

# Southwark Pharmaceutical Needs Assessment 2022 – 2025

Southwark Health and Wellbeing Board

5 September 2022

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## ACKNOWLEDGEMENTS

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## EXECUTIVE SUMMARY

### Background

A Pharmaceutical Needs Assessment (PNA) is a structured approach to assessing an area's need for pharmaceutical services provided by the National Health Service (NHS). The Health and Social Care Act (2012) transferred the responsibility for developing and updating PNAs to local Health and Wellbeing Boards (HWBs).

The Southwark PNA provides a statement of need for pharmaceutical service provision within Southwark, based on the demographics and health profile of the borough. This mapping of pharmaceutical services against local health needs will be used by NHS England (NHSE), the organisation responsible for commissioning local pharmacies, to determine whether new pharmacy services should be commissioned under the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations, 2013.<sup>1</sup>

The regulations also apply to applications from pharmacies to change existing services. In addition to the core services they provide, community pharmacies are commissioned to deliver additional services that reflect and address local needs.

The PNA will help commissioners of pharmaceutical services and other local services to decide which services to buy to meet the needs of the community. More specifically, the PNA will enable pharmaceutical service providers and commissioners to:

- Understand the health and pharmaceutical needs of the population
- Gain a clearer picture of pharmaceutical services currently provided, and address any identified gaps
- Commission appropriate and accessible services from community pharmacy
- Target services that will help to reduce health inequalities within local health communities.

### PNA process

Southwark Council's Public Health (PH) team led the production of the PNA. The process was overseen by a reference group established in October 2021 that included representatives from:

- Medicines Optimisation Team, NHS South East London Clinical Commissioning Group (SEL CCG (becoming SEL Integrated Care Board (ICB) after July 2022)) (Southwark Borough)
- Community-Based Care Team, NHS SEL CCG (latterly SEL ICB) (Southwark Borough)
- Lambeth, Southwark and Lewisham Local Pharmaceutical Committee (LSL LPC)
- Knowledge & Intelligence Team, PH Team, Southwark Council.

The following parties were also engaged as the document was developed:

- Healthwatch Southwark

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<sup>1</sup> [National Health Service \(Pharmaceutical and Local Pharmaceutical Services\) Regulations, 2013. www.legislation.gov.uk/uksi/2013/349/contents/made](https://www.legislation.gov.uk/uksi/2013/349/contents/made)

- Pharmacy Contracts Team, NHS England & NHS Improvement (NHSE&I)
- Community and Voluntary Sector Engagement Division, Southwark Council
- PNA Steering Group Lead, London Borough of Lambeth
- PNA Steering Group Lead, London Borough of Lewisham.

## **Overview of Southwark**

Southwark is a densely populated and diverse inner London borough situated on the south bank of the River Thames, with Lambeth to the west and Lewisham to the east. Home to some 320,000 people, Southwark is a patchwork of communities, from leafy Dulwich in the south, through bustling Peckham and Camberwell in the centre, and the rapidly changing Rotherhithe peninsula to the north-east. In the north-west, Borough and Bankside are thriving, with high levels of investment and development. Yet there remain areas affected by high levels of socio-economic disadvantage, where health outcomes fall short of what any resident should expect.

### ***Key messages***

Southwark is a young, diverse and rapidly growing borough, with large numbers of young adults and residents from a wide range of ethnic backgrounds.

Across the borough, there have been significant improvements in health and wellbeing in recent years. Particular successes include: (i) residents living longer and healthier lives than ever before, with life expectancy comparable or better than the national average; (ii) continual reduction in levels of relative socio-economic disadvantage; (iii) key risk factors (e.g. smoking, alcohol and physical inactivity) are now comparable to or better than the national average; and (iv) reduction in preventable mortality by almost half since 2001, narrowing the gap with England.

Despite the substantial improvements in health outcomes in Southwark, many challenges and opportunities for improvement remain.

The COVID-19 pandemic has exposed and exacerbated the inequalities experienced by too many people. These inequalities are both avoidable and unfair. While inequalities vary across the borough, a number of communities and population groups consistently experience poorer outcomes.

*Geographical inequalities:* Outcomes are poorer in central and northern parts of Southwark across a wide range of health, social and economic measures, from child poverty through to obesity, hospital admissions and life expectancy. Further, it is important to acknowledge that pockets of socio-economic disadvantage also exist within areas of affluence.

*Population inequalities:* There are also significant gaps in outcomes between population groups in Southwark. These often mirror inequalities seen at a national level, with those from Black, Asian and minority ethnic groups experiencing poorer outcomes compared with those from White ethnic groups. In particular, residents from Black African and Black Caribbean groups are more likely to live in communities with high levels of socio-economic disadvantage, to develop a greater number of long-term conditions, to have poorer mental health, and to experience discrimination and racism when accessing services.

Southwark has one of the largest communities of people with lesbian, gay, bisexual, trans, queer, intersex and other associated identities (LGBTQI+) in the country. There is increasing academic evidence that key public health challenges disproportionately impact these population groups, including higher levels of smoking, alcohol use, mental ill-health and some cancers.

These geographical and population-level inequalities also impact the way certain individuals, groups and communities experience discrimination and other barriers when accessing health, care and other services. Additional work is required to collect various ethnicity data within local services, to enable better monitoring and tackling of local inequalities.

Recognising these challenges, NHS SEL CCG (latterly SEL ICB) along with Southwark Council, are shifting the way services are commissioned locally, emphasising prevention and early intervention, and improved integration of health and social care services. This aligns with the transition to Integrated Care Boards and a Population Health Management approach that focuses on the wider determinants of health and the crucial role of communities and local people. The Population Health Management approach aims to understand and address the factors driving poor outcomes in different population groups. This means better tailoring of care and support for individuals, design of more joined-up and sustainable health and care services and better use of public resources.

Pharmacies across Southwark play a crucial role in this transition, and in delivering services that are accessible, inclusive and based on the healthcare needs of their local communities. In doing so, pharmacies support and actively contribute to reducing health inequalities, and improving the health and wellbeing of people living and working in Southwark.

## Overview of pharmaceutical services<sup>1</sup>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Essential Services</b> Necessary services, negotiated nationally and provided by all community pharmacies			

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
Dispensing and services	<ul style="list-style-type: none"> <li>▪ Southwark hosts 58 community pharmacies, four fewer than in 2018. (Four pharmacies closed during 2019/20, as reported in Southwark’s PNA supplementary statements and approved by the HWB).</li> <li>▪ As in 2018, there are no local pharmaceutical services contractors, dispensing appliance contractors, dispensing doctors, mail order or internet-based pharmacies in Southwark.</li> <li>▪ Southwark pharmacies dispensed around 3.5 million prescriptions to Southwark residents in 2020/21, accounting for 91.7% of residents’ prescription needs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Around 18% of respondents reported that the COVID-19 pandemic had affected their use of pharmacies. Commonly reported themes were less frequent pharmacy use and more frequent home delivery use.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment of service provision data for 2021/22 would provide further insights as to how service use has been impacted by the COVID-19 pandemic.</li> <li>▪ The main additional services that PNA public survey respondents wanted were home delivery, more private consultation areas, and mental health support.</li> <li>▪ Consideration could be given to expanding access for home delivery services (noting that, (i) while 29% of pharmacies responding to the PNA pharmacy survey stated they provided a home delivery service, 51% said they were willing to provide one privately or if commissioned; (ii) there are currently no plans to commission a home delivery service); (iii) home delivery is not an Essential Service; and (iv) pharmacies currently providing home delivery do so as a goodwill gesture or a private service.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
Distribution and access	<ul style="list-style-type: none"> <li>▪ Southwark’s current pharmacy distribution is similar to neighbouring boroughs, with an average 2.5 pharmacies operating per ward.</li> <li>▪ The vast majority of Southwark neighbourhoods have a community pharmacy within 1 km, as illustrated in Figure 35. Some areas of the borough may be served by pharmacies based in Lambeth and Lewisham.</li> <li>▪ In the PNA public survey, the majority of respondents (91%) were able to access a pharmacy within 20 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ Southwark has a similar number of pharmacies per population level (18.1 pharmacies per 100,000 population) to neighbouring boroughs, however, this is lower than 2018 levels (20.1 per 100,000), and also lower than the current England average (20.9 per 100,000) and London average (20.2 per 100,000).</li> <li>▪ Three wards (Surrey Docks, Peckham Rye and Dulwich Wood) have no pharmacies but have a good network of pharmacies accessible in neighbouring wards.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Future review of pharmacy coverage could provide more insight as to whether this remains appropriate.</li> <li>▪ Given current population growth projections and development plans, additional pharmacy capacity may be needed in future along the Old Kent Road, particularly its southern sections.</li> </ul>



<p>Opening hours</p>	<ul style="list-style-type: none"> <li>▪ Thirty-eight of 45 (65.5%) pharmacies that completed the PNA pharmacy survey have the standard 40 hours contract; of these, 35 are open longer.</li> <li>▪ The majority of community pharmacies (69%) reported being open on Saturday for at least part of the day; eight are open for at least part of the day on Sunday. This has improved since 2018, when only three pharmacies reported being open on a Sunday.</li> <li>▪ The PNA public survey indicated that 85% of respondents could easily find an open pharmacy when needed. This is similar to the previous PNA.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compared with 2018, based on survey responses, Southwark now has fewer pharmacies with the standard 40 hours contract.</li> <li>▪ However, there has been some improvement in numbers of pharmacies opening (i) for longer than 40 hours, and (ii) on Sundays (although all the latter open only from 10 a.m. or 11 a.m., and the majority (6) close at 4 p.m. or 5 p.m).</li> <li>▪ Survey findings on pharmacy opening hours differ from opening hours known to NHSE/I in some cases.</li> <li>▪ Only 45% of PNA public survey respondents could easily find an open pharmacy in the evening, and only 50% could easily find one on weekends or bank holidays. This is lower than the 2018 PNA survey result (70% respondents reported they could easily find an open pharmacy on evenings and weekends).</li> </ul>	<ul style="list-style-type: none"> <li>▪ While improvements have been made, consideration of extending opening hours at weekends may improve pharmacy access and choice for residents. (However, pharmacy opening hours reflect public demand for services, and extending hours requires greater NHS funding.)</li> <li>▪ This is particularly important with the delivery of extended access to primary care (in some cases seven days a week, 8 a.m. to 8 p.m.). (Community pharmacies will require NHSE support for this change, e.g. via a rota system.)</li> </ul>
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Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<p><b>Advanced Services<sup>3</sup></b></p> <p>Relevant services. Negotiated nationally. Community pharmacies can choose to provide Advanced Services if they meet the Secretary of State Directions requirements. <i>Medicine use reviews and NHS urgent medicine supply services are no longer provided by pharmacies (both were part of the Advanced Services reported in the 2018 PNA).</i></p>			

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Consultation areas</b>	<ul style="list-style-type: none"> <li>▪ The Secretary of State’s Directions require all pharmacies wishing to provide Advanced services to have a consultation area.</li> <li>▪ All 45 PNA pharmacy survey respondents reported having an on-site consultation room, which is an increase from 2018 (94%).</li> <li>▪ With regards to privacy and dignity, 43% of those responding to the public survey reported that there was insufficient privacy to discuss sensitive issues at their local pharmacy.</li> <li>▪ Compared to the 2018 PNA results, more pharmacies reported access to toilet facilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ While access to pharmacy consultation has improved, one of main additional services that PNS public survey respondents wanted was more private consultation areas.</li> <li>▪ Further, 84% have wheelchair access (compared to 82% in 2018).</li> <li>▪ Of the 12% of PNA public survey respondents stating they were disabled, 37.5% said that their usual pharmacy did not have the facilities to address their disability needs.</li> <li>▪ Access to pharmacy toilet facilities is still limited and may impair the ability of community pharmacies to offer a full range of services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To improve access to pharmacies and Advanced services, consideration could be given to supporting pharmacies to expand access to private consultation areas and closed rooms, improve disability access, as well as access to toilet facilities. (NHSE/I notes that improvements to pharmacies must be self-financed.)</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>New Medicine Service (NMS)</b>	<ul style="list-style-type: none"> <li>▪ Forty-three Southwark pharmacies (74% of all Southwark pharmacies) reported that they provide the NMS, while one additional pharmacy intends to provide NMS in 2022/23. The number of NMS interventions that a pharmacy can undertake is proportional to, and limited by, the number of items dispensed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Despite similar service provision in 2020/21 compared with 2017/18 (43 versus 45 pharmacies, respectively), Southwark pharmacies' average NMS provision is below London levels</li> <li>▪ In 2020/21, the average number of NMSs provided by Southwark pharmacies (61) was below the London average (103).</li> </ul>	<ul style="list-style-type: none"> <li>▪ With local pharmacy NMS provision below London levels, there is an opportunity to expand this service in the borough.</li> </ul>
<b>Appliance Use Reviews (AUR)</b>	<ul style="list-style-type: none"> <li>▪ Currently, seven Southwark pharmacies provide AURs, an improvement from 2018: with four additional pharmacies now providing this service</li> <li>▪ A further three pharmacies also intend to start supplying this service in the next 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ It is important to note that patients may also receive advice and support for their medical appliance use from the hospital or clinic responsible for their ongoing care.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing (and planned) infrastructure and service provision are likely to meet current population needs.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Stoma Appliance Customisation (SAC)</b>	<ul style="list-style-type: none"> <li>▪ Four Southwark pharmacies (7%) provide SAC services (see Figure 44), with a further one intending to commence this service within the next year.</li> <li>▪ This represents an increase from 2018 provision, when only three pharmacies in the borough provided a SAC service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ While SAC service coverage has improved and there are several providers in the north of the borough, no pharmacies the south of the borough offer the service.</li> <li>▪ It is important to note, however, patients may also receive support from the hospital or clinic delivering their ongoing care.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing (and planned) infrastructure and service provision are likely to meet current population needs.</li> </ul>
<b>Flu Vaccination Service</b>	<ul style="list-style-type: none"> <li>▪ The Flu Vaccination Service is commissioned by NHSE and offers influenza vaccination to at-risk groups and 65+ yr olds from September to March, and to 50–64 yr olds from October to March.</li> <li>▪ NHSE commissions 44 pharmacies (76%) in Southwark to provide the Flu Vaccination Service.</li> <li>▪ Southwark pharmacies delivered a total of 3,902 flu vaccinations in 2018/19, 4,615 in 2019/20 and 6,116 in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing the Flu Vaccination Service, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>
<b>New (Advanced and Enhanced) Services in response to the COVID-19 pandemic</b>			

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>COVID-19 vaccination</b>	<ul style="list-style-type: none"> <li>▪ COVID-19 vaccination was a new NHSE&amp;I commissioned service for community pharmacies.</li> <li>▪ Seven Southwark pharmacies delivered COVID-19 vaccination in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ Alongside the seven commissioned Southwark pharmacies, COVID-19 vaccinations were also locally delivered via hospital hubs, GP surgeries, local vaccination services and large-scale vaccination centres.</li> </ul>	<ul style="list-style-type: none"> <li>▪ National policy and local 2021/22 demand data will inform future needs assessment for this pharmacy service</li> </ul>
<b>COVID-19 Lateral Flow Tests (LFTs)</b>	<ul style="list-style-type: none"> <li>▪ From Apr 2021, LFTs were broadly supplied to the public free of charge, to facilitate self-isolation of those who tested positive for COVID-19.</li> <li>▪ Within Southwark, free LFT packs were available to local residents from eight pharmacies, two local centres, six leisure centres and 11 libraries, commissioned and funded by Southwark Council.</li> <li>▪ In 2020/21, 1,384 LFT packs were dispensed by local Southwark pharmacies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified as no longer commissioned.</li> <li>▪ Provision of free local LFTs ceased on 31 March 2022. After this date, local pharmacies sold LFTs as non-commissioned items paid for by individual purchasers.</li> <li>▪ Some Southwark pharmacies were previously commissioned to provide COVID-19 LFTs, but this contract has now ceased.</li> <li>▪ However, NHSE&amp;I retains the ability to provide LFTs as part of local pharmacy Advanced and Enhanced Services, should this be needed in the future.</li> </ul>	<ul style="list-style-type: none"> <li>▪ While no longer a commissioned service, consideration should be given to capturing expertise and lessons learned through large scale LFT provision during 2021/22</li> <li>▪ Additionally, continued collaboration with NHSE&amp;I as a key partner should be considered (with its retention of pharmacy LFT provision capacity if needed in future).</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>COVID-19 medicines delivery service</b>	<ul style="list-style-type: none"> <li>▪ The Pandemic Delivery Service (Advanced Service) was a newly service launched during the COVID-19 pandemic to support certain patient groups to obtain their medication, as an extension of a previously existing prescriptions delivery service.</li> <li>▪ In Southwark, 31 local pharmacies (68.9%) reported that they provided a pandemic delivery service.</li> <li>▪ Between Apr 2020 and Mar 2022, the service covered (at various time points) Clinical Extremely Vulnerable patients, local outbreak areas, and people required to self-isolate due to notification from NHS Test and Trace.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified as no longer commissioned.</li> <li>▪ The Pandemic Delivery Service (Advanced Service) finished on 5 Mar 2022; the whole service was decommissioned on 31 Mar 2022.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reviewing the way this new service was delivered and noting ‘lessons learned’ could assist community pharmacies to better deliver such a service if needed in future.</li> </ul>

### Enhanced Services

The 2018 PNA stated that these are: “Relevant services. Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned”.

COVID-19 vaccination is considered an Advanced and Enhanced service – see ‘Advanced Services’ above.

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>London Community Pharmacy Vaccination Service – Seasonal Influenza Vaccination Service</b>	<ul style="list-style-type: none"> <li>▪ The Seasonal Influenza Vaccination Service is commissioned by NHSE/I London Office and offers influenza vaccination to acute hospital trust employees (if unable to be vaccinated by their occupational health provider), patient-facing primary and secondary health care and allied health staff, and health inclusion groups (including, but not limited to, homeless people, asylum seekers, and documented and undocumented migrants), from September to March.</li> <li>▪ Pharmacies delivering NHSE-commissioned National Advanced Service Flu Vaccination Service may also deliver the NHSE/I London Region commissioned Seasonal Influenza Vaccination Service.</li> <li>▪ Combined delivery activity for the two commissioned services is shown above (see 'Flu Vaccination Service').</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing the Seasonal Influenza Vaccination Service, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>



Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>London Community Pharmacy Vaccination Service – Pneumococcal polysaccharide vaccination (PPV) service</b>	<ul style="list-style-type: none"> <li>▪ PPV is provided as part of a London Community Pharmacy Vaccination Service (which also extends influenza vaccination to a wider cohort)</li> <li>▪ NHSE&amp;I (London) commission local pharmacies to provide PPV to adults aged 65 years and over, and to people aged 2–64 years with certain chronic health conditions, immunosuppression and/or a cochlear implant.</li> <li>▪ NHSE&amp;I commission 44 Southwark pharmacies (76%) to provide PPV.</li> <li>▪ Southwark pharmacies delivered 2,883 PPVs in 2018/19, 1,584 in 2019/20 and 4,380 in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing PPV, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>
<p><b>Locally commissioned services</b></p> <p>Relevant services. Commissioned by Southwark Council and SEL CCG (latterly SEL ICB) to address identified local health priorities</p>			

<p><b>Stop Smoking service</b></p> <p>Level 1 &amp; Level 2</p>	<ul style="list-style-type: none"> <li>▪ Locally commissioned pharmacy Stop Smoking services are structured as Level 1 and Level 2 services. The Level 1 service involves a brief assessment of smoking status and then brief advice on Stop Smoking support structures available, including medication. This service can be delivered by any pharmacy, and activity is not formally reported.</li> <li>▪ In 2019/20, Southwark pharmacies worked with local smokers to deliver a number of 'intention-to-quit date' commitments, and quits sustained to four and 12 weeks. These activities increased in 2020/21.</li> <li>▪ Currently, nine Southwark pharmacies are commissioned to provide Level 2 Stop Smoking services, although levels of engagement vary. A further 15 pharmacies reported that they intend to commence supplying the service in the next 12 months.</li> <li>▪ A structured Stop Smoking support programme is also available from four 'Everyone Health' healthy lifestyle centres located in local leisure centres.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The current distribution of Level 2 Stop Smoking services means that pharmacy services closely overlap with 'Everyone Health' leisure centre Stop Smoking provision in some areas. A similar issue was reported in 2018, with multiple pharmacies providing the service in some areas.</li> <li>▪ There is relatively sparse provision in some northern parts of the borough experiencing higher levels of socio-economic disadvantage.</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is potential to expand and geographically redistribute the Level 2 pharmacy services to improve access and provision, and to better serve residents in the areas experiencing the greatest socioeconomic disadvantage, especially given the substantial number of local pharmacies interested in becoming future providers.</li> </ul>
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Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
	Southwark residents can also access a telephone Stop Smoking support service.		

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<p><b>Sexual health services:</b><sup>ii</sup></p> <p><b>Oral contraception services</b></p>	<ul style="list-style-type: none"> <li>▪ Local pharmacies across Southwark, Lambeth and Lewisham are jointly commissioned by these three boroughs to deliver sexual and reproductive health services. This commissioning aims to help address the sexual health needs of these similar borough populations in a cohesive way.</li> <li>▪ In 2020/21, eight Southwark pharmacies were accredited to provide assessment and supply of emergency hormonal contraception (EHC), combined oral contraception (COC) and progesterone-only contraception (POP), although 1 did not report any interactions during this time, and a further 2 dispensed only EHC.</li> <li>▪ One pharmacy (KSC 1t Ltd – Ridgway Pharmacy) accounted for the great majority of most types of Southwark pharmacy contraceptive services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Although eight Southwark pharmacies are currently accredited to provide contraception services, activity is not spread equally across this group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Oral contraceptive service provision could be improved by (i) registering new pharmacies as providers, and (ii) by increasing activity from already accredited pharmacies, in order to better serve population needs and target groups in each participating borough.</li> </ul>

<sup>ii</sup> In the 2018 PNA, sexual health services were presented and analysed as: Level 1 Sexual Health Services, including emergency hormonal contraception, provision of cards to access screening for chlamydia and gonorrhoea (15–24 years only), and signposting to appropriate sexual health, primary care or other health services; and Level 2 services, including chlamydia treatment and condom packs.

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Sexual Health Services:</b>  <b>Free condoms service</b>	<ul style="list-style-type: none"> <li>▪ Local pharmacies participating in the Lambeth/Southwark/Lewisham pharmacy sexual and reproductive health service also supply free condom packs as part of the ‘Come Correct c-card’ scheme, together with information and advice.</li> <li>▪ This service commenced in 2019 and is available to young people under 25 years who have registered with the c-card scheme.</li> <li>▪ Eight pharmacies in Southwark currently provide free condoms as part of the c-card scheme. In 2020/21, there were 120 encounters and 1,453 condoms distributed; and in 2019/20, 205 encounters were recorded and 1,235 condoms distributed.</li> <li>▪ Free condoms are also available at four local sexual health clinics.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Despite Southwark’s high rates of STIs and new HIV infections, there is only a small number of participating pharmacies in the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is potential to expand the c-card free condom distribution scheme to include more local pharmacies.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Supervised consumption</b>	<ul style="list-style-type: none"> <li>▪ In Southwark, 17 pharmacies provided a supervised oral opiate consumption service.</li> <li>▪ Southwark pharmacies provided 15,669 supervised consumption contacts in 2020/21, 33,197 contacts in 2019/20, and 35,947 contacts in 2018/19.</li> <li>▪ It should be noted that (i) the above figures represent contacts, not individual people; and (ii) in 2020/21, the COVID-19 pandemic hampered both local health care demand and local pharmaceutical health service provision.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ While there is no supervised consumption service in some Southwark wards, there is widespread availability of the supervised consumption service across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> <li>▪ Once available, review of supervised consumption service data for 2021/22 and 2022/23 may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Needle exchange service</b>	<ul style="list-style-type: none"> <li>▪ Thirteen pharmacies are currently commissioned to provide a needle exchange service in Southwark, with no restriction on access to this service.</li> <li>▪ 10,291 needle exchange contacts were provided by Southwark pharmacies in 2020/21, 15,387 in 2019/20 and 14,238 in 2018/19. (Note that these figures represent activity, not individual people; one service user is likely to make several needle exchange contacts.)</li> <li>▪ Over the same time period, local needle exchange was also available from CGL, an addiction support organisation commissioned by Southwark Council to provide services to residents.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is an overlap in geographical coverage of the needle exchange service in several areas of the borough.</li> <li>▪ Analysis suggests that there is adequate and widespread availability of the needle exchange service across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provision broadly mirrors that of the supervised consumption service, with a good service network across the borough.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>NHS Health Checks</b>	<ul style="list-style-type: none"> <li>▪ In Southwark, a set number of NHS Health Checks were commissioned between 2018/19 and 2020/21, with providers receiving a fixed fee for each check conducted.</li> <li>▪ The programme was delivered by six community pharmacies, alongside all local General Practices.</li> <li>▪ No NHS Health Checks were delivered by Southwark community pharmacies in 2020/21; 153 were delivered in 2019/20, and 158 in 2018/19.</li> <li>▪ A digital NHS Health Checks pilot project has been conducted more recently. The team are exploring whether local pharmacies could be involved in remote biometric data testing and collection, as part of the digital NHS Health Checks programme.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service data suggests that, in 2020/21, the COVID-19 pandemic greatly affected local health service demand and delivery.</li> <li>▪ Since May 2021, NHS Health Checks service provision has been withdrawn from Southwark pharmacies.</li> <li>▪ In future, local pharmacies will not deliver physical NHS Health Checks. However, they may be involved in the new digital NHS Health Checks programme, as remote biometric data testing and collection sites.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review of 2021/22 and 2022/23 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>



Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Minor Ailments Service (MAS)</b>	<ul style="list-style-type: none"> <li>▪ Pharmacies in Southwark are commissioned by NHS SEL CCG (Southwark borough) (latterly SEL ICB (Southwark Borough)) to provide a MAS (Pharmacy First), which supports local patients to manage minor health issues and helps reduce local GP practice workload. This also supplies medication for free where appropriate, in line with exemptions from prescription charges.</li> <li>▪ In 2020/21, 39 (67%) local pharmacies delivered a MAS.</li> <li>▪ Southwark pharmacies delivered 8,833 MAS contacts in 2020/2021, 19,462 in 2019/20, and 408 in 2018/19.</li> <li>▪ It should be noted that, during 2020/21, the COVID-19 pandemic is likely to have suppressed both local health service provision and local health service demand.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ In 2018, all Southwark pharmacies (62) offered a MAS. That number has now reduced to 40 (69% of all current Southwark pharmacies).</li> <li>▪ Even so, participating pharmacists reported that over four-fifths of patients using their MAS would have gone to a GP had the service not been available.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review of 2021/22 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Vitamin D supplementation</b>	<ul style="list-style-type: none"> <li>▪ Vitamin D supplementation is a pharmaceutical service commissioned by SEL CCG (Southwark borough) (latterly SEL ICB (Southwark Borough)).</li> <li>▪ The service includes registering mothers/carers and children on a client database so that they can receive the vitamin D card for subsequent supplies.</li> <li>▪ Approximately one-third (20) of Southwark community pharmacies are currently commissioned by NHS SEL CCG (latterly SEL ICB) to deliver vitamin D supplementation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ It should be noted that, in 2020/21, the effects of the COVID-19 pandemic are likely to have impacted upon both vitamin D service provision and demand.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> <li>▪ Review of 2021/22 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

<sup>1</sup>All pharmaceutical services included in this table are identified by the Health and Wellbeing Board as necessary services.

<sup>2</sup>These gaps refer to specific aspects of pharmaceutical services identified as currently not provided in Southwark, but which could, if provided (whether within Southwark or beyond), secure improvements or better access to pharmaceutical services in the Southwark area, either now or in the future. However, all pharmaceutical services covered within the relevant regulations are currently provided in Southwark.

<sup>3</sup>NHSE/I advises the commencement in early 2022 of newly commissioned Advanced Services covering smoking cessation, hypertension and hepatitis C services. These services will be assessed in a subsequent Pharmaceutical Needs Assessment publication when service data becomes available.



## Conclusion

### ***Essential Services***

These services are fundamental to enable patients to obtain prescribed medicines in a safe and reliable manner. All pharmacies are required to deliver and comply with the specifications for all Essential Services.

At present, Southwark's Essential Services provision is considered adequate to meet the pharmaceutical needs of the borough's residents, for the following reasons:

- Southwark has a good level of pharmacy provision that is comparable with neighbouring boroughs and appropriate for the size of the population, despite being lower than the England average.
- The pharmaceutical service coverage in Southwark is considered adequate, taking into account the pharmacy/population ratio of 18.1 pharmacies per 100,000 population. This is similar to neighbouring boroughs (Lambeth: 20.2 pharmacies per 100,000; Lewisham: 17.0 pharmacies per 100,000), lower than the 2018 Southwark level (20.1 per 100,000), and lower than the current England average (20.9 per 100,000) and London average (20.2 per 100,000). Southwark pharmacies dispensed around 3.5 million prescriptions to Southwark residents in 2020/21, accounting for 91.7% of residents' prescription needs.
- A large proportion of respondents also reported that they did not want any additional services through their pharmacy.
- There is a good overall network of pharmacies, with a correlation between service provision and number of pharmacies serving the population in areas experiencing the greatest socio-economic disadvantage, within each ward. The majority of Southwark residents have a choice of pharmacies within reasonable proximity, with an average of 2.5 pharmacies per ward.
- While three wards have no pharmacies (Surrey Docks, Peckham Rye and Dulwich Wood), each have a good network of pharmacies accessible in neighbouring wards.
- Most Southwark residents have a pharmacy within 20 minutes (91%). This is similar to the 2021 England average (89.2%), and slightly below the Southwark 2018 PNA survey figure (95%).

Further, 85% of PNA public survey respondents could easily find an open pharmacy when needed. This is similar to the previous PNA.

The current PNA findings indicate adequate pharmaceutical service provision for the next 3 years, but provision will need to be reviewed after this period.

While overall service provision is considered adequate, there are gaps that could be addressed to improve service coverage. Particular consideration should be given to the three wards (Surrey Docks, Peckham Rye and Dulwich Wood) that do not currently host a pharmacy, as well as population growth areas such as the Old Kent Road, particularly its southern sections, in light of development plans.

Where available, pharmaceutical service demand data will further support this assessment and provide further insight as to the ongoing impacts of the COVID-19 pandemic, including how it may have changed consumer behaviours.

Other potential opportunities for improvement that commissioners may wish to consider include:

- Opportunities to expand pharmacy services based on consumer demand, for example expansion of home delivery services, particularly noting that pharmacies have expressed interest in providing these services (however, there are currently no plans to commission a home delivery service and it is not an Essential Service).
- Opportunities to improve evening and weekend pharmacy access, through extended opening hours, particularly given extended hours access to primary care (in some cases seven days a week, 8 a.m. to 8 p.m.). (Community pharmacies would require NHSE support for this change, e.g. via a rota system.)

### **Advanced Services**

Advanced Services are nationally negotiated, relevant services that community pharmacies can choose to provide if they meet the Secretary of State Directions requirements. In contrast to the service provision status reported in the 2018 PNA, two services – Medicine Use Reviews (MURs) and the NHS urgent medicine supply service – are no longer provided by pharmacies.

While Advanced Services are not necessary to meet the need for pharmaceutical services in the Southwark area, nevertheless these services have secured improvements and/or better access to pharmaceutical services in Southwark.

Access to a range of Advanced pharmacy services in Southwark has improved since the 2018 PNA:

- All 45 PNA pharmacy survey respondents reported having an onsite consultation room, which is an increase from 2018 (94%).
- Further, 84% have wheelchair access (compared to 82% in 2018).
- Compared to the 2018 PNA results, more pharmacies reported access to toilet facilities.
- Currently, seven Southwark pharmacies provide AURs, with a further three intending to start supplying this service in the next 12 months
- There is a good geographical distribution of local pharmacies providing the Flu Vaccination Service and COVID-19 vaccinations, particularly around the north of the borough where most of the community care homes are located

In future, commissioners may wish to consider the below potential opportunities for Advanced pharmacy services across Southwark:

- Expanded access to private consultation areas and closed rooms, improved disability access, as well as access to toilet facilities may improve access to pharmacies and Advanced services across Southwark. (NSHE/I notes that pharmacy improvements must be self-financed.)
- With local pharmacy NMS provision below London levels, there may be opportunity to expand this service in the borough.
- Capturing and leveraging expertise gained by community pharmacies, local, regional and national partners during deployment of new COVID-19 related Advanced services.

As it becomes available, pharmaceutical service demand data will provide further insight as to the ongoing impacts of the COVID-19 pandemic, including how it may have changed consumer behaviours. These efforts will also facilitate ongoing consideration of the requirements for COVID-19 related services including vaccination, distribution of tests, and expanded delivery services.

### ***Enhanced Services***

Community pharmacy Enhanced Services complement existing strategies and services designed to improve the health and wellbeing of Southwark residents. Currently, the Seasonal Influenza Vaccination Service, COVID-19 vaccination and Pneumococcal polysaccharide vaccination (PPV) are the only Enhanced services provided by local community pharmacies in Southwark. COVID-19 vaccination is considered both an Advanced and Enhanced service, while PPV is provided as part of a London community vaccination service (which also extends influenza vaccination to a wider cohort)

Existing infrastructure and service provision for each of these services are likely to meet current population needs.

While Enhanced Services are not necessary to meet the need for pharmaceutical services in the Southwark area, nevertheless these services have secured improvements and/or better access to pharmaceutical services in Southwark.

### ***Locally Commissioned Services***

Southwark Council and SEL CCG (latterly SEL ICB) also commission local pharmacies to support the delivery of health promotion campaigns and services that address identified local health priorities.

Key Southwark priorities include:

- Promoting awareness of symptomless diseases such as hypertension
- Obesity support
- Mental health
- Self-care for minor ailments
- Cancer awareness
- Smoking cessation
- Sexual health services
- Supervised consumption
- Needle exchange services.

While delivery was interrupted due to the COVID-19 pandemic, there is now opportunity to reinvigorate these initiatives with a renewed focus on addressing health inequalities, prevention and integrated care.

Opportunities for expansion of existing locally commissioning services for consideration include:

- Expansion and geographical redistribution of Stop Smoking services to better serve residents in the areas experiencing the greatest socioeconomic disadvantage, especially considering interest from local pharmacies.

- Expanding pharmacy sexual health services, including oral contraception and free condom services, through registration of new pharmacies as providers, as well as supporting increased activity from existing accredited providers.

As it becomes available, 2021/22 and 2022/23 service data will provide further insights as to the ongoing impacts of the COVID-19 pandemic. This may present further opportunities for improvement.

Public Health campaigns should comprise a coordinated effort involving NHSE&I, Southwark PH and local pharmacies, with clear communications regarding which PH campaigns pharmacies should be providing based on local priorities.

### ***Monitoring and evaluation***

Improvements in data collection are important to provide assurance that commissioned services are accessible to all those in need. All services should include a requirement to collect information relating to all the protected characteristics as covered under the Equality Act 2010;<sup>3</sup> these include: age, sex, race, disability, religion or belief, pregnancy and maternity, sexual orientation, and gender reassignment.

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<sup>3</sup> Equality & Human Rights Commission. Public Sector Equality Duty. [www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty](http://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty) Accessed on 13/11/2017.

## 1 BACKGROUND

### 1.1 Legislative context and function

Southwark's Health and Wellbeing Board is required by law<sup>4</sup> to undertake and publish a Pharmaceutical Needs Assessment (PNA) that sets out the existing provision of pharmaceutical services available to local residents, and assesses current and future needs.

The PNA is used by:

- NHS England, as the basis for determining market entry to a pharmaceutical list – i.e. whether a new pharmacy should open or an existing pharmacy relocate – and for commissioning services.
- Southwark Council, the National Health Service South East London Clinical Commissioning Group (NHS SEL CCG (latterly SEL ICB), Southwark Borough) and other organisations, to inform current and future commissioning decisions.
- Integrated Care Systems (ICSs), which in future will become a central part of the local healthcare landscape. While the Community Pharmacy Contractual Framework will continue to be negotiated and set nationally, ICSs will administer this locally on behalf of NHS England and NHS Improvement (NHSE&I), as well as overseeing local healthcare priorities.

This document has been prepared by Southwark Council's Public Health Directorate in accordance with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations, 2013 ("the 2013 Regulations").<sup>5</sup> The regulations require a revised PNA to be published at three-year intervals. The last PNA was published on 1 Apr 2018, and this current PNA is expected to be published by 30 Sep 2022 instead of 1 Apr 2021.<sup>6</sup>

### 1.2 Requirements for a Pharmaceutical Needs Assessment

The minimum requirements for the PNA are set out in the 2013 Regulations, and require that the PNA includes:

- A statement on the provision of services deemed necessary to meet pharmaceutical need and the provision of other relevant services that have secured improvement or better access to pharmaceutical services currently and in the future; this includes providers and premises within the area and adjacent to it.

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<sup>4</sup> The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. No. 349. Part 2 - Regulation 6.  
[www.legislation.gov.uk/ukSI/2013/349/regulation/6/made](http://www.legislation.gov.uk/ukSI/2013/349/regulation/6/made)

<sup>5</sup> The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013.  
<https://www.legislation.gov.uk/ukSI/2013/349/contents/made>

<sup>6</sup> In March 2021, the Department of Health and Social Care (DHSC) announced that due to ongoing COVID-19 pressures across all sectors, the requirement to publish renewed PNAs would be suspended until October 2022.  
<https://www.legislation.gov.uk/ukSI/2021/1346/contents/made>



- A statement on the provision of other services provided or arranged by NHS partners that impact upon the need for pharmaceutical services, or which would secure improvements in, or better access to, pharmaceutical services.

The regulations go on to require:

- A description of how the assessment was carried out, including information and justification for the geographical localities used, and the different needs of localities and people who share a protected characteristic
- Geospatial analysis of existing pharmaceutical service provision
- An estimation of future need
- Reporting on the consultation work undertaken.

The Health and Wellbeing Board is also required to have regard, in so far as it is practicable to do so, to:

- Demography
- Whether there is sufficient choice with regard to obtaining pharmaceutical services
- Any different needs of specific wards or neighbourhoods within its area
- The needs of different groups who share a protected characteristic as defined within the Equality Act 2010;<sup>7</sup> in addition, consideration should be made for university students, offenders, homeless and rough sleepers, refugees, military veterans, and visitors to the area.
- The extent to which the need for pharmaceutical services is affected by services outside the area and other NHS services.

### 1.3 Scope and summary of commissioned services

The scope of this PNA covers pharmaceutical services commissioned by NHSE (see Box 1.1), i.e.:

- Essential Services (NHSE)
- Advanced Services (NHSE)
- Enhanced Services<sup>8</sup> (NHSE)
- Locally commissioned services (Southwark Council and NHS SEL CCG (latterly SEL ICB), Southwark Borough).

A range of providers are included within the scope, specifically:

- Pharmacy contractors
- Dispensing appliance contractors
- Local pharmaceutical services contractors

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<sup>7</sup> Equality Act 2010. <https://www.legislation.gov.uk/ukpga/2010/15/contents>

<sup>8</sup> Pharmacies no longer deliver Enhanced Services as defined in the 2018 PNA. However, seasonal influenza vaccination is considered as both an Advanced and Enhanced Service.

- Dispensing doctors.

In Southwark, there are 58 pharmacy contractors (also termed 'community pharmacies'). No dispensing appliance contractors, local pharmaceutical services contractors or dispensing doctors operate within the borough.

The following services are considered out of scope for the purposes of this PNA:

- Non-NHS services provided by pharmacy contractors
- Pharmacy services provided within secondary and tertiary care, including those of Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust, and the South London and Maudsley NHS Foundation Trust.

#### **1.4 Change to CCGs and expected impact on the PNA**

From July 2022, CCGs have been replaced by Integrated Care Boards (ICBs), which will take on delegated responsibility for pharmaceutical services; from April 2023, NHSE&I expects all Integrated Care Boards to have done so.<sup>9</sup> Health and Wellbeing Boards should therefore be aware that some services that are commissioned from pharmacies by CCGs (and are therefore NHS services) will move to the Integrated Care Boards and will fall then under the definition of Advanced Services.

There are no known firm plans to change the number of primary medical providers in Southwark over the next three years.

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<sup>9</sup> Health and Care Bill: Integrated Care Boards and local health and care systems. Policy paper, Updated 10 March 2022. <https://www.gov.uk/government/publications/health-and-care-bill-factsheets/health-and-care-bill-integrated-care-boards-and-local-health-and-care-systems>

### Box 1.1. Overview of pharmaceutical services<sup>1</sup>

#### Essential Services

As set out in the 2013 Regulations, all community pharmacy contractors must provide the full range of services, encompassing:

- Dispensing medication appliances and actions associated with dispensing
- Disposal of unwanted medicines
- Public health
- Repeat dispensing/electronic repeat dispensing
- Signposting to other services
- Support for self-care
- Discharge medicines service (new in 2021)

#### Advanced Services

**New Medicine Service (NMS)**

Aimed at people with long-term conditions and newly prescribed medications, to improve adherence.

**Appliance Use Review (AUR)**

Conducted by a pharmacist or a specialist nurse; designed to improve use of an appliance such as a catheter or drainage bag.

**Flu vaccination service**

Flu vaccination service offered September to March by community pharmacies to at-risk groups and 65+ yr olds, and October to March to 50–64 yr olds.

**Stoma Appliance Customisation Service (SAC)**

Ensures patients with more than one stoma appliance have comfortably fitting appliances and are aware of their proper use.

**Community pharmacy consultation service**

Sees patients with minor ailments or urgent medicine supply needs. Can take referral from GPs or 111 service to ease pressure on NHS.

*New services added since the 2018 PNA:*

**Hypertension case-finding service**<sup>10</sup> Offers screening for patients older than 40 yr and provides access to ambulatory blood pressure monitoring.

**COVID-19 lateral flow distribution service and COVID-19 medicines distribution service**

Distributes lateral flow devices to asymptomatic patients to help identify positive COVID-19 cases in the community. This service ceased in April 2022.

**Stop Smoking Advanced Service**

In 2022, a Stop Smoking service will be introduced for patients who started their Stop Smoking journey in hospital.<sup>11</sup>

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<sup>10</sup> The service was added in 2022 and is out of scope for the current PNA.

<sup>11</sup> From March 2022, the service will be provided by community pharmacies England-wide, supporting the implementation of the NHS Long Term Plan commitment that by March 2024 everyone admitted to hospital will be offered NHS-funded tobacco treatment services. <https://www.england.nhs.uk/wp-content/uploads/2022/03/B1298-community-pharmacy-advanced-service-specification-nhs-smoking-cessation-service.pdf>

## Enhanced Services

### **London Community Pharmacy Vaccination Service – Seasonal Influenza Vaccination Service**

Seasonal Influenza Vaccination Service commissioned by NHSE/I London region and offered September to March to hospital staff (if unable to be vaccinated by their occupational health provider), certain other healthcare staff, and people from health inclusion groups (e.g. homeless people, asylum seekers, and documented or undocumented migrants).

### **London Community Pharmacy Vaccination Service – Pneumococcal polysaccharide vaccination (PPV) service**

Pneumococcal polysaccharide vaccination (PPV) is commissioned locally by NHSE's area teams; this is provided as part of the London community vaccination service.

## Locally commissioned services

**Stop Smoking services**

A smoking cessation service that provides advice and support and supplies medication (where appropriate).

**Sexual health service**

This service comprises condom distribution and various types of hormonal contraception.

**Supervised consumption**

This service provides supervised oral consumption of controlled drugs prescribed for the management of opiate detoxification; appropriately qualified pharmacists dispense medication and observe its consumption.

**Needle exchange service**

The service includes provision of sterile injecting equipment and equipment to ensure the safe disposal of used needles.

**NHS Health Checks**

The NHS Health Check Programme is the responsibility of Southwark Council's Public Health directorate. There is a statutory duty to offer Health Checks to all eligible people between the ages of 40 and 74 years. Community pharmacies are a potentially useful, easily accessed provider of NHS Health Checks.

**Minor Ailments Scheme**

The Minor Ailment Scheme is provided through the Pharmacy First scheme in Southwark. Participating pharmacies offer eligible residents quick, local access to advice and treatment for common illnesses, as well as supplying medication for free where appropriate in line with exemptions from prescription charges.

**Vitamin D supplementation**

This service offers free Vitamin D to all pregnant women, mothers with children aged less than 12 months, and all children under the age of 4 years.

<sup>1</sup>All pharmaceutical services included in this table are identified by the Health and Wellbeing Board as necessary services.

## 1.5 Revision

The Health and Wellbeing Board has a duty to ensure that the PNA is up to date. This may require supplementary statements or a full revision of the document.<sup>12</sup>

Supplementary statements will be published where necessary at 6-monthly intervals on the Southwark Council website, where a full revision would be deemed disproportionate. Such statements typically involve notices of pharmacies opening, closing or changing their business hours, or any change in ownership or location. Changes in local population estimates will be advised in a Supplementary Statement as soon as possible.

A full revision of the PNA will be undertaken if there are substantial changes in the need for or nature of pharmaceutical services provision.

Notwithstanding the above, the next full review of the PNA is scheduled to be published no later than 30 Sep 2025.

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<sup>12</sup> The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013. [No. 349. Part 2](#) - Regulation 6. [www.legislation.gov.uk/uksi/2013/349/regulation/6/made](http://www.legislation.gov.uk/uksi/2013/349/regulation/6/made)

## 2 DEVELOPING THE PNA

### 2.1 Drafting phase, methods and engagement

Southwark's 2022 PNA has made use of a wide range of intelligence sources.

#### Box 2.1. Intelligence sources for Southwark's 2022 PNA

Domain	Source
Demography and health needs	<ul style="list-style-type: none"><li>2021 'State of the Borough Report' produced by the Public Health Intelligence team</li><li>Joint Strategic Needs Assessment, Southwark Council</li><li>Bespoke intelligence analyses from Southwark Council Public Health Intelligence report drawing on data from Office of National Statistics, and Greater London Authority, and local supporting intelligence at NHS SEL CCG (latterly SEL ICB) level</li></ul>
Local priorities	<ul style="list-style-type: none"><li>Southwark Joint Health and Wellbeing Strategy 2015-2020<sup>13</sup></li><li>Southwark Council Plan 2022<sup>14</sup></li></ul>
Availability and accessibility of services	<ul style="list-style-type: none"><li>Online questionnaires of local pharmacy contractors, supported by the Lambeth, Southwark and Lewisham Local Pharmaceutical Committee; 45 out of 58 contractors completed the survey (response rate of 77.5%) between 28 Feb – 8 Apr 2022</li><li>Pharmacy service data (number and location) from NHS England and other general practice data and prescribing information (ePACT) from the Medicine Optimisation Team and NHS SEL CCG (latterly SEL ICB)</li></ul>
Patient experience	<ul style="list-style-type: none"><li>Online survey with local residents to collect feedback on access and the range of pharmaceutical services provided locally (via consultation hub and e-newsletter). A total of 198 complete responses received for the period 28 Feb – 24 Mar 2022. The response rate was similar to that achieved for 2018 PNA (n=207).</li></ul>

A Reference Group for the PNA was established in November 2021, led by Southwark Council's Public Health Division and including representation from:

- Medicines Optimisation Team, SEL CCG (latterly SEL ICB)
- Primary Care Commissioning, SEL CCG (latterly SEL ICB)<sup>15</sup>

<sup>13</sup> Southwark health & wellbeing board strategy 2015-20. <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-professionals?chapter=3> This is in the process of being updated, but was delayed due to the COVID-19 pandemic.

<sup>14</sup> Southwark plan 2022. <https://www.southwark.gov.uk/planning-and-building-control/planning-policy-and-transport-policy/development-plan/local-plan?chapter=4>

<sup>15</sup> NHS South East London (SEL) CCG has responsibility, delegated from NHSE, for commissioning local general practice services in Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark. Its Primary Care Commissioning Committee (PCCC) is responsible for making collective decisions on the review, planning and procurement of general practice services. <https://selondonccg.nhs.uk/about-us/our-primary-care-commissioning-committee/>



- Lambeth, Southwark and Lewisham Local Pharmaceutical Committee (LPC)
- Health Intelligence Section, Public Health Division, Southwark Council.

The following parties were invited to attend the Reference Group, or were informed of progress made in developing the PNA:

- Healthwatch Southwark
- Pharmacy Contracts Team, NHSE&I (invited and informed)
- PNA Lead, London Borough of Lambeth (informed)
- PNA Lead, London Borough of Lewisham (informed)

## **2.2 Post-drafting methods and engagement**

Two further phases of consultation were carried out after initial drafting of PNA:

- Statutory consultation for 60 days via online questionnaire, involving members of the public and other interested parties, between June and July 2022. (Three respondents; see Appendix 10 for more information.)
- Additional targeted engagement, undertaken to complement the findings of the online public survey, in order to better understand the pharmacy experiences and views of harder-to-reach groups who were less well represented in the online public survey. Southwark Council engaged Elim House Community Association Southwark to conduct targeted surveys with older people, particularly those from Black and minority ethnic groups; 18 respondents were engaged.

## **2.3 Aim and objectives**

The aim of the PNA process is to enable commissioners and providers to better meet current need within Southwark, and to take steps to ensure that needs continue to be met in the future.

Southwark's 2022 PNA examines the following key areas:

- Southwark's health needs profile: This section assesses Southwark's resident population, looking specifically at life expectancy and healthy life expectancy, main causes of mortality and morbidity (including trends over time), and leading lifestyle risk factors, with a focus on any significant changes since the 2018 PNA.
- Assessment of current pharmaceutical services: This section identifies and maps the current provision of pharmacy services across the borough.

## **2.4 Understanding Southwark's geographies**

Southwark's Health and Wellbeing Board has responsibility for the population of the London Borough of Southwark and its coterminous NHS SEL CCG (latterly SEL ICB). Despite this, a number of spatial groupings have historically been used by the council or the NHS for electoral purposes or service provision. Southwark's 2018 PNA used a mixture of council-defined neighbourhoods based on electoral ward boundaries.

Since 2019, Partnership Southwark has worked to better integrate services and support, tackle the causes of inequality, and improve the health and wellbeing of Southwark residents. Partnership Southwark incorporates a system of local primary care networks based on existing GP Federation<sup>16</sup> arrangements (with a group of 14 general practices in the north of the borough<sup>17</sup> and 18 practices in the south<sup>18</sup>).

The same primary geospatial unit of analysis deemed appropriate for Southwark's 2018 PNA– electoral ward – will be used in the current PNA. This geospatial analysis will include all 23 Southwark electoral wards established following the Boundary Commission review in May 2018.<sup>19</sup>

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<sup>16</sup> A GP federation is a group of GP practices that work collaboratively to provide better access and quality for patients.

<sup>17</sup> GP federation, North Southwark: Quay Health Solution (QHS). <https://www.quayhealthsolutions.co.uk/about-us/>

<sup>18</sup> GP federation, South Southwark: Improvement Health Limited (IHL) <https://www.ihlsouthwark.co.uk/>

<sup>19</sup> [Find your ward and area | Community Southwark](#)

### 3 HEALTH NEEDS PROFILE FOR SOUTHWARK

#### 3.1 Place

##### 3.1.1 Geography

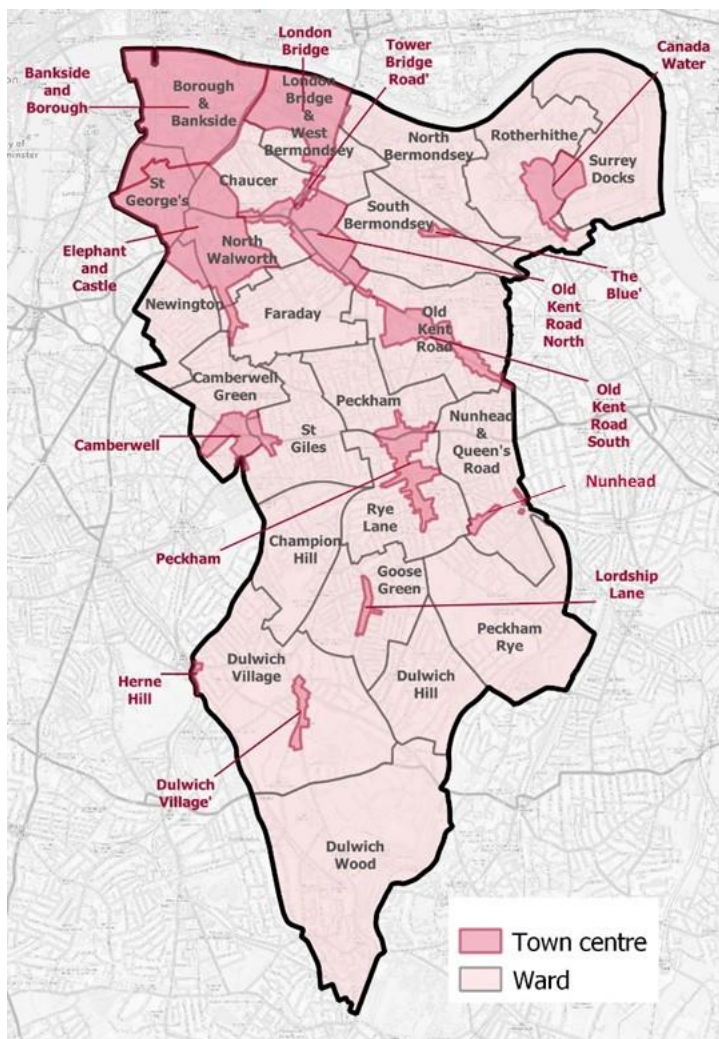
Southwark is an inner London borough in South East London. The River Thames is the northern boundary, with Lambeth to the west and Lewisham to the east (see Figure 1). Southwark has 23 electoral wards, and many town centres of varying sizes (see Figure 2).

**Figure 1. London, Southwark and neighbouring boroughs**



Source: © OS crown copyright and database rights 2022. Ordnance Survey (0)100019252.

Figure 2. Southwark wards and town centres

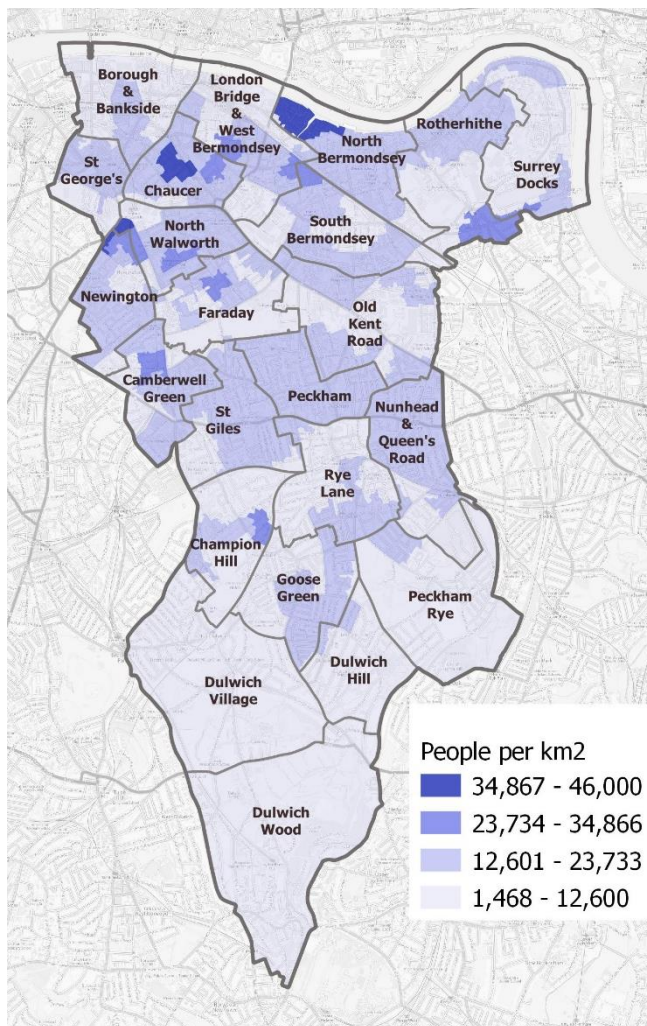


Sources: Southwark Council 2022. © OS crown copyright and database rights 2022. Ordnance Survey (0)100019252.

### 3.1.2 Population estimates and population density

According to data from the Office for National Statistics, there are approximately 320,000 residents in Southwark. The population density of the borough is estimated to be approximately 11,100 persons per square kilometre, making Southwark one of the most densely populated areas in the country (it is in the top 10 most densely populated English Local Authorities). Several neighbourhood areas are particularly intensively populated (see Figure 3), with densities of over 100 times the national average, and eight times the London average.

**Figure 3: Population density in Southwark local neighbourhood (LSOA) areas in June 2020.**



LSOA = Lower Super Output Area.

Sources: ONS, 2022 (mid-year population estimates 2020). © OS crown copyright and database rights 2022. Ordnance Survey (0)100019252.

### 3.1.3 Deprivation

The Indices of Deprivation are the official measures of relative deprivation in England, encompassing a wide range of indicators assessing living conditions.

Southwark has seen an improvement in its ranking relative to other local authorities since 2015, yet still experiences some of the highest socio-economic disadvantage in the country (see Table 1).



**Table 1: Indices of Deprivation – Southwark ranking in 2015 and 2019**

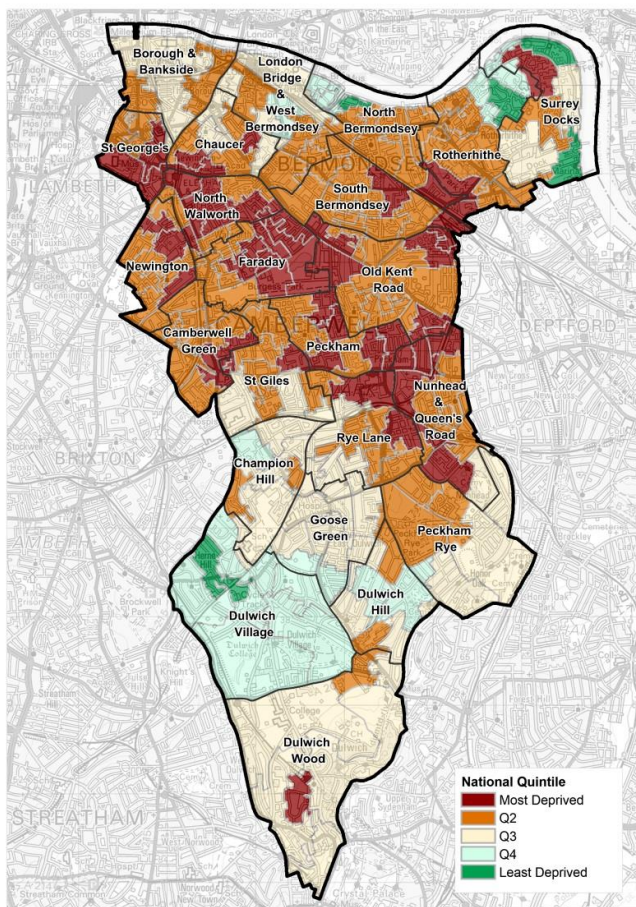
Measure	Ranking out of 317 local authorities	
	IoD 2015	IoD 2019
Rank of average rank	23 <sup>rd</sup>	43 <sup>rd</sup>
Rank of average score	40 <sup>th</sup>	72 <sup>nd</sup>

Source: Ministry of Housing, Communities & Local Government.

It is important to acknowledge that the Indices of Deprivation measure relative deprivation. While the ranking of Southwark has improved relative to other local authorities, this does not necessarily indicate that there has been a reduction in absolute levels of deprivation.

Approximately 21% of Southwark’s population live in communities ranked within the most deprived nationally (see Figure 4). This increases to 23% among those aged under 18 years.

**Figure 4: Indices of Deprivation 2019**



Source: © OS crown copyright and database rights 2021. Ordnance Survey (0)100019252.

### 3.1.4 Urban Health Index

Impact on Urban Health have worked with the Social Progress Imperative to create an index that assesses social progress. The index they have developed uses 42 social and environmental indicators to show how different aspects of urban living vary across the boroughs and how the environment impacts on residents' health. The indicators are grouped under three themes:

- Basic human needs
- Foundations of wellbeing
- Opportunity.

The index looks at 68 neighbourhoods across Southwark and Lambeth, ranking them as strong (ranked in the top 20 areas), weak (ranked in the bottom 20 areas) or neutral (ranked in between). In the south of the borough, all neighbourhoods were ranked in the top 20, whilst several neighbourhoods in the middle and towards the north of the borough were ranked in the bottom 20 (see Figure 5). Southwark has a more polarised distribution of neighbourhoods compared to Lambeth, where most neighbourhoods had a neutral score.

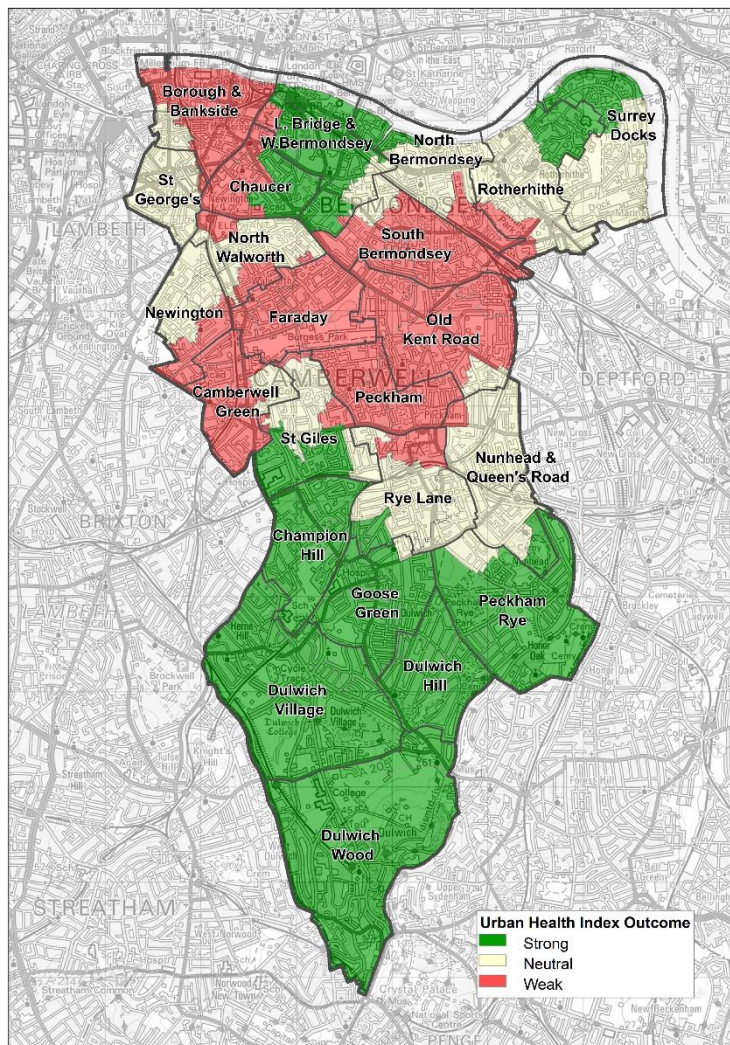
A neighbourhood with a weak score, however, does not mean it is weak across all aspects. Many of the neighbourhoods in the bottom 20 rank highly on the 'active and engaged community' score, whilst the trend for obesity in children follows the overall rank more closely.

The Urban Health Index<sup>20</sup> acts as a useful tool to both understand how the wider determinants of health differ across Southwark and Lambeth. It also enables us to understand the factors that contribute to a neighbourhood's good or poor health, at a population level.

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<sup>20</sup> <https://urbanhealth.org.uk/insights/data/urban-health-index-uhi-for-lambeth-and-southwark>

**Figure 5: Urban Health Index Score 2021**



Source: © OS crown copyright and database rights 2021. Ordnance Survey (0)100019252.

### 3.1.5 Employment and income

The Annual Population Survey shows that economic activity levels in Southwark are higher than both London and England. At the end of June 2021, there were approximately 233,400 working age adults in Southwark, with more than three-quarters in employment.

Economic inactivity in Southwark is significantly below regional and national levels (see Table 2). While the majority of economically active people do not want a job, a much larger proportion of this group in Southwark would like a job when compared to London and England.

The main group of those who are economically inactive and not seeking work are students, with 16,500 in the borough, followed by those who are long-term sick, with over 10,000 in this group.



**Table 2: Economic activity in Southwark, London and England, Jul 2020 to Jun 2021**

Measure	Southwark		London	England
	Number	%		
<b>Economically active</b>	<b>193,200</b>	<b>82.8%</b>	<b>79%</b>	<b>78.8%</b>
In employment	178,000	76.2%	73.8%	74.7%
Unemployed	15,200	7.9%	6.6%	5.2%
<b>Economically inactive</b>	<b>40,200</b>	<b>17.2%</b>	<b>21.2%</b>	<b>21.0%</b>
Who want a job	10,000	24.9%	22.9%	21.0%
Who do not want a job	30,200	75.1%	77.1%	79.0%

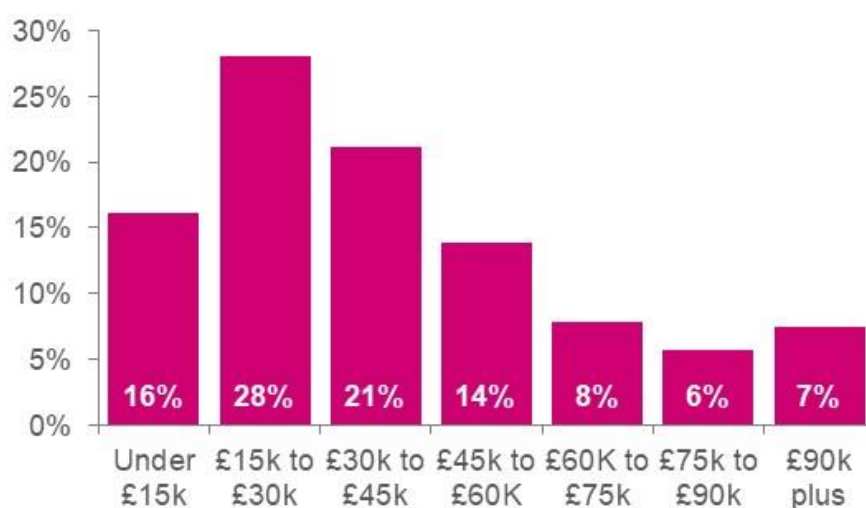
Source: Nomis, 2021. Annual Population Survey.

Note: Unemployment figures are modelled. Figures may not tally due to rounding.

Figures for 2020 suggest there were 15,000 workless households in the borough, with levels comparable to London and England.

The median (average) household income in Southwark in 2021 was £33,848, broadly comparable to the national average of £32,549. There is a wide range of income in Southwark, with around 1 in 7 households in the borough having an income less than £15,000 per year, and a similar proportion earning over £75,000 (see Figure 6).

**Figure 6: Percentage of Southwark households by income bracket, 2021**



Source: CACI Paycheck Directory, 2021. © 1996 – 2021 CACI Limited. This report shall be used solely for academic, personal and/or non-commercial purposes.

While average income in Southwark is in line with national levels, there are significant geographical inequalities within the borough, with levels highest in Dulwich Village (£61,271) and lowest in Old Kent Road (£24,632).

### 3.2 People

#### 3.2.1 Current population

Home to some 320,000 people, Southwark has a comparatively young population (see Figure 7). The average age (33.9 years) is almost two years younger than London, and almost seven years younger than England.

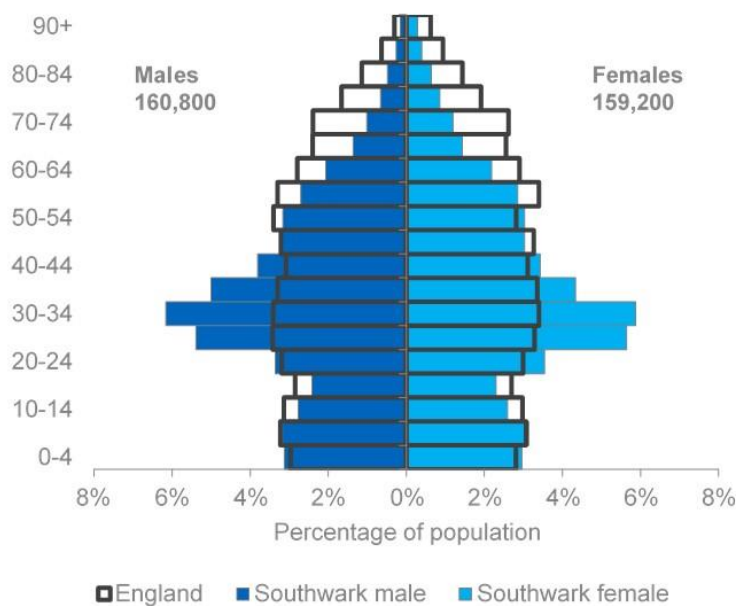
**Figure 7: Mid-year resident population estimate, 2020**



Source: ONS, 2021. Population estimates for the UK, England and Wales, Scotland and Northern Ireland: mid-2020

Figure 8 shows the age structure of Southwark compared to England (black outline). The chart demonstrates that the low average age in the borough stems not from a large number of children, but from a large number of young working age residents: 39% of the Southwark population is aged 20 to 39 years, compared to just 32% in London and 26% in England.

**Figure 8: Age structure of Southwark compared to England, 2020**

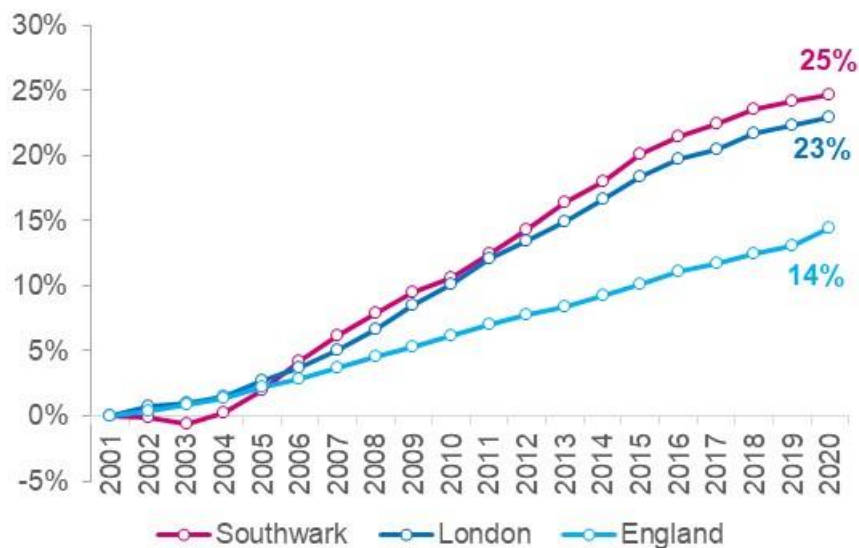


Source: ONS, 2021. Population estimates for the UK, England and Wales, Scotland and Northern Ireland: mid-2020

### 3.2.2 Trends and projections

The population of Southwark has been growing at a much faster pace than the national average, with numbers increasing by a quarter since 2001 (see Figure 9).

**Figure 9: Percentage change in resident population, 2001 to 2020**



Source: ONS, 2021. Population estimates for the UK, England and Wales, Scotland and Northern Ireland: mid-2020

The latest population projections suggest that Southwark's population will continue to grow, with almost 10,000 additional people living in the borough by 2025. Population growth will vary across the borough, with the St George's and Borough & Bankside wards predicted to experience the largest population growth over the next three years.

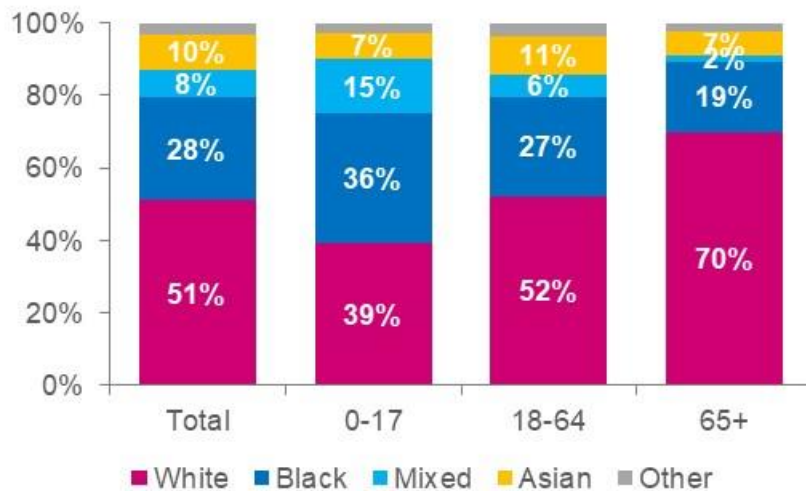
### 3.2.3 Ethnicity

Southwark is a diverse borough, with residents from a wide range of ethnicities and backgrounds.

Latest estimates indicate that 51% of people living in Southwark have a white ethnic background compared to 84% nationally. A much larger proportion of residents come from black and mixed ethnic backgrounds when compared to England.

The diversity of Southwark is much greater among children and young people, with roughly equal proportions of young people from white and black ethnic groups (See Figure 10).

**Figure 10: Southwark population by broad ethnic group and age, 2019**



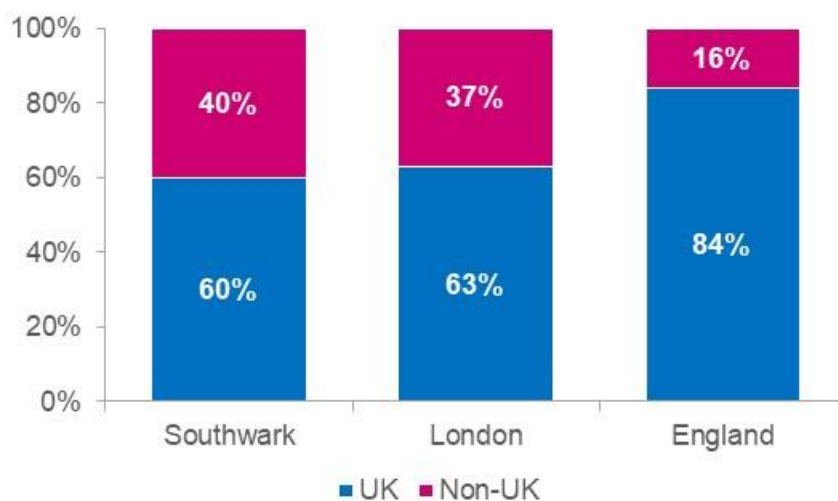
Source: ONS 2020, Population denominators by broad ethnic group and local authorities in England & Wales: 2011-2019

Over 120 languages are spoken in Southwark, with just over one in 10 households having no members who speak English as a first language. The top five main languages (other than English) spoken at the time of the 2011 Census were:

- Spanish (2.3%)
- French (1.6%)
- Portuguese (1.3%)
- Polish (1.2%)
- Italian (0.9%)

A large proportion of residents were also born overseas, with latest estimates suggesting around four in 10 people living in the borough were born outside the UK (see Figure 11).

**Figure 11: Resident population by country of birth, 2021**



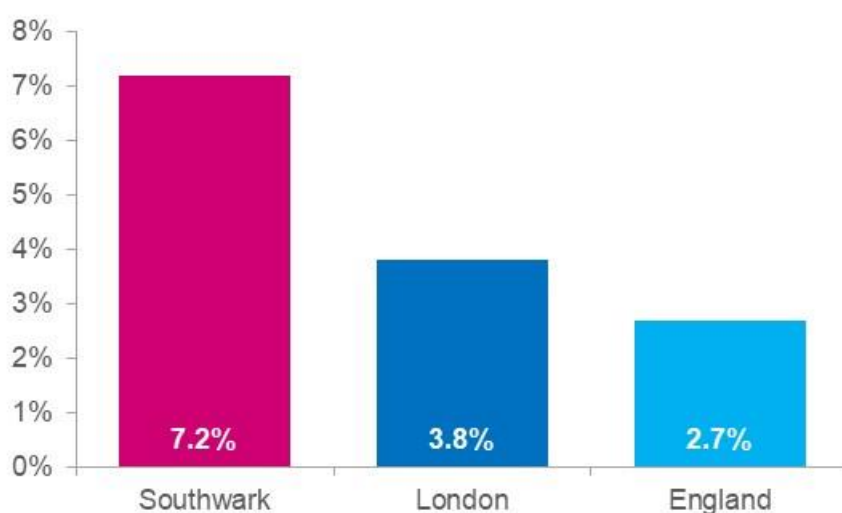
Source: ONS 2021, Population of the UK by country of birth and nationality, July 2020 to June 2021

It is estimated that 13% of those born overseas are from other countries in the European Union, 14% from Sub-Saharan Africa, and 4% from Central and South America.

### 3.2.4 Sexual orientation

Research from the Office of National Statistics and the GP Patient Survey suggests that Southwark has one of the largest gay, lesbian and bisexual populations in the country, with 7% (23,000 people) of adults in the borough identifying as gay, lesbian or bisexual (see Figure 12), compared to only 4% of the entire London population and 3% nationally.

**Figure 12: Residents identifying as lesbian, gay or bisexual**



Source: ONS 2021, Sexual Orientation, UK: 2012-2019; NHS 2020, GP Patient Survey: 2019.

### 3.2.5 Disability and impairment

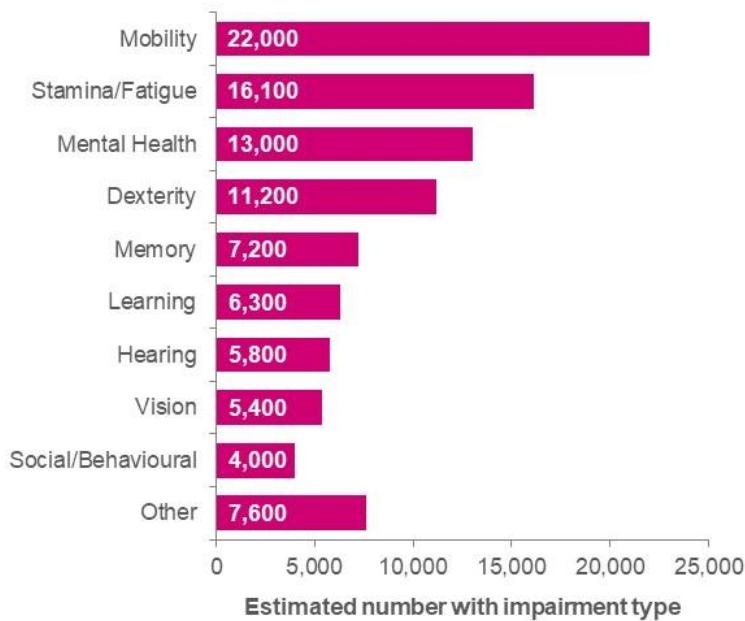
The Family Resources Survey collects extensive information on disability in the UK and is a key source of information on disabled adults and children.

The definition of disability used within the survey is consistent with the core definition of disability under the Equality Act 2010. A person is considered to have a disability if they have a long-standing illness, disability or impairment that causes substantial difficulty with day-to-day activities.

Figures for 2019/20 suggest 14% of residents in inner London have a disability. For Southwark, this would equate to 44,800 people.

The survey results also highlight the main impairment types for those with a disability, with the largest impairment type being mobility. Figure 13 below presents extrapolated figures for Southwark and should be treated as a guide to the scale of impairment in the borough, rather than an indication of exact figures.

**Figure 13: Extrapolated prevalence of key impairment types for those with a disability in Southwark, 2019/20**



Source: Department for Work & Pensions, 2021. Family Resources Survey 2019/20.

### 3.2.6 Carers

Unpaid or informal carers play an integral role in supporting the family members and friends they care for. Estimates vary, however at the start of 2020, Southwark was thought to have at least 25,700 unpaid carers, with numbers expected to increase further in the future.

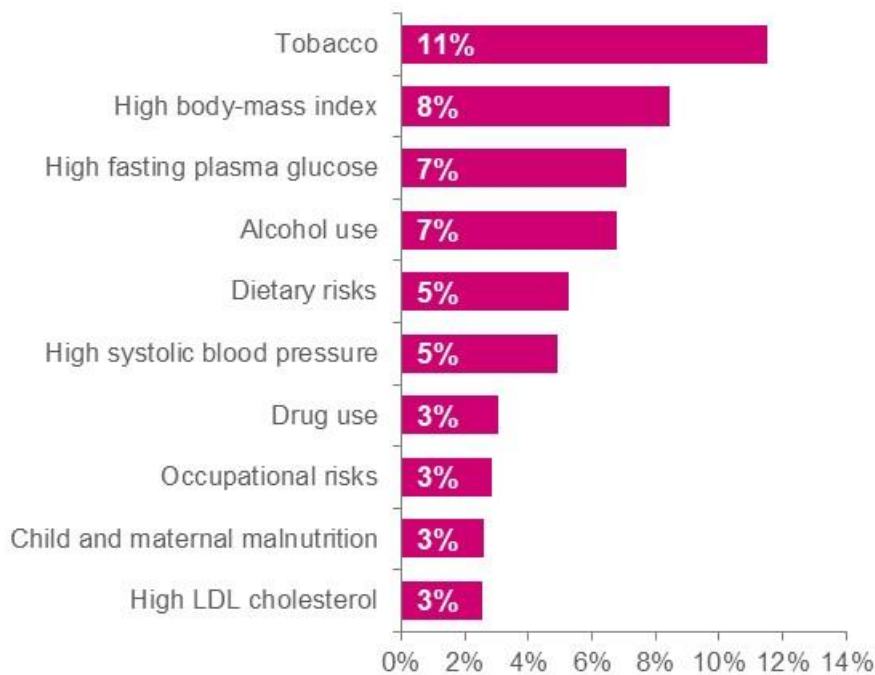
Never has the importance of carers been emphasised more than during the COVID-19 pandemic. The increased demand for care since the emergence of COVID-19 has disproportionately affected women, people from Black African ethnic backgrounds, and those who themselves live with disability and complex care needs.

## 3.3 Living well

### 3.3.1 Risk factors

Data from the Global Burden of Disease study outlines the top 10 risk factors for poor health. Southwark mirrors the national picture, with smoking, obesity and poor diet among the top risks impacting on healthy life in the borough (see Figure 14).

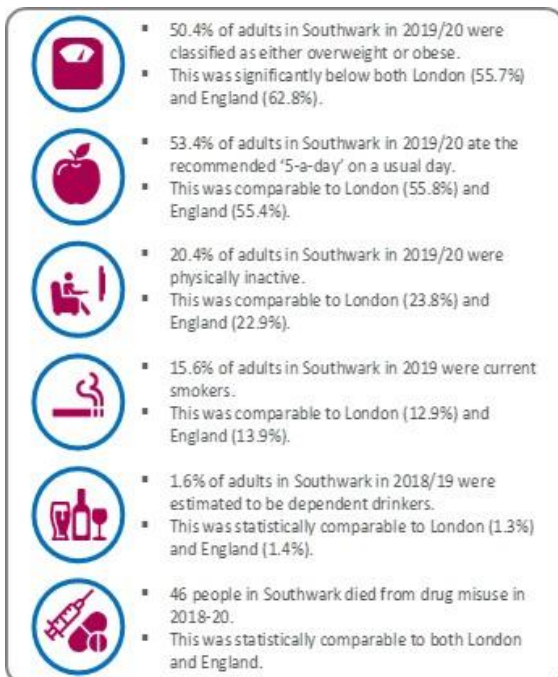
**Figure 14: Percentage of years of life lost to disability or premature death (DALYs) in Southwark by risk factor, 2019**



Source: Southwark Council, JSNA Annual Report 2022.

Figure 15 below illustrates the latest prevalence of key risk factors among adults in Southwark compared to London and England.

**Figure 15: Prevalence of key risk factors in Southwark**

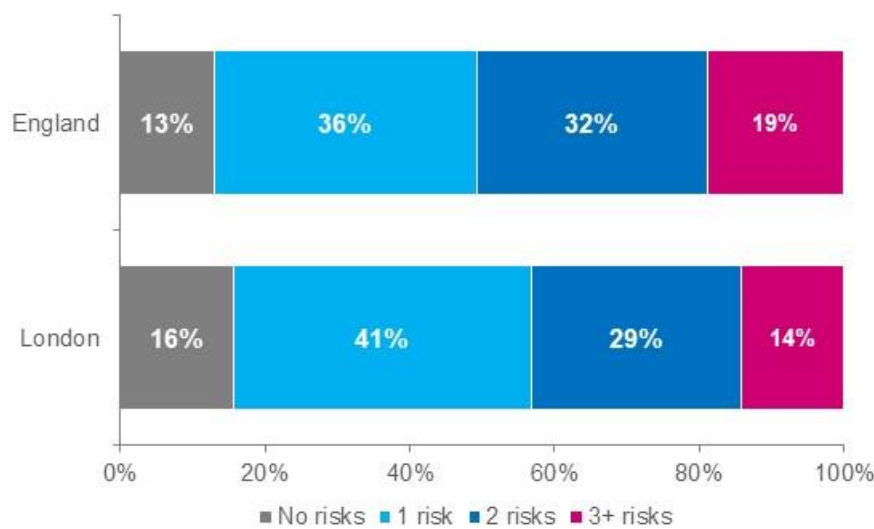


Source: Southwark Council, JSNA Annual Report 2022.

There is increasing evidence that many people experience more than one of the risk factors shown above, and these often cluster within population groups. This not only increases the risk of poor health outcomes for the individual, but also increases health inequalities between communities.

The 2017 Health Survey for England captured evidence regarding the prevalence of multiple risk factors, focusing on smoking, alcohol consumption, poor diet, physical inactivity and obesity. Results showed that 14% of adults aged 16 years and over in London had three or more risk factors, below the national average of 19% (see Figure 16). The prevalence of three or more risk factors in London was also significantly higher among men (17%) than women (11%).

**Figure 16: Prevalence of multiple risk factors in adults aged 16+**



Source: NHS Digital, 2018. Health Survey for England, 2017. Multiple Risk Factors.

Poor air quality represents an additional risk factor for poor health among residents. All parts of Southwark are exposed to excessive, harmful levels of air pollution, with especially high levels occurring in the north-west of the borough and along major roads.<sup>21</sup>

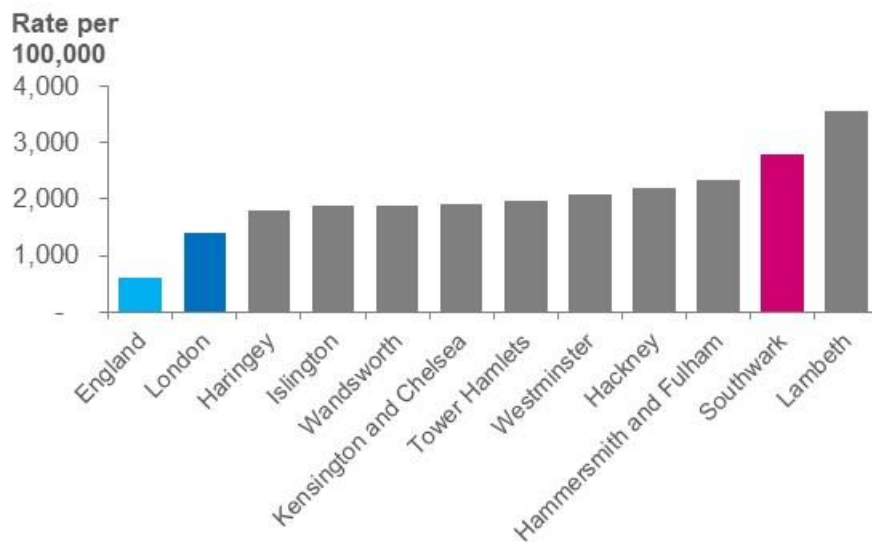
### 3.3.2 Sexual health

In addition to obesity, poor diet and smoking, poor sexual and reproductive health has a significant impact on health and wellbeing in Southwark. The borough has the second highest level of sexually transmitted infections (STIs) in England, just behind Lambeth (see Figure 17). In 2020, there were over 6,500 new STI diagnoses among local residents, with rates more than four times the national average.

<sup>21</sup> GLA, 2022. London Atmospheric Emissions Inventory 2019.



**Figure 17: Local authorities with highest new STI diagnoses in 2020**



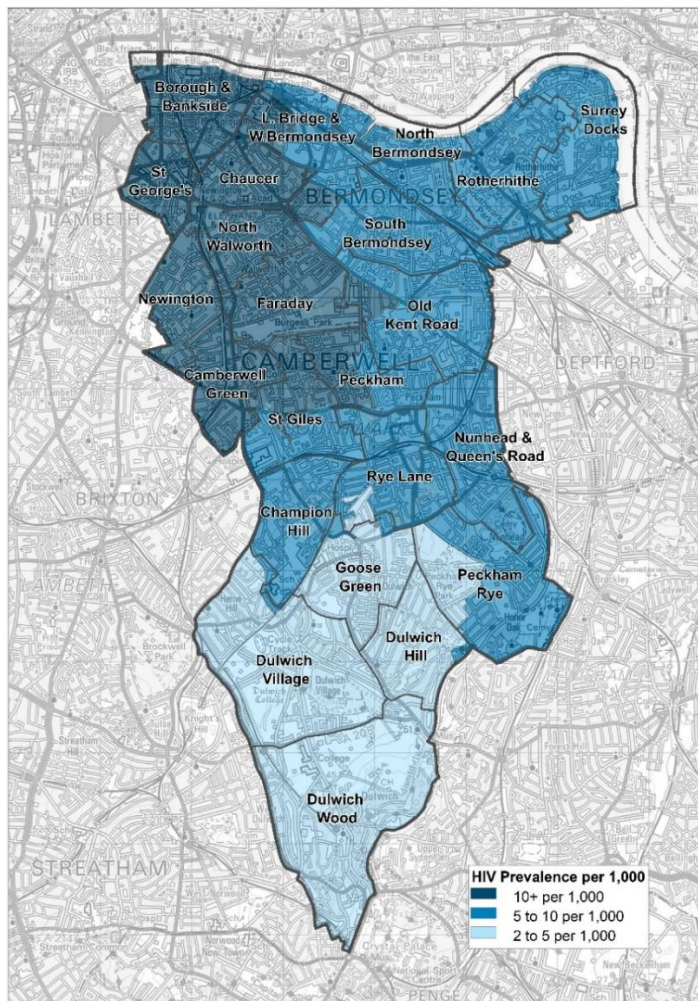
Source: OHID 2021. Sexual & Reproductive Health Profiles.

When looking at inequalities in sexual health, STI infection rates in Southwark are highest in the following groups:

- Men – accounting for almost 70% of cases
- 15–24 year olds – accounting for over a quarter of cases
- Gay, bisexual and men who have sex with men – accounting for two-thirds of cases

Rates of new diagnoses are also unequal across the borough, with the highest levels seen in the north-west corner of the borough, around Elephant & Castle, Borough and Camberwell (see Figure 18).

**Figure 18: Diagnosed HIV prevalence among people of all ages, 2019**

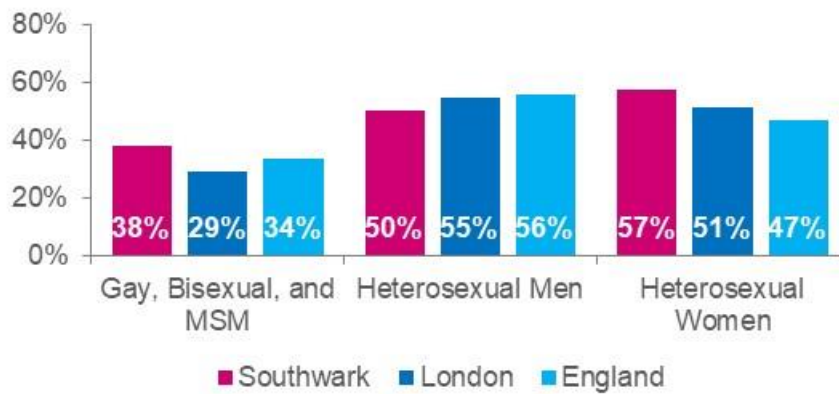


Source: © OS crown copyright and database rights 2019. Ordnance Survey (0)100019252.

In addition to high levels of sexually transmitted infections, levels of human immunodeficiency virus (HIV) infection in Southwark are also high, with the borough having the second highest prevalence in England, behind neighbouring Lambeth. Figures for 2020 show there were 2,881 people living in the borough who had been diagnosed with HIV, with the highest prevalence in the north-west of the borough. However, the number of new cases of HIV in the borough each year continues to reduce, with levels falling by more than half since 2011.

Late diagnosis of HIV is an important predictor of poor health and premature death. Recent figures show levels in Southwark (44%) are comparable to London (38%) and England (42%); however, there are wide inequalities in late diagnosis in the borough, with levels highest among heterosexual women (see Figure 19).

**Figure 19: Percentage of HIV cases with a late diagnosis, 2018–20**



Source: OHID 2021. Sexual & Reproductive Health Profiles.

### 3.3.3 Long-term conditions

The Department of Health & Social Care defines a long-term condition as: “... one that cannot currently be cured but can be controlled with the use of medication and/or other therapies”. The most commonly diagnosed long-term conditions in Southwark are shown in Figure 20.

**Figure 20: Top diagnosed conditions in Southwark, 2020/21**



Source: NHS Digital 2021, Quality & Outcomes Framework, 2020/21. Note: Figures rounded to the nearest 100.

Long-term conditions are the main driver of cost and activity in the NHS, accounting for around 70% of overall health and care spend in England. People with long-term conditions are disproportionately higher users of health services, representing:

- 50% of GP appointments
- 70% of inpatient bed days
- 70% of acute and primary care budgets.

While it is thought that the proportion of people with any individual long-term condition will remain relatively stable in the short/medium term, it is estimated that there will be a substantial increase in the number of people with multiple long-term conditions.

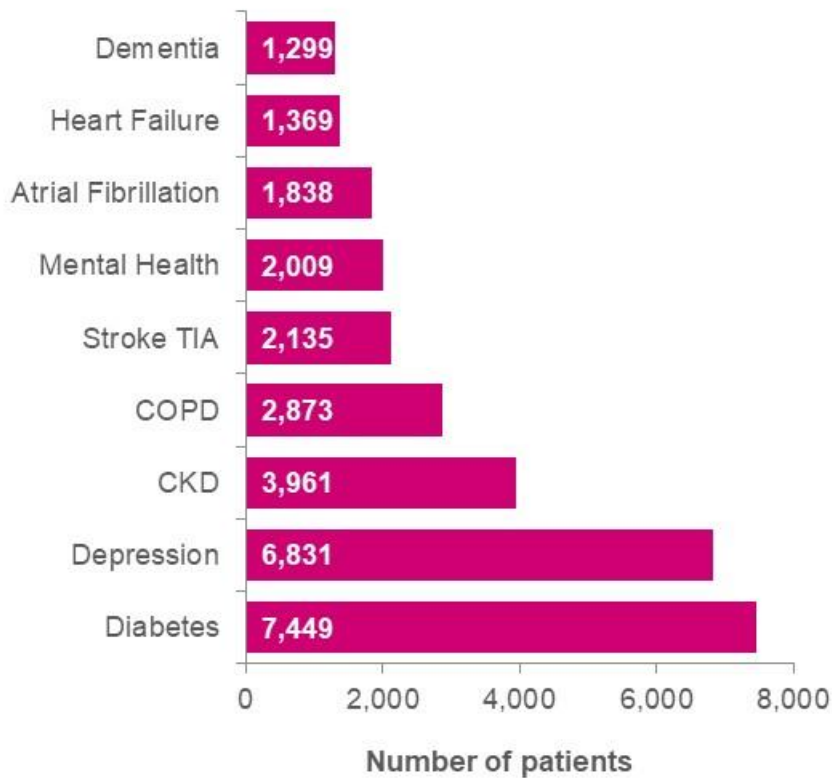
Understanding of the development and progression to multiple long-term conditions continues to develop. Key findings from national and local research indicate that:

- People in the UK are developing multiple long-term conditions at an increasingly younger age.
- Those from Black and Asian groups are also more likely to develop multiple long-term conditions at a younger age than those from a White background.
- Multiple long-term conditions are often concentrated in communities experiencing higher levels of socio-economic disadvantage. Those living in the most disadvantaged areas of the country can expect to develop two or more long-term conditions up to 10 years earlier than those living in the most affluent communities.

This increase in the number of people with multiple long-term conditions requires a greater shift towards co-ordinated and holistic care, rather than the provision of unconnected episodes of care. Research increasingly points to the importance of addressing both the social and economic context in which residents live, in order to prevent and slow the progression to multiple long-term conditions.

In 2019, just under 16,000 people registered with a Southwark GP were included in the Care Co-ordination Cohort, which focuses on improving outcomes for people with multiple long-term conditions. The most prevalent conditions among this group were diabetes and depression (see Figure 21).

**Figure 21: Top diagnosed conditions for those in the Care Coordination Cohort in 2019**

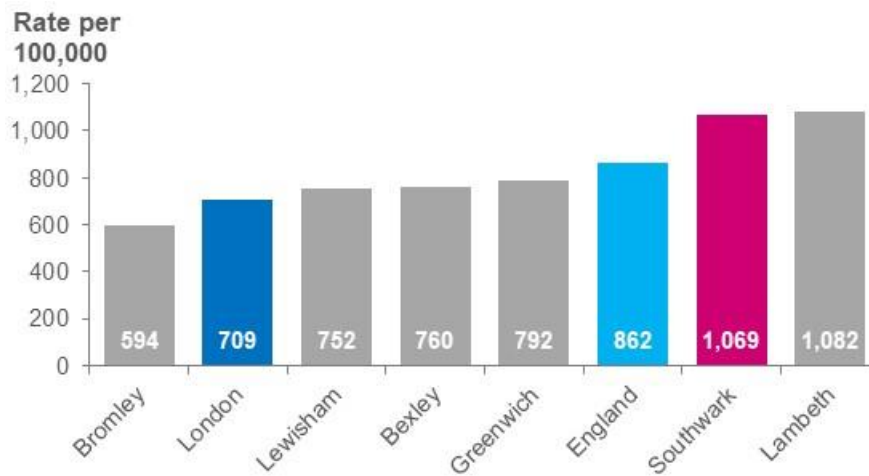


Source: Southwark GP Federations.

The term 'ambulatory care sensitive conditions' refers to long-term conditions that should not normally require hospitalisation. These include conditions such as diabetes and high blood pressure, which can be effectively managed within the community.

Reducing the number of hospital admissions for ambulatory care sensitive conditions is a key ambition of the NHS. Figures for 2019/20 show there were almost 2,400 emergency hospital admissions in Southwark for these conditions. While rates are comparable to neighbouring Lambeth, they are significantly higher than both the London and national average (see Figure 22), and have changed little over time.

**Figure 22: Unplanned admissions for ambulatory care sensitive conditions per 100,000 residents, 2019/20**

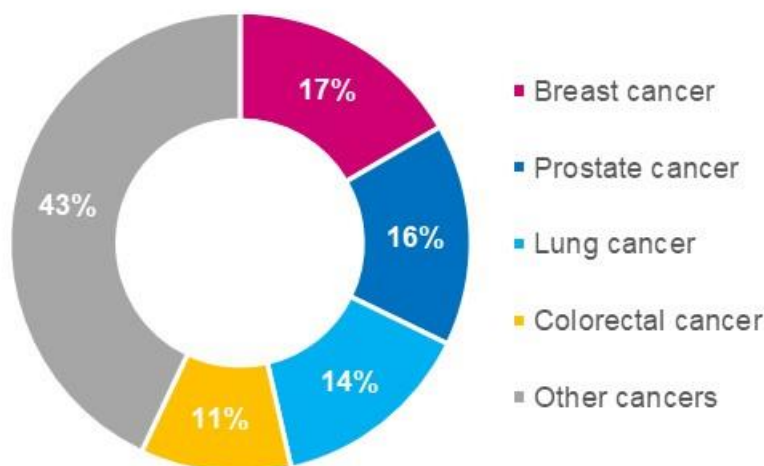


Source: NHS Digital 2021, NHS Outcomes Framework, 2021

### 3.3.4 Cancer

In 2018, there were just over 1,200 new cases of cancer diagnosed among Southwark residents. Over half of these were from four key cancer types, as shown in Figure 23.

**Figure 23: Cancer incidence by tumour site in Southwark in 2018**



Source: National Cancer Registration & Analysis Service.

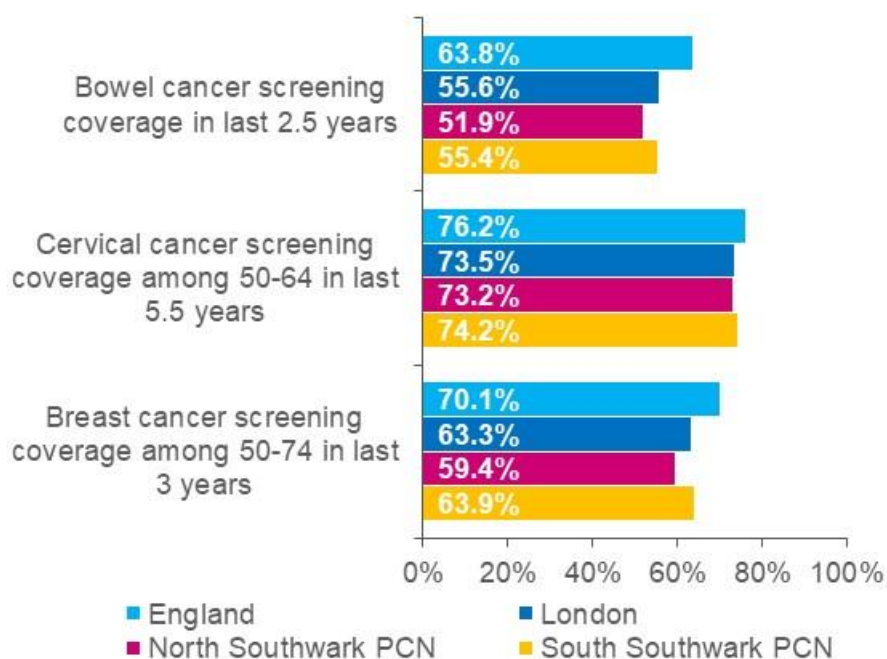
The overall incidence of new cancer cases in Southwark is comparable to England, however rates of both lung cancer and prostate cancer are significantly higher than the national average.

National evidence shows that age is one of the largest risk factors for the development of cancer, with more than a third of all cancers occur in those aged 75 years and over. There is also a strong association between cancer incidence and socio-economic disadvantage.

Evidence from Cancer Research UK<sup>22</sup> points to almost 17,000 additional cases of cancer each year in England due to socio-economic inequalities.

Prior to the COVID-19 pandemic, cancer screening coverage in Southwark was broadly comparable to the London average in the south of the borough, with levels lower in the north. However, coverage was below the national average for all programmes. Figure 24 gives figures for three such screening programmes.

**Figure 24: Coverage of cancer screening programmes in 2019/20 by Primary Care Network**



Source: OHID, 2021. Cancer Services Profile.

The early diagnosis of cancer is an important factor in ensuring the best health outcome. There is a national ambition for 75% of cancers in England to be diagnosed at Stage 1 or Stage 2 by 2028. Figures for 2018 show 55% of cancers in Southwark are diagnosed at this point, comparable to neighbouring boroughs.

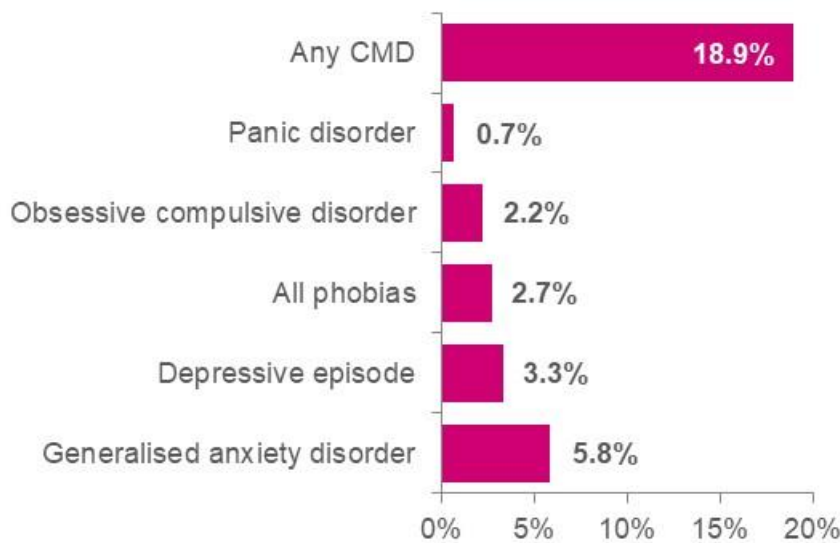
### 3.3.5 Mental health

Mental illness covers a wide range of conditions such as depression, anxiety disorders and obsessive compulsive disorders, through to more severe conditions like schizophrenia. It is thought one in four people will experience a mental health problem in any given year.

<sup>22</sup> Cancer Research UK. <https://www.cancerresearchuk.org/health-professional/cancer-statistics/incidence#heading-Zero>



**Figure 25: Prevalence of common mental disorders among adults in London**



CMD = common mental disorder

Source: NHS Digital, 2016. Adult Psychiatric Morbidity Survey, 2014.

Results from the 2014 Adult Psychiatric Morbidity Survey show that one in six adults had a common mental disorder (CMD) in the week prior to the survey, rising to almost in one in five adults in London (see Figure 25). Applying the London prevalence to Southwark would equate to almost 48,700 adults in the borough experiencing a CMD.

All types of CMD are more prevalent in women than among men: one in five women report experiencing CMD, compared to one in eight men. The gender gap is particularly pronounced among those aged 16–24 years, where more than three times the number of women have a CMD than men.

Figures for 2020/21 show that just over 10,100 people in Southwark were referred to psychological therapy services (see Figure 26). The most frequently referred groups were females (70% of referrals) and adults aged 18–35 years (63% of referrals).

**Figure 26: Number of referrals to Southwark IAPT in 2020/21 by group**



IAPT = Improving Access to Psychological Therapies.

Source: NHS Digital, 2021. Psychological Therapies, Annual Reports on the use of IAPT services.



At the other end of the spectrum, severe mental illness (SMI) refers to a range of conditions which include schizophrenia, bipolar affective disorder and depression with psychosis. Figures for 2020/21 show over 4,100 patients registered with a Southwark GP have been diagnosed with SMI.

This cohort has significant health needs and also experiences great socio-economic disadvantage. People with SMI in Southwark are more likely to be male, older and from a Black ethnic background.

### 3.4 Ageing well

#### 3.4.1 Mortality

Deaths are considered preventable if, in the light of the understanding of the determinants of health at the time, all or most these deaths could potentially be avoided by public health interventions in the broadest sense.

In 2020, there are 261 deaths among those aged under 75 years in Southwark that were considered preventable, equating to around one-quarter of all cases. However, there have been significant reductions in preventable mortality since 2001, with rates in Southwark falling by 48%, compared to a reduction of 29% nationally (see Figure 27).

**Figure 27: Trends in preventable mortality among those aged under 75 yr**

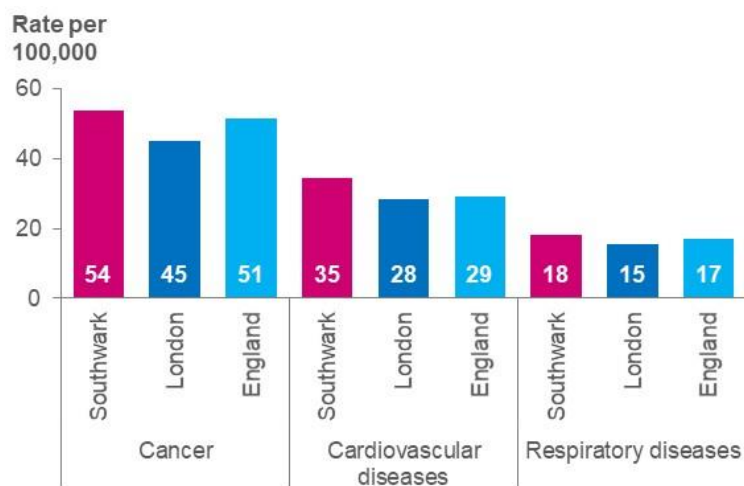


Source: OHID, 2021. Public Health Outcomes Framework.

Geographical inequalities in preventable mortality mirror many of the underlying health issues in the borough, with levels highest in communities experiencing the greatest socio-economic disadvantage. St George's, Nunhead & Queen's Road and Newington wards in particular have high levels of preventable mortality.

Latest figures show that cancer remains the largest cause of preventable death, both locally and nationally, followed by cardiovascular disease and respiratory disease. When compared to other areas, preventable mortality in Southwark is statistically similar to both London and England for all three disease groups (see Figure 28).

**Figure 28: Preventable mortality among those aged under 75 yr by condition in 2020**



Source: OHID, 2021. Public Health Outcomes Framework.

### 3.4.2 Life expectancy

Life expectancy at birth has been increasing steadily over time. This is true across London and England, but the improvement has been more pronounced in Southwark. In 2018–20, life expectancy at birth was 79.6 years for Southwark men and 84.1 years for Southwark women (see Table 3).

**Table 3: Life expectancy at birth in Southwark, London & England**

Male	Life expectancy at birth		Change over time
	2001-03	2018-20	
Southwark	74.0	79.6	+5.7
London	76.0	80.3	+4.3
England	76.2	79.4	+3.2

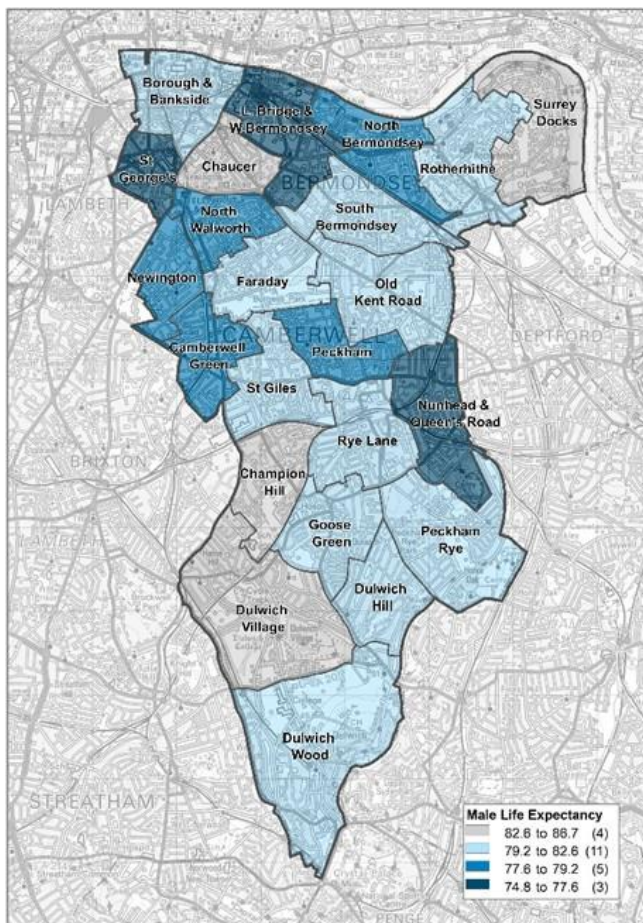
Female	Life expectancy at birth		Change over time
	2001-03	2018-20	
Southwark	79.9	84.1	+4.2
London	80.8	84.3	+3.5
England	80.7	83.1	+2.4

Source: OHID, 2021. Productive Healthy Ageing Profile.

Since 2001–03, the gap in life expectancy at birth between Southwark and England has been overturned, with both men and women in the borough now living longer than the national average.

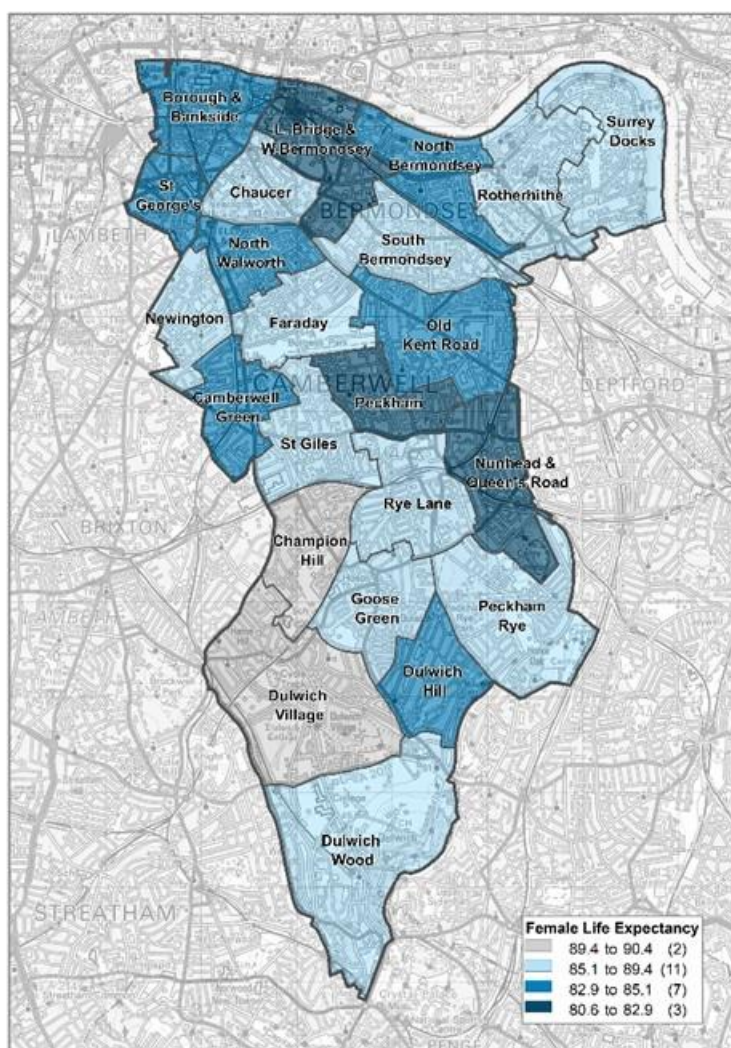
While life expectancy in Southwark is increasing, this improvement has not been the same across the borough. Overall levels of life expectancy remain lowest in communities experiencing greatest of socio-economic disadvantage, such as Peckham, and highest in communities experiencing least socio-economic disadvantage, such as Dulwich (see Figure 29 and 30).

**Figure 29: Male life expectancy at birth, by ward, 2017–19**



Source: OHID, 2021. Local Health tool. © OS crown copyright and database rights 2021. Ordnance Survey (0)100019252.

**Figure 30: Female life expectancy at birth, by ward, 2017–19**

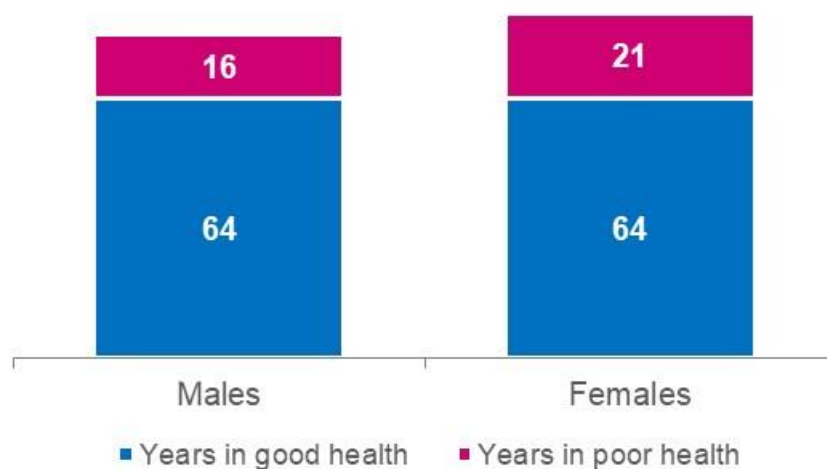


Source: OHID, 2021. Local Health tool. © OS crown copyright and database rights 2021. Ordnance Survey (0)100019252.

Whilst local residents are living longer, the length of the time spent living in good health is also an important factor. Healthy life expectancy is often considered a measure of adding 'life to years', as well as 'years to life'.

Figures for 2017–19 show that while life expectancy among females in Southwark is higher than their male counterparts; however, these extra years are spent in poor health (see Figure 31).

**Figure 31: Healthy life expectancy at birth in Southwark by sex, 2017–19**



Source: OHID, 2021. Productive Healthy Ageing Profile.

### 3.5 Summary

#### 3.5.1 Achievements

Southwark is a young, diverse and rapidly growing borough with large numbers of young adults and residents from a wide range of ethnic backgrounds. Across the borough, there have been significant improvements in health and wellbeing in recent years, and there are many areas of success:

- Residents are living longer and healthier lives than ever before, with life expectancy comparable or better than the national average
- Levels of relative socio-economic disadvantage in the borough continue to reduce
- Key risk factors such as smoking, alcohol and physical inactivity are comparable or better than the national average
- Preventable mortality has reduced by almost half since 2001, narrowing the gap with England.

#### 3.5.2 Areas for improvement

Although there have been substantial improvements in health outcomes in Southwark, many challenges remain. The COVID-19 pandemic has exposed and exacerbated the inequalities that too many people experience. These inequalities are both avoidable and unfair.

While inequalities vary across different issues, there are a number of communities and population groups within the borough that consistently experience poorer outcomes than others.

### ***Geographic inequalities***

Across a wide range of health, social and economic measures, from child poverty through to obesity, hospital admissions and life expectancy, outcomes are poorer in central and northern parts of Southwark, particularly in communities in Faraday and Peckham wards. However, it is important to acknowledge that small areas experiencing greater socio-economic disadvantage also exist within larger areas experiencing less disadvantage, such as the Kingswood estate in Dulwich Wood and Downtown estate in Surrey Docks.

### ***Population inequalities***

There are also significant gaps in outcomes between population groups in Southwark. These often mirror inequalities seen at a national level, with those from Black, Asian and minority ethnic groups experiencing poorer outcomes compared to those from White ethnic groups. In particular, residents from Black African and Black Caribbean groups are more likely to live in communities - experiencing greater socio-economic disadvantage, develop a greater number of long-term conditions, have poorer mental health, and experience discrimination and racism when accessing services.

While there are regional and national indications of unequal outcomes between different ethnic groups, there remain gaps in local evidence. A number of national reviews have identified the continued need to improve recording and analysis of ethnicity data. Locally, as nationally, additional work is required to improve the quality of ethnicity data, to ensure support for those most in need and to reduce inequalities. This is particularly the case for groups that are too often excluded from national data collections, such as residents with a Latin American background.

It is estimated that Southwark has one of the largest communities of people from lesbian, gay, bisexual, trans, queer and intersex (LGBTQI+) identity groups in the country. There is increasing academic evidence that key public health challenges disproportionately impact these groups, with higher levels of smoking, alcohol use, incidence of some cancers and mental ill-health. LGBTQI+ individuals also experience discrimination and barriers when accessing health, care and other services. While the evidence base continues to improve, robust data on health outcomes is lacking at both a national and local level. As with ethnicity, additional work is required to collect data on sexual orientation within local services, to enable better monitoring and to tackle local inequalities.

There are also a number of notable health inclusion groups in Southwark. These are groups that are often socially excluded, have multiple risk factors for poor health, and experience stigma and discrimination, including:

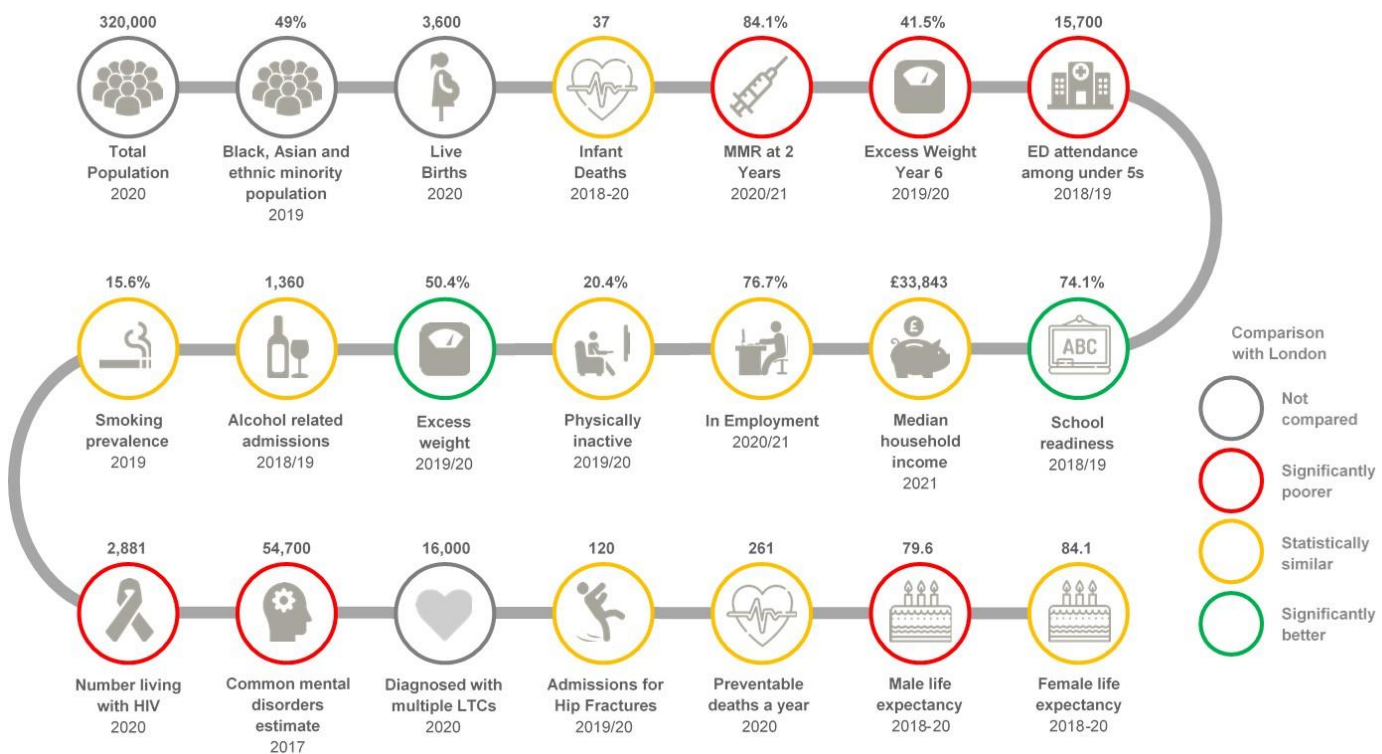
- People with learning disabilities
- Carers
- Rough sleepers
- Asylum seekers and refugees.



## Intersectionality

The national and local evidence base regarding the health inequalities experienced by different population groups continues to improve. However, it is important to acknowledge that these groups are not homogenous. The experiences and outcomes of specific ethnic groups, or of those with the same sexual orientation, are not equal. When planning interventions and services to improve outcomes and reduce inequalities within the borough, it is important to consider how different demographic and social characteristics overlap and intersect, magnifying disadvantage.

### 3.6 Southwark health and wellbeing infographic



## 4 ASSESSMENT OF CURRENT PHARMACEUTICAL PROVISION

Pharmacy is a regulated profession: both pharmacists and pharmacies need to be registered with the regulator in order to practise and to provide services to the public. The General Pharmaceutical Council is the regulatory body responsible for pharmacists, pharmacy technicians and pharmacy premises, in accordance with the UK healthcare regulation standards. The General Pharmaceutical Council sets out pharmacy regulation that aims to improve pharmacy practice quality and, ultimately, to improve the health and wellbeing of the nation.

This section of the PNA describes the current provision of pharmaceutical services available in Southwark, using the data sources listed below:

- Results of an electronic questionnaire sent to members of the public
- Results of an electronic questionnaire sent to pharmacy contractors in Southwark (via the PharmOutcomes portal)
- Data on commissioned pharmacy services held by Southwark Council
- Data on commissioned pharmacy services held by NHS SEL CCG (latterly SEL ICB)
- Data on commissioned pharmacy services held by NHSE (London Region).

All the pharmaceutical services currently provided in Southwark and discussed in this section are identified by the Health and Wellbeing Board as necessary services.

Community pharmacies operate under a contractual framework agreed in 2005, which sets three levels of service provision: essential, advanced and enhanced. There is a fourth level of pharmacy service provision that is commissioned at a local level in areas of need, either by Southwark Council or by NHS SEL CCG (latterly SEL ICB) (Southwark Borough).

### 4.1 Overview

Southwark hosts 58 community pharmacies, which is four less than in 2018. Four pharmacies closed during 2019/20, as reported in Southwark's PNA supplementary statements and approved by the HWB.

There are currently no local pharmaceutical services contracts, dispensing appliance contractors (DACs), dispensing doctors, or mail order or Internet-based pharmacies in Southwark.

#### *Pharmacy contracts*

In the 2022 PNA pharmaceutical contractors survey (45 completed responses), one-third of responding pharmacies reported that they were entitled to Pharmacy Access Scheme Payments. The Pharmacy Access Scheme Payments, which started in 2022, supports patient access in areas where there are fewer pharmacies. Likewise, just over a third (35.6%) of responding pharmacies reported holding a Local Pharmaceutical Services (LPS) contract, instead of the standard contract. The aim of the LPS contract is to allow pharmacies to deliver a wider range of local services, in order to meet local needs more effectively.



However, NHSE/I advises that no pharmacy contractors in the Southwark Health & Wellbeing Board area have an LPS contract or are eligible for Pharmacy Access Scheme Payments.

Southwark pharmacies also have a variety of different ownership types. There is no assessment of how these differences could affect patient choices regarding service provision.

Southwark has a similar population level of pharmacies – 18.1 pharmacies per 100,000 population – to neighbouring boroughs; however, this is lower than the England average (20.9 per 100,000) and the London average (20.2 per 100,000). Southwark has an average of 2.5 pharmacies per electoral ward.

## **4.2 Essential Services**

Pharmacy Essential Services are fundamental as they enable patients to obtain prescribed medicines in a safe and reliable manner. All pharmacies are required to deliver Essential Services and comply with relevant specifications.

### **4.2.1 Dispensing and services**

Southwark pharmacies dispensed around 3.5 million prescriptions to Southwark residents between April 2020 and March 2021, accounting for 91.7% of residents' prescription needs. Of the remaining resident prescriptions, 5.9% were dispensed by registered community pharmacies outside Southwark, and the remaining 2.4% were dispensed by online pharmacies.

Dispensing volumes reported in 2019/20 were similar; 3.7 million prescriptions dispensed in Southwark, accounting for 92.2% of total residents' prescriptions (6.1% were dispensed outside Southwark and 1.7% were dispensed by online pharmacies).

#### ***Repeat dispensing***

Repeat dispensing allows patients who have been issued with a repeatable prescription to collect their repeat medication from a pharmacy without having to request a new prescription from their GP.

Benefits of repeat dispensing include:

- Reduced GP practice workload, freeing up time for clinical activities
- Greater predictability in workload for pharmacies, which facilitates the delivery of a wider range of pharmaceutical services
- Reduced waste, as pharmacies only dispense medicines which are needed
- Greater convenience for patients.

#### ***Electronic prescription service***

All pharmacies have access to an electronic prescription service, which has been implemented across England to enable electronic transfer of prescriptions to a patient's chosen pharmacy.

### Home delivery service

While home delivery is not an Essential Service, 29% of pharmacies responding to the PNA pharmacy survey stated that they provide a home delivery service, and 51% said they were willing to provide one privately or if commissioned.

### Insights from public engagement

The results of the PNA public survey show that three-quarters of respondents (75.3%) use their pharmacy to obtain prescription medication. Just over one third (31.3%) of respondents use the consultations/advice service (see Figure 32), however, it is possible that consultation and advice also takes place informally as part of buying medicines.

Similarly, participants in the targeted engagement survey most commonly reported using their pharmacy for repeat prescriptions (14 of 18 responses, 78%).

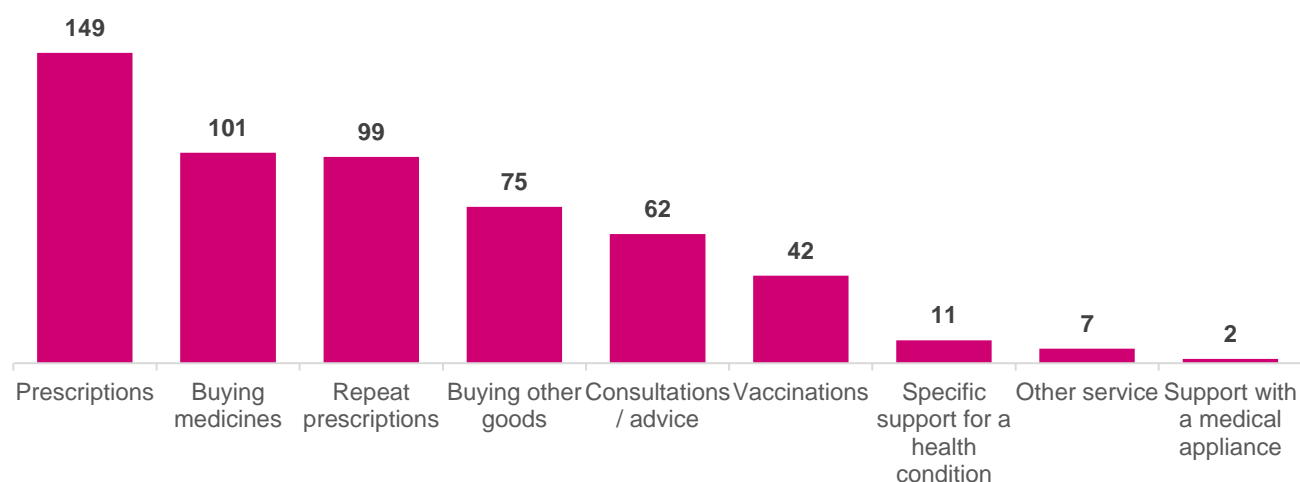
The main additional pharmacy services that online survey respondents would like offered were home delivery, more private consultation areas, and mental health support (see Figure 33). A large proportion of respondents also reported that they did not want any additional services through their pharmacy.

Among targeted engagement participants, 78% (14 of 18 responses) would like pharmacies to offer tailored support for older people; more mental health support was also requested.

Around 18% of online survey respondents reported that the COVID-19 pandemic had affected their use of pharmacies. Commonly reported themes were less frequent pharmacy use and more frequent home delivery use. Respondents also said that the pharmacy opening hours and services had changed during the pandemic.

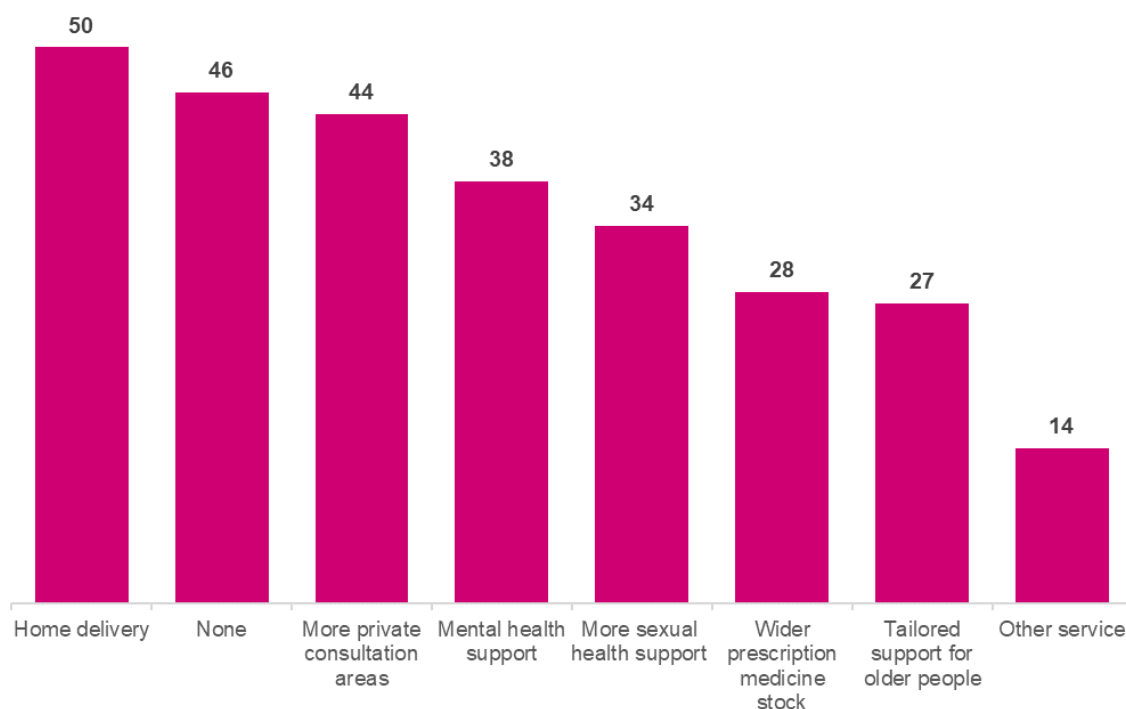
Most of the targeted engagement participants (11 of 17; 61%) did not report that the COVID-19 pandemic had affected their pharmacy use. Of those who replied that it had, two-thirds (7 of 11; 64%) reported they were using more telephone pharmacy services, as a result of reduced pharmacy use during lockdown.

**Figure 32: Services used by PNA public survey respondents**



Source: Southwark Council, 2022 (PNA public & patients survey).

**Figure 33: Additional services wanted by PNA public survey respondents**



Source: Southwark Council, 2022 (PNA public & patients survey)

#### **4.2.2 Distribution of pharmacies**

The distribution of community pharmacies across the borough is shown on Figure 34, 35 and 36.

The majority of pharmacies are situated in the north and centre of the borough, areas which tend to experience higher levels of socio-economic disadvantage (see Figure 37).

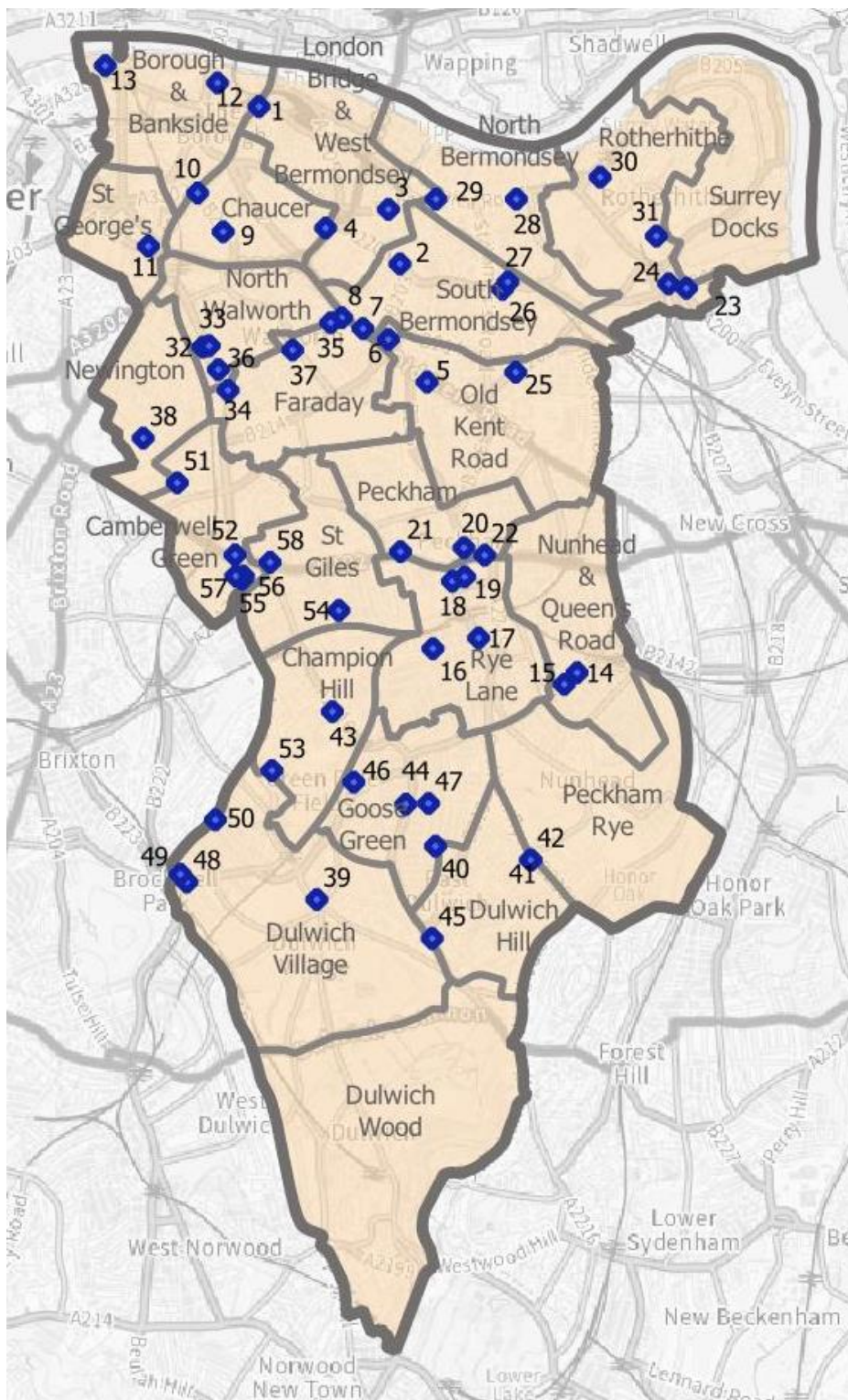
In summary:

- There is good alignment between GP surgeries and pharmacies (see Appendix 3).
- Southwark has a similar pharmacy population level (18.1 pharmacies per 100,000 population) to neighbouring boroughs; however, this is lower than 2018 levels (20.1/100,000), and also lower than the current England average (20.9 per 100,000) and London average (20.2 per 100,000).
- Southwark has an average of 2.5 pharmacies per 2018 electoral ward. Data indicates that the current Southwark pharmacy distribution is similar to neighbouring boroughs.
- The vast majority of Southwark neighbourhoods have a community pharmacy within 1 km, as illustrated in Figure 35. Some areas of the borough are served by pharmacies based in Lambeth and Lewisham.

- Three wards have no pharmacies (Surrey Docks, Peckham Rye and Dulwich Wood) but have a good network of pharmacies accessible in neighbouring wards.
- The Surrey Docks ward in north-east Southwark is residential and all access routes (foot, bus, tube or road) pass by existing community pharmacies.
- Peckham Rye ward in central-east Southwark has several community pharmacies located in neighbouring Lewisham.
- Dulwich Wood ward, at the southern tip of Southwark, has a number of community pharmacies within 1 km in neighbouring Lambeth, Lewisham and Croydon. A small area of the ward that is greater than 1 km from any community pharmacy, but this is mainly non-residential. There are good local transport links, assisting the population to access pharmacy services.

Taking the above into account, it is considered that there is adequate provision of community pharmacy services in Southwark.

**Figure 34: Map of pharmacy coverage by ward in Southwark**



See Table 4 (below) for explanation of pharmacy map identification numbers and other information.  
 Data sources: NHSE&I 2022 (Southwark pharmacies trading as of 5 Jan 2022). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

**Table 4: Southwark pharmacy map information**

Map no.	Pharmacy*	Extra information	Address	Postcode
1	City Pharmacy	Contractor: R Patel (NHSE/I contractor name: P Patel; NHSE/I trading name: City Pharmacy)	39–41 Borough High Street	SE1 1LZ
2	Cambelle Chemist	(NHSE/I contractor name: Cambelle Ltd; NHSE/I trading name: Cambelle Chemist)	135 Grange Road	SE1 3GF
3	Amadi's Chemist	(NHSE/I contractor name: K Amadi; NHSE/I trading name: Amadi's Chemist)	107 Abbey Street	SE1 3NP
4	Harfleur Chemist	Contractor: V U Chem Ltd (NHSE/I contractor name: V.U. Chem Ltd; NHSE/I trading name: Harfleur Chemist)	107 Tower Bridge Road	SE1 4TW
5	Asda Old Kent Road	Instore pharmacy (NHSE/I contractor name: Asda Stores Limited; NHSE/I trading name: Asda Pharmacy)	Old Kent Road	SE1 5AG
6	Tesco Instore Pharmacy (Old Kent Road)	(NHSE/I contractor name: Tesco Stores Ltd; NHSE/I trading name: Tesco Instore Pharmacy)	Old Kent Road	SE1 5HG
7	Lings Chemist	Contractor: Barntwist Ltd (NHSE/I contractor name: Barntwist Ltd; NHSE/I trading name: Lings Chemist)	269 Old Kent Road	SE1 5LU
8	AR Chemist	Contractor: AAM Pharm Ltd (NHSE/I contractor name: AAM Pharm Ltd; NHSE/I trading name: AR Chemists)	176–178 Old Kent Road	SE1 5TY
9	Lloyds Pharmacy Bermondsey	(NHSE/I contractor name: Lloyds Pharmacy Ltd; NHSE/I trading name: Lloyds Pharmacy)	18 Harper Road	SE1 6AD
10	Qrystal Pharmacy	Contractor: Newington Causeway Ltd (NHSE/I contractor name: Newington Causeway Ltd; NHSE/I trading name: Qrystal Pharmacy)	7 Newington Causeway	SE1 6ED
11	St Georges Healthcare Ltd (St Georges Pharmacy)	Trading as: Classic Pharmacy (NHSE/I contractor name: St Georges Healthcare Ltd; NHSE/I trading name: Classic Pharmacy)	46 St Georges Road	SE1 6JP
12	Boots (Hays Galleria)	Contractor: Boots UK Ltd (NHSE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	Units 8–11 Hays Galleria	SE1 9HD
13	Kalmak Chemists Ltd	(NHSE/I contractor name: Kalmak Chemists Ltd; NHSE/I trading name: Kalmak Chemists Ltd)	9 Upper Ground,	SE1 9LP
14	Kristal Pharmacy	Contractor: Dispharma UK Ltd (NHSE/I contractor name: Dispharma UK Ltd; NHSE/I	127–129 Evelina Road	SE15 3HB

Map no.	Pharmacy*	Extra information	Address	Postcode
		trading name: Kristal Pharmacy)		
15	Sheel Pharmacy Ltd (8 Nunhead Green)	(NHSE/I contractor name: Sheel Pharmacy Ltd; NHSE/I trading name: Sheel Pharmacy)	8 Nunhead Green	SE15 3QF
16	Day Lewis (ABC) Peckham Rye	(NHSE/I contractor name: Day Lewis PLC; NHSE/I trading name: ABC Pharmacy)	127 Bellenden Road	SE15 4QY
17	Ropharm Chemists	Contractor: VRP Ltd; Sole trader: A O A Iremiran (NHSE/I contractor name: VRP Ltd; NHSE/I trading name: Sole trader (Aigboje O.A. Iremiran))	169 Rye Lane	SE15 4TL
18	Boots (Peckham)	Contractor: Boots UK Ltd (NHSE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	20 Rye Lane	SE15 5BS
19	Morrisons Pharmacy	Contractor: Morrisons Supermarkets PLC; in Aylesham Centre (NHSE/I contractor name: Morrisons Supermarkets Plc; NHSE/I trading name: Morrisons Pharmacy)	Aylesham Centre, Rye Lane, Peckham	SE15 5EW
20	Lloyds Pharmacy Peckham	(NHSE contractor name: Lloyds Pharmacy Ltd; NHSE/I trading name: Lloyds Pharmacy)	147–149 Peckham Hill Street	SE15 5JZ
21	Day Lewis PLC (Peckham)	(NHSE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	103 Peckham Road	SE15 5LJ
22	Day Lewis (ABC) Pharmacy 151 Peckham High Street	(NHSE/I contractor name: ABC Drugstores Ltd; NHSE/I trading name: ABC Pharmacy)	151 Peckham High Street	SE15 5SL
23	Tesco Instore Pharmacy (Surrey Quays Shopping Ctr)	(NSHE/I contracting name: Tesco Stres Ltd; NHSE/I trading name: Tesco Instore Pharmacy)	Surrey Quays Shopping Centre	SE16 2LL
24	Surdock Pharmacy	Contractor: Carefield Ltd (NHSE/I contractor name: Carefield Ltd; NHSE/I trading name: Surdock Pharmacy)	162 Lower Road	SE16 2UN
25	Bonamy Pharmacy	Contractor: Mildcare Ltd (NSHE/I contractor name: Mildcare Ltd; NHSE/I trading name: Bonamy Pharmacy)	355 Rotherhithe New Road	SE16 3HF
26	VNK Pharma Ltd (Medica Pharmacy FK033)	(NSHE/I contractor name: VNKPharma Ltd; NHSE/I trading name: Medica Pharmacy)	202 Southwark Park Road	SE16 3RW
27	Pyramid Pharmacy	Also known as: FYN Pharma Ltd (NHSE/I contractor name: Pyramid Pharma Pharmaceutical; NHSE/I trading name: Pyramid Pharmacy)	193–221 Southwark Park Rd	SE16 3TS



Map no.	Pharmacy*	Extra information	Address	Postcode
28	Jamaica Road Pharmacy	Contractor: Flexihealth Ltd (NHSE/I contractor name: Flexihealth Ltd; NHSE/I trading name: Jamaica Road Pharmacy)	182 Jamaica Road	SE16 4RT
29	Hobbs Pharmacy (Bermondsey)	Contractor: Butt & Hobbs Ltd (NHSE/I contractor name: Butt & Hobbs Ltd; NHSE/I trading name: Hobbs Pharmacy)	Eyot House	SE16 4TE
30	Carefield Ltd	Trading as: Champion & Co Chemist (NHSE/I contractor name: Carefield Ltd; NHSE/I trading name: Champion & Co Chemist)	38 Albion Street	SE16 7JQ
31	Boots (Surrey Quays SC)	Contractor: Boots UK Ltd (NSHE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	Unit 11–13	SE16 7LL
32	Walworth Pharmacy	Contractor: Targetgrange Ltd (NHSE/I contractor name: Targetgrange Ltd; NHSE/I trading name: Walworth Pharmacy)	204 Walworth Road	SE17 1JE
33	KSC 1T Ltd (Ridgway Pharmacy)	Contractor: Medimpo Ltd (NSHE/I contractor name: Medimpo Ltd; NHSE/I trading name: Ridgway Pharmacy)	251–253 Walworth Road	SE17 1RL
34	Superdrug Pharmacy (Walworth Road)	(NSHE/I contractor name: Superdrug Stores Plc; NSHE/I trading name: Superdrug Pharmacy)	371–375 Walworth Road	SE17 2AL
35	DP & SP Ltd (Lenny Chemist)	Trading as: Lenny Chemist (NHSE/I contractor name: DP & SP Ltd; NHSE/I trading name: Lenny Chemist)	303 East Street	SE17 2SX
36	Boots (Walworth)	Contractor: Boots UK Ltd (NSHE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	293 Walworth Road	SE17 2TG
37	Taplow Pharmacy	Contractor: M & R Enterprises Ltd (NSHE/I contractor name: M & R Enterprises Ltd; NHSE/I trading name: Taplow Pharmacy)	Unit 5, Ground Floor	SE17 2UQ
38	Maddock Pharmacy	Contractor: Medimpo Ltd (NHSE/I contractor name: Medimpo Ltd; NHSE/I trading name: Maddock Pharmacy)	5 Maddock Way	SE17 3NH
39	Rumsey Chemists	Contractor: Dulwich Pharmacies Ltd (NHSE/I contractor name: Dulwich Pharmacies Ltd; NSHE/I trading name: Rumsey Chemists)	47 Dulwich Village	SE21 7BN
40	Vale Pharmacy	Contractor: Pharmville Ltd (NHSE/I contractor name: Pharmville Ltd; NHSE/I trading name: Vale Pharmacy)	East Dulwich Grove	SE22 8DR

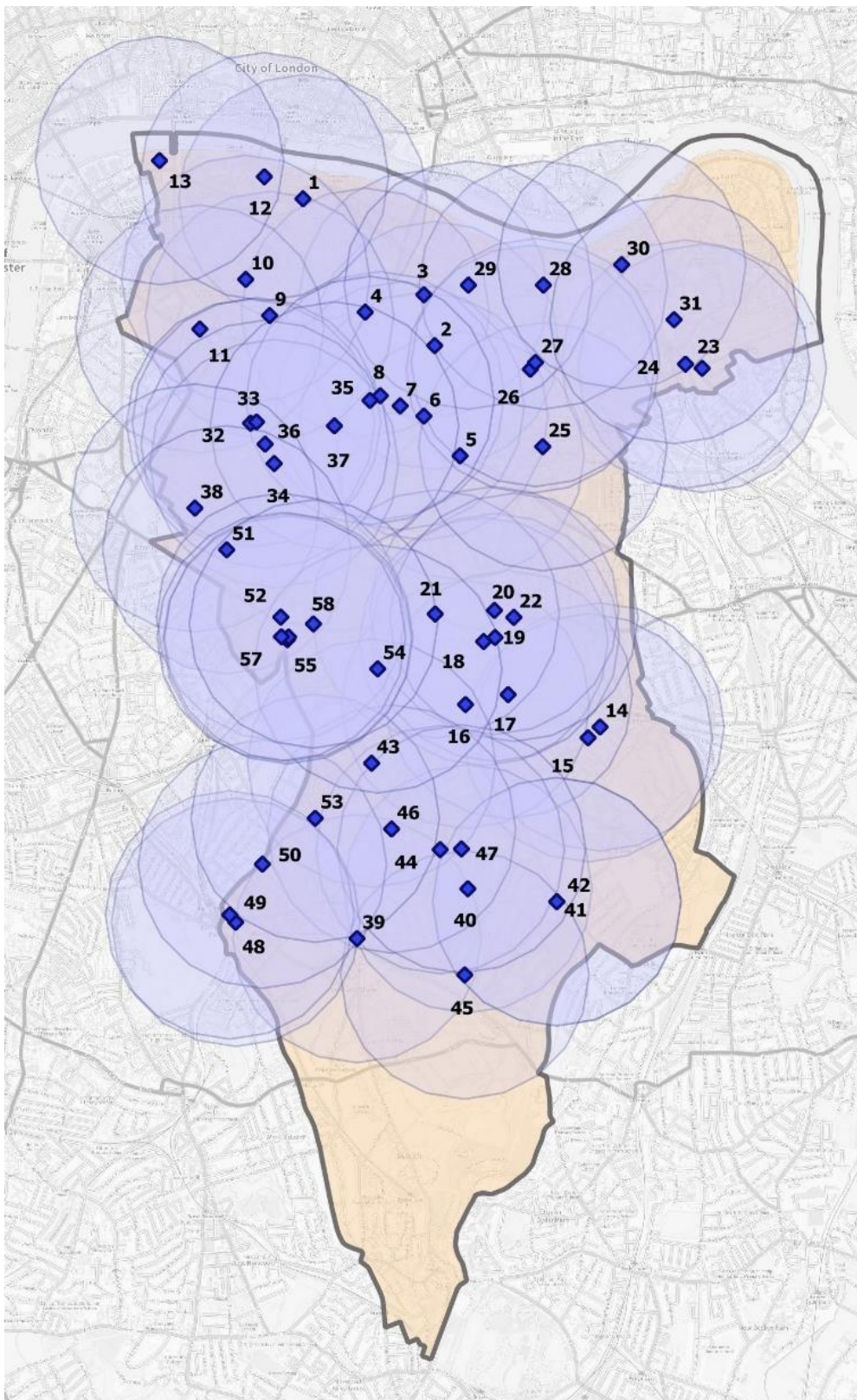


Map no.	Pharmacy*	Extra information	Address	Postcode
41	Day Lewis PLC (Forest Hill)	(NHSE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	34 Forest Hill Road	SE22 0RR
42	Foster & Sons Chemist	Contractor: Monokove Ltd (NSHE/I contractor name: Monokove Ltd; NHSE/I trading name: Foster & Sons Chemist)	14 Forest Hill Road	SE22 0RR
43	Lloyds Pharmacy in Sainsburys (Dulwich)	Instore pharmacy (NSHE/I contractor name: Lloyds Pharmacy Ltd; NSHE/I trading name: Lloyds Pharmacy)	Sainsburys Store (80 Dog Kennel Hill, Dulwich)	SE22 8AA
44	Sogim Pharmacy	(NSHE/I contractor name: Sogim Ltd; NHSE/I trading name: Sogim Pharmacy)	102 Lordship Lane	SE22 8HF
45	Sadlers Pharmacy	Contractor: Y C Lau (NHSE/I contractor name: Y C Lau; NHSE/I trading name: Sadlers Pharmacy)	389 Lordship Lane	SE22 8JN
46	Day Lewis PLC (East Dulwich)	Within Tessa Jowell Health Centre (NSHE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	New Health Centre, East Dulwich Grove	SE22 8PT
47	Lloyds Pharmacy East Dulwich	(NSHE/I contractor name: Lloyds Pharmacy Plc; NHSE/I trading name: Lloyds Pharmacy)	43–45 Northcross Road	SE22 9ET
48	Fourway Pharmacy	(NSHE/I contractor name: Fourway Pharmacy Ltd; NHSE/I trading name: Fourway Pharmacy)	12 Half Moon Lane	SE24 9HU
49	Brockwell Park Pharmacy	Contractor: Dulwich Pharmacies Ltd (NHSE/I contractor name: Dulwich Pharmacies Ltd; NHSE/I trading name: Brockwell Park Pharmacy)	7 Half Moon Lane	SE24 9JU
50	Dulwich Pharmacies Ltd (Herne Hill Pharmacy)	Contractor: Dulwich Pharmacies Ltd; trading as Herne Hill Pharmacy (NSHE/I contractor name: Dulwich Pharmacies Ltd; NHSE/I trading name: Herne Hill Pharmacy)	75 Herne Hill	SE24 9NE
51	Sheel Pharmacy (2 Sir John Kirk Close)	Trading as: Joshhealth Pharmacy (NHSE/I contractor name: Sheel Pharmacy Ltd; NHSE/I trading name: JoshHealth Pharmacy)	2 Sir John Kirk Close	SE5 0BB
52	Kembers & Lawrence	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Kembers & Lawrence Pharmacy)	10–11 Camberwell Green	SE5 7AF
53	Davis Chemist	Contractor: Simple Online Healthcare Ltd (NHSE/I contractor name: Simple Online Healthcare Ltd;	10 Crossthwaite Avenue	SE5 8ET

Map no.	Pharmacy*	Extra information	Address	Postcode
		NHSE/I trading name: David Chemist)		
54	V E Lettsom Chemists	Contractor: Shieldasset Ltd (NHSE/I contractor name: ShieldAsset Ltd; NHSE/I trading name: VE Lettsom Chemist)	84 Vestry Road	SE5 8PQ
55	Butterfly Pharmacy	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Butterfly Pharmacy)	17 Butterfly Walk	SE5 8RP
56	Superdrug Pharmacy (Camberwell)	(NSHE/I contractor name: Superdrug Stores Plc; NHSE/I trading name: Superdrug Pharmacy)	Unit 4 Butterfly Walk	SE5 8RW
57	Fourways Chemists	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Fourways Chemist)	36 Denmark Hill	SE5 8RZ
58	Day Lewis (ABC) Camberwell	(NSHE/I contractor name: Day Lewis Plc; NHSE/I trading name: ABC Pharmacy)	13 Camberwell Church Street	SE5 8TR

\*Local Pharmaceutical Committee pharmacy names are used to avoid confusion, as several Southwark pharmacies have the same NHSE/I contractor name and several have the same NHSE/I trading name. Sources: NHSE&I, 2022 (private communication, trading Southwark pharmacies as of 5 Jan 2022); Lambeth Southwark & Lewisham Local Pharmaceutical Committee (PharmOutcomes data portal, 6 April 2022).

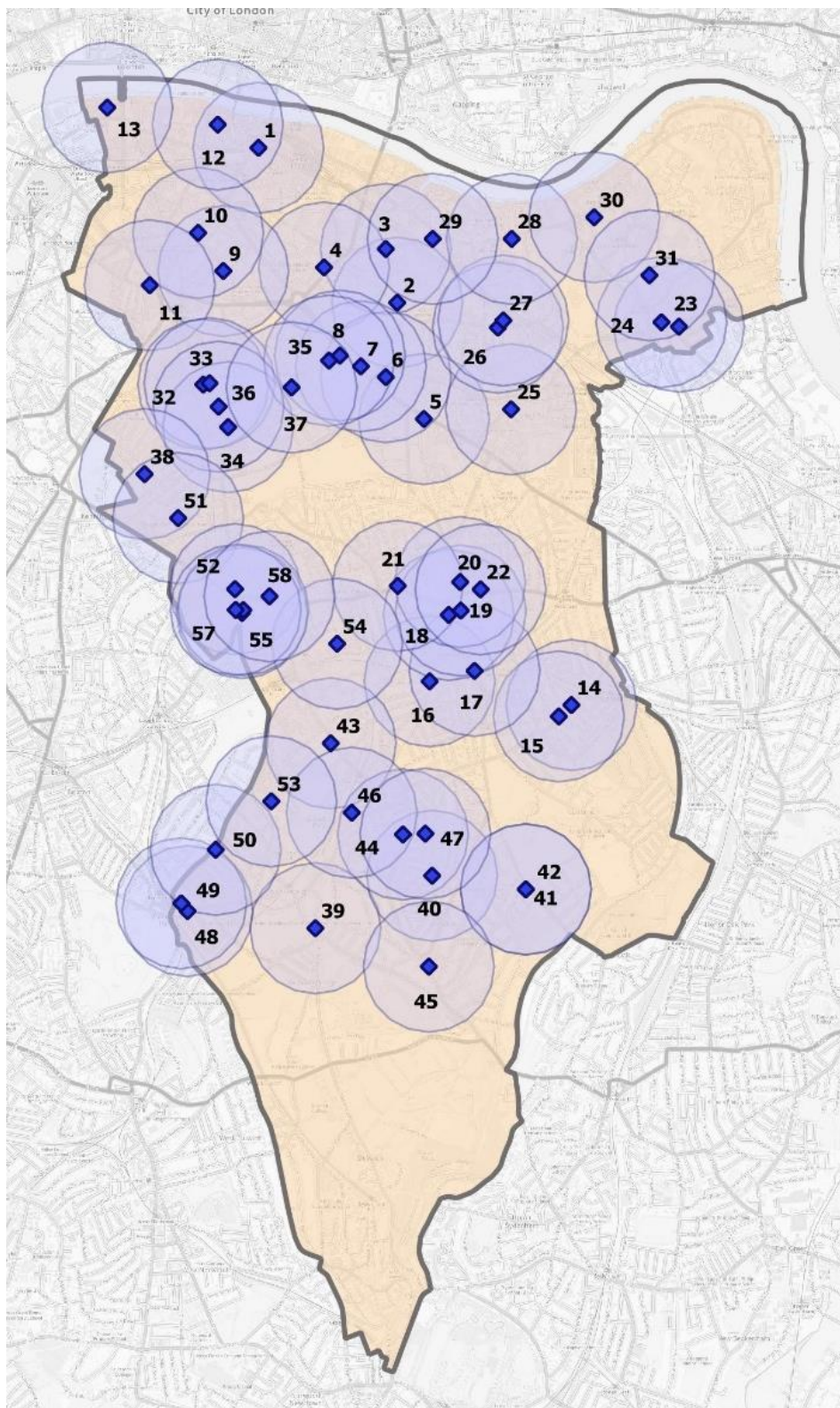
**Figure 35: Map of Southwark pharmacies with 1 km radius zones**



See Table 4 for explanation of pharmacy map identification numbers and other information.  
Data sources: NHSE&I 2022 (Southwark pharmacies trading as of 5 Jan 2022). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

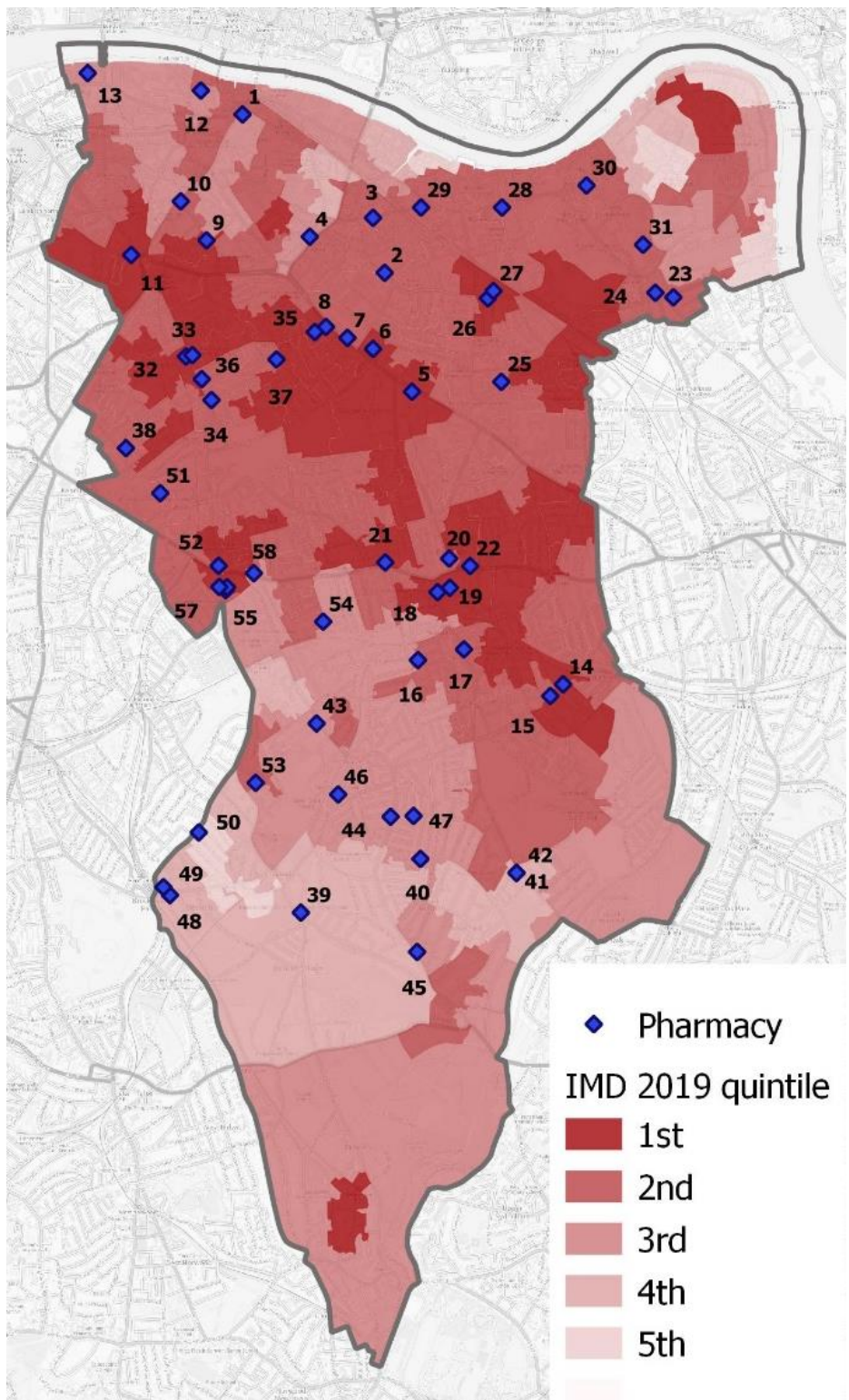


**Figure 36: Map of Southwark pharmacies with 500 m radius zones**



See Table 4 for explanation of pharmacy map identification numbers and other information.  
Data sources: NHSE&I 2022 (Southwark pharmacies trading as of 5 Jan 2022). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

**Figure 37: Map of Southwark pharmacies with Lower Super Output Areas (i.e. neighbourhood areas) categorised by Index of Multiple Deprivation 2019 quintile**

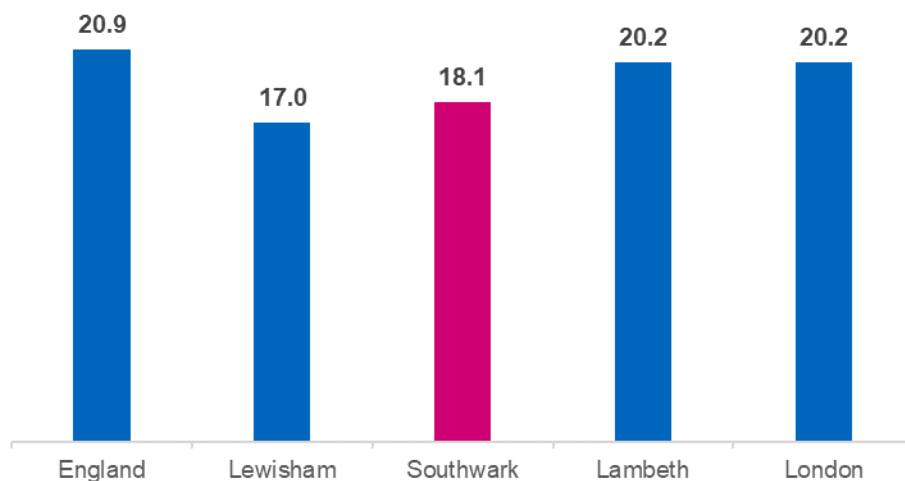


IMD (Index of Multiple Deprivation) 2019 quintiles: 1st = most deprived; 5th = least deprived. See Table 4 for explanation of pharmacy map identification numbers and other information. Data sources: NHSE&I 2022 (Southwark pharmacies trading as of 5 Jan 2022). ONS, 2022 (Indices of Deprivation 2019). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

### 4.2.3 Benchmarking pharmacy provision

Whilst there is no published evidence on what constitutes an appropriate number of pharmacies per head of population, data suggest that the number of Southwark pharmacies is consistent with a borough of this size and type (see Figure 38). However, numbers are lower than reported in the 2018 PNA.

**Figure 38: Number of community pharmacies per 100,000 residents**



Source: Lambeth Southwark Lewisham Local Pharmaceutical Committee.

### ***Results from the PNA patient survey and targeted engagement***

Southwark's 2022 PNA patient survey aimed to provide information on access to pharmacies and use of pharmaceutical services. The survey was available online between 21 Feb 2022 and 24 Mar 2022. It was disseminated through council channels (i.e. Consultation Hub and residents' e-newsletter).

The PNA patient survey assessed the following domains:

- Demographics
- Service use
- Accessibility.

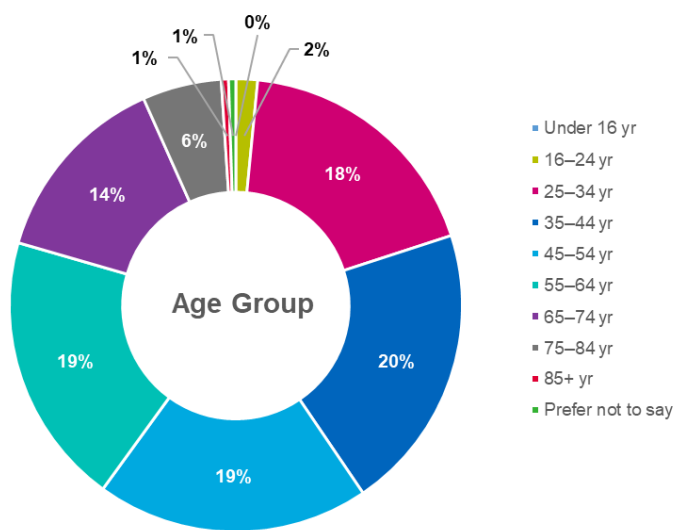
The targeted engagement survey complimented the online survey and assessed similar domains.

### ***General information***

A large majority of the 198 survey respondents (98.5%) either lived or worked in Southwark, with only 1.5% neither living nor working in Southwark. Of these 198 respondents, 145 (73.2%) were female, 48 (24.2%) were male and five (2.5%) did not disclose their sex. Respondents' age distribution is presented in Figure 39.



**Figure 39: PNA public survey respondents by age group**



Source: Southwark Council, 2022 (PNA public & patients survey)

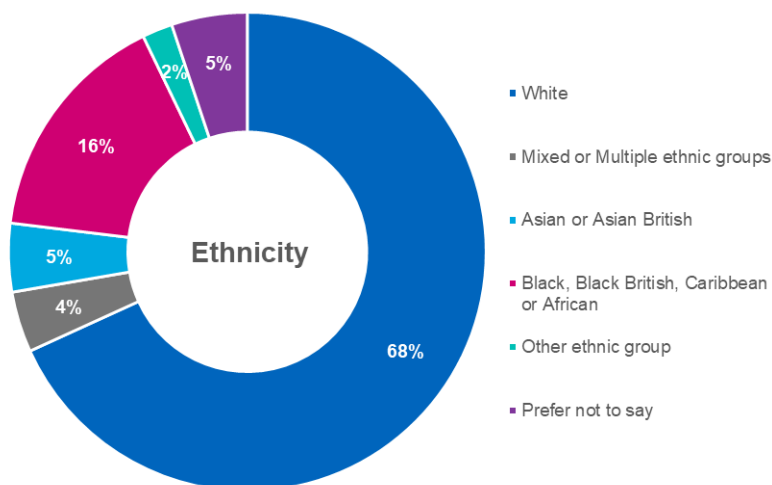
Of the 18 respondents to the targeted survey: all lived in Southwark; 10 were female and 8 were male; all who gave age information were over 55 years; and most (11 of 18; 61%) were aged over 75 years.

Approximately 87% of online survey respondents reported their main language was English, 8% reported a language other than English, while 5% did not provide an answer. No single language predominated among those who reported their main language was not English.

All the targeted survey respondents had English as their main language.

The majority of the online survey respondents were employed (54%), with 20% being retired and 12% being unemployed. Approximately 15% of respondents said that they identified as lesbian, gay or bisexual. Additionally, online survey respondents were predominantly White (67%); the breakdown by ethnic group is presented below in Figure 40.

**Figure 40: Survey respondents by ethnic group**



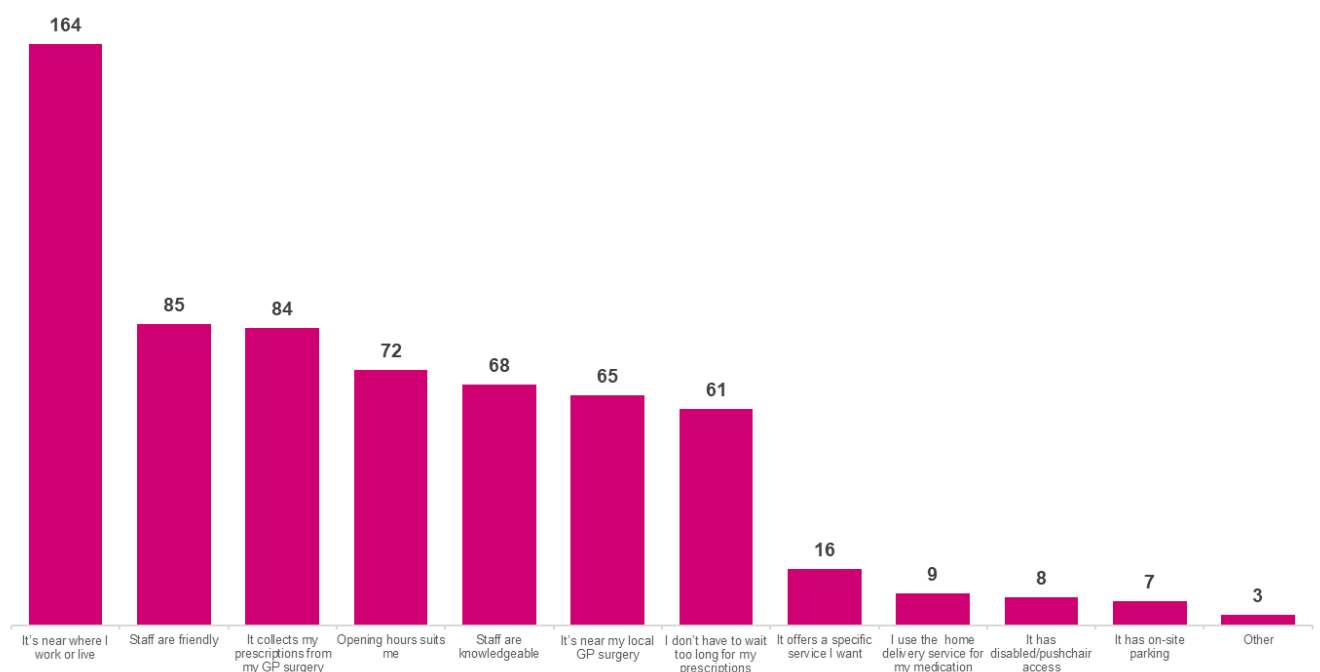
Source: Southwark Council, 2022 (PNA public & patients survey)

Among targeted survey respondents, almost all (17 of 18; 94%) were from Black, Black British, Black Caribbean or Black African groups.

### ***Insight from public engagement***

Approximately 95% of online survey respondents said they had a preferred pharmacy in Southwark. The most frequently reported reasons for visiting a particular pharmacy were: proximity to home or work; proximity to local GP surgeries; friendly and knowledgeable staff; and the availability to collect prescriptions from local GP surgeries (see Figure 41).

**Figure 41: PNA public survey: Reasons for visiting a particular pharmacy**



Source: Southwark Council, 2022 (PNA public & patients survey)

All of the targeted survey respondents usually visited a pharmacy in Southwark; the main reasons for doing so were: the pharmacy is near their GP; the pharmacy is near their home; and/or the pharmacy collects their prescription from their GP surgery.

While 54% of online survey respondents reported visiting the pharmacy on a monthly basis, 26.8% said they visited less than four times a year. The remaining respondents reported that they visited weekly (9.6%) or about once a year (3%). The number of respondents visiting pharmacies on a monthly basis is similar to the previous 2018 PNA. However, a fifth of respondents in 2018 visited pharmacies on a weekly basis, which is higher than in 2022.

Among targeted survey respondents, almost three-quarters (13 of 18; 72%) visited pharmacies monthly.



#### 4.2.4 Opening hours and access

Pharmacies' contractual terms of service require them to open at specific hours. Most community pharmacies have 40-hour contracts, meaning they must open for a minimum of 40 hours per week – this is referred to as their 'core hours'. Additional hours, over and above the core hours, are termed 'supplementary hours' and can be provided at the discretion of the pharmacy, provided they have given sufficient notice to NHSE/I. The majority of community pharmacies open for core hours plus supplementary hours. Pharmacies' total opening hours are the sum of their core plus supplementary hours.

Of the 58 community pharmacies in Southwark:

- Thirty-eight PNA pharmacy survey respondents reported having the standard 40 hours per week contract, with 35 of these opening for longer than the minimum 40 hours.
- Two community pharmacies in the borough reported that they were contracted to provide 100 hours per week. This compares with three pharmacies in the previous 2018 PNA pharmacy survey (which had slightly more respondents).
- The majority of community pharmacies (69%) are open on Saturday for at least part of the day, with eight being open for at least part of the day on Sunday.

Opening hours reported by pharmacies responding to the pharmacy survey differed from opening hours known to NHSE/I in some cases.

Some Southwark pharmacies have reduced their opening hours in the last three years due to the economic climate and changes in high street shopping patterns. Pharmacies' activity is reviewed regularly in response to demand.<sup>23</sup>

#### ***Insights from public engagement***

Approximately 85% of online survey respondents to the PNA public survey agreed that they could easily find an open pharmacy when they needed one, while 89% also agreed that they could find a pharmacy in a convenient location; this is similar to the previous 2018 PNA. However, among targeted engagement respondents, most (11 of 18; 61%) disagreed that they could easily find an open pharmacy when they needed one, and most (13 of 18; 72%) disagreed that they could find a pharmacy in a convenient location.

The majority of online survey respondents (68%) reported that it took them 10 minutes or less to get to their usual pharmacy, while 23% said that it took them less than 20 minutes to get to their usual pharmacy; this is similar to findings from the 2018 PNA public survey, despite Southwark's population number and density having increased substantially since 2018. Among targeted engagement respondents, half (9 of 18; 50%) said it took them 10 minutes or less to get to their usual pharmacy, while one-third (7 of 18; 39%) said it took them 10–20 minutes.

Only 45% of online survey respondents reported that they could easily find an open pharmacy in the evening, and only 50% said they could easily find an open pharmacy on weekends or bank holidays; this was lower than 2018 PNA survey levels (70% of

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<sup>23</sup> Lambeth Southwark Lewisham Local Pharmaceutical Committee, 2022.

respondents to the 2018 survey said they could easily find an open pharmacy in the evening or on weekends). Almost nine-tenths (16 of 18; 89%) of targeted engagement respondents disagreed they could easily find an open pharmacy in the evening; a same proportion (16 of 18; 89%) disagreed or strongly disagreed they could easily find an open pharmacy on weekends.

NHSE/I advises that a Bank Holiday Rota service started in 2020 as an Enhanced Service. There is currently a service for Christmas and Easter Sunday which opens for 8 hours each day, and a Bank Holiday rota service that opens for 4 hours each Bank Holiday. There are two Southwark pharmacies which open over Christmas and Easter Sunday and three for other Bank Holidays. This is in addition to other pharmacies in neighbouring boroughs, which also open. These pharmacies are situated near Urgent Care Centres.

#### **4.2.5 Health promotion campaigns**

Each year, pharmacies are required to participate in up to six campaigns as part of Essential Services, at the request of NHS England.<sup>24</sup> This involves the display and distribution of leaflets provided by NHSE. In addition, pharmacies are required to undertake prescription-linked interventions on major areas of public health concern, such as encouraging smoking cessation.

The purpose of these campaigns is two-fold:

- To raise awareness of the importance of specific health issues
- To particularly encourage informed decision-making in areas of low uptake of a specific public health interventions, e.g. bowel cancer screening.

Southwark pharmacies can assist delivery of various health promotion campaigns locally, which can be coordinated under the Healthy Living Pharmacy initiative.<sup>25</sup> Key priorities of this initiative in Southwark will include:

- Promoting awareness of serious but symptomless diseases (e.g. hypertension)
- Obesity support
- Mental health
- Self-care for minor ailments
- Cancer awareness
- Smoking cessation.

While delivery was interrupted due to the COVID-19 pandemic, there is now opportunity to reinvigorate these initiatives with a renewed focus on addressing health inequalities, prevention and integrated care.

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<sup>24</sup> Pharmaceutical Services Negotiating Committee (PSNC): Essential services. Available at: <http://psnc.org.uk/services-commissioning/essential-services/public-health/>

<sup>25</sup> The Healthy Living Pharmacy (HLP) framework aims to achieve consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improve the health and wellbeing of the local population, and help reduce health inequalities.

#### 4.2.6 Conclusions on Essential Services

Essential services are those provided by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework ('pharmacy contract'), including:

- Discharge medicines service
- Dispensing medicines
- Dispensing appliances
- Repeat dispensing and electronic repeat dispensing (eRD)
- Disposal of unwanted medicines
- Managed repeats
- Public health (promotion of healthy lifestyles)
- Signposting
- Support for self-care.

Services are provided under a clinical governance framework that includes clinical audit and information governance requirements.

The current level of Essential Services provision is considered to be adequate to meet the pharmaceutical needs of Southwark residents, for the following reasons:

- Through pharmacies, the population can obtain the prescribed medicines they need in a safe and reliable manner.
- Through participating in local public health campaigns and through a proactive approach to delivering health promotion and signposting advice, community pharmacies play a valuable role in addressing the health needs and tackling the health inequalities of Southwark's population.

The current access to community pharmacies meets the essential pharmaceutical needs of the local population. While pharmaceutical service provision is considered adequate for the next 3 years, provision will require review after this period.

#### ***Dispensing and services***

- Southwark pharmacies dispensed around 3.5 million prescriptions to Southwark residents in 2020/21, accounting for 91.7% of residents' prescription needs.
- A large proportion of respondents also reported that they did not want any additional services through their pharmacy.
- While most PNA online survey and targeted engagement respondent were satisfied with existing services, consideration could be given to expanding home delivery services, particularly noting that pharmacies have expressed interest in providing these services. (However, home delivery is not an Essential Service, and NHSE/I advise that there are currently no plans to commission it.)

#### ***Distribution of pharmacies***

- Southwark has a good level of pharmacy provision that is comparable with neighbouring boroughs and appropriate for the size of the population, despite being lower than the England average.

- There is a good network of pharmacies overall, with a correlation of service provision and number of pharmacies serving populations experiencing the greatest socio-economic disadvantage, and within each ward.
- The majority of Southwark residents have a choice of pharmacy. There is good provision within reasonable proximity, with an average of 2.5 pharmacies per ward.
- In the PNA online public survey, the majority of respondents (91%) were able to access a pharmacy within 20 minutes; this is similar to the 2021 England average (89%)<sup>26</sup> and slightly below the Southwark 2018 PNA survey figure (95%). Similar results were obtained from the targeted engagement survey.

### **Opening hours**

Based on PNA pharmacy survey responses, most pharmacies (96%) are open at 9 a.m. every weekday, with 62% being open at 9 a.m. on a Saturday. Approximately 50% of pharmacies reported being open until 6 p.m. on weekdays. Of those open on a weekend, most pharmacies closed between 1 p.m. and 6 p.m. on a Saturday (17.8% closed at 1 p.m., 17.8% closed at 6 p.m. and 17.8% closed between these times).

Survey responses on opening hours differ from opening hours known to NHSE/I in some cases.

Survey responses suggest that pharmacies now have longer opening hours than was reported in the 2018 PNA pharmacy survey. The previous PNA stated that there was adequate choice and access to pharmacies between 9 a.m. and 5 p.m. on weekdays, and between 9 a.m. and 1 p.m. on Saturdays.

However, there may still be limited access and choice on:

- Weekdays and Saturday mornings before 9 a.m. Only around 15% of pharmacies reported being open before 9 a.m. on weekdays, reducing to only around 10% on Saturdays.
- Saturday evenings after 6 p.m., when only six pharmacies reported being open.
- Sundays, when only eight pharmacies reported being open. However, this has improved since 2018, when only three pharmacies reported being open on a Sunday.

Survey responses suggest that, while improvements have been made, gaps in accessing pharmacies outside regular hours remain and are similar to those identified in the previous PNA. For instance, more pharmacies reported opening on Sundays, but all of those only opened from 10 a.m. or 11 a.m., and the majority (six pharmacies) closed at 4 p.m. or 5 p.m.

Based on survey findings, consideration could be given to extending opening hours at weekends to improve access and choice (noting that community pharmacy opening hours reflect public demand for services, and that extending opening hours requires increased NHS funding). This is particularly important with the delivery of extended access to primary care (in some cases seven days a week, 8 a.m. to 8 p.m.).<sup>27</sup> A resourced rota service in

<sup>26</sup> <https://pharmaceutical-journal.com/article/news/more-people-live-within-a-20-minute-walk-of-a-pharmacy-than-a-gp-surgery>

<sup>27</sup> Southwark CCG (2017). Southwark Five Years Forward View: A local vision for health and social care 2016/17 to 2020/21. [www.southwarkccg.nhs.uk/news-and-publications/publications/policies-strategies-registers/Documents/Southwark%20Five%20Year%20Foward%20View.pdf](http://www.southwarkccg.nhs.uk/news-and-publications/publications/policies-strategies-registers/Documents/Southwark%20Five%20Year%20Foward%20View.pdf)

each locality could be considered to further improve access and choice. (NHSE/I advises that operation of a rota service is at the discretion of NHSE, and that resources do not currently exist for commissioning such a service on normal working days or weekends).

### 4.3 Advanced Services

There are various Advanced Services (see Table 5) which community pharmacies can choose to offer providing they meet the requirements set out in the Secretary of State's Directions. While Advanced Services are not necessary to meet the need for pharmaceutical services in the Southwark area, nevertheless these services have secured improvements and/or better access to pharmaceutical services in Southwark.

**Table 5: Advanced Services**

<b>New Medicine Service</b>	This service supports patients with long-term conditions who have been newly prescribed certain medicines, to help improve compliance.
<b>Appliance Use Review</b>	The service aims to improve a patient's ability to use a prescribed appliance.
<b>Stoma Appliance Customisation</b>	The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.
<b>Flu Vaccination Service</b>	The pharmacy Flu Vaccination Service offers influenza vaccination from September to March to at-risk groups and 65+ yr olds, and from October to March to 50–64 yr olds.
<b>New COVID-19 related services including: COVID-19 vaccination COVID-19 LFT service COVID-19 pandemic medicine delivery</b>	These new pharmacy services were introduced in response to the COVID-19 pandemic to provide the following: <ul style="list-style-type: none"> <li>▪ NHSE&amp;I-commissioned COVID-19 vaccination</li> <li>▪ Lateral Flow Tests (LFTs), supplied to the public free of charge, to facilitate self-isolation of those who were positive for COVID-19</li> <li>▪ A medicines delivery service was commissioned to support certain patient groups to obtain their medication, as an extension of a previously existing service.</li> </ul>

A detailed list of locally provided Advanced Services is included in Appendix 8.

### 4.3.1 Appliance dispensing

Of the 45 PNA survey responses from pharmacies, 60% reported dispensing all types of appliances, 17.8% dispensed dressings, 4.4% dispensed all except stoma and incontinence appliances, and 2.2% reported that they dispensed all except incontinence appliances. The remaining 15.6% dispensed no appliances.

### 4.3.2 Consultation areas

Consultation areas provide a place in which private discussions can be held within a pharmacy. These areas are a pre-requisite for the provision of Advanced and locally commissioned services and also facilitate confidentiality when a pharmacy user wishes to seek advice on a sensitive matter.

The minimum requirements of a pharmacy consultation area include:

- A sign designating the private consultation area
- The area must be kept clean and not used for the storage of any stock
- The area must be organised so that any materials or equipment which are on display are healthcare-related
- The area must be designed to ensure that when the consultation begins the patient's confidentiality and dignity is respected. The consultation area must enable the patient and pharmacist to sit down and speak at a normal volume without being overheard.

When designing consultation areas, pharmacies should consider the adjustments that may be required in order to meet the needs of people with disability. All pharmacies that responded to the PNA survey reported having an on-site consultation room; however, only 84.4% stated that their consultation room had wheelchair access (see Table 6). This suggests that while access to pharmacy consultation areas has improved since the 2018 PNA (94.1%), wheelchair access has not improved greatly (82% in 2018).

**Table 6: Self-reported consultation facilities available in community pharmacies**

Feature	Rationale	Number of pharmacies	% of pharmacies responding to survey
Consultation area	Required for Advanced, Enhanced or locally commissioned services	45	100%
Closed room	For confidentiality	44	97.8%
Hand washing facilities available	Required for services which include examination or taking samples	43	95.6%

Wheelchair access to consultation room	Improves access to a confidential area for those with physical disability	38	84.4%
Access to toilet facilities	Facilitates provision of samples	14	31.1%
Additional language support available within pharmacy	Improves consultation for those who require additional language support as part of the consultation process	31	68.9%

Source: Southwark Council, 2022 (PNA pharmacy survey).

In 2022, 95.6% of pharmacies reported having handwashing facilities, compared to 88.2% in 2018. In 2022, 31.1% of pharmacies reported having toilet facilities, compared to 17.6% in 2018. These improvements may be linked to increased Infection Prevention and Control measures established during the COVID-19 pandemic.

It is possible for community pharmacies to utilise consultation areas in other premises, such as General Practices. Currently, no pharmacies in Southwark report having access to offsite consultation areas. This was the same in 2018. However, one-third of pharmacies said they were willing to undertake patient consultations in their homes, or another site.

### ***Insights from public engagement***

With regards to privacy and dignity, 43% of those responding to the online public survey reported that there was insufficient privacy to discuss sensitive issues at their local pharmacy. This was 25% more than reported in the 2018 PNA survey, suggesting people now see this as a more important issue. Among targeted engagement survey respondents, over three-quarters (14 of 18; 78%) were not sure there was sufficient privacy.

Approximately 12% of respondents said that they were disabled. Of these respondents, 37.5% said that their usual pharmacy did not have the facilities to address their disability needs. In comparison, only 3% said that their usual pharmacy was not easily accessible for wheelchairs and/or pram use previously. When describing their long-term condition, respondents mentioned mobility and mental health most frequently.

### ***Conclusion***

The Secretary of State's Directions require all pharmacies wishing to provide Advanced services to have a consultation area.

The majority of community pharmacies who responded to the PNA pharmacy survey had consultation areas available on their premises, most of which were wheelchair accessible. Additional language support was available in almost 70% of those pharmacies that responded to the survey.

Compared to the 2018 PNA results, more pharmacies reported access to toilet facilities. However this is still limited and may impair the ability of community pharmacies to offer a full range of services.

While all responding pharmacies said that they provided access to consultation areas, findings from the public survey indicate that further improvements could be made with regards to accessibility, privacy and dignity. The desire for more privacy also seems to have increased since the previous PNA.

To improve access to pharmacies and Advanced services, consideration could be given to supporting pharmacies to expand access to private consultation areas and closed rooms, improve disability access, as well as access to toilet facilities.



### 4.3.3 New Medicines Service

The aim of the New Medicine Service (NMS) is to support patients with long-term conditions who are taking a newly prescribed medicine, in order to improve medicines adherence. The service is focused on patients with the following conditions:

- Asthma and chronic obstructive pulmonary disease (COPD)
- Type 2 diabetes
- Hypertension
- Antiplatelet and anticoagulant therapy use

The number of NMS interventions which a pharmacy may undertake is proportional to the number of items dispensed. The distribution of Southwark pharmacies offering NMS is shown in Figure 42.

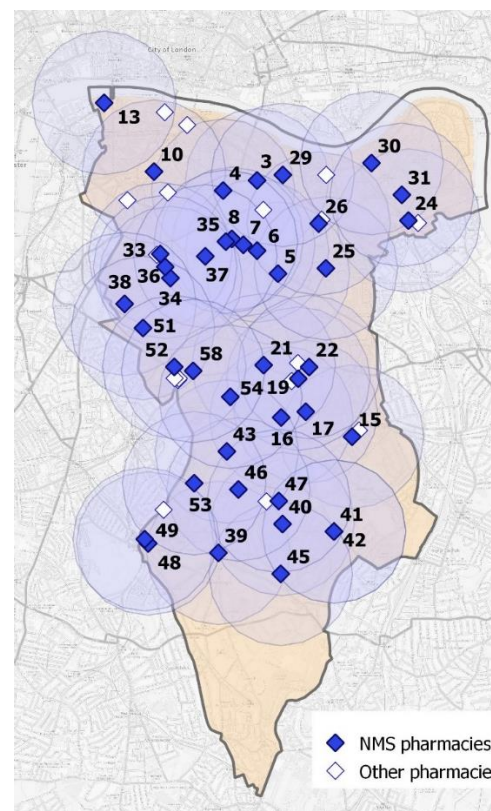
Currently, 43 Southwark pharmacies (74% of all Southwark pharmacies) report that they provide the NMS. A total of 3,331 NMSs were provided by Southwark pharmacies in 2018/19, 3,333 in 2019/20 and 2,826 in 2020/21.

In 2020/21, the average number of NMSs provided by Southwark pharmacies (61) was below the London average (103). In 2019/20, the comparison was: Southwark 72, London 112; in 2018/19, it was: Southwark 69, London 104.

#### Conclusion

Average Southwark pharmacy NMS provision is below London levels. There is an opportunity to expand this service in the borough.

**Figure 42: Southwark pharmacies offering a New Medicines Service, and other pharmacies**



NMS = New Medicines Service.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council (PNA pharmaceutical contractors survey); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

#### 4.3.4 Appliance Use Reviews

Appliance use reviews (AURs) help to improve the patient's knowledge and use of any 'specified appliance' that the pharmacy would normally dispense. This may include catheter and tracheostomy appliances. The number of AURs a pharmacy can undertake is limited to the volume of appliances dispensed. The AUR can be carried out by a pharmacist or specialist nurse in the pharmacy or at the patient's home.

Currently, seven Southwark pharmacies (12%) provide AURs (see Figure 43, including four additional pharmacies that have started providing this service since 2018. A further three also intend to start supplying this service in the next 12 months.

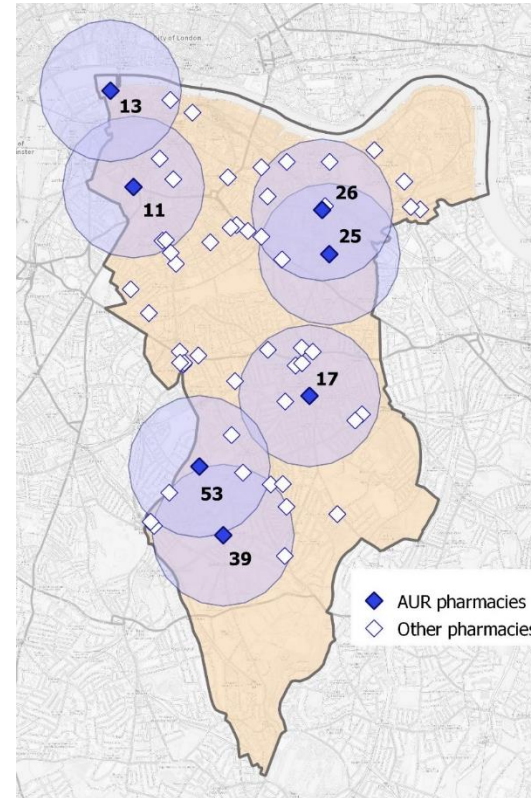
Patients may also receive advice and support for their medical appliance use from the hospital or clinic responsible for their ongoing care.

#### Conclusion

Appliance use reviews are available from a number of pharmacies throughout Southwark, and additional pharmacies are intending to commence this service over the coming year.

Existing (and planned) infrastructure and service provision are likely to meet current population needs.

**Figure 43: Southwark pharmacies offering Appliance Use Reviews, and other pharmacies.**



AUR = Appliance Use Review

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council (PNA pharmaceutical contractors survey); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

### 4.3.5 Stoma Appliance Customisation Service

This service aims to ensure comfortable fitting and proper use of stoma appliances and to improve their duration of use, thereby reducing waste. Pharmacies can undertake an unlimited number of Stoma Appliance Customisations (SACs) per year. Patients who use stomas can also receive support from the hospital or clinic responsible for their ongoing care.

Four Southwark pharmacies (7%) provide SAC services (see Figure 44), with a further one intending to commence this service within the next year. This represents an increase from 2018 provision, when only three pharmacies in the borough provided a SAC service.

While SAC service coverage has improved and there are several providers in the north of the borough, no pharmacies the south of the borough offer the service.

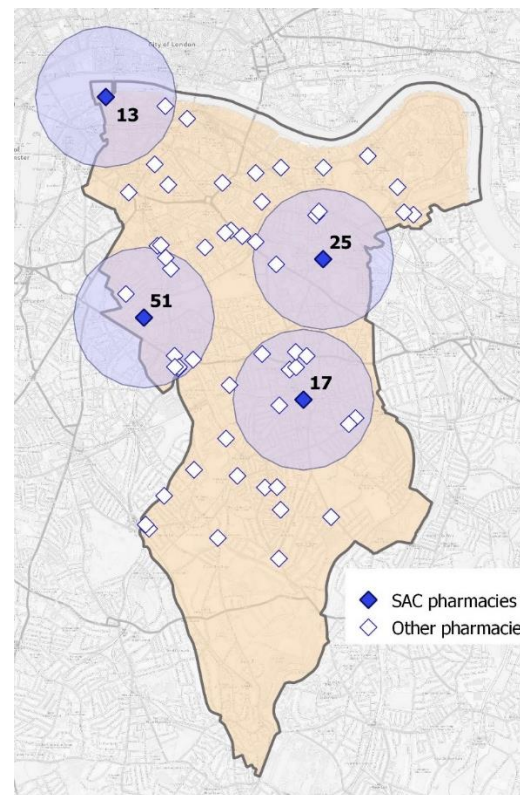
Patients may also receive support for stoma appliance customisation from the hospital or clinic delivering their ongoing care. Such alternative provision may in future improve access to this service, in addition to doing so currently.

#### **Conclusion**

Stoma Appliance Customisation is a specialised pharmacy service currently provided by four Southwark pharmacies.

Existing (and planned) infrastructure and service provision are likely to meet current population needs.

**Figure 44: Southwark pharmacies offering Stoma Appliance Customisation, and other pharmacies.**



SAC = Stoma Appliance Customisation.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council (PNA pharmaceutical contractors survey); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

#### 4.3.6 Flu Vaccination Service

NHSE commissions pharmacies to deliver a Flu Vaccination Service from September to March to at-risk groups and 65+ yr olds, and from October to March for 50–64 yr olds.

Influenza vaccinations delivered by community pharmacies under the Flu Vaccination Service and the London Community Pharmacy Vaccination Service Seasonal Influenza Vaccination Service are discussed in section 4.4.1.

#### **Conclusion**

There is a good geographical distribution of local pharmacies providing flu vaccination (see Figure 47), particularly around the north of the borough where most of the community care homes are located.

Existing infrastructure and service provision are likely to meet the needs of our population.

#### 4.3.7 Hepatitis C antibody testing

The Community Pharmacy Hepatitis C Antibody Testing Service was added to the Community Pharmacy Contractual Framework (CPCF) in September 2020 (there was a delay by five months because of the COVID-19 pandemic)<sup>28</sup>.

The service is focused on the provision of point of care testing (POCT) for Hepatitis C (Hep C) antibodies to people who inject drugs

(PWIDs), i.e. individuals who inject illicit drugs, e.g. steroids or heroin, but who haven't yet moved to the point of accepting treatment for their substance use. Where people test positive for Hep C antibodies, they will be referred for a confirmatory test and treatment, where appropriate.

This Advanced Service was due to end 31 March 2022 but has been extended to 31 March 2023.

Currently, no Southwark pharmacy reports providing this service.

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<sup>28</sup> Hepatitis C testing service. <https://psnc.org.uk/services-commissioning/advanced-services/hep-c/>



#### 4.3.8 COVID-19 vaccination service

In response to the COVID-19 pandemic, NHSE&I has commissioned community pharmacies to deliver COVID-19 vaccination. COVID-19 vaccinations were also locally delivered via hospital hubs, GP surgeries, local vaccination services and large-scale vaccination centres.

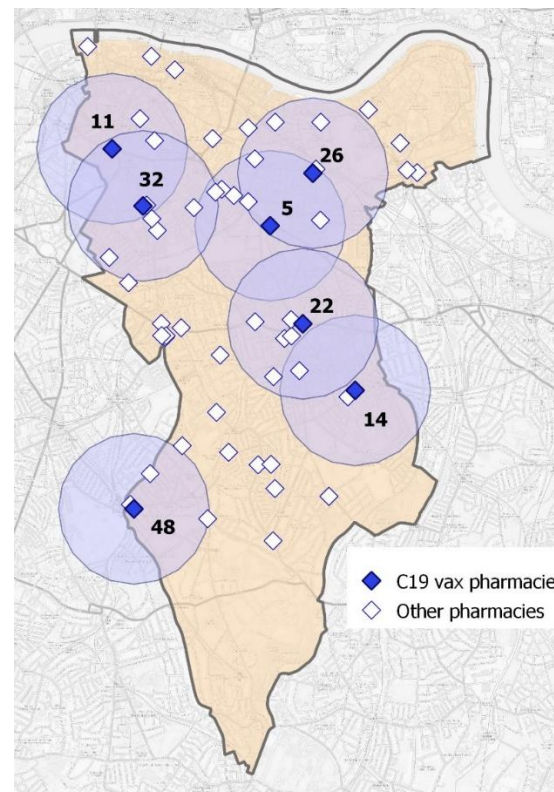
Seven Southwark pharmacies (12%) delivered COVID-19 vaccination in 2020/21 (see Figure 45). Between 1 Dec 2020 and 31 Dec 2021, Southwark pharmacies delivered 646,799 COVID-19 vaccinations; between 1 Dec 2020 and 31 March 2021, the total was 874.

#### Conclusion

In 2020/21, seven Southwark pharmacies were commissioned to delivery COVID-19 vaccination, alongside many other local vaccination delivery sites.

National policy and review of local 2021/22 demand data will inform future needs assessment for this pharmacy service

**Figure 45: Southwark pharmacies offering COVID-19 vaccination, and other pharmacies**



C19 vax = COVID-19 vaccination.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: NHSE&I, 2022 (Southwark pharmacies providing COVID-19 vaccination; trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.Southwark Council, 2022.

### 4.3.9 COVID-19 Lateral Flow Tests

From Apr 2021, Lateral Flow Tests (LFTs) were made broadly available to the general public free of charge, to facilitate self-isolation of those who had tested positive for COVID-19.

Within Southwark, free LFT packs were available to local residents from eight pharmacies (14%), two local centres, six leisure centres and 11 libraries (see Figure 46), commissioned and funded by Southwark Council. In 2020/21, 1,384 LFT packs were dispensed by local Southwark pharmacies.

Provision of free local LFTs ceased on 31 March 2022. After this date, local pharmacies sold LFTs as non-commissioned items paid for by individual purchasers. However, NHSE&I has retained the ability to provide LFTs as part of local pharmacy Advanced and Enhanced Services, should this be needed in the future.

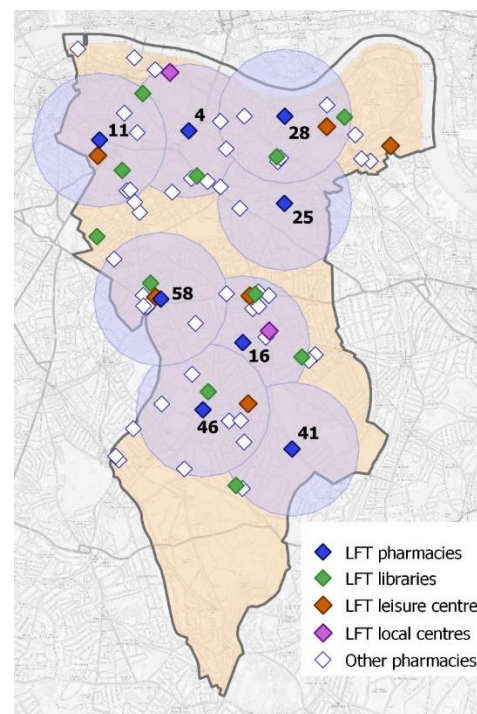
Alternative provision of LFTs by local centres and libraries may in future improve access to this service, in addition to having done so in recent times.

#### **Conclusion**

Some Southwark pharmacies were previously commissioned to provide COVID-19 LFTs, but this contract has now ceased.

While no longer a commissioned service, consideration should be given to capturing expertise and lessons learned through large scale LFT provision during 2021/22. Additionally, continued collaboration with NHSE&I as a key partner should be considered (with its retention of pharmacy LFT provision capacity if needed in future).

**Figure 46: Southwark pharmacies commissioned to provide COVID-19 Lateral Flow Tests (LFTs), plus other LFT provision sites (libraries, leisure centres and local centres), and other pharmacies**



LFT = COVID-19 lateral flow test.

Circular buffer zones mark a 1 km radius around each pharmacy. Numbers indicate LFT provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: South East London Integrated Care System, 2022; NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

#### 4.3.10 COVID-19 pandemic medicine delivery service

In response to the COVID-19 pandemic, a medicines delivery service was commissioned to support certain patient groups to obtain their medication, as an extension of a previously existing service. Between Apr 2020 and Mar 2022, the service covered (at various time points) Clinical Extremely Vulnerable patients, local outbreak areas, and people required to self-isolate due to notification from NHS Test and Trace.

In Southwark, 31 local pharmacies (53%) reported that they provided a pandemic delivery service.

The Pandemic Delivery Service (Advanced service) finished on 5 Mar 2022 and the whole service was decommissioned on 31 Mar 2022.<sup>29</sup>

#### Conclusion

Reviewing the way this new service was delivered and noting 'lessons learned' could assist community pharmacies to better deliver such a service if needed in future.

#### 4.3.11 Conclusions on Advanced Services

Access to a range of Advanced pharmacy services in Southwark has improved since the 2018 PNA:

- All 45 PNA pharmacy survey respondents reported having an onsite consultation room, which is an increase from 2018 (94%).
- Further, 84% have wheelchair access (compared to 82% in 2018).

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<sup>29</sup> Pandemic delivery service. <https://psnc.org.uk/services-commissioning/advanced-services/pandemic-delivery-service/>

- Compared to the 2018 PNA results, more pharmacies reported access to toilet facilities.
- Currently, seven Southwark pharmacies provide AURs, with a further three intending to start supplying this service in the next 12 months
- There is a good geographical distribution of local pharmacies providing the seasonal flu vaccination service and COVID-19 vaccinations, particularly around the north of the borough where most of the community care homes are located

In future, commissioners may wish to consider the below potential opportunities for Advanced pharmacy services across Southwark: Expanded access to private consultation areas and closed rooms, improved disability access, as well as access toilet facilities may improve access to pharmacies and Advanced services across Southwark

- With local pharmacy NMS provision below London levels, there may be opportunity to expand this service in the borough.
- Capturing and leveraging expertise gained by community pharmacies, local, regional and national partners during deployment of new COVID-19 related Advanced services.

As it becomes available, pharmaceutical service demand data will provide further insight as to the ongoing impacts of the COVID-19 pandemic, including how it may have changed consumer behaviours. These efforts will also facilitate ongoing consideration of the requirements for COVID-19 related services including vaccination, distribution of tests, and expanded delivery services.

#### **4.4 Enhanced Services**

Provision of community pharmacy Enhanced Services complements existing strategies and services designed to improve the health and wellbeing of Southwark residents. While Enhanced Services are not necessary to meet the need for pharmaceutical services in the Southwark area, nevertheless these services have secured improvements and/or better access to pharmaceutical services in Southwark.

Currently, three Enhanced Services are provided in Southwark pharmacies:

- Seasonal Influenza Vaccination Service (see also Section 4.3.6 above), provided as part of the London Community Pharmacy Vaccination Service, in order to extend flu vaccination to a wider cohort.
- Pneumococcal polysaccharide vaccination (PPV) service, provided as part of a London Community Pharmacy Vaccination Service.
- COVID-19 vaccination, which also considered an Advanced Service (see Section 0 above).



#### 4.4.1 Seasonal Influenza Vaccination Service

NHSE&I London Region commissions pharmacies to deliver a Seasonal Influenza Vaccination Service from September to March to acute hospital trust staff (if unable to receive vaccination from their occupational health provider), patient-facing primary and secondary healthcare and allied health staff, and people from health inclusion groups (e.g. homeless people, asylum seekers, and documented and undocumented migrants).

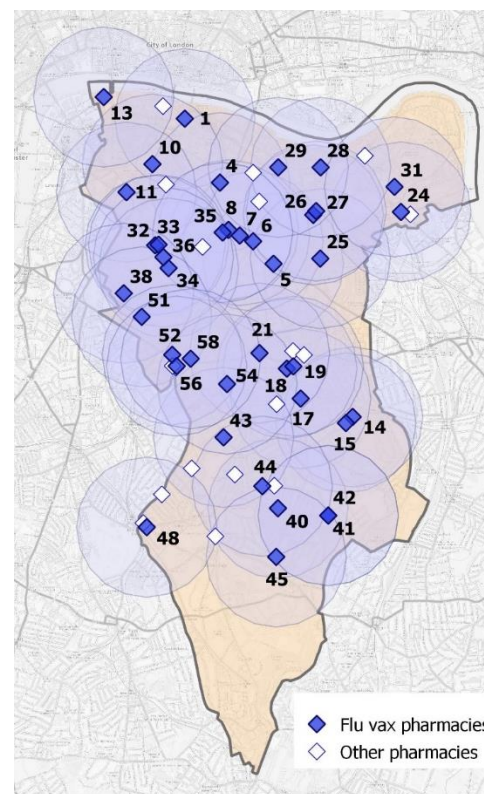
NHSE&I lists 44 pharmacies (76%) in Southwark that provide the Seasonal Influenza Vaccination Service (see Figure 47). Southwark pharmacies delivered 3,902 flu vaccinations in 2018/19, 4,615 in 2019/20 and 6,116 in 2020/21.

#### Conclusion

There is a good geographical distribution of local pharmacies providing the seasonal flu vaccination service, particularly around the north of the borough where most of the community care homes are located.

Existing infrastructure and service provision are likely to meet the needs of our population.

**Figure 47: Southwark pharmacies offering the Seasonal Influenza Vaccination Service, and other pharmacies.**



Flu vax = seasonal influenza vaccination.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: NHSE&I, 2022 (Southwark pharmacies providing seasonal flu vaccination; trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

#### 4.4.2 Pneumococcal polysaccharide vaccination service

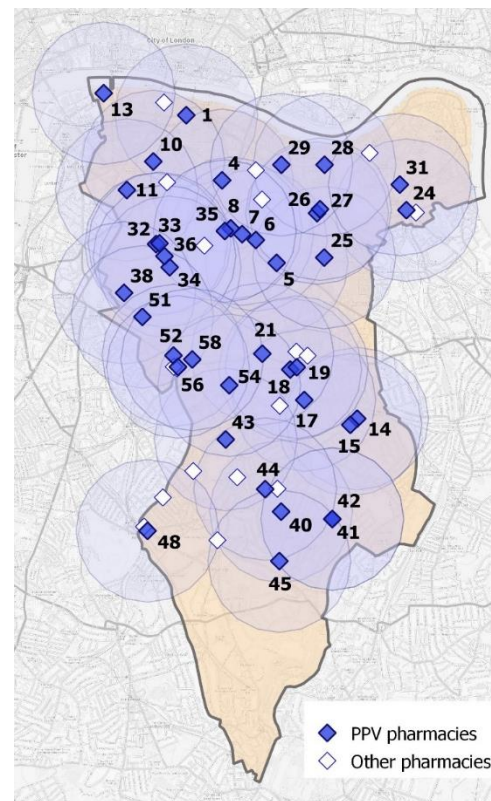
NHSE&I commission local pharmacies to provide pneumococcal polysaccharide vaccination (PPV) to adults aged 65 years and over, and to people aged 2 to 64 years with certain chronic health conditions, immunosuppression or a cochlear implant.

PPV is provided as part of a London community vaccination service (which also extends influenza vaccination to a wider cohort). NHSE&I list 44 Southwark pharmacies (76%) that provide PPV (see Figure 48). Southwark pharmacies delivered 2,883 PPVs in 2018/19, 1,584 in 2019/20 and 4,380 in 2020/21.

#### Conclusion

There is a good geographical distribution of local pharmacies providing PPV, particularly around the north of the borough where most of the community care homes are located. Existing infrastructure and service provision are likely to meet the needs of our population.

Figure 48: Southwark pharmacies offering pneumococcal polysaccharide vaccination, and other pharmacies



PPV = pneumococcal polysaccharide vaccination.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: NHSE&I, 2022 (Southwark pharmacies providing PPV; trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

## 4.5 Locally commissioned services

In addition to Essential and Advanced services, commissioned by NHSE&I, local Southwark pharmacies are commissioned by Southwark Council to provide various additional services to the local population.

### 4.5.1 Stop Smoking Services

The Office for Health Improvement and Disparities (OHID) reports that in 2020, one in six adults in Southwark smoked; this is statistically comparable to regional and national levels.<sup>30</sup> However, prevalence is higher among certain population groups, including communities experiencing greater socio-economic disadvantage. Smoking remains the single largest cause of preventable ill health and the biggest driver of inequalities. Following the emergence of the COVID-19 pandemic, UK government sources reported that smokers were at increased risk of contracting COVID-19, and of more severe symptoms once infected, compounding existing health inequalities.

England-wide, around 60% of smokers want to quit, but many struggle to succeed without support<sup>31</sup>. Stop smoking services have an important role to play in improving the health of Southwark residents and reducing their risk of serious illness.

Locally commissioned pharmacy Stop Smoking services are structured as Level 1 and Level 2 services. The Level 1 service involves a brief assessment of smoking status and then brief advice on Stop Smoking support structures available, including medication.

This service can be delivered by any pharmacy, and activity is not formally reported.

The Level 2 Stop Smoking Service comprises a structured treatment programme which includes:

- Stop Smoking support for all smokers, but incentivises targeting of people in routine/manual occupations who are clinically less complex.
- A minimum of five one-to-one support sessions plus a supply of treatment medication.
- Referrals to specialist Stop Smoking services for heavily dependent smokers who are pregnant or have long-term illnesses.

In 2019/20, Southwark pharmacies worked with local smokers to deliver 46 'intention-to-quit date' commitments and 38 quits sustained to 4 weeks. In 2020/21, that activity increased to 201 quit dates, 133 4-week quits and 76 12-week quits.

Currently, nine Southwark pharmacies (16%) are commissioned to provide Level 2 Stop Smoking services (see Figure 49), although levels of engagement vary. A further 15 pharmacies report that they intend to commence supplying the service in the next 12 months.

A structured Stop Smoking support programme is also available from four 'Everyone Health' healthy lifestyle centres located in local leisure centres. Southwark residents can also access a telephone Stop Smoking support service. Alternative provision of Stop Smoking

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<sup>30</sup> Office for Health Improvement & Disparities, 2020. Public Health Outcomes Framework.

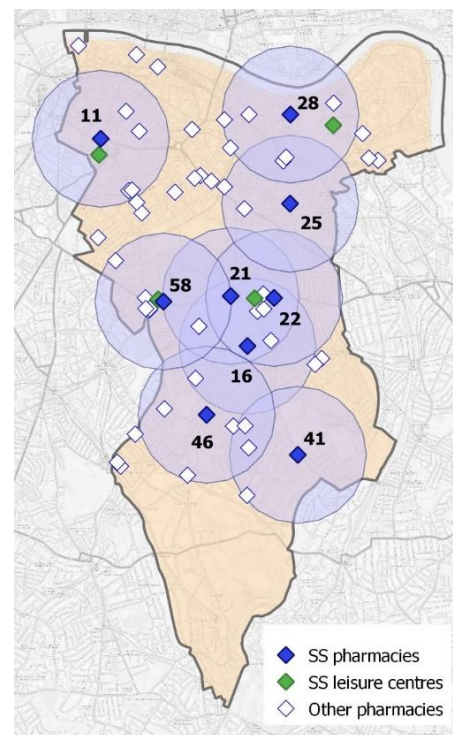
<sup>31</sup> Public Health England, 2019. Health Matters: Stop smoking – what works?

Services by local leisure centres and via telephone may in future improve access to this service, in addition to doing so currently.

### Conclusion

The current distribution of Level 2 Stop Smoking services (see Figure 49) means that pharmacy services closely overlap with 'Everyone Health' leisure centre Stop Smoking provision in some areas. There is also relatively sparse provision in some northern parts of the borough experiencing greater socio-economic disadvantage. There is potential to expand and redistribute the Level 2 pharmacy service, especially given the substantial number of local pharmacies interested in becoming future providers.

**Figure 49: Southwark pharmacies and local leisure centres offering structured (Level 2) Stop Smoking support services, and other pharmacies.**



SS = structured Stop Smoking support  
Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.  
Data sources: Southwark Council, 2022 (Southwark pharmacy Level 2 Stop Smoking services); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

#### 4.5.2 Oral contraception services

Southwark has a young, mobile and diverse population, and has some of the highest sexually transmitted infection and HIV infection levels of all London boroughs.

Local pharmacies across Southwark, Lambeth and Lewisham are jointly commissioned by these three boroughs to deliver sexual and reproductive health services. This commissioning aims to help address the sexual health needs of these similar borough populations in a cohesive way.

As part of this scheme, community pharmacies undertake assessment and supply for the following reproductive health services:

- Emergency hormonal contraception (EHC)
- Combined oral contraception (COC)
- Progesterone-only contraception (POP)

Where needed, participating pharmacies also refer patients for emergency intra-uterine devices (IUD), and support patients in booking appointments at sexual health clinics and GPs in order to receive long-acting reversible contraception (LARC) and further support and advice. Following a request for EHC, pharmacies also support patients to access suitable ongoing oral contraception. Patients with concerns around sexually transmitted infections (STIs) are signposted to local sexual health clinics or online services, as appropriate.

In addition to pharmacy-delivered services, sexual and reproductive health services are also delivered in Southwark in a variety of other settings, including:

- GP practices
- Integrated sexual and reproductive health service clinics
- Online e-services
- Targeted provision; e.g. the Healthy Young People service
- Local Long-Acting Reversible Contraception (LARC) Hubs (run by GP Federations)

Alternative provision of oral contraception by the above services may in future improve access to this service, in addition to doing so currently.

In 2020/21, eight Southwark pharmacies (14%) were accredited to provide assessment and supply of EHC, COC and POP, although one did not report any interactions during this time, and a further two dispensed only EHC. One pharmacy (KSC 1t Ltd –Ridgway Pharmacy) accounted for the majority of most types of Southwark pharmacy contraceptive services.

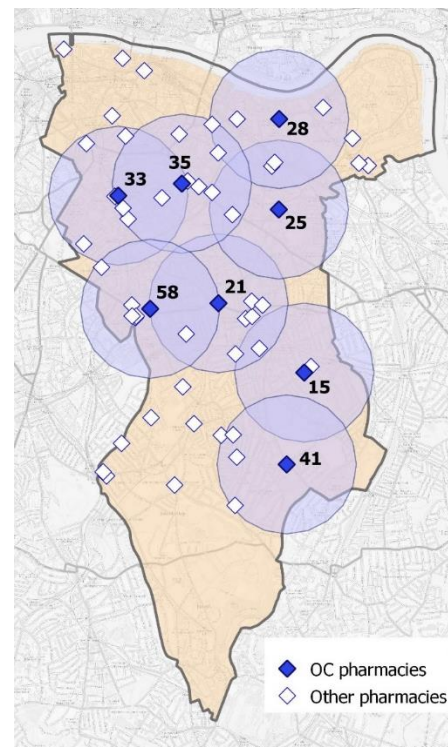
Reported Southwark pharmacy activity for 2020/21 indicates that:

- EHC was dispensed to 908 patients by seven pharmacies, with 1211 medication packs supplied; 72 of these patients were also started on quick-start POP.
- Quick-start POP was dispensed to 53 patients by four pharmacies, with 56 medication packs supplied.
- Subsequent visits for POP were made by 24 patients, attending three pharmacies, with 32 medication packs supplied.
- Quick-start COC was dispensed to 10 patients by two pharmacies, with 10 medication packs supplied.
- Subsequent visits for COC were made by three patients, attending one pharmacy, with four medication packs supplied.

## Conclusion

Although eight Southwark pharmacies are currently accredited to provide contraception services (see Figure 50), activity is not spread equally across this group. There is scope to improve provision, both by registering new pharmacies as providers and by increasing activity from already accredited pharmacies.

**Figure 50: Southwark pharmacies offering oral contraceptive services, and other pharmacies**



OC = oral contraception.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Lambeth Southwark & Lewisham Local Pharmaceutical Committee, 2022 (PharmOutcomes reports); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022



### 4.5.3 Free condoms service

As stated above, Southwark has high levels of STIs and new HIV infections.

Local pharmacies participating in the Lambeth/Southwark/Lewisham pharmacy sexual and reproductive health service also supply free condom packs as part of the 'Come Correct c-card' scheme, together with information and advice. This service commenced in 2019 and is available to young people under 25 years who have registered with the c-card scheme.

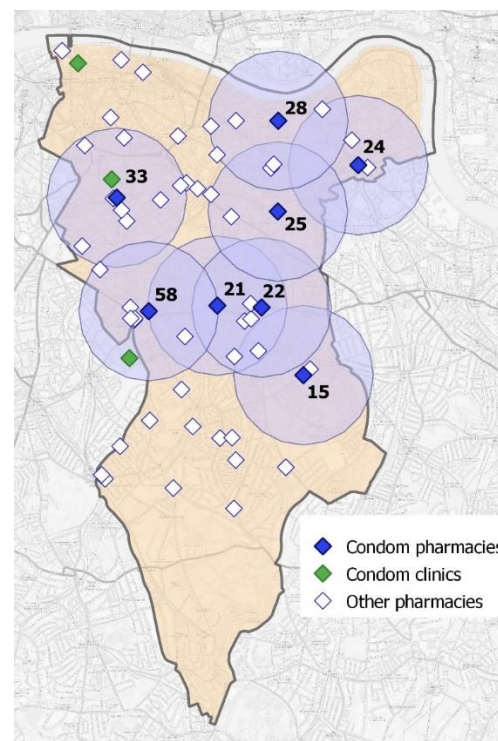
Eight pharmacies in Southwark (14%) currently provide free condoms as part of the c-card scheme (see Figure 51). In 2019/20, 205 encounters were recorded and 1,235 condoms distributed; in 2020/21, there were 120 encounters and 1,453 condoms distributed.

Free condoms are also available at three local sexual health clinics. This alternative provision of free condoms by local clinics may in future improve access to this service, in addition to doing so currently.

#### **Conclusion**

Given Southwark's high rates of STI and HIV, and small number of participating pharmacies, there is potential to expand the c-card free condom distribution scheme to include more local pharmacies.

**Figure 51: Southwark pharmacies and local sexual health clinics offering free condoms, and other pharmacies**



Condom = free condoms; clinics = sexual health clinics.  
Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names.  
Data sources: Lambeth Council, 2022 (Southwark pharmacies providing free condoms); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.Southwark Council, 2022.

#### 4.5.4 Supervised consumption of oral opiates

Medications such as methadone may be prescribed to patients suffering from opiate addiction. Generally, these prescriptions are dispensed in instalments, and in some cases prescribers may request that consumption be supervised by a pharmacist. The overall aim and objectives of the service include: promoting compliance within an agreed care plan; reducing the risk of drug related death or health complications; and reducing the likelihood of illicit drug leakage into the community and reducing crime associated with drug misuse.

In order to be eligible to provide this commissioned service, community pharmacies should: ensure pharmacists are adequately trained; ensure pharmacists personally supervise consumption; have a consultation area or private space; and demonstrate policies for safeguarding, complaints and data protection.

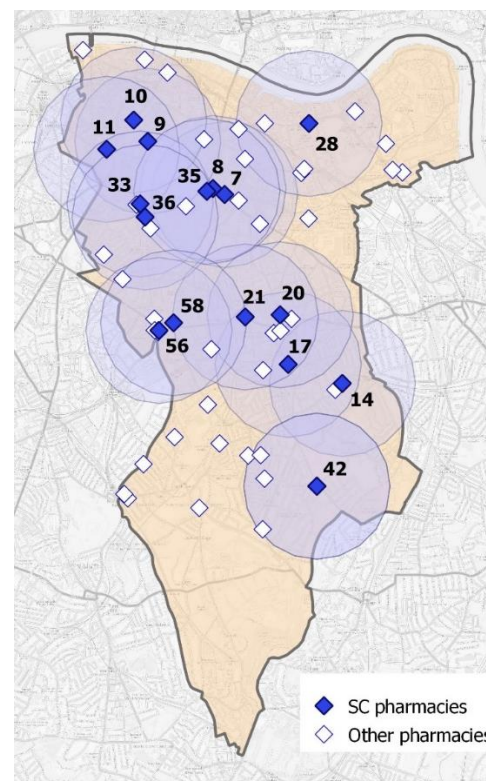
In Southwark, 16 pharmacies (28%) provide a supervised oral opiate consumption service (see Figure 52). In recent years, Southwark pharmacies provided 35,947 supervised consumption contacts in 2018/19, 33,197 contacts in 2019/20 and 15,669 contacts in 2020/21.

Note that these figures present contacts, not individual people, and that the 2020/21, COVID-19 pandemic hampered both local health care demand and local pharmaceutical health service provision.

#### **Conclusion**

There is adequate and widespread availability of the supervised consumption service across the borough. The reduction in the number of contacts for 2020/21 due to the COVID-19 pandemic should also be reviewed when 2021/22 data is released.

**Figure 52: Southwark pharmacies commissioned to provide supervised oral opiates consumption, plus other pharmacies**



SC = supervised consumption.

Circular buffer zones mark a 1 km radius around each pharmacy. Numbers indicate SC provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council, 2022 (supervised consumption pharmacies); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.



#### 4.5.5 Needle exchange

This service helps service users to stay healthy until they are ready to cease injecting and ultimately achieve a drug-free life with appropriate support. The service includes provision of sterile injecting equipment as well as equipment to ensure the safe disposal of used needles.

The service aims to reduce the rate of blood-borne infections and drug related deaths among service users by: reducing the rate of sharing and other high-risk injecting behaviours; providing sterile injecting equipment and other support; promoting safer injecting practices; and providing and reinforcing harm reduction messages including safe sex advice and advice on overdose prevention.

Thirteen pharmacies (22%) are currently commissioned to provide a needle exchange service in Southwark (see Figure 53), with no restriction on access to this service. Over the last three years, 14,238 needle exchange contacts were provided by Southwark pharmacies in 2018/19, 15,387 in 2019/20 and 10,291 in 2020/21. (Note that these figures represent activity, not individual people; one service user is likely to make several needle exchange contacts.)

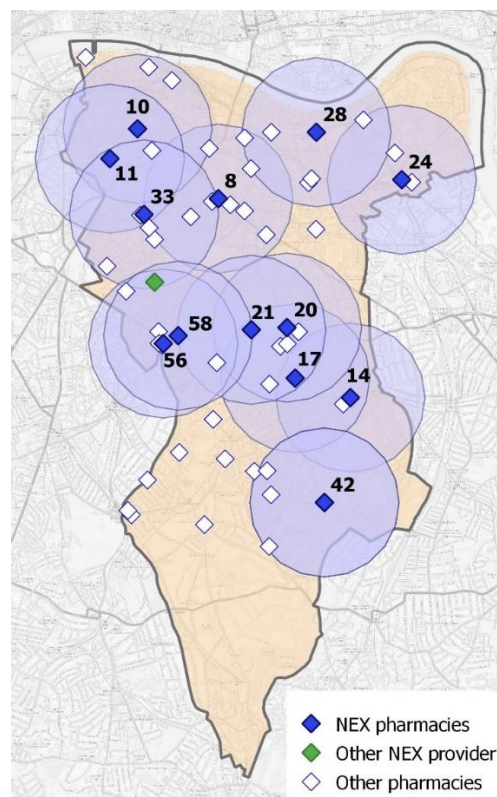
Over the same time period, local needle exchange was also available from CGL, an addiction support organisation commissioned by Southwark Council to provide services to residents. This alternative provision may in future improve access to this service, in addition to doing so currently.

There is an overlap in the geographical coverage of the needle exchange service in a number of areas of the borough.

#### Conclusion

There is adequate and widespread availability of the needle exchange service across the borough. Provision broadly mirrors that of the supervised consumption service.

**Figure 53: Southwark pharmacies and another local organisation providing needle exchange services, plus other pharmacies**



NEX = needle exchange.

Circular buffer zones mark a 1 km radius around each pharmacy. Numbers indicate NEX provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council, 2022 (needle exchange providers); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

#### 4.5.6 NHS Health Checks

NHS Health Checks is a national programme aiming to detect cardiovascular diseases and risk factors in 40–74 year olds with no pre-existing disease. NHS Health Checks can include lifestyle advice, medical intervention or referral to another service, as appropriate.

Some of the diseases and risk factors detected by the NHS Health Check programme have no symptoms, so it is important that the service is convenient to access in order to maximise uptake. This is particularly relevant for vulnerable and/or hard-to-reach communities. Community pharmacies can improve access to Health Checks by providing them at more convenient times and locations for people who are busy during working hours.

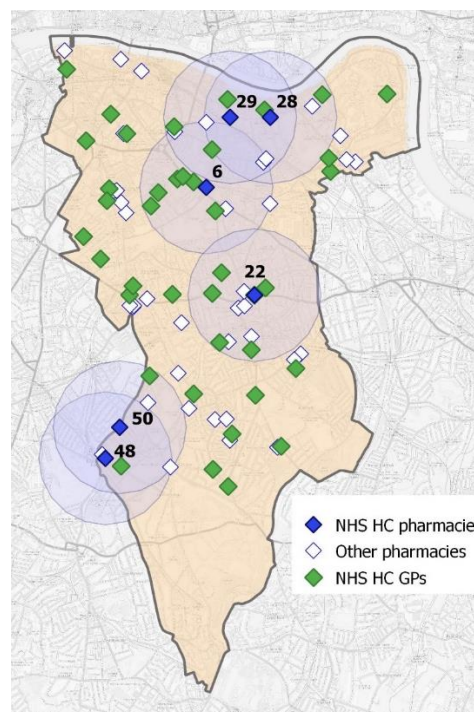
In Southwark, a set number of NHS Health Checks were commissioned between 2018/19 and 2020/21, with a fixed fee per check. Six community pharmacies (10%) delivered the programme, alongside 43 local GPs (see Figure 54). Southwark pharmacies delivered 158 NHS Health Checks in 2018/19, 153 in 2019/20 and 0 in 2020/21. (Note that, in 2020/21, the COVID-19 pandemic greatly affected local health service demand and delivery.) Alternative provision of NHS Health Checks may in future improve access to this service, in addition to doing so currently.

Since May 2021, NHS Health Checks service provision has been withdrawn from Southwark pharmacies. More recently, a digital NHS Health Checks pilot project has been conducted. The digital implementation team are exploring whether local pharmacies could be involved in remote biometric data testing and collection, as part of the digital NHS Health Checks programme.

#### Conclusion

In future, local pharmacies will not deliver physical NHS Health Checks. However, they may be involved in the new digital NHS Health Checks programme, as remote biometric data testing and collection sites.

**Figure 54: Southwark pharmacies and GP practices providing NHS Health Checks, plus other pharmacies**



NHS HC = NHS Health Check.

Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate NHS HC provider pharmacies; refer to Table 4 for pharmacy names.

Data sources: Southwark Council, 2022; NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

#### 4.5.7 Minor ailments service

Pharmacies in Southwark are commissioned by NHS SEL CCG (Southwark borough) (latterly SEL ICB (Southwark Borough)) to provide a minor ailments services. This constitutes advice and support for minor ailments (e.g. hayfever, cough, fever and diarrhoea), and the supply of up to two formulary medicines from those available for sale at the pharmacy. This also supplies medication for free where appropriate, in line with exemptions from prescription charges.

A survey of participating pharmacists indicated that over four-fifths of patients using their minor ailments service would have gone to a GP had the service not been available.

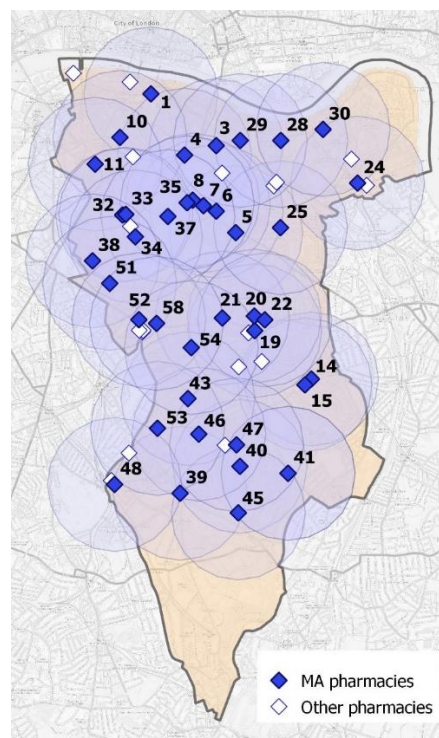
Southwark pharmacies delivered 22,408 minor ailments service contacts in 2018/19, 19,462 in 2019/20 and 8,833 in 2020/21. (Note that during 2020/21, the COVID-19 pandemic is likely to have suppressed both local health service provision and local health service demand). In 2020/21, 39 (67%) local pharmacies (see Figure 55) delivered a minor ailments service.

#### Conclusion

Many Southwark pharmacies provide a minor ailments service, which supports local patients in managing minor health issues and helps reduce local GP practice workload. According to the Pharmaceutical Services Negotiating Committee, supplying treatments for minor illness through community pharmacies in England could save the NHS up to £640m per year<sup>32</sup>.

<sup>32</sup> <https://pharmaceutical-journal.com/article/news/minor-ailment-scheme-extension-could-save-nhs-up-to-640m-annually-says-psnc>

Figure 55: Southwark pharmacies offering a minor ailments service, and other pharmacies



MA = minor ailment. Circles mark a 1 km radius around provider pharmacies. Numbers indicate NHS provider pharmacies; refer to Table 4 for pharmacy names. Data sources: NHS SEL CCG, 2022 (pharmacies providing minor ailments service); NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252. Southwark Council, 2022.

#### 4.5.8 Vitamin D supplementation

This service offers free vitamin D to all pregnant women, mothers with children aged less than 12 months, and all children under the age of 4 years. This initiative has been commissioned in Southwark since 2014, most recently by SEL ICB (Southwark Borough).

The following population groups are considered to be particularly at risk of vitamin D deficiency: children under 5 years; those of Asian, African-Caribbean or Middle Eastern origin; and those with limited exposure to sunlight.

Of the 58 currently trading Southwark pharmacies, 19 (33%) are commissioned by NHS SEL CCG (latterly SEL ICB (Southwark Borough)) to deliver the vitamin D programme (see Figure 56). This includes registering mothers/carers and children to a client database so that they can receive the vitamin D card for subsequent supplies.

Over the last 3 years, total commissioned vitamin D dispensing was: 17,006 units in 2018/19; 16,060 units in 2019/20; and 14,154 units 2020/21. The vitamin D units dispensed comprise 10 ml dropper bottles for children and 56-tablet packs for adults.

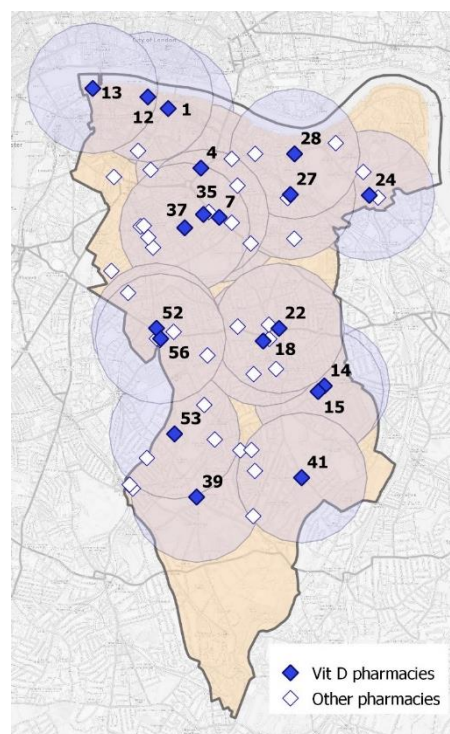
Note that in 2020/21, the effects of the COVID-19 pandemic are likely to have impacted upon both vitamin D service provision and demand.

The NHS SEL CCG (latterly SEL ICB (Southwark Borough)) commissioners are not aware of any other publicly funded vitamin D provision within Southwark.

#### Conclusion

Provision of vitamin D supplementation is a pharmaceutical service commissioned by NHS SEL CCG (latterly SEL ICB (Southwark Borough)) on behalf of Southwark Council. This service is provided by around one-third of local Southwark pharmacies. This is considered sufficient for current local needs.

**Figure 56: Southwark pharmacies providing vitamin D supplementation, plus other pharmacies**



Vit D = vitamin D.



Circular buffer zones mark a 1 km radius around provider pharmacies. Numbers indicate individual provider pharmacies; refer to Table 4 for pharmacy names. Data sources: NHS SEL CCG, 2022; NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

#### 4.6 Summary of current provision<sup>1</sup>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Essential Services</b> Necessary services, negotiated nationally and provided by all community pharmacies			



Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
Dispensing and services	<ul style="list-style-type: none"> <li>▪ Southwark hosts 58 community pharmacies, four fewer than in 2018. (Four pharmacies closed during 2019/20, as reported in Southwark’s PNA supplementary statements and approved by the HWB).</li> <li>▪ As in 2018, there are no local pharmaceutical services contractors, dispensing appliance contractors, dispensing doctors, mail order or internet-based pharmacies in Southwark.</li> <li>▪ Southwark pharmacies dispensed around 3.5 million prescriptions to Southwark residents in 2020/21, accounting for 91.7% of residents’ prescription needs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Around 18% of respondents reported that the COVID-19 pandemic had affected their use of pharmacies. Commonly reported themes were less frequent pharmacy use and more frequent home delivery use.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assessment of service provision data for 2021/22 would provide further insights as to how service use has been impacted by the COVID-19 pandemic.</li> <li>▪ The main additional services that PNA public survey respondents wanted were home delivery, more private consultation areas, and mental health support.</li> <li>▪ Consideration could be given to expanding access for home delivery services (noting that, (i) while 29% of pharmacies responding to the PNA pharmacy survey stated they provided a home delivery service, 51% said they were willing to provide one privately or if commissioned; (ii) there are currently no plans to commission a home delivery service), (iii) home delivery is not an Essential Service; and (iv) pharmacies currently providing home delivery do so as a goodwill gesture or a private service.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
Distribution and access	<ul style="list-style-type: none"> <li>▪ Southwark’s current pharmacy distribution is similar to neighbouring boroughs, with an average 2.5 pharmacies operating per ward.</li> <li>▪ The vast majority of Southwark neighbourhoods have a community pharmacy within 1 km, as illustrated in Figure 35. Some areas of the borough may be served by pharmacies based in Lambeth and Lewisham.</li> <li>▪ In the PNA public survey, the majority of respondents (91%) were able to access a pharmacy within 20 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ Southwark has a similar number of pharmacies per population level (18.1 pharmacies per 100,000 population) to neighbouring boroughs, however, this is lower than 2018 levels (20.1 per 100,000), and also lower than the current England average (20.9 per 100,000) and London average (20.2 per 100,000).</li> <li>▪ Three wards (Surrey Docks, Peckham Rye and Dulwich Wood) have no pharmacies but have a good network of pharmacies accessible in neighbouring wards.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Future review of pharmacy coverage could provide more insight as to whether this remains appropriate.</li> <li>▪ Given current population growth projections and development plans, additional pharmacy capacity may be needed in future along the Old Kent Road, particularly its southern sections.</li> </ul>

<p>Opening hours</p>	<ul style="list-style-type: none"> <li>▪ Thirty-eight of 45 (65.5%) pharmacies that completed the PNA pharmacy survey have the standard 40 hours contract; of these, 35 are open longer.</li> <li>▪ The majority of community pharmacies (69%) reported being open on Saturday for at least part of the day; eight are open for at least part of the day on Sunday. This has improved since 2018, when only three pharmacies reported being open on a Sunday.</li> <li>▪ The PNA public survey indicated that 85% of respondents could easily find an open pharmacy when needed. This is similar to the previous PNA.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compared with 2018, based on survey responses, Southwark now has fewer pharmacies with the standard 40 hours contract.</li> <li>▪ However, there has been some improvement in numbers of pharmacies opening (i) for longer than 40 hours, and (ii) on Sundays (although all the latter open only from 10 a.m. or 11 a.m., and the majority (6) close at 4 p.m. or 5 p.m).</li> <li>▪ Survey findings on pharmacy opening hours differ from opening hours known to NHSE/I in some cases.</li> <li>▪ Only 45% of PNA public survey respondents could easily find an open pharmacy in the evening, and only 50% could easily find one on weekends or bank holidays. This is lower than the 2018 PNA survey result (70% respondents reported they could easily find an open pharmacy on evenings and weekends).</li> </ul>	<ul style="list-style-type: none"> <li>▪ While improvements have been made, consideration of extending opening hours at weekends may improve pharmacy access and choice for residents. (However, pharmacy opening hours reflect public demand for services, and extending hours requires greater NHS funding.)</li> <li>▪ This is particularly important with the delivery of extended access to primary care (in some cases seven days a week, 8 a.m. to 8 p.m.). (Community pharmacies will require NHSE support for this change, e.g. via a rota system.)</li> </ul>
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Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<p><b>Advanced Services<sup>3</sup></b></p> <p>Relevant services. Negotiated nationally. Community pharmacies can choose to provide Advanced Services if they meet the Secretary of State Directions requirements. <i>Medicine use reviews and NHS urgent medicine supply services are no longer provided by pharmacies (both were part of the Advanced Services reported in the 2018 PNA).</i></p>			
<p><b>Consultation areas</b></p>	<ul style="list-style-type: none"> <li>▪ The Secretary of State’s Directions require all pharmacies wishing to provide Advanced services to have a consultation area.</li> <li>▪ All 45 PNA pharmacy survey respondents reported having an on-site consultation room, which is an increase from 2018 (94%).</li> <li>▪ With regards to privacy and dignity, 43% of those responding to the public survey reported that there was insufficient privacy to discuss sensitive issues at their local pharmacy.</li> <li>▪ Compared to the 2018 PNA results, more pharmacies reported access to toilet facilities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ While access to pharmacy consultation has improved, one of main additional services that PNS public survey respondents wanted was more private consultation areas.</li> <li>▪ Further, 84% have wheelchair access (compared to 82% in 2018).</li> <li>▪ Of the 12% of PNA public survey respondents stating they were disabled, 37.5% said that their usual pharmacy did not have the facilities to address their disability needs.</li> <li>▪ Access to pharmacy toilet facilities is still limited and may impair the ability of community pharmacies to offer a full range of services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ To improve access to pharmacies and Advanced services, consideration could be given to supporting pharmacies to expand access to private consultation areas and closed rooms, improve disability access, as well as access to toilet facilities. (NHSE/I notes that improvements to pharmacies must be self-financed.)</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>New Medicine Service (NMS)</b>	<ul style="list-style-type: none"> <li>▪ Forty-three Southwark pharmacies (74% of all Southwark pharmacies) reported that they provide the NMS, while one additional pharmacy intends to provide NMS in 2022/23. The number of NMS interventions that a pharmacy can undertake is proportional to, and limited by, the number of items dispensed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Despite similar service provision in 2020/21 compared with 2017/18 (43 versus 45 pharmacies, respectively), Southwark pharmacies' average NMS provision is below London levels</li> <li>▪ In 2020/21, the average number of NMSs provided by Southwark pharmacies (61) was below the London average (103).</li> </ul>	<ul style="list-style-type: none"> <li>▪ With local pharmacy NMS provision below London levels, there is an opportunity to expand this service in the borough.</li> </ul>
<b>Appliance Use Reviews (AUR)</b>	<ul style="list-style-type: none"> <li>▪ Currently, seven Southwark pharmacies provide AURs, an improvement from 2018: with four additional pharmacies now providing this service</li> <li>▪ A further three pharmacies also intend to start supplying this service in the next 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ It is important to note that patients may also receive advice and support for their medical appliance use from the hospital or clinic responsible for their ongoing care.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing (and planned) infrastructure and service provision are likely to meet current population needs.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Stoma Appliance Customisation (SAC)</b>	<ul style="list-style-type: none"> <li>▪ Four Southwark pharmacies (7%) provide SAC services (see Figure 44), with a further one intending to commence this service within the next year.</li> <li>▪ This represents an increase from 2018 provision, when only three pharmacies in the borough provided a SAC service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ While SAC service coverage has improved and there are several providers in the north of the borough, no pharmacies the south of the borough offer the service.</li> <li>▪ It is important to note, however, patients may also receive support from the hospital or clinic delivering their ongoing care.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing (and planned) infrastructure and service provision are likely to meet current population needs.</li> </ul>
<b>Flu Vaccination Service</b>	<ul style="list-style-type: none"> <li>▪ The Flu Vaccination Service is commissioned by NHSE and offers influenza vaccination to at-risk groups and 65+ yr olds from September to March, and to 50–64 yr olds from October to March.</li> <li>▪ NHSE commissions 44 pharmacies (76%) in Southwark to provide the Flu Vaccination Service.</li> <li>▪ Southwark pharmacies delivered a total of 3,902 flu vaccinations in 2018/19, 4,615 in 2019/20 and 6,116 in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing the Flu Vaccination Service, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>
<b>New (Advanced and Enhanced) Services in response to the COVID-19 pandemic</b>			

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>COVID-19 vaccination</b>	<ul style="list-style-type: none"> <li>▪ COVID-19 vaccination was a new NHSE&amp;I commissioned service for community pharmacies.</li> <li>▪ Seven Southwark pharmacies delivered COVID-19 vaccination in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ Alongside the seven commissioned Southwark pharmacies, COVID-19 vaccinations were also locally delivered via hospital hubs, GP surgeries, local vaccination services and large-scale vaccination centres.</li> </ul>	<ul style="list-style-type: none"> <li>▪ National policy and local 2021/22 demand data will inform future needs assessment for this pharmacy service</li> </ul>
<b>COVID-19 Lateral Flow Tests (LFTs)</b>	<ul style="list-style-type: none"> <li>▪ From Apr 2021, LFTs were broadly supplied to the public free of charge, to facilitate self-isolation of those who tested positive for COVID-19.</li> <li>▪ Within Southwark, free LFT packs were available to local residents from eight pharmacies, two local centres, six leisure centres and 11 libraries, commissioned and funded by Southwark Council.</li> <li>▪ In 2020/21, 1,384 LFT packs were dispensed by local Southwark pharmacies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified as no longer commissioned.</li> <li>▪ Provision of free local LFTs ceased on 31 March 2022. After this date, local pharmacies sold LFTs as non-commissioned items paid for by individual purchasers.</li> <li>▪ Some Southwark pharmacies were previously commissioned to provide COVID-19 LFTs, but this contract has now ceased.</li> <li>▪ However, NHSE&amp;I retains the ability to provide LFTs as part of local pharmacy Advanced and Enhanced Services, should this be needed in the future.</li> </ul>	<ul style="list-style-type: none"> <li>▪ While no longer a commissioned service, consideration should be given to capturing expertise and lessons learned through large scale LFT provision during 2021/22</li> <li>▪ Additionally, continued collaboration with NHSE&amp;I as a key partner should be considered (with its retention of pharmacy LFT provision capacity if needed in future).</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>COVID-19 medicines delivery service</b>	<ul style="list-style-type: none"> <li>▪ The Pandemic Delivery Service (Advanced Service) was a newly service launched during the COVID-19 pandemic to support certain patient groups to obtain their medication, as an extension of a previously existing prescriptions delivery service.</li> <li>▪ In Southwark, 31 local pharmacies (68.9%) reported that they provided a pandemic delivery service.</li> <li>▪ Between Apr 2020 and Mar 2022, the service covered (at various time points) Clinical Extremely Vulnerable patients, local outbreak areas, and people required to self-isolate due to notification from NHS Test and Trace.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified as no longer commissioned.</li> <li>▪ The Pandemic Delivery Service (Advanced Service) finished on 5 Mar 2022; the whole service was decommissioned on 31 Mar 2022.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reviewing the way this new service was delivered and noting ‘lessons learned’ could assist community pharmacies to better deliver such a service if needed in future.</li> </ul>

### Enhanced Services

The 2018 PNA stated that these are: “Relevant services. Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned”.

COVID-19 vaccination is considered an Advanced and Enhanced service – see ‘Advanced Services’ above.



Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>London Community Pharmacy Vaccination Service – Seasonal Influenza Vaccination Service</b>	<ul style="list-style-type: none"> <li>▪ The Seasonal Influenza Vaccination Service is commissioned by NHSE/I London Office and offers influenza vaccination to acute hospital trust employees (if unable to be vaccinated by their occupational health provider), patient-facing primary and secondary health care and allied health staff, and health inclusion groups (including, but not limited to, homeless people, asylum seekers, and documented and undocumented migrants), from September to March.</li> <li>▪ Pharmacies delivering NHSE-commissioned National Advanced Service Flu Vaccination Service may also deliver the NHSE/I London Region commissioned Seasonal Influenza Vaccination Service.</li> <li>▪ Combined delivery activity for the two commissioned services is shown above (see 'Flu Vaccination Service').</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing the Seasonal Influenza Vaccination Service, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>London Community Pharmacy Vaccination Service – Pneumococcal polysaccharide vaccination (PPV) service</b>	<ul style="list-style-type: none"> <li>▪ PPV is provided as part of a London Community Pharmacy Vaccination Service (which also extends influenza vaccination to a wider cohort)</li> <li>▪ NHSE&amp;I (London) commission local pharmacies to provide PPV to adults aged 65 years and over, and to people aged 2–64 years with certain chronic health conditions, immunosuppression and/or a cochlear implant.</li> <li>▪ NHSE&amp;I commission 44 Southwark pharmacies (76%) to provide PPV.</li> <li>▪ Southwark pharmacies delivered 2,883 PPVs in 2018/19, 1,584 in 2019/20 and 4,380 in 2020/21.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is a good geographical distribution of local pharmacies providing PPV, particularly in the north of the borough where most community care homes are located.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> </ul>
<p><b>Locally commissioned services</b></p> <p>Relevant services. Commissioned by Southwark Council and SEL CCG (latterly SEL ICB) to address identified local health priorities</p>			

<p><b>Stop Smoking service</b></p> <p>Level 1 &amp; Level 2</p>	<ul style="list-style-type: none"> <li>▪ Locally commissioned pharmacy Stop Smoking services are structured as Level 1 and Level 2 services. The Level 1 service involves a brief assessment of smoking status and then brief advice on Stop Smoking support structures available, including medication. This service can be delivered by any pharmacy, and activity is not formally reported.</li> <li>▪ In 2019/20, Southwark pharmacies worked with local smokers to deliver a number of 'intention-to-quit date' commitments, and quits sustained to four and 12 weeks. These activities increased in 2020/21.</li> <li>▪ Currently, nine Southwark pharmacies are commissioned to provide Level 2 Stop Smoking services, although levels of engagement vary. A further 15 pharmacies reported that they intend to commence supplying the service in the next 12 months.</li> <li>▪ A structured Stop Smoking support programme is also available from four 'Everyone Health' healthy lifestyle centres located in local leisure centres.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The current distribution of Level 2 Stop Smoking services means that pharmacy services closely overlap with 'Everyone Health' leisure centre Stop Smoking provision in some areas. A similar issue was reported in 2018, with multiple pharmacies providing the service in some areas.</li> <li>▪ There is relatively sparse provision in some northern parts of the borough experiencing higher levels of socio-economic disadvantage.</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is potential to expand and geographically redistribute the Level 2 pharmacy services to improve access and provision, and to better serve residents in the areas experiencing the greatest socioeconomic disadvantage, especially given the substantial number of local pharmacies interested in becoming future providers.</li> </ul>
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Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
	Southwark residents can also access a telephone Stop Smoking support service.		

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<p><b>Sexual health services:</b><sup>xxxiii</sup></p> <p><b>Oral contraception services</b></p>	<ul style="list-style-type: none"> <li>▪ Local pharmacies across Southwark, Lambeth and Lewisham are jointly commissioned by these three boroughs to deliver sexual and reproductive health services. This commissioning aims to help address the sexual health needs of these similar borough populations in a cohesive way.</li> <li>▪ In 2020/21, eight Southwark pharmacies were accredited to provide assessment and supply of emergency hormonal contraception (EHC), combined oral contraception (COC) and progesterone-only contraception (POP), although 1 did not report any interactions during this time, and a further 2 dispensed only EHC.</li> <li>▪ One pharmacy (KSC 1t Ltd – Ridgway Pharmacy) accounted for the great majority of most types of Southwark pharmacy contraceptive services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Although eight Southwark pharmacies are currently accredited to provide contraception services, activity is not spread equally across this group.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Oral contraceptive service provision could be improved by (i) registering new pharmacies as providers, and (ii) by increasing activity from already accredited pharmacies, in order to better serve population needs and target groups in each participating borough.</li> </ul>

<sup>xxxiii</sup> In the 2018 PNA, sexual health services were presented and analysed as: Level 1 Sexual Health Services, including emergency hormonal contraception, provision of cards to access screening for chlamydia and gonorrhoea (15–24 years only), and signposting to appropriate sexual health, primary care or other health services; and Level 2 services, including chlamydia treatment and condom packs.

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Sexual Health Services:</b>  <b>Free condoms service</b>	<ul style="list-style-type: none"> <li>▪ Local pharmacies participating in the Lambeth/Southwark/Lewisham pharmacy sexual and reproductive health service also supply free condom packs as part of the ‘Come Correct c-card’ scheme, together with information and advice.</li> <li>▪ This service commenced in 2019 and is available to young people under 25 years who have registered with the c-card scheme.</li> <li>▪ Eight pharmacies in Southwark currently provide free condoms as part of the c-card scheme. In 2020/21, there were 120 encounters and 1,453 condoms distributed; and in 2019/20, 205 encounters were recorded and 1,235 condoms distributed.</li> <li>▪ Free condoms are also available at four local sexual health clinics.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Despite Southwark’s high rates of STIs and new HIV infections, there is only a small number of participating pharmacies in the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ There is potential to expand the c-card free condom distribution scheme to include more local pharmacies.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Supervised consumption</b>	<ul style="list-style-type: none"> <li>▪ In Southwark, 17 pharmacies provided a supervised oral opiate consumption service.</li> <li>▪ Southwark pharmacies provided 15,669 supervised consumption contacts in 2020/21, 33,197 contacts in 2019/20, and 35,947 contacts in 2018/19.</li> <li>▪ It should be noted that (i) the above figures represent contacts, not individual people; and (ii) in 2020/21, the COVID-19 pandemic hampered both local health care demand and local pharmaceutical health service provision.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ While there is no supervised consumption service in some Southwark wards, there is widespread availability of the supervised consumption service across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> <li>▪ Once available, review of supervised consumption service data for 2021/22 and 2022/23 may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Needle exchange service</b>	<ul style="list-style-type: none"> <li>▪ Thirteen pharmacies are currently commissioned to provide a needle exchange service in Southwark, with no restriction on access to this service.</li> <li>▪ 10,291 needle exchange contacts were provided by Southwark pharmacies in 2020/21, 15,387 in 2019/20 and 14,238 in 2018/19. (Note that these figures represent activity, not individual people; one service user is likely to make several needle exchange contacts.)</li> <li>▪ Over the same time period, local needle exchange was also available from CGL, an addiction support organisation commissioned by Southwark Council to provide services to residents.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ There is an overlap in geographical coverage of the needle exchange service in several areas of the borough.</li> <li>▪ Analysis suggests that there is adequate and widespread availability of the needle exchange service across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provision broadly mirrors that of the supervised consumption service, with a good service network across the borough.</li> </ul>



Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>NHS Health Checks</b>	<ul style="list-style-type: none"> <li>▪ In Southwark, a set number of NHS Health Checks were commissioned between 2018/19 and 2020/21, with providers receiving a fixed fee for each check conducted.</li> <li>▪ The programme was delivered by six community pharmacies, alongside all local General Practices.</li> <li>▪ No NHS Health Checks were delivered by Southwark community pharmacies in 2020/21; 153 were delivered in 2019/20, and 158 in 2018/19.</li> <li>▪ A digital NHS Health Checks pilot project has been conducted more recently. The team are exploring whether local pharmacies could be involved in remote biometric data testing and collection, as part of the digital NHS Health Checks programme.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service data suggests that, in 2020/21, the COVID-19 pandemic greatly affected local health service demand and delivery.</li> <li>▪ Since May 2021, NHS Health Checks service provision has been withdrawn from Southwark pharmacies.</li> <li>▪ In future, local pharmacies will not deliver physical NHS Health Checks. However, they may be involved in the new digital NHS Health Checks programme, as remote biometric data testing and collection sites.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review of 2021/22 and 2022/23 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Minor Ailments Service (MAS)</b>	<ul style="list-style-type: none"> <li>▪ Pharmacies in Southwark are commissioned by NHS SEL CCG (Southwark borough) (latterly SEL ICB (Southwark Borough)) to provide a MAS (Pharmacy First), which supports local patients to manage minor health issues and helps reduce local GP practice workload. This also supplies medication for free where appropriate, in line with exemptions from prescription charges.</li> <li>▪ In 2020/21, 39 (67%) local pharmacies delivered a MAS.</li> <li>▪ Southwark pharmacies delivered 8,833 MAS contacts in 2020/2021, 19,462 in 2019/20, and 408 in 2018/19.</li> <li>▪ It should be noted that, during 2020/21, the COVID-19 pandemic is likely to have suppressed both local health service provision and local health service demand.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ In 2018, all Southwark pharmacies (62) offered a MAS. That number has now reduced to 40 (69% of all current Southwark pharmacies).</li> <li>▪ Even so, participating pharmacists reported that over four-fifths of patients using their MAS would have gone to a GP had the service not been available.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review of 2021/22 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

Services	Current service level	Gaps to be addressed <sup>2</sup>	Potential improvements (2022–25)
<b>Vitamin D supplementation</b>	<ul style="list-style-type: none"> <li>▪ Vitamin D supplementation is a pharmaceutical service commissioned by SEL CCG (Southwark borough) (latterly SEL ICB (Southwark Borough)).</li> <li>▪ The service includes registering mothers/carers and children on a client database so that they can receive the vitamin D card for subsequent supplies.</li> <li>▪ Approximately one-third (20) of Southwark community pharmacies are currently commissioned by NHS SEL CCG (latterly SEL ICB) to deliver vitamin D supplementation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No gap identified.</li> <li>▪ It should be noted that, in 2020/21, the effects of the COVID-19 pandemic are likely to have impacted upon both vitamin D service provision and demand.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existing infrastructure and service provision are likely to meet current population needs.</li> <li>▪ Review of 2021/22 service data may provide further insights into the impacts of the COVID-19 pandemic.</li> </ul>

<sup>1</sup>All pharmaceutical services included in this table are identified by the Health and Wellbeing Board as necessary services.

<sup>2</sup>These gaps refer to specific aspects of pharmaceutical services identified as currently not provided in Southwark, but which could, if provided (whether within Southwark or beyond), secure improvements or better access to pharmaceutical services in the Southwark area, either now or in the future. However, all pharmaceutical services covered within the relevant regulations are currently provided in Southwark.

<sup>3</sup>NHSE/I advises the commencement in early 2022 of newly commissioned Advanced Services covering smoking cessation, hypertension and hepatitis C services. These services will be assessed in a subsequent Pharmaceutical Needs Assessment publication when service data becomes available.

## 5 FUTURE PLANNING

Community pharmacies are one of the most frequented health care settings in England, with 1.2 million health-related visits every day.

Pharmacy teams working in all sectors have an important role to play in preventative health, and in embedding public health practice in their everyday role. Their importance was re-emphasised in the NHS Long Term Plan, which refers to the “essential role” of pharmacists in delivering the various initiatives it proposes for the next 10 years.

In 2019, the NHS Long Term Plan<sup>34</sup> set out ambitions for General Practice and primary care, building on ambitions in the GP Forward View. This latter document provided support for practices to build the capacity and capabilities required to meet patients’ needs, including support to adopt new ways of working and to develop different ways of managing clinical demand. According to an assessment report from the Royal College of General Practitioners, good progress has been made in the roll-out of practice-based pharmacists, and “real benefits” are being seen where the scheme is working.<sup>35</sup>

However, there are challenges, with continuing increases in demand and a shortfall in the workforce, which may present challenges to pharmacies, which are small businesses.<sup>36</sup> Recently, drug shortages have exacerbated community pharmacy service delivery challenges. Local community pharmacies are advocating for NHSE infrastructure investment and organisational development.<sup>37</sup>

There are at present no known plans to provide social care or occupational health aids or equipment through local Southwark community pharmacies.

The recent ‘Pharmacy in Place’ consultation report highlights the importance of the following factors for maximising community pharmacies’ contribution to local health: good relationships with local GPs; better communication, information technology and digital services; shared facilities and estates; and pharmacist workforce development.<sup>38</sup>

### ***Projected population change***

The population in Southwark is predicted to grow by 3%, from around 318,600 in 2022 to 328,500 in 2025. Population increase is predicted to vary across the borough, with the largest growth projected to occur in the north, particularly in the St George’s and Borough & Bankside wards. Current areas of large-scale urban regeneration include Elephant & Castle, Old Kent Road and the Aylesbury Estate. There is currently adequate pharmacy provision for Elephant & Castle and the Aylesbury Estate within the existing pharmacy network;

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<sup>34</sup> NHS Five Year Forward Plan. <https://www.longtermplan.nhs.uk/>

<sup>35</sup> RCGP: There is a clear demand for pharmacists, says RCGP in GP forward view assessment (2021). <https://pharmaceutical-journal.com/article/news/there-is-a-clear-demand-for-pharmacists-says-rcgp-in-gp-forward-view-assessment>

<sup>36</sup> Company Chemists’ Association: National Pharmacist shortfall of over 3000 poses significant risk to local pharmacies (2022) <https://thecca.org.uk/national-pharmacist-shortfall-of-over-3000-poses-significant-risk-to-local-pharmacies/>

<sup>37</sup> Lambeth Southwark Lewisham Local Pharmaceutical Committee, 2022.

<sup>38</sup> Breaking Barriers Innovations, 2021. Pharmacy in Place: The Future for Community Pharmacy in Integrated Care Systems. <https://bbi.uk.com/wp-content/uploads/Pharmacy-in-Place-The-Role-of-Community-Pharmacy.pdf>

however, development plans mean that additional capacity will be required in future to improve pharmacy provision along the Old Kent Road, particularly its southern sections.

Southwark Council's regeneration work aims to ensure that the places where people live, now and in the future, create new life opportunities, promote wellbeing and reduce inequalities for both existing and new residents. Social regeneration is about harnessing change to reduce inequalities in a borough where people are health and resilient, feel connected and there are opportunities for all.

### ***Southwark Five Year Forward View and moving to a Population Health Management Approach***

In recent years, NHS SEL CCG (latterly SEL ICB), together with Southwark Council, has placed an emphasis on changing the way it commissions services locally in order to improve integration of health and social care; bringing together General Practice, community pharmacy, community services and other providers. The local intention is to develop a stronger emphasis on prevention and early intervention.<sup>39</sup>

From Jul 2022, CCGs will be replaced by Integrated Care Boards (ICBs), which take on delegated responsibility for pharmaceutical services; from April 2023, NHSE&I expects all Integrated Care Boards to have done so.<sup>40</sup> Health and Wellbeing Boards should therefore be aware that some services that are commissioned from pharmacies by CCGs (and are therefore NHS services) will move to the Integrated Care Boards and will fall then under the definition of Advanced Services. There are at present no known plans to commission extra special services as part of local Southwark ICB development.

The Integrated Care Boards/Systems (ICB/ICS) are moving towards a Population Health Management approach – and pharmacies will be key to help deliver this. Population Health Management uses a data-driven approach to understand what factors are driving poor outcomes in different population groups. This means better tailoring of care and support for individuals, design of more joined-up and sustainable health and care services and better use of public resources. The Lambeth Southwark Lewisham Local Pharmaceutical Committee is working with South East London ICB on a Community Pharmacy Health & Wellness Service focusing on the Vital 5, in order to promote health messaging to the local population.<sup>41</sup>

Community pharmacies play a vital role in primary care and are uniquely positioned to support the health of the population by utilising the principles of 'Making Every Contact Count' (MECC) to contribute to population health. As part of the Covid Vaccination Champions Scheme, South East London (SEL) pharmacy staff opportunistically identified people attending the pharmacy for other reasons who were vaccine-hesitant, and they had discussions with these patients to increase vaccine confidence. With patient consent, staff subsequently booked a vaccine appointment or vaccinated the individuals. The scheme also identified a benefit from pharmacy staff in participating in outreach programmes to educate

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<sup>39</sup>

<http://moderngov.southwark.gov.uk/documents/s60476/Appendix%201%20Southwark%20Forward%20View.pdf>

<sup>40</sup> Health and Care Bill: Integrated Care Boards and local health and care systems. Policy paper, Updated 10 March 2022. <https://www.gov.uk/government/publications/health-and-care-bill-factsheets/health-and-care-bill-integrated-care-boards-and-local-health-and-care-systems>

<sup>41</sup> Lambeth Southwark Lewisham Local Pharmaceutical Committee, 2022.

people about the services available through community pharmacy, and offering vaccination conversations or blood pressure checks. Following the success of the scheme, SEL are working on the next phase of this programme, 'Health and Wellbeing Champion Scheme', incorporating the Kings Health Partners developed 'Vital 5', which aims to adopt key health measurements to help patients stay healthier for longer and manage any risk factors earlier. The five key areas focus on blood pressure, smoking, alcohol, body mass index (BMI) and mental wellbeing. The new scheme would support the delivery of the Vital 5 for patients in addition to encouraging Covid-19 vaccination uptake. Community pharmacies remain pivotal in the provision of the covid vaccination programme and provided a third of covid vaccination in SEL. There are approximately 324 community pharmacies in SEL with 89% of the population living within 20 minutes of a community pharmacy. Therefore, the scheme aims to also increase the awareness of services offered by community pharmacies, such as the NHS hypertension case-finding service, to maximise access to healthcare in the system as detailed in the NHS long term plan.

Population Health Management focuses on the wider determinants of health and the crucial role of communities and local people. It is a partnership approach that emphasises changing 'how' organisations work together rather than 'what' they do. This will also be driven by the aim of reducing health inequalities, and supporting everyone to access opportunities to improve their health and wellbeing, especially those who face particular disadvantages, are vulnerable or at risk of certain health conditions.

Regarding known changes to future local NHS services arising out of local Joint Strategic Needs Assessments and Health and Wellbeing Strategies: (i) in the area of local sexual health services, new changes (e.g. provision of pre-exposure HIV prophylaxis (PreP) and approval of new developments jointly involving the Local Authority and NHS services will support local unmet need; and (ii) regarding NHS Health Checks, development of a digital NHS Health Checks option is underway, aiming to move low-risk service users onto digital service provision.

## 6 APPENDICES

### Appendix 1. Southwark 2022 Pharmaceutical Needs Assessment pharmacy survey questions

Survey Section	Questions
Premises and contact details	<b>Premises Details:</b> <ul style="list-style-type: none"> <li>▪ Contractor Code (ODS code)</li> <li>▪ Name of contractor</li> <li>▪ Trading name</li> <li>▪ Address of contractor pharmacy</li> </ul>
	<b>Is this pharmacy entitled to Pharmacy Access Scheme payments?</b>
	<b>Is this pharmacy a 100-hour pharmacy?</b>
	<b>Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract?</b>
	<b>Is this pharmacy a Distance Selling Pharmacy?</b>
	<b>Contact Details:</b> <ul style="list-style-type: none"> <li>▪ Pharmacy premises shared NHSmail account</li> <li>▪ Pharmacy telephone</li> <li>▪ Pharmacy fax</li> <li>▪ Pharmacy website address</li> </ul>
	<b>May the LPC update its premises and contact details for you using the above information?</b>
Opening hours and related matters	<b>Core hours of opening.</b> Monday-Sunday <ul style="list-style-type: none"> <li>▪ Open from</li> <li>▪ Open to</li> <li>▪ Lunchtime from</li> <li>▪ Lunchtime to</li> </ul>
	<b>Minimum hours per week:</b> <ul style="list-style-type: none"> <li>▪ 40 hrs</li> <li>▪ 100 hrs</li> </ul>
	<b>Total hours of opening, including supplementary hours.</b> Monday-Sunday <ul style="list-style-type: none"> <li>▪ Open from</li> <li>▪ Open to</li> <li>▪ Lunchtime from</li> <li>▪ Lunchtime to</li> </ul>

<b>Consultation facilities</b>	<p><b>Is there a consultation room on premises?</b></p> <ul style="list-style-type: none"> <li>• None, and have submitted a request to NHSE&amp;I that the premises are too small for a consultation room.</li> <li>▪ None, and NHSE&amp;I has approved my request that the premises are too small for a consultation room.</li> <li>▪ None (Distance Selling Pharmacy)</li> <li>▪ Available (including wheelchair access)</li> <li>▪ Available (without wheelchair access)</li> <li>▪ Planned before 1<sup>st</sup> April 2023</li> <li>▪ Other (<b>specify</b>)</li> </ul>
	<p><b>Where there is a consultation room, is it a closed room?</b></p>
	<p><b>During consultations, are there hand-washing facilities?</b></p> <ul style="list-style-type: none"> <li>▪ In the consultation area</li> <li>▪ Close to the consultation area</li> <li>▪ None</li> </ul>
	<p><b>Do patients attending for consultations have access to toilet facilities?</b></p>
	<p><b>Does the pharmacy have access to an off-site consultation area?</b></p>
	<p><b>Is the pharmacy willing to undertake consultations in patient's home / other suitable site?</b></p>
	<p><b>Languages spoken (in addition to English).</b></p>
<b>Services</b>	<p><b>Does the pharmacy dispense appliances?</b></p> <ul style="list-style-type: none"> <li>▪ Yes, all types</li> <li>▪ Yes, excluding stoma appliances</li> <li>▪ Yes, excluding incontinence appliances</li> <li>▪ Yes, excluding stoma and incontinence appliances</li> <li>▪ Yes, just dressings</li> <li>▪ Other (<b>specify</b>)</li> <li>▪ None</li> </ul>
	<p><b>Does your pharmacy provide the following services?</b></p> <ul style="list-style-type: none"> <li>▪ New Medicine Services (NMS)</li> <li>▪ Appliance Use Reviews (AUR)</li> <li>▪ Stoma Appliances Customisation (SAC)</li> <li>▪ Flu Vaccination Service</li> <li>▪ Community Pharmacist Consultation Service (CPCS)</li> <li>▪ Hypertension Case-Finding Service</li> <li>▪ Pandemic Delivery Service</li> <li>▪ C-19 LFD Distribution Service</li> <li>▪ Stop Smoking Advanced Service</li> </ul>
	<p><b>Which of the following other services does your pharmacy provide, or would be willing to provide?</b></p> <ul style="list-style-type: none"> <li>▪ Anticoagulant Monitoring Service</li> <li>▪ Anti-viral Distribution Service</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Care Home Service</li> <li>▪ Chlamydia Testing Service</li> <li>▪ Chlamydia Treatment Service</li> <li>▪ Contraceptive Service</li> <li>▪ Emergency Contraception Service</li> <li>▪ Free condom distribution</li> <li>▪ Emergency Supply Service</li> <li>▪ Gluten Free Food Supply Service (i.e. not via FP10)</li> <li>▪ Home Delivery Service (not appliances)</li> <li>▪ Independent Prescribing service <b>(name therapeutic areas)</b></li> <li>▪ Language Access Service</li> <li>▪ Minor Ailments Scheme</li> <li>▪ Medicines Optimisation Service <b>(name therapeutic areas)</b></li> <li>▪ Needle and Syringe Exchange Service</li> <li>▪ Obesity management</li> <li>▪ Not Dispensed Scheme</li> <li>▪ On Demand Availability of Specialist Drugs Service</li> <li>▪ Out of Hours Services</li> <li>▪ Patient Group Direction Service <b>(name the medicines)</b></li> <li>▪ Phlebotomy Service</li> <li>▪ Prescriber Support Service</li> <li>▪ Schools Service</li> <li>▪ Sharps Disposal Service</li> <li>▪ Stop Smoking Service</li> <li>▪ Supervised Administration Service</li> <li>▪ Supplementary Prescribing Service <b>(name therapeutic areas)</b></li> <li>▪ Vascular Risk Assessment Service (NHS Health Check)</li> </ul>
	<p><b>Does the pharmacy currently provide the following Disease Specific Medicines Management Services?</b></p> <ul style="list-style-type: none"> <li>▪ Allergies</li> <li>▪ Alzheimer's/ dementia</li> <li>▪ Asthma</li> <li>▪ CHD</li> <li>▪ COPD</li> <li>▪ Depression</li> <li>▪ Diabetes type I</li> <li>▪ Diabetes type II</li> <li>▪ Epilepsy</li> <li>▪ Heart failure</li> <li>▪ Hypertension</li> <li>▪ Parkinson's disease</li> <li>▪ Other <b>(specify)</b></li> </ul>
	<p><b>Does the pharmacy currently provide the following Screening Services?</b></p> <ul style="list-style-type: none"> <li>▪ Alcohol</li> <li>▪ Cholesterol</li> <li>▪ Diabetes</li> <li>▪ Gonorrhoea</li> <li>▪ H. pylori</li> <li>▪ HbA1C</li> <li>▪ HIV</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Other (<b>specify</b>)</li> </ul>
	<p><b>Does the pharmacy currently provide the following Vaccination Services?</b></p> <ul style="list-style-type: none"> <li>▪ Seasonal Influenza Vaccination Service</li> <li>▪ Childhood vaccinations</li> <li>▪ COVID-19 vaccination</li> </ul> <p><b>[If not providing COVID-19 vaccination] What would enable you to do so?</b></p> <ul style="list-style-type: none"> <li>▪ Hepatitis (at-risk workers or patients) vaccination</li> <li>▪ HPV vaccination</li> <li>▪ Meningococcal vaccination</li> <li>▪ Pneumococcal vaccination</li> <li>▪ Travel vaccinations</li> <li>▪ Other (<b>specify</b>)</li> </ul>
<b>Non-commissioned services</b>	<p><b>Does the pharmacy provide any of the following?</b></p> <ul style="list-style-type: none"> <li>▪ Collection of prescriptions from GP practises.</li> <li>▪ Delivery of dispensed medicines – Selected patient groups (<b>list criteria</b>)</li> <li>▪ Delivery of dispensed medicines – Selected areas (<b>list areas</b>)</li> <li>▪ Delivery of dispensed medicines – Free of charge on request</li> <li>▪ Delivery of dispensed medicines – with charge Monitored Dosage Systems – Free of charge on request</li> <li>▪ Monitored Dosage Systems – with charge</li> </ul>
	<p><b>Is there a particular need for a locally commissioned service in your area?</b></p> <p><b>[If ‘Yes] What is the service requirement and why is it needed?</b></p>
	<p><b>May the LPC update its opening hours and related matters and services details for you using the above information?</b></p>
<b>Organisational risks and support</b>	<p><b>What organisational and/or personal risks or issues will affect your pharmacy’s ability to offer continued services in future?</b></p>
	<p><b>What organisational support(s) would your pharmacy benefit from?</b></p>
<b>Details of the person completing this questionnaire</b>	<p><b>Contact name of person completing questionnaire on behalf of the contractor</b></p>
	<p><b>Contact telephone number</b></p>

**Appendix 2. Southwark 2022 Pharmaceutical Needs Assessment public and patients survey questions**

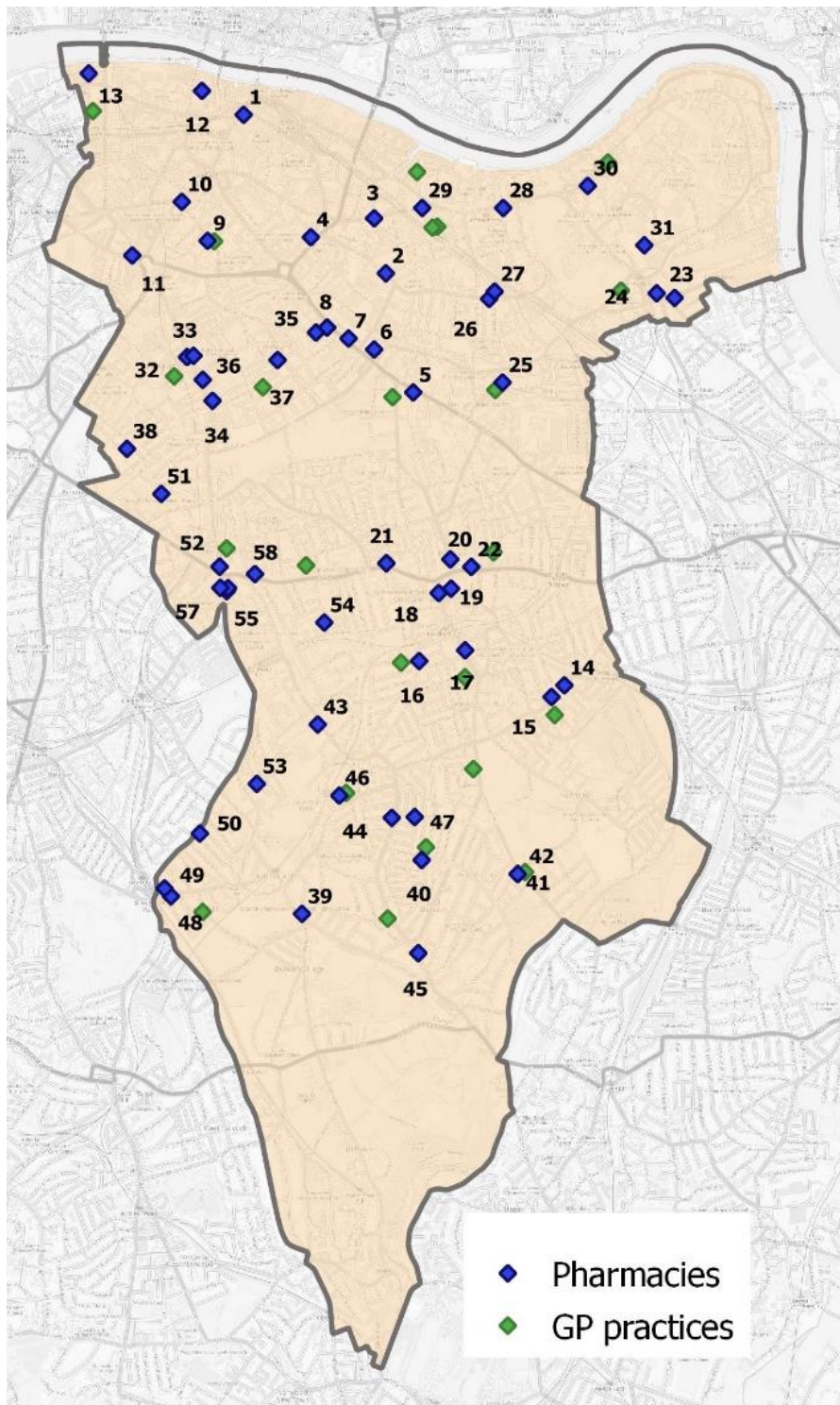
Survey section	Questions
General Questions	Do you live or work in Southwark?
	Do you normally use a pharmacy in Southwark?
	<p><b>[If living or working in Southwark but not using a Southwark pharmacy] Why don't you use a pharmacy in Southwark?</b></p> <ul style="list-style-type: none"> <li>▪ Not close to where I work or live</li> <li>▪ No on-site parking</li> <li>▪ No disabled/pushchair access</li> <li>▪ Not near my local GP surgery</li> <li>▪ Does not collect my prescriptions from my GP surgery</li> <li>▪ Specific service(s) I want are not offered</li> <li>▪ Opening hours do not suit me</li> <li>▪ Waiting time for prescriptions is too long</li> <li>▪ Staff are not friendly</li> <li>▪ Staff are not knowledgeable</li> <li>▪ Other</li> </ul> <p><b>[If 'Other']</b> Please explain in the box below.</p>
	<p><b>[If using a Southwark pharmacy] Why do you use your usual Southwark pharmacy in Southwark?</b></p> <ul style="list-style-type: none"> <li>▪ It's near to where I work or live</li> <li>▪ It has on-site parking</li> <li>▪ It has disabled/pushchair access</li> <li>▪ It's near my local GP surgery</li> <li>▪ It collects my prescriptions from my GP surgery</li> <li>▪ It offers a specific service I want</li> <li>▪ Opening hours suit me</li> <li>▪ I don't have to wait too long for my prescriptions</li> <li>▪ Staff are friendly</li> <li>▪ Staff are knowledgeable</li> <li>▪ I use the home delivery service for my medication</li> <li>▪ Other</li> </ul> <p><b>[If 'Other']</b> Please explain in the box below.</p>
	<p><b>Has the COVID-19 pandemic affected how you use your local pharmacy?</b></p> <p><b>[If 'Yes']</b> Please explain in the box below.</p>
	<p><b>How often do you use your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ Daily</li> <li>▪ Weekly</li> <li>▪ Monthly</li> <li>▪ Less than 4 times a year</li> </ul>

	<ul style="list-style-type: none"> <li>▪ About once a year</li> <li>▪ Never</li> </ul> <p><b>How long does it take you to get to your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ 10 minutes or less</li> <li>▪ 11 to 20 minutes</li> <li>▪ More than 20 minutes</li> </ul> <p><b>Which services do you use at your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ Prescriptions</li> <li>▪ Repeat prescriptions</li> <li>▪ Consultations/Advice</li> <li>▪ Specific support for a health condition</li> <li>▪ Support with a medical appliance</li> <li>▪ Vaccinations</li> <li>▪ Buying medicines</li> <li>▪ Buying other goods</li> <li>▪ Other service</li> <li>▪ None</li> </ul> <p><b>[If 'Other service' or 'None']</b> Please explain in this box below.</p> <p><b>What additional services would you like your local pharmacy to offer?</b></p> <ul style="list-style-type: none"> <li>▪ Tailored support for older people</li> <li>▪ Mental health support</li> <li>▪ Home delivery</li> <li>▪ Wider prescription medicine stock</li> <li>▪ More private consultation areas</li> <li>▪ More sexual health support</li> <li>▪ Other service</li> <li>▪ None</li> </ul> <p><b>[If 'Other service' or 'None']</b> Please explain in this box below.</p> <p><b>How strongly do you agree with the following statements?</b></p> <ul style="list-style-type: none"> <li>▪ I can easily find an open pharmacy when needed</li> <li>▪ I can easily find a pharmacy in a convenient location</li> <li>▪ I can easily find a pharmacy open in the evening (after 6pm)</li> <li>▪ I can easily find a pharmacy open at the weekends and bank holidays</li> </ul> <p><b>Is there enough privacy at your usual pharmacy to discuss sensitive issues?</b></p> <p><b>[If 'No' or 'Don't know, or unsure']</b> Please explain in this box below.</p>
<p><b>Pharmacy Disability Support</b></p>	<p><b>Are you disabled?</b></p> <p><b>[If disabled] Does your long-term physical or mental health condition(s) affect you in any of the following areas?</b></p> <ul style="list-style-type: none"> <li>▪ Vision</li> <li>▪ Hearing</li> <li>▪ Mobility</li> <li>▪ Dexterity</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Learning or understanding or concentrating</li> <li>▪ Memory</li> <li>▪ Mental health</li> <li>▪ Stamina or fatigue or breathing difficulties</li> <li>▪ Social or behavioural function</li> <li>▪ Other</li> </ul>
	<p><b>[If disabled] Does your pharmacy have facilities to address your disability needs?</b></p> <p><b>[If 'No']</b> Please explain in the box below.</p>
<b>About You</b>	<b>What is your sex?</b>
	<b>What age group are you in?</b>
	<p><b>[If over 16 years old] Is the gender you identify with the same as your sex registered at birth?</b></p> <p><b>[If 'No']</b> Please specify your gender identity in the box below.</p>
	<p><b>Which of the following best describes your sexual orientation?</b></p> <ul style="list-style-type: none"> <li>▪ Heterosexual or straight</li> <li>▪ Lesbian or gay</li> <li>▪ Bisexual</li> <li>▪ Other</li> <li>▪ Don't know, or prefer not to say</li> </ul>
	<b>What is your main language?</b>
	<b>[If main language is not 'English'] How well can you speak English?</b>
	<b>What is your ethnicity?</b>
	<p><b>Which of these best describes your ethnic group and background?</b></p> <ul style="list-style-type: none"> <li>▪ <b>[If ethnicity is 'White']</b> British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma, Any other White background.</li> <li>▪ <b>[If ethnicity is 'Mixed or Multiple ethnic groups']</b> White and Black Caribbean, White and Black African, White and Asian, Any other Mixed or Multiple background.</li> <li>▪ <b>[If ethnicity is 'Asian or Asian British']</b> Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background.</li> <li>▪ <b>[If ethnicity is 'Black, Black British, Caribbean or African']</b> Black British, Black Caribbean, Black African, Black Nigerian, Black Ghanaian, Black Sierra Leonean, Black Somali, Any other Black African background, Any other Black background.</li> <li>▪ <b>[If ethnicity is 'Any other ethnic group']</b> Arab, Latin American, Any other Ethnic Group.</li> </ul>
	<b>What is your religion?</b>
	<b>How would you describe your employment status?</b>

	<b>Are you currently pregnant and/or on maternity leave?</b>
	<b>Please state the first part of your postcode.</b>

### Appendix 3: Map of Southwark pharmacies and GP practices



Numbers indicate NHS provider pharmacies; refer to key below for pharmacy names.  
 Data sources: North Southwark Primary Care Network, 2022; Southwark Southwark Primary Care Network, 2022; NHSE&I, 2022 (trading Southwark pharmacies on 5/1/22). © Crown copyright & database rights, 2022. Ordnance Survey (0)100019252.

### Appendix 3: Map key

Map no.	Pharmacy*	Extra information	Address	Postcode
1	City Pharmacy	Contractor: R Patel (NHSE/I contractor name: P Patel; NHSE/I trading name: City Pharmacy)	39–41 Borough High Street	SE1 1LZ
2	Cambelle Chemist	(NHSE/I contractor name: Cambelle Ltd; NHSE/I trading name: Cambelle Chemist)	135 Grange Road	SE1 3GF
3	Amadi's Chemist	(NHSE/I contractor name: K Amadi; NHSE/I trading name: Amadi's Chemist)	107 Abbey Street	SE1 3NP
4	Harfleur Chemist	Contractor: V U Chem Ltd (NHSE/I contractor name: V.U. Chem Ltd; NHSE/I trading name: Harfleur Chemist)	107 Tower Bridge Road	SE1 4TW
5	Asda Old Kent Road	Instore pharmacy (NHSE/I contractor name: Asda Stores Limited; NHSE/I trading name: Asda Pharmacy)	Old Kent Road	SE1 5AG
6	Tesco Instore Pharmacy (Old Kent Road)	(NHSE/I contractor name: Tesco Stores Ltd; NHSE/I trading name: Tesco Instore Pharmacy)	Old Kent Road	SE1 5HG
7	Lings Chemist	Contractor: Barntwist Ltd (NHSE/I contractor name: Barntwist Ltd; NHSE/I trading name: Lings Chemist)	269 Old Kent Road	SE1 5LU
8	AR Chemist	Contractor: AAM Pharm Ltd (NHSE/I contractor name: AAM Pharm Ltd; NHSE/I trading name: AR Chemists)	176–178 Old Kent Road	SE1 5TY
9	Lloyds Pharmacy Bermondsey	(NHSE/I contractor name: Lloyds Pharmacy Ltd; NHSE/I trading name: Lloyds Pharmacy)	18 Harper Road	SE1 6AD
10	Qrystal Pharmacy	Contractor: Newington Causeway Ltd (NHSE/I contractor name: Newington Causeway Ltd; NHSE/I trading name: Qrystal Pharmacy)	7 Newington Causeway	SE1 6ED
11	St Georges Healthcare Ltd (St Georges Pharmacy)	Trading as: Classic Pharmacy (NHSE/I contractor name: St Georges Healthcare Ltd; NHSE/I trading name: Classic Pharmacy)	46 St Georges Road	SE1 6JP
12	Boots (Hays Galleria)	Contractor: Boots UK Ltd (NHSE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	Units 8–11 Hays Galleria	SE1 9HD
13	Kalmak Chemists Ltd	(NHSE/I contractor name: Kalmak Chemists Ltd; NHSE/I trading name: Kalmak Chemists Ltd)	9 Upper Ground,	SE1 9LP
14	Kristal Pharmacy	Contractor: Dispharma UK Ltd (NHSE/I contractor name: Dispharma UK Ltd; NHSE/I	127–129 Evelina Road	SE15 3HB



Map no.	Pharmacy*	Extra information	Address	Postcode
		trading name: Kristal Pharmacy)		
15	Sheel Pharmacy Ltd (8 Nunhead Green)	(NHSE/I contractor name: Sheel Pharmacy Ltd; NHSE/I trading name: Sheel Pharmacy)	8 Nunhead Green	SE15 3QF
16	Day Lewis (ABC) Peckham Rye	(NHSE/I contractor name: Day Lewis PLC; NHSE/I trading name: ABC Pharmacy)	127 Bellenden Road	SE15 4QY
17	Ropharm Chemists	Contractor: VRP Ltd; Sole trader: A O A Iremiran (NHSE/I contractor name: VRP Ltd; NHSE/I trading name: Sole trader (Aigboje O.A. Iremiran))	169 Rye Lane	SE15 4TL
18	Boots (Peckham)	Contractor: Boots UK Ltd (NHSE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	20 Rye Lane	SE15 5BS
19	Morrisons Pharmacy	Contractor: Morrisons Supermarkets PLC; in Aylesham Centre (NHSE/I contractor name: Morrisons Supermarkets Plc; NHSE/I trading name: Morrisons Pharmacy)	Aylesham Centre, Rye Lane, Peckham	SE15 5EW
20	Lloyds Pharmacy Peckham	(NHSE contractor name: Lloyds Pharmacy Ltd; NHSE/I trading name: Lloyds Pharmacy)	147–149 Peckham Hill Street	SE15 5JZ
21	Day Lewis PLC (Peckham)	(NHSE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	103 Peckham Road	SE15 5LJ
22	Day Lewis (ABC) Pharmacy 151 Peckham High Street	(NHSE/I contractor name: ABC Drugstores Ltd; NHSE/I trading name: ABC Pharmacy)	151 Peckham High Street	SE15 5SL
23	Tesco Instore Pharmacy (Surrey Quays Shopping Ctr)	(NSHE/I contracting name: Tesco Stres Ltd; NHSE/I trading name: Tesco Instore Pharmacy)	Surrey Quays Shopping Centre	SE16 2LL
24	Surdock Pharmacy	Contractor: Carefield Ltd (NHSE/I contractor name: Carefield Ltd; NHSE/I trading name: Surdock Pharmacy)	162 Lower Road	SE16 2UN
25	Bonamy Pharmacy	Contractor: Mildcare Ltd (NSHE/I contractor name: Mildcare Ltd; NHSE/I trading name: Bonamy Pharmacy)	355 Rotherhithe New Road	SE16 3HF
26	VNK Pharma Ltd (Medica Pharmacy FK033)	(NSHE/I contractor name: VNKPharma Ltd; NHSE/I trading name: Medica Pharmacy)	202 Southwark Park Road	SE16 3RW
27	Pyramid Pharmacy	Also known as: FYN Pharma Ltd (NHSE/I contractor name: Pyramid Pharma Pharmaceutical; NHSE/I trading name: Pyramid Pharmacy)	193–221 Southwark Park Rd	SE16 3TS

Map no.	Pharmacy*	Extra information	Address	Postcode
28	Jamaica Road Pharmacy	Contractor: Flexihealth Ltd (NHSE/I contractor name: Flexihealth Ltd; NHSE/I trading name: Jamaica Road Pharmacy)	182 Jamaica Road	SE16 4RT
29	Hobbs Pharmacy (Bermondsey)	Contractor: Butt & Hobbs Ltd (NHSE/I contractor name: Butt & Hobbs Ltd; NHSE/I trading name: Hobbs Pharmacy)	Eyot House	SE16 4TE
30	Carefield Ltd	Trading as: Champion & Co Chemist (NHSE/I contractor name: Carefield Ltd; NHSE/I trading name: Champion & Co Chemist)	38 Albion Street	SE16 7JQ
31	Boots (Surrey Quays SC)	Contractor: Boots UK Ltd (NSHE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	Unit 11–13	SE16 7LL
32	Walworth Pharmacy	Contractor: Targetgrange Ltd (NHSE/I contractor name: Targetgrange Ltd; NHSE/I trading name: Walworth Pharmacy)	204 Walworth Road	SE17 1JE
33	KSC 1T Ltd (Ridgway Pharmacy)	Contractor: Medimpo Ltd (NSHE/I contractor name: Medimpo Ltd; NHSE/I trading name: Ridgway Pharmacy)	251–253 Walworth Road	SE17 1RL
34	Superdrug Pharmacy (Walworth Road)	(NSHE/I contractor name: Superdrug Stores Plc; NSHE/I trading name: Superdrug Pharmacy)	371–375 Walworth Road	SE17 2AL
35	DP & SP Ltd (Lenny Chemist)	Trading as: Lenny Chemist (NHSE/I contractor name: DP & SP Ltd; NHSE/I trading name: Lenny Chemist)	303 East Street	SE17 2SX
36	Boots (Walworth)	Contractor: Boots UK Ltd (NSHE/I contractor name: Boots UK Ltd; NHSE/I trading name: Boots The Chemist)	293 Walworth Road	SE17 2TG
37	Taplow Pharmacy	Contractor: M & R Enterprises Ltd (NSHE/I contractor name: M & R Enterprises Ltd; NHSE/I trading name: Taplow Pharmacy)	Unit 5, Ground Floor	SE17 2UQ
38	Maddock Pharmacy	Contractor: Medimpo Ltd (NHSE/I contractor name: Medimpo Ltd; NHSE/I trading name: Maddock Pharmacy)	5 Maddock Way	SE17 3NH
39	Rumsey Chemists	Contractor: Dulwich Pharmacies Ltd (NHSE/I contractor name: Dulwich Pharmacies Ltd; NSHE/I trading name: Rumsey Chemists)	47 Dulwich Village	SE21 7BN
40	Vale Pharmacy	Contractor: Pharmville Ltd (NHSE/I contractor name: Pharmville Ltd; NHSE/I trading name: Vale Pharmacy)	East Dulwich Grove	SE22 8DR

Map no.	Pharmacy*	Extra information	Address	Postcode
41	Day Lewis PLC (Forest Hill)	(NHSE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	34 Forest Hill Road	SE22 0RR
42	Foster & Sons Chemist	Contractor: Monokove Ltd (NSHE/I contractor name: Monokove Ltd; NHSE/I trading name: Foster & Sons Chemist)	14 Forest Hill Road	SE22 0RR
43	Lloyds Pharmacy in Sainsburys (Dulwich)	Instore pharmacy (NSHE/I contractor name: Lloyds Pharmacy Ltd; NSHE/I trading name: Lloyds Pharmacy)	Sainsburys Store (80 Dog Kennel Hill, Dulwich)	SE22 8AA
44	Sogim Pharmacy	(NSHE/I contractor name: Sogim Ltd; NHSE/I trading name: Sogim Pharmacy)	102 Lordship Lane	SE22 8HF
45	Sadlers Pharmacy	Contractor: Y C Lau (NHSE/I contractor name: Y C Lau; NHSE/I trading name: Sadlers Pharmacy)	389 Lordship Lane	SE22 8JN
46	Day Lewis PLC (East Dulwich)	Within Tessa Jowell Health Centre (NSHE/I contractor name: Day Lewis Plc; NHSE/I trading name: Day Lewis Pharmacy)	New Health Centre, East Dulwich Grove	SE22 8PT
47	Lloyds Pharmacy East Dulwich	(NSHE/I contractor name: Lloyds Pharmacy Plc; NHSE/I trading name: Lloyds Pharmacy)	43–45 Northcross Road	SE22 9ET
48	Fourway Pharmacy	(NSHE/I contractor name: Fourway Pharmacy Ltd; NHSE/I trading name: Fourway Pharmacy)	12 Half Moon Lane	SE24 9HU
49	Brockwell Park Pharmacy	Contractor: Dulwich Pharmacies Ltd (NHSE/I contractor name: Dulwich Pharmacies Ltd; NHSE/I trading name: Brockwell Park Pharmacy)	7 Half Moon Lane	SE24 9JU
50	Dulwich Pharmacies Ltd (Herne Hill Pharmacy)	Contractor: Dulwich Pharmacies Ltd; trading as Herne Hill Pharmacy (NSHE/I contractor name: Dulwich Pharmacies Ltd; NHSE/I trading name: Herne Hill Pharmacy)	75 Herne Hill	SE24 9NE
51	Sheel Pharmacy (2 Sir John Kirk Close)	Trading as: Joshhealth Pharmacy (NHSE/I contractor name: Sheel Pharmacy Ltd; NHSE/I trading name: JoshHealth Pharmacy)	2 Sir John Kirk Close	SE5 0BB
52	Kembers & Lawrence	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Kembers & Lawrence Pharmacy)	10–11 Camberwell Green	SE5 7AF
53	Davis Chemist	Contractor: Simple Online Healthcare Ltd (NHSE/I contractor name: Simple Online Healthcare Ltd;	10 Crossthwaite Avenue	SE5 8ET

Map no.	Pharmacy*	Extra information	Address	Postcode
		NHSE/I trading name: David Chemist)		
54	V E Lettsom Chemists	Contractor: Shieldasset Ltd (NHSE/I contractor name: ShieldAsset Ltd; NHSE/I trading name: VE Lettsom Chemist)	84 Vestry Road	SE5 8PQ
55	Butterfly Pharmacy	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Butterfly Pharmacy)	17 Butterfly Walk	SE5 8RP
56	Superdrug Pharmacy (Camberwell)	(NSHE/I contractor name: Superdrug Stores Plc; NHSE/I trading name: Superdrug Pharmacy)	Unit 4 Butterfly Walk	SE5 8RW
57	Fourways Chemists	Contractor: Targetgrange Ltd (NHSE/I contractor name: TargetGrange Ltd; NHSE/I trading name: Fourways Chemist)	36 Denmark Hill	SE5 8RZ
58	Day Lewis (ABC) Camberwell	(NSHE/I contractor name: Day Lewis Plc; NHSE/I trading name: ABC Pharmacy)	13 Camberwell Church Street	SE5 8TR

\*Local Pharmaceutical Committee pharmacy names are used to avoid confusion, as several Southwark pharmacies have the same NHSE/I contractor name and several have the same NHSE/I trading name. Sources: NHSE&I, 2022 (private communication, trading Southwark pharmacies as of 5 Jan 2022); Lambeth Southwark & Lewisham Local Pharmaceutical Committee (PharmOutcomes data portal, 6 April 2022).

## Appendix 4: Glossary of terms and definitions

<p><b>PNA</b></p>	<p><b>Pharmaceutical Needs Assessment</b></p> <p>A structured approach to assessing the needs of an area for pharmaceutical services which are provided as part of the National Health Service (NHS).</p>
<p><b>HWB</b></p>	<p><b>Health and Wellbeing Board</b></p> <p>Health and Wellbeing Boards are statutory bodies introduced in England under the Health and Social Care Act 2012.</p> <p>The aim of the Health and Wellbeing Board is to improve population health outcomes. It also serves to promote integration between practitioners in local health care, social care, public health and related public services so that patients and other service-users experience more ‘joined up’ care, particularly in transitions between health care and social care. The boards are also responsible for leading locally on reducing health inequalities.</p>
<p><b>CCG</b></p>	<p><b>Clinical Commissioning Group</b></p> <p>Clinical Commissioning Groups commission most of the hospital and community NHS services in the local areas for which they are responsible. Southwark CCG now also co-commissions General Practice (GP) services with NHS England (NHSE). Commissioning involves assessing needs, deciding what services are needed, and ensuring that they are provided. CCGs are overseen by NHSE, which retains responsibility for commissioning dental services, as well as some specialized hospital services. All GP practices now belong to a CCG, but groups also include other health professionals such as nurses.</p>
<p><b>ICS / ICB</b></p>	<p><b>Integrated care systems (ICSs) and Integrated Care Boards (ICBs)</b></p> <p>These are new partnerships between the organisations that meet health and care needs across an area, which aim to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups, operating via Integrated Care Boards (ICBs).</p>
<p><b>JSNA</b></p>	<p><b>Joint Strategic Needs Assessment (JSNA)</b></p> <p>A JSNA provides local policy-makers and commissioners with a profile of the health and wellbeing needs of the local population. The aim of the JSNA is to improve commissioning and policy development, in order to improve population health outcomes and to reduce health inequalities, by identifying current and future health trends within a local population.</p>

LPC	<p><b>Local Pharmaceutical Committee (LPC)</b></p> <p>This organisation represents pharmacy contractors within Southwark borough. The NHS and local government consult the LPC on all matters relating to the NHS and public health work undertaken by community pharmacies in Southwark. The LPC is also responsible for advancing the enhanced role of community pharmacies in the provision of healthcare for the community.</p>
AUR	<p><b>Appliance Use Review</b></p> <p>An AUR can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs aim to improve the patient's knowledge and use of any prescribed appliance.</p>
SAC	<p><b>Stoma Appliance Customisation</b></p> <p>The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.</p>
NMS	<p><b>New Medicine Service</b></p> <p>This service supports patients with long-term conditions who are newly prescribed certain medicines, to help improve adherence.</p>
Healthy Living Pharmacy	<p><b>Healthy Living Pharmacy</b></p> <p>This is a population health outcomes model for pharmacies that aims to enable community pharmacies to help improve whole population health outcomes and to reduce health inequalities, by delivering consistent and high quality health and wellbeing services, by promoting health in the local population, and by providing proactive health improvement advice and interventions.</p>
EQIA	<p><b>Equality Impact Assessment</b></p> <p>An EQIA is a process designed to ensure that a policy, project or scheme does not discriminate against any disadvantaged or vulnerable people, such as: women; black, Asian and ethnic-minority people; children and young people; older people; disabled people; lesbian, gay, bisexual, trans, queer and intersex people; or people from different faith groups.</p>

NHS England	<p>NHS England is an executive non-departmental public body of the Department of Health. It oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England, as set out in the Health and Social Care Act 2012. It holds the contracts for GPs and NHS dentists. The Secretary of State publishes an annual document, known as the mandate, which specifies the objectives which the Board should seek to achieve. National Health Service (Mandate Requirements) Regulations are published each year to give legal force to the mandate.</p>
<p>NHS Pharmaceutical Regulations 2013</p>	<p><b>NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013</b></p> <p>These regulations came into effect on 1 Apr 2013. They contain provisions for pharmaceutical lists, pharmaceutical needs assessments, market entry and performance-related sanctions, as well as the terms of service for pharmacy contractors, dispensing appliance contractors and dispensing doctors. They also include provisions for local pharmaceutical services.</p>
<p>Local Pharmaceutical Services contracts</p>	<p><b>Local Pharmaceutical Services (LPS)</b></p> <p>LPS contracts allow NHSE to commission pharmaceutical services tailored to meet specific local requirements. LPS complements the national contractual framework for community pharmacy but is an important local commissioning tool in its own right. LPS provides flexibility to include, within a single local contract, a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under national pharmacy arrangements.</p>

**Appendix 5. Southwark pharmacy core opening times, based on survey responses February–April 2022**

Trading Name	Postcode	Monday - Friday (core opening)	Monday - Friday (core close)	Lunch (close)	Sat open (core)	Sat close (core)	Sun open (core)	Sun close (core)	Sun lunch (core)	Total core hours
AMADI'S CHEMIST	SE1 3NP	09:00	18:00	00:00	09:00	15:00	Closed	Closed	N/A	51
AR CHEMIST	SE1 5TY	09:00	17:00	00:00	Closed	Closed	Closed	Closed	N/A	40
ASDA OLD KENT ROAD	SE1 5AG	07:00	23:00	00:00	07:00	22:00	11:00	17:00	00:00	98
BONAMY PHARMACY	SE16 3HF	09:00	17:00	00:00	Closed	Closed	Closed	Closed	N/A	40
BOOTS (WALWORTH)	SE17 2TG	09:00	19:00	00:00	09:00	18:00	10:00	17:00	00:00	66
BROCKWELL PARK PHARMACY	SE24 9JU	09:00	17:00	00:00	Closed	Closed	Closed	Closed	N/A	40
CAREFIELD LTD	SE16 7JQ	09:00	18:00	13:00 - 14:00	Closed	Closed	Closed	Closed	N/A	40
CITY PHARMACY	SE1 1LZ	09:00	17:00	00:00	Closed	Closed	Closed	Closed	N/A	40
DAVIS CHEMIST	SE5 8ET	09:00	18:00	00:00	09:00	13:00	Closed	Closed	N/A	49
DAY LEWIS (ABC) CAMBERWELL	SE5 8TR	09:00	18:00	00:00	09:00	13:00	Closed	Closed	N/A	49



Trading Name	Postcode	Monday - Friday (core opening)	Monday - Friday (core close)	Lunch (close)	Sat open (core)	Sat close (core)	Sun open (core)	Sun close (core)	Sun lunch (core)	Total core hours
DAY LEWIS (ABC) PECKHAM RYE	SE15 4QY	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
DAY LEWIS (ABC) PHARMACY 151 PECKHAM HIGH STREET	SE15 5SL	09:00	19:00	00:00	09:00	18:00	Closed	Closed	N/A	59
DAY LEWIS PLC (EAST DULWICH)	SE22 8PT	08:00	18:00	00:00	09:00	13:00	Closed	Closed	N/A	54
DAY LEWIS PLC (FOREST HILL)	SE22 0RR	09:00	18:00	13:00 - 14:00	09:00	13:00	Closed	Closed	N/A	44
DAY LEWIS PLC (PECKHAM)	SE15 5LJ	09:00	19:00	14:00 - 15:00	09:00	17:00	Closed	Closed	N/A	52
DP & SP LTD (LENNY CHEMIST)	SE17 2SX	09:30	18:30	00:00	09:30	14:00	Closed	Closed	N/A	49.5
FOSTER & SONS CHEMIST	SE22 0RR	09:00	18:00	13:00 - 14:00	09:00	13:00	Closed	Closed	N/A	44
FOURWAY PHARMACY	SE24 9HU	09:00	19:00	00:00	09:00	18:00	Closed	Closed	N/A	59
HARFLEUR CHEMIST	SE1 4TW	09:00	18:00	00:00	09:00	18:00	Closed	Closed	N/A	54

Trading Name	Postcode	Monday - Friday (core opening)	Monday - Friday (core close)	Lunch (close)	Sat open (core)	Sat close (core)	Sun open (core)	Sun close (core)	Sun lunch (core)	Total core hours
HOBBS PHARMACY (BERMONDSEY)	SE16 4TE	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
KALMAK CHEMISTS LTD	SE1 9LP	09:00	18:00	00:00	10:00	17:00	Closed	Closed	N/A	52
KEMBERS & LAWRENCE	SE5 7AF	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
KSC 1T LTD (RIDGWAY PHARMACY)	SE17 1RL	09:00	19:00	00:00	09:00	18:00	Closed	Closed	N/A	59
LINGS CHEMIST	SE1 5LU	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
LLOYDS PHARMACY EAST DULWICH	SE22 9ET	09:00	17:00	00:00	09:00	17:00	Closed	Closed	N/A	48
LLOYDS PHARMACY IN SAINSBURYS (DULWICH)	SE22 8AA	07:00	23:00	00:00	07:00	22:00	11:00	17:00	00:00	101
MADDOCK PHARMACY	SE17 3NH	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
MORRISONS PHARMACY	SE15 5EW	09:00	20:00	14:00 - 15:00	09:00	19:00	10:00	16:00	00:00	65

Trading Name	Postcode	Monday - Friday (core opening)	Monday - Friday (core close)	Lunch (close)	Sat open (core)	Sat close (core)	Sun open (core)	Sun close (core)	Sun lunch (core)	Total core hours
CRYSTAL PHARMACY	SE1 6ED	10:00	18:00	13:00 - 14:00 (Fridays only)	10:00	13:00	Closed	Closed	N/A	44
ROPHARM CHEMISTS	SE15 4TL	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
RUMSEY CHEMISTS	SE21 7BN	09:00	18:00	00:00	09:00	17:00	Closed	Closed	N/A	53
SADLERS PHARMACY	SE22 8JN	09:00	18:00	13:00 - 13:30	09:00	14:00	Closed	Closed	N/A	47.5
SHEEL PHARMACY (2 SIR JOHN KIRK CLOSE)	SE5 0BB	09:00	18:00	00:00	Closed	Closed	Closed	Closed	N/A	45
SHEEL PHARMACY LTD (8 NUNHEAD GREEN)	SE15 3QF	09:00	17:00	00:00	Closed	Closed	Closed	Closed	N/A	40
ST GEORGES HEALTHCARE LTD (ST GEORGES PHARMACY)	SE1 6JP	08:00	16:00	00:00	09:00	12:00	Closed	Closed	N/A	43

Trading Name	Postcode	Monday - Friday (core opening)	Monday - Friday (core close)	Lunch (close)	Sat open (core)	Sat close (core)	Sun open (core)	Sun close (core)	Sun lunch (core)	Total core hours
SUPERDRUG PHARMACY (WALWORTH ROAD)	SE17 2AL	09:00	18:00	00:00	09:00	17:00	Closed	Closed	N/A	53
SURDOCK PHARMACY	SE16 2UN	09:00	18:00	13:00 - 14:00	09:00	14:00	Closed	Closed	N/A	45
TAPLOW PHARMACY	SE17 2UQ	09:00	18:00	00:00	09:00	13:00	Closed	Closed	N/A	49
TESCO INSTORE PHARMACY (OLD KENT ROAD)*	SE1 5HG	08:00	21:00	00:00	08:00	21:00	11:00	17:00	00:00	84
TESCO INSTORE PHARMACY (SURREY QUAYS SHOPPING CTR)	SE16 2LL	08:00	22:00	00:00	08:00	22:00	11:00	17:00	00:00	90
V E LETTSOM CHEMISTS	SE5 8PQ	09:00	18:00	13:00 - 14:00	09:00	13:00	Closed	Closed	N/A	40
VALE PHARMACY	SE22 8DR	09:00	19:00	00:00	09:00	18:00	Closed	Closed	N/A	59
VNK PHARMA LTD (MEDICA PHARMACY FK033)	SE16 3RW	09:00	19:00	00:00	09:00	18:00	Closed	Closed	N/A	59

\*Two survey responses received from this pharmacy, both with identical opening hours.

**Appendix 6. Southwark pharmacy total opening times, based on survey responses February–April 2022**

Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AMADI'S CHEMIST	SE1 3NP	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 15:00	Closed
AR CHEMIST	SE1 5NA	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed
ASDA IN STORE PHARMACY	SE1 5AG	08:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 22:00	11:00 - 17:00
BONAMY PHARMACY	SE16 3HF	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed
BOOTS (WALWORTH)	SE17 2TG	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 17:00	10:00 - 17:00
BROCKWELL PARK PHARMACY	SE24 9JU	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed
CAMPION CHEMIST	SE16 1JQ	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
CITY PHARMACY	SE1 1LZ	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed
DAVIS CHEMIST	SE5 8ET	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed

Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
DAY LEWIS PHARMACY	SE15 5SL	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed
DAY LEWIS PHARMACY	SE5 8TR	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed
DAY LEWIS PHARMACY	SE15 5LJ	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 17:00	Closed
DAY LEWIS PHARMACY	SE15 5SL	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed
DAY LEWIS PHARMACY	SE15 4QY	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
DAY LEWIS PHARMACY	SE22 8RE	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00	09:00 - 13:00	Closed
DAY LEWIS PHARMACY	SE22 0RR	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed
FOSTER & SONS CHEMIST	SE22 0RR	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed
FOURWAY PHARMACY LTD	SE24 9HU	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed

Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
HARFLEUR PHARMACY	SE1 4TW	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed
HOBBS PHARMACY	SE16 4BL	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
KEMBERS & LAWRENCE PHARMACY	SE5 7AF	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
LENNY CHEMIST	SE17 2SX	09:30 - 18:30	09:30 - 18:30	09:30 - 18:30	09:30 - 18:30	09:30 - 18:30	09:30 - 14:00	Closed
LETTSON PHARMACY	SE5 8PQ	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed
LINGS CHEMIST	SE1 5LU	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
LLOYD'S PHARMACY	SE22 9ET	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed
LLOYD'S PHARMACY INSIDE SAINSBURY'S	SE22 8BB	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 23:00	07:00 - 22:00	11:00 - 17:00
MADDOCK PHARMACY	SE17 3NH	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed

Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MEDICA PHARMACY	SE16 3RW	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed
MORRISONS PHARMACY	SE15 5EW	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 20:00	09:00 - 19:00	10:00 - 16:00
OSBON PHARMACY	SE1 9LP	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	10:00 - 17:00	Closed
QRYSAL PHARMACY	SE1 6ED	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 18:00	10:00 - 15:00	Closed
RIDGWAY PHARMACY	SE17 1RL	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed
ROPHAM CHEMIST	SE15 4TL	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed
RUMSEY PHARMACY	SE21 7BN	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:00	Closed
SADLERS PHARMACY	SE22 8JN	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 14:00	Closed
SHEEL PHARMACY	SE5 0BB	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	Closed	Closed



Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
SHEEL PHARMACY	SE15 3QF	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	Closed	Closed
ST GEORGES PHARMACY	SE1 6ET	08:00 - 16:00	08:00 - 16:00	08:00 - 16:00	08:00 - 16:00	08:00 - 16:00	09:00 - 12:00	Closed
SUPERDRUG PHARMACY	SE17 2AL	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 17:00	Closed
SURDOCK CHEMIST	SE16 2UN	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 14:00	Closed
TAPLOW PHARMACY	SE17 2UQ	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	09:00 - 13:00	Closed
TESCO IN STORE PHARMACY	SE16 7LL	08:00 - 22:00	08:00 - 22:00	08:00 - 22:00	08:00 - 22:00	08:00 - 22:00	08:00 - 22:00	11:00 - 17:00
TESCO IN STORE PHARMACY*	SE1 5HG	08:00 - 21:00	08:00 - 21:00	08:00 - 21:00	08:00 - 21:00	08:00 - 21:00	08:00 - 21:00	11:00 - 17:00
VALE PHARMACY	SE22 8DR	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 19:00	09:00 - 18:00	Closed

\*Two survey responses received from this pharmacy, both with identical opening hours.

**Appendix 7. Southwark pharmacy total opening times, based on NHSE/I known pharmacy contractor data, August 2022**

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
Sogim Ltd	Sogim Pharmacy	SE22 8HU	09:00 - 18:00	09:00 - 17:30	Closed
WM Morrison Supermarkets Ltd	Morrisons Pharmacy	SE15 5EW	09:00 - 20:00	09:00 - 19:00	10:00 - 16:00
Tesco Stores Ltd	Tesco Instore Pharmacy	SE1 5HG	08:00 - 21:00	08:00 - 21:00	11:00 - 17:00
Aigboje OA Iremiran	Ropharm Chemists	SE15 4TL	09:00 - 18:00	Closed	Closed
Day Lewis Plc	Day Lewis Pharmacy	SE22 0RR	09:00 - 18:15	09:00 - 14:00	Closed
Fourway Pharmacy Ltd	Fourway Pharmacy	SE24 9HU	09:00 - 19:00	09:00 - 18:00	Closed
Boots UK Ltd	Boots	SE1 9HD	09:00 - 18:00	Closed	Closed
Shieldasset Ltd	VE Lettsom Chemist	SE5 8PQ	09:00 - 18:30 (Wed 09:00 - 13:00)	09:00 - 13:00	Closed
Superdrug Stores Plc	SUPERDRUG PHARMACY	SE5 8RW	09:00 - 14:00, 14:30 - 19:00	09:00 - 14:00, 14:30 - 17:30	Closed
M & R Enterprises Ltd	Taplow Pharmacy	SE17 2UQ	09:00 - 18:00	10:00 - 13:00	Closed
Carefield Ltd	Surdock Pharmacy	SE16 2UN	09:00 - 19:00	09:00 - 18:30	Closed
Newington Causeway Ltd	Qrystal Pharmacy	SE1 1JH	09:00 - 18:30	10:00 - 13:00	Closed
Tesco Stores Ltd	Tesco Instore Pharmacy	SE16 2LL	08:00 - 20:00	08:00 - 20:00	11:00 - 17:00
Lloyds Pharmacy Ltd	Lloyds Pharmacy	SE22 8BB	07:00 - 23:00	07:00 - 22:00	11:00 - 17:00

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
Lloyds Pharmacy Ltd	Lloyds Pharmacy	SE15 5JZ	09:00 - 17:30	Closed	Closed
Lloyds Pharmacy Ltd	Lloyds Pharmacy	SE1 6AD	09:00 - 19:00	09:00 - 13:00	Closed
Dulwich Pharmacies Ltd	Brockwell Park Pharmacy	SE24 9JU	09:00 - 19:00	09:00 - 18:00	Closed
Superdrug Stores Plc	SUPERDRUG PHARMACY	SE17 2AL	09:00 - 14:00, 14:30 - 18:00	09:00 - 14:00, 14:30 - 17:30	Closed
Butt & Hobbs Ltd	Hobbs Pharmacy	SE16 4TE	09:00 - 18:30	Closed	Closed
Day Lewis PLC	Day Lewis Pharmacy	SE15 4QY	09:00 - 18:00	Closed	Closed
Asda Stores Ltd	Asda Pharmacy	SE1 5AG	07:00 - 23:00	07:00 - 22:00	11:00 - 17:00
P Patel	City Pharmacy	SE1 1LZ	08:00 - 18:00	09:00 - 16:00	Closed
Targetgrange Ltd	Butterfly Pharmacy	SE5 8RW	09:00 - 18:30	09:00 - 18:00	Closed
AAM Pharm Ltd	AR Chemists	SE1 5NA	09:00 - 19:00	10:00 - 14:00	Closed
VNKPHARMA Ltd	Medica Pharmacy	SE16 3RW	09:00 - 19:00	09:00 - 18:00	Closed
Boots UK Ltd	Boots	SE16 7LL	09:00 - 19:00	09:00 - 18:00	11:00 - 17:00
Simple Online Healthcare Ltd	Davis Chemist	SE5 8ET	09:00 - 13:00, 14:00 - 18:00	09:00 - 13:00	Closed
K Amadi	Amadi's Chemist	SE1 3NP	09:00 - 18:30	09:00 - 15:00	Closed
Joshhealth Ltd	Sheel Pharmacy	SE5 0BB	09:00 - 18:30 (Tues & Thurs, 09:00 - 19:30)	Closed	Closed

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
Boots UK Ltd	Boots	SE17 2TG	09:00 - 19:00	09:00 - 18:00	10:00 - 17:00
Dulwich Pharmacies Ltd	Rumsey Chemists	SE21 7BN	09:00 - 18:30 (Wed 09:00 - 13:00)	09:00 - 18:30	Closed
Targetgrange Ltd	Fourways Chemists	SE5 8RZ	09:00 - 18:30	09:00 - 18:30	Closed
Dispharma UK Ltd	Kirstal Pharmacy	SE15 3HB	09:00 - 19:00	09:00 - 18:30	Closed
Targetgrange Ltd	Walworth Pharmacy	SE17 1JE	09:00 - 18:30	09:00 - 18:30	Closed
Barntwist Ltd	Lings Chemist	SE1 5LU	09:00 - 13:30, 14:30 - 18:00	09:00 - 14:00	Closed
St Georges Healthcare Ltd	ST Georges Pharmacy	SE1 6ET	08:00 - 18:30	09:00 - 12:00	Closed
Y C Lau	Sadlers Pharmacy	SE22 8JN	09:00 - 18:00	09:00 - 13:00	Closed
Day Lewis PLC	Day Lewis Pharmacy	SE5 8TR	09:00 - 19:00	10:00 - 17:00	Closed
Carefield Ltd	Campion & Co Chemist	SE16 7JQ	09:00 - 19:00	Closed	Closed
Day Lewis Plc	Day Lewis Pharmacy	SE15 5SL	09:00 - 19:00	09:00 - 13:00, 14:00 - 18:30	Closed
Sheel Pharmacy Ltd	Sheel Pharmacy	SE15 3QF	09:00 - 18:00	09:00 - 17:00	Closed
Day Lewis Plc	Day Lewis Pharmacy	SE15 5LJ	09:00 - 14:00, 15:00 - 19:00	Closed	Closed
Boots UK Ltd	Boots	SE15 5BS	09:00 - 18:30	09:00 - 18:30	11:00 - 17:00
Cambelle Ltd	Cambelle Chemist	SE1 3GF	09:00 - 18:30	Closed	Closed

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
Pharmville Ltd	Vale Pharmacy	SE22 8DR	09:00 - 19:30	09:00 - 18:00	Closed
Dulwich Pharmacies Ltd	Herne Hill Pharmacy	SE24 9NE	09:00 - 19:00	09:00 - 18:00	Closed
VU Chem Ltd	Harfleur Chemist	SE1 4TW	09:00 - 18:30	09:00 - 18:00	Closed
FYN Pharma Ltd	Pyramid Pharmacy	SE16 3TS	09:00 - 19:00	09:00 - 18:00	Closed
Flexihealth Ltd	Jamaica Road Pharmacy	SE16 4RT	09:30 - 13:30, 14:30 - 18:30	09:00 - 17:00	Closed
Mildcare Ltd	Bonamy Pharmacy	SE16 3HF	09:00 - 19:00	09:00 - 14:00	Closed
DP & SP Ltd	Lenny Chemist	SE17 2SX	09:30 - 18:30	09:30 - 14:30	Closed
Monokove Ltd	Foster & Sons Chemist	SE22 0RR	09:00 - 13:00, 14:15 - 18:30	09:00 - 13:00	Closed
Lloyds Pharmacy Ltd	Lloyds Pharmacy	SE22 9ET	09:00 - 17:30	09:00 - 14:00	Closed
KSC 1T Ltd	Ridgway Pharmacy	SE17 1RL	09:00 - 19:00	09:00 - 18:00	Closed
Targetgrange Ltd	Kembers & Lawrence Pharmacy	SE5 7AF	09:00 - 18:30	Closed	Closed
Medimpo Ltd	Maddock Pharmacy	SE17 3NH	09:00 - 13:00, 14:00 - 18:30 (Fri 09:00 - 13:00, 14:00 - 18:00)	Closed	Closed
Day Lewis PLC	Day Lewis Pharmacy	SE22 8PT	08:00 - 18:30	09:00 - 13:00	Closed
Kalmak Chemists Ltd	Kalmak Chemists Ltd	SE1 9LP	08:30 - 18:30	Closed	Closed

## Appendix 8. Southwark pharmacy Advanced and Enhanced Services

Service type	Service	Description
Advanced	New Medicine Service (NMS)	Aimed at people with long-term conditions and newly prescribed medications, to improve adherence.
Advanced	Appliance Use Review (AUR)	Conducted by a pharmacist or a specialist nurse; designed to improve use of an appliance such as a catheter or drainage bag.
Advanced	Stoma Appliance Customisation Service (SAC)	Ensures patients with more than one stoma appliance have comfortably fitting appliances and are aware of their proper use.
Advanced	Community pharmacy consultation service	Sees patients with minor ailments or urgent medicine supply needs. Can take referral from GPs or 111 service to ease pressure on NHS.
Advanced	Hypertension case-finding service	Offers screening for patients older than 40 yr and provides access to ambulatory blood pressure monitoring.
Advanced	COVID-19 lateral flow distribution service and COVID-19 medicines distribution service	Distributes lateral flow devices to asymptomatic patients to help identify positive COVID-19 cases in the community. This service was ceased in April 2022.
Advanced	Stop Smoking Advanced Service	In 2022, a Stop Smoking service will be introduced for patients who started their Stop Smoking journey in hospital.
Advanced	Flu Vaccination Service	The Flu Vaccination Service is offered September to March to at-risk groups and 65+ yr olds and October to March to 50–64 yr olds.

Enhanced	Seasonal Influenza Vaccination Service	The Seasonal Influenza Vaccination Service is offered September to March to hospital staff (if unable to receive vaccination from their occupational health provider), certain primary and secondary healthcare staff, and people from health inclusion groups (e.g. homeless people, asylum seekers, and documented and undocumented migrants).
Enhanced	Pneumococcal polysaccharide vaccine service (PPV)	This service offers PPV vaccination to certain at-risk patient groups.

## Appendix 9. Southwark pharmacy locally commissioned services

Service	Description
Stop Smoking service	A smoking cessation service that provides advice and support and supplies medication (where appropriate).
Sexual health service	This service comprise condom distribution and various types of hormonal contraception.
Supervised consumption	This is a service for the provision of supervised oral consumption of controlled drugs prescribed for the management of opiate detoxification; appropriately qualified pharmacists dispense medication and observe its consumption.
Needle exchange service	The service includes provision of sterile injecting equipment and equipment to ensure the safe disposal of used needles.
NHS Health Checks	The NHS Health Check Programme is the responsibility of Southwark Council's Public Health directorate. There is a statutory duty to offer Health Checks to all eligible people between the ages of 40 and 74. Community pharmacies are a potentially useful, easily accessed provider of NHS Health Checks.
Minor Ailments Scheme	The Minor Ailment Scheme is provided through the Pharmacy First scheme in Southwark. Participating pharmacies offer eligible residents quick, local access to advice and treatment for common illnesses, as well as supplying medication for free where appropriate.
Vitamin D supplementation	This service offers free Vitamin D to all pregnant women, mothers with children aged less than 12 months, and all children under the age of 4 years.



## Appendix 10. Southwark 2022 Pharmaceutical Needs Assessment online consultation

### Box i: Letter of invitation

#### PNA 60-day online consultation letter of invitation

##### **Southwark local pharmacy assessment: Have we got it right?**

Southwark people use local pharmacies for different things, for example, getting prescriptions filled, buying over-the-counter medicines, and getting advice.

Southwark Council is legally required to assess how local people use community pharmacies, and to published this assessment. This must be done every three to four years, and must contain specific information.

This assessment of local community pharmacies is called the 'Pharmaceutical Needs Assessment' ('PNA').

The PNA is used by the NHS to decide whether pharmacy services are adequate for the local community. If they're not, the NHS can act to improve services (e.g. by commissioning extra local pharmacies.)

So far, we have asked local people about their use of Southwark community pharmacies, and reported their feedback in the PNA.

Now, we want to check that the PNA is accurate and truly reflects the pharmacy services needed in Southwark. (Southwark Council is legally required to do this second, checking stage, before the final report is published.)

If you live or work in Southwark and use local pharmacies, we would greatly value your feedback on the PNA first draft version. Your responses will be reported in the final report version, and will help ensure that Southwark gets the pharmacy services it needs.

Also, if you'd like to enter a prize draw for a £50 local restaurant voucher, leave your email address at the end of the questionnaire. (All this email information will be deleted after the winner has been contacted.)

Thank you for your help with the 2022 Southwark PNA. Please click on the link below to get the PNA first draft report and to answer the consultation questions.

Kind regards,

The Public Health Team,

Southwark Council

**Appendix 10, Box ii: Online consultation text**

**PNA 60-day online consultation: Survey text**

1. Is the information included in the PNA clear and presented in a way that is easy to understand?
  - Yes
  - No
  - Not sure
  - If no, please suggest how this can be improved.[Free text box]
  
2. Is the purpose of the PNA explained sufficiently within Section 1 (Background) of the PNA?
  - Yes
  - No
  - Not sure
  - If no, please suggest how this can be improved. [Free text box]
  
3. Does Section 3 (Health Needs Profile for Southwark) clearly set out the local context relating to the health needs of Southwark residents?
  - Yes
  - No
  - Not sure
  - If no, please suggest how this can be improved. [Free text box]
  
4. Does the information in Section 4 (Assessment of Current Pharmaceutical Provision) provide a reasonable description of the services that are provided by pharmacies in Southwark?
  - Yes
  - No
  - Not sure
  - If no, please suggest how this can be improved. [Free text box]
  
5. Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?
  - Yes
  - No
  - Not sure
  - If no, please suggest how this can be improved. [Free text box]
  
6. Do you agree with the key findings regarding pharmaceutical services in Southwark, as outlined in the Executive Summary (Overview of Pharmaceutical Services table)?
  - Yes
  - No
  - Not sure
  - Please tell us why. [Free text box]
  
7. If you have any further comments please tell us here: [Free text box]

8. Do you live or work in Southwark?

- I live in Southwark
- I work in Southwark
- I both live and work in Southwark
- I don't live or work in Southwark.

9. *Answer required*

Please let us know if you are answering this questionnaire:

- As an individual
- On behalf of an organisation
- On behalf of a pharmacy.

10. [For responding individuals]If you are answering as an individual, please complete the 'About you' optional responses: Age/Disability & health/Ethnicity/Religion or belief/Sex/Gender reassignment/Sexual orientation.

11. [For responding organisations or pharmacies]If you are responding on behalf of an organisation or pharmacy, please provide your details below.

- Name
- Job title
- Pharmacy name or organisation
- Address
- Telephone number
- Email

12. Please review the accuracy of the information shown in the Appendices. If you identify any inaccuracies, please provide details below:[Free text box]

13. Are you aware of any commissioned pharmaceutical services currently provided in Southwark that have not been included within the PNA?

- Yes
- No
- Not sure
- If yes, please please tell us about these services.[Free text box]

14. If you'd like to be entered into a prize draw for a £50 local restaurant voucher, please enter your email address below: (All email information will be deleted after the winner has been contacted.)[Free text box]

## Appendix 10, Table i: Online consultation responses

Questions	Responses (number, %)			
	Yes	No	Not sure	Not answered
Please confirm your consent for us to collect and use your data in the ways described above (without your consent, we are unable to use any information that you provide). – I consent [to the collection and use of] my data as described above.	3 (100%)			
Is the information included in the Pharmaceutical Needs Assessment (PNA) clear and presented in a way that is easy to understand?	1 (33%)	1 (33%)	1 (33%)	
Is the purpose of the PNA explained sufficiently within Section 1 (Background, see pp. 32-38) of the PNA?	3 (100%)			
Does Section 3 (Health Needs Profile for Southwark, see pp. 42-70) clearly set out the local context relating to the health needs of Southwark residents?	3 (100%)			
Does the information in Section 4 (Assessment of Current Pharmaceutical Provision, see pp. 71-127) ....provide a reasonable description of the services that are provided by pharmacies in Southwark?	3 (100%)			
Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?	1 (33%)	1 (33%)	1 (33%)	
Do you agree with the key findings regarding pharmaceutical services in Southwark, as outlined in the Executive Summary (Overview of Pharmaceutical Services table, see pp. 14-28)	2 (66%)			1 (33%)

Questions	Responses (number, %)			
	Yes	No	Not sure	Not answered
Do you live or work in Southwark?	2 (66%)			1 (33%)
Are you answering this questionnaire:	On behalf of a pharmacy: 1 (33%) On behalf of another organisation: 1 (33%) As an individual: 1 (33%)			
What is your sex?	Male: 1 (33%)			2 (66%)
Is the gender you identify with the same as your sex registered at birth?	1 (33%)			2 (66%)
What age group are you in?	35–44 yr: 1 (33%)			2 (66%)
Which of the following best describes your sexual orientation:	Heterosexual or straight: 1 (33%)			2 (66%)
What is your main language?	English: 1 (33%)			2 (66%)
How well can you speak English?	Well: 1 (33%)			2 (66%)
What is your ethnic group?	Black/Black British/Caribbean/African: 1 (33%)			2 (66%)
What is your religion?	Christian: 1 (33%)			2 (66%)
How would you describe your employment status?	Employed or self-employed: 1 (33%)			2 (66%)
Are you currently pregnant and/or on maternity leave?		1 (33%)		2 (66%)
Please state the first part of your postcode:	SE25: 1 (33%)			2 (66%)

Questions	Responses (number, %)			
	Yes	No	Not sure	Not answered
If you are responding on behalf of an organisation or pharmacy, please provide your job title:	Pharmacist: 2 (66%)			1 (33%)
If you are responding on behalf of a pharmacy, please provide pharmacy name:	Davis Chemist: 1 (33%) Boots UK Ltd: 1 (33%)			1 (33%)
Please review the accuracy of the information shown in the Appendices; if you identify any inaccuracies, please provide details:				3 (100%)
Are you aware of any commissioned pharmaceutical services currently provided by Southwark that have not been included in the Pharmaceutical Needs Assessment?		2 (66%)		1 (33%)

## Appendix 10, Table ii: Online consultation comments

Questions	Respondent comment*	PNA (Lead/team) response
Is the information included in the Pharmaceutical Needs Assessment (PNA) clear and presented in a way that is easy to understand?	Respondent 2 (R2): No: Very repetitive (disabled toilets, home delivery, number of pharmacies offering toilet facilities etc); no clear statement in Executive Summary to say if gaps have been identified; Reference to historical data (e.g 2018) over-analysed, can cause confusion when reading.	Repetitive nature of content acknowledged; references to gaps now reworded to explicitly state that they are gaps to be addressed; comparison with 2018 data is needed in order to compare with findings of 2018 Pharmaceutical Needs Assessment.
Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?	R2: No: We do not believe that the 'Gaps identified' in Table 4.5 are actually gaps in provision; for example, the decommissioning of the Pandemic Delivery Service is not a gap – this is a service that was put into place during a pandemic and would no longer be needed [after that pandemic] and so should not be identified as a gap in provision; similarly, access to toilets within pharmacies is not a gap in provision.	Text clearly states that the pandemic delivery service has now been decommissioned; reference to the opportunity to improve toilet facilities is retained as a suggested potential improvement.
Do you agree with the key findings regarding pharmaceutical services in Southwark, as outlined in the Executive Summary (Overview of Pharmaceutical Services table, see pp. 14-28)	R2: No: See comment above.	See response above.

\*Only 1 respondent left free text comments.



**Appendix 11. Southwark 2022 Pharmaceutical Needs Assessment targeted engagement survey questions**

Survey section	Questions
General Questions	Do you live or work in Southwark?
	Do you normally use a pharmacy in Southwark?
	<p><b>[If living or working in Southwark but not using a Southwark pharmacy] Why don't you use a pharmacy in Southwark?</b></p> <ul style="list-style-type: none"> <li>▪ Not close to where I work or live</li> <li>▪ No on-site parking</li> <li>▪ No disabled/pushchair access</li> <li>▪ Not near my local GP surgery</li> <li>▪ Does not collect my prescriptions from my GP surgery</li> <li>▪ Specific service(s) I want are not offered</li> <li>▪ Opening hours do not suit me</li> <li>▪ Waiting time for prescriptions is too long</li> <li>▪ Staff are not friendly</li> <li>▪ Staff are not knowledgeable</li> <li>▪ Other</li> </ul> <p><b>[If 'Other']</b> Please explain in the box below.</p>
	<p><b>[If using a Southwark pharmacy] Why do you use your usual Southwark pharmacy in Southwark?</b></p> <ul style="list-style-type: none"> <li>▪ It's near to where I work or live</li> <li>▪ It has on-site parking</li> <li>▪ It has disabled/pushchair access</li> <li>▪ It's near my local GP surgery</li> <li>▪ It collects my prescriptions from my GP surgery</li> <li>▪ It offers a specific service I want</li> <li>▪ Opening hours suit me</li> <li>▪ I don't have to wait too long for my prescriptions</li> <li>▪ Staff are friendly</li> <li>▪ Staff are knowledgeable</li> <li>▪ I use the home delivery service for my medication</li> <li>▪ Other</li> </ul> <p><b>[If 'Other']</b> Please explain in the box below.</p>
	<p><b>Has the COVID-19 pandemic affected how you use your local pharmacy?</b></p> <p><b>[If 'Yes']</b> Please explain in the box below.</p>
	<p><b>How often do you use your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ Daily</li> <li>▪ Weekly</li> <li>▪ Monthly</li> <li>▪ Less than 4 times a year</li> </ul>

	<ul style="list-style-type: none"> <li>▪ About once a year</li> <li>▪ Never</li> </ul>
	<p><b>How long does it take you to get to your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ 10 minutes or less</li> <li>▪ 11 to 20 minutes</li> <li>▪ More than 20 minutes</li> </ul>
	<p><b>Which services do you use at your usual pharmacy?</b></p> <ul style="list-style-type: none"> <li>▪ Prescriptions</li> <li>▪ Repeat prescriptions</li> <li>▪ Consultations/Advice</li> <li>▪ Specific support for a health condition</li> <li>▪ Support with a medical appliance</li> <li>▪ Vaccinations</li> <li>▪ Buying medicines</li> <li>▪ Buying other goods</li> <li>▪ Other service</li> <li>▪ None</li> </ul> <p><b>[If 'Other service' or 'None']</b> Please explain in this box below.</p>
	<p><b>What additional services would you like your local pharmacy to offer?</b></p> <ul style="list-style-type: none"> <li>▪ Tailored support for older people</li> <li>▪ Mental health support</li> <li>▪ Home delivery</li> <li>▪ Wider prescription medicine stock</li> <li>▪ More private consultation areas</li> <li>▪ More sexual health support</li> <li>▪ Other service</li> <li>▪ None</li> </ul> <p><b>[If 'Other service' or 'None']</b> Please explain in this box below.</p>
	<p><b>How strongly do you agree with the following statements?</b></p> <ul style="list-style-type: none"> <li>▪ I can easily find an open pharmacy when needed</li> <li>▪ I can easily find a pharmacy in a convenient location</li> <li>▪ I can easily find a pharmacy open in the evening (after 6pm)</li> <li>▪ I can easily find a pharmacy open at the weekends and bank holidays</li> </ul>
	<p><b>Is there enough privacy at your usual pharmacy to discuss sensitive issues?</b></p> <p><b>[If 'No' or 'Don't know, or unsure']</b> Please explain in this box below.</p>
<b>About You</b>	<b>What is your sex?</b>
	<b>What age group are you in?</b>
	<b>What is your main language?</b>
	<b>What is your ethnicity?</b>

	<p><b>Which of these best describes your ethnic group and background?</b></p> <ul style="list-style-type: none"><li>▪ <b>[If ethnicity is 'White']</b> British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma, Any other White background.</li><li>▪ <b>[If ethnicity is 'Mixed or Multiple ethnic groups']</b> White and Black Caribbean, White and Black African, White and Asian, Any other Mixed or Multiple background.</li><li>▪ <b>[If ethnicity is 'Asian or Asian British']</b> Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background.</li><li>▪ <b>[If ethnicity is 'Black, Black British, Caribbean or African']</b> Black British, Black Caribbean, Black African, Black Nigerian, Black Ghanaian, Black Sierra Leonean, Black Somali, Any other Black African background, Any other Black background.</li><li>▪ <b>[If ethnicity is 'Any other ethnic group']</b> Arab, Latin American, Any other Ethnic Group.</li></ul> <p><b>How would you describe your employment status?</b></p>
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**Appendix 12. NHS England & NHSE Improvement responses to the 2021–22  
Pharmaceutical Needs Assessment, and and PNA team responses**

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
<b>Does the PNA include a statement outlining this provision?</b>	<b>NHS England Officer Response</b>	
A statement of the pharmaceutical services that the HWB has identified as services that are provided: (a) in the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and	Statement not made Whilst the heading on page 14 refers to necessary services, there is no clear statement as to what the HWBB has defined as necessary services as per the regulations.	Text changed to clarify that the pharmaceutical services currently provided in Southwark have been identified by the Health & Wellbeing Board as necessary services.
(b) outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services).	Pages 14 & 15 Southwark's current pharmacy distribution is similar to neighbouring boroughs, with an average 2.5 pharmacies operating per ward. ▪ The vast majority of Southwark neighbourhoods have a community pharmacy within 1 km, as illustrated in Figure 35. Some areas of the borough may be served by pharmacies based in Lambeth and Lewisham.	No response required
<b>Does the PNA include a statement outlining any gaps?</b>	<b>NHS England Officer Response</b>	
<p><b>Schedule 1, paragraph 2 – necessary services: gaps in provision</b></p> <p>2. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied-</p> <p>(a) need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;</p>	<p>Statement not made.</p> <p>There is however a grid that notes gaps identified. Whilst there may be a gap it does not mean there is a need to be fulfilled. The next heading is potential improvements. Please could this be clarified, is this a gap that needs to be fulfilled?</p> <p>Under dispensing and services, a gap relating to home delivery has been identified. As this is not an essential service, this should not be listed here.</p> <p>Page 28. States at present, Southwark's Essential Services provision is considered adequate to meet the pharmaceutical needs of the borough's residents, for the following reasons.....</p> <p>The above statements are conflicting, the HWBB may wish to consider reviewing these so that they match.</p>	<p>Column header changed to "Gaps to be addressed", in Introduction section 'Overview of pharmaceutical services' table and in section 4.6 'Summary of current provision' table.</p>

NHSE/I concern	NHSE/I comment	PNA response to NHSE/I comment
[As above]	[As above]	[Re 2 <sup>nd</sup> paragraph] In Introduction section 'Overview of pharmaceutical services' table and in section 4.6 'Summary of current provision' table, Essential Services section, 'Gaps to be addressed' column, text referring to home delivery transferred to 'Potential improvements' column.
[As above]	[As above]	[Re last paragraph] Text clarified to note that while overall service provision is considered adequate, there are gaps that could be addressed to improve service coverage.
(b) will, in specified future circumstances, need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of a specified type, in its area.	Statement not made There is a statement on page 29 but it is not clear if this is a statement related to a future need. There is also some information on page 128 relating to Old Kent Road. If the HWBB believes that there is not sufficient future capacity in the pharmacy network this should be clear. The HWBB should quantify what is required and when. i.e. what is the future event that will trigger additional capacity being needed.	Text altered to clarify that current service provision is considered adequate for the next three years but will require review after this period.

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
<p><b>Schedule 1, paragraph 3 – other relevant services: current provision</b></p> <p>3. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided- (a) in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access to pharmaceutical services in its area;</p>	<p>Statement not made. However, this is mentioned on page 16 as advanced services and enhanced services. The statements need to be made clearer.</p> <p>This also includes consultation areas, which are not an advanced service. Although there is a requirement for a consultation area.</p> <p>Page 29,</p> <ul style="list-style-type: none"> <li>Expanded access to private consultation areas and closed rooms, improved disability access, as well as access toilet facilities may improve access to pharmacies and Advanced services across Southwark</li> </ul> <p>In future, commissioners may wish to consider the below potential opportunities for Advanced pharmacy services across Southwark:</p> <ul style="list-style-type: none"> <li>With local pharmacy NMS provision below London levels, there may be opportunity to expand this service in the borough.</li> <li>Capturing and leveraging expertise gained by community pharmacies, local, regional and national partners during deployment of new COVID-19 related Advanced services.</li> </ul> <p>It is unclear if this is being flagged as an issue or a gap that needs to be fulfilled.</p> <p>The HWBB need to note the information in the additional information section below regarding consultation rooms.</p> <p>The NMS service is dependent on patients agreeing to the service and having a prescription that fits with the NMS criteria so may be difficult to target an increase.</p>	<p>Text clarified to note that while Advanced/Enhanced Services are not necessary to meet the need for pharmaceutical services in the Southwark Area, nevertheless these services have secured improvements and/or better access to pharmaceutical services in Southwark.</p>
[As above]	[As above]	[Re 2 <sup>nd</sup> paragraph] Noted
[As above]	[As above]	[Re 1 <sup>st</sup> sentence after bullets] These are considered to be opportunities which commissioners may wish to address, but not fundamental gaps in provision.
[As above]	[As above]	[Re last paragraph] Noted
(b) outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area;	<p>Pages 14 &amp; 15</p> <p>Southwark's current pharmacy distribution is similar to neighbouring boroughs, with an average 2.5 pharmacies operating per ward.</p> <ul style="list-style-type: none"> <li>The vast majority of Southwark neighbourhoods have a community pharmacy within 1 km, as illustrated in Figure 35. Some areas of the borough may be served by pharmacies based in Lambeth and Lewisham.</li> </ul>	No response required

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
(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.	Statement not made	Text added to clarify that no pharmaceutical services were identified (either inside or outside Southwark) which affect the assessment of the need for pharmaceutical services in Southwark, other than those services already included in this PNA
<b>Does the PNA include a statement outlining this provision?</b>	<b>NHS England Officer Response</b>	
<p><b>Schedule 1, paragraph 4 – improvements and better access: gaps in provision</b></p> <p>4. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied-</p> <p>(a) would, if they were provided (whether or not they were located in the area of the HWB), secure improvements, or better access to pharmaceutical services, or pharmaceutical services of a specific type, in its area,</p>	Statement not made. It is unclear if the grid in the PNA refers to this or if this is separate. This should be clarified.	Footnote added for clarification: "These gaps refer to specific aspects of pharmaceutical services identified as currently not provided in Southwark, but which could, if provided (whether within Southwark or beyond), secure improvements or better access to pharmaceutical services in the Southwark area, either now or in the future. However, all pharmaceutical services covered within the relevant regulations are currently provided in Southwark."
(b) would, if in specified future circumstances they were provided (whether or not they were located in the area of the HWB), secure future improvements, or better access, to pharmaceutical services, or pharmaceutical services or a specified type, in its area.	Statement not made	See above change.
<b>Does the PNA include a statement outlining the services identified in the assessment which affect pharmaceutical needs?</b>	<b>NHS England Officer Response</b>	

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
<p><b>Schedule 1, paragraph 5 – other services</b></p> <p>5. A statement of any NHS services provided or arranged by the HWB, NHS CB, a CCG, an NHS trust or an NHS foundation trust to which the HWB has had regard in its assessment, which affect-</p> <p>(a) the need for pharmaceutical services, or pharmaceutical services of a specified type, in its in its area; or</p>	<p>Statement not made.</p> <p>The PNA does describe these services but is not reflective of the PNA statements.</p>	<p>No change; text refers to services provided by Health &amp; Wellbeing Board (i.e. LFT provision, Stop Smoking services, sexual health clinics and needle exchange) and NHS (i.e. GP provision of oral contraception and NHS Health Checks; stoma appliance customisation provided by hospitals and clinics).</p>
<p>(b) whether further provision of pharmaceutical in its area would secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.</p>	<p>Statement not made.</p> <p>The PNA does describe these services but is not reflective of the PNA statements.</p>	<p>Text altered to clarify that the above-mentioned (see comment above) alternative HWBB/NHS/CCG-based provision of services also provided by community pharmacists may in future improve access to the service in question, in addition to doing so at present.</p>
<p><b>Does the PNA include a statement setting out how the HWB has determined the localities; and a report on the consultation undertaken on the PNA?</b></p>	<p><b>NHS England Officer Response</b></p>	
<p><b>Schedule 1, paragraph 6 – how the assessment was carried out</b></p> <p>6. An explanation of how the assessment has been carried out, in particular –</p> <p>(a) how it has determined what are the localities in its area;</p>	<p><b>Page 40 &amp; 41</b></p> <p>2.4 Understanding Southwark’s geographies Southwark’s Health and Wellbeing Board has responsibility for the population of the London Borough of Southwark and its coterminous NHS SEL CCG. Despite this, a number of spatial groupings have historically been used by the council or the NHS for electoral purposes or service provision. Southwark’s 2018 PNA used a mixture of council-defined neighbourhoods based on electoral ward boundaries. Since 2019, Partnership Southwark has worked to better integrate services and support, tackle the causes of inequality, and improve the health and wellbeing of Southwark residents. Partnership Southwark incorporates a system of local primary care networks based on existing GP Federation<sup>16</sup> arrangements (with a group of 14 general practices in the north of the borough<sup>17</sup> and 18 practices in the south<sup>18</sup>). The same primary geospatial unit of analysis deemed appropriate for Southwark’s 2018 PNA–electoral ward – will be used in the current PNA. This geospatial analysis will include all 23 Southwark electoral wards established following the Boundary Commission review in May 2018.</p>	<p>No response required</p>



NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
(b) how it has taken into account (where applicable)- the different needs of different localities in its area, and the different needs of people in its area who share a protected characteristic; and	This is covered in section 3 page 69 & 70 However, this states what the issues are but does not provide any further information.	See new text on targeted engagement with older people, particularly those from Black and minority ethnic groups.
(c) a report on the consultation that it has undertaken.	Being undertaken	Consultation results are now included
<b>Does the PNA consider the following factors in terms of “benefits of sufficient choice”?</b>	<b>NHS England Officer Response</b>	
What is the current level of access within the locality to NHS pharmaceutical services?	Page 15 In the PNA public survey, the majority of respondents (91%) were able to access a pharmacy within 20 minutes. However, this is not clarified as to if this is by foot, car or public transport? The presumption is this is by foot.	The survey did not request information on the mode of transport, only the travel time, so no further information is available.
What is the extent to which services in the locality already offer people a choice, which may be improved by the provision of additional facilities?	Page 87 Approximately 85% of respondents to the PNA public survey agreed that they could easily find an open pharmacy when they needed one, while 89% also agreed that they could find a pharmacy in a convenient location. This is similar to the previous 2018 PNA. The majority of respondents (68%) reported that it took them 10 minutes or less to get to their usual pharmacy, while 23% said that it took them less than 20 minutes to get to their usual pharmacy. This is similar to the findings from the 2018 PNA public survey. However, only 45% of respondents reported that they could easily find an open pharmacy in the evening. Likewise, only 50% said they could easily find an open pharmacy on weekends or bank holidays. This is lower than 2018 PNA survey levels: 70% of respondents to the 2018 survey said they could easily find an open pharmacy in the evening or on weekends.	No response required
What is the extent to which there is sufficient choice of providers in the locality, which may be improved, by additional providers?	Page 87 However, only 45% of respondents reported that they could easily find an open pharmacy in the evening. Likewise, only 50% said they could easily find an open pharmacy on weekends or bank holidays. This is lower than 2018 PNA survey levels: 70% of respondents to the 2018 survey said they could easily find an open pharmacy in the evening or on weekends.	No response required

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves?	Statement not made	Text changed to note that easy access to an open pharmacy is similar to 2018 levels, despite substantial increases in population number and density since 2018.
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?	Statement not made	No change: text already states that the lack of disability facilities in local pharmacies (i.e. over one-third (37.5%) of disabled respondents state their usual pharmacy does not have the disability facilities they need) is a gap to be addressed.
What is the HWB's assessment of the overall impact on the locality in the longer-term?	Statement not made	No change: text already clearly sets out the predicted population growth in Southwark and the areas in which this growth will be focussed, plus suggested implications in terms of pharmaceutical service need.
<b>Does the PNA demonstrate that the following have been taken into consideration with regard to "identifying future needs"?</b>	<b>NHS England Officer Response</b>	

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
<p>Are there known firm plans for the development/expansion of new centres of population i.e. housing estates, or for changes in the pattern of population i.e. urban regeneration, local employers closing or relocating?</p>	<p>Page 50 The latest population projections suggest that Southwark's population will continue to grow, with almost 10,000 additional people living in the borough by 2025. Population growth will vary across the borough, with the St George's and Borough &amp; Bankside wards predicted to experience the largest population growth over the next three years.</p> <p>Page 128 <b>Projected population change</b> The population in Southwark is predicted to grow by 3%, from around 318,600 in 2022 to 328,500 in 2025. Population increase is predicted to vary across the borough, with the largest growth projected to occur in the north, particularly in the St George's and Borough &amp; Bankside wards. Current areas of large-scale urban regeneration include Elephant &amp; Castle, Old Kent Road and the Aylesbury Estate. There is currently adequate pharmacy provision for Elephant &amp; Castle and the Aylesbury Estate within the existing pharmacy network; however, future consideration could be given to improving pharmacy provision along the Old Kent Road, particularly its southern sections. Southwark Council's regeneration work aims to ensure that the places where people live, now and in the future, create new life opportunities, promote wellbeing and reduce inequalities for both existing and new residents. Social regeneration is about harnessing change to reduce inequalities in a borough where people are health and resilient, feel connected and there are opportunities for all. Any large scale developments or areas need to be noted in the PNA. If there are any others that are not noted above, these should be noted and an assessment made as to if there is sufficient future capacity in the system to provide services.</p>	<p>No response required</p>
<p>Are there known firm plans in and arising from local joint strategic needs assessments or joint health and wellbeing strategies?</p>	<p>Statement not made</p>	<p>Text changed to include new local sexual health service developments and digital NHS Health Checks.</p>
<p>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?</p>	<p>Statement not made</p>	<p>Text changed to note no known plans to change number of primary medical providers in next 3 years.</p>

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
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?	Statement not made. Page 128 talks about large scale urban regeneration including Elephant and Castle, Old Kent Road and the Aylesbury Estate. It is unclear if the HWBB believes additional capacity is required to cover all of these, although there is a comment regarding the Southern part of Old Kent Road.	Text changed to note that additional capacity will be needed in future to improve pharmacy provision along the Old Kent Road, due to development plans and project population increases.
Are there plans for the development of NHS services?	Statement not made	Text changed to include new local sexual health service developments and digital NHS Health Checks.
Are there plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks?	Statement not made	Text inserted describing new Health & Wellbeing Champion Scheme.
Are there plans for introduction of special services commissioned by clinical commissioning groups?	Statement not made	Text inserted to clarify that there are at present no known plans to commission extra special services as part of local Southwark ICB development.
Are there plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors?	Statement not made	Text inserted to clarify that there are at present no known plans to provide social care or occupational health aids or equipment through local Southwark community pharmacies.
<b>Details of opening hours changes:</b>		
Details of pharmacies with differences in supplementary hours, which PSRC are being asked to approve, as changes with less than 90 days notice:	A list of the pharmacies is given below and a spreadsheet with the exact details is attached at appendix C:	NHSE/I list of pharmacies and opening hours added as new appendix, and text clarified (i) to distinguish between opening hours derived from survey respondents vs opening hours derived from NHSE/I list, and (ii) to note the opening hours differ between these two sources, in the case of some pharmacies.
Details of pharmacies with differences in core hours:	As these differ from NHS England records, the changes cannot be taken account of and the HWBB are requested to revert to the hours in the NHS England Pharmaceutical list. Contractors will be asked to formally apply to change these hours. A list of the pharmacies is given below.	Response as above

NHSE/ concern	NHSE/ comment	PNA response to NHSE/ comment
<b>Interested NHS England parties notified of the Consultation</b>	<b>Have Parties Commented on the Consultation</b>	
[Blank]	[Blank]	No response required
<b>Additional information from NHS England Officer</b>		
Page 14. The heading here states mandatory and necessary services. Please note that there are no mandatory services under the NHS regulations. The terminology used in the regulations is Essential services, this relates to services that must be provided by all contractors.	[As shown on left]	Text deleted
Under dispensing and services – there are comments about home delivery services, this is noted in more than one place in the PNA. Please note that there is no NHS commissioned delivery service, this is a private service. Pharmacies can consider providing this as a private service whenever they wish. We are not aware of any current plans for this to be a commissioned service.	[As shown on left]	Text altered to clarify that there are currently no plans to commission a home delivery service.
Page 16 – refers to PNS public survey – we presume that this is PNA public survey and is	[As shown on left]	Text corrected
Advanced services – the comment about improvement to access to advanced services by support for access to consultation rooms and disability access should be clarified. Please note that unlike GPs, pharmacies are not provided with financial support to improve premises. This would make the suggestions difficult and would only be managed by pharmacies if there were able to fund these changes.	[As shown on left]	Text altered to clarify that pharmacy improvements must be self-funded.

NHSE/I concern	NHSE/I comment	PNA response to NHSE/I comment
<p>Page 71  <i>In the 2022 PNA pharmaceutical contractors survey (45 completed responses), one-third of responding pharmacies reported that they were entitled to Pharmacy Access Scheme Payments. The Pharmacy Access Scheme Payments, which started in 2022, supports patient access in areas where there are fewer pharmacies. Likewise, just over a third (35.6%) of responding pharmacies reported holding a Local Pharmaceutical Services (LPS) contract, instead of the standard contract. The aim of the LPS contract is to allow pharmacies to deliver a wider range of local services, in order to meet local needs more effectively.</i></p>	<p>[See below]</p>	<p>See below</p>
<p>Please note, that whilst pharmacy contractors may have indicated that they were eligible for PhAs or had an LPS contract, NHS England can confirm that there are no contractors in Southwark HWBB area that have either. Contractors clearly mis understood the questions. This may need to be noted in the PNA as this could change the way that the information is analysed.</p>	<p>[As shown on left]</p>	<p>Text changed to clarify that NHSE/I advises that no pharmacy contractors in the Southwark Health &amp; Wellbeing Board area have an LPS contract or are eligible for Pharmacy Access Scheme Payments.</p>
<p>We note that the list of pharmacy providers for weekdays is missing 16 pharmacies. This may correlate to the pharmacies that responded to the survey only. However, this may provide a distorted picture of pharmacy hours. We had a spot check of those that are listed and only 7 matched the official pharmaceutical list that is held by NHS England. We also note that the table states core hours and whilst pharmacies do have core hours these are much shorter than their total hours.</p>	<p>[As shown on left]</p>	<p>See below</p>

NHSE/I concern	NHSE/I comment	PNA response to NHSE/I comment
<p>As the information relating to opening hours does not match the pharmaceutical list, we are not sure on what basis any conclusions have been made. If the analysis was only made on pharmacies that responded, then there would be other pharmacies operating so this may not reveal the true picture. If it is made against core hours only then this could also be an issue as pharmacies are open for longer than their core hours. Reviewing the information against the core hours in our records, we could not match these either. We are therefore attaching an up to date pharmacy list providing details of the pharmacy total hours for the HWBB to review against and make any necessary adjustments. This information may change some of the assessments made by the HWBB.</p>	<p>[As shown on left]</p>	<p>(i) Text altered to acknowledge that pharmacy opening hours data derived from survey differs from opening hours data known to NHSE/I. (ii) NHSE/I known pharmacy opening hours shown as new appendix.</p>
<p>We note that page 90 states that only 6 pharmacies are open after 6pm on Saturdays, from the pharmacy list this figure is 12 pharmacies that are open after 6pm. 5 of which close between 7pm and 10pm. We also note that of the pharmacies open on Sundays these are all large multiples, who would have issues opening for any longer due to Sunday trading laws.</p>	<p>[As shown on left]</p>	<p>See action above</p>
<p>The PNA mentions a rota service. Please note that this would be at the discretion of NHS England as it would have to be a commissioned service, currently there are no resources for a service to be commissioned on normal working days or weekends.</p>	<p>[As shown on left]</p>	<p>Text changes to clarify that NHSE/I advises that operation of a rota service is at the discretion of NHSE, and that resources do not currently exist for commissioning such a service on normal working days or weekend.</p>

NHSE/I concern	NHSE/I comment	PNA response to NHSE/I comment
<p>Please note, missing from the PNA is the Bank Holiday Rota service, which is an enhanced service that started in 2020. There is a service for Xmas and Easter Sunday which opens for 8 hours each day and a bank holiday rota service that opens for 4 hours each bank holiday. There are two Southwark pharmacies who open over Xmas and Easter Sunday and three for other bank holidays. This is in addition to others from neighbouring boroughs that also open. The sites of these are near to the Urgent Care Centres.</p>	<p>[As shown on left]</p>	<p>New text inserted: "NHSE/I advises that a Bank Holiday Rota service started in 2020 as an Enhanced Service. There is currently a service for Christmas and Easter Sunday which opens for 8 hours each day, and a Bank Holiday rota service that opens for 4 hours each Bank Holiday. There are two Southwark pharmacies which open over Christmas and Easter Sunday and three for other Bank Holidays. This is in addition to other pharmacies in neighbouring boroughs, which also open. These pharmacies are situated near Urgent Care Centres."</p>
<p>We have also noted that some of the newly commissioned advanced services are missing from the PNA, stop smoking, Hypertension and Hep C, although these only started this year and would be small numbers of contractors who have signed up to provide the services. The stop smoking service was piloted in Southwark with Guys &amp; St Thomas Trust and Kings, so there will be providers in this area.</p>	<p>[As shown on left]</p>	<p>New text inserted to clarify that NHSE/I advises the commencement in early 2022 of newly commissioned Advanced Services covering smoking cessation, hypertension and hepatitis C services; these services will be assessed when service data becomes available.</p>
<p>Page 78 – table 4. We understand why the HWBB has noted these pharmacies as such, but some of these appear to be incorrect or are cross labelled It may be easier to align as contractor name and trading name. Please see the attached pharmacy list for this information.</p>	<p>[As shown on left]</p>	<p>NHSE/I contractor name and trading name (as advised on 5/1/22) added into table. (Note that LPC pharmacy names (as of 6/4/22) are used for mapping purposes, in order to aid comprehension, as the pharmacy trading names and contractor names supplied by NHSE/I were not mutually exclusive between sites in all cases.</p>
<p>The PNA survey covered 198 responses, which is relatively small. The HWBB may want to be careful in extrapolating these findings from a small sample</p>	<p>[As shown on left]</p>	<p>Noted</p>



NHSE/I concern	NHSE/I comment	PNA response to NHSE/I comment
<p>The PNA is there to highlight any issues or gaps in services, any gaps will also need to be determined if this indicates a need. From the published PNA it is then the commissioners who will determine if there is anything that can be commissioned against these findings.</p>	<p>[As shown on left]</p>	<p>Noted</p>
<p>The HWBB should be careful as it is not usual for the PNA to suggest how any gaps are fulfilled. We note that the PNA highlights potential improvements, which is a difficult area as this does not reflect the requirements for the PNA. The HWBB would need to be clear if these were areas that if felt needed to be addressed.</p>	<p>[As shown on left]</p>	<p>Header in relevant table changes to read 'Gaps to be addressed'</p>
<p><b>Recommendation</b></p>		
<p>Having read the PNA it seems to NHS England, London Region that the PNA does not meet the requirements in some important respects. Whilst the required information appears to be in the PNA, it is not always clear or easy to identify, in some places it appears to be missing. The HWBB may want to consider clarifying some of these, it might be easier to highlight on 1 or 2 pages the required statements so that they are clear and easy to find.</p>	<p>[As shown on left]</p>	<p>An appendix has been added listing NHSE/I text change recommendations and Southwark PNA authors' response</p>
<p>There also appears to be a number of places where there appears to be no information, the HWBB may want to consider checking to see if any information is available or if there is none, the HWBB could consider making a statement of fact that there is no information available.</p>	<p>[As shown on left]</p>	<p>See comments above</p>
<p>The HWBB is asked to note all the information in the box above which they may wish to review and where appropriate the PNA amended.</p>	<p>[As shown on left]</p>	<p>An appendix has been added listing NHSE/I text change recommendations and Southwark PNA authors' response</p>