of pharmacy services in specific places in the borough in the period up to 2025.
- The population growth is expected to increase within Lewisham and planned housing is expected to meet this demand, the timing of the planning permission may be outside the scope of this PNA. Notwithstanding that, the PNA has



demonstrated that there is sufficient capacity within Lewisham pharmacies to absorb this expected growth. Lewisham HWB will monitor pharmacy service provision in the areas of development and expected population growth.

- Regular reviews of all the above services are recommended in order to establish if in the future whether changes in these services will secure improvement or better access to pharmacies across the whole borough.
- Whether there is sufficient choice of pharmacy in Lewisham has been reviewed, it was decided there was sufficient choice of pharmacy in Lewisham. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.
- Lewisham recognises that there may continue to be developments in pharmacy provision that is different from the high street pharmacies, for example, online prescriptions or pharmacists working more closely with primary care.

Key to Services

Necessary services (essential services) are commissioned by NHS England and are provided by all pharmacy contractors. These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles, Discharge Medicines Service (DMS) and support for self-care. Distance-selling pharmacy contractors cannot provide essential services face to face at their premises.

Advanced services (relevant services) are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met. These services include Appliance Use Review (AUR), New Medicine Service (NMS), Stoma Appliance Customisation (SAC), Flu Vaccination Service, Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding and Smoking Cessation Advanced Service.

Enhanced services (relevant services) commissioned by NHS England are pharmaceutical services, such as London flu service, Bank holiday service – Christmas and Easter Sunday, Bank holiday service – other bank holidays, Covid-19 vaccination service.

Locally commissioned services (relevant services) are commissioned by local authorities led by public health and Integrated Care Board (ICB) (formally a Clinical Commissioning Group (CCG)) in response to the needs of the local population.



1 Introduction

1.1 Background

It is a statutory requirement under the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 for a Pharmaceutical Needs Assessment (PNA) to be developed and published every three years (or earlier where significant changes have occurred) by each area covered by a Health and Wellbeing Board (HWB). The last PNA in Lewisham was published in 2018.

1.2 Purpose of the PNA

The purpose of the PNA is to plan for the commissioning of pharmaceutical services and to support the decision-making process in relation to new applications or change of premises of pharmacies.

As such, it is required to cover the following:

- what services are necessary to meet the needs of the local population
- which services have improved and/or have better access since the publication of the last PNA
- what provision is currently available, highlighting any immediate or future gaps in services
- any impact other NHS services have on pharmaceutical services
- how the assessment was carried out and the resulting conclusions

This information is held by NHSE/I to maintain a pharmaceutical list for the local area. This list is used to consider applications for new pharmacies as well as the relocation of existing pharmacies and to commission additional services.

The PNA bases its assessment on current and predicted demographics as well as analysing the health needs of the local population.

1.3 Scope of the PNA

The PNA covers local pharmaceutical providers, dispensing doctors and appliance contractors. It does not cover pharmaceutical services in hospitals or prisons.

The minimum requirement for a PNA includes the following:

- a statement of the pharmaceutical services currently provided that are necessary to meet needs in the area
- a statement of pharmaceutical services that have been identified by the HWB that are needed in the area, and are not provided (gaps in provision)
- a statement of the other relevant services which are provided, which are not needed, but which have secured improvements or better access to pharmaceutical services in the area
- a statement of the services that the HWB has identified as not being provided, but which would, if they were to be provided, secure improvements or better access to pharmaceutical services in the area
- a statement of other NHS services provided by a local authority, the NHS Commissioning Board (NHSE/I), an Integrated Care Board (ICB) (formally a Clinical Commissioning Group (CCG)) or an NHS Trust, which affect the needs for pharmaceutical services
- a map of providers of pharmaceutical services



- an explanation of how the assessment has been carried out (including how the consultation was carried out)
- The HWB must consult the bodies set out in Regulation 8 at least once during the process of developing PNA. The minimum consultation period required is 60 days.

1.4 Process for developing the PNA

A Steering Group of key stakeholders was set up to oversee the PNA process. Terms of reference for the group are available at Appendix I – Terms of Reference. An open tender process selected the Public Health Action Support Team (PHAST), a not-for-profit social enterprise company to develop the PNA.

The activities of the process and timescales are set out in the project chart in *Appendix J – Gantt chart*. This involved:

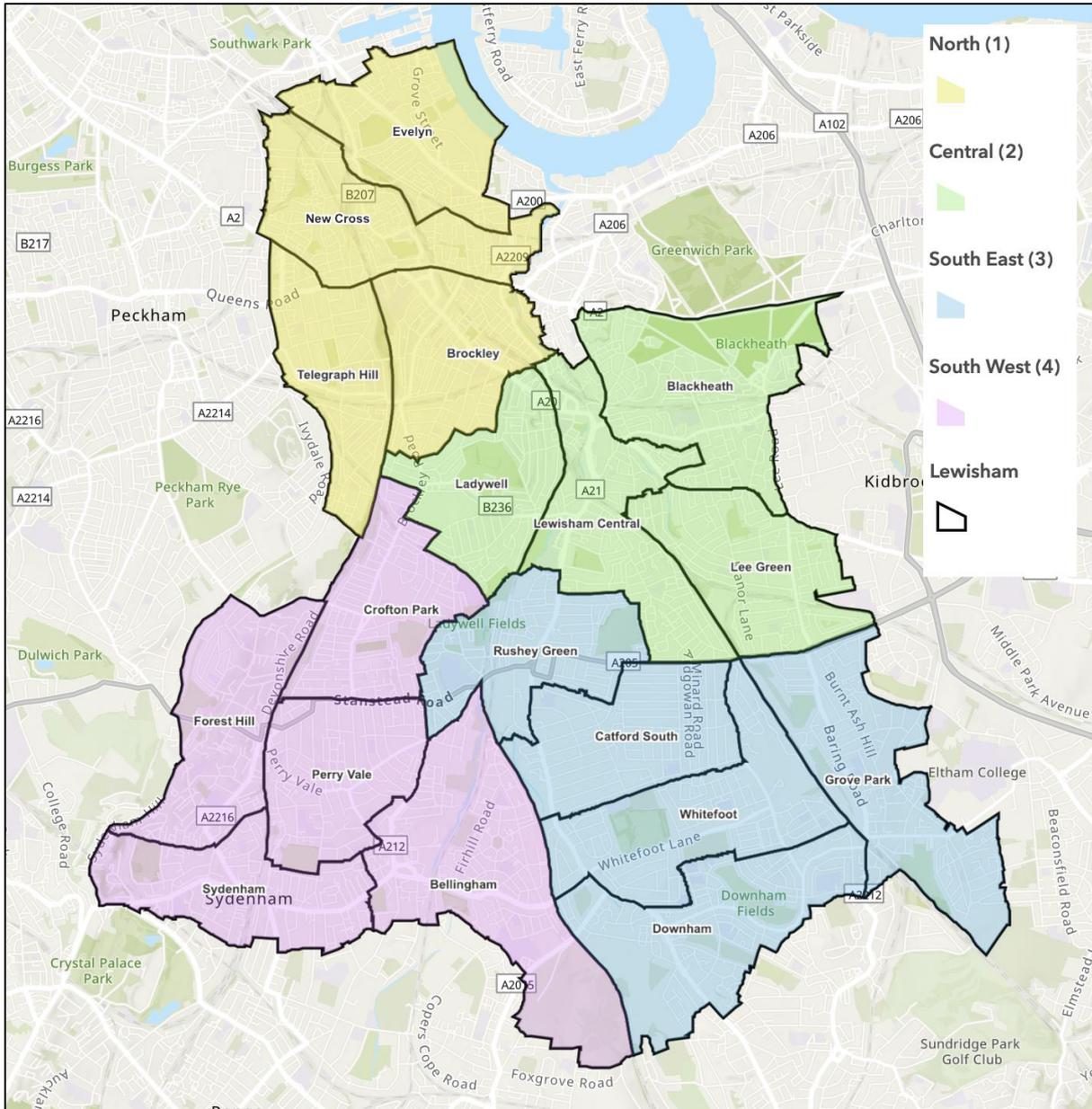
- updating information and evidence since the previous PNA, including latest priorities
- setting the scene for pharmacy services (using April 2022 as the data cut off point)
- updating information on the population of and latest health information
- conducting surveys of pharmacies, of pharmacy users and of particular interest groups who may have specific needs
- preparing a draft for consultation

Following this consultation, the comments will be assessed by the steering group and the final PNA will be published October in 2022.

1.5 Localities for the purpose of the PNA

This PNA analyses services by locality, as set out in Figure 1. These specified areas are the health and social care communities agreed localities for place-based provision of services. The localities are different to 6 Primary Care Networks (PCNs) existing within Lewisham, which are: Aplos Health, Lewisham Alliance, North Lewisham, Modality Lewisham, Sevenfields, and The Lewisham Care Partnership (TLCP).

Figure 1 Lewisham localities and wards



Lewisham has 4 localities and 18 wards as illustrated above and, in the table, below.



Table 1 Localities in Lewisham

Locality (Neighbourhood)	Ward
North (1)	Brockley
	Evelyn
	New Cross
	Telegraph Hill
Central (2)	Blackheath
	Ladywell
	Lee Green
	Lewisham Central
South East (3)	Catford South
	Downham
	Grove Park
	Rushey Green
	Whitefoot
South West (4)	Bellingham
	Crofton Park
	Forest Hill
	Perry Vale
	Sydenham

2 PNA Context

2.1 National policies on pharmacy services

2.1.1 Legal framework for PNAs – the NHS Pharmaceutical and Local Pharmaceutical Services Regulations 2013

The [National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations 2013](#) set out PNA requirements ([Part 2, Regulations 3–9](#)).

The minimum requirement for PNAs include the following:

- A statement of the pharmaceutical services currently provided that are necessary to meet needs in the area.
- A statement of pharmaceutical services that have been identified by the HWB that are needed in the area, and are not provided (gaps in provision).
- A statement of the other relevant services which are provided, which are not needed, but which have secured improvements or better access to pharmaceutical services in the area.
- A statement of the services that the HWB has identified as not being provided, but which would, if they were to be provided, secure improvements or better access to pharmaceutical services in the area.
- A statement of other NHS services provided by a local authority, the NHS Commissioning Board (NHSE/I), an Integrated Care Board (ICB) or an NHS trust, which affect the needs for pharmaceutical services.
- An explanation of how the assessment has been carried out (including how the consultation was carried out).
- A map of providers of pharmaceutical services.
- Consultation. HWB must consult the bodies set out in Regulation 8 at least once during the process of developing PNA. The minimum consultation period required is 60 days.
- The Health and Wellbeing Board are also required to revise the PNA publication if they deem there to be significant changes in pharmaceutical services before 30th September 2025.
- The structure and content of the report is based on [2021 guidance](#) provided by the Department of Health and Social Care.

2.1.2 The National Health Service Act 2006

Part 7 of the [NHS Act 2006](#) applies to 'pharmaceutical services and local pharmaceutical services' and includes a description of pharmaceutical arrangements that must be put in place within an area and the type of professional authorised to prescribe ([Section 128A](#)).

2.1.3 2021 White paper: People at the Heart of Care

The [2021 White paper](#) sets out the legislative proposals for a health and care Bill, which promotes the establishment of integrated care systems (ICS) as statutory bodies in all parts of England. It lists ICSs as two parts – ICS NHS body (integration within the NHS) and ICS health and care partnership (integration between the NHS and local government). The White Paper includes the following themes: working together and supporting integration; reducing unnecessary bureaucracy; enhancing public confidence and accountability; and supporting public health, social care, and quality and safety.

2.1.4 NHS Long Term Plan

[NHS Long Term Plan \(LTP\)](#) was published in January 2019 and it sets out:

- How the NHS will move to a new service model in which patients get more options, better support, and properly joined-up care at the right time in the optimal care setting
- New, funded, action the NHS will take to strengthen its contribution to prevention and health inequalities
- The NHS's priorities for care quality and outcomes improvement for the decade ahead
- How current workforce pressures will be tackled, and staff supported
- A wide-ranging and funded programme to upgrade technology and digitally enabled care across the NHS
- How the 3.4% five-year NHS funding settlement will help put the NHS back onto a sustainable financial path funded programme to upgrade technology and digitally enabled care across the NHS

Next steps in implementing the Long-Term Plan

- To meet the needs of patients and their families and change for better, LTP focuses on 13 key areas: ageing well, cancer, cardiovascular disease, digital transformation, learning disabilities and autism, mental health, personalised care, prevention, primary care, respiratory, starting well, stroke, and workforce.
- The LTP states that “Pharmacists have an essential role to play in delivering the “Long Term Plan”. They state that “The funding for the new primary care networks will be used to substantially expand the number of clinical pharmacists” and “To make greater use of community pharmacists’ skills and opportunities to engage patients, while also exploring further efficiencies through reform of reimbursement and wider supply arrangements”. The LTP also includes ways how community pharmacy and pharmacists can support the changes.
- NHS 111 to refer on to community pharmacies who support urgent care and promote patient self-care and self-management. Integrated Care Board (ICB) also developed pharmacy connection schemes for patients who don't need primary medical services.
- Care home residents to get regular clinical pharmacist-led medicine reviews where needed

- Urgent Treatment Centres to work alongside other parts of the urgent care network including community pharmacists to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital
- Working with local authorities and PHE (now replaced by UK Health Security Agency and Office for Health Improvement and Disparities), to improve the effectiveness of approaches such as the NHS Health Check, rapidly treating those identified with high-risk conditions by working with several organisations, including community pharmacists, to provide opportunities for the public to check on their health, through tests for high blood pressure and other high-risk conditions
- To support pharmacists in primary care networks to case find and treat people with high-risk conditions
- Pharmacists in primary care networks to undertake a range of medicine reviews, including educating patients on the correct use of inhalers and contributing to multidisciplinary working; pharmacists can also support uptake of new smart inhalers, as clinically indicated
- The workforce implementation plan to continue recent provision for a range of other roles – including pharmacists
- Pharmacists to routinely work in general practice helping to relieve pressure on GPs and supporting care home
- Pharmacists to support patients to take their medicines to get the best from them, reduce waste and promote self-care

2.1.5 NHS Community Pharmacy Contractual Framework (the ‘Pharmacy Contract’)

The [Community Pharmacy Contractual Framework](#) (CPCF) for 2019/20 to 2023/24 explains how community pharmacy will support delivery of the NHS Long Term Plan. Currently, CPCF is in its 3rd year on the agreement. The CPCF is made up of three different service types:

- Necessary services (essential services) are commissioned by NHS England/Improvement and are provided by all pharmacy contractors (including distance selling pharmacies). For the purposes of this PNA, necessary services are defined as **Essential Services**. These services include the dispensing of medicines and appliances, repeat dispensing, disposal of unwanted medicines, clinical governance (including safeguarding responsibilities), promotion of healthy lifestyles, signposting and support for self-care. The Discharge Medicines Service became a new Essential service, and is listed in the CPCF, to improve medicines safety on discharge from hospital. In addition, all pharmacies are now Level 1 Healthy Living Pharmacies providing healthy living advice and support and health promotion in their local communities.
- All community pharmacies are required to open for a minimum of 40 hours per week (core opening hours), while many pharmacies choose to open for longer hours outside of the core hours (supplementary opening hours). Some pharmacies are contracted as 100-hour pharmacies and required to open at least 100 hours per week.
- Pharmacies may choose to provide **Advanced Services**, all or some of the following: Flu Vaccination, New Medicines Service (NMS), Appliance Use Reviews (AUR), Stoma Appliance Customisation (SAC), Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding, and Smoking Cessation Advanced Service. During the pandemic, two COVID-19

related services were part of the Advanced Services: The Pandemic Delivery Service (discontinued in March 2022) and COVID-19 Lateral Flow Device Distribution Service (discontinued in March 2022). Advanced services are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met.

- **Enhanced services** are commissioned by NHS England/Improvement in response to these needs of the local population.
- **Locally Commissioned Services (LCS)** are commissioned by local authorities and Integrated Care Board (ICB). They are not considered as “pharmaceutical services” under the Pharmaceutical Regulation 2013.

2.1.6 The Pharmacy Integration Programme

The Pharmacy Integration Fund (PhIF) was introduced in 2016 and updated further to be in line with the NHS Long Term Plan. Currently, the Pharmacy Integration Programme is providing support to the following workstreams:

- Routine monitoring and supply of contraception in community pharmacy
- GP referral pathway and the NHS 111 referral pathway to the Community Pharmacist Consultation Service (CPCS)
- Palliative Care and end of life medicines supply service
- Structured medication reviews in PCNs for people with a learning disability, autism or both, linking with the STOMP programme
- Expanding the existing New Medicines Service (NMS)
- Developing and testing peer and professional support networks for all pharmacists and pharmacy technicians working in PCNs
- Exploring a national scheme for pharmacists and pharmacy technicians to gain access to essential medicines information resources working with SPS Medicines Information Services
- Workforce development for pharmacy professionals in collaboration with Health Education England (HEE) including medicines optimisation in care homes, primary care pharmacy educational pathway, and integrated urgent care

2.2 Joint Strategic Needs Assessment (JSNA) Review

2.2.1 Introduction

Lewisham's Health and Wellbeing Board brings together commissioners and providers of services (across the NHS, public health, adult social care and children's services), elected councillors and Health Watch to assess local needs, provide an overarching strategy for health and wellbeing, scrutinise policies and performance and support the integration of services.

Their Joint Strategic Needs Assessment (JSNA) outlines priorities for improving the health and wellbeing of those who live and work in the borough and reflects the changing health and social care needs of the population, as described by the JSNA. The London Borough of Lewisham JSNA can be viewed [here](#).

2.2.2 Selected data and analysis

2.2.2.1 Demography

The estimated population of Lewisham in mid-2018 was 303,500 people. This is the fourteenth largest borough in London by population size and the 6th largest Inner London borough. The population is set to continue to grow and expected to reach 344,500 by the time of the 2031 Census, this is an additional 41,000 residents. Population growth is through a combination of the number of births exceeding the number of deaths and international migration, people moving to the borough from overseas.

In Neighbourhood 1 (Brockley, Evelyn, New Cross and Telegraph Hill) growth will continue to follow the pattern of a younger population bias at the North of the borough with the majority of growth occurring in Evelyn followed by New Cross. In Neighbourhood 2 (Blackheath, Ladywell, Lee Green and Lewisham Central) Lewisham Central Ward is predicted to see notable increases due to planned developments in the area. Growth will not therefore be evenly distributed across the borough.

In Neighbourhood 3 (Catford South, Downham, Grove Park, Whitefoot, Rushey Green) growth at the South of the borough will be at a slower pace. The borough's growing population means extra demand for services, ranging from GP Practices, Pharmacies and Sexual Health Clinics. It is crucial to fully understand this growth to be able to plan effectively.

2.2.2.2 Ethnicity

Understanding the current and future ethnic composition of Lewisham is important as some health conditions impact disproportionately on certain ethnic groups, e.g. diabetes. There is also disparity by ethnicity in use of and access to some services. The ethnic profile of Lewisham residents is forecast to change up to 2050. By 2028 it is forecast that the White and Black, Asian and Minority Ethnic groups population will be 50/50; subsequently the Black, Asian and Minority Ethnic groups population is predicted to exceed the White population.

For young people the ethnic proportions are and will continue to be quite different. The percentage of 0-19s of Black, Asian and Minority Ethnic groups heritage has



remained at or marginally above 65% since 2011. By 2031 the proportion of Black, Asian and Minority Ethnic groups residents aged 0-19 is projected to reach 67%.

Between 2011 and 2031 the size of the population of Black, Asian and Minority Ethnic groups children & young people 0-19 will grow at more than three times the rate of their White counterparts.

Lewisham is home to residents of more than 75 nationalities. Aside from those who identify as British, the top ten most numerous nationalities are Irish, Nigerian, Italian, Polish, Jamaican, French, Spanish, Romanian, Portuguese and German (eight of these are in the EU). The Lewisham population is predicted to continue to diversify as it grows over the coming decades. Other White residents are growing at a faster rate than White British or White Irish. In volume terms Italian is the fastest growing nationality in the borough followed by Romanian, Irish and then Portuguese.

The 2011 Census remains the most comprehensive source for data on religion/faith for residents. Over half of all residents identified as Christian. Residents stating their religion was Islam was the second largest group.

Residents whose first language is not English are concentrated in the North of the borough as well as Lewisham Central ward.

Lewisham's Black and Minority Ethnic communities are at greater risk from health conditions such as diabetes, hypertension and stroke. Identifying those with disease early and treating them optimally is essential.

Continuing diversity must be considered when planning and commissioning services. An awareness of spoken languages is needed to keep services accessible.

2.2.2.3 Inequalities

Lewisham remains amongst the most deprived local authorities in England (63rd). Whilst Lewisham was less deprived in 2019 compared to 2015 (48th), concentrations of deprivation in the north and south of the borough remain comparatively high. More income-deprived children live in Evelyn than Crofton Park, Blackheath and Lee Green combined. This disparity will impact on health outcomes.

14.5% (2011 data) of residents were living with a long-term condition that limits their daily activities (this is slightly below the England average of 17.6%) however this is likely to be due to the younger population bias.

8.1% (2011 data) of Lewisham residents provided at least some unpaid care each week (around 22,500). People providing high levels of care are twice as likely to have poor health compared with those without caring responsibilities (Carers UK). To make services increasingly equitable it is crucial to be aware of the inequalities that currently exist.



2.2.2.4 Children

There are over 68,458 people aged 0-17 (ONS, 2018):

- More than one in five Lewisham children under 20 live in poverty (HMRC, 2016)
- Pupil absence is slightly lower than England but in line with London (OHID, using DfE data, 2020/21)
- School Readiness: Almost 8 in 10 children are achieving a good level of development at the end of reception, significantly better than the London and England averages (DfE, 2018/19)
- The latest data for the rate of first-time entrants to the Youth Justice System has decreased and is not significantly different from London but is significantly higher than England (Police National Computer, 2021)
- 6.2% of 16-17 year olds are Not in Education, Employment or Training (NEET) which is significantly higher than England (DfE, 2020)
- Lewisham has high levels of childhood obesity: 22.4% of children in Reception are overweight or obese; this rises to 38.3% in year 6 (NCMP, 2019/20).

The proportion of babies born at a low birth rate has decreased notably since 2012 and is now comparable to the England average. In 2020 (most recent data available). 7.4% of babies were born at a low birth weight (under 2500g). This decreases to 3.0% for babies born at term (at least 37 weeks gestation).

2.2.2.5 Older People

- Excess winter deaths (85+) are higher than England although not statistically significantly so (PHE, Aug 2019- Jul 2020)
- Hip Fracture admissions in people aged 65+ are significantly lower than the national average (HES, 2020/21)
- The NHS Health Check, is a health check-up for adults in England aged 40-74; in Lewisham the 2019/20 uptake of health checks was 44%
- Dementia, 4.29% of GP patients aged 65+ are recorded as having dementia (2020, NHS Digital)

Life expectancy has historically been lower in Lewisham than England, however for females, Lewisham life expectancy slightly exceeds the national average (83.2 compared to 83.1 years). For male residents, life expectancy (78.8 years) is slightly lower than the national average (79.4 years).

2.2.2.6 Healthy Lifestyle

Lewisham has high levels of childhood and adult obesity (in 2021, 51% of adults were classified as overweight or obese). Physical activity is similar to the national average. In Lewisham almost a fifth of adults (18+) are classified as physically inactive (2020-21) with less than 1 in 5 residents using outdoor space for exercise/health reasons (Natural England Survey, 2015/16).

Lewisham continues to have high rates of breastfeeding, out-performing both London & England.

Alcohol related admissions in Lewisham are not significantly different from England (PHE, 2020/21).



At 17.5% of the population, more people smoke in Lewisham, compared to London and England (ONS, 2020-21). Smoking attributable hospital admissions was not significantly different from England (HES, 2019-20) and smoking attributable mortality was statistically higher than in England and London (HES, 2017-19).

2.2.2.7 Sexual Health:

- The teenage conception rate has reduced notably and is now in line with the national average (ONS, 2020)
- At 23.3 per 1000 women aged 15-44 the abortion rate in Lewisham was significantly higher than England and the 10th highest in London (OHID, 2021). Black Caribbean and Black African women are over represented in the number having abortions (Department of Health/local analysis 2019)
- Chlamydia positivity rates remain higher than London and England (PHE, 2020)
- The rate of new STI diagnoses (excluding Chlamydia) are significantly higher than London and England (PHE 2020)
- HIV diagnosis is high compared to similar local authorities, as is the level of new diagnoses (PHE, 2020). The proportion of people presenting at a late stage of HIV infection has generally improved since 2010 Health and Wellbeing Strategy (HWS) Review

2.3 Health and Wellbeing Strategy (HWS) Review

2.3.1 Introduction

The Health and Wellbeing Board's 2018-2023 *Health and Wellbeing Strategy for Lewisham* sets out an approach and key ambitions for improving the health and wellbeing of people and communities within the borough. The HWS can be viewed via [here](#).

Lewisham is the 31st most deprived local authority in England, and relative to the rest of the country its levels of deprivation are increasing. Lewisham is a part of London, the largest, most culturally diverse and vibrant city in the European Union and home to over 7.5 million people. Lewisham's future is shaped by the growth and success of London. Lewisham covers an area of 13.4 square miles stretching from the Thames at its most northerly point to Bromley in the south. There are good transport links to the rest of London and the wider region. The West End, Canary Wharf, London City Airport and the new international rail terminal at Stratford are all within easy reach. Lewisham citizens can take full advantage of the opportunities available in London, one of the few world cities with strong global connections.

Some 275,000 people live in Lewisham. The borough has a young population, with a quarter of residents aged between 0 – 19. By contrast, just under 10% of the population is aged over 65. By 2021, Lewisham's population is expected to increase to 321,121, an increase of over 44,000 residents in a 10-year period. The number of residents aged over 65 is projected to be 9%.

There is no common definition of disability, but 14% of residents identify themselves as being limited in carrying out day-to-day activities. Just over 8% of residents



identified themselves as providing unpaid care to a friend or relative. This percentage has remained the same since the 2001 Census.

As a locality, Lewisham is the 15th most ethnically diverse local authority in England. Two out of every five Lewisham residents are from a black or minority ethnic background. There are over 170 languages spoken in the borough.

2.3.2 Latest priorities

Lewisham's vision has three overarching aims

- To improve health – by providing a wide range of support and opportunities to help adults and children to keep fit and healthy and reduce preventable ill health.
- To improve care – by ensuring that services and support are of high quality and accessible to all those who need them so that they can regain their best health and wellbeing and maintain their independence for as long as possible
- To improve efficiency –by improving the way services are delivered; streamlining pathways; integrating services that services provide good quality and value for money.

2.3.2.1 Proposed strategic focus

- To accelerate the integration of adult, children's and young people's care
- To shift the focus of action and resources to preventing ill health and promoting independence
- To support our communities and families to become healthier and more resilient, which will include addressing the wider determinants of health

2.3.2.2 Nine priorities to be achieved

Priorities:

1. Achieving a Healthy Weight
2. Increasing the number of people who survive colorectal, breast and lung cancer for 1 and 5 years
3. Improving immunisation uptake
4. Reducing alcohol harm
5. Preventing the uptake of smoking among children and young people and reducing the numbers of people smoking
6. Improving mental health and well-being
7. Improving sexual health
8. Delaying and reducing the need for long-term care and support
9. Reducing the number of emergency admissions for people with long term conditions

2.4 South East London Integrated Care System: Achieving the NHS Long Term Plan

2.4.1 Introduction

A partnership of NHS providers and former Clinical Commissioning Groups serving the boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark. The health and care Long-Term Plan for the NHS in England sets an ambitious and challenging agenda for the development of health and care in England. Each Integrated Care System in England is required to describe how they are going to Achieve the Long-Term Plan goals in their area.

The Health and Care Bill was introduced to Parliament on the 6th July 2021 and confirmed the Government's intention to introduce Integrated Care Systems (ICS) from July 2022. South-east London integrated care system are adopting a population health management approach and taking action at different geographical levels-very locally in their neighbourhoods, in each Borough, and across south-east London They Are Operating a "System of Systems", approach bringing partners together to take action at the optimal scale to effect change.

2.4.2 Visions and aims

South East London Integrated Care System are working as part of a partnership which is made up of the Greater London Authority, the UK Health Security Agency (UKHSA) (replacing Public Health England), London Councils and the National Health Service (NHS) in London. It exists to provide coordinated leadership and a shared ambition to make London the world's healthiest global city and the best global city in which to receive health and care services. This is because no single organisation can achieve this alone, and shared action makes the partnership greater than the sum of their parts. They have formed this partnership in order to address priority issues that require pan London solutions, to support pan London actions that enable more effective and joined up working at the level of the neighbourhood, the borough and the sub regional system, and to make the most of the very direct social, economic and environmental roles each play as major anchor organisations in London. Initiatives such as the Thrive LDN mental health movement,

child mental health trailblazers, School Superzones, and the London Estates Strategy show just what can be achieved when large organisations work together.

Building on significant work between our organisations over several years, our London Vision sets out our proposals for the next phase of our joint working. It reflects the Mayor’s Health Inequalities Strategy, London Councils’ Pledges to Londoners, the Prevention Green Paper and the NHS Long Term Plan. It highlights ten key areas of focus where we believe partnership action is needed at a pan London level. This includes issues such as air quality, mental health and child obesity, and their ambition is to promote stronger local collaboration in neighbourhoods, boroughs and sub regional systems so that services are genuinely integrated, and Londoners can start well, live well and age well. Our Vision is not a description of the multitude of actions that are taking place locally, nor a population health plan; rather it sets out the areas as illustrated below show where their shared endeavours seek to complement and add value to local action.

	People, places and partnerships to support wellbeing and self-care	Integration to provide joined-up community based services	Collaboration to sustain high quality specialist networks
 Start well Our environment, schools and communities promote and nurture the health and wellbeing of all children and families	Schools and health and care services work together to provide a seamless service and give families and children tools to manage their own health	Children and young people have access to high quality specialist care, with safe and supported transitions to adult services	
 Live well Our environments and local communities help us avoid unhealthy habits and eliminate homelessness and any stigma surrounding mental health	Early support for health issues is consistently available and there is true parity of esteem between physical and mental health	Londoners have access to high quality 24/7 emergency mental and physical health, alongside world-class planned and specialist care services	
 Age well Londoners are supported to manage their long term conditions and maintain independence in their community	As people grow older they are supported in their community with seamless care between organisations	Hospital care is consistent, of high quality and safe and ensures Londoners can get in and out of hospital as fast as they can	
Enabled by:	Ensuring Londoners are engaged in their own health	Digitally connecting London's health and care providers	Developing London's workforce Transforming London's estate

The pan London Long Term Plan Vision has identified the following areas of focus relevant to health and social care and community pharmacy initiatives.

- Reduce childhood obesity

They aim to achieve a 10% reduction in the proportion of children in reception (age four or five) who are overweight by 2023/24, delivered through bold citywide actions and targeted support for those most at risk. *Relevant section of their response - Diabetes; prevention and reducing health inequalities*



- Improve the emotional wellbeing of children and young people

They will ensure access to high quality mental health support for all children in the places they need it, starting with Mental Health Support Teams in schools, maximising the contribution of the Mayor's / GLA's Healthy Schools London Programme and Healthy Early Years London Programme, and extending the use of digital support technologies. *Relevant section of their response - Children and young people's outcomes*

- Improve mental health and progress towards zero suicides

They will ensure that all Londoners have access to mental health care, support and treatment, especially those experiencing health inequalities. *Relevant section of their response - Adult mental health; children and young people's outcomes*

- Improve tobacco control and reduce smoking

They will speed up a reduction in smoking prevalence in London, especially among groups with the greatest health inequalities. *Relevant section of their response - Preventing cardiovascular disease; heart disease and stroke; respiratory disease; maternity; prevention and reducing health inequalities*

- Improve the health of homeless people

They commit to drive action to improve, grow and innovate services that improve the health of rough sleepers, including expanding the pan-London rough sleeping services funded by the Mayor, building on existing good practice, piloting new models of care and data collection, and developing plans to build more integrated services in London. *Relevant section of their response - Prevention and reducing health inequalities*

- Improve services and prevention for HIV and other STIs

They will broaden partnership working to focus further on tackling health inequality and a wider range of sexually transmitted diseases. *Relevant section of their response - Prevention and reducing health inequalities*

- Support Londoners with dementia to live well

They will ensure that Londoners receive a timely diagnosis, ongoing support and are able to live well in their community. *Relevant section of their response- Integrated community-based care*

- Improve the care and support at the end of life

They will ensure that all Londoners in their last year of life have access to personalised care planning and support that enables them to die in their preferred place. *Relevant section of their response - Personalised care*

2.5 Public Health Outcomes Framework Review

2.5.1 Introduction

National priority areas for improving health and wellbeing are set out by the Department of Health as an outcomes framework to offer local authorities a tool and as PDF profiles for each local authority, most notable the Public Health Outcomes Framework (PHOF). The PHOF sets out a vision for public health, that is to improve and protect the nation's health, and improve the health of the poorest fastest. These

tools allow accessible analysis of trends over time and comparison of figures between different areas.

2.5.2 Latest public health outcomes framework: priorities for improvement

The latest Public Health England health profile for Lewisham (February 2022) highlights poor performance as compared to the London average for the following indicators:

2.5.2.1 Domain: Wider determinants of health

- First time entrants to the youth justice system
- 16-17-year-olds not in education employment or training (NEET) whose activity is not known
- Adults with a learning disability who live in stable and appropriate accommodation
- People in prison who have mental illness or a significant mental illness
- The percentage of the population who are in contact with secondary mental health services and on the Care Plan Approach who are in paid employment (age 18- 69)
- The percentage of people in employment
- Sickness absence-the percentage of working days lost due to sickness absence
- Domestic abuse-related incidents and crimes
- The percentage of the population exposed to road, rail and air transport noise during the daytime
- Homelessness-households in temporary accommodation
- Loneliness: percentage of adults who feel lonely often/always or some of the time

2.5.2.2 Domain: Health improvement

- The percentage of physically active children and young people
- Admission episodes for alcohol-related conditions
- Percentage of cancers diagnosed at stages 1 and 2
- Cancer screening coverage-cervical cancer (aged 25 to 49 years old)
- Cancer screening coverage-cervical cancer (aged 50 to 64 years old)
- Cancer screening coverage-bowel cancer
- Abdominal Aortic Aneurysm Screening-Coverage
- Newborn Hearing Screening Coverage
- Cumulative percentage of the eligible population aged 40-74 who received an NHS Health Check

2.5.2.3 Domain: Health protection

- Population vaccination coverage-BCG-areas offering universal BCG only
- Population vaccination coverage- MenB (1year)
- Population vaccination coverage-Rotavirus (Rota) (1 year)
- Population vaccination coverage-PCV
- Population vaccination coverage-MMR for one dose (2 years old)
- Population vaccination coverage-PCV booster
- Population vaccination coverage-Flu (2-3 years old)

- Population vaccination coverage-DTaP/IPV booster (5 years)
- Population vaccination coverage-MMR for one dose (5 years old)
- Population vaccination coverage-Flu (primary school age children)
- Population vaccination coverage-HPV vaccination coverage for one dose (12–13-year-old) (Female)
- Population vaccination coverage-HPV vaccination coverage for two doses (12–13-year-old) (Female)
- Population vaccination Coverage-Meningococcal ACWY conjugate vaccine (14-15 years)
- Population vaccination coverage-Flu (at-risk individuals)
- Population vaccination coverage-Flu (aged 65+)
- Population vaccination coverage-PPV
- HIV late diagnosis (all CD4 less than 350) (%)
- NHS organisations the board approved sustainable development management

2.5.2.4 Domain: Healthcare and premature mortality

- Under 75 mortality rate from cardiovascular diseases considered preventable
- Excess under 75 mortality rate in adults with severe mental illness (SMI)
- Suicide rate 2018-20
- Preventable sight loss-age-related macular degeneration (AMD)
- Excess winter deaths index (age 85+)

2.6 The potential role of pharmacists in addressing priority areas

Section 2.2 to 2.6 discuss Lewisham's priorities identified in JSNA, HWS, South East London Integrated Care System: Implementing the NHS Long Term Plan, and Public Health Outcomes Framework. In addition, the priorities from NHS LTP are detailed in 2.1.4.

2.6.1 The potential role of pharmacists in addressing the key themes identified by the JSNA

- Areas where Lewisham is performing lower than London average:
- Lewisham's Black and Minority Ethnic communities are at greater risk from health conditions such as diabetes, hypertension and stroke. Identifying those with disease early and treating them optimally is essential- pharmacists' role in promoting NHS health checks and promoting screening to black and minority ethnic communities
- For male residents, life expectancy (78.8 years) is lower than the national average (79.4 years)- pharmacists' role in promoting healthy lifestyle and prevention initiatives
- More people smoke in Lewisham, compared to London -pharmacists' role in prevention and in smoking cessation.
- The abortion rate in Lewisham is significantly than England and the 10th highest in London– pharmacists' role in promoting sexual health and contraception as well as offering good access to emergency contraception.

- Lewisham has higher chlamydia positivity rate, new STI diagnosis rate and HIV diagnosis rate compared to London and England – pharmacists’ role in prevention and promoting sexual health as well as signposting to sexual health services.
- The potential role of pharmacists in addressing the key themes identified by the HWS
- Achieving a healthy weight – pharmacists’ role in prevention and promoting healthy eating initiatives as well as NHS health checks.
- Increasing the number of people who survive colorectal, breast and lung cancer for 1 and 5 years – pharmacists’ role in promoting cancer screening
- Improving immunisation uptake – pharmacists’ role in delivering immunisations and in promoting immunisations
- Reducing alcohol harm – pharmacists’ role in supporting people to reduce their alcohol intake
- Preventing the uptake of smoking among children and young people and reducing the numbers of people smoking – pharmacists’ role in prevention and smoking cessation
- Improving mental health and well-being – pharmacists’ role in supporting people with mental health problems and signposting them to mental health services or well-being services
- Improving sexual health – pharmacists’ role in promoting testing and signposting to sexual health services as well as supplying contraceptive services
- Delaying and reducing the need for long-term care and support – pharmacists’ role in monitoring and supporting vulnerable individuals in the community
- Reducing the number of emergency admissions for people with long term conditions – pharmacists’ role in monitoring individuals with long term conditions in the community

2.6.2 The potential role of pharmacists in addressing the key themes identified by the South East London Integrated Care System: Implementing the NHS Long Term Plan

- Reduce childhood obesity – pharmacists’ role in promoting healthy eating to parents and carers of children
- Improve the emotional wellbeing of children and young people – pharmacists’ role in promoting emotional well-being to parents and carers of children and young people
- Improve mental health and progress towards zero suicides – pharmacists’ role in signposting individuals with mental health problems to mental health services as well as to well-being services
- Improve tobacco control and reduce smoking- pharmacists’ role in prevention and advanced smoking cessation (“Ottawa Model”)
- Improve the health of homeless people -pharmacists’ role in supporting homeless people and signposting them to health and social care services
- Improve services and prevention for HIV and other STIs – pharmacists’ role in promoting sexual health and signposting individuals to sexual health services, emergency contraception (EHC) and contraception services



- Support Londoners with dementia to live well – pharmacists’ role in early diagnosis of dementia and signposting individuals to health and social care services supporting people with dementia, reducing overprescribing and polypharmacy
- Improving care and support at the end of life – pharmacists’ role in supporting end-of-life care in the community and ensuring availability of end-of-life medicines

2.6.3 The potential role of pharmacists in addressing the key themes identified by the PHOF

PNA Relevant areas where Lewisham is performing lower than London average:

Wider determinants of health

- Loneliness: percentage of adults who feel lonely often/always or some of the time- pharmacists’ role in signposting isolated individuals to relevant groups/organisations within the community

Health improvement

- Cancer screening coverage-cervical cancer and bowel cancer – pharmacists’ role in promoting screening
- Abdominal Aortic Aneurysm Screening-Coverage – pharmacists’ role in promoting screening for aortic aneurysm by signposting
- Cumulative percentage of the eligible population aged 40-74 who received an NHS Health Check – pharmacists’ role in carrying out NHS health checks
- The percentage of physically active children and young people – pharmacists’ role in promoting exercise and signposting to activity initiatives within the borough to parents and carers of children and young people

Health protection

- Population vaccination coverage -16 areas (see 2.4.2.3) where Lewisham has a worse vaccination coverage compared to London -pharmacists role in prevention, promoting and delivering a wide range of vaccinations
- HIV late diagnosis – pharmacists’ role in promoting HIV testing to relevant populations

Healthcare and premature mortality

- Under 75 mortality rate from cardiovascular diseases considered preventable – pharmacists’ role in screening for cardiovascular disease through NHS health checks, monitoring blood pressure and advanced Hypertension case finding service
- Excess under 75 mortality rate in adults with severe mental illness - pharmacists’ role in supporting individuals with mental health problems and signposting them to mental health and other social services (part of Lewisham Frailty project)
- Preventable sight loss-age-related macular degeneration (AMD) – pharmacists’ role in promoting regular eye checks
- Excess winter deaths index (age 85+)- pharmacists’ role in identifying vulnerable individuals over the age of 85 and alerting appropriate health and social services

2.7 Implications for pharmacy services

2.7.1 Introduction

Community pharmacists work at the heart of communities and are trusted healthcare professionals in supporting individual, family and community health. Pharmacies are uniquely placed to deliver public health services due to their access, location and informal environment.¹

2.7.2 Tiers of Community Pharmacy Service

As previously mentioned, the Pharmacy Contract describes three tiers of community service. See Appendix D – Pharmacy opening hours and services for further details of all services within each tier. The broad spectrum of services described highlights the potential for pharmacist involvement in improving population health and wellbeing beyond just the dispensing of medicines.

2.7.3 Modifiable behaviours/healthier lifestyles

Non-communicable diseases (NCDs) affect people of all ages. Modifiable behaviours such as physical inactivity, poor diet, harmful alcohol or tobacco use all increase the risk of non-communicable diseases. Although community pharmacies already offer health promoting services, they have the potential to play an increasing role in the future, in promoting health and wellbeing by combatting such behaviours through joint working (often in partnership with other service providers) on health improvement initiatives. Key areas to address include strategies to:

- Build trust with the public to improve the level of insight and honesty regarding health behaviours that other health professionals might not have access to.
- Promote healthier lifestyles via motivational interviewing; education, information and brief advice; providing on-going support for behaviour change; and signposting to other services or resources.

¹ The community pharmacy offer for improving the public’s health. Local Government Association. 2016



- Be recognised as optimal providers in the process of delivering health improvement initiatives and planning integrated care pathways and have a role in prevention and healthy living.

2.7.4 Addressing inequalities

Long-term and lifestyle related conditions are more prevalent in deprived populations. Often the only healthcare facility located in an area of deprivation, pharmacies have the potential to play a vital role in improving the health of deprived communities by offering convenient and equitable access to health improvement services.²

Pharmacy staff often reflect the social and ethnic backgrounds of the community they serve making them approachable to those who may not choose to access other health care services. Pharmacies may also offer a language access service where required.

Pharmacy support could prove particularly valuable in more deprived communities or for vulnerable groups such as ethnic minorities who have a variety of poorer health outcomes.

2.7.5 Healthy Start/children

The Department of Health's *Healthy Start*³ scheme helps pregnant women and children under four in low-income families eat healthily through the provision of breastfeeding and nutrition support including free food and vitamin vouchers. The scheme provides vitamin supplements through arrangements with local community pharmacies. In Lewisham as an extension to Healthy Start. All pregnant women and children under 4 regardless of income can access Vitamin D supplements free of charge.

Other ways in which pharmacists may play a role in child health include school services, promoting healthier lifestyles and weight management services for children.

2.7.6 Older people/care homes

Preventative approaches ensure older people remain healthy and independent in the community for longer, and to reduce the cost of health and social care services for this growing population. Pharmacists can support patients as they get older in maintaining their independence and avoiding hospital admissions through understanding safe use of medicines, offering services closer to home, providing healthy lifestyle and self-care advice (where appropriate), signposting services and when necessary, making GP referrals. There is also potential for pharmacist teams to be involved in providing various forms of support and care home service that benefit the elderly.

² The community pharmacy offer for improving the public's health. Local Government Association. 2016

³ <https://www.healthystart.nhs.uk/>

2.7.7 Long-term conditions

For people living with long-term conditions, pharmacy can play an important role in raising awareness of the risks associated with long term conditions, medicines optimisation, patient reviews (monitoring medicines, appliances etc.), providing advice regarding health promotion and signposting and support for self-care. A key recommendation of the Murray report includes integrating community pharmacists and their teams into long-term condition management pathways.⁴ Pharmacists may form part of an integrated care pathway working alongside GPs and other community practitioners to deliver optimal, integrated care closer to home. In Lewisham a comprehensive Medicines Support Pathway is in place across health and social care which ensures that residents obtain the optimal medicines support required. This is supported through the community interface pharmacy team.

⁴ Murray R. Community Pharmacy Clinical Services Review. The Kings Fund. December 2016

3 Population characteristics

Figures used in this and other sections are based on the information available during the summer of 2022 when the tables were compiled. It has not always been possible to update them if later figures have been published since this time. Figures used will tend to be the latest available, but on occasions certain breakdowns of the figures require going back to earlier published data, including the 2011 Census. Where this is the case, overall totals may not always tally, however, it is the breakdown of the figures that are important.

3.1 Current population

In 2020, the population of Lewisham was 305,309 (50% female and 50% male). Table 2 and

Table 3 show the age breakdown of the current population. The borough’s age structure is generally younger than the London and England average. The over 65s are 10% of the population, lower than London at 12% and England at 19%.

Table 2 Population estimates by age and gender for Lewisham, London, and England: mid-2020

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/wardlevelmidyearpopulationestimatesexperimental>

Population Estimate By Age and Gender 2020									
Population	Lewisham							ONS-Mid-2020	
	Age Range	Male			Female			Total	
		Number	% of Total Population		% of Total Population		Number	Number	%
0-4yrs	10,770	3.53%			3.31%	10,107	20,877	6.84%	
5-19yrs	27,087	8.87%			8.43%	25,734	52,821	17.30%	
20-49yrs	76,308	24.99%			24.79%	75,690	151,998	49.78%	
50-64yrs	24,365	7.98%			8.48%	25,894	50,259	16.46%	
65-84yrs	11,504	3.77%			4.55%	13,886	25,390	8.32%	
85+yrs	1,439	0.47%			0.83%	2,525	3,964	1.30%	
All Ages	151,473	49.61%			50.39%	153,836	305,309	100%	

Population Estimate By Age and Gender 2020									
London	London							ONS-Mid-2020	
	Age Range	Male			Female			Total	
		Number	% of Total Population		% of Total Population		Number	Number	%
0-4yrs	305,415	3.39%			3.23%	290,384	595,799	6.62%	
5-19yrs	838,323	9.31%			8.81%	793,219	1,631,542	18.12%	
20-49yrs	2,147,946	23.86%			22.71%	2,044,512	4,192,458	46.57%	
50-64yrs	729,552	8.10%			8.38%	754,684	1,484,236	16.49%	
65-84yrs	434,616	4.83%			5.83%	525,142	959,758	10.66%	
85+yrs	58,526	0.65%			1.04%	93,954	152,480	1.69%	
All Ages	4,514,378	50.15%			49.85%	4,488,110	9,002,488	100%	

Population Estimate By Age and Gender 2020									
England	England							ONS-Mid-2020	
	Age Range	Male			Female			Total	
		Number	% of Total Population		% of Total Population		Number	Number	%
0-4yrs	1,577,153	2.79%			2.79%	1,577,153	3,239,447	5.73%	
5-19yrs	4,913,221	8.69%			8.69%	4,913,221	10,090,908	17.84%	
20-49yrs	10,902,844	19.28%			19.28%	10,902,844	21,921,818	38.77%	
50-64yrs	5,501,546	9.73%			9.73%	5,501,546	10,833,946	19.16%	
65-84yrs	4,791,876	8.47%			8.47%	4,791,876	9,057,609	16.02%	
85+yrs	880,680	1.56%			1.56%	880,680	1,406,410	2.49%	
All Ages	28,567,320	50.52%			50.52%	28,567,320	56,550,138	100%	

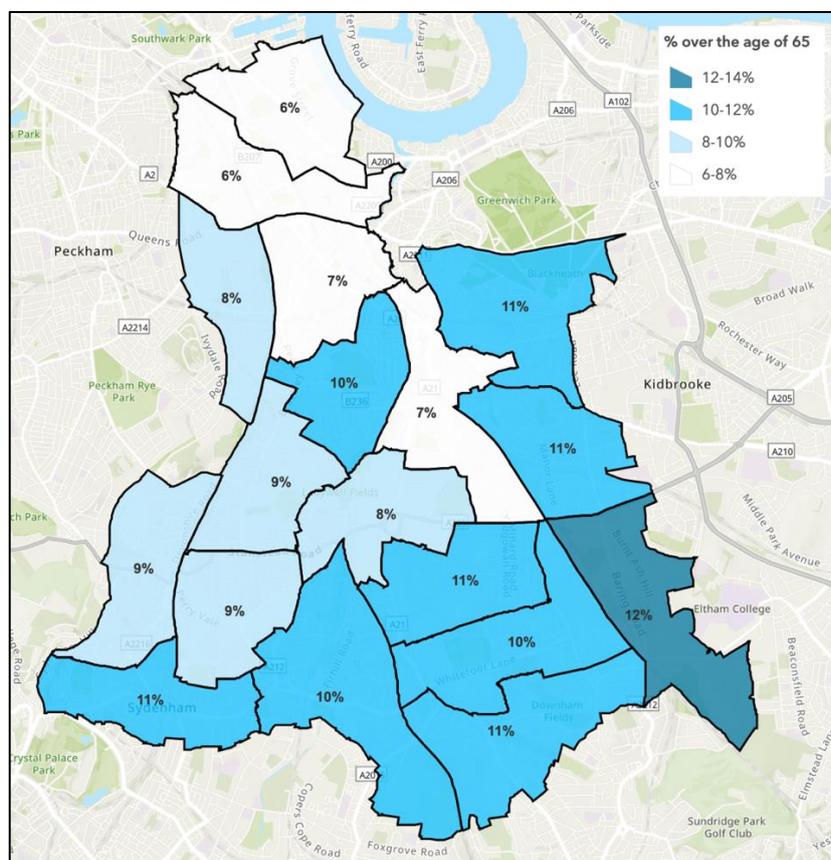
Table 3 MYE2 - Population estimates by age for Lewisham, London and England: mid-2020

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/wardlevelmidyearpopulationestimatesexperimental>

Age Range	Lewisham %	London%	England%
0-4yrs	6.84%	6.62%	5.73%
5-19yrs	17.30%	18.12%	17.84%
20-49yrs	49.78%	46.57%	38.77%
50-64yrs	16.46%	16.49%	19.16%
65-84yrs	8.32%	10.66%	16.02%
85+yrs	1.30%	1.69%	2.49%

Figure 2 Percentage of the ward population over the age of 65 in Lewisham

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/wardlevelmidyearpopulationestimatesexperimental>



3.2 Population distribution by localities

Figure 3 and Table 4 shows the age distribution by locality. South West (4) is the largest of the localities, with Central (2) the smallest. North (1) has a lower proportion of children than the other localities, and South East (3) has a higher proportion of over 65s.

Figure 3 Age distribution by locality – ward level mid-year population estimates – mid-2020

Area	Neighbourhoods	Age Range %						Gender %		Population Number
		0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male	Female	
Lewisham	North (1)	5.8%	15.7%	57.2%	14.3%	6.1%	0.8%	37,325	37,442	74,767
Lewisham	Central (2)	6.80%	15.32%	52.44%	15.60%	8.50%	1.34%	34,539	34,713	69,252
Lewisham	South East (3)	7.38%	19.66%	43.26%	18.60%	9.38%	1.71%	39,464	40,555	80,019
Lewisham	South West (4)	7.25%	18.17%	47.09%	17.05%	9.11%	1.32%	40,145	41,126	81,271
Lewisham		6.84%	17.30%	49.78%	16.46%	8.32%	1.30%	50%	50%	305,309
London		6.62%	18.12%	46.57%	16.49%	10.66%	1.69%	50%	50%	9,002,488
England		5.73%	17.84%	38.77%	19.16%	16.02%	2.49%	49%	51%	56,550,138

Table 4 Age distribution by locality – ward level mid-year population estimates – mid-2020

Ward-Locality/Neighbourhood	0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male%	Female%	Population No
North (1)									
Brockley	1,135	2,504	11,451	2,399	1,164	157	37,325	37,442	18,810
Evelyn	1,174	3,611	11,876	2,934	1,099	157			20,851
New Cross	981	2,879	10,011	2,604	1,045	115			17,635
Telegraph Hill	1,083	2,717	9,450	2,772	1,283	166			17,471
Total	4,373	11,711	42,788	10,709	4,591	595			74,767
Total%	6%	16%	57%	14%	6%	1%			100%
Central (2)									
Blackheath	1,009	2,375	7,709	2,445	1,519	255	34,539	34,713	15,312
Ladywell	947	2,117	7,721	2,432	1,324	194			14,735
Lee Green	1,094	2,810	7,660	2,699	1,583	234			16,080
Lewisham Central	1,657	3,308	13,228	3,228	1,460	244			23,125
Total	4,707	10,610	36,318	10,804	5,886	927			69,252
Total%	7%	15%	52%	16%	8%	1%			100%
South East (3)									
Catford South	1,152	3,005	6,853	3,206	1,602	308	39,464	40,555	16,126
Downham	983	3,414	6,451	2,905	1,640	286			15,679
Grove Park	1,091	2,750	6,672	2,858	1,679	276			15,326
Rushey Green	1,611	2,882	8,151	2,974	1,160	228			17,006
Whitefoot	1,069	3,682	6,491	2,944	1,425	271			15,882
Total	5,906	15,733	34,618	14,887	7,506	1,369			80,019
Total%	7%	20%	43%	19%	9%	2%	100%		
South West (4)									
Bellingham	1,143	3,554	6,591	3,090	1,556	193	40,145	41,126	16,127
Crofton Park	1,224	2,494	7,800	2,524	1,307	190			15,539
Forest Hill	1,203	2,986	7,990	2,572	1,377	186			16,314
Perry Vale	1,153	2,895	8,078	2,702	1,474	210			16,512
Sydenham	1,168	2,838	7,815	2,971	1,693	294			16,779
Total	5,891	14,767	38,274	13,859	7,407	1,073			81,271
Total%	7%	18%	47%	17%	9%	1%	100%		

3.3 Population density

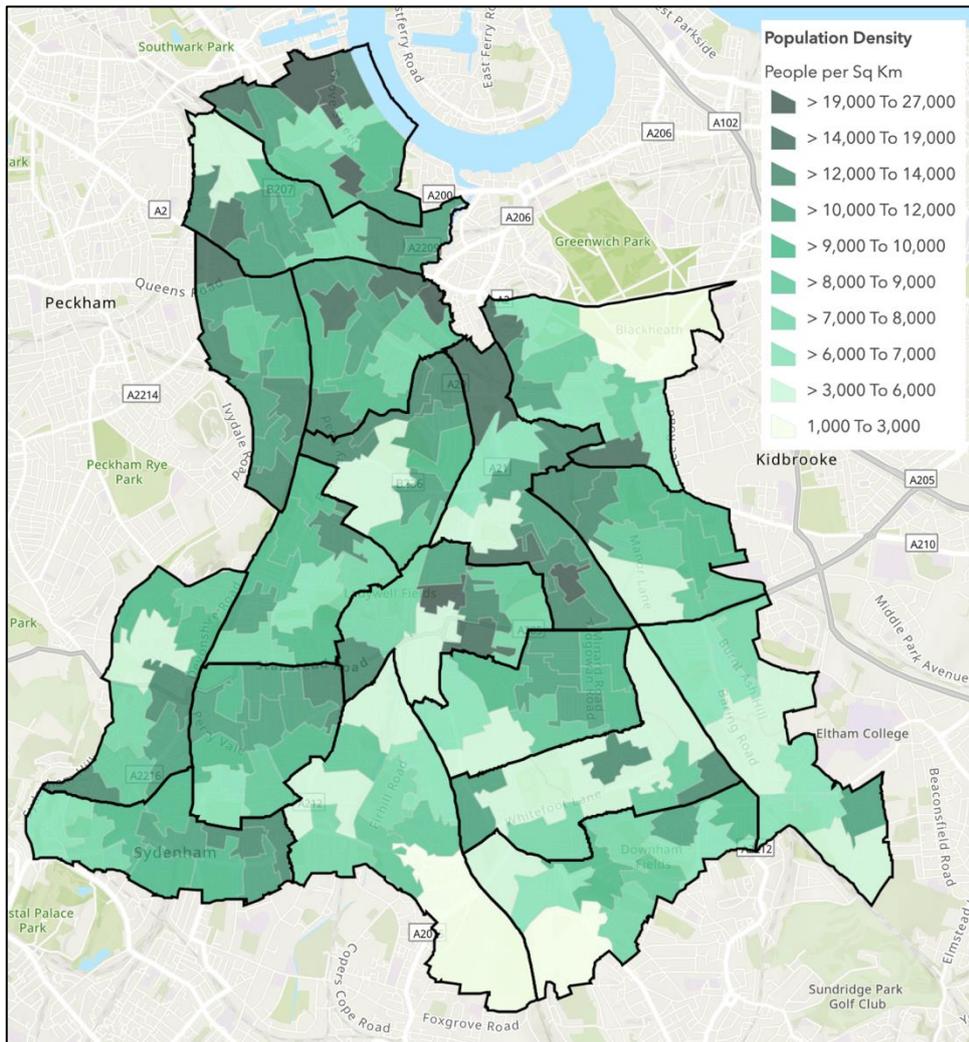
Table 5 shows the population density (people per Sq. Km) by locality and compared with London and England. The borough has a higher population density to London, but within the borough, the North (1) locality has more people per square kilometre than the other three localities. All figures are considerably above the England average which includes rural areas.

Table 5 Ward level mid-year population estimates

Area	Neighbourhood	Population	sq.km	People per sq.km
Lewisham	North (1)	74767.0	6.7	11156.1
	Central (2)	69252.0	7.7	8975.8
	South East (3)	80019.0	10.8	7439.2
	South West (4)	81271.0	10.0	8090.7
Lewisham		305,309	35.1	8698
London		9,002,488	1,572.1	5726
England		56,550,138	130,259.7	434

Figure 4 LSOA population density

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/lowersuperoutputareapopulationdensity>



3.4 Ethnicity

Table 6 indicates that the percentage of the population that is white (including white other) is 54%, lower than both London and England. There is a large Black population in North (1) locality and South East (3).

Table 6 Ethnicity by locality

Area	Lewisham	Ethnicity%					Population Number
		White	Black	Asian	Mixed	Other	
Lewisham	North (1)	28.4%	47.6%	6.7%	15.9%	1.4%	65,929
Lewisham	Central (2)	47.6%	29.2%	6.7%	15.7%	0.8%	60,573
Lewisham	South East (3)	38.5%	37.5%	5.3%	17.8%	0.8%	73,594
Lewisham	South West (4)	44.0%	33.1%	4.3%	17.5%	1.0%	75,789
Lewisham	Lewisham	53.6%	27.2%	9.3%	7.3%	2.6%	275,885
Lewisham	London	59.8%	13.3%	18.5%	5.0%	3.4%	8,173,941
Lewisham	England	85.4%	3.5%	7.8%	2.3%	1.0%	53,012,456

for an area in decile 1, 2 for the next and so on. The higher the score the less deprived is the area.

As seen in Figure 6, North (1) and South East (3) show high percentage of total population in deprivation Decile 1-3. Table 7 shows the distribution of LSOAs for each locality, the borough overall and for London.

For Lewisham, Bellingham (ward) has the highest percentage of total population in deprivation Decile 1-3 (Table 7).

Figure 6 English Indices of Deprivation - 2019 – for LSOAs in each ward and locality in Lewisham

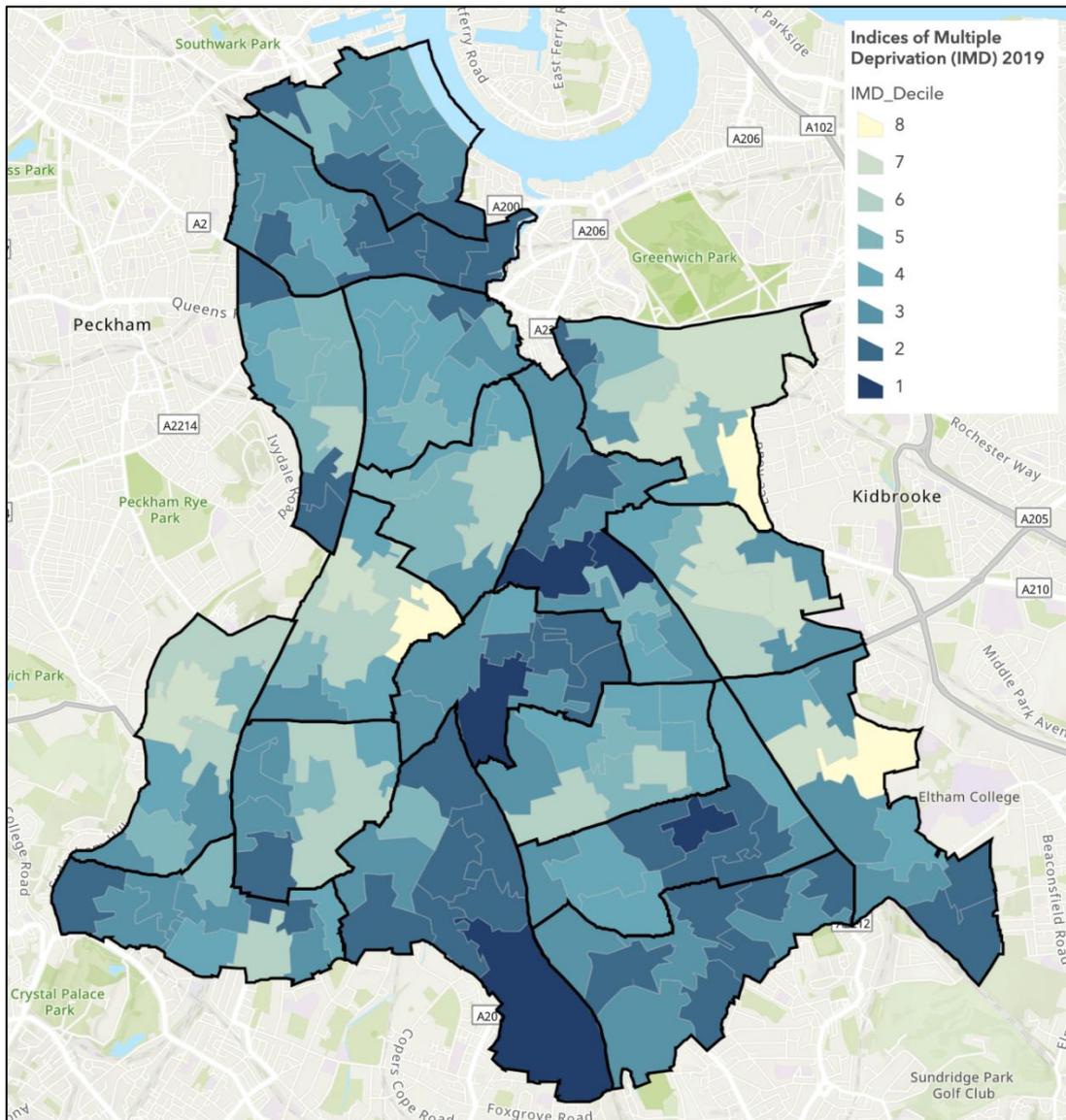


Table 7 English Indices of Deprivation - 2019 - For LSOAs in each ward in Lewisham

Bellingham			Catford South			Evelyn			Sydenham		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	11.10%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	66.70%		Decile 2	0.00%		Decile 2	40.00%		Decile 2	20.00%	
Decile 3	11.10%		Decile 3	11.10%		Decile 3	40.00%		Decile 3	40.00%	
Decile 4	0.00%		Decile 4	44.40%		Decile 4	10.00%		Decile 4	20.00%	
Decile 5	11.10%		Decile 5	22.20%		Decile 5	10.00%		Decile 5	10.00%	
Decile 6	0.00%		Decile 6	22.20%		Decile 6	0.00%		Decile 6	10.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Blackheath			Crofton Park			Forest Hill			Telegraph Hill		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	11.10%		Decile 2	0.00%		Decile 2	0.00%		Decile 2	30.00%	
Decile 3	11.10%		Decile 3	11.10%		Decile 3	22.20%		Decile 3	0.00%	
Decile 4	11.10%		Decile 4	22.20%		Decile 4	11.10%		Decile 4	20.00%	
Decile 5	22.20%		Decile 5	11.10%		Decile 5	22.20%		Decile 5	40.00%	
Decile 6	11.10%		Decile 6	33.30%		Decile 6	33.30%		Decile 6	10.00%	
Decile 7	22.20%		Decile 7	11.10%		Decile 7	11.10%		Decile 7	0.00%	
Decile 8	11.10%		Decile 8	11.10%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Brockley			Downham			Grove Park			Whitefoot		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	11.10%	
Decile 2	9.10%		Decile 2	60.00%		Decile 2	22.20%		Decile 2	33.30%	
Decile 3	9.10%		Decile 3	40.00%		Decile 3	33.30%		Decile 3	22.20%	
Decile 4	63.60%		Decile 4	0.00%		Decile 4	22.20%		Decile 4	33.30%	
Decile 5	18.20%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	11.10%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	11.10%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Ladywell			New Cross			Lee Green			Perry Vale		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	0.00%		Decile 2	50.00%		Decile 2	0.00%		Decile 2	10.00%	
Decile 3	14.30%		Decile 3	40.00%		Decile 3	25.00%		Decile 3	30.00%	
Decile 4	14.30%		Decile 4	10.00%		Decile 4	12.50%		Decile 4	10.00%	
Decile 5	28.60%		Decile 5	0.00%		Decile 5	12.50%		Decile 5	10.00%	
Decile 6	42.90%		Decile 6	0.00%		Decile 6	12.50%		Decile 6	40.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	37.50%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Lewisham Central			Rushey Green								
Deprivation	% of Total Population		Deprivation	% of Total Population							
Decile 1	18.20%		Decile 1	0.00%							
Decile 2	9.10%		Decile 2	10.00%							
Decile 3	18.20%		Decile 3	30.00%							
Decile 4	9.10%		Decile 4	10.00%							
Decile 5	0.00%		Decile 5	10.00%							
Decile 6	0.00%		Decile 6	40.00%							
Decile 7	0.00%		Decile 7	0.00%							
Decile 8	0.00%		Decile 8	0.00%							
Decile 9	0.00%		Decile 9	0.00%							
Decile 10	0.00%		Decile 10	0.00%							

Decile 10 Lowest Dep.
Decile 1 Highest Dep.

3.6 Population projections

Population projections are used for a range of purposes and are often considered of equal validity as they are each based on specific assumptions. The particular assumptions here show a projected increase of some 1.8% up to 2025 (the time frame for this PNA) rising to 4.5% in 10 years. Locality projections show the highest rises in North (1) locality.

Table 8 Projected change in ward population from 2022 to 2032 (GLA Housing)

Area	Neighbourhoods	Population 2022	Year										Population 2032	
			2022	2023	2024	2025	2026	2027	2028	2029	2030	2031		2032
Lewisham	North (1)	85,150	0.0%	1.8%	3.5%	4.8%	6.0%	7.0%	7.9%	8.6%	9.8%	11.2%	12.7%	96,000
Lewisham	Central (2)	74,200	0.0%	0.9%	1.6%	1.6%	1.5%	1.4%	1.0%	0.5%	0.9%	1.3%	1.9%	75,600
Lewisham	South East (3)	81,000	0.0%	0.1%	0.1%	0.7%	1.2%	1.7%	2.4%	2.9%	3.3%	3.8%	4.4%	84,600
Lewisham	South West (4)	83,050	0.0%	0.2%	0.1%	-0.2%	-0.5%	-0.8%	-1.3%	-1.8%	-1.9%	-1.8%	-1.6%	81,750
Lewisham		323,400	0.0%	0.7%	1.3%	1.8%	2.1%	2.4%	2.6%	2.6%	3.1%	3.8%	4.5%	337,950
London		9,008,268	0.0%	0.8%	1.5%	2.1%	2.6%	3.3%	4.0%	4.7%	5.4%	6.0%	6.7%	9,608,996

3.7 Healthy lifestyles

Table 9 Office for Health Improvement and Disparities – Lewisham

<https://fingertips.phe.org.uk/profile/health-profiles>

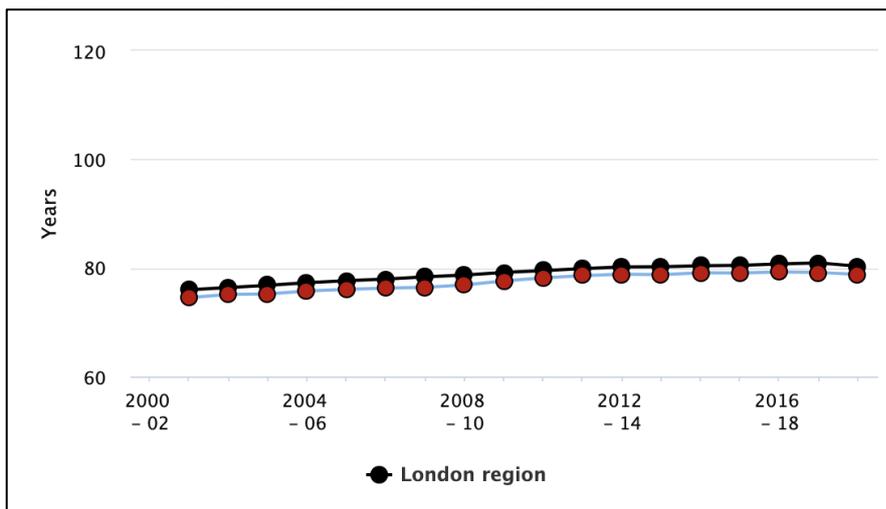
Indicator Name	Sex	Age	Time period	Value	Recent Trend	Compared to England	Compared to London
Life expectancy at birth	Male	All ages	2018 - 20	78.8	Cannot be calculated	Worse	Worse
Life expectancy at birth	Female	All ages	2018 - 20	83.2	Cannot be calculated	Similar	Worse
Under 75 mortality rate from all causes	Persons	<75 yrs	2018 - 20	359.9	Cannot be calculated	Worse	Worse
Under 75 mortality rate from all cardiovascular diseases	Persons	<75 yrs	2017 - 19	81.3	Cannot be calculated	Worse	Worse
Under 75 mortality rate from cancer	Persons	<75 yrs	2017 - 19	131.5	Cannot be calculated	Similar	Worse
Suicide rate	Persons	10+ yrs	2018 - 20	8.7	Cannot be calculated	Similar	Similar
Killed and seriously injured (KSI) casualties on England's roads (historic data)	Persons	All ages	2016 - 18	32.5	Cannot be calculated	Better	Better
Emergency Hospital Admissions for Intentional Self-Harm	Persons	All ages	2020/21	88.2	No significant change	Better	Similar
Hip fractures in people aged 65 and over	Persons	65+ yrs	2020/21	420.9	No significant change	Better	Similar
Cancer diagnosed at early stage (experimental statistics)	Persons	All ages	2017	47.0	No significant change	Not compared	Not compared
Estimated diabetes diagnosis rate	Persons	17+ yrs	2018	64.7	Cannot be calculated	Worse	Worse
Estimated dementia diagnosis rate (aged 65 and over)	Persons	65+ yrs	2021	67.8	No significant change	Similar	Similar
Admission episodes for alcohol-specific conditions - Under 18s	Persons	<18 yrs	2018/19 - 20/21	19.5	Cannot be calculated	Better	Worse
Admission episodes for alcohol-related conditions (Narrow): Old Method	Persons	All ages	2018/19	546.6	Decreasing and getting better	Better	Similar
Smoking Prevalence in adults (18+) - current smokers (APS)	Persons	18+ yrs	2019	14.5	Cannot be calculated	Similar	Similar
Percentage of physically active adults	Persons	19+ yrs	2020/21	71.0	Cannot be calculated	Better	Better
Percentage of adults (aged 18+) classified as overweight or obese	Persons	18+ yrs	2020/21	51.0	Cannot be calculated	Better	Similar
Under 18s conception rate / 1,000	Female	<18 yrs	2020	16.5	No significant change	Similar	Worse
Smoking status at time of delivery	Female	All ages	2020/21	4.5	No significant change	Better	Similar
Breastfeeding initiation	Female	All ages	2016/17	86.1	No significant change	Better	Not compared
Infant mortality rate	Persons	<1 yr	2018 - 20	4.3	Cannot be calculated	Similar	Similar
Year 6: Prevalence of obesity (including severe obesity)	Persons	10-11 yrs	2019/20	24.2	No significant change	Worse	Similar
Deprivation score (IMD 2015)	Persons	All ages	2015	28.6	Cannot be calculated	2nd highest quintile	2nd highest quintile
Smoking Prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	Persons	18-64 yrs	2019	14.3	Cannot be calculated	Better	Similar
Inequality in life expectancy at birth	Male	All ages	2018 - 20	7.2	Cannot be calculated	2nd lowest quintile	Middle quintile
Inequality in life expectancy at birth	Female	All ages	2018 - 20	6.0	Cannot be calculated	2nd lowest quintile	2nd highest quintile
Children in low income families (under 16s)	Persons	<16 yrs	2016	22.6	Decreasing and getting better	Worse	Worse
Average Attainment 8 score	Persons	15-16 yrs	2020/21	52.1	Cannot be calculated	Better	Worse
Percentage of people in employment	Persons	16-64 yrs	2020/21	78.2	No significant change	Similar	Similar
Statutory homelessness - Eligible homeless people not in priority need	Persons	Not applicable	2017/18	0.6	Increasing and getting worse	Better	Better
Violent crime - hospital admissions for violence (including sexual violence)	Persons	All ages	2018/19 - 20/21	41.9	Cannot be calculated	Similar	Similar
Excess winter deaths index	Persons	All ages	Aug 2019 - Jul 2020	34.5	Cannot be calculated	Worse	Worse
New STI diagnoses (exc chlamydia aged <25) / 100,000	Persons	15-64 yrs	2020	1673.4	No significant change	Worse	Worse
TB incidence (three year average)	Persons	All ages	2018 - 20	15.6	Cannot be calculated	Worse	Similar

Full analysis of the health of the people of Lewisham is available on the council’s website in the Annual Public Health Report via this [link](#), and in this summary JSNA via this [link](#). Key figures for the borough are also available on Public Health England’s fingertips system via this [link](#).

Many of the borough’s health indicators compare well with London and England averages. Some areas worthy of note are:

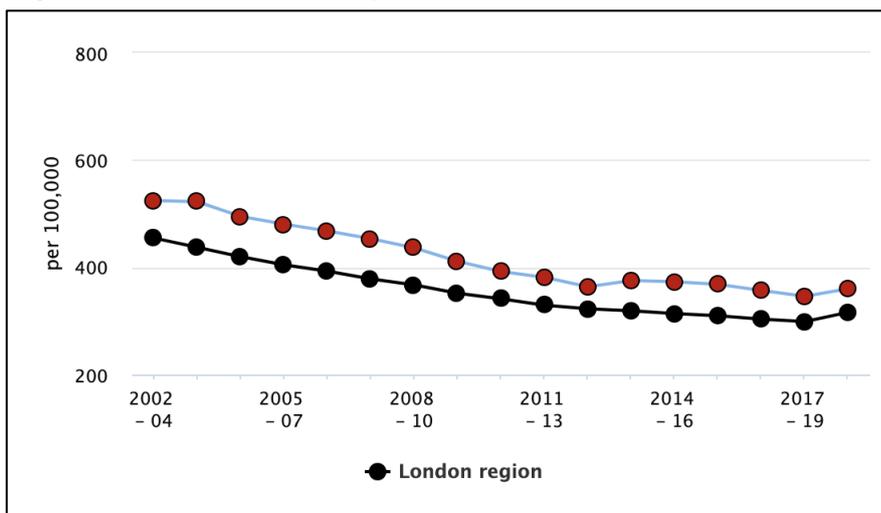
1. Life expectancy at birth for male was lower than London (80.3) and England (79.4) average in 2018/20.

Figure 7 Life expectancy at birth (Male): trends from 2001/03 to 2018/20



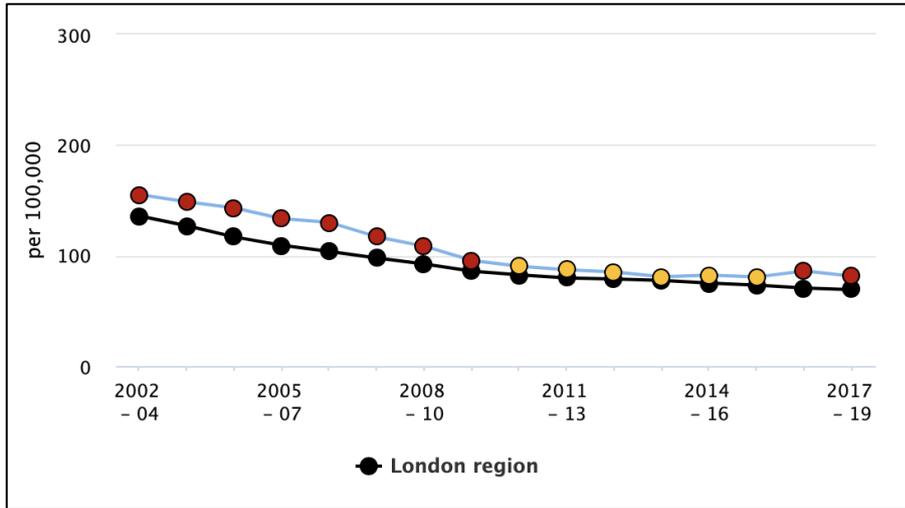
2. Under 75 mortality rate from all causes was higher than London (316.1 per 100,000) and England (336.5 per 100,000) average in 2018/20.

Figure 8 Under 75 mortality rate from all causes: trends from 2002/04 to 2018/20



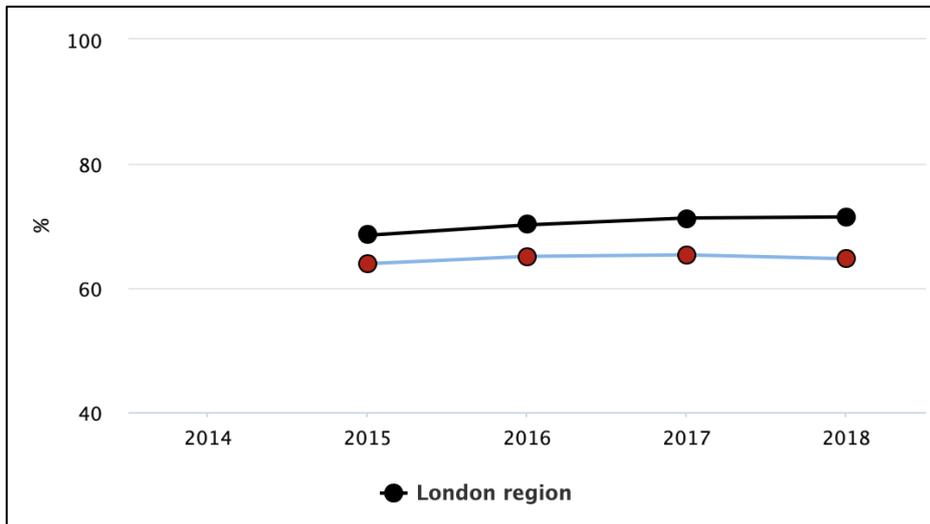
3. Under 75 mortality rate from all cardiovascular diseases was higher than London (69.1 per 100,000) and England (70.4 per 100,000) average in 2017/19.

Figure 9 Under 75 mortality rate from all cardiovascular diseases: trends from 2002/04 to 2017/19



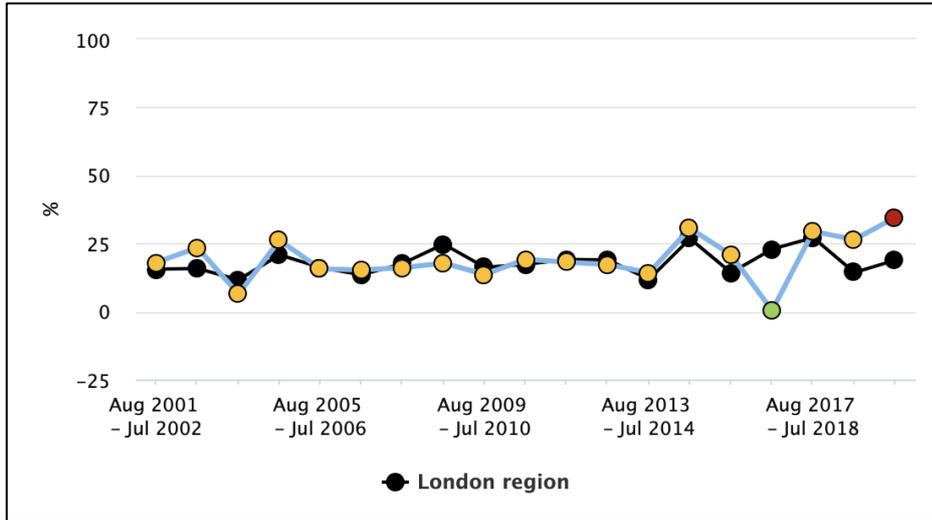
4. Estimated diabetes diagnosis rate was lower than London (71.4%) and England (78.0%) average in 2018.

Figure 10 Estimated diabetes diagnosis rate: time trends from 2015 to 2018



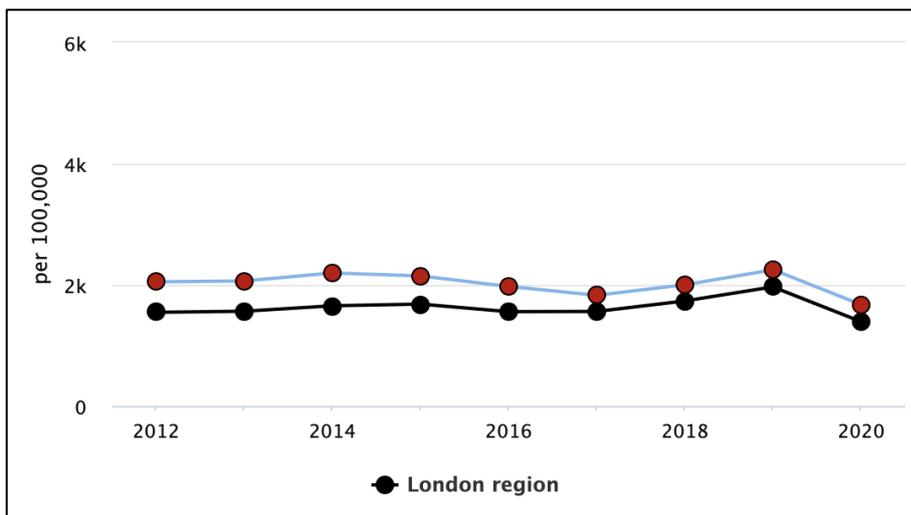
5. Excess winter deaths index was much higher than London (18.8%) and England (17.4%) average in August 2019 to July 2020.

Figure 11 Excess winter deaths index: time trends from Aug 2001-Jul 2002 to Aug 2019-Jul 2020



6. New STI diagnoses (exc chlamydia aged <25)/100,000 was higher than London (1391 per 100,000) and England (619 per 100,000) average in 2020.

Figure 12 New STI diagnoses (exc. chlamydia aged <25)/100,000: time trends from 2012 to 2020



3.8 Life expectancy and mortality

Life Expectancy rates (2018/20) in Lewisham are similar to London and England. Healthy life expectancy at 65 rates (2018/20) are higher than both London and England. Male life expectancy at 65 (2020) was lower than both London (18.3) and England average (18.1).

Table 10 Life expectancy and healthy life expectancy

Life Expectancy & Healthy Life Expectancy Lewisham					
Indicator	Year	Gender	Lewisham	London	England
Life Expectancy	2018/20	Male	78.8	80.3	79.4
	2018/20	Female	83.2	84.3	83.1
Healthy Life Expectancy at 65	2018/20	Male	11.6	10.3	10.5
	2018/20	Female	12.3	11.2	11.3
Life Expectancy at 65 (1 year)	2020	Male	17.4	18.3	18.1
	2020	Female	20.7	21.3	20.7

Catford South has the highest mortality rates and Forest Hill has the lowest.

Figure 13 shows mortality rates by all ward (all causes, all ages), indicating variations that exist across the borough. Catford South has the highest mortality rates and Forest Hill has the lowest.

Figure 13 Mortality rates by ward (2020/21)

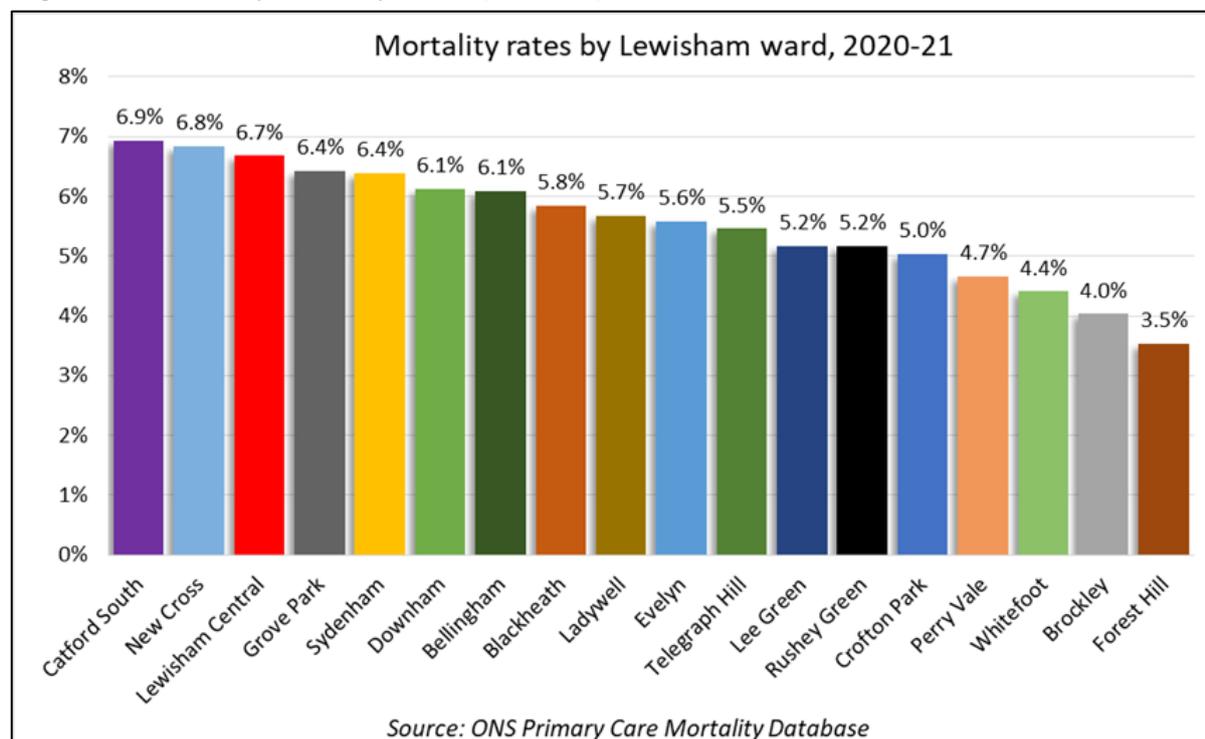




Table 11 shows the key mortality rates for Lewisham. Under 75 mortality rate from causes considered preventable is much higher than the London (125.8) and England rates (142.2). The mortality rates under 75 from cardiovascular diseases (CVD), cancer and respiratory disease are higher than London rates, and the mortality rates under 75 from CVD and respiratory diseases are also higher than England rates.

Table 11 Key mortality rates for Lewisham

Key Mortality Rates Lewisham (value: per 100,000)					
Community Indicators	Year	Lewisham		London	England
Indicator		Count	Value	Value	Value
Under 75 mortality rate from causes considered preventable (2019 definition)	2017/19	837	152	125.8	142.2
Mortality under 75 from CVD (1 year range)	2020	58	32.1	28.4	29.2
Mortality under 75 from cancer (1 year range)	2020	844	47.4	45.1	51.5
Mortality under 75 from respiratory disease (1 year range)	2020	35	21.3	15	17.1

4 Lewisham housing trajectory and planning

The Lewisham authority monitoring report 2020-21 states that there is an estimated supply of 11,216 net new homes in the five years and 26,222 over 15 years. More information can be viewed [here](#).

The approved new homes will be delivered a range of sites and they include:

- 136 new homes at Axion House, 1 Silver Road in Lewisham town centre
- 61 new homes at Silwood Estates in the ward of Evelyn
- 56 new homes at 1 Creekside in the ward of New Cross
- 33 new homes at Shaftsbury Christian Centre, Frankham Street in the ward of New Cross
- 93 new homes on six major sites
- 81 new homes on 13 small sites

As evident in Figure 14 and Figure 15, it is noted that the future supply of housing will be the highest in Evelyn, Lewisham Central, New Cross and Rushey Green.

Figure 14 Future supply of housing in Lewisham (ward map)

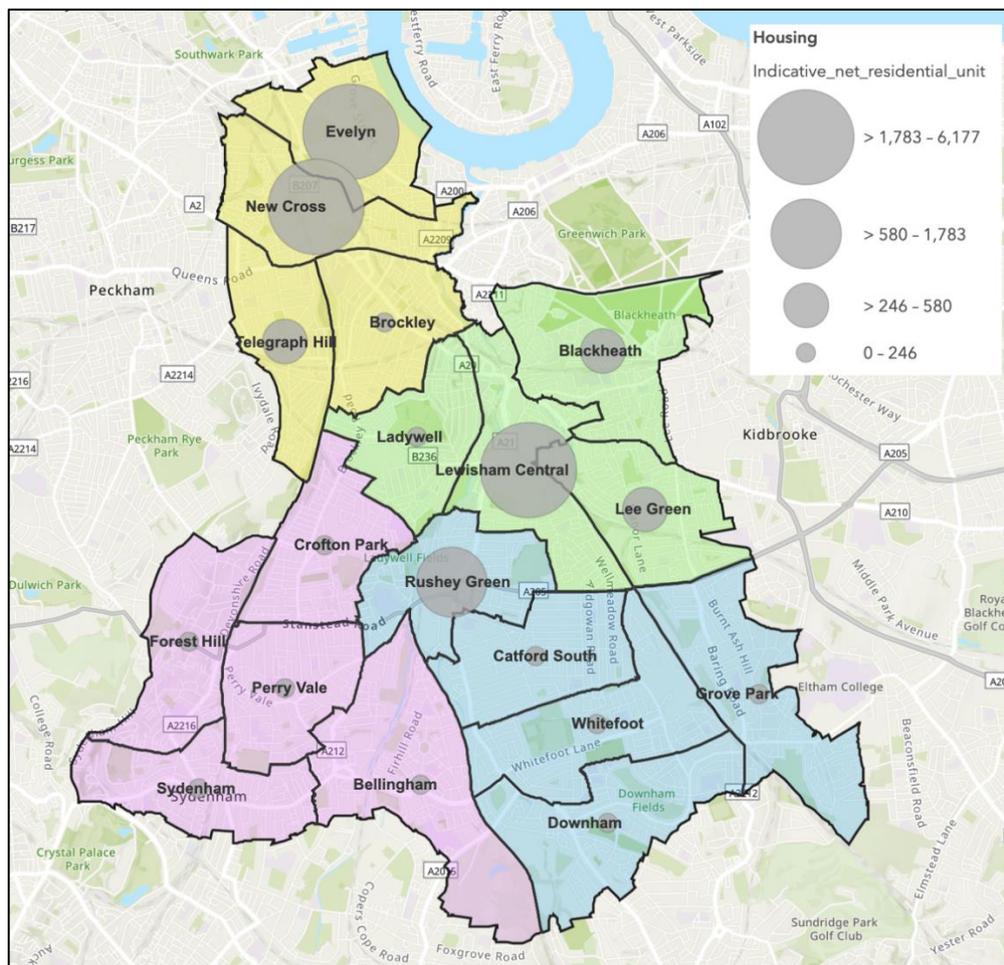
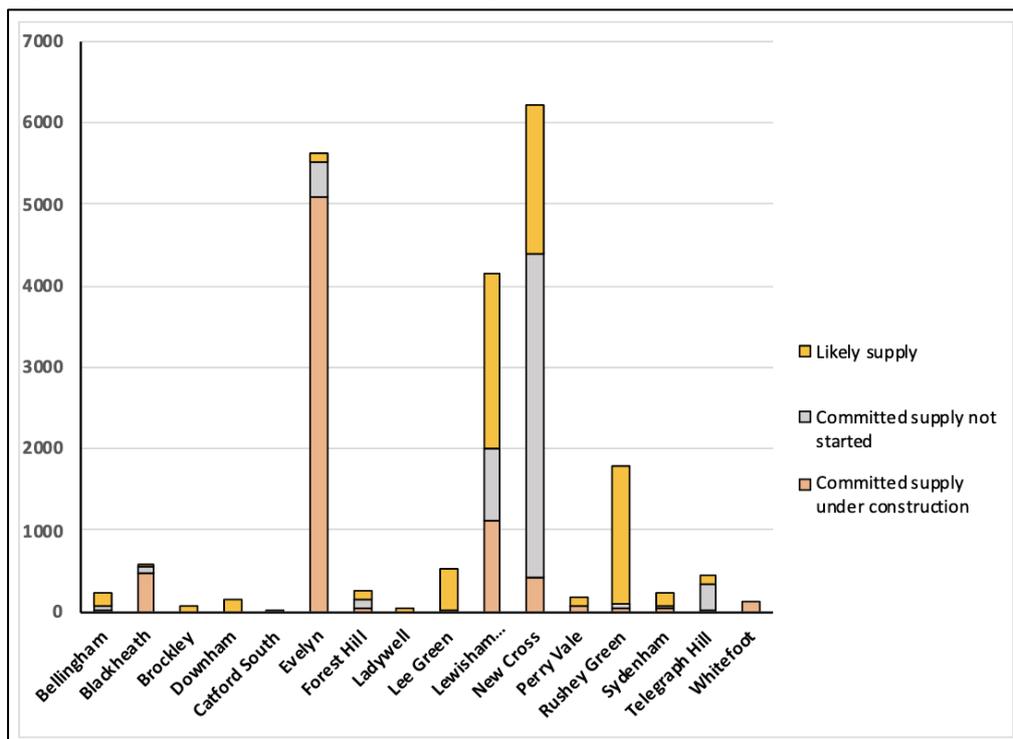


Figure 15 Future supply of housing in Lewisham (extracted from Authority Monitoring Report)



The population growth is expected to increase within Lewisham and planned housing is expected to meet this demand, the timing of the planning permission may be outside the scope of this PNA. Notwithstanding that, the PNA has demonstrated that there is sufficient capacity within Lewisham pharmacies to absorb this expected growth. Lewisham HWB will monitor pharmacy service provision in the areas of development and expected population growth.

Other points to note are:

- There are plans being developed for community clinics in several disease areas which would increase prescription demands
- There are plans for changes to national guidance in some therapeutic areas which would increase demand for dispensed products.
- Healthcare Transformation work is continuing in Lewisham as is nationally to ensure NHS services are continuing to align with and adopt national guidance, including development of the Integrated Care System (ICS) and the Local Care Partnership (LCP).
- There are no plans for introduction of special services commissioned by clinical commissioning groups in Lewisham.
- There are no plans for developments in Lewisham which would change the pattern of local social traffic and therefore access to services.
- There are no plans for changing the commissioning of public health services by community pharmacists in Lewisham.
- Lewisham borough have in place a Joint Medicines Policy that spans Lewisham Council’s Adult Social Care, Lewisham and Greenwich Trust and South East London ICB (Lewisham). The policy sets out the basis for Medicines Support Assessment and the provision of appropriate medicines support aids to patients, provision of which may be from a pharmacy where in-line with the policy. However, at time of writing only one pharmacy within the borough was offering this service (December 2022).

5 Pharmaceutical service provision within Lewisham

5.1 NHSE pharmaceutical services - commissioned from community pharmacies

5.1.1 Introduction

Community pharmacies provide three tiers of pharmaceutical services commissioned by NHS England:

Essential services – all pharmacies are required to provide

Advanced services – to support patients with safe use of medicines

Enhanced services and locally commissioned services

Pharmacy owners (contractors) must provide essential services, but they can choose whether they wish to provide advanced and enhanced services.

5.1.2 Essential service provision commissioned from community pharmacies

The necessary services (essential services) offered by all pharmacy contractors are specified by a national contractual framework that was agreed in 2005. For the purposes of this PNA, necessary services are defined as all essential services.

The following description of these services is an excerpt from a briefing summary on NHS community pharmacy services by the Pharmaceutical Services Negotiating Committee:

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. Available at:

http://www.legislation.gov.uk/ukxi/2013/349/pdfs/uksi_20130349_en.pdf

Pharmaceutical Services Negotiating Committee Summary of NHS Community Pharmacy services. Available at: <http://psnc.org.uk/wp-content/uploads/2015/06/CPCF-summary-June-2015.pdf>

- **Dispensing** – the safe supply of medicines or appliances. Advice is given to the patient about the medicines being dispensed and how to use them. Records are kept of all medicines dispensed and significant advice provided, referrals and interventions made.
- **Repeat dispensing** – the management of repeat medication for up to one year, in partnership with the patient and prescriber. The patient will return to the pharmacy for repeat supplies, without first having to visit the GP surgery. Before each supply the pharmacy will ascertain the patient's need for a repeat supply of a particular medicine.
- **Disposal of unwanted medicines** – pharmacies accept unwanted medicines from individuals. The medicines are then safely disposed of.
- **Promotion of Healthy Lifestyles** (Public Health) – opportunistic one to one advice is given on healthy lifestyle topics, such as stopping smoking, to certain patient groups who present prescriptions for dispensing. Pharmacies will also get

involved in six local campaigns a year, organised by NHS England. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity.

- **Signposting patients to other healthcare providers** – pharmacists and staff will refer patients to other healthcare professionals or care providers when appropriate. The service also includes referral on to other sources of help such as local or national patient support groups.
- **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. The main focus is on self-limiting illness, but support for people with long-term conditions is also a feature of the service.
- **Clinical governance** – pharmacies must have a system of clinical governance to support the provision of excellent care, requirements include:
 - Provision of a practice leaflet for patients
 - Use of standard operating procedures
 - Patient safety incident reporting to the Learning From Patient Safety Events (LFPSE)
 - Conducting clinical audits and patient satisfaction surveys
 - Having complaints and whistle-blowing policies
 - Acting upon drug alerts and product recalls in order to minimise patient harm
 - Having cleanliness and infection control measures in place.
- **Discharge Medicines Service** – The Discharge Medicines Service (DMS) became a new Essential service on 15th February 2021. Patients are digitally referred to their pharmacy after discharge from hospital, and using the information in the referral, pharmacists are able to compare the patient's medicines at discharge to those they were taking before admission to hospital.
- **Level 1 Healthy Living Pharmacies** – Pharmacies must have a skilled team to proactively support and promote behaviour change and improve health and wellbeing, including a qualified Health Champion and a team member who has undertaken leadership training. Pharmacy premises, other than Distance Selling Pharmacies, must have a consultation room.

NHSE/I is responsible for ensuring that all pharmacies deliver all of the essential services as specified. Each pharmacy has to demonstrate compliance with the community pharmacy contractual framework by providing sufficient evidence for delivery of every service. Any pharmacy unable to provide the evidence will be asked to provide an action plan, outlining with timescales, how it will then achieve compliance. These self-assessments are supported by contract monitoring visits.

5.1.3 Advanced service provision commissioned from community pharmacies

In addition to essential services, the community pharmacy contractual framework allows pharmacies to opt to provide any of four advanced services to support patients with the safe use of medicine, which currently include:

- Appliance Use Review (AUR)
- Stoma Appliance Customisation (SAC)
- Flu Vaccination Service
- Hepatitis C Testing
- Community Pharmacist Consultation Service (CPCS)



- Hypertension Case-finding
- Smoking Cessation Advanced Service

During the pandemic, two COVID-19 related services were part of the Advanced Services: The Pandemic Delivery Service (discontinued in March 2022) and COVID-19 Lateral Flow Device Distribution Service (discontinued in March 2022). These services can only be referred to as enhanced services if they are commissioned by NHS England. If local services are commissioned by Integrated Care Board (ICB) or local authorities, they are referred to as locally commissioned services.

5.1.4 Enhanced Services

The third tier of pharmaceutical service that may be provided from pharmacies are the enhanced services. These are services that can be commissioned locally from pharmacies by NHS England. Examples of enhanced services include:

- Anticoagulation monitoring
- Care home service
- Disease specific medicines management service
- Gluten free food supply service
- Independent prescribing service
- Home delivery service
- Language access service
- Medicines assessment and compliance support
- Minor ailments schemes
- On demand availability of specialist drugs
- Out of hours service
- Patient group direction service (not related to public health services)
- Prescriber support service
- Schools service
- Supplementary prescribing service

These services can only be referred to as enhanced services if they are commissioned by NHS England. If local services are commissioned by Integrated Care Board (ICB) or local authorities, they are referred to as locally commissioned services.

The current enhanced services in Lewisham include:

- London flu service
- Bank holiday (Christmas and Easter Sunday) service
- Bank holiday (other bank holidays) service
- Covid-19 vaccination service

5.2 Locally commissioned services

Pharmacies are commissioned to provide a number of services by the local authority led by public health, and the Integrated Care Board (ICB). The locally commissioned services in Lewisham by the ICB are:

- Minor Ailment Scheme
- Emergency Palliative Care Medicine Service
- Monitored Dosage System (MDS)/Medication Administration Records (MARS) service
- The locally commissioned services in Lewisham by the local authority led by public health are:
 - Vitamin D
 - Supervised consumption for opiate substitution therapy
 - Needle Exchange
 - Emergency Hormonal Contraception

5.3 Dispensing appliance contractor

Appliance suppliers are a sub-set of NHS pharmaceutical contractors that supply, on prescription, appliances such as stoma and incontinence aids, dressings, bandages etc. They cannot supply medicines.

5.4 Distance-selling pharmacies

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations, 2013. It may not provide essential services face-to-face at the pharmacy premises and therefore provision may only be by mail order and/or the internet. As part of the terms of service for distance-selling pharmacies, provision of all their services must be offered throughout England. It is therefore likely that patients within Lewisham will be receiving pharmaceutical services from a distance-selling pharmacy from outside the borough. Currently, there is no distance-selling pharmacies in the Lewisham HWB area.

5.5 Self-care pharmacy initiative

The self-care pharmacy initiative aims to bring together health and social care, and self-care (including self-management) with health improvement for those with long-term conditions. The aim is to facilitate better and more effective use of pharmaceutical services and capacities with a focus on empowering patients to take better control of their own health and live independently in their local communities.

5.6 Community pharmaceutical services for people from special groups

- Collection and delivery services – home delivery services can help to provide medications to those who do not have access to a car or who are unable to use public transport
- Language services

5.7 Community pharmacies in Lewisham

There are 52 community pharmacies in Lewisham (as of April 2022) for a population of 305,309. This is an average of 17.0 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5). The highest rate was in Central (2) at 23.1 per 100,000 population.

The information on community pharmacies, opening hours and core/supplementary hours correlates with the data provided by NHS Choices [website](#). This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

Please note Brownes Chemist (FFE99) has been taken over by Thames View Health Pharmacy (FMK45) and the opening hours are the same. We have made a statement where relevant.

A pharmacy has recently amended their opening hours as detailed below. This information was amended accordingly.

- Perfucare (FD184) changed their opening hours on 11 November 2022

There are also some pharmacy hours reported from the contractor survey that are different to the NHS Choices website. Since the opening hours reported from the contractor survey is the most up-to-date information, the information given from the contractor survey was used for this PNA. Pharmacies should notify NHS if their opening hours are changed.

Table 12 Breakdown of average community pharmacies per 100,000 population in Lewisham

	Area	Number of community pharmacies	Total population (mid-2020 estimates)	Average number of community pharmacies per 100,000 population
Locality	North (1)	10	74,767	13.37
	Central (2)	16	69,252	23.10
	South East (3)	13	80,019	16.25
	South West (4)	13	81,271	16.00
	Lewisham (Apr 2022)	52	305,309	17.03
	London (2020/21)	1,863	9,002,488	20.69
	England (2020/21)	11,600	56,550,138	20.51

5.8 Choice of community pharmacies

Table 13 shows a breakdown of community pharmacy ownership in the borough. The data shows that a lower proportion are multiple chains (10+) than for England (60%), and lower than London average of 39%. There remains a good selection of pharmacy providers well spread across the localities.

Table 13 Community Pharmacy ownership in Lewisham

	Area	Multiples (10+)	Multiples (<10)	Independent	Multiples (10+) %
Locality	North (1)	2	1	7	20%
	Central (2)	4	3	9	25%
	South East (3)	4	3	6	31%
	South West (4)	8	1	4	62%
	Lewisham (Apr 2022)	18	8	26	35%
	London (2020/21)	726	1,137		39%
	England (2020/21)	6,960	4,640		60%

5.9 Intensity of current community pharmacy providers

For most pharmacy providers, dispensing provides the majority of their activity. Table 14 shows their average monthly dispensing activity. The data shows that the average activity in Lewisham is lower than the average for London and England. This may reflect the average age of the residents.

Table 14 Average number of monthly dispensed item per community pharmacy

Number of items dispensed per community pharmacy per month (First 7 months data of 2021-22)	
Lewisham	5,476
London	6,206
England	7,230

5.10 Access to pharmacy services

Opening hours for pharmacies are shown in Appendix B – Pharmacy opening hours and services and Appendix G – Maps show the numbers and locations of pharmacies open in the evenings and at weekends.

- There are three 100-hour community pharmacies in the borough (5.8% of the total), higher than the figure for London (5.6%), but lower than England (9.4%). There is one 100-hour pharmacist in the North area and two 100-hour pharmacists in the Central area. There are no 100-hour community pharmacies in the south-east or south-west areas. It is recommended that these areas should be kept under close review.

Table 15 shows the distribution of 100-hour pharmacies across the borough.

Table 15 Number of 100-hour pharmacies in Lewisham

	Area	Number of community pharmacies	Number of 100-hour pharmacies	Percentage of 100-hour pharmacies
Locality	North (1)	10	1	10.0%
	Central (2)	16	2	12.5%
	South East (3)	13	0	0.0%
	South West (4)	13	0	0.0%
	Lewisham (Apr 2022)	52	3	5.8%
	London (2020/21)	1,863	104	5.6%
	England (2020/21)	11,600	1094	9.4%

Figure 16 Location of pharmacies in Lewisham by locality

The pharmacies shown below are the pharmacies open on weekdays.

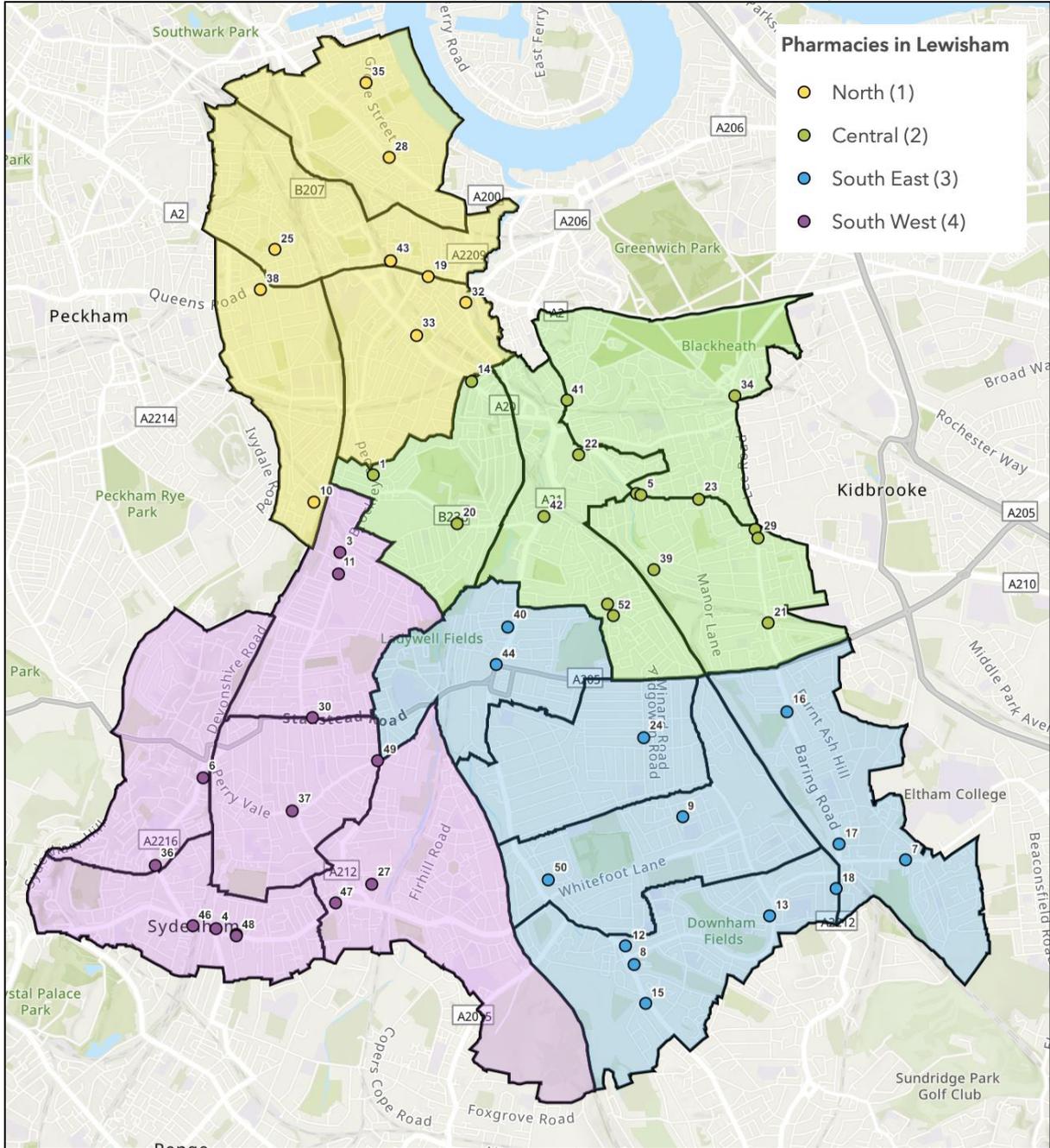


Table 16 Pharmacy Look-up List (sorted by map ID and Pharmacy Name)

Map ID	ODS Code	Pharmacy	Postcode	Ward Name	Locality	Map ID	Pharmacy
10	FFK83	Cheltenham Chemist	SE4 2LA	Telegraph Hill	North (1)	1	Amin Pharmacy
19	FQA51	Krisons Chemist	SE14 6TJ	Brockley	North (1)	2	Baum Pharmacy
25	FER84	Lloydspharmacy	SE14 5UL	New Cross	North (1)	3	Bentley Chemist
28	FWA34	Lockyer's Pharmacy	SE8 5BZ	Evelyn	North (1)	4	Boots Uk Limited
31	FXJ41	New Cross Pharmacy	SE14 6LD	New Cross	North (1)	5	Boots Uk Limited
32	FE019	Nightingale Pharmacy	SE8 4RQ	Brockley	North (1)	6	Boots Uk Limited
33	FET97	Osbon Pharmacy	SE4 1UY	Brockley	North (1)	7	Brook Pharmacy
35	FJW95	Pepys Pharmacy	SE8 3QG	Evelyn	North (1)	8	Brownes Chemist
38	FPA57	Queens Road Pharmacy	SE14 5HD	Telegraph Hill	North (1)	9	Cambelle Chemist
43	FHL15	Station Pharmacy	SE14 6LD	New Cross	North (1)	10	Cheltenham Chemist
1	FNN90	Amin Pharmacy	SE4 2SA	Ladywell	Central (2)	11	Crofton Park Pharmacy
2	FDW13	Baum Pharmacy	SE13 5PB	Blackheath	Central (2)	12	Day Lewis Pharmacy
5	FC300	Boots Uk Limited	SE13 5JN	Blackheath	Central (2)	13	Day Lewis Pharmacy
14	FWC06	Day Lewis Pharmacy	SE13 7SX	Ladywell	Central (2)	14	Day Lewis Pharmacy
20	FK081	Ladywell Pharmacy	SE4 1JN	Ladywell	Central (2)	15	Duncans Chemist
21	FJK64	Lee Pharmacy	SE12 0AA	Lee Green	Central (2)	16	Gokul Chemist
22	FVA74	Lewis Grove Pharmacy	SE13 6BG	Lewisham Central	Central (2)	17	Grove Park Pharmacy
23	FTF05	Lewisham Pharmacy	SE13 5PJ	Lee Green	Central (2)	18	Harris Chemist
26	FNN17	Lloydspharmacy	SE12 8PZ	Lee Green	Central (2)	19	Krisons Chemist
29	FY745	Lords Pharmacy	SE12 8RG	Lee Green	Central (2)	20	Ladywell Pharmacy
34	FY475	Paydens Pharmacy	SE3 0AX	Blackheath	Central (2)	21	Lee Pharmacy
39	FJX60	Rains Pharmacy	SE13 5ND	Lee Green	Central (2)	22	Lewis Grove Pharmacy
41	FQK49	Sheel Pharmacy	SE13 7PA	Lewisham Central	Central (2)	23	Lewisham Pharmacy
42	FLY01	Sheel Pharmacy Lewisham	SE13 6JZ	Lewisham Central	Central (2)	24	Lloydspharmacy
51	FNW34	Widdicombe Chemist	SE13 6RT	Lewisham Central	Central (2)	25	Lloydspharmacy
52	FQP73	Woodlands Pharmacy	SE13 6RN	Lewisham Central	Central (2)	26	Lloydspharmacy
7	FPJ12	Brook Pharmacy	SE12 9QL	Grove Park	South East (3)	27	Lloydspharmacy
8	FFE99	Brownes Chemist	BR1 4PQ	Downham	South East (3)	28	Lockyer's Pharmacy
9	FT872	Cambelle Chemist	SE6 1PH	Whitefoot	South East (3)	29	Lords Pharmacy
12	FMG01	Day Lewis Pharmacy	BR1 4PH	Downham	South East (3)	30	Medicos Pharmacy
13	FTV69	Day Lewis Pharmacy	BR1 5HS	Downham	South East (3)	31	New Cross Pharmacy
15	FML90	Duncans Chemist	BR1 4JX	Downham	South East (3)	32	Nightingale Pharmacy
16	FMT20	Gokul Chemist	SE12 0JS	Grove Park	South East (3)	33	Osbon Pharmacy
17	FJ566	Grove Park Pharmacy	SE12 0DU	Grove Park	South East (3)	34	Paydens Pharmacy
18	FDK93	Harris Chemist	SE12 0EF	Downham	South East (3)	35	Pepys Pharmacy
24	FCE85	Lloydspharmacy	SE6 1RG	Catford South	South East (3)	36	Perfucare
40	FNE37	Rushey Green Pharmacy	SE6 4JH	Rushey Green	South East (3)	37	Perry Vale Pharmacy
44	FT015	Superdrug Stores Plc	SE6 4HQ	Rushey Green	South East (3)	38	Queens Road Pharmacy
50	FW715	Vantage Pharmacy	SE6 2SP	Whitefoot	South East (3)	39	Rains Pharmacy
3	FV026	Bentley Chemist	SE4 2BY	Crofton Park	South West (4)	40	Rushey Green Pharmacy
4	FA271	Boots Uk Limited	SE26 5EX	Sydenham	South West (4)	41	Sheel Pharmacy
6	FK518	Boots Uk Limited	SE23 3HN	Forest Hill	South West (4)	42	Sheel Pharmacy Lewisham
11	FV954	Crofton Park Pharmacy	SE4 2PJ	Crofton Park	South West (4)	43	Station Pharmacy
27	FV763	Lloydspharmacy	SE26 4PU	Bellingham	South West (4)	44	Superdrug Stores Plc
30	FK463	Medicos Pharmacy	SE23 1HU	Crofton Park	South West (4)	45	Superdrug Stores Plc
36	FD184	Perfucare	SE26 4BB	Forest Hill	South West (4)	46	Touchwood Pharmacy
37	FT350	Perry Vale Pharmacy	SE23 2JF	Perry Vale	South West (4)	47	Touchwood Pharmacy
45	FVM72	Superdrug Stores Plc	SE26 5UA	Sydenham	South West (4)	48	Touchwood Pharmacy
46	FEJ80	Touchwood Pharmacy	SE26 4RS	Sydenham	South West (4)	49	Touchwood Pharmacy
47	FHL07	Touchwood Pharmacy	SE26 5SL	Bellingham	South West (4)	50	Vantage Pharmacy
48	FKW82	Touchwood Pharmacy	SE26 5QE	Sydenham	South West (4)	51	Widdicombe Chemist
49	FQT14	Touchwood Pharmacy	SE6 4DT	Perry Vale	South West (4)	52	Woodlands Pharmacy

Figure 18 Location of pharmacies in Lewisham with LSOA Deprivation Decile

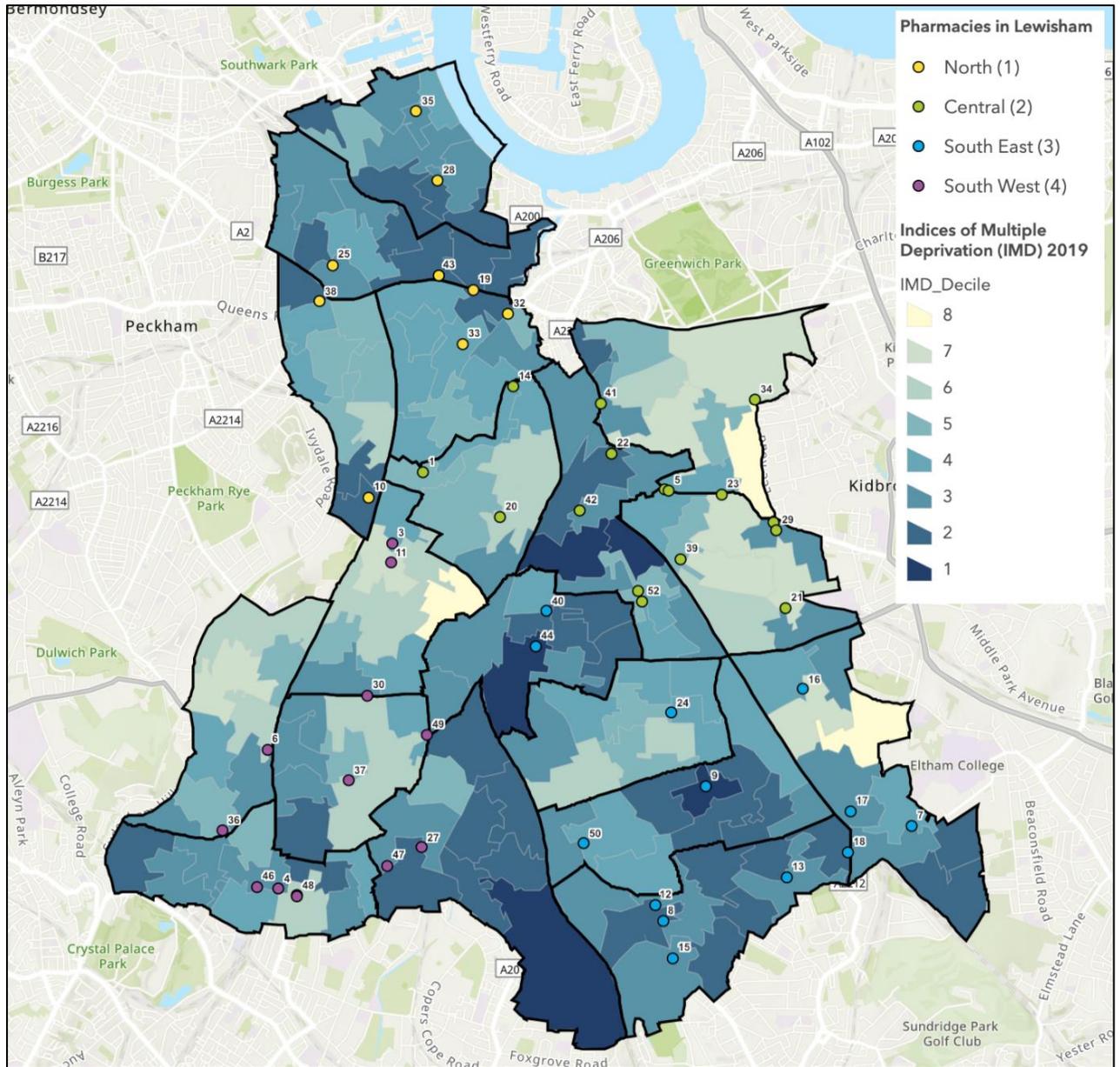


Figure 19 Location of pharmacies by locality in Lewisham and surrounding areas

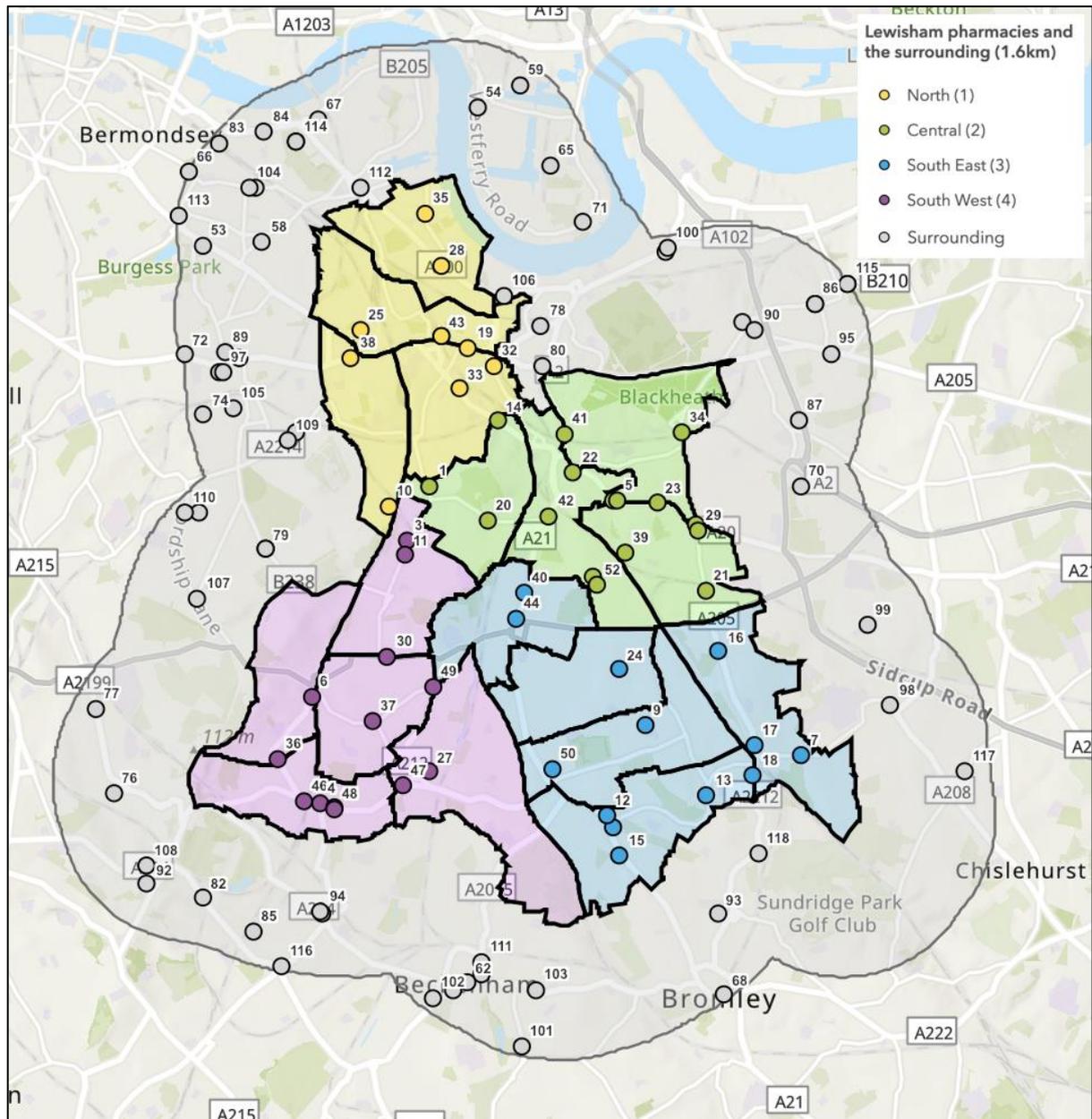
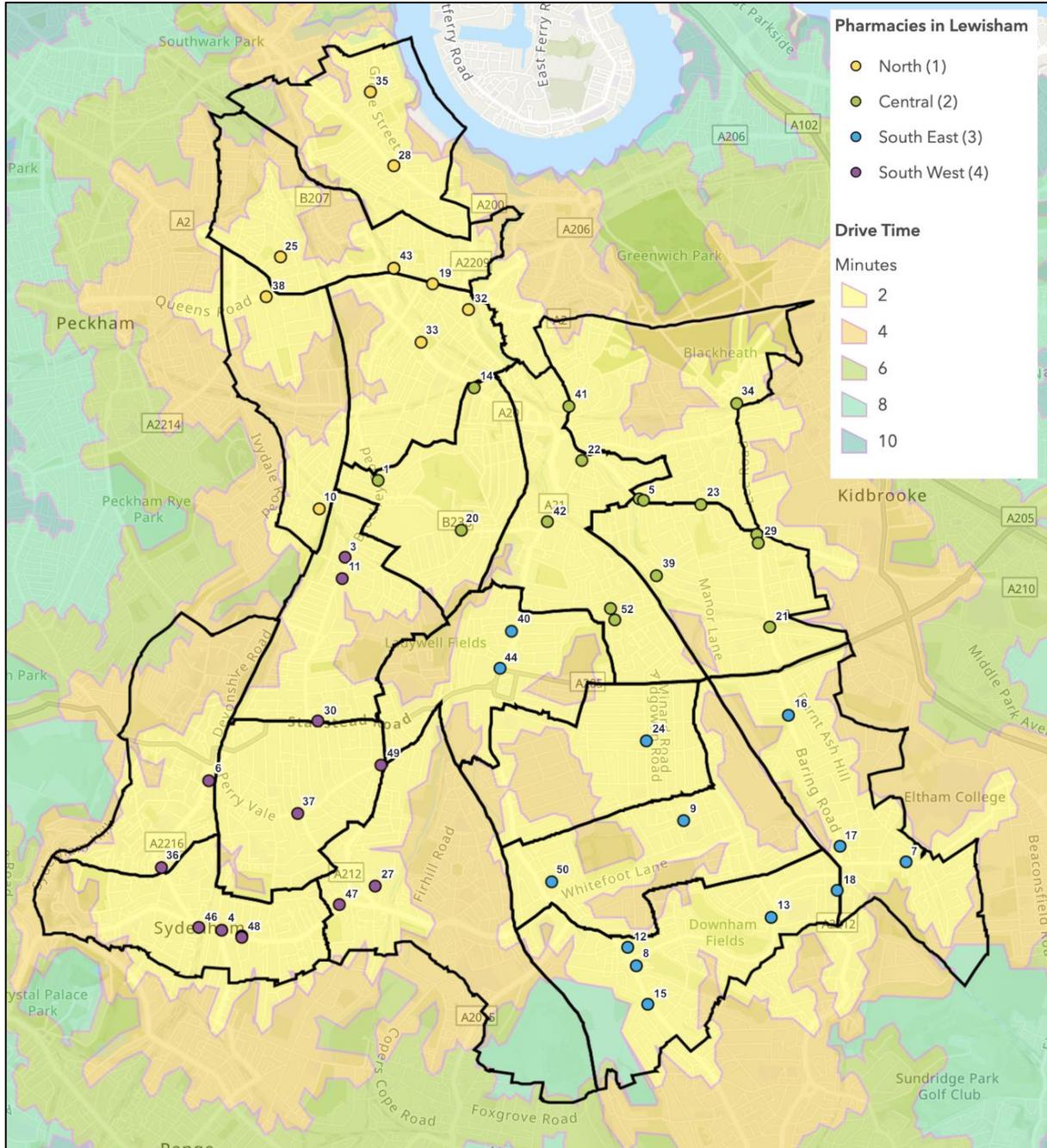


Table 17 Pharmacy Look-up List for pharmacies in surrounding areas (1.6km)
(sorted by map ID and Pharmacy Name)

Map ID	ODS Code	Pharmacy	Postcode	Map ID	ODS Code	Pharmacy	Postcode
53	FJ446	Asda Pharmacy	SE1 5AG	86	FR331	Kevin's Charlton Pharmacy	SE7 7ED
54	FX059	Barkantine Pharmacy	E14 8JH	87	FKK84	Kidbrooke Pharmacy	SE3 8AR
55	FE112	Beckenham Pharmacy	BR3 1AH	88	FN733	Kristal Pharmacy	SE15 3HB
56	FPA70	Beckenham Pharmacy	BR3 1ED	89	FGT20	LloydsPharmacy	SE15 5JZ
57	FNP06	Blackheath Standard Pharmacy	SE3 7DH	90	FHF23	LloydsPharmacy	SE3 7BT
58	FV733	Bonamy Pharmacy	SE16 3HF	91	FW484	LloydsPharmacy	SE22 9ET
59	FQV39	Boots The Chemist	E14 5NY	92	FWG75	LloydsPharmacy	SE19 3RW
60	FJ128	Boots UK Limited	SE10 9ER	93	FJW74	London Lane Pharmacy	BR1 4HE
61	FK300	Boots UK Limited	SE16 7LL	94	FRH46	Macks Pharmacy	SE20 7DS
62	FKG02	Boots UK Limited	BR3 1EW	95	FQR61	Masters Pharmacy	SE3 8RP
63	FQD55	Boots UK Limited	SE20 7EX	96	FK033	Medica Pharmacy	SE16 3RW
64	FRD69	Boots UK Limited	SE15 5BS	97	FAL14	Morrisons Pharmacy	SE15 5EW
65	FXQ52	Britannia Pharmacy	E14 3BT	98	FC313	Mottingham Pharmacy (Jarman & Dixon)	SE9 4QZ
66	FRR51	Cambelle Pharmacy	SE1 3GF	99	FJW12	Newmarket Pharmacy	SE9 5ER
67	FQC29	Campion & Co Chemist	SE16 7JQ	100	FD551	PE Logan	SE10 9EQ
68	FKE53	Caxton Pharmacy	BR1 1RL	101	FKM27	Park Langley Pharmacy	BR3 6QH
69	FVG96	Charlton Pharmacy	SE7 7ED	102	FAD85	Paydens Pharmacy	BR3 3PR
70	FY283	Chemcare Pharmacy	SE3 9FA	103	FW698	Peters Chemist	BR3 5NT
71	FH732	Cubitt Town Pharmacy	E14 3DN	104	FV019	Pyramid Pharmacy	SE16 3TU
72	FR217	Day Lewis Duncans Pharmacy	SE15 5LJ	105	FC434	Ropharm Chemist	SE15 4TL
73	FCM38	Day Lewis Pharmacy	SE22 0RR	106	FTT80	Rose Pharmacy	SE8 3BN
74	FJ323	Day Lewis Pharmacy	SE15 4QY	107	FPV31	Sadlers Pharmacy	SE22 8JN
75	FQF83	Day Lewis Pharmacy	SE15 5SL	108	FV887	Sefgrove Ltd	SE19 1TQ
76	FV373	Day Lewis Pharmacy	SE27 9QY	109	FQN12	Sheel Pharmacy	SE15 3QF
77	FCH16	Dulwich Pharmacy	SE21 8SZ	110	FAK90	Sogim Pharmacy	SE22 8HF
78	FEA03	Duncans Pharmacy	SE10 8JA	111	FG099	Superdrug Stores Plc	BR3 1AY
79	FVQ64	Foster & Sons Chemist	SE22 0RR	112	FEF54	Surdock Pharmacy	SE16 2UN
80	FGR61	Geepharm Chemists	SE10 8PB	113	FAM90	Tesco Instore Pharmacy	SE1 5HG
81	FPC93	Grove Pharmacy	SE7 8UG	114	FEM83	Tesco Instore Pharmacy	SE16 7LL
82	FA819	Hamlet Pharmacy	SE19 2AS	115	FTG39	The Village Pharmacy	SE7 8UG
83	FJ023	Hobbs Pharmacy	SE16 4BN	116	FYA22	United Pharmacy	SE20 7AA
84	FV390	Jamaica Road Pharmacy	SE16 4RT	117	FL803	Well - Mottingham - The Mound	SE9 3AZ
85	FA767	Kamsons Pharmacy	SE20 8QA	118	FDX70	Your Local Boots Pharmacy	BR1 5AB

Figure 20 The territories of pharmacies inside and outside Lewisham that give the shortest journey time by car

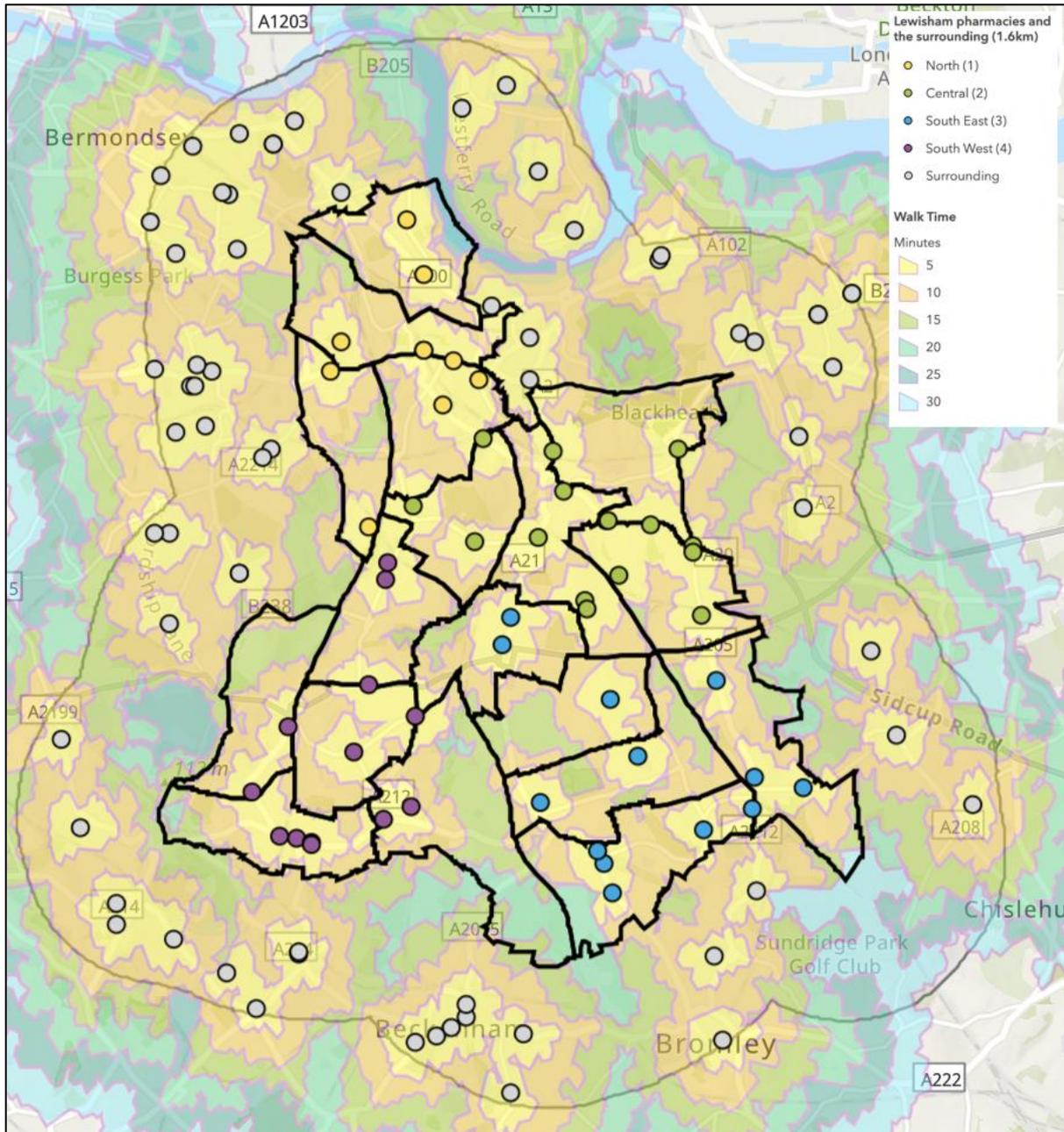
The yellow area shows where in the borough it is quicker to drive to a pharmacy inside the borough rather than outside. This is based on average travel speeds by car.



There are 305,309 Lewisham residents and 100% of them can access to their nearest pharmacy by car in 4 minutes. Of those living in neighbouring areas, 147,931 residents can access their nearest pharmacy in Lewisham by car in 4 minutes.

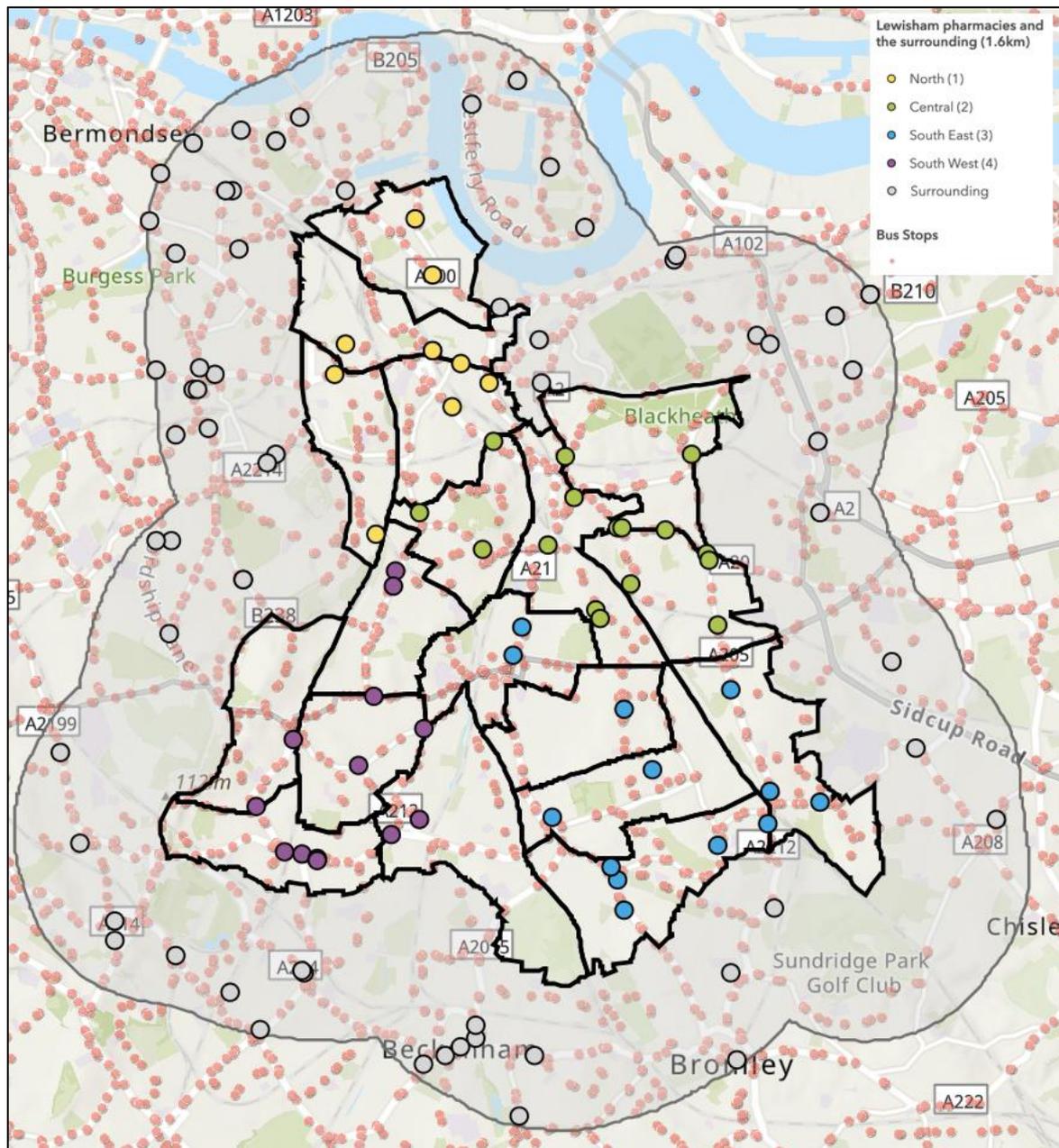
Figure 21 Walk time to nearest pharmacy in Lewisham or surrounding areas (minutes)

Walking Time use a fixed speed of 5 kilometres per hour (3.1 miles per hour) and follow pedestrian walkways as well as designated streets (while ignoring rules that affect automobiles, such as one-way streets).



There are 305,309 Lewisham residents and 68% of them can access to their nearest pharmacy in Lewisham or surrounding areas in 5 minutes by walking, and 94% of them can access to their nearest pharmacy in Lewisham or surrounding areas in 10 minutes by walking. 100% of the Lewisham residents can access to their nearest pharmacy in Lewisham or surrounding areas in 16 minutes by walking. Of those living in neighbouring areas, 35,328 residents can access their nearest pharmacy in Lewisham in 10 minutes by walking.

Figure 22 Bus stops and nearest pharmacy in Lewisham or surrounding areas (1.6 km)



Bus stops are available near to all pharmacies in Lewisham. If a resident wishes to travel by public transport on a weekday afternoon, 71% of total Lewisham residents will be able to reach to the nearest pharmacy in 5 minutes, and 100% will be able to reach in 15 minutes.

6 Other NHS Services

6.1 Other NHS services that may reduce the demand for pharmaceutical services

6.1.1 Hospital pharmacies

There are hospital pharmacies within Lewisham.

6.1.2 GP practices

There are GP practices within Lewisham that prescribe and administer prescription items (personally administration of items).

6.1.3 GP out of hours service

There are GP out of hours service within Lewisham that may give a course of treatment rather than a prescription.

6.1.4 Public health services commissioned by the local authority

There are no public health services commissioned by the local authority that may reduce the demand for pharmaceutical services in Lewisham.

6.1.5 Prison pharmacy services

There are no prison pharmacy services within Lewisham.

6.1.6 Flu vaccination by GP practices

While GP practices provide flu vaccination in Lewisham, pharmacies in Lewisham also provide flu vaccination and it will not necessarily reduce the demand for pharmaceutical services in Lewisham.

6.1.7 Substance misuse services

There are no substance misuse services within Lewisham that are directly commissioned by the CGL (Change Grow Live) Lewisham. There is one substance misuse service provider who has her own prescribing code.

6.2 Other NHS services that may increase the demand for pharmaceutical services

Activity data is not available from all these services. We are therefore not able to analyse whether there is a net increase or decrease in demand for pharmacy services in Lewisham.

6.2.1 GP out of hours services (where a prescription is issued)

There are GP out of hours services within Lewisham where a prescription is issued but do not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.2 Walk-in centres and minor injury units (where a prescription is issued)

There are no walk-in centres and minor injury units within Lewisham.

6.2.3 GP extended access hubs

There are GP extending access hubs within Lewisham where a prescription is issued and needs to be dispensed by the pharmacies.

6.2.4 Public health services commissioned by the local authority

There are currently four public health services commissioned by the local authority that may increase the demand for pharmaceutical services in Lewisham. These services are vitamin D, supervised consumption for opiate substitution therapy, needle exchange, and emergency hormonal contraception. NHS health checks are not currently taking place in pharmacies, but future providers will be working with pharmacies to facilitate this.

6.2.5 Community nursing prescribing

There is community nursing prescribing within Lewisham where a prescription is issued and needs to be dispensed by the pharmacies.

6.2.6 Dental services

There are dental services within Lewisham where a prescription is issued and needs to be dispensed by the pharmacies.

6.2.7 End of life services

There are end of life services within Lewisham where a prescription is issued but not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.8 Services that have been moved into the primary care setting

There are services that have been moved into the primary care setting within Lewisham where a prescription is issued but do not administer prescription items themselves and need to be dispensed by the pharmacies.



7 Stakeholder Engagement

7.1 General stakeholder engagement

7.1.1 Introduction

Pharmacies are an important asset within local communities offering several NHS services. Public health was transferred to local government under the Health and Social Care Act 2012. Therefore, since 2013, local authorities have been responsible to implement the government's strategies for improving the health of their local populations.

7.1.2 Why public engagement and consultation is important?

PHAST was commissioned by the Lewisham council to develop its current PNA and consult and engage with stakeholders. Public involvement in commissioning enables residents to voice their views, needs and wishes, and to contribute to plans, proposals, and decisions about the services available in their local communities. The National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), Integrated Care Board (ICB) and NHSE/I have duties to involve the public in commissioning (under sections 14Z2 and 13Q respectively). The local authorities also have a duty to consult and involve residents in planning and commissioning.

7.2 Outline methodology of stakeholder engagement

7.2.1 Aims

The aims of the consultation and engagement are:

1. To encourage constructive feedback from key professional stakeholders and communities throughout the PNA process. This includes ensuring good stakeholder engagement during the statutory PNA formal consultation, which lasts for a minimum period of 60 days.
2. To ensure a wide range of key public stakeholders offer opinions and views on what is contained within in the draft PNA.

7.2.2 Process

To meet Aim 1 above, PHAST set up a stakeholder advisory group for the PNA to give advice from the start of the process. The Terms of Reference for the PNA stakeholder advisory board is given in



Appendix I – Terms of Reference.

The advisory group identified two separate processes which were needed to satisfy Aim 2 as follows:

- A statutory consultation on the draft PNA as set out in the PNA regulations.
- A wider engagement with local communities and residents to get their views on the services offered by local pharmacies and their experiences of using the pharmacies.

Please see Appendix H – Draft Statutory PNA Consultation Process for details regarding the statutory consultation.

7.3 Pharmacy/Contractor Survey

The Lewisham Pharmacy Contractor Survey was conducted to inform the PNA. The survey was developed and refined to ensure the Public Health lead as well as the LPC lead were all in agreement with its content. It covered the full range of topic areas relating to the development of community pharmacies. The online survey was hosted and managed by the Local Pharmaceutical Committee (LPC) team, with PHAST project manager's support.

All Lewisham pharmacies were invited to take part by way of an invitation letter, which was emailed by the LPC to each pharmacy. The survey was open between beginning of May 2022 – mid-July 2022 and during this period weekly email reminders and phone calls were sent out/made to those who had not responded. The closing date was then extended by three weeks to optimise the response rates. At the time of survey, there were 52 pharmacies in Lewisham. Total of 41 pharmacies completed the survey, giving the overall response rate of 79%. However, 2 pharmacies have skipped more than half of the questions in the survey, and this is noted in the findings below.

The survey findings were as follows (These describe the 41 pharmacies who responded):

Pharmacy details and contact details

- Out of 41 pharmacies that completed the survey, 9 were from North (1), 14 were from Central (2), 9 were from South East (3), and 9 were from South West (4).
- 14 pharmacies reported to be entitled to Pharmacy Access Scheme payments and 31 pharmacies hold a Local Pharmaceutical Services (LPS) contract.

Accessibility/facilities

- All pharmacies reported to have a bus stop within walking distance. The majority of them (34/40) reported to take less than 2 minutes of walking time to the bus stop. All pharmacies were reported to take no more than 5 minutes of walking time to the bus stop.
- The majority of pharmacies (33/41) have a place for parking for disabled customers within 10 metres of their pharmacy (with a blue badge). The majority of pharmacies (32/41) have an entrance suitable for wheelchair access unaided. 40 pharmacies have all areas of the pharmacy floor accessible by wheelchair.



- More than half of pharmacies have large print labels/leaflets (28/41). Just under half of pharmacies have wheelchair ramp access (18/41). Just under a quarter of pharmacies have automatic door assistance (9/41) and bell at front door accessible to a wheelchair user (9/41). Small number of pharmacies have disable toilet facility (4/41), hearing loop (7/41), handrails (4/41), removable ramp (4/41), and internet pharmacy (1/41). Three pharmacies have no other facilities in the pharmacy aimed at helping disabled people accessing their services.
- Just over a third (12/41) have toilets that patients can access for screening or for patients attending for consultations.
- There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability) in Lewisham.

Consultation facilities

- 34 pharmacies have a consultation room including wheelchair access, and 5 pharmacies have a consultation room without. All 39 pharmacies with a consultation room says it is a closed room.
- The majority of pharmacies (28/39) have consultation facilities with seating for 3 people and have a computer terminal (36/39). All 39 pharmacies with consultation facilities have a bench or table and have hand washing facilities either in or close to the consultation area.
- A small number of pharmacies (3/39) have access to an off-site consultation area and just under a half of the pharmacies (16/39) are willing to undertake consultations in patient's home / other suitable site.
- There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability) in Lewisham.

Pharmacist availability

- More than a third of pharmacies (15/39) normally have two or more pharmacists on duty at any time during the week. Most of those pharmacies said it is to give additional support to dispensary in busy periods, to relieve pharmacist for administration work, and to provide support for additional services such as medication review.
- More than half of the pharmacies (27/39) said their pharmacists have special interests. All of these pharmacies said these interests are flu vaccinations and just under half of them said healthy Living Pharmacist, including goal setting, health coaching.

Staff languages spoken

- More than half of pharmacies (33/39) said their regular pharmacists are fluent in a foreign language. Gujarati is the most spoken language by the pharmacists (16/33) and Hindi is the second most spoken (10/33).
- There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with English as second language) in Lewisham.

Services

London Borough of Lewisham

- Almost all pharmacies (38/39) reported to participate in mandatory health campaigns. Most of them participate in winter pressures (stay well this winter), smoking, and obesity.
- More than a third of the pharmacies (24/39) dispense all types of appliances. Five pharmacies do not dispense any appliances.

Advanced services: non-covid

- All pharmacies (39/39) provide the following advanced services: New Medicine Service. Most of pharmacies provide Seasonal Influenza Vaccination Service (35/39) and Community Pharmacist Consultation Service (38/39). More than half of pharmacies provide Hypertension Case-Finding Service (25/39), and about a third of pharmacies provide Stop Smoking Service (14/39).
- Other advanced services that were only provided by a few pharmacies were: Appliance Use Review (4/39), Stoma Appliance Customisation (1/39) and Hepatitis C Antibody Testing Service (1/39). Though many pharmacies intend to begin these advanced services within next 12 months: Appliance Use Review (8/39), Stoma Appliance Customisation (7/39) and Hepatitis C Antibody Testing Service (11/39).
- Please see Table 28 for advanced services offered by localities after including non-responded pharmacies' information. There is only one pharmacy currently providing Hepatitis C Antibody Testing Service, two for Stoma Appliance Customisation and four for Appliance Use Review.
- There are no gaps in the provision of New Medicine Service, Flu Vaccination Service, Community Pharmacist Consultation Service, Hypertension Case-finding and Smoking Cessation Advanced Service across the whole borough.

Enhanced services

- The following enhanced services (general) are currently provided under contract with local NHS England Team: Bank holiday (Christmas and Easter Sunday) service, and Bank holiday (other bank holidays) service.
- Pharmacists were asked whether they would be willing to provide some of the enhanced services (general) in the future. Although there is no pharmacy currently providing Chlamydia Treatment Service under contract with local NHS England Team, more than 70% of the pharmacies responded that they are willing to provide if commissioned (28/39). Other services that a large number of pharmacies stated they would be willing to provide, if commissioned, include Antiviral Distribution Service for Influenza (29/39), Head Lice Eradication (27/39), Not Dispensed Scheme (26/39), Language Access Service (26/39), Chlamydia Testing Service (26/39), Body Weight Assessment (26/39), Alcohol Screening and Brief Intervention (26/39) and Independent Prescribing Service (26/39).
- No enhanced services (Disease Specific Management Service) are currently provided under contract with local NHS England Team. More than 70% of pharmacies states that they are willing to provide all types of Disease Specific Management Service, if commissioned.
- The following enhanced services (vaccination) are currently provided under contract with local NHS England Team: London flu service, and Covid-19 vaccination service. A large number of pharmacists stated they would be willing to

provide, if commissioned, include Childhood vaccinations (27/39) and Hepatitis (at risk workers or patients) vaccinations (28/39).

- There are no gaps in the provision of enhanced services across the whole borough.
- Pharmacies in Lewisham has been adequately responding to the changing needs of the Lewisham community. This is evident in how they are willing to provide most of the enhanced services (general, Disease Specific Management Service, vaccination), if commissioned.

Locally commissioned services

- Some pharmacies provide locally commissioned services under contract with Integrated Care Board (ICB): Minor Ailment Scheme (15/39), Emergency Palliative Care Medicine Service (3/39), and Monitored Dosage System (MDS)/Medication Administration Records (MARS) Service (1/39).
- Some pharmacies provide locally commissioned services under contract with local authority led by public health: Supervised Administration Service (opioid substitution) (13/39), Needle and Syringe Exchange Service (2/39), Emergency Contraception Service (10/39).
- When cross-referenced with ICB's data, 40 pharmacies (40/52) are contracted to provide Minor Ailment Scheme, 5 pharmacies (5/52) are contracted to provide Emergency Palliative Care Medicine Service and 47 pharmacies (47/52) are contracted to provide Monitored Dosage System (MDS)/Medication Administration Records (MARS) Service. Please see Appendix B: Locally Commissioned Services (10.3).
- When cross-referenced with local authority data, 49 pharmacies provide vitamin D service, 30 pharmacies provide supervised consumption for opiate substitution therapy, 8 pharmacies provide needle exchange, 17 pharmacies provide and emergency hormonal contraception. Please see Appendix B: Locally Commissioned Services (10.3).
- There are no gaps in the provision of locally commissioned services across the whole borough.
- Pharmacies in Lewisham has been adequately responding to the changing needs of the Lewisham community. This is evident in how they are willing to provide most of the locally commissioned services, if commissioned.

Non-commissioned services

- Most of pharmacies (33/39) provide collection of prescriptions from GP practices and provide monitored dosage systems (excluding those provided under the Equality Act) free of charge on request (33/39) (commissioned by the Integrated Care Board (ICB)).
- Only a few pharmacies provide monitored dosage systems with charge (self-filled) (8/39).

- Many pharmacies deliver dispensed medicines to vulnerable patient groups (34/39), and deliver dispensed medicines free of charge on request (33/39).
- All wards in Lewisham have at least 5 pharmacies that deliver the dispensed medicines, except Telegraph Hill (2/36).
- There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations in Lewisham.

Diagnostic services

- About one-third of pharmacies provide diagnostic services (13/37). BMI (11/13), Height (10/13) and Waist (7/13) were the most provided diagnostic services.

Covid-19 specific services

- Pandemic delivery service (36/37) and Covid-19 lateral flow device distribution service (37/37) were provided during the Covid-19 pandemic by most pharmacies. However, only one pharmacy (1/37) provided Covid-19 Antiviral treatments to eligible patients such as Molnupiravir.
- Small number of pharmacies stopped offering any services during the Covid-19 pandemic (6/37) mainly due to commissioning being halted in some cases. Blood pressure checks, and NHS Health Checks were some of the services that were stopped.
- The response by community pharmacy teams during the COVID pandemic has been rightly recognised as one of a handful of healthcare professionals that remained open to the general public without any appointments or triage.
- This represented a considerable challenge whilst ensuring the safety of pharmacy teams and the communities they served. Taking the teachings from across the world, pharmacies were adapted to configure infection control within pharmacies for example, one-way systems within the pharmacy, Perspex barriers and alcohol disinfection stations.
- Services commissioned by the ICB were not paused during Covid-19 and pharmacies were commissioned to provide the following additional services during Covid-19: COVID-19 vaccinations, Community Pharmacy Vaccine Champions, and Emergency Palliative Care Medicine Service.
- The Local Pharmaceutical Committee was engaged with commissioners at national, regional and local levels to advise on the pressures that pharmacy teams were under and offering solutions for example, relaxation in regulations to allow pharmacies to close for an hour to allow pharmacy teams to rest and recover. During the pandemic, there was considerable collaboration between commissioners and contractors which led to innovative solutions and services such as the award-winning Community Pharmacy COVID Champion service.
- The pandemic has demonstrated the adaptability of community pharmacy to deliver business as usual and take on other services. The delivery of immunisations has been example which has highlighted the agility of the sector, with a record number of influenza vaccinations being delivered in community pharmacy in the past 2 years.
- Pharmacies remained at the forefront as an accessible healthcare service for patients who could not otherwise access healthcare readily elsewhere. Pharmacies continued to remain open throughout the pandemic and adapted by

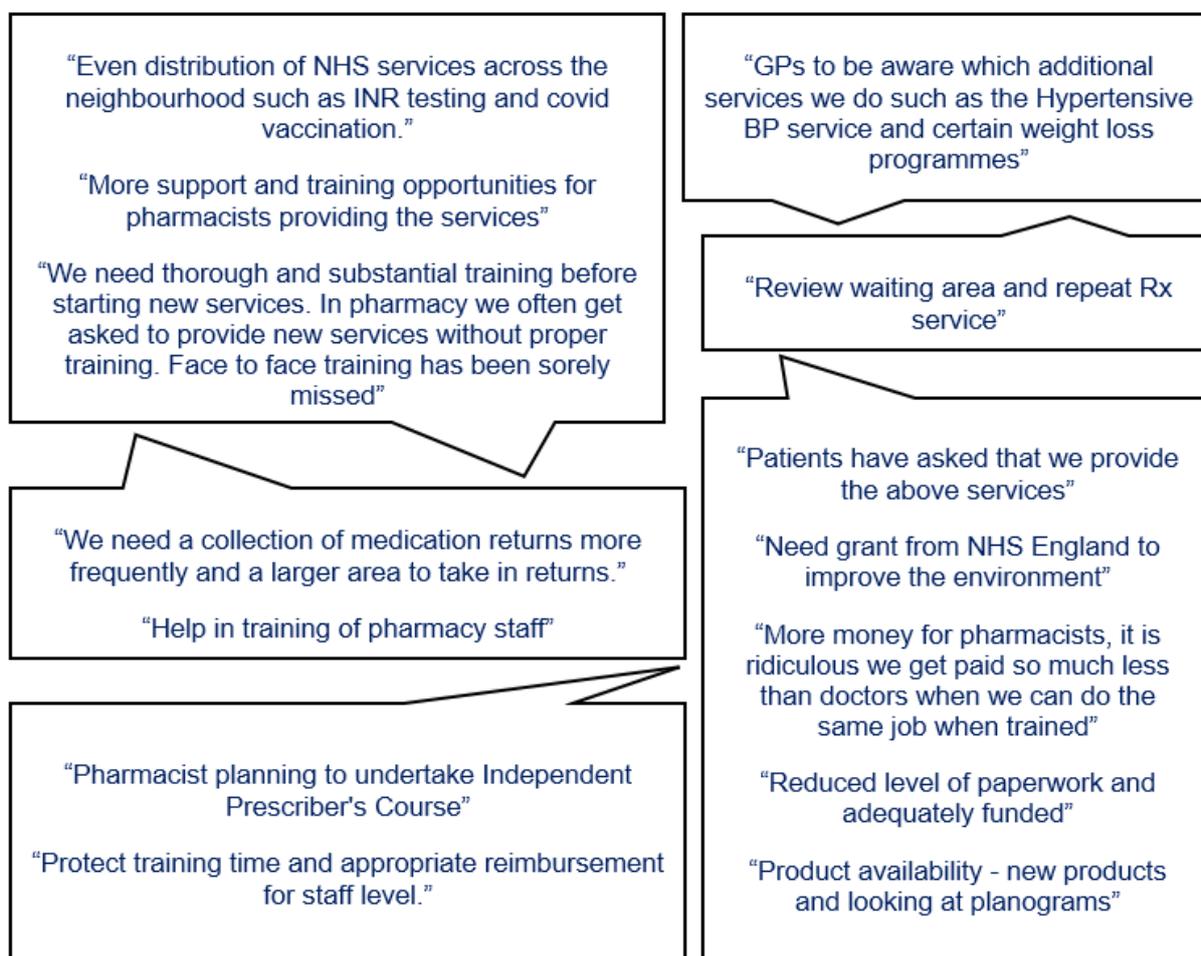
managing patient flow into the pharmacy whilst adhering to social distancing rules as mandated. Pharmacies were able to rapidly stand-up additional services commissioned on request.

- Pharmacies were a vital and integral healthcare provider leading the response to the pandemic.
- However, the pandemic has underlined the need for infrastructure investment in community pharmacy to be able to take the sector to the next level of service delivery.

Information technology

- All pharmacies have computers that can access the internet and a printer that will print A4 size of paper. Almost all pharmacies have good IT facilities for accessing dispensary software, accessing internet while PMR system is running, accessing NHS Summary Care Records.
- All pharmacies have the electronic prescription service and are Release 2 enabled.
- When asked to add any further comments/suggestions pharmacies would like to make to improve pharmacy services, following key comments were made:

Figure 23 Further comments/suggestions by pharmacies





For a detailed review of the survey responses please see



Appendix D – Pharmacy/Contractor PNA Survey.

7.4 Pharmacy Users Views - Community Pharmacy Patient Questionnaire Highlights

The final question in the survey asked the pharmacies the following – “All pharmacies are required to conduct an annual Community Pharmacy Patient Questionnaire (CPPQ). Using the results from your most recent CPPQ please identify the five most frequent requests from patients as either improvements or additions to your services.”

Most of the CPPQ survey were completed between 2020-2022 (26/34), and had 50-150 number of respondents (27/32). For a summary of the key findings from the pharmacies CPPQ results in Lewisham, please see the word cloud on the following page.

Figure 24 CPPQ results (Word Cloud)



7.5 Public Survey: have your say on pharmacy services

The public survey: have your say on pharmacy services in Lewisham was held between beginning of May 2022 – end-June 2022. The design of the public survey was approved by the PNA steering group and made available in accessible formats to optimise responses from those people living in Lewisham with protected characteristics that were related to ability to read and complete surveys. Consultation hub Lewisham - Citizen Space was used to collect responses.

Details about the public survey results are described in Appendix E – Public PNA Survey. Overall, 129 participants completed the survey, and more than 98% were Lewisham residents. Most of the respondents were from SE6 (postcode) or SE13. Majority of the respondents were female (78%) and age group of 45-74 (66%). About 59% of the respondents identified themselves as White British. Around 31% of the respondents consider themselves to have a disability and Hidden disability: Diabetes was declared from 64% of the respondents who said to have a disability.

The survey findings were as follows:

- The majority (95%) of the respondents use a pharmacy in Lewisham. Using a pharmacy one a month was the most common usage by the respondents (50%).
- Most of the respondents said they use the local pharmacy to collect prescribed medication (97%). Many used their local pharmacy for advice (33%) and to buy medication that doesn't need a prescription (over the counter medicines) (58%).
- More than half of the respondents use the same pharmacy on a regular basis (73%).
- More than half of the respondents usually walk to their pharmacy (78%), and it takes no more than 10 minutes (66%).
- A quarter of the respondents said there is a more convenient or closer pharmacy that they do not use (33%).
- For weekdays, mornings (36%) and afternoon (31%) were the most convenient time for respondents to access as pharmacy.
- For Saturday, mornings (63%) and afternoon (28%) were the most convenient time for respondents to access as pharmacy.
- For Sunday, mornings (47%) and afternoon (27%) were the most convenient time for respondents to access as pharmacy.
- Collecting prescriptions (91%) or repeat prescriptions (93%), buying over the counter medicines (93%) and advice from your pharmacist (91%) were the most selected services that the respondents have used from the pharmacy.
- Most of the respondents wanted to have different public health and/or clinical services offered by the pharmacy, however, services that were not sure or not wanted by the majority of respondents were needle exchange (no: 18%, don't know: 51%), stopping smoking/nicotine replacement therapy (no: 24%, don't know: 35%) and supervised consumption of methadone and buprenorphine (no: 22%, don't know: 46%).
- Majority of the respondents were satisfied or very satisfied with the opening times (79%), consultation rooms (42%), and medicines review and advice (47%).

When we asked the respondents of the public survey if they have any other comments, they wished to make about any other service provision, many commented: Often doesn't have the medicine I need, dispensing medicines can be slow, and customer service can be improved.

Figure 25 Feedback: Any other comments you wish to make about any other service provision?



When we asked the respondents of the public survey how could we make better use of pharmacies in Lewisham as a local health resource, many comments proposed: better promotion of services that pharmacies offer, provide vaccination services, and offer training to pharmacies to improve their provision of services.

Figure 26 Feedback: How could we make better use of pharmacies in Lewisham as a local health resource?



When we asked the respondents of the public survey how new services would you like pharmacies in Lewisham to provide in the future, many comments proposed: health advice (face to face consultation and/or virtual), vaccinations services, more health checks/tests to be available, and better access (opening hours, parking spaces etc).

Figure 27 Feedback: What new services would you like pharmacies in Lewisham to provide in the future?



When we asked the respondents of the public survey how their use of their pharmacy has changed since the Covid-19 pandemic, many commented: visited to collect Covid-19 tests and advice, used online pharmacy methods or increased reliance on home delivery, used masks or other protections when using the pharmacy. Many also commented that there was no or very little change.

Figure 28 Feedback: Please tell us how your use of your pharmacy has changed since the Covid-19 pandemic.



7.6 Meeting the needs of specific populations within society

The overall intention of a PNA is to assess current access to pharmacy services and identify any service areas that may need improving – this outcome should impact disadvantaged groups in a positive manner. The PNA is expected to have a positive impact on protected groups as it seeks to highlight service gaps and encourage better provision of pharmaceutical services. The PNA is unlikely to have a high differential impact on any particular group with relevant protected characteristics, which include age, disability, sex, gender identity, race, sexual orientation and disability.

Age:

Age has an influence on which medicine and method of delivery is prescribed. Older people have a higher prevalence of illness and take many medicines. The medicines management of older people is complicated by multiple disease, complex medication regimes and the aging process affecting the body's capacity to metabolise and eliminate medicines from it. Younger people, similarly, have different abilities to metabolise and eliminate medicines from their bodies. The PNA can provide how pharmacies are supporting the safe use of medicines for children and older people, as well as optimisation of the use of medicines, support with ordering, re-ordering medicines, home delivery to the housebound and appropriate provision of multi-compartment compliance aids and other interventions such as reminder charts to help people to take their medicines.

Disability:

Where the patient is assessed as having a long term physical or mental impairment that affects their ability to carry out everyday activities, such as managing their medication, the pharmacy contract includes funding for reasonable adjustments to the packaging or instructions that will support them in self-care. The PNA can provide information and identify issues around access to pharmacy services and types of services provided and how they are complying with the Equality Act 2010. The PNA specifically addresses access to pharmacies for individuals with physical /sensory disabilities. Pharmacies that do not offer disabled access will be identified.

Gender and gender identity:

Pharmacies can provide specific conception or contraception related services to women. Men are less likely to access healthcare services. The PNA can provide information and identify issues around access to pharmacy services and types of services provided by gender. Pharmacies can provide necessary medicines and advice on adherence and side effects related to gender reassignment. The PNA can provide information and identify issues around access to pharmacy services and types of services provided related to gender reassignment.

Race, ethnicity and nationality:

Language can be a barrier to delivering effective advice on medicines, health promotion and public health interventions. The PNA can provide information and identify issues around access to pharmacy services and types of services provided



to accommodate different language needs. The survey specifically addresses the languages offered by pharmacy staff.

Religion or belief:

Pharmacies can provide advice to specific religious groups on medicines derived from animal sources and taking medicine during periods of fasting. The PNA can provide information and identify issues around access to pharmacy services and types of services provided by religion or belief.

Pregnancy and maternity:

Pharmacies sell pregnancy tests and can provide advice to pregnant mothers on medicines and self-care. They have the expertise on advising which medicines are safe for use in pregnancy and during breast feeding. The PNA report can provide information and identify issues around access to pharmacy services and types of services provided in regard to pregnancy and maternity.

Sexual orientation:

Access to private consultation rooms is a factor that is considered important in respect of this protected characteristic. The PNA specifically addresses confidentiality and addresses whether the pharmacy has a room where individuals can have a confidential discussion with the pharmacist. The PNA report will provide information and address access to confidential pharmacy services.

8 Conclusions

The Lewisham HWB has updated the information in relation to pharmacy services in its borough as well as information regarding changes in pharmacy services. In addition, the HWB has reviewed the current health needs of its population in relation to the number and distribution of the current pharmacies in the borough and those pharmacies in neighbouring boroughs adjoining the borough of Lewisham. The PNA is required to clearly state what is considered to constitute necessary services as required by paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, necessary services are defined as essential services. The advanced, enhanced and locally commissioned services are considered relevant services as they contribute towards improvement in provision and access to pharmaceutical services.

When assessing the provision of necessary services in Lewisham, the following have been considered:

- The maps showing the location of pharmacies within Lewisham and the Index of Multiple Deprivation
- The number, distribution and opening times of pharmacies within Lewisham
- Pharmacy locations across the border
- Population density in Lewisham
- Projected population growth
- The ethnicity of the population
- Neighbourhood deprivation in Lewisham
- Location of GP practices
- Location of NHS Dental contractors
- Results of the public questionnaire
- Proposed new housing developments

Based on the latest information on the projected changes in population of the HWB area within its geographical area over the next three years, alongside the latest information regarding building plans and expected additional population increases during this time, the HWB has concluded that the current pharmacy services are adequate and have a good geographical spread, particularly covering those areas of higher population density.

The detailed conclusions are as follows (key types of pharmacy services are specifically detailed below).

8.1 Necessary Services (Essential Services)

- No gaps have been identified in necessary services (essential services) that if provided either now or over the next three years would secure improvements, or better access, to essential services across the whole borough.
- There is no gap in the provision of necessary services (essential services) during normal working hours across the whole borough.
- There are no gaps in the provision of necessary services (essential services) outside of normal working hours across the whole borough.

8.2 Advanced Services

- Only a few pharmacies reported they were providing Stoma Appliance Customisation, Appliance Use Review and Hepatitis C Antibody Testing Service, this could be seen as a gap in Advanced services; however, 7 pharmacies in Lewisham stated they intend to provide Stoma Appliance Customisation within the next 12 months. If in 12 months there are 7 pharmacies providing this service in Lewisham, there will be no gaps in the provision of advanced services over the next three years that would secure improvement or better access to advanced services across the whole borough.
- There are no gaps in the provision of other advanced services across the whole borough.

8.3 Enhanced Services

- No gaps have been identified that if provided either now or in the future would secure improvements, or better access to enhanced services (relevant services) across the whole borough.
- There are no gaps in the provision of enhanced services across the whole borough.

8.4 Locally Commissioned Services

The conclusions reached in this PNA report include assessments that have addressed relevant protected characteristics of groups living in the borough localities in relation to access to pharmacies. The assessments show no evidence of any overall differences between or within the localities in Lewisham.

- There are no gaps in the provision of locally commissioned services (relevant services) at present or over the next three years that would secure improvement or better access to locally commissioned services across the whole borough.
- There are no gaps in the provision of locally commissioned services across the whole borough.

- Pharmacies in Lewisham has been adequately responding to the changing needs of the Lewisham community. This is evident in how they responded during the Covid-19 pandemic and how they are willing to provide most of the enhanced and locally commissioned services, if commissioned. In addition, there is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability, do not speak English as their first language, need further support to pick up prescriptions from the GP surgeries) in Lewisham.
- There are three 100-hour community pharmacies in the borough (5.8% of the total), higher than the figure for London (5.6%), but lower than England (9.4%). There is one 100-hour pharmacist in the North area and two 100-hour pharmacists in the Central area. There are no 100-hour community pharmacies in the south-east or south-west areas. It is recommended that these areas should be kept under close review.
- The opening hours of pharmacies on Sundays is low especially in the south-east and south-west areas. It is recommended that these areas should be kept under close review.

The conclusions reached in this PNA report include assessments that have addressed protected characteristics of groups living in the borough localities in relation to access to pharmacies. The assessments show no evidence of any overall differences between or within the localities in Lewisham.

- Based on the review of building plans and population projections, there may be a need to review the level of pharmacy services in specific places in the borough in the period up to 2025.
- The population growth is expected to increase within Lewisham and planned housing is expected to meet this demand, the timing of the planning permission may be outside the scope of this PNA. Notwithstanding that, the PNA has demonstrated that there is sufficient capacity within Lewisham pharmacies to absorb this expected growth. Lewisham HWB will monitor pharmacy service provision in the areas of development and expected population growth.
- Regular reviews of all the above services are recommended in order to establish if in the future whether changes in these services will secure improvement or better access to pharmacies across the whole borough.
- Whether there is sufficient choice of pharmacy in Lewisham has been reviewed, it was decided there was sufficient choice of pharmacy in Lewisham. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.
- Lewisham recognises that there may continue to be developments in pharmacy provision that is different from the high street pharmacies, for example, online prescriptions or pharmacists working more closely with primary care.



Key to Services

Necessary services (essential services) are commissioned by NHS England and are provided by all pharmacy contractors. These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles, Discharge Medicines Service (DMS) and support for self-care. Distance-selling pharmacy contractors cannot provide essential services face to face at their premises.

Advanced services (relevant services) are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met. These services include Appliance Use Review (AUR), New Medicine Service (NMS), Stoma Appliance Customisation (SAC), Flu Vaccination Service, Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding and Smoking Cessation Advanced Service.

Enhanced services (relevant services) commissioned by NHS England are pharmaceutical services, such as London flu service, Bank holiday service – Christmas and Easter Sunday, Bank holiday service – other bank holidays, Covid-19 vaccination service.

Locally commissioned services (relevant services) are commissioned by local authorities led by public health and Integrated Care Board (ICB) (formally a Clinical Commissioning Group (CCG)) in response to the needs of the local population.



9 Appendix A – PNA Formal Consultation Methodology

9.1 Lewisham PNA Formal Consultation methodology

A formal consultation and a wider resident survey on local pharmacies was conducted between 30th August and 15th November 2022. A letter (Figure 29) for the formal consultation was sent to stakeholders

The PNA formal consultation process including the formal consultation questionnaire was approved by the PNA steering group. Consultation hub Lewisham - Citizen Space Survey was used to collect responses.

The Formal Consultation questionnaire are provided below (9.2).

The draft PNA documents were uploaded on the local authority website with the Citizen Space Survey links.

- **A PNA executive summary and conclusion (short version) was produced in addition to the draft PNA report.**
- **The communications team at the borough sent out communications about the consultation and survey through their normal channels.**
- **The communications plan for the consultation and survey is provided in Table 18 and Table 19 respectively.**

9.2 Summary Lewisham Formal Consultation findings

- 2 individuals (one on behalf of an organisation) responded to the formal Lewisham PNA consultation.
- As there were only two respondents, responses were not reflective of Lewisham population structure and localities.
- All respondents mostly agreed with the final recommendations of the PNA.
- All respondents stated that the document clearly explains the purpose of the PNA.
- One respondent thought all the right methods have been used to create the PNA. One respondent stated that the methods are not quite right.
- One respondent stated that overall, the PNA shows a good understanding of the health and wellbeing needs of people in Lewisham and its localities. One respondent stated it does not.
- All respondents stated that the PNA accurately describes community pharmacies as they exist at present in Lewisham.
- One respondent stated that overall, the PNA does not give an accurate description of possible gaps in pharmaceutical services that might exist up to March 2025, due to a growing population and new housing developments.
- One respondent stated that overall, the PNA shows a good understanding of other relevant issues and challenges which people in Lewisham might face in using a community pharmacy. One respondent stated it does not.
- One respondent said overall the PNA gives sufficient information for the NHS, Local Authority, and other organisations use the PNA to commission to make their commissioning decisions for the next three years.



9.3 Lewisham Formal Consultation Questionnaire

1. Please select the most relevant description of yourself from this list: (Select all of your choices)

- Member of the public who is resident in Lewisham
- Member of the public who works in Lewisham
- Member of the Lewisham Council Employee
- A healthcare or social care professional
- Councillor
- Pharmacist/Other Pharmacy staff
- GP
- Primary Care Nurse/Other Nurse
- Hospital Manager/Hospital Staff
- Ambulance Service
- Other NHS Professional Other Care Professional
- Business/organisation
- Voluntary or community sector organisation
- Other – please state

2. If responding on behalf of a business or organisation, please tell us its name (please write in box below)

3. To help us locate the area that your comments make reference to, please provide us with the first half of your postcode? Eg CR0

4. Has the purpose of the pharmaceutical needs assessment been explained?

- Yes
- Partly
- No
- Don't know

5. Please explain your answer: (please write in box below)



6. How much do you think we have used or not used the right methods to create the PNA? (Tick any one option)

- Yes, I think all the right methods have been used
- No, I think many of the methods are not quite right
- I don't know/I am not sure about this

7. Please tell us what we have got wrong in our methods or which better methods we could have used.

8. Please indicate if you think that the PNA shows a good understanding or not of the health and well-being needs of people in Lewisham and its localities. (Tick any one option)

- Yes, I think overall the PNA shows a good understanding of this
- No, I think much of the PNA does not show a good understanding of this
- I don't know/I am not sure about this

9. Please tell us what we have missed out or misunderstood.

10. How much do you think the PNA accurately or inaccurately describes community pharmaceutical services as they exist at present within Lewisham? (Tick any one option)

- Yes, I think overall the PNA gives an accurate description of this
- No, I think much of the PNA does not give an accurate description of this
- I don't know/I am not sure about this

11. Please tell us what we have got wrong. Also please tell us if there is a service or aspect of a service we have overlooked.

12. How much do you think the PNA accurately or inaccurately identifies any possible gaps in pharmaceutical services that might exist up to March 2025, due to a growing population and new housing developments, for example? (Tick any one option)

- Yes, I think overall the PNA gives an accurate description of possible gaps
- No, I think much of the PNA does not give an accurate description of possible gaps



I don't know/I am not sure about this

13. Please tell us what we have got wrong or anything we have missed. Please let us know if there is a local area or service need we have overlooked.

14. Do you consider that the PNA properly highlights other relevant issues and challenges which people in Lewisham might face in using a community pharmacy? (These could include mobility issues, access to public transport, difficulties in walking through a neighbourhood, difficulties in crossing a road, language issues, problems with hearing, problems with sight, problems with communication.) (Tick any one option)

Yes, I think overall the PNA shows a good understanding of these

No, I think much of the PNA does not show a good understanding of these

I don't know/I am not sure about this

15. Please tell us what we have missed out or misunderstood.

16. Lewisham Clinical Commissioning Group (CCCG) and Lewisham Public Health Team and similar bodies also commission (pay for) special services in pharmacies (e.g. stop-smoking services, help with minor health problems, emergency contraception). Do you think the PNA gives these bodies the right information or not to make these commissioning decisions for the next three years? (Tick any one option)

Yes, I think overall the PNA gives sufficient information for this

No, I think much of the PNA does not give sufficient information for this

I don't know/I am not sure about this

17. Please tell us what we have missed out or misunderstood.

18. How much do you agree or disagree with the final recommendations of the PNA? (Tick any one option)

Strongly agree. I think overall the PNA gets these right

Mostly agree. I think mostly the PNA gets these right

Neither agree nor disagree



Mostly disagree. I think the PNA gets most of these wrong
I don't know/I am not sure about this

19. Please tell us where we have got something wrong or missed something out.

20. Please give any other comments you may have here (please write in box below)

Equalities Monitoring

To ensure that the survey is representative of the population of the borough, please help us by filling in the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

1. What is your gender? (Please select only one option)

Male

Female

Non-binary

Prefer not to say

Other (prefer to self-describe)

2. Is your gender identity the same as the sex you were assigned at birth? (Please select only one option)

Yes

No

Prefer not to say

3. How would you define your sexual orientation? (Please select only one option)

Bi/bisexual

Heterosexual/straight

Homosexual/gay/lesbian

Prefer not to say

Other

4. What age group are you in? (Please select only one option)



Under 16
16-24 years
25-34 years
35-44 years
45-54 years
55-64 years
65-74 years
74-85 years
85 years or over
Prefer not to say

5. What is your ethnic group? (Please select only one option)

Arab
Arab British
Asian Bangladeshi
Asian British
Asian Chinese
Asian Indian
Asian Pakistani
Any other Asian background
Black African
Black British
Black Caribbean
Any other Black/African/ Caribbean Black background
Gypsy/Traveller
White and Asian
White and Black African
White and Black Caribbean
Any other mixed background
White British
White Irish
Any other White background



Other
Prefer not to say

6. Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

Yes (please answer Q7)

No

Prefer not to say

Other

7. If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services.

Visually impaired

Hearing impaired

Mobility disability

Communication difficulty

Hidden disability: autism spectrum disorder (ASD)

Hidden disability: attention deficit hyperactivity disorder (ADHD)

Hidden disability: Asthma

Hidden disability: Epilepsy

Hidden disability: Diabetes

Hidden disability: Sickle cell

Prefer not to say

Other (please specify)



Figure 29 Copy of the Lewisham PNA Formal Consultation letter

We are writing to you as you are listed as an important PNA consultee. We would like to invite you to provide your views on the draft Lewisham Pharmaceutical Needs Assessment that is due for publication 2022.

The purpose of the Pharmaceutical Needs Assessment is to plan for the commissioning of pharmaceutical services and to support the decision-making process in relation to new applications of change of premises of pharmacies. It is a statutory requirement for a Pharmaceutical Needs Assessment to be developed and published every three years by each area covered by a Health and Wellbeing Board.

Lewisham Council has used this electronic method of consultation to reduce the amount of paper sent out and limit the environmental impact. The draft PNA is available on the Lewisham consultation website with an online survey to collect your response. The link for the draft PNA Report (high resolution) and Survey is <https://consultation.lewisham.gov.uk/community-services/lewishampna/>

We also attach low resolution PNA Executive Summary and Full Reports for your convenience. Please share your views by completing the brief consultation questionnaire available on this link. [Online Consultation Brief Survey](#)

Please note the consultation is open from 30 August to 28 October 2022.

All feedback will be considered, and the Steering Group will advise the Health and Wellbeing Board as to which sections of the Lewisham Pharmaceutical Needs Assessment need amending so that it will be ready for final publication from 4th of November 2022.

Best wishes,

Catherine Mbema
Director of Public Health, Lewisham Council



Lewisham PNA
Consul...es.pdf



Lewisham PNA
Consul...es.pdf

Table 18 Lewisham Joint Communications Action Plan

Stakeholders	Channel	Description	Responsible lead	Date	Complete
Local Area HWB	The Board Secretary	Board paper with draft report attached Board members and email link to consultation or collective feedback through secretary	Trish Duffy	01/09/2022	Yes
Neighbouring HWB	The Board Secretary	Email with PDF report and link to consultation	Trish Duffy	01/09/2022	Yes
Local Pharmaceutical Committee	The Secretary	Email with PDF report and link to Joint consultation	Raj Matharu	01/09/2022	Yes
Integrated Care Board (ICB)	ICB secretary	Email with PDF report and link to Joint consultation	Erfan Kidia	01/09/2022	Yes
Local Pharmacists	LPC	Email with PDF report and link to consultation	Raj Matharu	01/09/2022	Yes
Local Medical Committee	LMC Secretary	Email with PDF report and link to Joint consultation	Simon Parton	01/09/2022	Yes
GP practices	Practice manager	Email with PDF report and link to consultation	Simon Parton	01/09/2022	Yes



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Acute Trusts	Chief Pharmacist and Chief Executive	Mail with PDF report and link to Joint consultation	Erfan Kidia	01/09/2022	Yes
Local HealthWatch	HealthWatch Rep on MASG	Mail with PDF report and link to consultation Presentation if asked at a HealthWatch Board meeting	Marzena Zoladz	01/09/2022	Yes
Patient Groups	HealthWatch	Mail with PDF and link to consultation	Marzena Zoladz	01/09/2022	Yes
NHSE Area Team	NHSE lead for area	Mail with PDF and link to consultation	Sally-Anne Kays	01/09/2022	Yes
South East London ICB	Board Secretary	Mail with PDF and link to Joint consultation	Erfan Kidia	01/09/2022	Yes



Table 19 Wider Engagement and Consultation starting 30/08/2022

Who will we engage?	How will we engage?	Who will be lead the engagement	How will we collect feedback
Patient and community groups	Through HealthWatch we will send out easy read summary and Consultation hub Lewisham - Citizen Space Survey link. We will use a standard Slide deck for presentation at Forums when requested and appropriate.	HealthWatch	Through Consultation hub Lewisham - Citizen Space Survey link We will make PDF of questionnaire available but the data will need to be entered in Consultation hub Lewisham - Citizen Space Survey link by the organiser
Resident population	Through the LA consultation channel <ul style="list-style-type: none"> • Advert on Council Website • Resident Bulletin • Libraries • Screens • Social Media 	LA communication lead	Through Consultation hub Lewisham - Citizen Space Survey link
Registered population	Through Integrated Care Board (ICB) consultation channel <ul style="list-style-type: none"> • Advert on Council Website • GP screens • Social Media 	LA communication lead	Through Consultation hub Lewisham - Citizen Space Survey link
Voluntary and community sector	Any stakeholder groups	LA communication and Integrated Care Board (ICB) lead	Through Consultation hub Lewisham - Citizen Space Survey link



9.4 Lewisham Formal Consultation log of responses

- 2 individuals (one on behalf of an organisation) responded to the formal Lewisham PNA consultation.

Table 20 London Borough of Lewisham PNA Consultation Log 2022

Please select the most relevant description of yourself from this list (you can select more than one). (N=2)	N
Member of the public who is resident in Lewisham	1
Member of the public who works in Lewisham	0
Lewisham Council employee	0
A healthcare or social care professional	0
Councillor	0
Pharmacist/other pharmacy staff	0
GP	1
Primary care nurse/other nurse	0
Hospital manager/hospital staff	0
Ambulance service	0
Other NHS professional/other care professional	0
Business/organisation	0
Voluntary or community sector organisation	1
Other (please specify)	0
How much do you agree or disagree with the final recommendations of the PNA? (N=2)	N
Strongly agree. I think overall the PNA gets these right	0
Mostly agree. I think mostly the PNA gets these right	2
Neither agree nor disagree	0
Mostly disagree. I think the PNA gets most of these wrong	0
Strongly disagree. I think the PNA gets all of these wrong	0
I don't know/I am not sure about this	0



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Please tell us where we have got something wrong or missed something out.	Ref
See below comments.	1
To help us locate the area that your comments make reference to, please provide us with the first three digits of your postcode, eg. CR0 (N=2)	N
SE14	1
SE13	1
In your opinion, does the document clearly explain the purpose of the pharmaceutical needs assessment (PNA)? (N=2)	N
Yes	2
Partly	0
No	0
Don't know	0
Please explain your answer.	Ref
I understood the purpose of the PNA.	1
How much do you think we have used or not used the right methods to create the PNA? (N=2)	N
Yes, I think all the right methods have been used	1
No, I think many of the methods are not quite right	1
I don't know/I am not sure about this	0
Please tell us what we have got wrong in our methods or which better methods we could have used.	Ref
The area of concern is Lewisham but Lewisham is surrounded by other boroughs and people cross boundaries for services so some attention should be given to service provision within, say, a 10-minute walk of a boundary. This would give a better, more complete, view of how Lewisham people access services. Also, given the nature of community-based provision I do not think that enough thought has been given to the impact of internet service delivery on the business aspect of local provision. If the business model is undermined by internet service, then local provision will decline along with the community service built into the model.	1
Please indicate if you think that the PNA shows a good understanding or not of the health and wellbeing needs of people in Lewisham and its localities. (N=2)	N



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Yes, I think overall the PNA shows a good understanding of this	1
No, I think much of the PNA does not show a good understanding of this	1
I don't know/I am not sure about this	0
Please tell us what we have missed out or misunderstood.	Ref
See the first part of the note above.	1
How much do you think the PNA accurately or inaccurately describes community pharmacies as they exist at present within Lewisham? (N=2)	N
Yes, I think overall the PNA gives an accurate description of this	2
No, I think much of the PNA does not give an accurate description of this	0
I don't know/I am not sure about this	0
Please tell us what we have got wrong. Also please tell us if there is a service or aspect of a service we have overlooked.	Ref
How much do you think the PNA accurately or inaccurately identifies any possible gaps in pharmaceutical services that might exist up to March 2025, due to a growing population and new housing developments, for example? (N=1, 1 skipped)	N
Yes, I think overall the PNA gives an accurate description of possible gaps	0
No, I think much of the PNA does not give an accurate description of possible gaps	1
I don't know/I am not sure about this	0
Please tell us what we have got wrong or anything we have missed. Please let us know if there is a local area or service need we have overlooked.	Ref
The expansion of the role into a more clinically oriented primary care health provider needs more support and experience base. Wide gap between academic attainment and practical application.	1
Vaccination service will grow and pharmacies have a crucial role in delivery. More attention needs to be given to this aspect of service and how it can be delivered safely and effectively.	2



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Do you consider that the PNA shows a good understanding or not of other relevant issues and challenges which people in Lewisham might face in using a community pharmacy? (These could include mobility issues, access to public transport, difficulties in walking through a neighbourhood, difficulties in crossing a road, language issues, problems with hearing, problems with sight, problems with communication.) (N=2)	N
Yes, I think overall the PNA shows a good understanding of these	1
No, I think much of the PNA does not show a good understanding of these	1
I don't know/I am not sure about this	0
Please tell us what we have missed out or misunderstood.	Ref
An aging population requires more mobility to access service and Lewisham Council is "anti car" so part of the possible method of access is taken away which will not only isolate part of the population but make access to services such as these more difficult.	1
The NHS, Local Authority, and other organisations use the PNA to commission (decide what is needed and to purchase) special services in pharmacies (e.g. Emergency Supply Service, Chlamydia Testing Service). Do you think the PNA gives these organisations the information they need to make their commissioning decisions for the next three years? (N=1, 1 skipped)	N
Yes, I think overall the PNA gives sufficient information for this	1
No, I think much of the PNA does not give sufficient information for this	0
I don't know/I am not sure about this	0
Please tell us what we have missed out or misunderstood.	Ref
Unfortunately, chlamydia testing gets seen as a "sexual health screen" which obviously it is not	1
Please give any other comments you may have here (please write in box below).	Ref
Great Initiative ---obvious concerns about capacity and the continued need to 'refer back to gp ' any chance of a dedicated physician support to deal with the clinical complexities that arise ?	1
Equality Monitoring	
How would you describe your gender identity? (Please select only one option) (N=2)	N
Male	1



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Female	1
Non-binary	0
Prefer not to say	0
Other (prefer to self describe)	0
Does your gender identity align with the sex assigned to you at birth? (Please select only one option) (N=2)	N
Yes	2
No	0
Prefer not to say	0
How would you define your sexual orientation? (please select only one option) (N=2)	N
Bi/bisexual	0
Heterosexual/straight	1
Homosexual/gay/lesbian	0
Prefer not to say	1
Other (please specify if you wish)	0
What age group are you in? (please select only one option) (N=2)	N
Under 16	0
16-24 years	0
25-34 years	0
35-44 years	0
45-54 years	0
55-64 years	1
65-74 years	0
75-84 years	1
85 years or over	0
Prefer not to say	0



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What is your ethnic group? Ethnic origin: Relates to a sense of identity/belonging on the basis of race/culture, not place of birth or citizenship. (please select only one option) (N=2)	N
Arab	0
Arab British	0
Asian Bangladeshi	0
Asian British	0
Asian Chinese	0
Asian Indian	0
Asian Pakistani	0
Any other Asian background	0
Black African	0
Black British	0
Black Caribbean	0
Any other Black/African/ Caribbean Black background	0
Gypsy/Traveller	0
White and Asian	0
White and Black African	0
White and Black Caribbean	0
Any other mixed background	0
White British	1
White Irish	0
Any other White background	1
Prefer not to say	0
Other (please specify if you wish)	0
Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. (N=2)	N



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Yes (please answer next question)	1
No	1
Prefer not to say	0
Other (please specify)	0
If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services.	N
Visually impaired	0
Hearing impaired	0
Mobility disability	1
Communication difficulty	0
Hidden disability: Autism Spectrum Disorder (ASD)	0
Hidden disability: Attention Deficit Hyperactivity Disorder (ADHD)	0
Hidden disability: Asthma	0
Hidden disability: Epilepsy	0
Hidden disability: Diabetes	0
Hidden disability: Sickle cell	0
Prefer not to say	0
Other (please specify)	0

Table 21 Detailed NHSE Responses

Ref	NHSE comment	Steering group's decision	Report amended/resolution
1	One pharmacy has changed ownership and the details should be updated. FFE99 Brownes is now FVQ67 Thames View Health, the opening hours are the same.	Put a statement in the list of pharmacies/map.	Amended.
2	A number of pharmacies have recently amended their opening hours as detailed below; some are due to change in November, these should be updated in the PNA or consider if a supplementary statement is needed.	Reflect the changes and amend the list. Put a statement in the list of pharmacies/map that these pharmacies have recently amended/will amend their opening hours.	Amended.
3	There are also pharmacy hours that are different to those that we have listed, this is probably as the pharmacy has amended hours and has not notified us of any changes. Those listed below are the "official" hours for these pharmacies. Pharmacies should notify us if their supplementary hours have changed.	Put a statement that opening hours reported in the contractor survey was used as it is the latest data. Put a statement to inform pharmacies that any changes to opening hours should be notified to the NHSE.	Amended.
4	Page 52, the PNA notes that there is a bank holiday service but mentions only the Christmas and Easter Sunday service. There are currently 2 bank holiday services, one for Christmas and Easter Sunday and one for other bank holidays.	Clarify and put two bank holiday services in	Amended.

		enhanced services list.	
5	The HWBB to consider what it wishes to do regarding the differences in hours as noted above. Some of the pharmacies have recently amended opening hours but there is a large number that are showing different hours to that which are the official hours. These all appear to be supplementary hours and should be notified to NHS England to be updated. With the differences in hours the HWBB should consider if this makes any differences to any of the statements that they have made concerning services.	Put a statement that opening hours reported in the contractor survey was used as it is the latest data. Put a statement to inform pharmacies that any changes to opening hours should be notified to the NHSE.	Amended.
6	The PNA lists all of the services commissioned at Advanced, Enhanced or Locally Commissioned but does not appear to have an individual assessment of these within the PNA. There is also at least one service listed as locally commissioned that is an NHS England service. Please can these be checked.	Check the list with ICB and Public Health, as well as NHSE.	Amended.
7	There are a number of areas above that do not appear to have any information identified in the PNA. The HWBB is asked to check to ensure that there is nothing further that could be added in the PNA to cover these areas. <ul style="list-style-type: none"> - Schedule 1, paragraph 3 – other relevant services: current provision : (c) in or outside the area of the HWB and, whilst not being services of the types described in sub-paragraph (a) or (b), or paragraph 1, they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area. - What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves? 	Consult Primary care team, public health and ICB and add any planning information in the report and review the conclusion.	Amended.

	<ul style="list-style-type: none"> - Is there a need for specialist or other services, which would improve the provision of, or access to, services such as for specific populations or vulnerable groups? - Are there known firm plans for changes in the number and/or sources of prescriptions i.e. changes in providers of primary medical services, or the appointment of additional providers of primary medical services in the area? - Are there known firm plans for developments which would change the pattern of local social traffic and therefore access to services, i.e. shopping centres or significant shopping developments whether these are in town, on the edge of town or out of town developments? - Are there plans for the development of NHS services? - Are there plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks? - Are there plans for introduction of special services commissioned by clinical commissioning groups? - Are there plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors? 		
8	The HWBB may want to consider adding some further information on neighbouring pharmacies or a statement that notes that there may be too many to mention individually as currently there is no clear statement, but we can see that these have been used from the maps in the PNA.	Put a list of neighbouring pharmacies.	Amended.
9	Page 56, states that there are 4 DSPs in Lewisham, there are none. This needs to be corrected in the PNA please.	Correct the statement.	Amended.
10	There are 3 x 100 hour pharmacies, one pharmacy has incorrect hours and is in fact a 100 hour pharmacy. We have been in touch with this pharmacy to discuss this issue, the PNA will need to reflect this in the wording and the opening hours.	Incorrect hours have now been revised and all pharmacies are offering 100 hours.	Amended.



10 Appendix B – Pharmacy opening hours and services

10.1 Opening hours

The information on community pharmacies, opening hours and core/supplementary hours correlates with the data provided by the contractor survey and NHS Choices [website](#) (highlighted in green). This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

Please note Brownes Chemist (FFE99) has been taken over by Thames View Health Pharmacy (FMK45) and the opening hours are the same. We have made a statement where relevant.

A pharmacy has recently amended their opening hours as detailed below. This information was amended accordingly (highlighted in yellow).

- Perfucare (FD184) changed their opening hours on 11 November 2022

There are also some pharmacy hours reported from the contractor survey that are different to the NHS Choices website. Since the opening hours reported from the contractor survey is the most up-to-date information, the information given from the contractor survey was used for this PNA. Pharmacies should notify NHS if their opening hours are changed.



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Table 22 Opening times by pharmacy – locality: North (1)

ODS	Pharmacy	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FFK83	Cheltenham Chemist	SE4 2LA	Community	North (1)	09:00-18:00 (except Thurs),09:00- 13:00 (Thurs)	40	CLOSED	0	CLOSED	0	40
FQA51	Krisons Chemist	SE14 6TJ	Community	North (1)	09:00-19:00	47.5	09:00-16:00	7	CLOSED	0	54.5
FER84	Lloydspharmacy	SE14 5UL	Community	North (1)	08:30-21:00	62.5	08:30-21:00	12.5	11:00-17:00	6	81
FWA34	Lockyer's Pharmacy	SE8 5BZ	Community	North (1)	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FXJ41	New Cross Pharmacy	SE14 6LD	Community	North (1)	08:30-19:30	55	09:00-16:00	7	CLOSED	0	62
FE019	Nightingale Pharmacy	SE8 4RQ	Community	North (1)	09:00-18:00	45	09:00- 13:00,14:00- 17:00	7	CLOSED	0	52
FET97	Osbon Pharmacy	SE4 1UY	Community	North (1)	09:00-19:00	50	09:00-17:00	8	CLOSED	0	58
FJW95	Pepys Pharmacy	SE8 3QG	Community	North (1)	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FPA57	Queens Road Pharmacy	SE14 5HD	Community	North (1)	08:00-22:30	72.5	08:00-22:30	14.5	08:00-21:00	13	100
FHL15	Station Pharmacy	SE14 6LD	Community	North (1)	09:00-18:30	47.5	09:30-14:00	4.5	CLOSED	0	52



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Table 23 Opening times by pharmacy – locality: Central (2)

ODS	Pharmacy	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FNN90	Amin Pharmacy	SE4 2SA	Community	Central (2)	09:00-19:00	50	09:00-18:00	9	CLOSED	0	59
FDW13	Baum Pharmacy	SE13 5PB	Community	Central (2)	09:00-19:00	50	09:00-17:00	8	CLOSED	0	58
FC300	Boots Uk Limited	SE13 5JN	Community	Central (2)	08:30-17:30	45	08:30-17:30	9	11:00-17:00	6	60
FWC06	Day Lewis Pharmacy	SE13 7SX	Community	Central (2)	08:00-18:30	52.5	CLOSED	0	CLOSED	0	52.5
FK081	Ladywell Pharmacy	SE4 1JN	Community	Central (2)	08:30-20:00	57.5	09:00-12:00	3	CLOSED	0	60.5
FJK64	Lee Pharmacy	SE12 0AA	Community	Central (2)	09:00-19:00	50	09:00-18:00	9	CLOSED	0	59
FVA74	Lewis Grove Pharmacy	SE13 6BG	Community	Central (2)	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FTF05	Lewisham Pharmacy	SE13 5PJ	Community	Central (2)	09:00-18:00	45	09:00-12:00	3	CLOSED	0	48
FNN17	Lloydspharmacy	SE12 8PZ	Community	Central (2)	07:00-23:00	80	08:00-22:00	14	11:00-17:00	6	100
FY745	Lords Pharmacy	SE12 8RG	Community	Central (2)	09:00-18:30	47.5	09:00-15:00	6	CLOSED	0	53.5
FY475	Paydens Pharmacy	SE3 0AX	Community	Central (2)	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FJX60	Rains Pharmacy	SE13 5ND	Community	Central (2)	09:30-18:30	45	CLOSED	0	CLOSED	0	45
FQK49	Sheel Pharmacy	SE13 7PA	Community	Central (2)	09:00-19:00	50	09:00-19:00	10	CLOSED	0	60
FLY01	Sheel Pharmacy Lewisham	SE13 6JZ	Community	Central (2)	09:00-18:30	47.5	09:00-18:00	9	CLOSED	0	56.5
FNW34	Widdicombe Chemist	SE13 6RT	Community	Central (2)	09:00-18:30	47.5	09:00-15:00	6	CLOSED	0	53.5
FQP73	Woodlands Pharmacy	SE13 6RN	Community	Central (2)	07:00-21:30	72.5	07:00-21:00	14	07:00-20:30	13.5	100



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Table 24 Opening times by pharmacy – locality: South East (3)

N.B. Brownes Chemist (FFE99) has been taken over by Thames View Health Pharmacy (FMK45).

ODS	Pharmacy	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FPJ12	Brook Pharmacy	SE12 9QL	Community	South East (3)	09:00-19:00	50	09:00-19:00	10	CLOSED	0	60
FFE99	Brownes Chemist	BR1 4PQ	Community	South East (3)	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FT872	Cambelle Chemist	SE6 1PH	Community	South East (3)	09:00-18:00	45	09:00-14:00	5	CLOSED	0	50
FMG01	Day Lewis Pharmacy	BR1 4PH	Community	South East (3)	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FTV69	Day Lewis Pharmacy	BR1 5HS	Community	South East (3)	09:00-18:30	47.5	09:00-14:00	5	CLOSED	0	52.5
FML90	Duncans Chemist	BR1 4JX	Community	South East (3)	09:00-19:30	52.5	09:00-17:30	8.5	CLOSED	0	61
FMT20	Gokul Chemist	SE12 0JS	Community	South East (3)	09:00-19:00	50	09:00-18:00	9	CLOSED	0	59
FJ566	Grove Park Pharmacy	SE12 0DU	Community	South East (3)	09:00-19:30	52.5	09:00-19:00	10	CLOSED	0	62.5
FDK93	Harris Chemist	SE12 0EF	Community	South East (3)	09:00-19:30	52.5	09:00-18:00	9	CLOSED	0	61.5
FCE85	Lloydspharmacy	SE6 1RG	Community	South East (3)	09:00-19:00	50	CLOSED	0	CLOSED	0	50
FNE37	Rushey Green Pharmacy	SE6 4JH	Community	South East (3)	08:30-21:00	62.5	09:00-11:00, 18:30-21:30	5	17:30-20:30	3	70.5
FT015	Superdrug Stores Plc	SE6 4HQ	Community	South East (3)	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FW715	Vantage Pharmacy	SE6 2SP	Community	South East (3)	08:30-19:00	52.5	09:00-12:00	3	CLOSED	0	55.5

Table 25 Opening times by pharmacy – locality: South West (4)

Map ID	ODS	Pharmacy	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
3	FV026	Bentley Chemist	SE4 2BY	Community	South West (4)	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
4	FA271	Boots UK Limited	SE26 5EX	Community	South West (4)	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
6	FK518	Boots UK Limited	SE23 3HN	Community	South West (4)	09:00-14:00, 15:00-17:30	37.5	09:00-17:30	8.5	CLOSED	0	46
11	FV954	Crofton Park Pharmacy	SE4 2PJ	Community	South West (4)	08:30- 13:00,14:00- 18:00	42.5	09:00- 13:00,14:00- 16:00	6	CLOSED	0	48.5
27	FV763	Lloydspharmacy	SE26 4PU	Community	South West (4)	08:00-22:00	70	08:00-22:00	14	11:00-17:00	6	90
30	FK463	Medicos Pharmacy	SE23 1HU	Community	South West (4)	09:00-18:30	47.5	09:00- 13:00,14:00- 17:00	7	CLOSED	0	54.5
36	FD184	Perfucare	SE26 4BB	Community	South West (4)	09:00-18:30	47.5	CLOSED	0	CLOSED	0	47.5
37	FT350	Perry Vale Pharmacy	SE23 2JF	Community	South West (4)	09:00-19:00	50	09:00-13:00	4	CLOSED	0	54
45	FVM72	Superdrug Stores Plc	SE26 5UA	Community	South West (4)	09:00- 14:00,14:30- 18:30	45	09:00- 13:00,14:00- 17:30	7.5	CLOSED	0	52.5
46	FEJ80	Touchwood Pharmacy	SE26 4RS	Community	South West (4)	09:00-18:30 (except Wed),09:00- 18:00 (Wed)	47	CLOSED	0	CLOSED	0	47
47	FHL07	Touchwood Pharmacy	SE26 5SL	Community	South West (4)	09:00-19:00	50	09:00-13:00	4	CLOSED	0	54
48	FKW82	Touchwood Pharmacy	SE26 5QE	Community	South West (4)	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
49	FQT14	Touchwood Pharmacy	SE6 4DT	Community	South West (4)	09:00-18:30	47.5	CLOSED	0	CLOSED	0	47.5



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Table 26 Number of pharmacies open in each locality (weekdays, Saturday and Sunday) in Lewisham

		7-8am	8-9am	9-10am	10-11am	11-12pm	12-1pm	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm	9-10pm	10-11pm
Weekdays	North (1)	0	3	10	10	10	10	10,Thurs:9	10,Thurs:9	10,Thurs:9	10,Thurs:9	10,Thurs:9	6	3	2	1	1
	Central (2)	2	5	16	16	16	16	16	16	16	16	16	12	3	2	2	0
	South East (3)	0	2	13	13	13	13	13	13	13	13	13	9	4	1	0	0
	South West (4)	0	2	13	13	13	13	13	13	13	13	13	7	1	1	1	0
	Lewisham	2	12	52	52	52	52	52,Thurs:51	52,Thurs:51	52,Thurs:51	52,Thurs:51	52,Thurs:51	34	11	6	4	1
Saturday	North (1)	0	2	7	7	7	7	6	6	6	4	2	2	2	2	1	1
	Central (2)	1	3	14	14	14	12	12	12	10	10	9	3	2	2	1	0
	South East (3)	0	0	12	12	12	11	10	8	8	8	8	3	1	1	1	0
	South West (4)	0	1	10	10	10	10	6	6	6	5	4	1	1	1	1	0
	Lewisham	1	6	43	43	43	40	34	32	30	27	23	9	6	6	4	1
Sunday	North (1)	0	1	1	1	2	2	2	2	2	2	1	1	1	1	0	0
	Central (2)	1	1	1	1	3	3	3	3	3	3	1	1	1	1	0	0
	South East (3)	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0
	South West (4)	0	0	0	0	1	1	1	1	1	1	0	0	0	0	0	0
	Lewisham	1	2	2	2	6	6	6	6	6	6	3	3	3	3	0	0

10.2 Advanced Services

Table 27 Pharmacy services offered per pharmacy by locality (advanced services)

N.B. The pharmacies that are highlighted in green: data of availability of services were derived from the NHS Pharmacy data (2020-21).

ODS Code	Pharmacy	Postcode	Locality	Type	NMS	AUR	SAC	Flu Vaccine	CPCS	Hep C Anti	Hyperten	StopSmoke
FFK83	Cheltenham Chemist	SE4 2LA	North (1)	Community	Y	N	N	N	Y	N	NA	NA
FQA51	Krisons Chemist	SE14 6TJ	North (1)	Community	Y	N	N	Y	Y	N	N	N
FER84	Lloydspharmacy	SE14 5UL	North (1)	Community	Y	N	N	N	Y	N	Y	N
FWA34	Lockyer's Pharmacy	SE8 5BZ	North (1)	Community	Y	N	N	Y	Y	N	Y	N
FXJ41	New Cross Pharmacy	SE14 6LD	North (1)	Community	Y	N	N	Y	Y	N	Y	N
FE019	Nightingale Pharmacy	SE8 4RQ	North (1)	Community	Y	N	N	Y	Y	N	Y	N
FET97	Osbon Pharmacy	SE4 1UY	North (1)	Community	Y	N	N	Y	Y	N	N	Y
FJW95	Pepys Pharmacy	SE8 3QG	North (1)	Community	Y	N	N	Y	Y	N	Y	N
FPA57	Queens Road Pharmacy	SE14 5HD	North (1)	Community	Y	N	N	Y	Y	N	Y	N
FHL15	Station Pharmacy	SE14 6LD	North (1)	Community	Y	Y	Y	Y	Y	Y	Y	Y
FNN90	Amin Pharmacy	SE4 2SA	Central (2)	Community	Y	N	N	Y	Y	N	Y	N
FDW13	Baum Pharmacy	SE13 5PB	Central (2)	Community	Y	N	N	Y	Y	N	Y	N
FC300	Boots Uk Limited	SE13 5JN	Central (2)	Community	Y	N	N	N	N	N	NA	NA
FWC06	Day Lewis Pharmacy	SE13 7SX	Central (2)	Community	Y	N	N	Y	Y	N	Y	Y
FK081	Ladywell Pharmacy	SE4 1JN	Central (2)	Community	Y	Y	N	Y	Y	N	Y	Y
FJK64	Lee Pharmacy	SE12 0AA	Central (2)	Community	Y	N	N	Y	Y	N	Y	N
FVA74	Lewis Grove Pharmacy	SE13 6BG	Central (2)	Community	Y	N	N	Y	Y	N	N	N
FTF05	Lewisham Pharmacy	SE13 5PJ	Central (2)	Community	Y	N	N	Y	Y	N	N	N
FNN17	Lloydspharmacy	SE12 8PZ	Central (2)	Community	Y	N	N	Y	Y	N	Y	N
FY745	Lords Pharmacy	SE12 8RG	Central (2)	Community	Y	N	N	N	N	N	N	N
FY475	Paydens Pharmacy	SE3 0AX	Central (2)	Community	Y	N	N	Y	Y	N	N	N
FJX60	Rains Pharmacy	SE13 5ND	Central (2)	Community	Y	Y	N	Y	Y	N	Y	Y
FQK49	Sheel Pharmacy	SE13 7PA	Central (2)	Community	Y	N	N	Y	Y	N	Y	N
FLY01	Sheel Pharmacy Lewisham	SE13 6JZ	Central (2)	Community	Y	N	N	Y	Y	N	N	Y
FNW34	Widdicombe Chemist	SE13 6RT	Central (2)	Community	Y	N	N	Y	Y	N	N	Y
FQP73	Woodlands Pharmacy	SE13 6RN	Central (2)	Community	N	N	N	N	N	N	NA	NA

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FPJ12	Brook Pharmacy	SE12 9QL	South East (3)	Community	Y	N	N	Y	Y	N	NA	NA
FFE99	Brownes Chemist	BR1 4PQ	South East (3)	Community	Y	Y	N	Y	Y	N	N	N
FT872	Cambelle Chemist	SE6 1PH	South East (3)	Community	Y	N	N	N	Y	N	N	N
FMG01	Day Lewis Pharmacy	BR1 4PH	South East (3)	Community	Y	N	N	Y	Y	N	Y	N
FTV69	Day Lewis Pharmacy	BR1 5HS	South East (3)	Community	Y	N	N	Y	Y	N	Y	Y
FML90	Duncans Chemist	BR1 4JX	South East (3)	Community	Y	N	N	Y	Y	N	NA	NA
FMT20	Gokul Chemist	SE12 0JS	South East (3)	Community	Y	N	N	Y	Y	N	Y	Y
FJ566	Grove Park Pharmacy	SE12 0DU	South East (3)	Community	Y	N	N	Y	Y	N	Y	Y
FDK93	Harris Chemist	SE12 0EF	South East (3)	Community	N	N	N	N	N	N	NA	NA
FCE85	Lloydspharmacy	SE6 1RG	South East (3)	Community	Y	N	Y	N	Y	N	NA	NA
FNE37	Rushey Green Pharmacy	SE6 4JH	South East (3)	Community	Y	N	N	N	Y	N	NA	NA
FT015	Superdrug Stores Plc	SE6 4HQ	South East (3)	Community	Y	N	N	N	Y	N	NA	NA
FW715	Vantage Pharmacy	SE6 2SP	South East (3)	Community	Y	N	N	Y	Y	N	N	N
FV026	Bentley Chemist	SE4 2BY	South West (4)	Community	Y	N	N	Y	Y	N	NA	NA
FA271	Boots Uk Limited	SE26 5EX	South West (4)	Community	Y	N	N	Y	Y	N	NA	NA
FK518	Boots Uk Limited	SE23 3HN	South West (4)	Community	Y	N	N	Y	Y	N	N	N
FV954	Crofton Park Pharmacy	SE4 2PJ	South West (4)	Community	Y	N	N	N	Y	N	N	N
FV763	Lloydspharmacy	SE26 4PU	South West (4)	Community	Y	N	N	Y	Y	N	NA	NA
FK463	Medicos Pharmacy	SE23 1HU	South West (4)	Community	Y	N	N	Y	Y	N	Y	Y
FD184	Perfucare	SE26 4BB	South West (4)	Community	Y	N	N	Y	Y	N	N	Y
FT350	Perry Vale Pharmacy	SE23 2JF	South West (4)	Community	N	N	N	N	N	N	NA	NA
FVM72	Superdrug Stores Plc	SE26 5UA	South West (4)	Community	Y	N	N	Y	Y	N	Y	N
FEJ80	Touchwood Pharmacy	SE26 4RS	South West (4)	Community	Y	N	N	N	N	N	NA	NA
FHL07	Touchwood Pharmacy	SE26 5SL	South West (4)	Community	Y	N	N	Y	Y	N	Y	Y
FKW82	Touchwood Pharmacy	SE26 5QE	South West (4)	Community	Y	N	N	Y	Y	N	Y	N
FQT14	Touchwood Pharmacy	SE6 4DT	South West (4)	Community	Y	N	N	Y	Y	N	Y	N

Table 28 Pharmacy services offered by locality (advanced services)

Locality	NMS	AUR	SAC	Flu Vaccine	CPCS	Hep C Anti	Hyperten	StopSmoke
North (1)	10	1	1	8	10	1	7	2
Central (2)	15	2	0	13	13	0	8	5
South East (3)	12	1	1	8	12	0	4	3
South West (4)	12	0	0	10	11	0	5	3

10.3 Locally Commissioned Services

Table 29 Pharmacies in Lewisham contracted to provide Minor Ailment Scheme

Provider: Minor Ailment Scheme
Day Lewis Pharmacy (SE13 7SX)
Amin Pharmacy
Medicare Pharm
Bentley Chemist
Brook Pharmacy
Brownes Chemist
Cambelle Chemist
Crofton Park Pharmacy
Duncans Chemist
Gokul Chemist
Grove Park Pharmacy
Harris Chemist
Krisons Pharmacy
Ladywell Pharmacy
Lee Pharmacy
Lewisham Pharmacy
Lewis Grove Pharmacy
Lockyers
Lords Pharmacy
Touchwood - Makepeace Pharmacy (SE26 4RS)
Medicos Pharmacy
Day Lewis Pharmacy (BR1 4PH)
Day Lewis Pharmacy (BR1 5HS)
New Cross Pharmacy
Nightingale Pharmacy
Pepys Pharmacy
Perfucare
Perry Vale Pharmacy
Queens Road Pharmacy
Rains Medi-Stores
Rushey Green Pharmacy
Touchwood - Sparkes Pharmacy (SE6 4DT)
Station Pharmacy
Touchwood - The Pharmacy (SE26 5QE)
Vantage Pharmacy
Widdicombe Chemist
Touchwood - Wise Chemist
Woodlands Pharmacy
Woolstone Pharmacy
Osbon Pharmacy

Table 30 Pharmacies in Lewisham contracted to provide Emergency Palliative Care Medicine Service

Provider: Emergency Palliative Care Medicine Service
Perfucare Pharmacy
New Cross Pharmacy
Rushey Green Pharmacy
Lewisham Pharmacy
Ladywell Pharmacy

Table 31 Pharmacies in Lewisham contracted to provide Monitored Dosage System (MDS)/Medication Administration Records (MARS) Service

Provider: Monitored Dosage System (MDS)/Medication Administration Records (MARS) Service
Day Lewis Pharmacy (SE13 7SX)
Amin Pharmacy
Medicare Pharm
Beechcroft Pharmacy
Bentley Chemist
Boots UK Limited (SE13 5JH)
Brook Pharmacy
Brownes Chemist (Taken over by Thames View Health)
Cambelle Chemist
Cheltenham Chemist
Crofton Park Pharmacy
Duncans Chemist
Gokul Chemist
Grove Park Pharmacy
Harris Chemist
Krisons Chemist
Ladywell Pharmacy
Lee Pharmacy
Lewisham Pharmacy
Lewis Grove Pharmacy
Lloydspharmacy (SE6 1RG)
Lords Pharmacy
Makepeace Pharmacy
Medicos Pharmacy
Day Lewis Pharmacy (BR1 4PH)
Day Lewis Pharmacy (BR1 5HS)
New Cross Pharmacy
Nightingale Pharmacy
Osbon Pharmacy
Pepys Pharmacy (Grove Street Pharmacy)
Perfucare
Perry Vale Pharmacy
Queens Road Pharmacy
Rains Medi-Stores

Ruprai Chemist
Rushey Green Pharmacy
Sainsburys Pharmacy
Sheel Pharmacy
Sparkes Pharmacy
Station Pharmacy
Superdrug Stores PLC (SE6 4HQ)
The Pharmacy (SE26 5QE)
Vantage Pharmacy
Widdicombe Chemist
Wise Chemist
Woodlands Pharmacy
Lockyers

Table 32 Pharmacies in Lewisham contracted to provide vitamin D services

Pharmacy	Postcode
Amin Pharmacy	SE4 2SA
Baum Pharmacy	SE13 5PB
Bentley Chemist	SE4 2BY
Boots Uk Limited	SE26 5EX
Boots Uk Limited	SE13 5JN
Boots Uk Limited	SE23 3HN
Brook Pharmacy	SE12 9QL
Brownes Chemist	BR1 4PQ
Cambelle Chemist	SE6 1PH
Cheltenham Chemist	SE4 2LA
Crofton Park Pharmacy	SE4 2PJ
Day Lewis Pharmacy	BR1 4PH
Day Lewis Pharmacy	BR1 5HS
Day Lewis Pharmacy	SE13 7SX
Duncans Chemist	BR1 4JX
Gokul Chemist	SE12 0JS
Grove Park Pharmacy	SE12 0DU
Harris Chemist	SE12 0EF
Krisons Chemist	SE14 6TJ
Ladywell Pharmacy	SE4 1JN
Lee Pharmacy	SE12 0AA
Lewis Grove Pharmacy	SE13 6BG
Lewisham Pharmacy	SE13 5PJ
Lloydspharmacy	SE6 1RG
Lloydspharmacy	SE14 5UL
Lloydspharmacy	SE12 8PZ
Lloydspharmacy	SE26 4PU



Lockyer's Pharmacy	SE8 5BZ
Lords Pharmacy	SE12 8RG
New Cross Pharmacy	SE14 6LD
Nightingale Pharmacy	SE8 4RQ
Osbon Pharmacy	SE4 1UY
Paydens Pharmacy	SE3 0AX
Pepys Pharmacy	SE8 3QG
Perfucare	SE26 4BB
Perry Vale Pharmacy	SE23 2JF
Queens Road Pharmacy	SE14 5HD
Rains Pharmacy	SE13 5ND
Rushey Green Pharmacy	SE6 4JH
Sheel Pharmacy	SE13 7PA
Sheel Pharmacy Lewisham	SE13 6JZ
Station Pharmacy	SE14 6LD
Superdrug Stores Plc	SE6 4HQ
Touchwood Pharmacy	SE26 4RS
Touchwood Pharmacy	SE26 5SL
Touchwood Pharmacy	SE26 5QE
Touchwood Pharmacy	SE6 4DT
Vantage Pharmacy	SE6 2SP
Widdicombe Chemist	SE13 6RT

Table 33 Pharmacies in Lewisham contracted to provide supervised consumption for opiate substitution therapy

Trading Name	Address
Bentley Chemist	374 Brockley Road, Brockley
Boots The Chemist Plc	55 Sydenham Road, Sydenham
Day Lewis Pharmacy	443 Downham Way, Downham
Grove Park Pharmacy	344 Baring Road, Grove Park
Krisons Chemist	506 New Cross Road, New Cross
Ladywell Pharmacy	Hilly Fields Medical Centre, 172-174 Adelaide Avenue
New Cross Pharmacy	Waldron Health Centre, Amersham Vale
Perfucare Pharmacy Ltd	136 Kirkdale, Sydenham
Ruprai Chemist (Sheel Pharmacy - LADYWELL Branch)	296-298 Lewisham High Street, Lewisham
Sheel Pharmacy (LEWISHAM Branch)	312-314 Lewisham Road, Lewisham
Touchwood Pharmacy (Wise)	363 Sydenham Road, Sydenham



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Vantage Pharmacy	108-114 Connisborough Crescent, Catford
Baum Pharmacy	10-12 Manor Park Parade, Lee High Road
Boots The Chemist	72-78 Lewisham High St., Lewisham
Boots The Chemist	21-23 Dartmouth Road, Forest Hill
Brook Pharmacy	109 Chinbrook Road, Lee
Brownes Chemist	481-483 Bromley Road, Downham
Gokul Chemists	53 Baring Road,, Lee
Harris Chemist	372 Baring Road, Grove Park
Lee Pharmacy	19 Burnt Ash Hill, London,
Lewis Grove Pharmacy	1 Lewis Grove, Lewisham
Lords Pharmacy	11 Burnt Ash Road, Lee Green
Nightingale Pharmacy	90-92 Deptford High Street, Deptford
Osbon Pharmacy	179-181 Lewisham Way, Brockley
Pepys Pharmacy	2 Golden Hind Place, Grove Street, Deptford
Perry Vale Pharmacy	Shop 1, 193 Perry Vale, Forest Hill
Station Pharmacy	2 Amersham Vale, New Cross
Superdrug Pharmacy	138-140 Rushey Green, Catford
Touchwood Pharmacy (Pharmacy)	62 Sydenham Road, Sydenham
Widdicombe Chemist	220 Hither Green Lane, Lewisham

Table 34 Pharmacies in Lewisham contracted to provide needle exchange

Trading Name	Address
Bentley Chemist	374 Brockley Road, Brockley
Grove Park Pharmacy	344 Baring Road, Grove Park
Lockyers Pharmacy	252 Evelyn Street,, Deptford
New Cross Pharmacy	Waldron Health Centre, Amersham Vale
Sheel Pharmacy (LEWISHAM Branch)	312-314 Lewisham Road, Lewisham
Vantage Pharmacy	108-114 Connisborough Crescent, Catford
Pepys Pharmacy	2 Golden Hind Place, Grove Street, Deptford
Station Pharmacy	2 Amersham Vale, New Cross

Table 35 Pharmacies in Lewisham contracted to provide emergency hormonal contraception

Pharmacy Name	Pharmacy Address
Krisons	506 New Cross Road, London, SE14 6TJ
Lockyer	252 Evelyn Street, Deptford, London, SE8 5BJ
Queens Road	389 Queens Road, London, SE14 5HD
New Cross	Waldron Health Centre, Amersham Vale, London, SE14 6LD
Ladywell	174 Adelaide Avenue, Brockley, London, SE4 1JN
Leegate	324 Lee High Road, Lee, London, SE13 5PJ
Sheel (Lewisham)	312-314 Lewisham Road, London, SE14 7PA
Sheel (Ladywell)	298 Lewisham High Street, Lewisham, London, SE13 6JZ
Day Lewis	443 Downham Way, Bromley, BR1 5HS
Grove Park	344 Baring Road, Grove Park, London, SE12 0DU
Rushey Green	The Primary Care Centre, Hawstead Road, London, SE6 4JH
Vantage	108 – 114 Conisborough Crescent, Catford, London, SE6 2SP
Bentley	374 Brockley Road, Lewisham, London, SE4 2BY
Perfucare	136 Kirkdale, Sydenham, London, SE26 4BB
Boots (Sydenham Road)	55 Sydenham Rd, London SE26 5EX
Lloyds (Torridon Road)	185 Torridon Rd, Catford, London SE6 1RG
Touchwood	363 Sydenham Road, Sydenham, London, SE26 5SL

11 Appendix C – Other NHS Services

Table 36 Other NHS services that dispensed medicine (Personally Administered Medicines) in Lewisham (2021/22)

Dispenser	ODS Code	Postcode	Dispenser Total
Belmont Hill Surgery	G85003	SE13 5AY	137
The Jenner Practice	G85004	SE23 1HU	1450
South Lewisham Group Practice	G85005	SE6 2SP	2491
The Qrp Surgery	G85015	SE14 5HD	501
Kingfisher Medical Centre	G85020	SE8 5DA	1047
Lewisham Medical Centre	G85023	SE13 5PJ	1338
Sydenham Green Group Practice	G85024	SE26 4TH	1600
Clifton Rise Family Practice	G85026	SE8 4BG	296
Burnt Ash Surgery	G85027	SE12 8NP	1236
Torridon Road Medical Practice	G85032	SE6 1RB	2421
Morden Hill Surgery	G85035	SE13 7NN	113
St Johns Medical Centre	G85038	SE13 7SX	865
The Lewisham Care Partnership	G85038	SE13 7SX	392
Lee Road Surgery	G85046	SE3 9RT	2192
Hilly Fields Medical Centre	G85055	SE4 1JN	154
Downham Family Medical Practice	G85057	BR1 5EP	1194
Woolstone Medical Centre	G85061	SE23 2SG	1366
New Cross Centre (Hurley Group)	G85076	SE14 6LD	200
Grove Medical Centre	G85085	SE8 3QH	1220
Honor Oak Group Practice	G85089	SE4 2LA	239
ICO Health Group	G85104	BR1 5EP	965
Vesta Road Surgery	G85105	SE4 2NH	15
Wells Park Practice	G85114	SE26 6JQ	1856
Triangle Group Practice	G85120	SE13 6DQ	901
Parkview Surgery	G85121	SE6 1AT	45
Bellingham Green Surgery	G85124	SE6 3JB	298
Novum Health Partnership	G85633	SE6 4JH	456
Vale Medical Centre	G85696	SE23 2JF	1343
Amersham Vale Training Practice	G85698	SE14 6LD	736
Deptford Surgery	G85711	SE14 6TJ	796
Oakview Family Practice	G85716	BR1 5NJ	1191
Woodlands Health Centre	G85722	SE13 6RN	173
Nightingale Surgery	G85727	SE12 8NP	904

12 Appendix D – Pharmacy/Contractor PNA Survey

At the time of survey, there were 52 pharmacies in Lewisham. Total of 41 pharmacies completed the survey, giving the overall response rate of 79%.

- Out of 41 pharmacies that completed the survey, 9 were from North (1), 14 were from Central (2), 9 were from South East (3), and 9 were from South West (4).

Is this pharmacy one which is entitled to Pharmacy Access Scheme payments? (N=41)	%	Responses
Yes	34.1%	14
No	65.9%	27
Is this pharmacy a 100-hour pharmacy? (N=41)	%	Responses
Yes (1 pharmacy answered yes, however, it was found not)	4.9%	2
No	95.1%	39
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (N=41)	%	Responses
Yes	75.6%	31
No	24.4%	10
Is this pharmacy a Distance Selling Pharmacy? (N=41)	%	Responses
Yes	0.0%	0
No	100.0%	41
Is there a bus stop within walking distance of the Pharmacy? (N=58)	%	Responses
Yes	100.0%	41
No	0.0%	0
Is there a bus stop within walking distance of the Pharmacy? (N=40, 1 skipped)	%	Responses
Less than 2 minutes	82.9%	34
2 to 5 minutes	14.6%	6
Can disabled customers park within 10 metres of your Pharmacy? (with a 'blue badge') (N=41)	%	Responses
Less than 2 minutes	80.5%	33
2 to 5 minutes	19.5%	8
Is the entrance to the pharmacy suitable for wheelchair access unaided? (N=41)	%	Responses
Yes	78.0%	32
No	22.0%	9
Are all areas of the pharmacy floor accessible by wheelchair? (N=41)	%	Responses
Yes	97.6%	40
No	2.4%	1
Do you have other facilities in the pharmacy aimed at helping disabled people access your services? (please tick as many answers as appropriate) (N=41)	%	Responses
Automatic door assistance	22.0%	9
Bell at front door accessible to a wheelchair user	22.0%	9
Disabled toilet facility	9.8%	4
Hearing loop	17.1%	7
Large print labels/leaflets	68.3%	28
Wheelchair ramp access	43.9%	18
Handrails	9.8%	4
Removable ramp	9.8%	4
Internet pharmacy	2.4%	1
None of the above	7.3%	3
Other (please specify)	0.0%	0

Are the premises subject to any of the following development constraints? (please tick as many answers as appropriate) (N=41)	%	Responses
Listed building status	2.4%	1
Within a conservation area	4.9%	2
Limited or no room for expansion	9.8%	4
Temporary structure	0.0%	0
Rented building	24.4%	10
None of the above	63.4%	26
Other (please specify)	2.4%	1
Dependant on permission given by land owner		1
Do the premises have toilets that patients can access for screening or for patients attending for consultations? (N=41)	%	Responses
Yes	29.3%	12
No	70.7%	29
There is a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) (tick as appropriate) (N=39, 2 skipped)	%	Responses
None, have submitted a request to NHSE&I that the premises are too small for a consultation room	0.0%	0
None, NHSE&I has approved my request that the premises are too small for a consultation room	0.0%	0
None (Distance Selling Pharmacy)	0.0%	0
Available (including wheelchair access)	87.2%	34
Available (without wheelchair access)	12.8%	5
Planned before 1st April 2023	0.0%	0
Other (specify)	0.0%	0
Where there is a consultation area, is it a closed room? (N=39)	%	Responses
Yes	100.0%	39
No	0.0%	0
During consultations are there hand-washing facilities? (N=39)	%	Responses
In the consultation area	82.1%	32
Close to the consultation area	17.9%	7
None	0.0%	0
Patients attending for consultations have access to toilet facilities (N=39)	%	Responses
Yes	28.2%	11
No	71.8%	28
Is there a seating for 3 people? (N=39)	%	Responses
Yes	71.8%	28
No	28.2%	11
Is there a computer terminal? (N=39)	%	Responses
Yes	92.3%	36
No	7.7%	3
Is there a bench or table? (N=39)	%	Responses
Yes	100.0%	39
No	0.0%	0
The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use) (N=39, 2 skipped)	%	Responses
Yes	7.7%	3
No	92.3%	36
The pharmacy is willing to undertake consultations in patient's home/other suitable site (N=39, 2 skipped)	%	Responses
Yes	41.0%	16
No	59.0%	23

Does the pharmacy normally have two or more pharmacists on duty at any time during the week? (N=39, 2 skipped)		%	Responses
Yes		38.5%	15
No		61.5%	24
If yes, then for how many hours per week are two pharmacists working? (N=19)		%	Responses
0-4 hours		26.3%	5
5-9 hours		10.5%	2
10-14 hours		15.8%	3
15-19 hours		15.8%	3
20-24 hours		5.3%	1
25-29 hours		5.3%	1
30 hours+		21.1%	4
If you have a second pharmacist, please specify what additional support he/she offers- please tick as many answers as appropriate. (N=16, 3 skipped)		%	Responses
To give additional support to dispensary in busy periods		75.0%	12
To relieve pharmacist for administration work		87.5%	14
To provide support for additional services such as medication review		56.3%	9
For handover during shifts		18.8%	3
To cover lunch breaks		43.8%	7
Other (please describe)		25.0%	4
	Anti-coagulation Management		2
	Other services such as DMS, NMS, Smoking cessation & Travel Vaccination		1
Do any of your pharmacists have special interests? (N=39, 2 skipped)		%	Responses
Yes		69.2%	27
No		30.8%	12
If yes, please specify (N=25, 2 skipped)		%	Responses
Flu vaccinations		100.0%	25
To liaise with Area team regarding local services		28.0%	7
Healthy Living Pharmacist, including goal setting, health coaching		44.0%	11
Diabetes		24.0%	6
Nutrition		8.0%	2
Asthma		28.0%	7
Eczema		20.0%	5
Macmillan cancer		8.0%	2
Continence		4.0%	1
Dermatology		16.0%	4
Mobility aids		16.0%	4
Other special interest - please describe		12.0%	3
	Covid-19 Vaccination Service		1
	Travel vaccination		1
	INR/anticoagulation		1
	Providing NHS and private Patient Group Directions		1

How does this 'special interest' contribute towards improving residents' needs and describe the added value? (N=23)

As the PCN community pharmacy lead, I have an interest in liaising with the other community pharmacies in the
Travel vaccinations, flu jabs, independent prescribing.

We offer flu vaccinations without appointment.

Residents have better access to these services when unable to access them from other service providers.

Providing extra services to the local community and to aid better healthy living within the community.

Patient centred care, improve their adherence to medication during NMS consultation.

Increase flu vaccination intake

Flu Vaccination service provides additional access to vaccination for local community.

It helps in better evaluation of patients around the community through better education on how to manage and improve
their health.

Allows the regular pharmacist to provide services such as vaccinations (NHS and private) and other services uninterrupted
e.g. emergency contraception and hypertension case service.

We run a community anticoag clinic, which makes it much more accessible for local community to get their INR tested.

Local Health improvement. We also do Covid vaccination from 5yrs.

Travel vaccinations.

Are any of your regular pharmacists fluent in a foreign language? (N=39, 2 skipped)	%	Responses
Yes	56.9%	33
No	10.3%	6
If yes, which languages are spoken? (N=33)	%	Responses
Afrikaans	9.1%	3
Arabic	9.1%	3
Bengali	9.1%	3
Cambodian	3.0%	1
Cantonese	3.0%	1
Chinese (Mandarin)	21.2%	7
Czech	0.0%	0
Farsi	3.0%	1
French	3.0%	1
Georgian	0.0%	
Gujarati	48.5%	16
Hebrew	0.0%	
Hindi	30.3%	10
Hungarian	0.0%	
Italian	6.1%	2
Japanese	0.0%	
Kurdish	0.0%	
Maltese	0.0%	
Persian	3.0%	1
Portuguese	0.0%	
Polish	0.0%	
Punjabi	0.0%	
Romanian	3.0%	1
Russian	0.0%	
Somali	0.0%	
Spanish	9.1%	3
Swahili	6.1%	2
Tamil	12.1%	4
Telugu	3.0%	1
Turkish	3.0%	1
Urdu	12.1%	4
Vietnamese	6.1%	2
Other (please specify)	0.0%	
	Twi	1
	Filipino/Tagalog	1
	Shona	1

Does your pharmacy participate in mandatory health campaigns? (N=39, 2 skipped)		%	
Yes		97.4%	38
No		2.6%	1
If yes, please specify (N=38)		%	
Winter pressures		86.8%	33
Smoking		92.1%	35
Obesity		89.5%	34
Alcohol		73.7%	28
Other – please describe		0.0%	0
Does the pharmacy dispense appliances? (N=39, 2 skipped)		%	Responses
Yes – All types		41.4%	24
Yes, excluding stoma appliances		0.0%	0
Yes, excluding incontinence appliances		0.0%	0
Yes, excluding stoma and incontinence appliances		0.0%	0
Yes, just dressings		17.2%	10
None		8.6%	5
Other - please describe		0.0%	0
Does the pharmacy provide the following services? (N=39, 2 skipped)		%	Responses
New Medicine Service			
Yes		100.0%	39
Intending to begin within next 12 months		0.0%	0
No - not intending to provide		0.0%	0
Appliance Use Review service			
Yes		10.3%	4
Intending to begin within next 12 months		20.5%	8
No - not intending to provide		69.2%	27
Stoma Appliance Customisation service			
Yes		2.6%	1
Intending to begin within next 12 months		17.9%	7
No - not intending to provide		79.5%	31
Seasonal Influenza Vaccination Service Vaccination Service			
Yes		89.7%	35
Intending to begin within next 12 months		5.1%	2
No - not intending to provide		5.1%	2
Community Pharmacist Consultation Service (GPCPCS, 111/IUC CPCS)			
Yes		97.4%	38
Intending to begin within next 12 months		0.0%	0
No - not intending to provide		2.6%	1
Hepatitis C Antibody Testing Service			
Yes		2.6%	1
Intending to begin within next 12 months		28.2%	11
No - not intending to provide		69.2%	27
Hypertension Case-Finding Service			
Yes		64.1%	25
Intending to begin within next 12 months		17.9%	7
No - not intending to provide		17.9%	7
Stop Smoking Service (introduced early 2022)			
Yes		35.9%	14
Intending to begin within next 12 months		38.5%	15
No - not intending to provide		25.6%	10

Which of the following other services does the pharmacy provide, or would be willing to provide? If currently providing, tick as many that apply. (N=39, 2 skipped)	%	Responses
Anticoagulant Monitoring Service		
Currently providing under contract with local NHS England Team	2.6%	1
Currently providing under contract with CCG	10.3%	4
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	59.0%	23
Not able or not willing to provide	23.1%	9
Willing to provide privately	5.1%	2
Antiviral Distribution Service for Influenza		
Currently providing under contract with local NHS England Team	5.1%	2
Currently providing under contract with CCG	2.6%	1
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	74.4%	29
Not able or not willing to provide	12.8%	5
Willing to provide privately	7.7%	3
Alcohol Screening and Brief Intervention		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	66.7%	26
Not able or not willing to provide	28.2%	11
Willing to provide privately	7.7%	3
Body Weight Assessment		
Currently providing under contract with local NHS England Team	2.6%	1
Currently providing under contract with CCG	2.6%	1
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	66.7%	26
Not able or not willing to provide	23.1%	9
Willing to provide privately	7.7%	3

Brief Interventions (e.g. health coaching)			
Currently providing under contract with local NHS England Team		7.7%	3
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		61.5%	24
Not able or not willing to provide		25.6%	10
Willing to provide privately		7.7%	3
Care Home Service (advice and support visit)			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		53.8%	21
Not able or not willing to provide		35.9%	14
Willing to provide privately		5.1%	2
Chlamydia Testing Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		66.7%	26
Not able or not willing to provide		25.6%	10
Willing to provide privately		5.1%	2
Chlamydia Treatment Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		71.8%	28
Not able or not willing to provide		23.1%	9
Willing to provide privately		5.1%	2
Contraceptive service (not EC)			
Currently providing under contract with local NHS England Team		12.8%	5
Currently providing under contract with CCG		7.7%	3
Currently providing under contract with Local Authority		5.1%	2
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		12.8%	5
Willing to provide privately		10.3%	4

Emergency Contraception Service			
Currently providing under contract with local NHS England Team		17.9%	7
Currently providing under contract with CCG		15.4%	6
Currently providing under contract with Local Authority		10.3%	4
Willing to provide if commissioned		48.7%	19
Not able or not willing to provide		5.1%	2
Willing to provide privately		12.8%	5
Expanded Incontinence Service			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		56.4%	22
Not able or not willing to provide		35.9%	14
Willing to provide privately		10.3%	4
Emergency Supply Service			
Currently providing under contract with local NHS England Team		28.2%	11
Currently providing under contract with CCG		7.7%	3
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		51.3%	20
Not able or not willing to provide		5.1%	2
Willing to provide privately		10.3%	4
Gluten Free Food Supply Service (i.e. not via FP10)			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		66.7%	26
Not able or not willing to provide		23.1%	9
Willing to provide privately		10.3%	4
Home Delivery Service (not appliances)			
Currently providing under contract with local NHS England Team		20.5%	8
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		53.8%	21
Not able or not willing to provide		12.8%	5
Willing to provide privately		15.4%	6
Head Lice Eradication			
Currently providing under contract with local NHS England Team		7.7%	3
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		69.2%	27
Not able or not willing to provide		17.9%	7
Willing to provide privately		10.3%	4

Independent Prescribing Service			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		66.7%	26
Not able or not willing to provide		23.1%	9
Willing to provide privately		15.4%	6
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?			0
Language Access Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		66.7%	26
Not able or not willing to provide		28.2%	11
Willing to provide privately		5.1%	2
NHS Health Checks			
Currently providing under contract with local NHS England Team		10.3%	4
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		61.5%	24
Not able or not willing to provide		17.9%	7
Willing to provide privately		7.7%	3
Medication Review Service			
Currently providing under contract with local NHS England Team		33.3%	13
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		5.1%	2
Willing to provide privately		7.7%	3

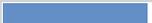
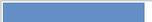
Medicines Assessment and Compliance Support Service			
Currently providing under contract with local NHS England Team		15.4%	6
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		17.9%	7
Willing to provide privately		7.7%	3
Minor Ailment Scheme			
Currently providing under contract with local NHS England Team		41.0%	16
Currently providing under contract with CCG		25.6%	10
Currently providing under contract with Local Authority		12.8%	5
Willing to provide if commissioned		20.5%	8
Not able or not willing to provide		10.3%	4
Willing to provide privately		0.0%	0
Medicines Optimisation Service			
Currently providing under contract with local NHS England Team		25.6%	10
Currently providing under contract with CCG		7.7%	3
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		56.4%	22
Not able or not willing to provide		12.8%	5
Willing to provide privately		5.1%	2
If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?			0
Needle and Syringe Exchange Service			
Currently providing under contract with local NHS England Team		12.8%	5
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		43.6%	17
Not able or not willing to provide		33.3%	13
Willing to provide privately		5.1%	2

Obesity management (adults and children)			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		74.4%	29
Not able or not willing to provide		15.4%	6
Willing to provide privately		7.7%	3
Not Dispensed Scheme			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		66.7%	26
Not able or not willing to provide		28.2%	11
Willing to provide privately		5.1%	2
On Demand Availability of Specialist Drugs Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		33.3%	13
Willing to provide privately		5.1%	2
Out of Hours Services			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		43.6%	17
Not able or not willing to provide		48.7%	19
Willing to provide privately		7.7%	3
Patient Group Direction Service (name the medicines and associated indications)			
All medicines for Erectile dysfunction			1
Salbutamol			1
Antimalarial- atorvaquone/proguanil/ doxycycline/mefloquine			1

Phlebotomy Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		61.5%	24
Not able or not willing to provide		30.8%	12
Willing to provide privately		17.9%	7
Prescriber Support Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		35.9%	14
Willing to provide privately		7.7%	3
Palliative Care			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		5.1%	2
Willing to provide if commissioned		61.5%	24
Not able or not willing to provide		25.6%	10
Willing to provide privately		7.7%	3
Schools Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		56.4%	22
Not able or not willing to provide		38.5%	15
Willing to provide privately		7.7%	3
Sharps Disposal Service			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		5.1%	2
Currently providing under contract with Local Authority		5.1%	2
Willing to provide if commissioned		51.3%	20
Not able or not willing to provide		33.3%	13
Willing to provide privately		5.1%	2

Supervised Administration Service (opioid substitution)			
Currently providing under contract with local NHS England Team		35.9%	14
Currently providing under contract with CCG		17.9%	7
Currently providing under contract with Local Authority		15.4%	6
Willing to provide if commissioned		25.6%	10
Not able or not willing to provide		15.4%	6
Willing to provide privately		2.6%	1
Structured self-care support			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		48.7%	19
Not able or not willing to provide		38.5%	15
Willing to provide privately		7.7%	3
Vascular Risk Assessment Service (NHS Health Check)			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		59.0%	23
Not able or not willing to provide		30.8%	12
Willing to provide privately		10.3%	4
Supplementary Prescribing Service (name therapeutic areas)			
		0	0
Other services (Enhanced/other locally commissioned/other NHS Services) the pharmacy provide, or would be willing to provide			
COVID 10 Vaccination Service			2
Vitamin D service			1
Delivery service			1
Travel clinic			1
Smoking cessation service			1
Domiciliary Medicine Service			1
Nicotine replacement therapy voucher			1
Patient Group Directions			1

Disease Specific Medicines Management Service: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=39, 2 skipped)		%	
Allergies			
Currently providing under contract with local NHS England Team		5.1%	2
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		74.4%	29
Not able or not willing to provide		12.8%	5
Willing to provide privately		17.9%	7
Alzheimer's/dementia			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		82.1%	32
Not able or not willing to provide		12.8%	5
Willing to provide privately		10.3%	4
Asthma			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		12.8%	5
Willing to provide privately		12.8%	5
CHD			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		15.4%	6
Willing to provide privately		12.8%	5
COPD			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		76.9%	30
Not able or not willing to provide		15.4%	6
Willing to provide privately		12.8%	5
Depression			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		15.4%	6
Willing to provide privately		12.8%	5
Diabetes type I			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		12.8%	5
Willing to provide privately		10.3%	4
Diabetes type II			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		12.8%	5
Willing to provide privately		10.3%	4

Epilepsy			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.5%	31
Not able or not willing to provide		15.4%	6
Willing to provide privately		12.8%	5
Heart Failure			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		76.9%	30
Not able or not willing to provide		15.4%	6
Willing to provide privately		12.8%	5
Hypertension			
Currently providing under contract with local NHS England Team		10.3%	4
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		71.8%	28
Not able or not willing to provide		12.8%	5
Willing to provide privately		10.3%	4
Parkinson's disease			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		76.9%	30
Not able or not willing to provide		15.4%	6
Willing to provide privately		10.3%	4
Other vaccinations: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=39, 2 skipped)			
Childhood vaccinations			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		69.2%	27
Not able or not willing to provide		15.4%	6
Willing to provide privately		30.8%	12
COVID-19 vaccinations			
Currently providing under contract with local NHS England Team		17.9%	7
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		64.1%	25
Not able or not willing to provide		12.8%	5
Willing to provide privately		5.1%	2
Hepatitis (at risk workers or patients) vaccinations			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		71.8%	28
Not able or not willing to provide		15.4%	6
Willing to provide privately		17.9%	7
HPV vaccinations			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		69.2%	27
Not able or not willing to provide		12.8%	5
Willing to provide privately		25.6%	10

Meningococcal vaccinations			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		64.1%	25
Not able or not willing to provide		15.4%	6
Willing to provide privately		30.8%	12
Pneumococcal vaccinations			
Currently providing under contract with local NHS England Team		23.1%	9
Currently providing under contract with CCG		5.1%	2
Currently providing under contract with Local Authority		2.6%	1
Willing to provide if commissioned		53.8%	21
Not able or not willing to provide		12.8%	5
Willing to provide privately		28.2%	11
Travel vaccinations			
Currently providing under contract with local NHS England Team		2.6%	1
Currently providing under contract with CCG		2.6%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		61.5%	24
Not able or not willing to provide		7.7%	3
Willing to provide privately		43.6%	17
Other – (please state)			3
Private travel clinic available and private vaccinations			3
Does the pharmacy provide collection of prescriptions from GP practices? (N=36 ,5 skipped)		%	Responses
Yes		91.7%	33
No		8.3%	3
Does the pharmacy provide monitored Dosage systems excluding those provided under the Equality Act – Free of charge on request (N=37, 4 skipped)		%	Responses
Yes		89.2%	33
No		10.8%	4
Monitored Dosage Systems – with charge (N=37, 4 skipped)		%	Responses
Yes		21.6%	8
No		78.4%	29
Is there a particular need for a locally commissioned service in your area? (N=37, 4 skipped)		%	Responses
Yes		37.8%	14
No		62.2%	23
If there is a particular need for a locally commissioned service in your area, what is the service requirement and why?			
	Emergency contraception/contraception		2
There is a need for ambulatory hypertension monitoring and also warfarin INR monitoring as our locality covers			1
	Asthma service.		1
Ear Wax Removal majorly needed in this area as the GP surgery nurses not able to do so.			1
	Needle exchange		1
	Minor Ailment Scheme		1
No smoking service from pharmacy			1
	Diabetes testing		1
Does the pharmacy provide delivery of dispensed medicines? (N=37, 4 skipped)		%	Responses
Delivery of dispensed medicines to vulnerable patient groups			
Yes		91.9%	34
No		8.1%	3
Delivery of dispensed medicines – Free of charge on request			
Yes		89.2%	33
No		10.8%	4
Delivery of dispensed medicines – with charge			
Yes		18.9%	7
No		81.1%	30

Select wards if you provide delivery of dispensed medicines (Select all) (N=36, 5 skipped)	%	Responses
North (Neighbourhood 1): Brockley	22.2%	8
North (Neighbourhood 1): Evelyn	13.9%	5
North (Neighbourhood 1): New Cross	33.3%	12
North (Neighbourhood 1): Telegraph Hill	5.6%	2
Central (Neighbourhood 2): Blackheath	22.2%	8
Central (Neighbourhood 2): Ladywell	16.7%	6
Central (Neighbourhood 2): Lee Green	30.6%	11
Central (Neighbourhood 2): Lewisham Central	47.2%	17
South East (Neighbourhood 3): Catford South	41.7%	15
South East (Neighbourhood 3): Downham	30.6%	11
South East (Neighbourhood 3): Grove Park	27.8%	10
South East (Neighbourhood 3): Rushey Green	30.6%	11
South East (Neighbourhood 3): Whitefoot	16.7%	6
South East (Neighbourhood 4): Bellingham	30.6%	11
South East (Neighbourhood 4): Crofton Park	13.9%	5
South East (Neighbourhood 4): Forest Hill	25.0%	9
South East (Neighbourhood 4): Perry Vale	19.4%	7
South East (Neighbourhood 4): Sydenham	30.6%	11
Other (please specify)	0.0%	0
Does your pharmacy provide any diagnostic services? (N=37, 4 skipped)	%	Responses
Yes	35.1%	13
No	64.9%	24
If yes, please tick as many diagnostic services that you provide. (N=13)	%	Responses
Blood Glucose	38.5%	5
Random Glucose	15.4%	2
Fasting Glucose	15.4%	2
BMI	84.6%	11
Height	76.9%	10
Waist	53.8%	7
ECG	0.0%	0
Blood lipids	7.7%	1
Total Cholesterol	23.1%	3
HDL Cholesterol	23.1%	3
LDL Cholesterol	23.1%	3
Triglycerides	23.1%	3
CO Reading	7.7%	1
Temperature	30.8%	4
Peak flow	15.4%	2
Urine Test	7.7%	1
Pregnancy Test	30.8%	4
Sexual health test	15.4%	2
Throat test	7.7%	1
Other (please specify)		1
Blood Pressure		1
Did your pharmacy offer any additional/new services during the COVID-19 pandemic? (N=37, 4 skipped)	%	Responses
Pandemic delivery service		
Yes	97.3%	36
No	2.7%	1
Covid-19 lateral flow device distribution service		
Yes	100.0%	37
No	0.0%	0
Covid-19 Antiviral treatments to eligible patients such as Molnupiravir		
Yes	2.7%	1
No	97.3%	36
Other (please specify)		
Vaccination service		1

Did your pharmacy stop offering any services during the COVID-19 pandemic? (N=37, 4 skipped)	%	Responses
Yes	16.2%	6
No	83.8%	31
Yes (please specify)		
NHS Health Checks		3
Blood pressure checks		2
Vaccination service		1
Sexual Health Service		1
Blood Glucose tests		1
Cholesterol tests		1
Do all your computers within a pharmacy access your dispensary software? (N=37, 4 skipped)	%	Responses
Yes	97.3%	36
No	2.7%	1
Do you have a computer that can access the internet? (N=37, 4 skipped)	%	Responses
Yes	100.0%	37
No	0.0%	0
Can the internet be accessed whilst the PMR system is running? (N=37, 4 skipped)	%	Responses
Yes	100.0%	37
No	0.0%	0
Do you have access to NHS Summary Care Records? (N=37, 4 skipped)	%	Responses
Yes	100.0%	37
No	0.0%	0
Do you have a printer that will print A4 size of paper? (N=37, 4 skipped)	%	Responses
Yes	100.0%	37
No	0.0%	0
Do you provide the electronic prescription service? (N=37, 4 skipped)	%	Responses
Yes	100.0%	37
No	0.0%	0
Please tick the statements about Electronic prescription service (EPS) below that apply to your pharmacy (you can tick more than one statement) (N=37, 4 skipped)	%	Responses
We are Release 1 enabled	67.6%	25
We are Release 2 enabled	100.0%	37
We are planning to introduce Release 1 within 12 months	0.0%	0
We are planning to introduce Release 2 within 12 months	0.0%	0
We do not currently have plans for EPS Services	0.0%	0
When was the last CPPQ survey completed? (N=34, 7 skipped)	%	Responses
2018	2.9%	1
2019	20.6%	7
2020	17.6%	6
2021	38.2%	13
2022	20.6%	7
What was the number of respondents? (N=32, 9 skipped)	%	Responses
less than 50	3.1%	1
50-99	53.1%	17
100-150	31.3%	10
150+	12.5%	4



13 Appendix E – Public PNA Survey Results

13.1 Lewisham Public Survey: Have your say on pharmacy services in Lewisham

1. Do you live in Lewisham?

Yes

No

Please state the first part of your postcode (allow only 4 letters or numbers)

2. Do you usually use a pharmacy in Lewisham, another out-of-the borough pharmacy or an online/internet (distance-selling) pharmacy?

Yes – within the borough of Lewisham

Yes – out-of-the borough (in the surrounding boroughs of Lewisham)

Yes – out-of-the borough (not in the surrounding boroughs of Lewisham)

Yes – distance-selling pharmacy (online/internet pharmacy)

No

3. How often do you use a pharmacy? (Please select only one option)

Once a week

More than once a week

Once a month

A few times a month

Once in 3 months

Once in 6 months

Less than once a year

4. What do you usually use your local pharmacy for? (Please tick all that apply)

For advice

To collect prescribed medication

To buy shampoo, toothpaste, and other toiletries

To buy medication that doesn't need a prescription (over the counter medicines)

To get support for long-term conditions (e.g., diabetes, high blood pressure)

If I am unable to get a GP appointment

To find out about services available to you

For specialised services (such as stop smoking services)

Other

5. Do you use the same pharmacy on a regular basis?

Yes – I use the same pharmacy all of the time

Yes – I use the same community pharmacy most of the time

Yes – I use online/internet pharmacies all of the time

No – I use several different community pharmacies

No – I use a combination of community pharmacies and online/internet pharmacies

6. What is your most frequent way of travel to get to your pharmacy?



- Walking
- Cycling
- Car/Motorbike/Van
- Public Transport
- Taxi
- I have my medicine delivered
- Other - please state

7. How long does it take for you to travel to your pharmacy?

- Less than 5 minutes
- 5-10 minutes
- 10-15 minutes
- 15-20 minutes
- 20-25 minutes
- 25-30 minutes
- 30+ minutes
- I have my medicine delivered

8. Is there a more convenient or closer pharmacy that you don't use?

- No
- Yes (please explain why you do not use this pharmacy)
- Add comment box

What are the most convenient times for you to access a pharmacy? (Please tick all that apply)	Early Mornings (before 9AM)	Mornings	Lunchtime	Afternoon	Evening	Late Nights (after 7PM)
Monday to Friday						
Saturday						
Sunday						

9. Would you like to see any of these services provided by your local pharmacy?

	Yes	No	Don't know
Dispensing of prescriptions			
Repeat dispensing services			
Home delivery and prescription collection services			
Needle exchange			
Advice from your pharmacist			
Sale of over-the-counter medicines			



Disposal of unwanted medicines			
Minor Ailments Service			
Flu vaccination services			
Detailed discussion with your pharmacist on how to take your existing and newly prescribed medicines			
Stopping smoking/nicotine replacement therapy			
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)			
Immediate access to specialist drugs (e.g. Palliative care medicines)			
Supervised consumption of methadone and buprenorphine			
Emergency supply of prescription medicines			
Other, please specify:			

10. How satisfied or dissatisfied are you with the current service provision?

a. Opening times

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Any other comments

b. Consultation rooms

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Any other comments

c. Medicines review and advice

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Any other comments

d. Any other comments

11. How could we make better use of pharmacies in Lewisham as a local health resource?

12. What new services would you like pharmacies in Lewisham to provide in the future?



13. Please tell us how your use of your pharmacy has changed since the Covid-19 pandemic?

Equalities Monitoring

To ensure that the survey is representative of the population of the borough, please help us by filling in the information below. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

8. What is your gender? (Please select only one option)

- Male
- Female
- Transgender
- Non-binary
- Prefer not to say
- Other

9. How would you define your sexual orientation? (Please select only one option)

- Bi/bisexual
- Heterosexual/straight
- Homosexual/gay/lesbian
- Prefer not to say
- Other

10. What age group are you in? (Please select only one option)

- Under 16
- 16-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 74-85 years
- 85 years or over

11. What is your ethnic group? (Please select only one option)

- White British
- White Irish
- White and Black Caribbean
- White and Black African
- White and Asian
- Gypsy/Traveller
- Any other White background
- Black African
- Black Caribbean
- Black British
- Any other Black/African/ Caribbean Black background



Asian British
Asian Indian
Asian Pakistani
Asian Bangladeshi
Asian Chinese
Arab
Arab British
Any other Asian background
Any other mixed background
Other

12. Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

Yes (please answer Q6)
No
Prefer not to say
Other

13. If 'yes' please tick all that apply that best describes your disability. This information helps us to improve access to our services.

Visually impaired
Hearing impaired
Mobility disability
Learning disability
Communication difficulty
Hidden disability: autism spectrum disorder (ASD)
Hidden disability: attention deficit hyperactivity disorder (ADHD)
Hidden disability: Asthma
Hidden disability: Epilepsy
Hidden disability: Diabetes
Hidden disability: Sickle cell
Other
Prefer not to say

13.2 Lewisham Public Survey results

Do you live in Lewisham? (N=128, 1 skipped)		%	Responses
Yes		98.4%	126
No		1.6%	2
Please state the first part of your postcode. (N=127, 2 skipped)		%	Responses
SE6		39.4%	50
SE13		21.3%	27
SE23		11.0%	14
SE4		5.5%	7
SE8		5.5%	7
SE12		5.5%	7
SE14		3.1%	4
SE26		3.1%	4
SE3		2.4%	3
BR1		2.4%	3
SE1		0.8%	1
Do you usually use a pharmacy in Lewisham, another out-of-the borough pharmacy or an online/internet (distance-selling) pharmacy? (N=128, 1 skipped)		%	Responses
Yes – within the borough of Lewisham		95.3%	122
Yes – out-of-the borough (in the surrounding boroughs of Lewisham)		1.6%	2
Yes – out-of-the borough (not in the surrounding boroughs of Lewisham)		0.0%	0
Yes – distance-selling pharmacy (online/internet pharmacy)		0.8%	1
No		2.3%	3
How often do you use a pharmacy? (N=129)		%	Responses
Once a week		6.2%	8
More than once a week		1.6%	2
Once a month		49.6%	64
A few times a month		20.2%	26
Once in 2 months		15.5%	20
Once in 6 months		5.4%	7
Less than once a year		1.6%	2
What do you usually use your local pharmacy for? (please tick all that apply) (N=129)		%	Responses
For advice		32.6%	42
To collect prescribed medication		96.9%	125
To buy shampoo, toothpaste, and other toiletries		17.1%	22
To buy medication that doesn't need a prescription (over the counter medicines)		58.1%	75
To get support for long term conditions (e.g., diabetes, high blood pressure)		10.1%	13
If I am unable to get a GP appointment		13.2%	17
To find out about services available to you		2.3%	3
For specialised services (such as stop smoking services)		2.3%	3
Other (please specify)		6.2%	8
Vaccination			4
To buy supplements			2
Disposal of medicine			1
To collect prescription for family members			1
Do you use the same pharmacy on a regular basis? (N=129, 1 skipped)		%	Responses
Yes – I use the same community pharmacy (e.g. chemist on your high street) all of the time		72.7%	93
Yes – I use the same community pharmacy (e.g. chemist on your high street) most of the time		21.9%	28
Yes – I use online/internet pharmacies all of the time		0.0%	0
No – I use several different community pharmacies (e.g. chemist on your high street)		14.1%	18
No – I use a combination of community pharmacies (e.g. chemist on your high street) and online/internet pharmacies		2.3%	3

What is your most frequent way of travel to get to your pharmacy? (N=128, 1 skipped)	%	Responses
Walking	78.1%	100
Cycling	0.8%	1
Car/morobike/van	13.3%	17
Public transport	8.6%	11
Taxi	0.0%	0
I have my medicine delivered	2.3%	3
Other (please specify)	0.8%	1
Mobility aid		1
How long does it take for you to travel to your pharmacy? (N=128, 1 skipped)	%	Responses
Less than 5 minutes	26.6%	34
5-10 minutes	39.8%	51
10-15 minutes	18.0%	23
15-20 minutes	10.2%	13
20-25 minutes	2.3%	3
25-30 minutes	2.3%	3
30+ minutes	0.8%	1
I have my medicine delivered	0.8%	1
Is there a more convenient or closer pharmacy that you don't use? (N=127, 2 skipped)	%	Responses
No	66.9%	85
Yes	33.1%	42
What are the most convenient times on weekdays (Monday to Friday) for you to access a pharmacy? (please tick all that apply) (N=128, 1 skipped)	%	Responses
Early mornings (before 9am)	6.3%	8
Mornings	35.9%	46
Lunchtime	11.7%	15
Afternoon	30.5%	39
Evening	16.4%	21
Late nights (after 7pm)	7.0%	9
What are the most convenient times on Saturday for you to access a pharmacy? (please tick all that apply) (N=128, 1 skipped)	%	Responses
Early mornings (before 9am)	1.6%	2
Mornings	63.3%	81
Lunchtime	10.9%	14
Afternoon	28.1%	36
Evening	1.6%	2
Late nights (after 7pm)	2.3%	3
What are the most convenient times on Sunday for you to access a pharmacy? (please tick all that apply) (N=127, 2 skipped)	%	Responses
Early mornings (before 9am)	3.1%	4
Mornings	46.5%	59
Lunchtime	13.4%	17
Afternoon	26.8%	34
Evening	3.1%	4
Late nights (after 7pm)	1.6%	2

What are the most important reasons for choosing a pharmacy? (please tick all that apply) (N=128, 1 skipped)		%	Responses
It is close to my home		82.0%	105
It is close to my GP surgery		51.6%	66
It is close to my workplace		4.7%	6
It is in my local supermarket		3.1%	4
It has good parking facilities nearby		10.9%	14
It has disabled access		7.8%	10
Staff are friendly		61.7%	79
Staff are knowledgeable		63.3%	81
I trust the pharmacist who works there		52.3%	67
Staff speak my first language		6.3%	8
I am served quickly		37.5%	48
It sells the things I need		29.7%	38
It has convenient opening times		40.6%	52
It delivers medication to my home		6.3%	8
It has a private consultation area		18.8%	24
It has the prescriptions that I need		50.0%	64
It uses an electronic perscription services (EPS)		53.1%	68
It offers a prescription collection service from my GP surgery		35.9%	46
It offers lifestyle/behaviour change services		2.3%	3
It offers weight management services		0.0%	0
It offers stop smoking services		1.6%	2
Other (please specify)		3.1%	4
Vaccination			3
Medication supply issues			1
Has bike parking			1
Not within a supermarket			1
Closest pharmacy closed down			1
Good knowledge and selection of specialist supplements for my long covid			1
It has a great atmosphere - calming music, wonderful healthy products that i can't buy locally elsewhere.			1
Most pharmacy in the borough sell toxic products non dermatologic soaps and hair tinctures			1
They will communicate directly with my GP, on my behalf, is there are any queries about my script			1
Would you like to see any of these services provided by your local pharmacy? (N=126, 3 skipped)		%	Responses
Dispensing of prescriptions			
Yes		91.3%	115
No		2.4%	3
Don't know		4.0%	5
Repeat dispensing services			
Yes		92.9%	117
No		2.4%	3
Don't know		2.4%	3
Home delivery and prescription collection services			
Yes		73.0%	92
No		7.1%	9
Don't know		16.7%	21
Needle exchange			
Yes		25.4%	32
No		18.3%	23
Don't know		50.8%	64
Advice from your pharmacist			
Yes		90.5%	114
No		2.4%	3
Don't know		4.0%	5

Sale of over-the-counter medicines			
Yes		92.9%	117
No		1.6%	2
Don't know		3.2%	4
Disposal of unwanted medicines			
Yes		88.9%	112
No		2.4%	3
Don't know		5.6%	7
Minor Ailments Service			
Yes		80.2%	101
No		3.2%	4
Don't know		12.7%	16
Flu vaccination services			
Yes		85.7%	108
No		4.8%	6
Don't know		7.1%	9
Detailed discussion with your pharmacist on how to take your existing and newly prescribed medicines			
Yes		76.2%	96
No		5.6%	7
Don't know		15.1%	19
Stopping smoking/nicotine replacement therapy			
Yes		35.7%	45
No		23.8%	30
Don't know		34.9%	44
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)			
Yes		45.2%	57
No		20.6%	26
Don't know		28.6%	36
Immediate access to specialist drugs (e.g. Palliative care medicines)			
Yes		50.0%	63
No		10.3%	13
Don't know		34.9%	44
Supervised consumption of methadone and buprenorphine			
Yes		27.8%	35
No		22.2%	28
Don't know		46.0%	58
Emergency supply of prescription medicines			
Yes		86.5%	109
No		1.6%	2
Don't know		7.9%	10
Other (please specify)			
They already do most if not all of these.			4
Weight Management			3
Vaccinations			2
All of these services are important for community pharmacies			2
Homeopathy/alternative treatments			1
Mental Health first aid			1
Information for carers and support workers			1
Better service by the staff			1

How satisfied or dissatisfied are you with the current service provision? (N=127, 2 skipped)	%	Responses
Opening times		
Very satisfied	37.0%	47
Satisfied	41.7%	53
Neither satisfied nor dissatisfied	10.2%	13
Dissatisfied	7.9%	10
Very dissatisfied	3.1%	4
Any comments:		
Weekends		5
Good opening times		5
Sunday opening		4
Unpredictable opening times		3
Lunchtime		2
Longer hours		3
After work		2
Weekend		1
Early mornings		1
Since changing chemist I have not needed to access most of these services.		1
Late nights		1
Longer hours on the weekend		1
Consultation rooms		
Very satisfied	18.9%	24
Satisfied	22.8%	29
Neither satisfied nor dissatisfied	40.9%	52
Dissatisfied	3.1%	4
Very dissatisfied	4.7%	6
Any comments:		
Not available/not sure if available		11
Not discrete		6
Never used		5
Small		3
Staffs are too busy		1
Unorganised room		1
Medicines review and advice		
Very satisfied	22.8%	29
Satisfied	23.6%	30
Neither satisfied nor dissatisfied	38.6%	49
Dissatisfied	6.3%	8
Very dissatisfied	2.4%	3
Any comments:		
Never used		3
I don't normally review medicines at pharmacist - would be good if they offered.		3
Usually done at the till with other customers waiting so not very confidential		2
Are the pharmacist qualified to review my medication?		2
My medicine review is done/or should be done by my GP		2
After asking for emergency contraception, I have unlawfully taken in a separate room and questioned about my sexual health. I declined answering any of the question and the pharmacist denied me access to the over counter medicine that is emergency contraception. I have lost any trust for local pharmacy near my house.		1
Their staff is not welcoming, very rude & also Always delay my repeated prescription. Many times they forget.		1
Staff are too busy to do this		1
A previous chemist I went to did an annual review of my medication. This one has not as yet.		1
They are happy to explain things I'm not sure about and check things with me.		1
Different answers/advice from different pharmacists		1
I find the GP and Pharmacy reviews as an irritating necessity on their part.		1
Not available/not sure if available		1

What is your gender? (N=127, 2 skipped)		%	Responses
Male		20.5%	26
Female		78.0%	99
Transgender		0.0%	0
Non-binary		0.0%	0
Prefer not to say		1.6%	2
Other (please specify)		0.0%	0
How would you define your sexual orientation? (N=124, 5 skipped)		%	Responses
Bi/bisexual		2.4%	3
Heterosexual/straight		80.6%	100
Homosexual/gay/lesbian		6.5%	8
Prefer not to say		9.7%	12
Other (please specify)		0.8%	1
What age group are you in? (N=126, 3 skipped)		%	Responses
16-24 years		0.8%	1
25-34 years		3.2%	4
35-44 years		15.9%	20
45-54 years		15.1%	19
55-64 years		21.4%	27
65-74 years		29.4%	37
75-84 years		14.3%	18
85 years or over		0.0%	0
Prefer not to say		0.0%	0
What is your ethnic group? (N=126, 3 skipped)		%	Responses
White British		58.7%	74
White Irish		7.9%	10
White and Black Caribbean		0.0%	0
White and Black African		0.0%	0
White and Asian		0.8%	1
Gypsy/Traveller		0.0%	0
Any other White Background		12.7%	16
Black African		3.2%	4
Black Caribbean		5.6%	7
Black British		1.6%	2
Any other Black/African/Caribbean Black background		0.8%	1
Asian British		0.8%	1
Asian Indian		1.6%	2
Asian Pakistani		0.0%	0
Asian Bangladeshi		0.0%	0
Asian Chinese		0.0%	0
Arab		0.0%	0
Arab British		0.0%	0
Any other Asian background		0.8%	1
Any other mixed background		0.8%	1
Prefer not to say		2.4%	3
Other (please specify)		3.2%	4
	White English		3
	Irish/Yugoslav		1

Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. (N=128, 1 skipped)		%	Responses
Yes		30.5%	39
No		62.5%	80
Prefer not to say		7.0%	9
If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services. (N=28, 7 skipped among who said yes)		%	Responses
Visually impaired		3.6%	1
Hearing impaired		7.1%	2
Mobility disability		53.6%	15
Learning disability		3.6%	1
Communication difficulty		0.0%	0
Hidden disability: Autism Spectrum Disorder (ASD)		7.1%	2
Hidden disability: Attention Deficit Hyperactivity Disorder (ADHD)		7.1%	2
Hidden disability: Asthma		25.0%	7
Hidden disability: Epilepsy		0.0%	0
Hidden disability: Diabetes		64.3%	18
Hidden disability: Sickle cell		0.0%	0
Prefer not to say		21.4%	6
Other (please specify)		21.4%	6
Other mental health conditions			5
Multiple sclerosis			2
Chronic obstructive pulmonary disease			2
Long Covid			2
Cancer			1
Crohn's disease			1
Hydrocephalus			1
Dyspraxia			1
Osteoporosis			1
Myalgic encephalomyelitis			1
Chronic cough			1
Rheumatoid Arthritis			1

Please see section 5.5 for free-text analysis of four additional questions.

14 Appendix F –GP & Dental service providers

Table 37 GP practices in Lewisham (Apr 2022)

Any important changes since April 2022 in GP practices have been stated in the organisation name section using brackets.

Organisation Code	Organisation Name	Postcode
G85003	Belmont Hill Surgery (merged with The Lewisham Care Partnership)	SE13 5AY
G85004	The Jenner Practice (merged with Bellingham Green Surgery and South Lewisham Group Practice and now known as Modality Lewisham)	SE23 1HU
G85005	South Lewisham Group Practice (merged with Bellingham Green Surgery and The Jenner Practice and now known as Modality Lewisham)	SE6 2SP
G85008	Mornington Surgery (merged with Kingfisher Medical Centre and closed in July 2021)	SE14 6TD
G85015	The Qrp Surgery (known as Queens Road Partnership)	SE14 5HD
G85020	Kingfisher Medical Centre	SE8 5DA
G85023	Lewisham Medical Centre	SE13 5PJ
G85024	Sydenham Green Group Practice	SE26 4TH
G85026	Clifton Rise Family Practice	SE8 4BG
G85027	Burnt Ash Surgery (merged with The Lewisham Care Partnership)	SE12 8NP
G85032	Torridon Road Medical Practice	SE6 1RB
G85035	Morden Hill Surgery (merged with The Lewisham Care Partnership)	SE13 7NN
G85038	St John's Medical Practice (merged with The Lewisham Care Partnership)	SE13 7SX
G85046	Lee Road Surgery	SE3 9RT
G85055	Hilly Fields Medical Centre (merged with The Lewisham Care Partnership)	SE4 1JN
G85057	Downham Family Medical Practice	BR1 5EP
G85061	Woolstone Medical Centre	SE23 2SG
G85076	New Cross Centre (Hurley Group) (known as New Cross Health Centre)	SE14 6LD
G85085	Grove Medical Centre	SE8 3QH
G85089	Honor Oak Group Practice	SE4 2LA
G85104	ICO Health Group	BR1 5EP
G85105	Vesta Road Surgery	SE4 2NH
G85114	Wells Park Practice	SE26 6JQ
G85120	Triangle Group Practice	SE13 6DQ
G85121	Parkview Surgery	SE6 1AT
G85124	Bellingham Green Surgery (merged with The Jenner Practice and South Lewisham Group Practice and now known as Modality Lewisham)	SE6 3JB

G85633	Novum Health Partnership	SE6 4JH
G85696	Vale Medical Centre	SE23 2JF
G85698	Amersham Vale Training Practice	SE14 6LD
G85711	Deptford Surgery	SE14 6TJ
G85716	Oakview Family Practice	BR1 5NJ
G85722	Woodlands Health Centre	SE13 6RN
G85727	Nightingale Surgery	SE12 8NP
G85736	Deptford Medical Centre	SE14 6TG

Table 38 Dental practices in Lewisham (Apr 2022)

ODS Code	Name	Postcode
V00466	Dental Surgery	SE13 5LQ
V00471	Dental Surgery	SE13 5BJ
V00505	Dental Beauty Forest Hill	SE23 1BX
V00963	Community Health South London N	SE8 4BG
V82726	Waldron Dental Clinic	SE14 6LD
V82643	Sparkly Smile Limited	SE3 0TA
V12102	Downham Health Centre	BR1 5EP
V45589	Oral Surgery Ltd	SE6 4AF
V83425	Lee Dental And Implant Practice	SE12 8RA
V83504	Banning Dental Group	SE13 7FT
V00063	Crofton Park Dental Practice	SE4 1QY
V00238	Hillview Dental Centre	SE6 1AG
V00459	L Ziman & Associates Ltd	SE4 2AQ
V00460	Colosseum Dental (Creekside)	SE8 3PR
V00461	Dental Surgery	SE14 6QD
V00463	Dental Surgery	SE8 5QW
V00464	Dental Care Centre	SE14 5DG
V00465	Dental Surgery	SE12 8LU
V00475	Dental Surgery	SE12 8PU
V00477	Dental Surgery	SE3 0RL
V00478	Dental Surgery	SE13 6BG
V00482	Dental Surgery	SE12 9NG
V00488	Dental Surgery	SE6 4SN
V00490	Denticare Group	SE6 2LQ
V00492	Dental Surgery	BR1 4PH
V00494	First Dental Grove Park	SE12 9PP
V00500	Oral Surgery Ltd - Maxident	SE6 2NZ
V00501	Oral Surgery Ltd - Family Dental	SE23 3HN
V00503	Colosseum Dental (Forest Hill)	SE23 3HF
V00504	Idh Ltd	SE26 5HF



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V00506	Miss Ea Dighe	SE6 3HQ
V00508	Dental Surgery	SE23 2LR
V00957	Jenner Health Centre	SE23 1RJ
V01860	Dental Surgery	SE26 6DP
V07643	Colosseum Dental (Honor Oak)	SE4 2EY
V04587	Forest Hill Dental Surgery	SE23 3HN
V04794	Stanstead Road (Dental Surgery)	SE6 4UE
V11539	Rushey Green Dental Practice	SE6 4AF
V10679	Baring Road Dental Practice	SE12 0DU
V83551	Ms Priya Gupta - Baring Road Dental	SE12 0DU
V169050	Portman Healthcare Ltd	SE13 7DJ
V169019	Total Orthodontics Lewisham	SE13 7UX

15 Appendix G – Maps

Figure 30 The location of health services in the Lewisham boroughs

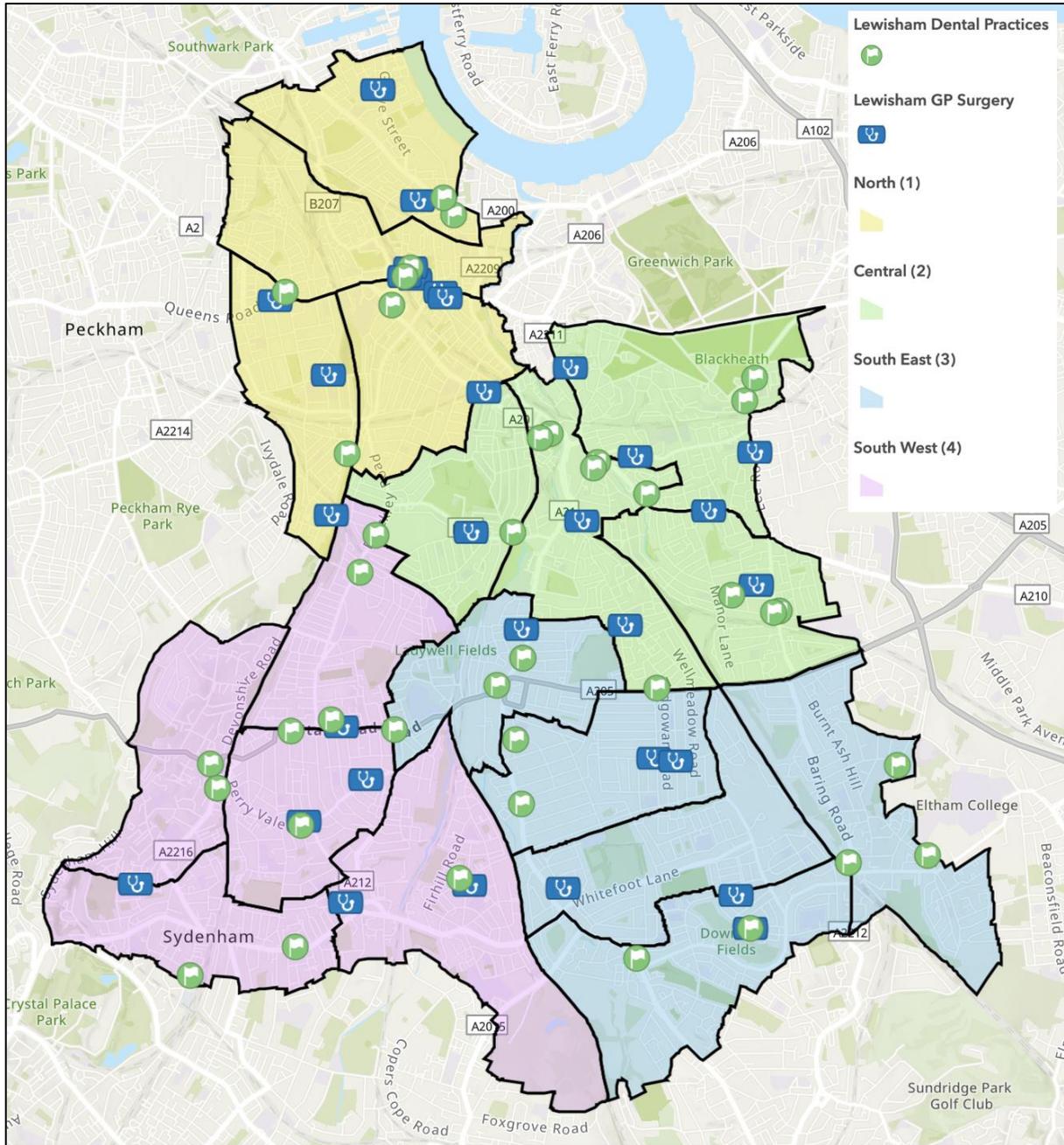


Figure 31 Drive time to nearest pharmacy in Lewisham (minutes)

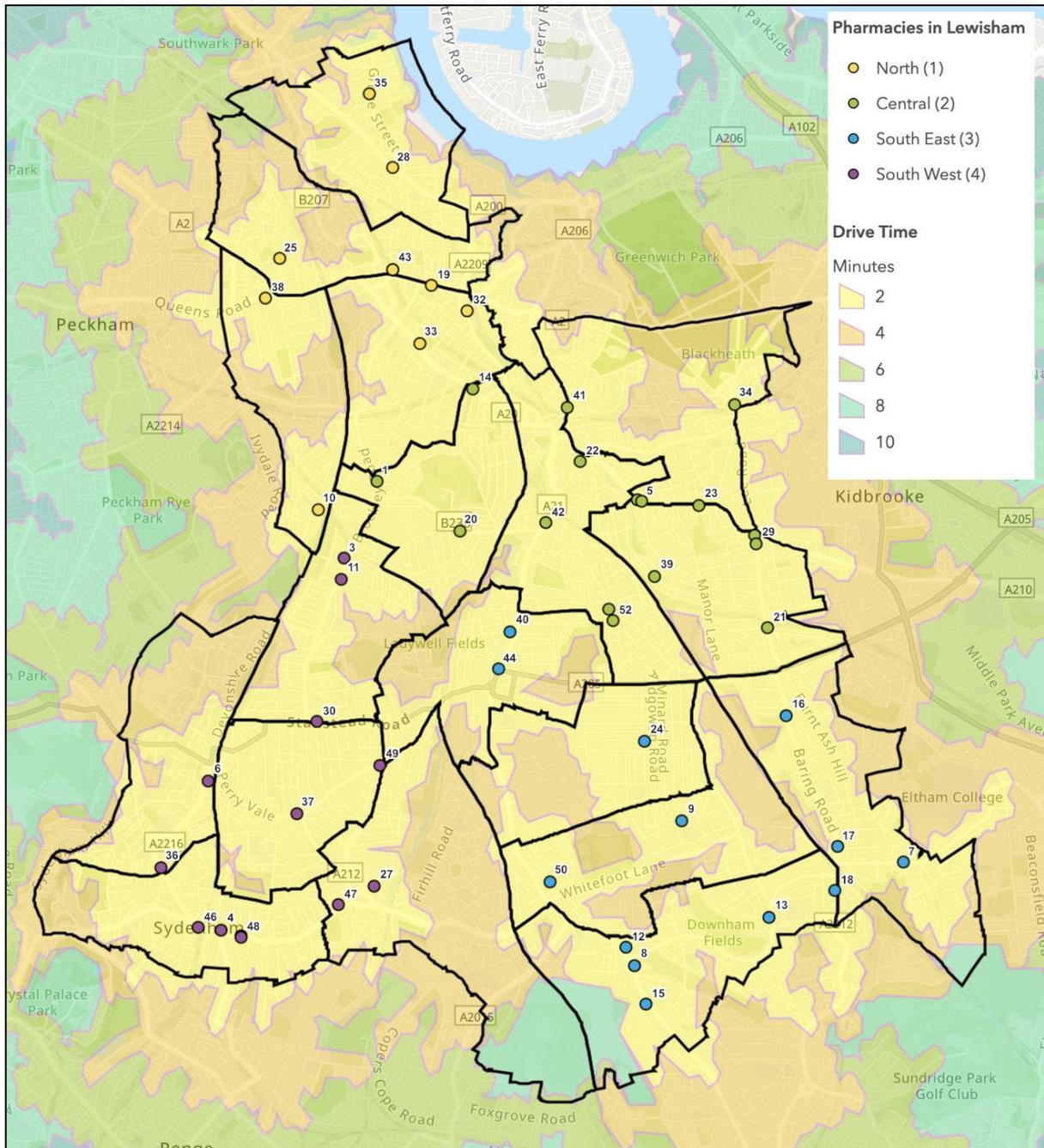


Figure 32 Drive time to nearest pharmacy in Lewisham or surrounding areas (minutes)

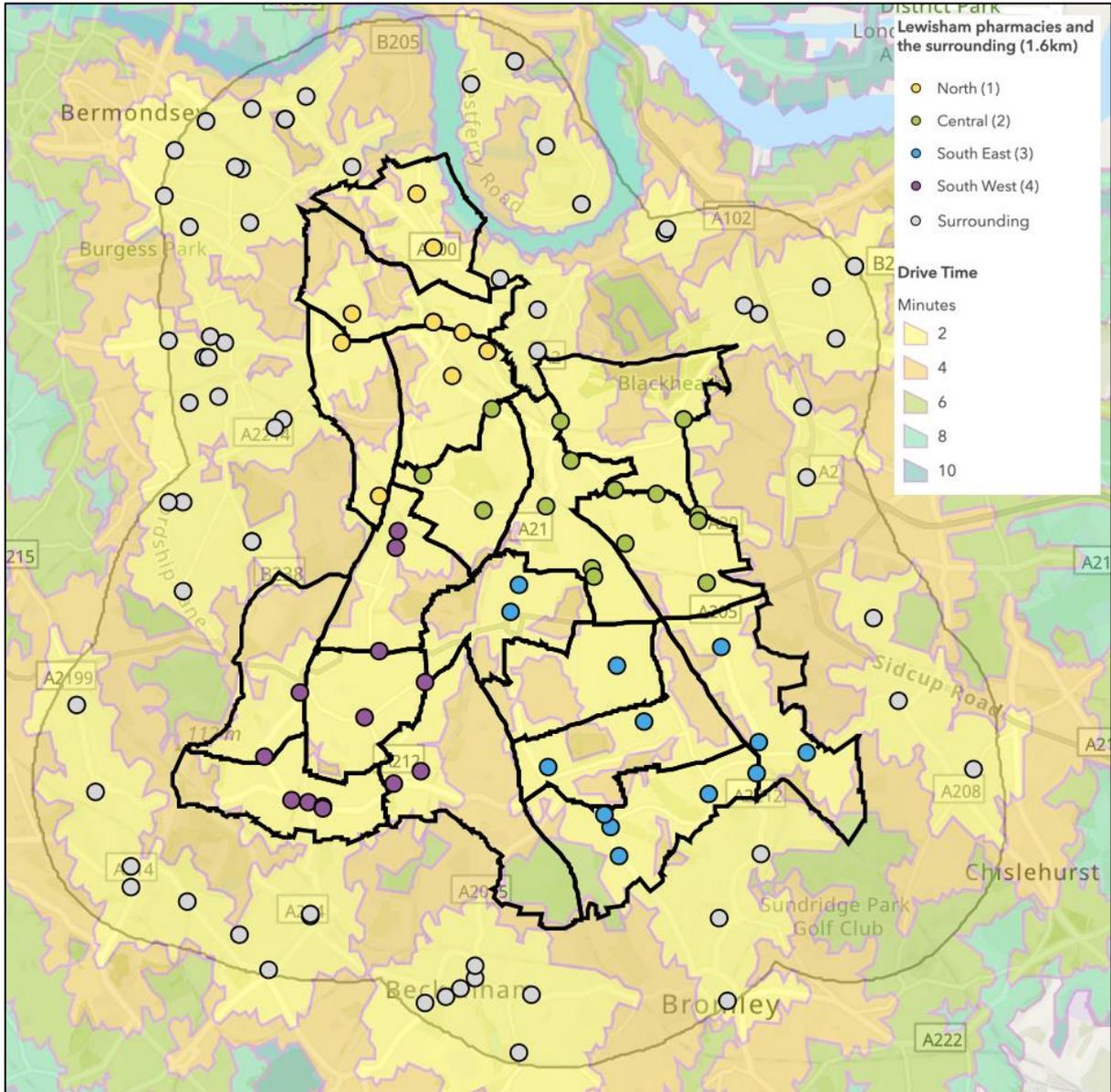


Figure 33 Location of pharmacies by locality in Lewisham open on weekdays

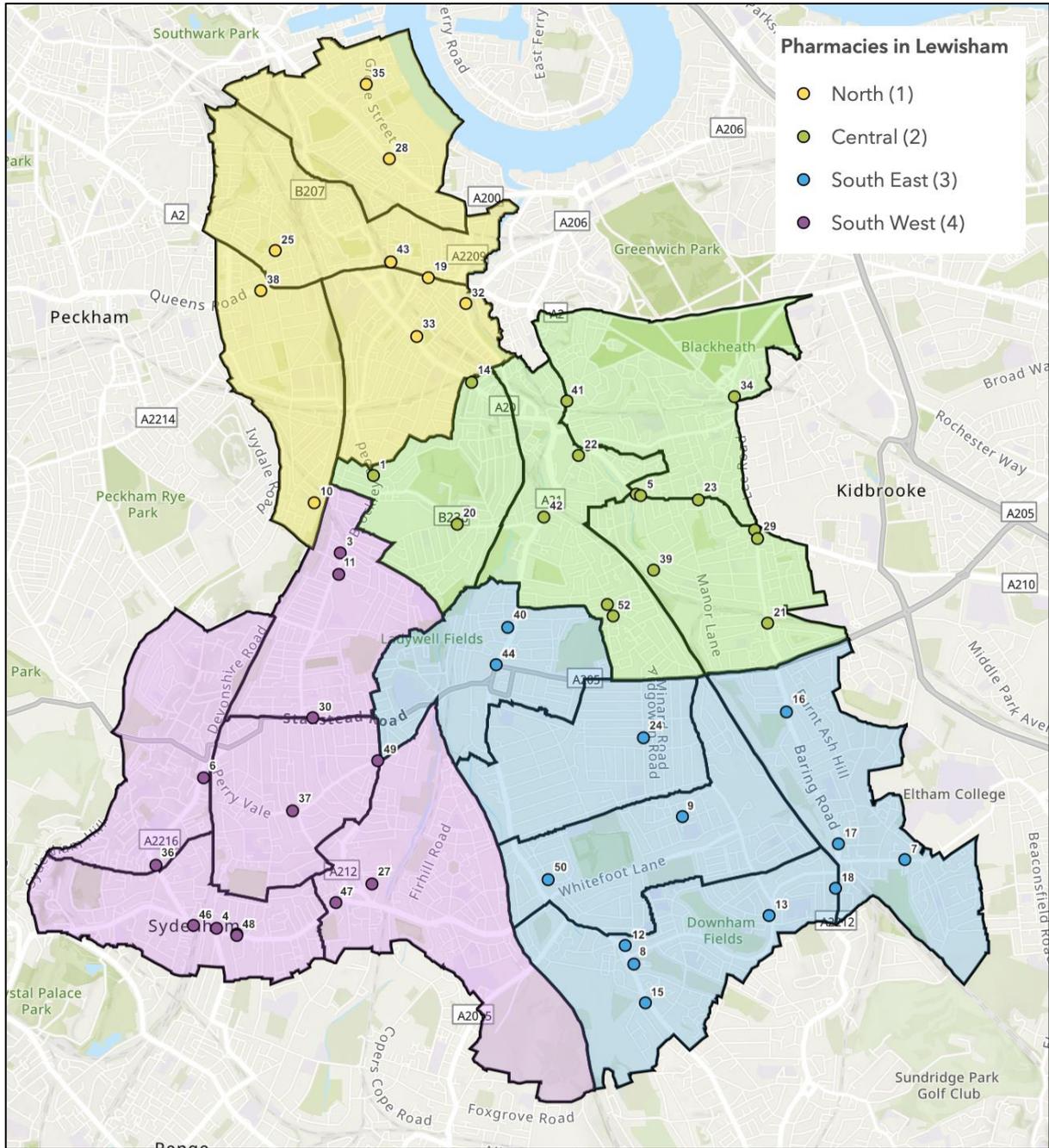


Figure 35 Location of pharmacies by locality in Lewisham open on Saturdays with Population Density for LSOA (dot density)

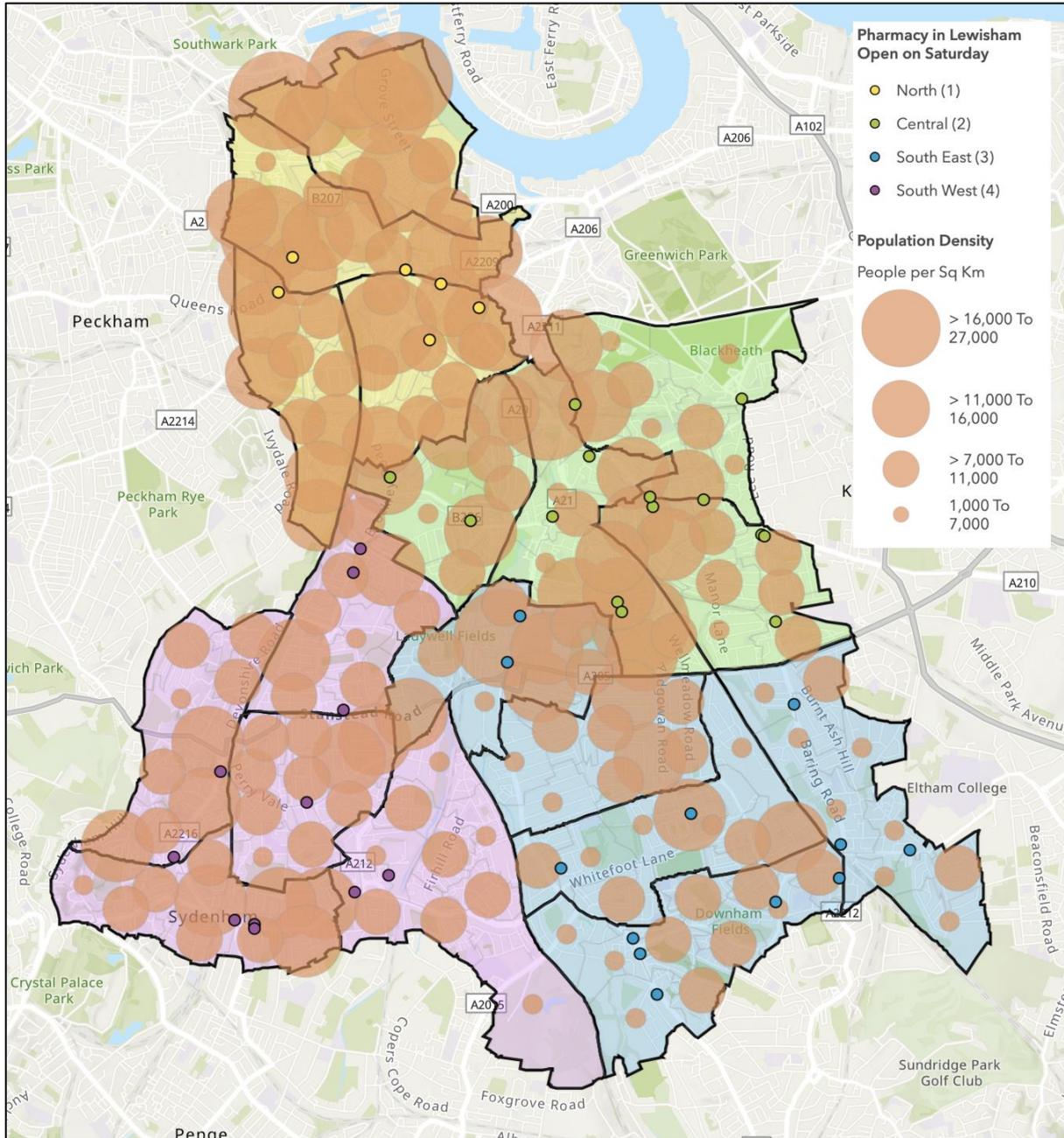
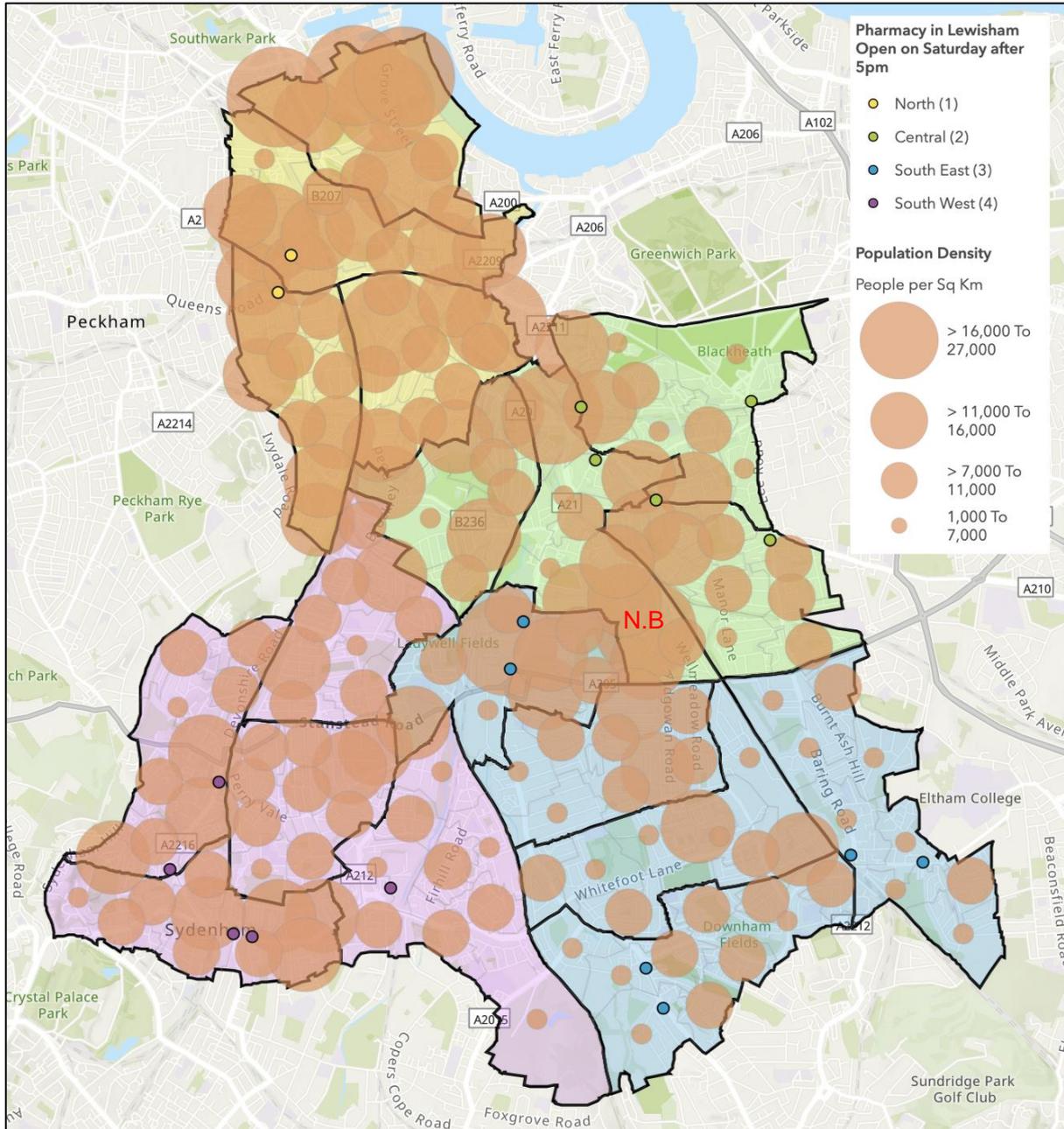


Figure 36 Location of pharmacies by locality in Lewisham open on Saturday evening (after 5pm) with Population Density for LSOA (dot density)



N.B. The opening hours of Woodlands Pharmacy (Map ID: 52) has changed in November 2022 to become a 100-hour pharmacy and now opens on Saturday evening.

Figure 37 Location of pharmacies by locality in Lewisham open on Sunday with Population Density for LSOA (dot density)

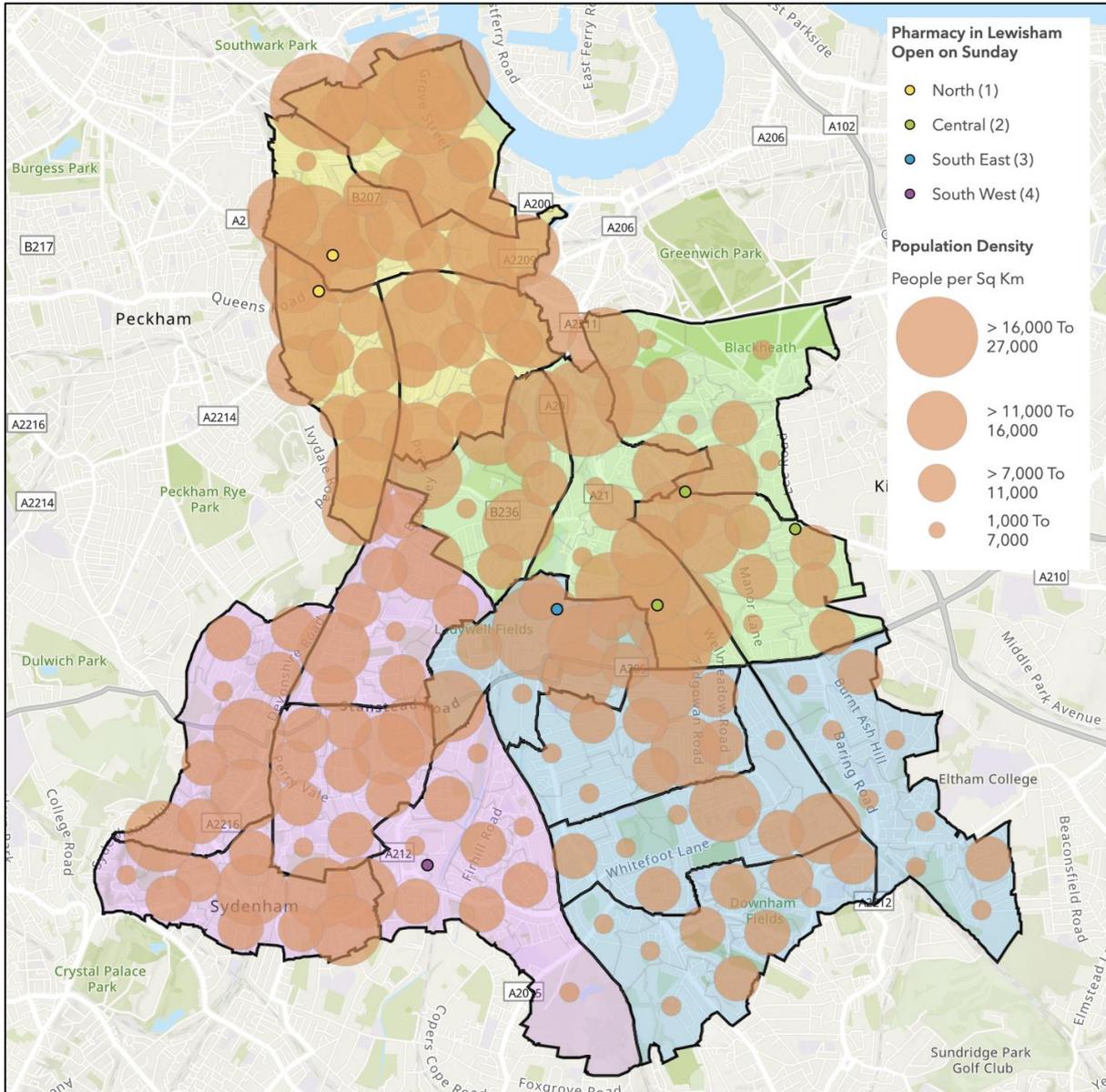
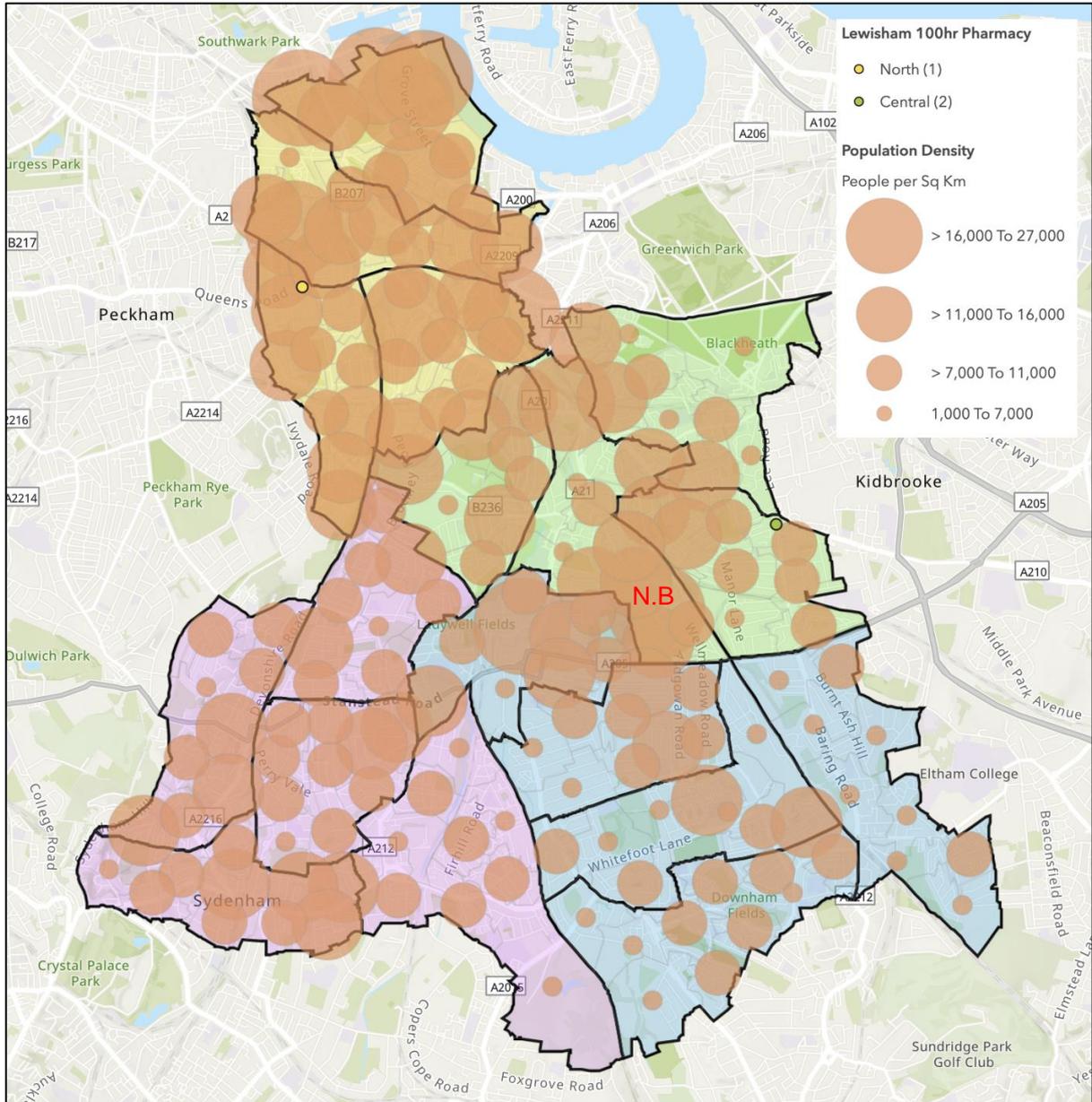
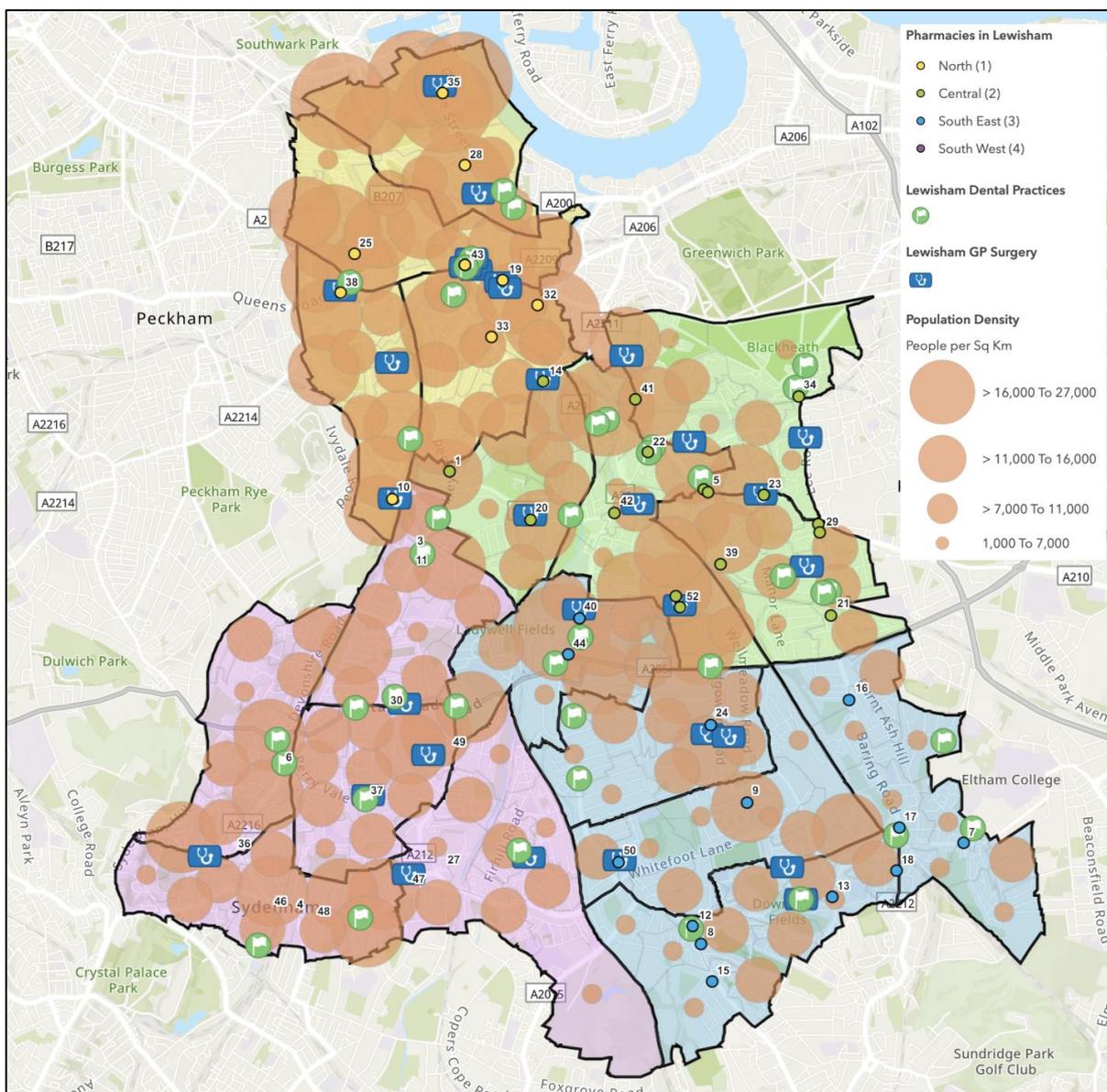


Figure 38 Location of 100-hour pharmacies by locality in Lewisham with Population Density for LSOA (dot density)



N.B. The opening hours of Woodlands Pharmacy (Map ID: 52) has changed in November 2022 to become a 100-hour pharmacy.

Figure 39 Location of pharmacies and other health services in Lewisham with Population Density for LSOA (dot density)



Dot density is another way of presenting the population distribution with every person in an area signified by a dot. This presentation makes it easier to display geographical features as well, such as roads, green sites, industrial areas etc

16 Appendix H – Draft Statutory PNA Consultation Process

The Pharmaceutical Regulations state that:

When making an assessment for the purposes of publishing a pharmaceutical needs assessment, each HWB must consult the following about the contents of the assessment it is making:

- a) any Local Pharmaceutical Committee for its area (including any Local Pharmaceutical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- b) any Local Medical Committee for its area (including any Local Medical Committee for part of its area or for its area and that of all or part of the area of one or more other HWBs);
- c) any persons on the pharmaceutical lists and any dispensing doctors list for its area;
- d) any LPS chemist in its area with whom the NHSCB has made arrangements for the provision of any local pharmaceutical services;
- e) any Local Healthwatch organisation for its area, and any other patient, consumer, or community group in its area which in the opinion of HWB1 has an interest in the provision of pharmaceutical services in its area;
- f) any NHS trust or NHS foundation trust in its area;
- g) the NHSCB; and
- h) any neighbouring HWB.

What are the statutory time requirements for the consultation?

The consultation must be for a minimum of 60 days. This consultation will start on 30th August and end on 15th November.

How are we consulting?

The survey for consultation is being conducted using a structured questionnaire using Consultation hub Lewisham - Citizen Space (see Appendix A).

The survey is advertised through:

- the Lewisham local authority consultation channels
- the Integrated Care Board (ICB) consultation channels, including all GP practices
- the LPC to all pharmacists and the public pharmacy groups
- the Health Watch to local groups
- direct email to neighbouring Integrated Care Board (ICB) and Health and Wellbeing Boards
- direct email to Chief Pharmacist of acute and mental health trust.

Wider engagement

The PNA advisory group and a follow-on meeting with the local authority communications lead and Health Watch agreed the following groups and engagement method for the wider group.

Audience

The audience for the wider engagement will be

- Health Watch identified current forums and groups
- Residents through local authority communications channels with voluntary sector/community groups, housing associations and residents.



Process

The questionnaire for the engagement is provided in Appendix A.

A PowerPoint slide deck explaining:

1. What is the PNA?
2. Why are we engaging with the local communities?
3. How will the data be used?
4. How will the communities receive feedback on the outcomes of the engagement process?
5. Questionnaire and link to Consultation hub Lewisham - Citizen Space

Similarly, the Get Involved should have the descriptions (a-d) above in the introduction.

Data analyses

Responses will be collected and analysed using quantitative and qualitative methods. Findings will be used to update the draft PNA.

17 Appendix I – Terms of Reference

17.1 Lewisham PNA – Steering Group Terms of Reference

Establish a steering group that will include key PNA stakeholders. A small management group within the wider steering group will manage the implementation of the PNA.

Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist, dispensing appliance contractor or dispensing doctor (rural areas only), who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List.

The National Health Service England (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) set out the system for market entry. Under the Regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA); and NHS England is responsible for considering applications.

A PNA is a document which records the assessment of the need for pharmaceutical services within a specific area. As such, it sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population. The PNA is used by NHS England to consider applications to open a new pharmacy, move an existing pharmacy or to provide additional services.

Purpose

To provide input and advice to the development of the Pharmaceutical Needs Assessment in Lewisham, in particular advising on stakeholder perspectives and engagement.

Areas of input will be on:

1. Public engagement on current services
2. Commenting on the emerging evidence and its implications
3. Consultation on the draft PNA
4. Final proposals
5. Other aspects of the process as appropriate.

Roles and functions of the steering group

The Lewisham PNA Steering Group (PNA SG) has been established to:

- Oversee and drive the formal process required for the development of a PNA for Lewisham
- Ensure that the published PNA complies with all the requirements set out under the Regulations
- Promote integration of the PNA with other strategies and plans including the Joint Health and Wellbeing Strategy, the Integrated Care Board (ICB)'s Commissioning Strategy Plans and other relevant strategies.

Key Objectives

- Support the work to develop the PNA with internal and external stakeholders, including patients, service users and the public
- Approve the project plan and timeline
- Drive the project ensuring that key milestones are met
- Ensure that the requirements for the development and content of PNAs are followed and that the appropriate assessments are undertaken, in line with the Regulations
- Determine the localities which will be used for the basis of the assessment
- Determine the criteria for necessary and relevant services and apply these to pharmaceutical services, taking into account stakeholder feedback including views from patients and the public
- Ensure that the needs of the public and residents of Lewisham are met
- Oversee the consultation ensuring that this meets the requirements set out in the Regulations
- Consider and act upon formal responses received during the formal consultation process, making appropriate amendments to the PNA
- Develop and approve a consultation report as required by the Regulations and ensure that this is included within the final PNA
- Submit the final PNA to the Health & Wellbeing Board for approval prior to publication

Membership - The Steering Group membership is as follows:

- Trish Duffy – Public Health Intelligence Manager (Patricia.Duffy@lewisham.gov.uk)
- Cecilia Pyper – PHAST PNA Project Lead
- Yebeen Ysabelle Boo – PHAST PNA Project Manager
- Catherine Mbema - Director of Public Health (Catherine.mbema@lewisham.gov.uk)
- Erfan Kidia - Assistant Director of Medicines Optimisation (Lewisham) - SEL ICB (erfan.kidia@selondonics.nhs.uk)
- Christine Banwell - Medicines Optimisation (christine.banwell@nhs.net)
- Katherine Howes - LIMOS Team (katherine.howes@nhs.net)
- Simon Parton - LMC Chair (simonparton@nhs.net)
- Marzena Zoladz – Healthwatch (Marzena@healthwatchlewisham.co.uk)
- Raj Matharu – LPC (raj.matharu@nhs.net)
- Chima Olugh – Lewisham Primary Care team (chima.olugh@nhs.net)
- Brian Coutinho – Public Health Analyst (brian.coutinho@lewisham.gov.uk)
- Gill Amas – Comms, Lewisham Council (Gill.Amas@lewisham.gov.uk)

Frequency of meetings - Every 4-6 weeks

Quorum

- Chair (or nominated deputy)
- Community Pharmacist (LPC, Pharmacy Local Professional Network or local contractor)
- Three other members



17.2 Lewisham PNA – Stakeholder Advisory Group Terms of Reference

Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist, dispensing appliance contractor or dispensing doctor (rural areas only), who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List.

The National Health Service England (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) set out the system for market entry. Under the Regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA); and NHS England is responsible for considering applications.

A PNA is a document which records the assessment of the need for pharmaceutical services within a specific area. As such, it sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population. The PNA is used by NHS England to consider applications to open a new pharmacy, move an existing pharmacy or to provide additional services.

The London Borough of Lewisham published the PNA in 2022 under these regulations. The Health and Wellbeing Board has now initiated the process to refresh the PNA; this is in accordance with the Regulations which require a new document to be published every 3 years.

Objective / Purpose

To support and advise the production of a Pharmaceutical Needs Assessment and to ensure that it satisfies the relevant regulations including consultation requirements and meets the needs of all communities.

Membership - The Stakeholder Advisory Reference Group membership is as follows:

Name	Role
Trish Duffy	Lead PNA Management
Catherine Logan	Lead PNA Stakeholder Engagement
Catherine Mbema	Consultant in Public Health
Cecilia Pyper	PNA lead - PHAST
Erfan Kidia	Assistant Director of Medicines Optimisation (Lewisham) - SEL ICB
Raj Matharu	LPC representative
Simon Parton	LMC representative
Marzena Zoldaz	HealthWatch Lewisham
Gemma Thomas	Communications and Equalities
Sally-Anne Kayes	NHSE/I

Additional members may be co-opted on to the group for particular roles.

Frequency of meetings

Ad-hoc as needed.

Role and Responsibilities –



The Stakeholder Advisory Reference Group is established to:

- Advise on all aspects of stakeholder engagement including surveys
- To comment on the PNA process and documents from a stakeholder perspective in order to meet the requirements of the PNA
- To provide advice on the process of public consultation and how to deal with comments
- Promote integration of the PNA with other strategies and plans including the Joint Strategic Needs Assessment, the Joint Health & Wellbeing Strategy, Integrated Care Board (ICB) Commissioning Strategy Plan and other relevant strategies including the Sustainability and Transformation Plan.
- Champion the work to develop the PNA with internal and external stakeholders, including patients, service users and the public

Key tasks of the Stakeholder Advisory Reference Group include to:

- Provide local support to the PHAST team by providing local intelligence – stakeholders
- Review and validate information and data on population, demographics, pharmaceutical provision, and health needs
- Ensure the PNA that is presented to the HWB is fully representative of the borough's needs.
- Oversee the consultation ensuring that this meets the requirements set out in the Regulations Regulation 8 of The NHS Regulations 2013
 - Any Local Pharmaceutical Committee for its area
 - Any Local Medical Committee for its area
 - Any persons on the 'Pharmaceutical Lists' and any dispensing doctors list for its area
 - Any LPS chemist in its area
 - Any Local Healthwatch organisation for its area
 - Any NHS trust or NHS foundation trust in its area
 - NHSE/I
 - Any neighbouring HWB
 - Ensure that due process is followed
- Determine the impact of changes which have occurred since the current PNA was written, including: changes to the application process which allow consolidation of contracts; the new remuneration arrangements for community pharmacy and the Pharmacy Access Scheme
- Approve the framework for the PNA
- Develop and approve a draft PNA for formal consultation with stakeholders
- Consider and act upon formal responses received during the formal consultation process, making appropriate amendments to the PNA Develop and approve a consultation report as required by the Regulations and ensure that this is included within the final PNA

Quorum

Chair (or nominated deputy)

Community Pharmacist (LPC, Pharmacy Local Professional Network or local contractor)

Three other members

London Borough of Lewisham

18 Appendix J – Gantt chart

Table 39 Gantt chart

PHAST Project plan for the production of the Lewisham PNA.		Week																																							
		Week Start (Monday)																																							
		Week End (Friday)																																							
		Date	Week	Duration	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35		
Project Stage	Project Activity	Date	Week	Duration	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35		
Establish a PNA steering group to oversee development of the PNA	1. Launch / Management	I.1 Initial Client Meeting	03-01-22	1	1																																				
		I.2 Develop the PNA Framework	03-01-22	1	1																																				
		I.3 Organise the overall project management and governance	03-01-22	1	1																																				
		I.4 Identify key stakeholders for reference group	07-01-22	1	1																																				
		I.5 Set up and facilitate the PNA steering group	09-01-22	1	1																																				
	Work with the UB to identify information required to draft the PNA and where it can be sourced from review, Scoping and Acquisition	2. Data review, Scoping and Acquisition	I.6 Develop project plan with timeline, work plan meeting schedule and risk register	10-01-22	2	1																																			
			I.7 Agree project plan	10-01-22	2	1																																			
			I.8 Create a data request framework	10-01-22	2	1																																			
			I.9 Identify a key contact with the Local Health Board (LHB)	14-01-22	2	1																																			
			I.10 Identify a key contact with the Local Pharmaceutical Committee (LPC)	14-01-22	2	1																																			
			I.11 Agree data in support of evidence of the areas pharmacy needs	14-01-22	2	2																																			
		3. Evidence Review	I.12 Start data collection	14-01-22	2	10																																			
			I.13 Scope geography and areas	14-01-22	2	10																																			
			I.14 Scope demographics (at MSOA/Ward and CCG level)	14-01-22	2	10																																			
			I.15 Scope population projections including demographic change	14-01-22	2	10																																			
			I.16 Agree geographic localities based on commissioning or other area divisions	14-01-22	2	10																																			
			I.17 Review health profile and health improvements relevant to pharmacies	14-01-22	2	10																																			
Develop and conduct the contractor and patient/public questionnaires	4. Wider Stakeholder Engagement	I.18 Review current and future pharmaceutical service provisions	14-01-22	2	10																																				
		I.19 Review pharmaceutical service provisions in surrounding areas	14-01-22	2	10																																				
		I.20 Review nationally commissioned pharmaceutical services	14-01-22	2	10																																				
		I.21 Review Locally commissioned services, including public health services	14-01-22	2	10																																				
		I.22 Scope other relevant services that may impact on local pharmaceutical needs	14-01-22	2	10																																				
	5. Data Analysis	I.23 Review previous PNA and ZONA	07-02-22	4	8																																				
		I.24 Review national policy documents	07-02-22	4	8																																				
		I.25 Review Health profile	07-02-22	4	8																																				
		I.26 Review housing developments that may impact on local pharmacy needs	07-02-22	4	8																																				
		I.27 Address ways to improve equity in access to pharmaceutical services	07-02-22	4	8																																				
6. Produce final draft of PNA for sign off for public consultation	5. Data Analysis	I.28 Create pharmacy survey to confirm service provision and identify local pressures	07-02-22	4	3																																				
		I.29 Engage with public using surveys or focus groups including 'hard to reach groups'	07-02-22	4	5																																				
		I.30 Work with Healthwatch & other organisations to engage with hard to reach groups	04-03-22	7	4																																				
		I.31 Send out surveys including reminders to improve response rate	28-02-22	7	4																																				
		I.32 Survey return deadline	28-02-22	11	1																																				
		I.33 Conduct Semi-structured telephone interviews with key stakeholders	28-02-22	11	4																																				
		I.34 Analyse PNA data to assess the adequacy of existing services	11-04-22	13	4																																				
8. Formal 60 Day Consultation	5. Data Analysis	I.35 Population analysis to identify any gaps in current need	11-04-22	13	4																																				
		I.36 Housing Development analysis to identify any gaps for future need	18-04-22	14	4																																				
		I.37 Analyse pharmaceutical services offered and opening times	25-04-22	15	4																																				
		I.38 Produce a series of GIS maps that have been agreed by the steering group	25-04-22	15	4																																				
		I.39 Analyse all survey and interview data	25-04-22	15	4																																				
9. Final Report	5. Data Analysis	I.40 Review if pharmacy location and services impacts on health inequalities	25-04-22	15	4																																				
		I.41 Finalise draft PNA Report for consultation	25-04-22	15	4																																				
		I.42 First draft PNA reports circulated to steering and stakeholder reference group	23-05-22	19	1																																				
		I.43 Stakeholder Reference Group meeting / review	30-05-22	20	1																																				
		I.44 Produce final version of draft Consultation Report ready for formal consultation	10-06-22	21	1																																				
		I.45 Stakeholder consultation communications agreed	06-06-22	21	1																																				
		I.46 Dissemination to key stakeholders agreed	06-06-22	21	1																																				
		I.47 Consultation questionnaire agreed	06-06-22	21	1																																				
		I.48 Start Formal 60 day Consultation	13-06-22	22	9																																				
9. Final Report	5. Data Analysis	I.49 Complete Formal 60 day Consultation	08-08-22	30	1																																				
		I.50 Analysis of Responses and production of near final PNA report	08-08-22	30	2																																				
		I.51 Stakeholder Reference Group meeting	22-08-22	32	1																																				
		I.52 HWB Meeting	22-08-22	32	2																																				
		I.53 Final Steering group meeting	29-08-22	33	1																																				
		I.54 Final Stakeholder Reference Group meeting	05-09-22	34	1																																				
		I.55 Final PNA Report for approval by HWBB	16-09-22	35	1																																				
		I.56 Final PNA Report signed off by HWBB and published	16-09-22	35	1																																				

19 Appendix K – Acknowledgements

We thank all those who have helped us to produce this PNA plan through signposting, contribution during consultation process; and providing comments to earlier drafts. We would particularly like to thank members of the Steering Group for their advice and guidance throughout the process.

20 Appendix L – Glossary of abbreviations & Terms

Table 40 Glossary of terms and phrases defined in regulation 2 of the 2013 Regulations

Controlled localities/controlled locality	Means an area that is a controlled locality by virtue of regulation 36(1) or is determined to be so in accordance with regulation 36(2).	A controlled locality is an area which has been determined, either by NHS England, a primary care trust a predecessor organisation or on appeal by the NHS Litigation Authority (whose appeal unit handles appeals for pharmaceutical market entry and performance sanctions matters), to be “rural in character”. It should be noted that areas that have not been formally determined as rural in character and therefore <i>controlled localities</i> , are not <i>controlled localities</i> unless and until NHS England determines them to be. Such areas may be considered as rural because they consist open fields with few houses but they are not a <i>controlled locality</i> until they have been subject to a formal determination.
Core opening hours	Is to be construed, as the context requires, in accordance with paragraph 23(2) of Schedule 4 or paragraph 13(2) of Schedule 5, or both.	Pharmacies are required to be open for 40 hours per week, unless they were approved under Regulation 13(1)(b) of the 2005 Regulations in which case they are required to open for 100 hours per week. Dispensing appliance contractors (DACs) are required to be open for not less than 30 hours per week.
Directed services	Means additional pharmaceutical services provided in accordance with directions under section 127 of the 2006 Act.	These are advanced and enhanced services as set out in Directions.
Dispensing doctor(s)	Is to be construed in accordance with regulation 46(1).	These are providers of primary medical services who provide pharmaceutical services from medical practice premises in the area of NHS England; and general practitioners who are not providers of primary medical services but who provide pharmaceutical services from medical practice premises in the area of the HWB.
Distance selling premises	Listed chemist premises, or potential pharmacy premises, at	These premises could have been approved under the 2005 Regulations in which case they could be pharmacies or

	<p>which essential services are or are to be provided but the means of providing those services are such that all persons receiving those services do so otherwise than at those premises.</p>	<p>DACs. Under the 2012 and 2013 Regulations only pharmacy contractors may apply to provide services from distance selling premises. Distance-selling contractors are in the main internet and some mail-order, but they all cannot provide “essential services” to persons face to face at their premises and must provide a service across England to anyone who requests it.</p>
Enhanced services	<p>Means the additional pharmaceutical services that are referred to in direction 4 of the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.</p>	<p>These are pharmaceutical services commissioned by NHS England, such as services to Care Homes, language access and patient group directions.</p>
Essential services	<p>Except in the context of the definition of “distance selling premises”, is to be construed in accordance with paragraph 3 of Schedule 4.</p>	<p>These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles and support for self-care. Distance- selling pharmacy contractors cannot provide essential services face to face at their premises.</p>
Neighbouring HWB	<p>In relation to a HWB (HWB1), means the HWB of an area that borders any part of HWB1.</p>	<p>Used when, for example, an HWB is consulting on their draft PNA and needs to inform the HWBs which border their HWB area.</p>
NHS chemist	<p>Means an NHS appliance contractor or an NHS pharmacist.</p>	

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