

# **Southwark Pharmaceutical Needs Assessment 2018 – 2021**

**Southwark Health & Wellbeing Board**  
Final draft version for approval

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## ACKNOWLEDGMENTS

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## **EXECUTIVE SUMMARY**

### **Background**

A Pharmaceutical Needs Assessment (PNA) is a structured approach to assessing the needs of an area for pharmaceutical services that are provided as part of 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 (HWB).

The 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, the organisation responsible for commissioning local pharmacies, to determine if new pharmacy services should be commissioned under the National Health Service (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 community pharmacies provide, they are also commissioned to deliver additional services that reflect and address local needs.

The PNA will help commissioners of pharmaceutical services and other local services 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 to 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 team led the production of the PNA. The process was overseen by a steering group established in April 2017 that included representatives from:

- Medicines Optimisation Team, NHS Southwark CCG
- Primary Care Commissioning Team, NHS Southwark CCG
- Southwark Community Pharmacist Forum
- Lambeth, Southwark and Lewisham Local Pharmaceuticals Committee
- People & Health Intelligence Section, Public Health Directorate, Southwark Council.

Furthermore, the following parties were engaged as the document was developed:

- Healthwatch Southwark
- Pharmacy Contracts Team, NHS England
- 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 310,000 people, Southwark is a patchwork of communities: from leafy Dulwich in the south, to bustling Peckham and Camberwell, and the rapidly changing Rotherhithe peninsula. Towards the north, Borough and Bankside are thriving with high levels of investment and development. Yet there remain areas affected by high levels of deprivation, where health outcomes fall short of what any resident should expect.

### ***Key messages***

- Southwark's population is younger and consists of more working age individuals than the national average. The projected population growth will create additional demand for pharmaceutical services across Southwark's pharmacy network, particularly among older people. New housing developments will also alter the way in which our population use services and the demands placed on community pharmacy.
- Southwark has an ethnically diverse population, with almost half of local residents identifying as either Black, Asian or other ethnic minority group (BAME) and over 100 languages spoken across the borough. Given the diversity of the Southwark population, it is crucial that pharmacies across the borough are able to deliver services that are accessible and inclusive of their local communities. In doing so, pharmacies can contribute and support work to reduce health inequalities that exist in Southwark.
- While life expectancy in Southwark is constantly improving, healthy life expectancy remains an area of concern. The most deprived people in the borough are not only more likely to suffer from ill health than the more affluent; they also tend to spend a greater proportion of their lives sicker with multiple long term conditions.
- High blood pressure and diabetes, as key risk factors for CVD, are the most commonly diagnosed long term conditions in Southwark. The mental health needs of the local population, particularly in more deprived areas, are also high. Not everyone with a long term condition has been diagnosed and current estimates suggest that there are people living with undiagnosed long term conditions within the borough.
- While smoking prevalence in Southwark is similar to the London and England averages, the high burden of disease associated with smoking means that supporting people to quit remains a high priority within the borough. Similarly, supporting people to maintain a healthy weight is also important given the associated risks of developing long term conditions.
- Southwark has a high alcohol dependency rate and ranks eighth worst of the 32 London boroughs for substance misuse related admissions. The borough also has high rates of sexually transmitted infections and HIV. Levels of teenage pregnancy in the borough are also high, with Southwark ranked fourth in London.

## Overview of Pharmaceutical Services

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Essential services</b>			
Mandatory and necessary services. Negotiated nationally. Provided by all community pharmacies.			
	<ul style="list-style-type: none"> <li>Southwark has 62 community pharmacies, the same number of pharmacies as 2013.</li> <li>There are no local pharmaceutical services contractors, dispensing appliance contractors, dispensing doctors, mail order or internet based pharmacies.</li> <li>Fifty-nine pharmacies (95%) have the standard 40 hours contract and out of these 28 are open longer than the 40 core contract hours.</li> <li>The majority of community pharmacies (86%) are open on a Saturday for at least part of the day and 11 pharmacies are open on a Sunday for at least part of the day.</li> </ul>	<ul style="list-style-type: none"> <li>Compared to previous (2015) PNA, only College ward does not contain a pharmacy. However this part of the borough has a number of community pharmacies within 1 kilometre in adjacent boroughs (Lambeth, Lewisham and Croydon). All remaining wards, with the exception Surrey Docks which did not have any pharmacy in 2015, have at least two pharmacies and offer a choice for the public.</li> <li>Consideration could be given to extending opening hours at the weekends to improve access and choice. This is particularly important given the vision from the Southwark Five Year Forward View to extend access to primary care (seven days a week 8am-8pm).</li> </ul>	<ul style="list-style-type: none"> <li>Consider commissioning a number of pharmacies to open on Sundays or work extra hours if deemed necessary.</li> <li>A coordinated approach to public health campaigns that involve NHS England, Southwark Public Health and local pharmacies.</li> <li>Clarification of the PH campaigns that all pharmacies should be involved in (based on local priorities).</li> </ul>
<b>Advanced services</b>			
Relevant services. Negotiated nationally. Community pharmacies can choose to provide advanced services if they meet the Secretary of State Directions requirements.			

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Medicine Use Reviews (MUR)</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>54 pharmacies undertook approximately 19,000 MURs.</li> <li>30 pharmacies claimed at or near the maximum number of MURs.</li> <li>College ward does not contain a pharmacy to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>There is potential for the MUR service to be made available to more residents in Southwark.</li> <li>From the pharmacy survey, five pharmacies reported that they do not currently provide MURs but intend to do so within the next 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage all community pharmacies to offer MURs</li> <li>Engage with existing providers with a view to all providers performing more than 380 MURs per annum.</li> </ul>
<b>New Medicine Service (NMS)</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>45 pharmacies (73%) declared that they provided at least one NMS.</li> <li>3,961 NMS reviews were undertaken (17% higher than the previous year).</li> <li>The average number of NMS reviews per pharmacy was 64, which is comparable to London average (65).</li> <li>College ward does not contain a pharmacy to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that the provision of NMS in Southwark is comparable with London average and there is adequate distribution of provision across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that seven community pharmacies in Southwark intend on providing NMS in 2018/19.</li> </ul>
<b>Appliance Use Reviews (AUR)</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark provide AURs.</li> <li>There is a provider in each locality except Bermondsey and Rotherhithe.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that Bermondsey and Rotherhithe locality has no AUR provider. This is a service gap – however, patients may receive the support required from the hospital or clinics responsible for their on-going care.</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that eight community pharmacies in Southwark intend on providing AURs in 2018/19.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Stoma Appliance Customisation (SAC)</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark provide SAC (these also provide the AUR service)</li> <li>There is a provider in each locality except Bermondsey and Rotherhithe.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that Bermondsey and Rotherhithe locality has no AUR provider. This is a service gap – however, patients may receive the support required from the hospital or clinics responsible for their on-going care.</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that eleven community pharmacies in Southwark intend on providing SACs in 2018/19.</li> </ul>
<b>NHS Urgent Medicine Supply Advanced Service</b>	<ul style="list-style-type: none"> <li>All localities had at least one pharmacy providing the service.</li> </ul>	<ul style="list-style-type: none"> <li>This is a new service and as such there is insufficient information available to assess utilisation.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing review of service utilisation is required.</li> </ul>
<b>Seasonal Influenza Vaccination</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>39 pharmacies provided over 3,000 seasonal influenza vaccinations</li> <li>Overall seasonal influenza vaccine uptake in Southwark was below the national targets.</li> <li>40 pharmacies are providing this service for 2017/18.</li> </ul>	<ul style="list-style-type: none"> <li>The coverage of this service is adequate for the needs of the Southwark population, however overall uptake of the seasonal flu vaccine is low within the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Further engagement with existing providers including community pharmacies may help to improve uptake of the vaccination service.</li> <li>Responses to the pharmacy survey suggest that eleven community pharmacies in Southwark intend on providing this service in 2018/19.</li> </ul>
<b>Enhanced Services</b> Relevant services. Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned.			
<b>Enhanced Flu service</b>	<p>This is the only enhanced service commissioned locally by NHS England's area team.</p> <p>In 2016-17:</p> <ul style="list-style-type: none"> <li>NHS England list 27 pharmacies (44%) in Southwark as providing the Enhanced Vaccination Service.</li> </ul>	<ul style="list-style-type: none"> <li>The coverage of this service is considered adequate for the needs of the Southwark population and in particular to specific at risk groups.</li> <li>This service also provides flu jabs for those patients that are not qualified and consequently not</li> </ul>	<ul style="list-style-type: none"> <li>Further engagement with existing providers including community pharmacies may help to improve the coverage of the enhanced flu vaccination service.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
	<ul style="list-style-type: none"> <li>26 pharmacies (42%) within the borough offer both seasonal flu vaccination (advanced) and the enhanced flu services.</li> </ul>	covered under the National advanced flu service.	
<b>Locally Commissioned Services</b> Relevant services. Commissioned by Southwark Council and SCCG to address identified local health priorities			
<b>Stop Smoking Service</b>	<ul style="list-style-type: none"> <li>Currently 20 pharmacies in Southwark are commissioned to provide this service.</li> <li>Services are also provided by specialist providers and a pilot telephone helpline.</li> </ul>	<ul style="list-style-type: none"> <li>Availability of community pharmacy stop smoking services broadly reflects the local pattern of deprivation, with the exception of a small area of Camberwell in the west of Southwark.</li> <li>In addition, there are areas of the borough with multiple pharmacies providing this service and a redistribution of this service provision should be considered.</li> </ul>	<ul style="list-style-type: none"> <li>Some areas have multiple pharmacy providers in a small geographical area; consideration should be given to redistributing providers to increase coverage.</li> <li>Responses to the pharmacy survey indicate that a number of additional pharmacies would be willing to provide the service if commissioned.</li> </ul>
<b>Level 1 Sexual Health Services</b> (see 4.5.2)	<ul style="list-style-type: none"> <li>Currently 21 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Some areas of the borough are greater than 1km from the nearest provider; however, there are no pharmacies in these areas to meet this need.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s) to ensure access to these services meets population needs, and is aligned with local strategies.</li> </ul>
<b>Level 2 Sexual Health Services</b> (see 4.5.3)	<ul style="list-style-type: none"> <li>Currently four pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>There are fewer community pharmacies in Southwark that deliver Level 2 Sexual Health Services than those that deliver Level 1; and there are several geographical gaps in this provision.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s) to ensure access to these services meets population needs, and is aligned with local strategies.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Oral Hormonal Contraception (OHC) Services</b>	<ul style="list-style-type: none"> <li>Currently two pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Just two pharmacies offer this service across the borough, both in the north of the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s), and more closely aligned with integrated sexual and reproductive health services.</li> </ul>
<b>Supervised Consumption</b>	<ul style="list-style-type: none"> <li>Currently 18 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> </ul>
<b>Needle Exchange Service</b>	<ul style="list-style-type: none"> <li>Currently 14 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> <li>Responses to the pharmacy survey suggest that an additional 14 community pharmacies (28 in total) in Southwark would be willing to provide the service if commissioned.</li> </ul>
<b>NHS Health Checks</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark are commissioned to provide this service.</li> <li>Services are also provided by General Practices through the Southwark GP Federations.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Consider assessing the contribution of community pharmacies as part of the ongoing development of the NHS Health Check programme. In particular the self-check pilot (via digital services) followed by a GP final check, in the near future.</li> </ul>
<b>Minor Ailments Scheme (MAS)</b>	<ul style="list-style-type: none"> <li>Currently all (N=62) pharmacies provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Currently there is no gap and the service is adequate and widespread across the borough.</li> <li>MAS were considered a 'potential future service' in the previous</li> </ul>	<ul style="list-style-type: none"> <li>The service should be reviewed in future to ensure it is working as planned as it is currently over budget.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
		2015 PNA.	
<b>Vitamin D Supplementation</b>	<ul style="list-style-type: none"> <li>Currently 21 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> </ul>

## Conclusions

The pharmaceutical service coverage in Southwark is considered adequate taking into consideration the pharmacy/population ratio (20.1/100,000 population) which is similar to neighbouring boroughs and compares favourably with the national average (18.3/100,000).

The distribution of community pharmacies correlates well with areas and indices of deprivation in the borough. Southwark residents have a choice of pharmacy in the majority of wards, and our public survey suggests that the majority of respondents (95%) find it quite easy to get to a local pharmacy.

### ***Essential Services<sup>i</sup>***

These services are fundamental for 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.

We found that between normal opening hours of 9:30am and 5:00pm and Saturdays 9:00am to 1:00pm, there is adequate access and choice within Southwark, with the majority of our residents being afforded a reasonable choice of pharmacy either within their own ward or from a neighbouring ward. However access to pharmacies open on Sunday and to those open 100 hours a week is more limited. Consideration could be given to extending opening hours at weekends to improve access and choice. This is particularly relevant with the delivery of extended access to primary care (seven days a week 8:00am-8:00pm).

The Health and Wellbeing Board consider that the current and future needs for essential pharmaceutical services in Southwark are met by the current pharmaceutical service provision within the borough. However there may be a need for increased Sunday provision. In case of any significant change to current circumstances or when a need for new or additional essential service is identified in the future, the PNA will be reviewed and a supplementary statement will be released as per regulations.

### ***Advanced Services<sup>ii</sup>***

Currently Southwark pharmacies are not reaching the maximum threshold of 400 MURs per annum, suggesting there is capacity within the existing network of community pharmacies in Southwark to meet the anticipated increased demand.

### ***Enhanced Services<sup>ii</sup>***

Provision of enhanced services by community pharmacies augments and complements existing strategies and services designed to improve the health and wellbeing of Southwark residents. There is potential for improvement in uptake of services or redistribution of existing provision in relation to certain locally commissioned programmes such as NHS Health Checks and Seasonal Influenza Vaccination.

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<sup>i</sup> These services are considered for the purposes of this PNA in the context of the *Pharmacy Regulations 2013* as 'necessary services'.

<sup>ii</sup> These services are considered for the purposes of this PNA in the context of the *Pharmacy Regulations 2013* as 'relevant services'. These are services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless are deemed likely to have secured improvements or better access to pharmaceutical services.



### ***Health Promotion Campaigns***

Important themes for future health promotion campaigns include:

- Promoting awareness of symptomless diseases such as hypertension
- Obesity support
- Mental health
- Self-care for minor ailments
- Cancer awareness
- Smoking cessation

### ***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>2</sup> These include: age, sex, race, disability, religion or belief, pregnancy and maternity, sexual orientation, and gender reassignment.

# **1 BACKGROUND**

## **1.1 Legislative context and function**

Southwark's Health and Wellbeing Board is required by law<sup>3</sup> to undertake and publish a Pharmaceutical Needs Assessment (PNA) that sets out the existing provision of pharmaceutical services available to local residents, and assess current and future needs.

The PNA is used by:

- NHS England, as the basis for determining market entry to a pharmaceutical list - whether a new pharmacy should open or an existing pharmacy relocate - and for commissioning services
- Southwark Council, NHS Southwark Clinical Commissioning Group (CCG) and other organisations to inform current and future commissioning decisions.

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"), and replaces the Pharmaceutical Needs Assessment published in March 2015. The regulations also require a revised PNA to be published at three year intervals therefore necessitating a new PNA to be published by the end of March 2018.

## **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
- 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 localities within its area
- The needs of different groups who share a protected characteristic as defined within the Equality Act 2010<sup>4</sup>
- The extent to which the need for pharmaceutical services are 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 NHS England (Box 1.1):

- i. Essential Services (NHS England)
- ii. Advanced Services (NHS England)
- iii. Enhanced Services (NHS England)
- iv. Locally commissioned services (Southwark Council and Southwark CCG).

A range of other providers are included within the scope:

- Pharmacy Contractors
- Dispensing Appliance Contractors
- Local Pharmaceutical Services Contractors
- Dispensing Doctors.

In Southwark there are 62 Pharmacy Contractors (“community pharmacies”). None of the other above mentioned providers 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.

### Box 1.1. Overview of Pharmaceutical Services

#### Essential Services

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

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

#### Advanced Services

##### **Medicines Use Reviews (MURs)**

Conducted by an accredited pharmacist with patients on multiple medications.

##### **New Medicine Services (NMS)**

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

##### **Appliance Use Reviews (AUR)**

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

##### **Seasonal Influenza Vaccination Service**

Seasonal flu service - community pharmacies offer patients in at-risk groups.

##### **Stoma Appliance Customisation Service (SAC)**

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

##### **NHS Urgent Medicine Supply Advanced Service (NUMSAS)**

Pilot of a national Advanced Service.

#### Enhanced Services

##### **Enhanced Flu Vaccination Service**

These services are commissioned locally by NHS England's area teams. In Southwark these services include a range of immunisations provided under the London Enhanced Flu Vaccination service.

#### Locally Commissioned Services

##### **Stop Smoking Service**

A smoking cessation service that provides advice, support and supplies medications (where appropriate).
<b>Sexual Health Service (Level 1 and Level 2)</b>
Level 1 Sexual Health Services include: Emergency hormonal contraception, urine screening for chlamydia and gonorrhoea, sexual health promotion, signposting to appropriate sexual health services, and condom distribution. Level 2 Sexual Health Services also include treatment for chlamydia.
<b>Oral Hormonal Contraception</b>
Oral hormonal contraceptive (OHC) services provided via community pharmacies are intended to improve access to contraceptive services, supplementing existing primary care services.
<b>Supervised Consumption</b>
This is a service for the provision of supervised consumption of controlled drugs prescribed for the management of opiate detoxification; appropriately qualified pharmacists dispense medication and observe its consumption.
<b>Needle Exchange Service</b>
The service includes provision of sterile injecting equipment and equipment to ensure the safe disposal of used needles.
<b>NHS Health Checks</b>
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.
<b>Minor Ailments Scheme</b>
The Minor Ailment Scheme is provided through the Pharmacy First scheme in Southwark. These pharmacies offer residents quick and local access to advice and treatment about common illnesses.
<b>Vitamin D Supplementation</b>
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 four.

## **1.4 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.

Supplementary statements will be published where necessary at six 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.

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

Notwithstanding the above, the next full review of the pharmaceutical needs assessment is scheduled to be published no later than 31 March 2021.

## 2 DEVELOPING THE PNA

### 2.1 Drafting phase, methods and engagement

Southwark's PNA 2018 has made use of a wide range of intelligence sources (Box 2.1).

#### Box 2.1. Intelligence sources for Southwark's PNA 2018

Domain	Source
Demography and health needs	<ul style="list-style-type: none"><li>▪ Annual Public Health Report 2016, Southwark Council</li><li>▪ Joint Strategic Needs Assessment, Southwark Council</li><li>▪ Bespoke intelligence analyses from Southwark Council Public Health's People &amp; Health Intelligence Section drawing on data from Office of National Statistics, Public Health England and Greater London Authority, and local intelligence from NHS Southwark CCG</li></ul>
Local priorities	<ul style="list-style-type: none"><li>▪ Southwark Health and Wellbeing Strategy 2015-2020, Southwark Health and Wellbeing Board</li><li>▪ New Southwark Plan 2017, Southwark Council</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; N = 51, 83% response rate, June - July 2017</li><li>▪ Service data from NHS England and NHS Southwark CCG including other general practice data and prescribing information (ePACT)</li></ul>
Patient experience	<ul style="list-style-type: none"><li>▪ Online and paper questionnaires of local residents and patients, supported by the Lambeth, Southwark and Lewisham Local Pharmaceutical Committee; N = 207, July - August 2017</li></ul>

A steering group for the PNA was established in April 2017 led by Southwark Council's Public Health Directorate and includes representation from:

- Medicines Optimisation Team, NHS Southwark CCG
- Primary Care Commissioning Team, NHS Southwark CCG
- Southwark Community Pharmacist Forum
- Lambeth, Southwark and Lewisham Local Pharmaceuticals Committee
- People & Health Intelligence Section, Public Health Directorate, Southwark Council.

Furthermore, the following parties were invited to attend the Steering Group and were updated on progress:

- Healthwatch Southwark
- Pharmacy Contracts Team, NHS England
- PNA Steering Group Leads, London Borough of Lambeth
- PNA Steering Group Lead, London Borough of Lewisham.

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

Two further phases of consultation need to be carried out with the PNA draft:

- Pharmacy contractor workshop held on 23 November 2017
- Statutory consultation for 60 days via online questionnaire with members of the public and other interested parties between December 2017 and January 2018.

## **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 take steps to ensure that needs continue to be met in the future.

Southwark's PNA 2018 examines the following key areas:

- Health needs profile for Southwark. This section will examine the Southwark population profile; life expectancy and healthy life expectancy; main causes of mortality and morbidity including trends over time as well as leading lifestyle risk factors
- 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 responsibilities for the populations of the London Borough of Southwark and its co-terminous NHS Clinical Commissioning Group. 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 previous PNA (from 2015) used a mixture of council defined neighbourhoods based on electoral ward boundaries.

For health services provision more recently, Southwark Council and NHS Southwark CCG have moved towards a system of local care networks which are based on existing GP Federation arrangements that, as of 30 November 2017, group 19 general practices in the north of the borough and 20 in the south. The overlapping nature of General Practice 'lists' means that there is no geographically defined boundary – making spatial analysis challenging. Pharmacy services at present do not align to these groupings.

Therefore for Southwark's PNA 2018, electoral wards have been used as the primary geospatial unit of analysis with other units utilised where necessary or appropriate. It should be noted that all of Southwark's electoral wards will be changing following the Boundary Commission review in May 2018. A view will be taken by the Health and Wellbeing Board on how best these new geographies should or can be represented in the future.



### 3 HEALTH NEEDS PROFILE FOR SOUTHWARK

Community pharmacies have an important role to play in improving health and wellbeing and reducing health inequalities, through:

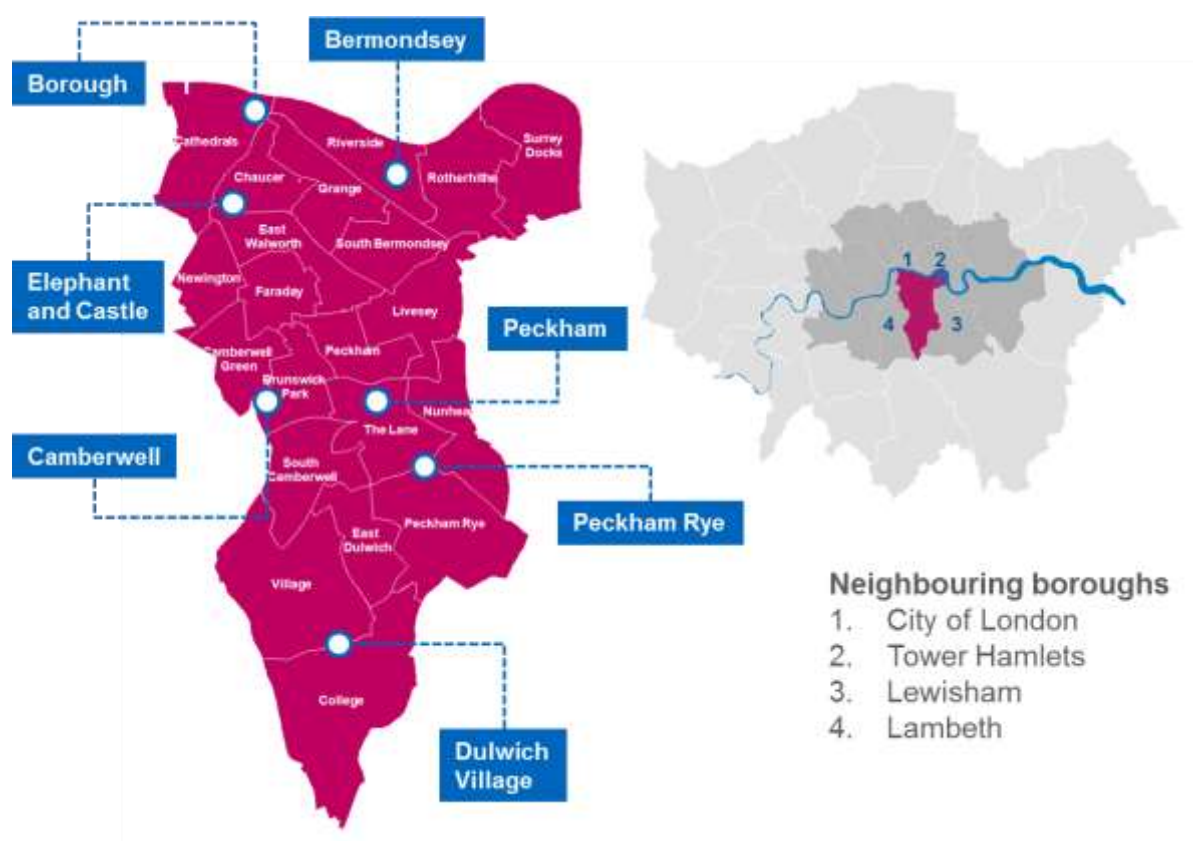
- Providing advice to patients regarding self-care, management of long-term conditions and the use of medication
- Services and interventions to promote healthier lifestyle choices
- Health promotion campaigns.

#### 3.1 Southwark population profile

##### 3.1.1 Geography

Southwark is an inner London borough in South East London with 21 electoral wards. The River Thames is the northern boundary, with Lambeth to the west, Lewisham to the east and Bromley to the south (Figure 1).

**Figure 1: Southwark electoral wards, town centres and location in London Area**

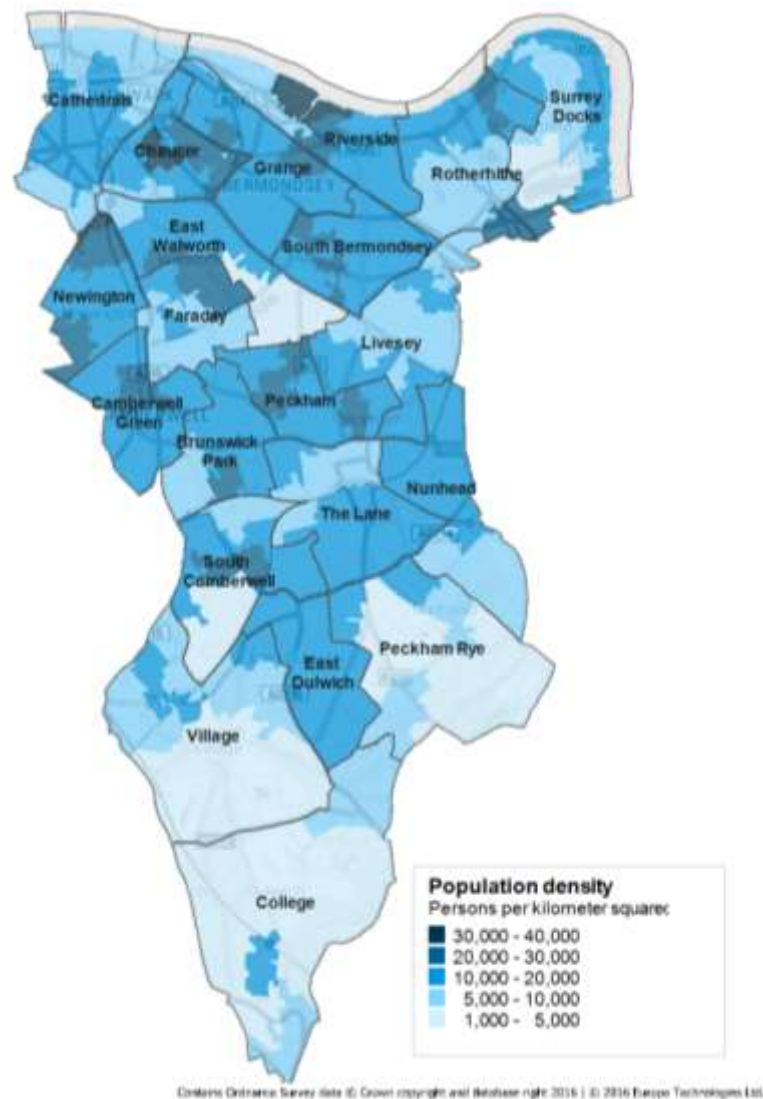


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### 3.1.2 Population estimates and population density

According to data from the Office for National Statistics there are approximately 313,000 residents in Southwark. The population density of the borough is estimated to be approximately 10,800 persons per square kilometre, making Southwark one of the most densely populated areas in the country. Several areas are particularly densely populated, with densities reaching almost 48 times the national average (Figure 2).

**Figure 2: Population density in Southwark, 2015**



Source: ONS, 2015

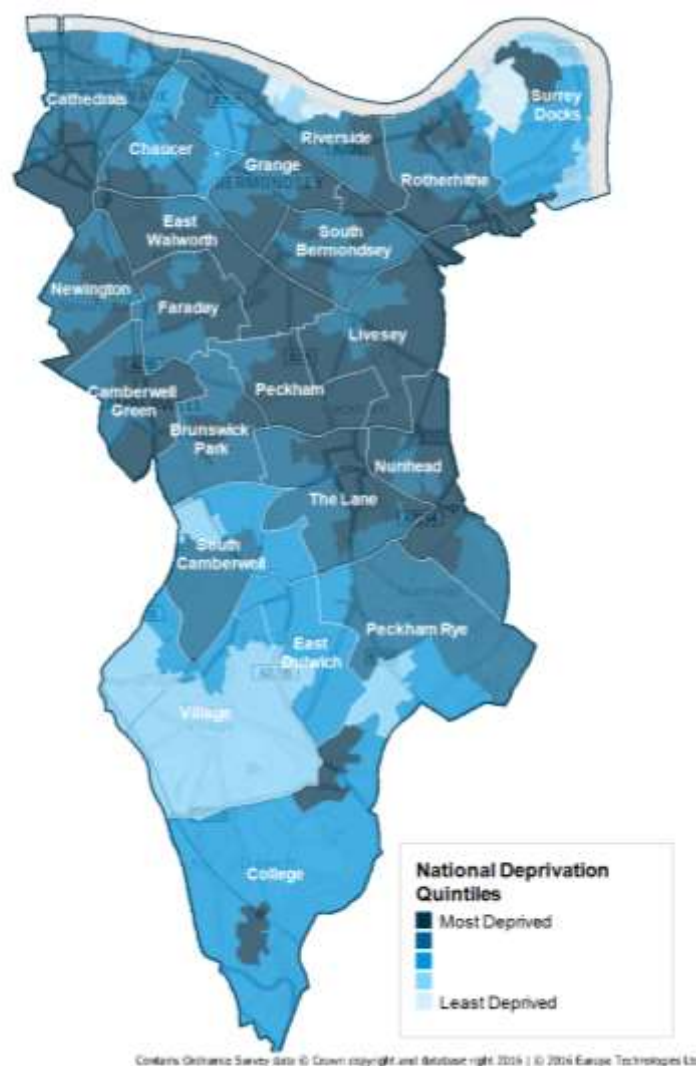
### 3.1.3 Deprivation

The Indices of Deprivation is the official measure of relative deprivation for England and combines information across seven domains, including:

- Income
- Employment
- Education
- Health
- Crime
- Barriers to housing and services
- Living environment

Deprivation is recognised as having a negative impact on health and wellbeing throughout the course of a person's life.<sup>5</sup> Approximately 119,000 (38%) of Southwark residents live in communities ranked in the top 20% most deprived areas nationally.<sup>6</sup> Areas with particularly high levels of deprivation include Bermondsey, Camberwell and Peckham (Figure 3).

**Figure 3: National index of multiple deprivation - Southwark quintiles**



Source: Department for Communities & Local Government Indices of Deprivation 2015

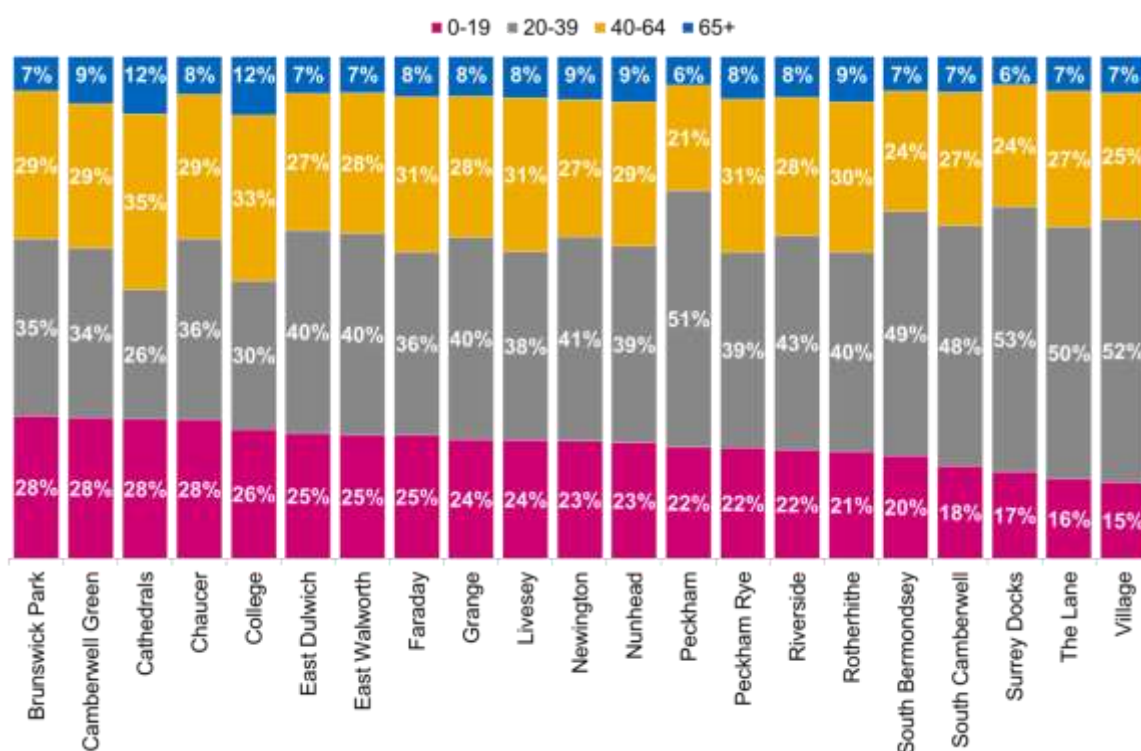
### 3.1.4 Age profile

Southwark has a comparatively young population, with a median age of 32.9 years, compared to London (34.8 years) and England (39.8 years).<sup>7</sup>

92% of Southwark's population are under the age of 65: a much higher proportion than the national average of 82%.

The proportion of people aged 65 and over is relatively low in the majority of wards, with the highest proportions (12%) living in Cathedrals and College wards. Village, The Lane, Surrey Docks, and Peckham wards have a particularly large number of people aged 20 to 39 – approximately a half of the total ward population.

**Figure 4: Population age distribution in Southwark wards, 2015**



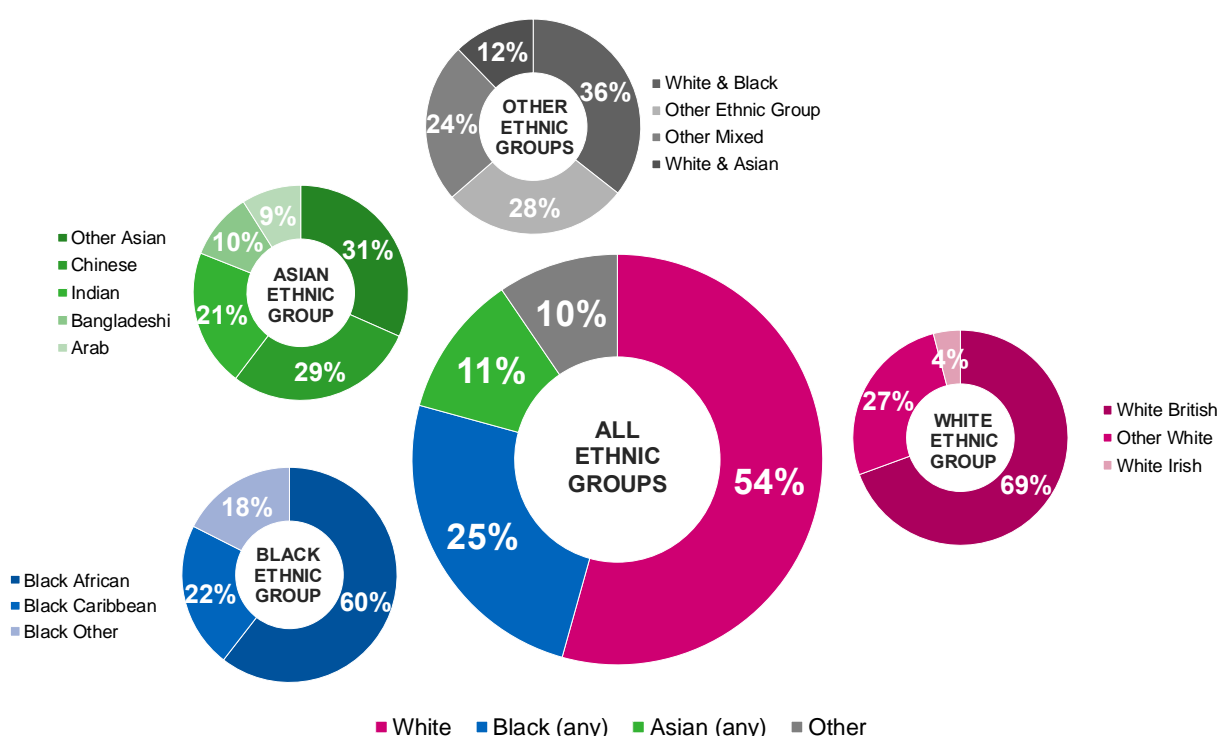
Source: ONS mid-year population estimates 2015

### 3.1.5 Ethnic profile and languages

The demographics of an area can affect the demand for services including those provided by pharmacies. In addition, English language proficiency can be a significant barrier for service uptake.

The ethnic diversity of Southwark has changed substantially since the turn of the century, with a decline in the proportion of the population identifying themselves as White since 2001. However, over the next 10 years the ethnic diversity of Southwark is projected to remain relatively stable. The latest population projections show that almost half of Southwark residents identify as being Black, Asian and other ethnic minority (BAME) (Figure 5).

**Figure 5: Southwark ethnic groups in 2016**



Source: GLA 2015-round ethnic projections EGPP trend LTM

Areas such as Peckham and Camberwell have a particularly high proportion of residents from Black, Asian and other ethnic minority groups (BAME). The highest proportion of residents from BAME backgrounds live in Peckham electoral ward (around 70%) and the lowest proportion – in Village ward (around 20%).<sup>8</sup>

The most recent Census (2011) estimated that more than 100 languages were spoken in Southwark, although over 80% of residents report that their main language is English.<sup>9</sup> Other prevalent language groups identified include European (around 5%), African (around 3%) and East Asian languages (around 3%).

Approximately 90% of the respondents to the patient experience survey (Box 2.1) stated that their main language was English, with 8% saying it was a language other than English and 2% did not provide an answer. There was no single predominant language among those

who reported their main language not to be English. The questionnaire was only available in English.

## **3.2 Life expectancy and healthy life expectancy**

### **3.2.1 Life expectancy**

Overall life expectancy in Southwark is rising. A male infant born in Southwark today has a life expectancy of 79 years compared to 75 years in 2001-03. Female life expectancy has seen a similar increase, currently 84 years compared to 80 years in 2001-03. However, there remains a significant gap in life expectancy between the sexes, with males expected to live on average 5 years less than their female counterparts.

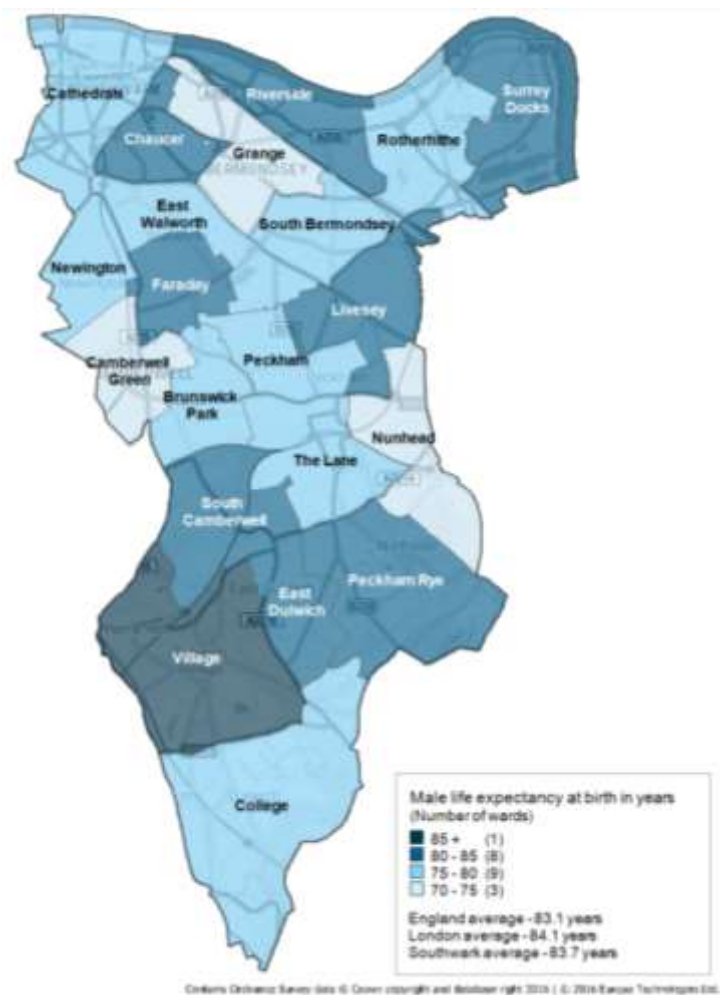
When comparing life expectancy between electoral wards in Southwark, results show that life expectancy among males varies from 86.7 years in Village to 74.4 years in Nunhead – a difference of 12.3 years (Figure 6). Female life expectancy varies from 87.6 years in Brunswick Park to 80.4 years in Nunhead – a difference of 7.2 years (Figure 7).

When comparing life expectancy between areas with different levels of deprivation it is clear that people from the most deprived areas of the borough live shorter lives compared to those living in the most affluent areas. In the past five years, these differences have become more prominent. In 2010-12, males from the most deprived areas of the borough were expected to live around 7.6 years, and females around 5.5 years shorter compared to those living in the most affluent areas. By 2013-15, the life expectancy gap increased to around 9.6 years for males and around 5.6 years for females.

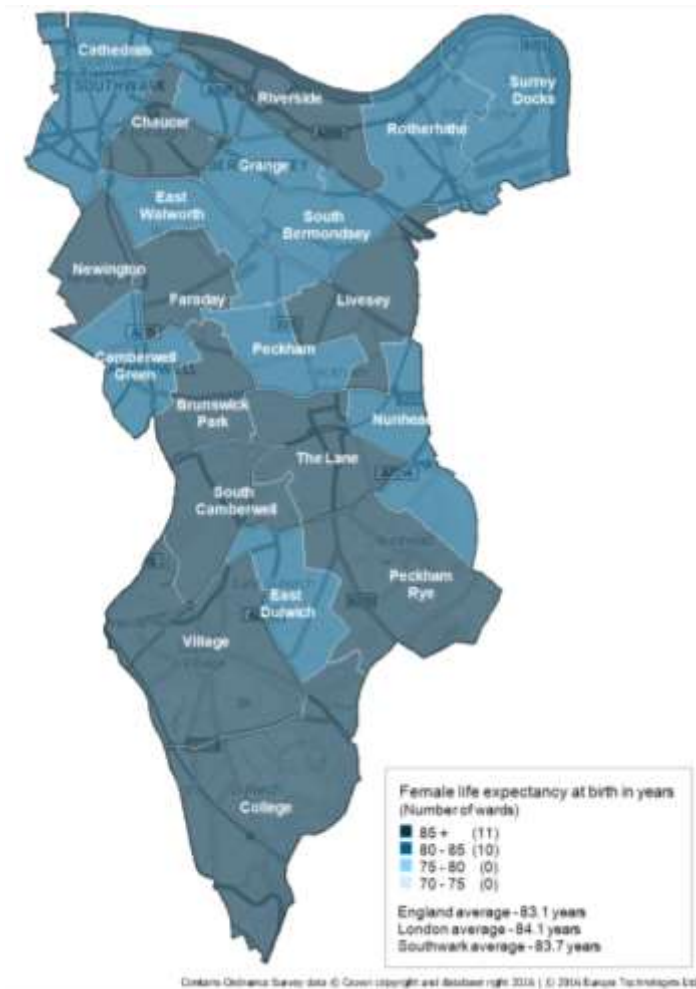
The reason for the gap in life expectancy between residents living in most and least deprived areas of the borough relates to higher mortality rates from cardiovascular disease, cancer and respiratory conditions. The higher mortality rates from these conditions account for around 60% and 50% of the male and female life expectancy gap respectively. Furthermore, mental and behavioural disorders account for an additional 10% and 14% of the gap in male and female life expectancy respectively.



**Figure 6: Male life expectancy at birth by Southwark electoral ward, 2013-15**



**Figure 7: Female life expectancy at birth by Southwark electoral ward, 2013-15**



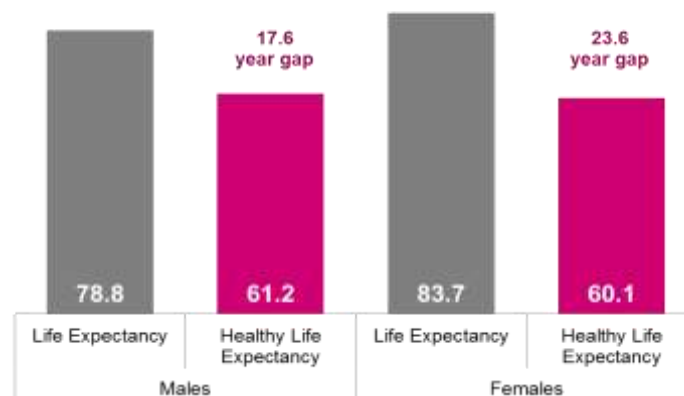
Source: NHS Digital Primary Care Mortality Database, ONS mid-year population estimates

### 3.2.2 Healthy life expectancy

Healthy life expectancy is an estimate of how many years a person is expected to live in full health. While overall life expectancy in the borough has increased significantly, healthy life expectancy has remained relatively stable. This has led to an increase in the average number of years local people spend in poor health.

Despite having a longer life expectancy, female healthy life expectancy in Southwark is shorter compared to males. Therefore, females spend more years in poor health compared to males: 24 years versus 18 years respectively (Figure 8).

**Figure 8: Southwark life expectancy and healthy life expectancy (years)**



Source: ONS healthy life expectancy by local authority 2013-15

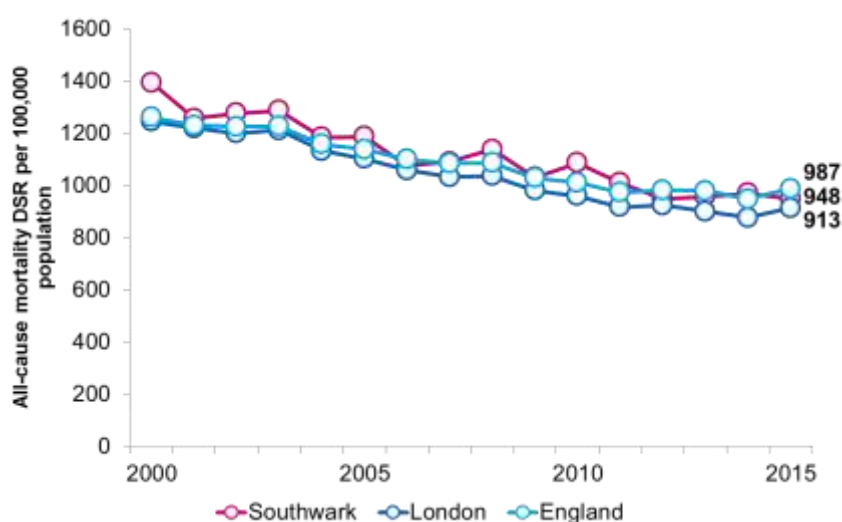


### 3.3 Mortality

#### 3.3.1 Trends in all-cause mortality

Over the last 15 years there has been a significant reduction in the overall mortality rate in Southwark, mirroring the London and national picture, with rates falling by around a third from 1,393 per 100,000 to 948 per 100,000 population (Figure 9).

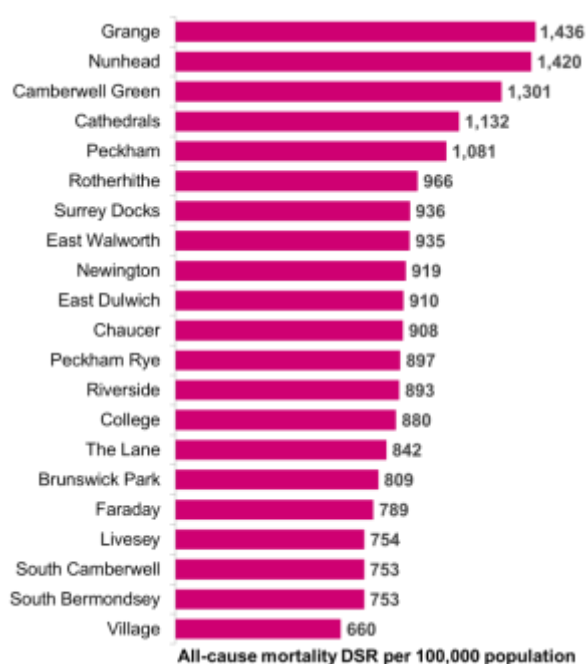
**Figure 9: Directly standardised all-cause mortality rates**



Source: ONS Vital Statistics; ONS mid-year population estimates

There is significant variation in all-cause mortality across the borough. In 2015 the mortality rate in Grange ward was more than double the rate in Village ward (Figure 10).

**Figure 10: Directly standardised all-cause mortality rates by Southwark ward, 2015**

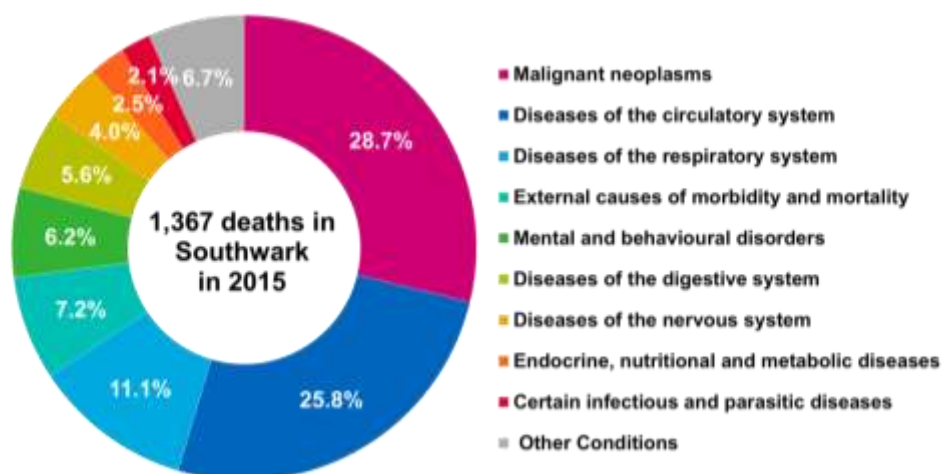


Source: ONS Vital Statistics; ONS mid-year population estimates

### 3.3.2 Major causes of death

Mirroring the national picture, cancer, cardiovascular diseases and respiratory diseases are the leading causes of death in Southwark, accounting for two thirds of all deaths in 2015 (Figure 11).

**Figure 11: Causes of death in Southwark, 2015**



Source: ONS Vital Statistics Outputs

### 3.3.3 Preventable mortality

Reducing preventable mortality rates is considered a key public health goal. Preventable mortality includes deaths, which could be avoided if there had been more effective public health and medical interventions in place.<sup>10</sup> Premature mortality is preventable and includes all potentially avoidable deaths under the age of 75.

The main contributors to premature mortality nationally are cancer, cardiovascular, respiratory and liver diseases. This picture is reflected locally. The standardised mortality rates for these conditions have been reducing over the past 15 years. Compared to 2001-03 the highest reduction in mortality rates was for cardiovascular conditions, the rates for which have more than halved. Preventable mortality rates from respiratory conditions have reduced by around 40% and rates for cancer and liver disease have reduced by 20%. Levels of premature mortality in Southwark remain above regional and national levels across all four conditions, significantly so for cancer and respiratory disease.

## 3.4 Morbidity

### 3.4.1 Physical health

In Southwark, 44% or approximately 138,000 residents report having a long-standing health condition.<sup>11</sup> The diagnosed prevalence of most major long-term conditions (LTC) in Southwark is either similar to or lower than the national and London averages and there is little variation between the two General Practitioner (GP) Federations, North and South.

It is important to note that these are crude prevalence rates and may be affected by the population age structure. Therefore, the prevalence of these long-term conditions in Southwark may change as the population age structure changes.

**Table 1: Diagnosed disease prevalence in 2015-16**

Condition Group	Condition	Diagnosed Cases in Southwark	Prevalence		
			Southwark	London	England
Mental health and neurological conditions	Dementia	1,183	0.4%	0.5%	0.8%
	Depression*	17,624	6.9%	6.0%	8.3%
	Epilepsy*	1,372	0.5%	0.6%	0.8%
	Learning Disabilities*	941	0.3%	0.3%	0.5%
	Severe Mental Illness	3,856	1.2%	1.1%	0.9%
Cardiovascular conditions	Atrial Fibrillation	2,262	0.7%	1.0%	1.7%
	CHD	4,420	1.4%	2.0%	3.2%
	Stroke & TIA	2,836	0.9%	1.1%	1.7%
	Heart Failure	1,461	0.5%	0.5%	0.8%
	Hypertension	33,523	10.6%	11.0%	13.8%
Respiratory conditions	COPD	4,430	1.4%	1.1%	1.9%
	Asthma	13,634	4.3%	4.6%	5.9%
High dependency and other long term conditions	Cancer	4,449	1.4%	1.7%	2.4%
	Chronic Kidney Disease*	5,157	2.0%	2.4%	4.1%
	Diabetes**	15,228	5.9%	6.3%	6.6%

Source: NHS Digital Quality Outcomes Framework 2015-16

### Comorbidities

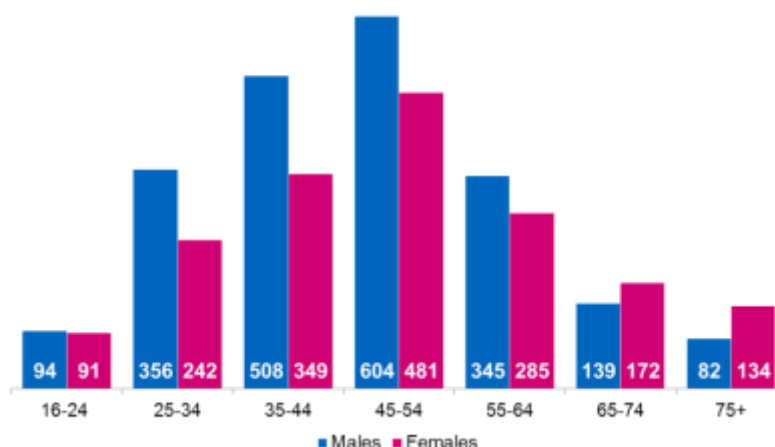
In addition to individuals with a diagnosed LTC (Table 1), people with comorbidities and those with three or more LTCs often present with complex health and social care needs. Community pharmacies can assist local GPs with meeting these health needs, for example by providing support with treatment compliance and health advice.

### 3.4.2 Mental health

The prevalence of severe mental illness (SMI), comprising bipolar affective disorder, schizophrenia and other psychoses, was the only health indicator with higher prevalence in Southwark than the national average (Table 1). Approximately 54% of Southwark's SMI population are male and the condition is most common amongst individuals aged between 30-60 years (Figure 12).

Those from a Black ethnic background are at a higher risk of developing SMI. Those diagnosed with a SMI are vulnerable and at higher risk of developing other conditions or comorbidities. Because of these vulnerabilities, the SMI cohort generally present with complex needs and represents a significant burden in terms of health and social care costs.

**Figure 12: Patients on Southwark severe mental illness register**



Source: SMI Register, Southwark General Practice; EMIS Web 2014 Extract

Common mental health disorders (CMD) such as depression and anxiety are more prevalent than SMI. The prevalence of diagnosed depression among adults is higher in Southwark compared to the London average and it is estimated that depression alone affects around 18,000 residents (Table 1). These numbers are likely to be an underestimate, as not all residents with depression will seek help.

The specific number of children and adolescents affected by CMD is not known. The latest estimates from PHE (2017) suggest that at least 1,500 Southwark children aged 5-16 years may be suffering from anxiety and depression.

Perinatal mental health problems are estimated to affect up to 20% of women during pregnancy and the first year after having a baby.<sup>12</sup> Mental health problems complicate pregnancy and the postpartum year and can have long-standing effects on a child's emotional, social and cognitive development. It is estimated that each year approximately 2,600 Southwark women might be affected by mental health disorders during the perinatal period.

### 3.5 Behavioural risk factors

The five leading risks for death and disability in the UK are tobacco, dietary risks, high blood pressure, high body mass index and alcohol and drug use.<sup>13</sup> These risk factors increase the likelihood of major long-term conditions such as respiratory, cardiovascular diseases as well as cancers.

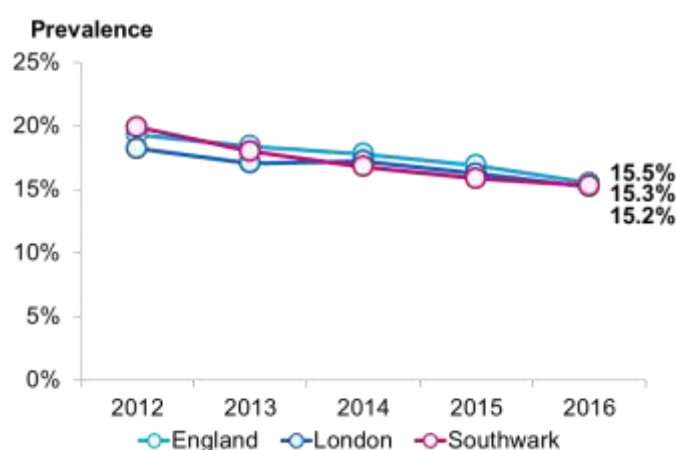
#### 3.5.1 Smoking

Smoking is a major risk factor for many conditions including lung cancer, chronic obstructive pulmonary disease (COPD) and heart disease. Estimates suggest that there were some 34,300 smokers in Southwark in 2016.<sup>14</sup>

Smoking prevalence in Southwark is statistically comparable to the regional and national averages (Figure 13). Prevalence varies among different population groups; with Southwark residents employed in routine and manual occupations being more likely to smoke.

According to 2016 data, smoking prevalence in this population group was around 19%. Due to the relatively small sample size, there is a degree of uncertainty and a significant year-on-year fluctuation in the estimates of smoking prevalence among residents employed in routine and manual occupations.

**Figure 13: Smoking prevalence trends among the general adult population**



Source: Public Health England Local Tobacco Control Profiles 2016

The number of current and regular smokers among 15-year-olds in Southwark in 2014-15 was similar to the London average and significantly lower compared to the national average. 5% of 15 years old were current smokers compared to the London average of 6% and the national average of 8%; 3% were regular smokers versus 3% and 5% respectively.<sup>14</sup>

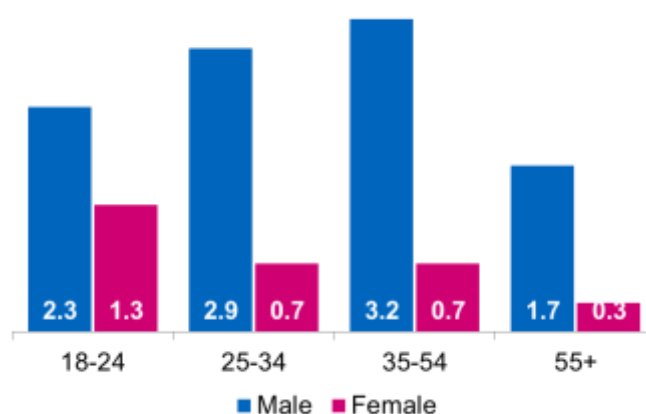
Although over the past 15 years smoking prevalence in England has reduced from around 27% to 15%, smoking remains the single largest cause of preventable death and ill-health. In 2015-16 there were 1,786 smoking-attributable hospital admissions in Southwark, with rates significantly higher compared to both the London and England averages. Furthermore, despite the downward trend in smoking-attributable mortality, Southwark's smoking mortality rate remains significantly above the London and England averages. In 2013-15 there were 794 smoking-attributable deaths in the borough.

### 3.5.2 Alcohol

Harmful use of alcohol represents a significant health, social and economic burden.<sup>15</sup> Excessive alcohol consumption is a contributing factor to both emergency hospital admissions and mortality from a range of conditions including liver disease, several types of cancer, and cardiovascular disease. In addition, a significant proportion of the disease burden attributable to alcohol consumption arises from unintentional and intentional injuries, including those due to road traffic collisions, violence and suicide.

Alcohol dependency ratios are a measure of the proportion of the population classified as alcohol dependent. Southwark has the 6<sup>th</sup> highest level of alcohol dependency in London, with an estimated 4,000 people in the borough dependent on alcohol. Alcohol dependency among males is higher than females across all age groups. Male dependency ratios peak at the 35-54 age group before declining. For females, the highest ratios can be found among the 18-24 age group (Figure 14).

**Figure 14: Alcohol dependency in Southwark, 2014**



Source: Estimates of Alcohol dependence in England based on APMS 2014. Sheffield University, 2014

While the alcohol specific mortality rate in Southwark is comparable to national levels, it remains significantly above the London average. In 2013-15 Southwark had the highest rate of alcohol specific mortality in the capital, with 79 deaths over the three year period.<sup>16</sup>

In 2015-16 there were 1,357 hospital admissions related to alcohol among Southwark residents. The rate of alcohol-related hospital admission in Southwark is significantly below national levels and has declined year on year since 2011-12. However, admission rates are consistently higher than the London average.

### 3.5.3 Substance Misuse

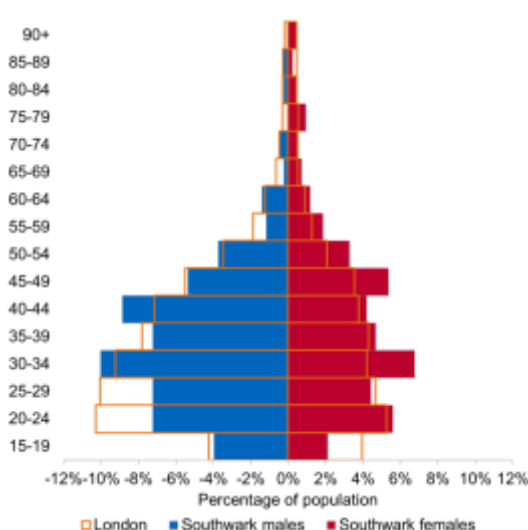
Recreational drug use, particularly among young people, continues to be one of the most significant public health challenges in England and a key policy concern for the government. People who use drugs recreationally are at higher risk of mental health problems, respiratory conditions and viral infections, such as hepatitis B and C, leading to liver disease. In addition

they are more likely to engage in risky behaviours, putting them at higher risk of injury and sexually transmitted infections.

Recent data show that 1,500 people were registered with Southwark drug misuse services. Over 700 people were known to use intravenous drugs. Figures from Public Health England show that 35 people in Southwark died of drug misuse in 2013-15.

Southwark has the 8<sup>th</sup> highest hospital admission rate for substance misuse in London. Between 2012-13 and 2014-15 there were 429 admissions, with the majority being male patients (approximately 60%).<sup>17</sup> The highest number of admissions was recorded for the age group 30 to 34 years old (Figure 15).

**Figure 15: Age distribution for substance misuse related hospital admissions in Southwark and London**



Source: Hospital Episode Statistics; ONS mid-year population estimates 2016

### 3.5.4 Healthy Weight

A healthy weight is defined as body mass index (BMI) between 18 and 25kg/m<sup>2</sup>. A person with a BMI score above this level is considered to have excess weight, which is linked to an increased risk of developing serious health conditions like cardiovascular disease, type 2 diabetes, liver disease, and several types of cancer. Being overweight can also affect a person's quality of life and lead to mental health problems, such as depression and low self-esteem.<sup>18</sup> Over half of adults in Southwark have a BMI over 25kg/m<sup>2</sup>.

Both diet and physical activity have a major role in maintaining healthy weight. The latest data from Public Health England shows that a significantly smaller proportion of Southwark residents are eating the recommended number of fruit and vegetable portions a day compared to London and England averages: approximately 46% versus 49% and 51% respectively.

### 3.5.5 Physical Activity

Physical inactivity is one of the leading risk factors for morbidity and premature mortality in the UK. It has a significant financial burden on the UK healthcare service. The direct financial cost is estimated to be as high as £1.2 billion each year.<sup>19</sup> Regular physical activity is associated with a reduced risk of cardiovascular disease, diabetes, obesity, osteoporosis, colon, and breast cancer as well as with improved mental health and wellbeing.<sup>20</sup>

Approximately six in ten Southwark residents are meeting the national physical activity guidelines (Figure 16). The proportion of active residents in Southwark has increased from 57% in 2012-13 to 63% in 2014-15, which was higher compared to the London average of 58% and the England average of 57%.

**Figure 16: Levels of physical activity, 2014-15**



Source: Sport England, Active People Survey, 2016

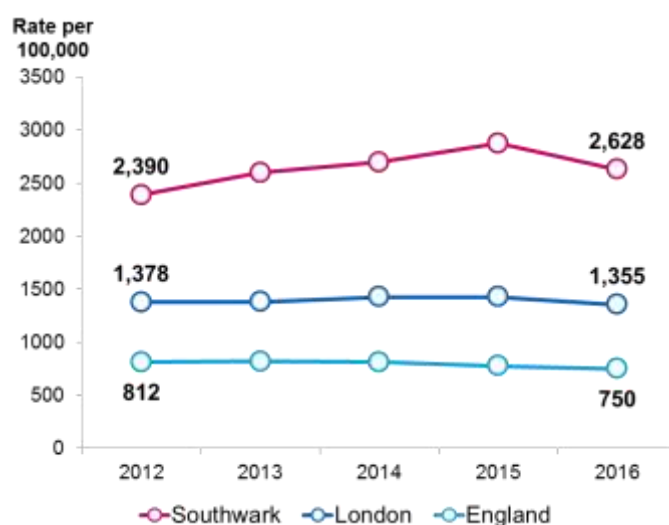
Men were more likely to meet the national physical activity guidelines than women. Approximately 71% of males are classified as active compared to around 55% of females in Southwark in 2014-15. Levels of inactivity increases with body weight; approximately 17% of Southwark residents classified as healthy weight are inactive compared to 32% of those who were overweight and 41% of those who were obese.<sup>21</sup>

### 3.5.6 Sexual Health

Southwark has some of the highest levels of sexual health need nationally due to its young, mobile and ethnically diverse population. The 2015 rates of all new sexual transmitted infections (STI) have increased to around 2,600 per 100,000 population compared to approximately 2,400 per 100,000 population in 2012 (Figure 17). Southwark's STI diagnostic rates are among the highest in London and are significantly higher compared to the national and London averages.



**Figure 17: Trends in all new STI diagnostic rates**



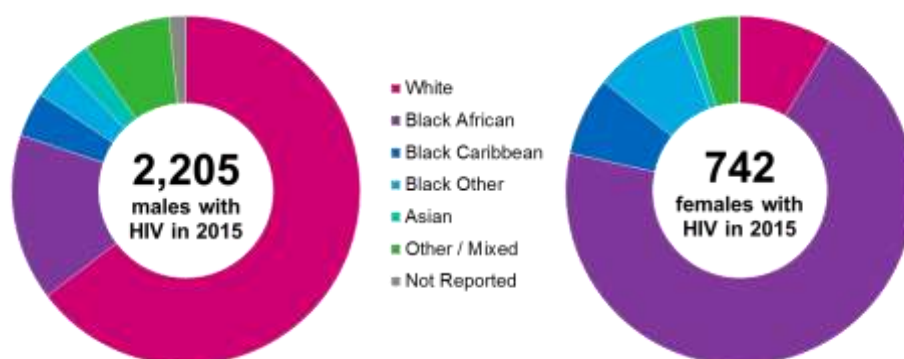
Source: PHE sexual and reproductive health profiles

Southwark also has a high prevalence of HIV and ranks the second highest for newly diagnosed HIV rates in England, after Lambeth. In 2015 there were 153 new cases of HIV diagnosed in Southwark. Males account for around 75% of diagnosed HIV cases in the borough in 2015.

There are significant variations in the number of HIV cases among different population groups in Southwark. Data for 2015 show that 65% of male HIV cases were for males of White ethnic background, while the majority of female cases were for females from Black African ethnic group (Figure 18). Levels of deprivation are correlated with the number of HIV cases - the number of people diagnosed with HIV is highest in most deprived areas.

Late diagnosis is significantly higher among those from a Black African background (58%) compared to those from a White ethnic background (28%).<sup>22</sup>

**Figure 18: Prevalence of HIV in Southwark by age and ethnicity, 2015**



Source: PHE Survey of Prevalent HIV Infections Diagnosed (SOPHID), 2015

## 3.6 Other considerations

### 3.6.1 Influenza

Influenza (flu) is a viral infection predominantly affecting breathing. Complications include bacterial pneumonia, and can be life threatening especially in older people and those with certain underlying health conditions, particularly for people with chronic respiratory conditions such as asthma, diabetes or heart disease or those with a weakened immune system.<sup>23</sup>

To reduce the impact of flu and flu-like illness, Public Health England encourages uptake of the flu vaccine among most at-risk groups: those aged 65 and over, pregnant women, people in clinical risk groups, residential care home residents, children age 2 to 4 years old, and carers. Southwark data for 2016-17 show that vaccination coverage for high risk groups was comparable to the London average, but lower than the national average (Table 2).

**Table 2: Population vaccination coverage in high risk groups, 2016-17**

Population Group	England	London	Southwark
Age 2 to 4	38%	29%	28%
At risk individuals	49%	47%	47%
Age 65+	70%	65%	65%

Source: PHE Public Health Outcomes Framework 2016

### 3.6.2 Immunisations

Immunity is the ability of the body to protect itself from infectious disease. Immunisation programmes provide protection to vaccinated individuals and can provide protection to the wider unvaccinated population; also referred to as 'herd immunity'. If enough people in a community are vaccinated, it is harder for a disease to pass between people who have not been vaccinated.

Vaccination programmes aim to protect people for life. They often concentrate on young children, who are particularly vulnerable to many potentially dangerous infections. Southwark's performance against national vaccination targets for childhood immunisations varies with coverage tending to be significantly lower than the England average.

### **3.6.3 Vitamin D Deficiency**

Populations at particular risk of vitamin D deficiency include children under five years of age, all pregnant and breastfeeding women and all darker skinned populations, such as African, African-Caribbean and South Asian ethnic groups. One condition that is caused by profound vitamin D deficiency is rickets – a childhood disease that can affect developing bones.

There has been an increase in the number of cases of vitamin D deficiency and rickets nationally. Given the high proportion of BAME populations in Southwark, vitamin D deficiency is likely to be higher than the national average.

Latest data from the National Diet and Nutrition Survey 2016 shows that approximately a fifth of adults aged 19 to 64 years and a sixth of children aged 11 to 18 years have low levels of vitamin D. This is not the same as having a deficiency, but results in a greater risk of developing a deficiency. Locally this would equate to over 44,000 adults and almost 4,000 young people respectively.

### **3.6.4 Older People**

Age is an independent risk factor for major long-term conditions such as cardiovascular disease, cancer and for events resulting from musculoskeletal conditions like fractures, arthritis, osteoporosis, knee and hip conditions. Older people will often have more than one long-term condition resulting in increasing dependency on health and social health systems.

Pharmacies can support older residents to stay independent for longer.<sup>24</sup> They can:

- Make sure older people are taking the right medicines, in the right way and are supported to manage any side effects
- Support older people with advice on medicines adherence, in particular those with long term conditions
- Work closely and/or as part of GP practices to resolve day to day medicine issues, particularly for patients with long term conditions and who are taking a number of different medications.

Important tools to facilitate this include mobility and daily living aids, monitored dosage systems, medication home delivery and NHS transportation providers. Pharmacy teams can further help older customers by signposting them to sources of support such as charities, volunteering organisations as well as local groups and activities targeted at older individuals.

### 3.7 Summary of Health Needs

- Southwark's population is younger and consists of more working age individuals than the national average. The projected population growth in the next ten years will create additional demand for pharmaceutical services across Southwark's pharmacy network, particularly among older people. New housing developments will also alter the way in which our population use services and the demands placed on community pharmacy.
- Southwark has an ethnically diverse population, with almost half of local residents identifying as either Black, Asian or other ethnic minority group (BAME) and over 100 languages spoken across the borough. Given the diversity of the Southwark population, it is crucial that pharmacies across the borough are able to deliver services that are accessible and inclusive of their local communities. In doing so pharmacies can contribute and support work to reduce health inequalities that exist in Southwark.
- While life expectancy in Southwark is improving, healthy life expectancy remains an area of concern. The most deprived people in the borough are not only more likely to suffer from ill health than the more affluent; they also tend to spend a greater proportion of their lives in ill health with multiple long term conditions.
- High blood pressure and diabetes, as key risk factors for cardiovascular diseases, are the most commonly diagnosed long term conditions in Southwark. There is also a high prevalence of mental health need locally, particularly in more deprived areas. Not everyone with a long term condition has been diagnosed and current estimates suggest that there are undiagnosed long term conditions within the borough.
- While smoking prevalence in Southwark is similar to the London and England averages, the high burden of disease associated with smoking, in particular amongst routine and manual occupations means that supporting people to quit remains a high priority within the borough. Similarly, tackling childhood obesity and supporting the adult population to maintain a healthy weight is also important given the associated risks of developing long term conditions.
- Southwark has a high alcohol dependency rate and ranks eighth worst of the London boroughs for substance misuse related admissions. The borough also has high rates of sexually transmitted infections and HIV. Levels of teenage pregnancy in the borough are also high, with Southwark ranked fourth in London.

## 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 practice and 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's vision is for pharmacy regulation that helps improve quality in pharmacy practice and ultimately improve the health and wellbeing of the nation.

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

- Results of postal/electronic questionnaire sent to members of the public
- Results of the electronic questionnaire (PharmOutcomes) sent to pharmacy contractors in Southwark
- Data held by Southwark Council in relation to commissioned pharmacy services
- Data held by Southwark Clinical Commissioning Group (SCCG) in relation to commissioned pharmacy services
- Data held by NHS England (London Region) in relation to commissioned pharmacy 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 either by Southwark Council or SCCG in areas of need.

### 4.1 Overview

Southwark hosts 62 community pharmacies, the same number of pharmacies as in 2013. There are no local pharmaceutical services contracts, dispensing appliance contractors (DACs) or dispensing doctors or mail order or Internet based pharmacies.

#### *Pharmacies ownership*

The following ownership types can be found of all 62 community pharmacies in Southwark:

- Company Chemist Association (large multiples) - 17 pharmacies
- Association of Independent Multiple Pharmacies - 11 pharmacies
- Independent - 34 pharmacies

There is no assessment on how different ownership types may affect patient choice for accessing the services provided within the borough.

Southwark has a similar number of pharmacies (20.1 pharmacies per 100,000 population) to neighbouring boroughs, higher than England average (18.3 per 100,000), but lower than the London average (22 per 100,000).

## 4.2 Essential Services

These services are fundamental for 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.

### 4.2.1 Dispensing and Services

There were over 4 million prescriptions dispensed in 2016-17 that were prescribed by Southwark GP practices. However, we could assume that not all were dispensed by Southwark pharmacies due to cross boundary provision and electronic dispensing of prescriptions. Trends indicate that the number of prescriptions being dispensed has increased since the 2015 PNA. Comparing the period September to November 2014 with the same period in 2016, the number of prescriptions dispensed has increased by almost 7%.

#### *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 Electronic Prescription Service, which has been implemented across England for the electronic transfer of prescriptions to a patients chosen pharmacy. In addition, whilst all pharmacies have enabled access to summary care records only 69% are currently using NHS mail for secure transfer of information.

#### *Home delivery service*

Approximately half of pharmacies responding to the pharmacy survey stated they provide a home delivery service to residents who are housebound. This is a voluntary unpaid service.

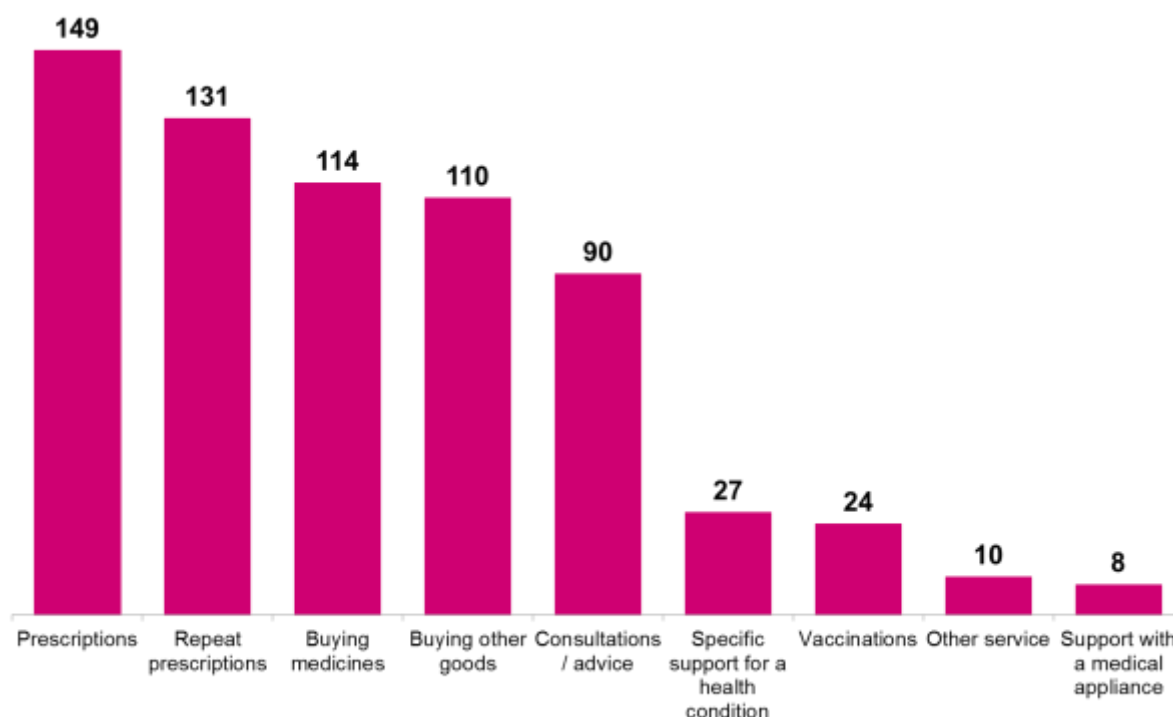
#### *Insights from public engagement*

The results of the public survey show that over three-quarters of respondents (76.1%) use their pharmacy to obtain prescription medication. Just less than half of respondents (46.3%) use the consultations/advice service (Figure 19). However it is possible that consultation and advice takes place as part of buying medicines.

Approximately 40% of respondents reported having at least one occasion where they had not been able to get a prescription dispensed when needed. Of these, the majority said it

was because pharmacy was out of stock (32%) rather than due to opening hours. The most common time when pharmacy stock level had led to respondents not being able to obtain a prescription, was on a weekday evening.

**Figure 19: Services used by public respondents**



#### 4.2.2 Distribution of Pharmacies

The distribution of community pharmacies across the borough is shown on and Figure 20.

The majority of pharmacies are situated in the north and middle of the borough where levels of deprivation are higher.

There is some variation in the number of pharmacies between localities:

- College ward is the only ward in Southwark to not contain a pharmacy
- All remaining wards (with the exception of Nunhead and Livesey) have at least two pharmacies and therefore offer a choice in provider
- In four wards there is one or no pharmacy. There is access to pharmacies in other wards or over the border in neighbouring HWB areas
- There is good alignment between GP surgeries and pharmacies
- The number of pharmacies per 100,000 population varies across the four localities (from 21.6 to 36.4 per 100,000) which is similar to the England average
- The population in College ward increased from 3,657 in 2015 to 12,044 but no new pharmacy was opened
- The population in Village ward increased from 4,445 to 12,814 and two additional pharmacies opened since the last PNA (2015).

**Table 3: Distribution of community pharmacies by locality<sup>3</sup> and ward**

Locality	Ward	Number of pharmacies	Pharmacies/ 100,000 population
<b>Bermondsey &amp; Rotherhithe</b>	Grange	3	16.9
	Riverside	2	11.1
	Rotherhithe	3	18.7
	South Bermondsey	3	20.0
	Surrey Docks	1	7.1
<b>Bermondsey &amp; Rotherhithe</b>		<b>12</b>	<b>14.8</b>
<b>Borough &amp; Walworth</b>	Cathedrals	3	18.6
	Chaucer	5	31.9
	East Walworth	6	50.1
	Faraday	4	33.1
	Newington	2	12.6
<b>Borough &amp; Walworth</b>		<b>20</b>	<b>29.3</b>
<b>Dulwich</b>	College	0	-
	East Dulwich	5	39.9
	Peckham Rye	2	14.1
	Village	4	31.2
	South Camberwell	2	14.6
<b>Dulwich</b>		<b>12</b>	<b>20.0</b>
<b>Peckham &amp; Camberwell</b>	Brunswick Park	2	14.8
	Camberwell Green	5	31.8
	Nunhead	2	13.0
	Peckham	3	20
	The Lane	4	24.5
	Livesey	1	6.6
<b>Peckham &amp; Camberwell</b>		<b>17</b>	<b>18.5</b>
<b>Southwark</b>		<b>62</b>	<b>20.1</b>

<sup>3</sup> Map of Southwark localities can be found in Appendixes (Appendix B; Fig.50)



Figure 20: Map of pharmacy coverage in Southwark

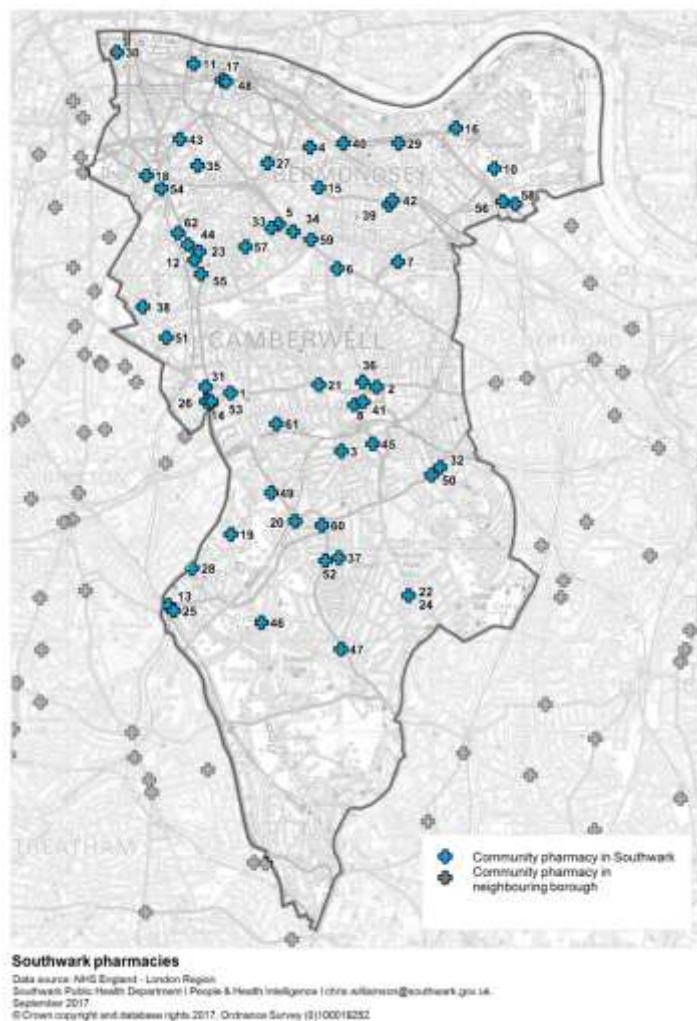


Figure 21: Map of pharmacy coverage by ward in Southwark

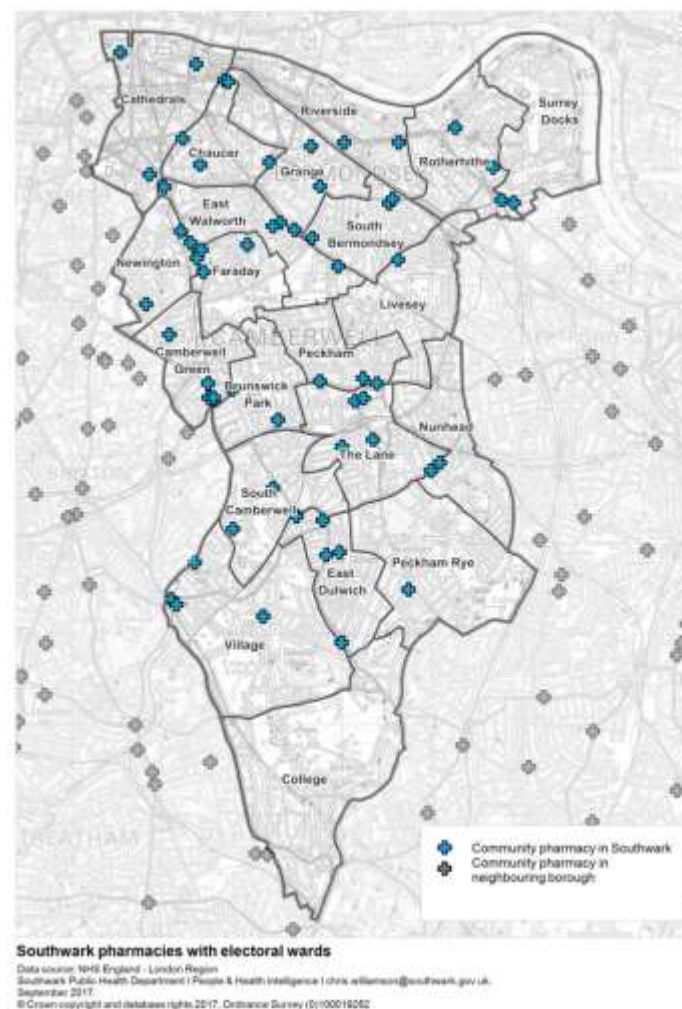
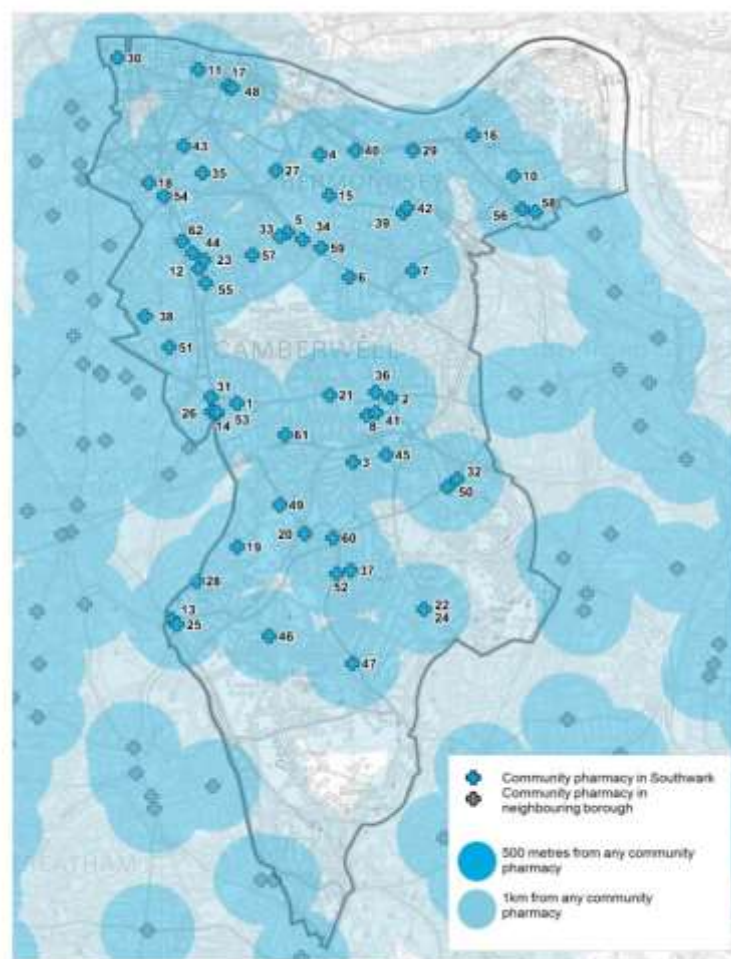


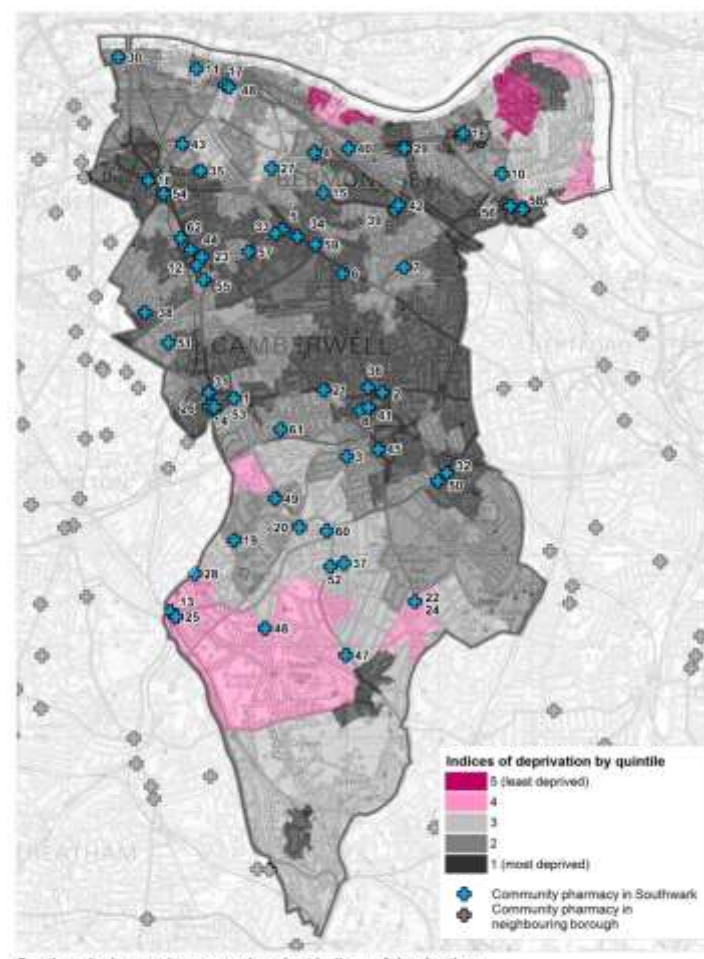
Figure 22: Community pharmacies with 500m and 1km buffer



Southwark pharmacies with 500 metre and 1km buffer

Data source: NHS England - London Region  
 Southwark Public Health Department / People & Health Intelligence / chris.williamson@southwark.gov.uk  
 September 2017  
 © Crown copyright and database rights 2017. Ordnance Survey (0100018252)

Figure 23: Southwark pharmacies mapped against deprivation



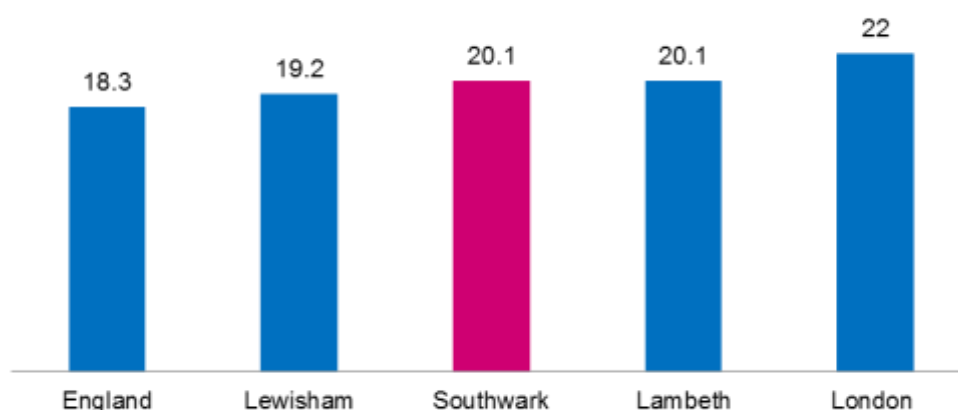
Southwark pharmacies mapped against indices of deprivation

Data source: NHS England - London Region  
 Southwark Public Health Department / People & Health Intelligence / chris.williamson@southwark.gov.uk  
 September 2017  
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### 4.2.3 Benchmarking Pharmacy Provision

Whilst it should be noted that there is no published evidence as to what constitutes an appropriate number of pharmacies per head of population, the data suggest that Southwark has the number of pharmacies that is consistent with a borough of this size and type.

**Figure 24: Number of community pharmacies per 100,000 residents**



#### *Results from the patient survey*

Southwark's 2017 pharmaceutical services patient survey aimed to provide information on access to pharmacies and use of pharmaceutical services. The survey was available online between 12 June 2017 and 13 August 2017. It was disseminated through Council channels (Consultation Hub, My Southwark) as well as through various community groups locally. In addition, five paper copies of the questionnaire were sent to each pharmacy in Southwark alongside a letter requesting pharmacists' participation in collecting patients' views on pharmaceutical services in the borough.

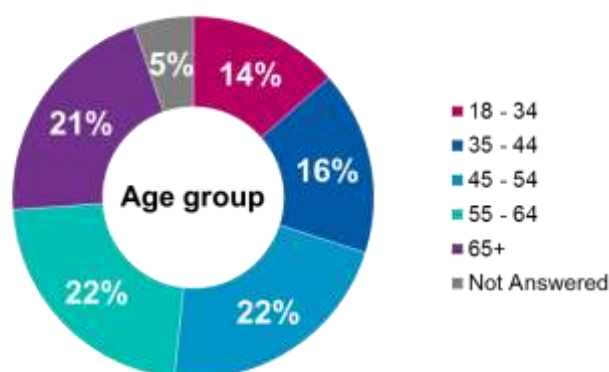
The patient survey assessed the following domains:

- Demographics
- Service use
- Accessibility.

#### *General information*

A large majority of the 207 respondents (89%) were Southwark residents, with around 10% working in Southwark and only around 1% neither living nor working in Southwark. Of the 207 respondents 119 (57%) were female, 68 (33%) were male and 20 (10%) did not disclose their sex. Respondents' age distribution is presented in Figure 25.

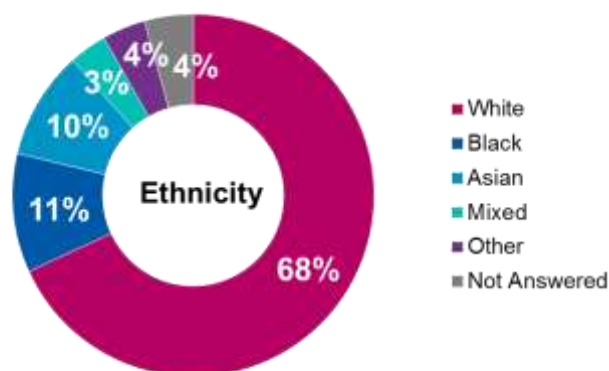
**Figure 25: Survey respondents by age group**



Approximately 90% of the respondents stated their main language was English, 8% said it was a language other than English and 2% did not provide an answer. No single language predominated among those who reported their main language was not English.

When asked about the ease of getting health information in their own language, only three out of 207 respondents noted that information was not available. It is not known whether the lack of availability had an impact on service use. Survey respondents were predominantly white (68%); the breakdown by ethnic group is presented below in Figure 26.

**Figure 26: Survey respondents by ethnic group**

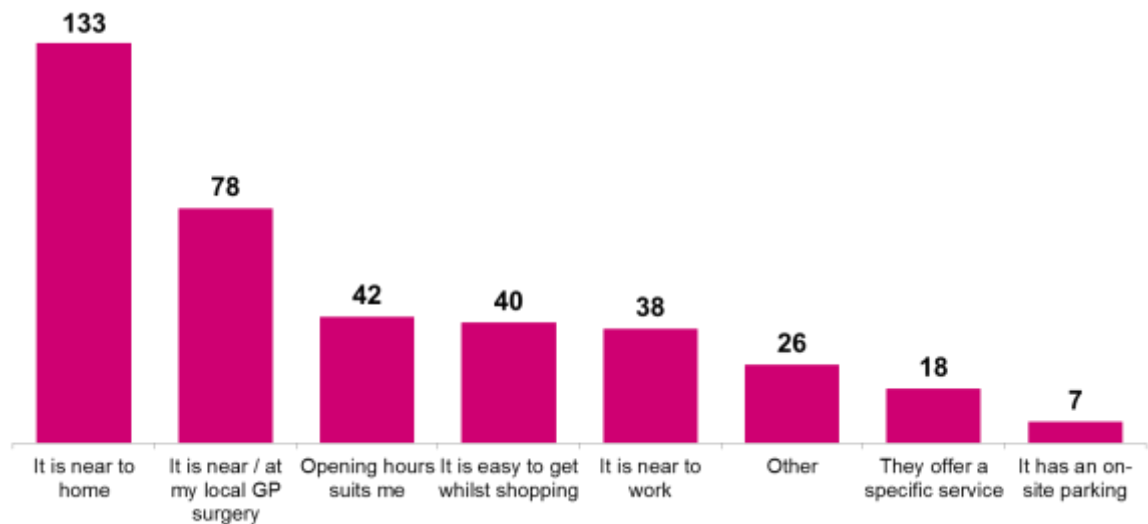


#### *Insight from public engagement*

Just over 80% of the respondents said they had a preferred pharmacy. The most frequently mentioned reasons for visiting a particular pharmacy were proximity to home or local GP surgery (Figure 27).



Figure 27: Reasons for visiting a particular pharmacy



Over a half of all respondents visited pharmacies on a monthly basis and around a fifth said they visited weekly. A minority of respondents (approximately 6%) stated they visited a pharmacy on a daily basis.

4.2.4 Opening Hours and Access

Pharmacies are required to open at specific core hours by their contractual terms of service. A community pharmacy must be open for a minimum of 40 hours core hours except if it has been granted a 100-hour contract. Additional hours over and above the core hours are termed “supplementary hours” and can be provided at the discretion of the pharmacy.

Of the 62 community pharmacies in Southwark:

- Fifty-nine have the standard 40 hours per week contract, with twenty-eight of these open longer than the minimum 40 hours
- Three community pharmacies in the borough are contracted to provide 100 hours per week
- The majority of community pharmacies (86%) are open on Saturday for at least part of the day with eleven being open for at least part of the day on a Sunday.

The vast majority of our neighbourhoods are within 1km of a Southwark community pharmacy, as illustrated in Figure 22, with some areas of the borough served by pharmacies based in Lambeth and Lewisham. There are two areas of the borough that are greater than 1km from any community pharmacy:

- The area in Surrey Docks ward in the north east of Southwark is residential and all access routes (foot, bus, tube or road) to it pass by existing community pharmacies
- The southern tip of Southwark within College ward has a number of community pharmacies within 1km in neighbouring Lambeth, Lewisham and Croydon. There is a small area of the ward that is greater than 1km from any community pharmacy, however this is mainly non-residential
- There are good transport links locally for the population to access pharmacy services.

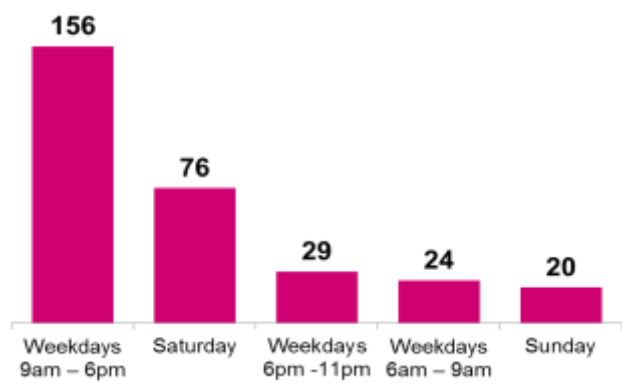
Taking the above into account, it is considered that there is adequate provision of community pharmacy services in Southwark.

*Insights from public engagement*

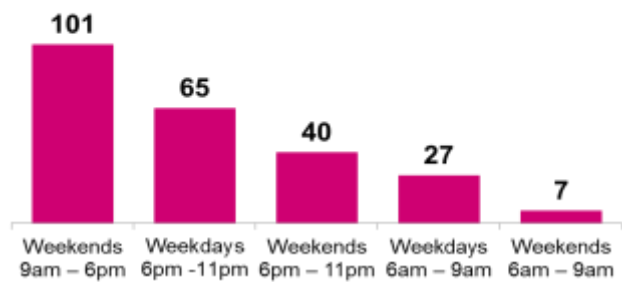
Nine in ten of the respondents agreed that they can easily find an open pharmacy when they need it and in close proximity. Approximately 70% agreed that they can easily find an open pharmacy in the evening and on weekends.

Most frequently mentioned times of day for using a pharmacy were weekdays 9am to 6pm and Saturdays (Figure 28). Respondents said that they would find it useful if their local pharmacy was opened 9 am to 6 pm on the weekends and until 11pm on the weekdays (i.e. beyond normal opening hours) - Figure 29.

**Figure 28: Hours of normal use**

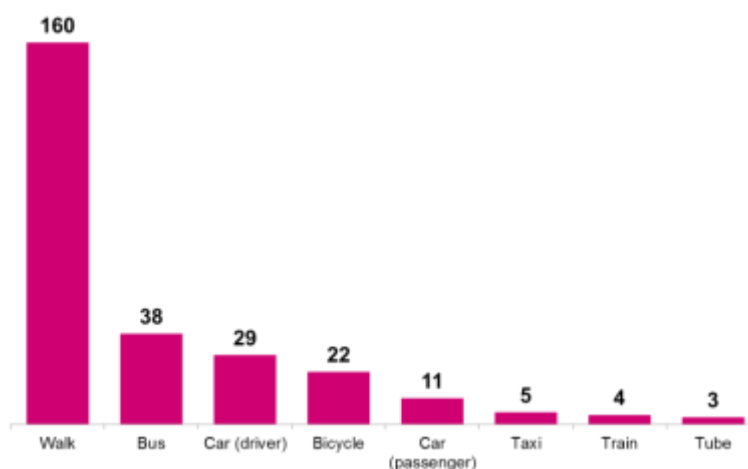


**Figure 29: Useful hours beyond the normal opening hours**



Almost all respondents (95%) said that it was very easy or quite easy to get to a pharmacy. Approximately 70% of survey respondents reported that it takes them ten minutes or less and a further 23% said it takes within 20 minutes to get to a pharmacy. Approximately 90% of the respondents agreed that 20 minutes is a reasonable travel time to a pharmacy. Walking was the most frequently mentioned mode of travel to a pharmacy (Figure 30).

**Figure 30: Mode of travelling to a pharmacy**



### **Conclusions on Essential Services**

All essential services including dispensing of NHS prescriptions are fundamental services commissioned nationally by the NHS. We have used provision of these services to explore a range of factors that are relevant to the pharmaceutical needs of our population. Many of the findings in this section e.g.: access in relation to opening hours, are relevant to other pharmacy based services and the conclusions should be considered when reviewing the remainder of the PNA.

**We have identified that essential services are necessary to meet the pharmaceutical needs of our population** for the following reasons:

- Through pharmacies, the population can obtain the prescribed medicines, which 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 pharmacy plays 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 our population.

### *Distribution of pharmacies*

- Southwark has a level of pharmacy provision that is comparable with neighbouring boroughs, higher than England average and appropriate for the size of the population.
- There is a good correlation between deprivation and the number of pharmacies within each locality.
- Southwark residents have a choice of pharmacy in the majority of our communities. In the four electoral wards where there is only one or no community pharmacy, there is provision within close proximity.

- Our public survey suggests that the majority of respondents (95%) find it quite easy to get to a pharmacy with 93% of them able to access a pharmacy within 20 minutes. This is similar to England average and similar to figures from the previous PNA survey (2014). However it is a better estimate of our population need due to a significantly higher response rate.

### *Opening hours*

Between the hours of 9:00am and 5:00pm and Saturdays 9:00am to 1:00pm, there is adequate access and choice within Southwark. However outside these hours, access and choice is more limited particularly on:

- Weekday and Saturday mornings before 9:00am
- Saturday evenings after 7:00pm and on
- Sundays when there are only three pharmacies opened within Southwark.

Generally, the majority of people will visit a pharmacy during the working day (8:30am to 6:00pm) Monday to Friday following a visit to the GP. However there will be times when people need access to a pharmacy outside of these core hours. Access during these times may be due to having a prescription dispensed following visit to out of hours GP service, extended hours provision by GP practices, or to access other services provided by a pharmacy outside the individual's normal working day.

All pharmacies said their NHS Choices information was up to date making it easier for the public to locate open pharmacies.

Consideration could be given to extending opening hours at weekends to improve access and choice. This is particularly important with the delivery of extended access to primary care (seven days a week 8:00am-8:00pm).<sup>25</sup> A resourced rota service in each locality could be considered to further improve access and choice.

## **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>26</sup> This involves the display and distribution of leaflets provided by NHS England. 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 deliver various health promotion campaigns locally, which can be coordinated under Healthy Living Pharmacy initiative. Key priorities in Southwark will include:

- Promoting awareness of symptomless diseases such as hypertension
- Obesity support



- Mental health
- Self-care for minor ailments
- Cancer awareness
- Smoking cessation.

### 4.3 Advanced Services

There are six advanced services as illustrated in Table 4, that community pharmacies may choose to offer providing they meet the requirements set out in the Secretary of State's Directions.

**Table 4: Advanced Services**

<b>Medicines Use Review / Prescription Intervention</b>	The service aims to improve medicines adherence and outcomes for patients on multiple medications including those with long term conditions.
<b>New Medicine Service</b>	This service supports patients with long term conditions who are newly prescribed certain medicines, to help improve concordance.
<b>Appliance Use Review</b>	The service aims to improve a patient's ability to use a prescribed appliance.
<b>Seasonal Influenza Vaccination</b>	The pharmacy flu vaccination service offers seasonal flu vaccination for certain patient groups.
<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>NHS Urgent Medicines Supply Advanced Service</b>	This service forms part of the urgent care system and is designed to ensure that patients are able to access medications urgently without attending either an emergency department or their GP.

A detailed list of provision of advanced services is contained within Appendices: Table 15.

### 4.3.1 Consultation Areas

Consultation areas provide a place in which private discussions may be held within a pharmacy. These areas are a pre-requisite for the provision of advanced, enhanced 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.
- 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 adjustments that may be required in order to meet the needs of those with disability. Forty-eight of the responding pharmacy premises reported having an on-site consultation room of which 82% included wheelchair access. Three pharmacies have plans to have a consultation room within 12 months.

**Table 5: 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	48	94.1
Closed room	For confidentiality	46	90.2
Hand washing facilities available	Required for services which include examination or taking samples	45	88.2
Wheelchair access to consultation room	Improves access to a confidential area for those with physical disability	42	82.4
Access to toilet facilities	Facilitates provision of samples	10	17.6
Additional language support available within pharmacy	Improves consultation for those who require additional language support as part of the consultation process	41	80.4

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.

### *Insights from public engagement*

With regards to privacy and dignity, thirty-seven (18%) of those responding to the public survey reported that there was insufficient privacy to discuss sensitive issues at their local pharmacy.

Findings from the public survey indicate that a minority of respondents (3%) report that their usual pharmacy is not easily accessible for wheelchair and/or pram use. Sixteen respondents (8%) said they had a hearing impairment, with fewer than 5 (<1%) reporting their usual pharmacy did not have facilities to aid communication.

### **Conclusions**

The majority of community pharmacies who responded to the survey in the borough have consultation areas available on their premises, most of which are wheelchair accessible. Additional language support is available in the over 80% of those pharmacies that responded to the survey.

There is limited reported access to toilet facilities, which may impair the ability of community pharmacies to offer a full range of services, such as chlamydia testing, which is a service commissioned only in areas of need.

While most pharmacies in the borough provide access to consultation areas, findings from the public survey indicate that further improvements could be made with regards to privacy and dignity.

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

### 4.3.2 Medicines Use Reviews

Medicines user reviews (MURs) are intended to improve medicines adherence and outcomes for patients on multiple medications including those with long-term conditions. A report is shared with the patient and if necessary the prescriber. At least 70% of MURs undertaken within a year must be with patients that fall within one of the national target groups.

In 2016-17 approximately 19,000 MURs were provided by 54 pharmacies in Southwark (87%). The maximum number of MURs that a pharmacy can claim payment for is 400 per annum. Thirty pharmacies claimed at or near the maximum number of MURs (>380); with an average of 309 MURs per pharmacy.

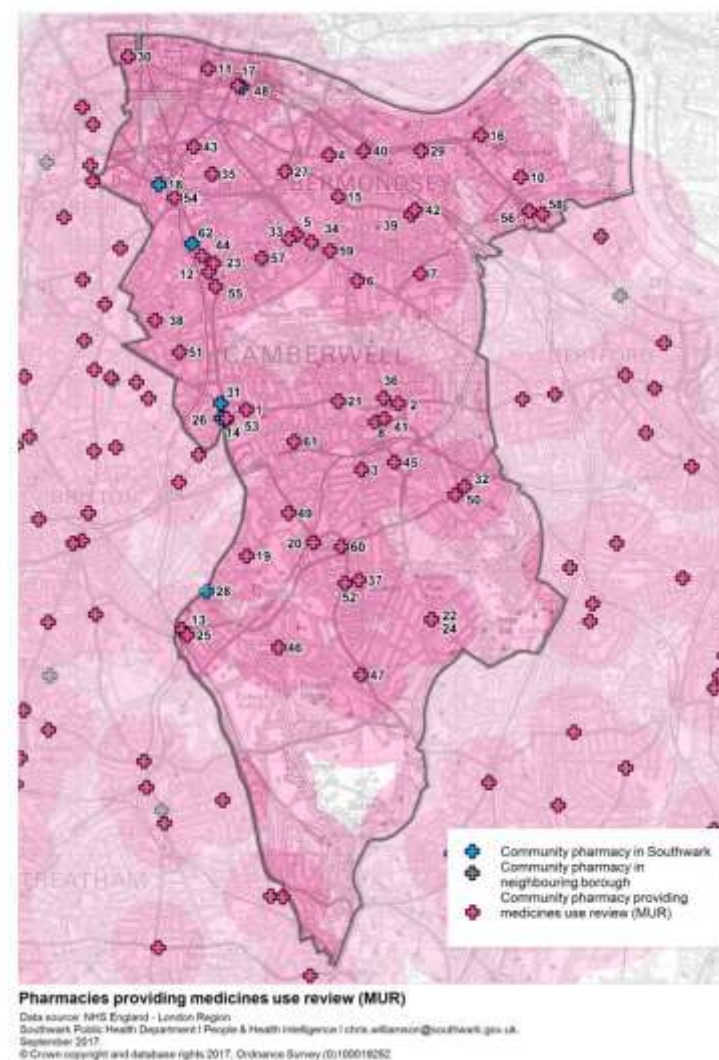
#### Conclusions

Southwark has 62 community pharmacies, creating a theoretical capacity for up to 24,800 MURs per annum. However, 10 pharmacies are not providing the service (figures based on claims for 2016-17) therefore the actual number of MURs that could have been achieved is 20,800 per annum.

Although MURs are accessible through the majority of pharmacies, there is potential for this service to be accessed by more people and those pharmacies that do not provide MURs should be encouraged to do so.

There is potential to improve the use of MURs if more community pharmacies provide this service. Where pharmacies are providing this service they should be encouraged to undertake the maximum of 400 MURs per annum.

Figure 31: Pharmacies providing Medicine User Reviews



### 4.3.3 New Medicines Services

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

- Asthma and COPD
- Diabetes (Type 2)
- Antiplatelet / anticoagulant therapy
- Hypertension

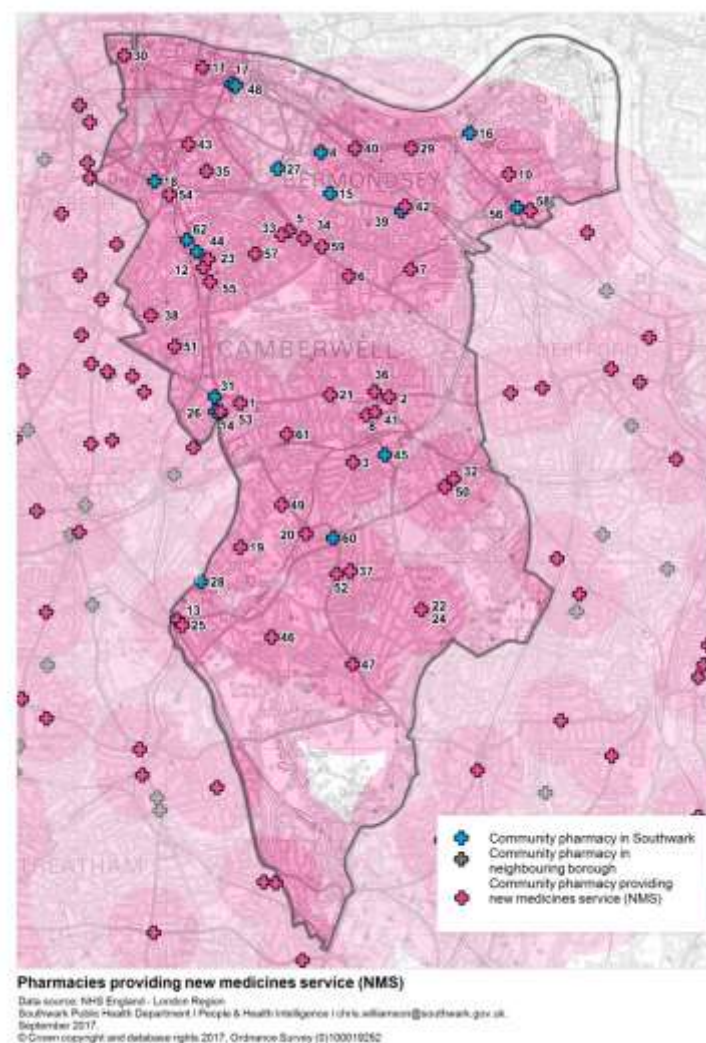
The number of NMS interventions, which a pharmacy may undertake is proportional to the number of items dispensed. An overview of the distribution of the pharmacies offering NMS in Southwark is shown in Figure 32.

In 2016-17, 45 pharmacies (73%) in Southwark declared that they provided at least one NMS. The total number of NMS provided was 3,961 (17% higher than the previous year 2015/16). Data for 2016/17 shows that in Southwark the average number of NMS provided per pharmacy (64) is comparable to the London average (65).

### Conclusions

Analysis indicates that the provision of NMS in Southwark is comparable with the London average and there is adequate distribution of provision across the borough.

Figure 32: Pharmacies providing New Medicines Service





#### 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 may undertake is limited to the volume of appliances dispensed, and can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home.

According to records provided by NHS England, three pharmacies in Southwark provide Appliance Use Review:

- Borough & Walworth locality: 1 pharmacy
- Dulwich locality: 1 pharmacy
- Peckham & Camberwell locality: 1 pharmacy.

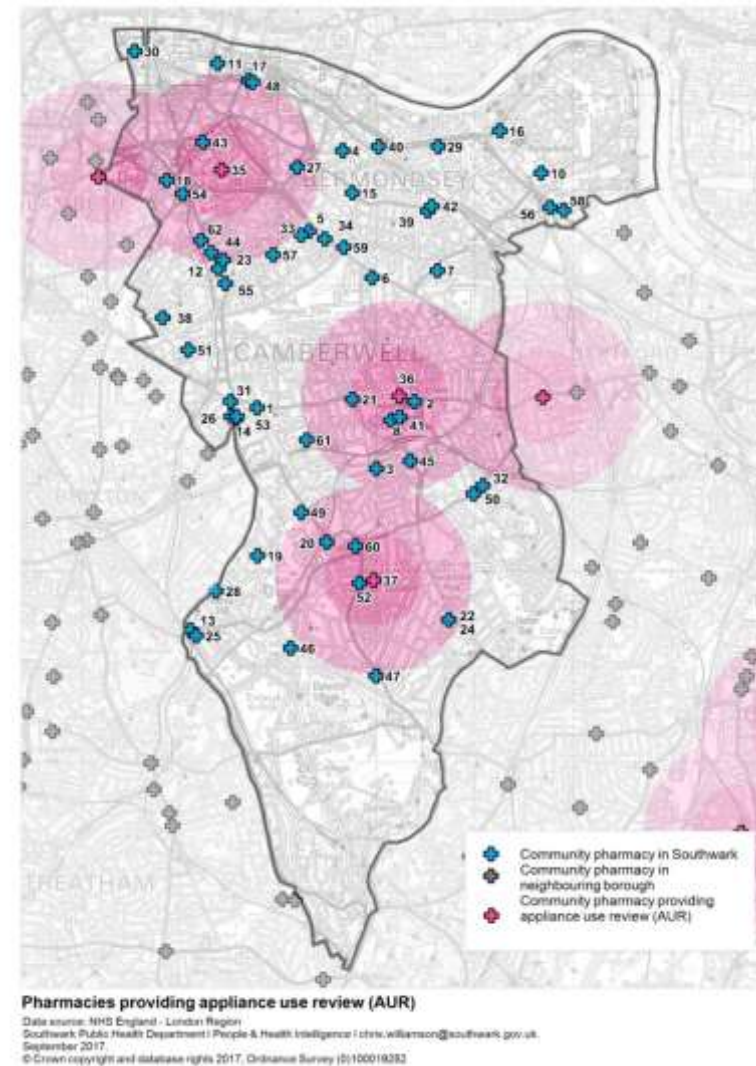
However in the pharmacy survey, eight providers stated that they provide AURs with another 14 intending to commence in the next 12 months.

The NHS England PNA data pack does not contain information regarding the utilisation of the AUR service. However, no concerns or complaints have been received regarding the availability or support for residents who use appliances.

#### Conclusions

Appliance use reviews require specialist knowledge, and while a limited number of pharmacies in Southwark offer this service, patients may receive the support they need from the hospital or clinic responsible for their on-going care.

Figure 33: Pharmacies providing Appliance Use Reviews (AUR)



#### 4.3.5 Seasonal Influenza Vaccination

The pharmacy flu vaccination is a national advanced service that offers seasonal flu vaccination for patients aged 65 years and over and those aged 18 to 64, who are within an 'at higher risk' category, such as those with a chronic disease. This is in conjunction with the GP providers who also offer seasonal influenza vaccination. Children's vaccines are not part of the pharmacy flu vaccination service.

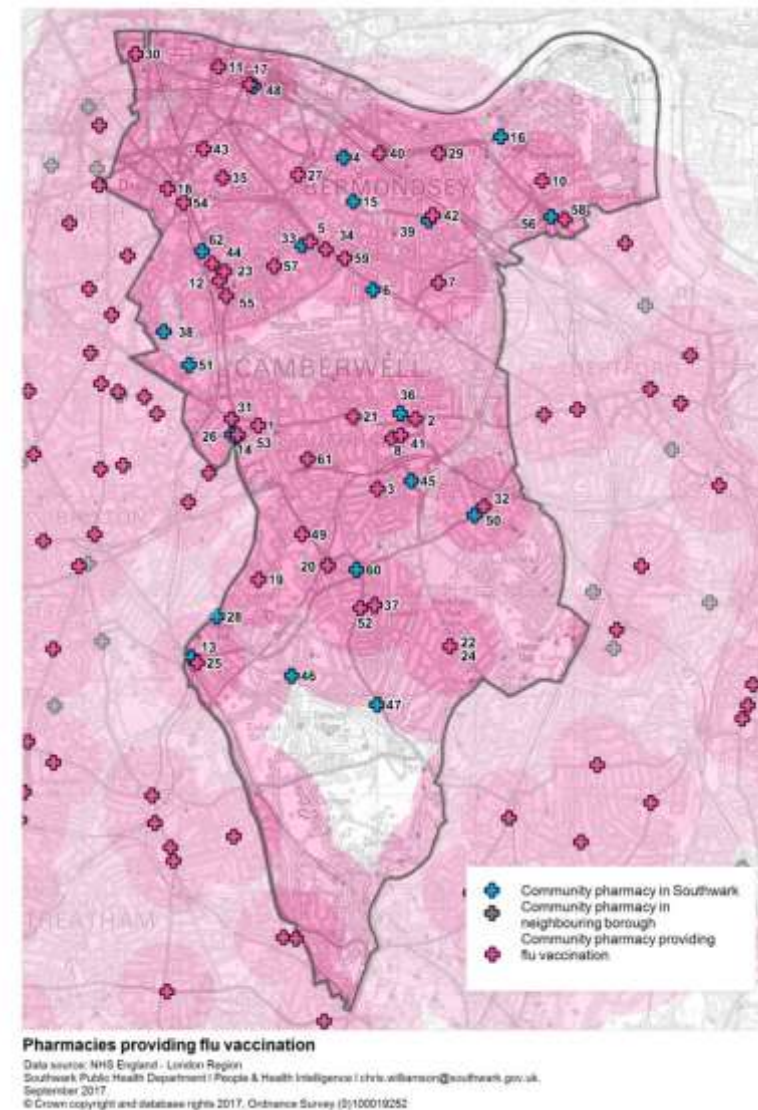
Pharmacies are well placed to improve uptake of the flu vaccination as they are an accessible community service, often open for extended hours and may provide the vaccine without the need for an appointment. Also pharmacy medication records can be used to identify and target those who would benefit from immunisation.

In 2016-17, seasonal influenza vaccination uptake in Southwark was below the coverage target of 75% for adults aged 65+ (66%) and 55% for those aged 6 months to 65 years in "at risk groups" (48%). In Southwark, 39 (63%) pharmacies provide seasonal influenza vaccination. Over 3,000 vaccinations were provided by pharmacies within Southwark during 2016/17 flu campaign; and, 40 pharmacies have signed up for 2017/18 flu season.

#### Conclusions

Local pharmacies play an important role in the delivery of the seasonal flu vaccine. Analysis indicates the majority of Southwark residents live within 1km of a pharmacy that provides seasonal flu vaccination. It is considered that the pharmacy offering in combination with other service providers, is likely to meet the needs of our population. The existing infrastructure for flu vaccination service provides an opportunity for future vaccination programmes based on local need.

Figure 34: Pharmacies providing Seasonal Influenza Vaccination





#### 4.3.6 Stoma Appliance Customisation Service

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. There are no limits on the number of Stoma Appliance Customisations (SACs) that a pharmacy may claim for per annum.

Three pharmacies in Southwark provide Stoma Appliance Customisation, the same pharmacies that provide the AURs. This represents an increase from 2015 when only two pharmacies in the borough provided this service.

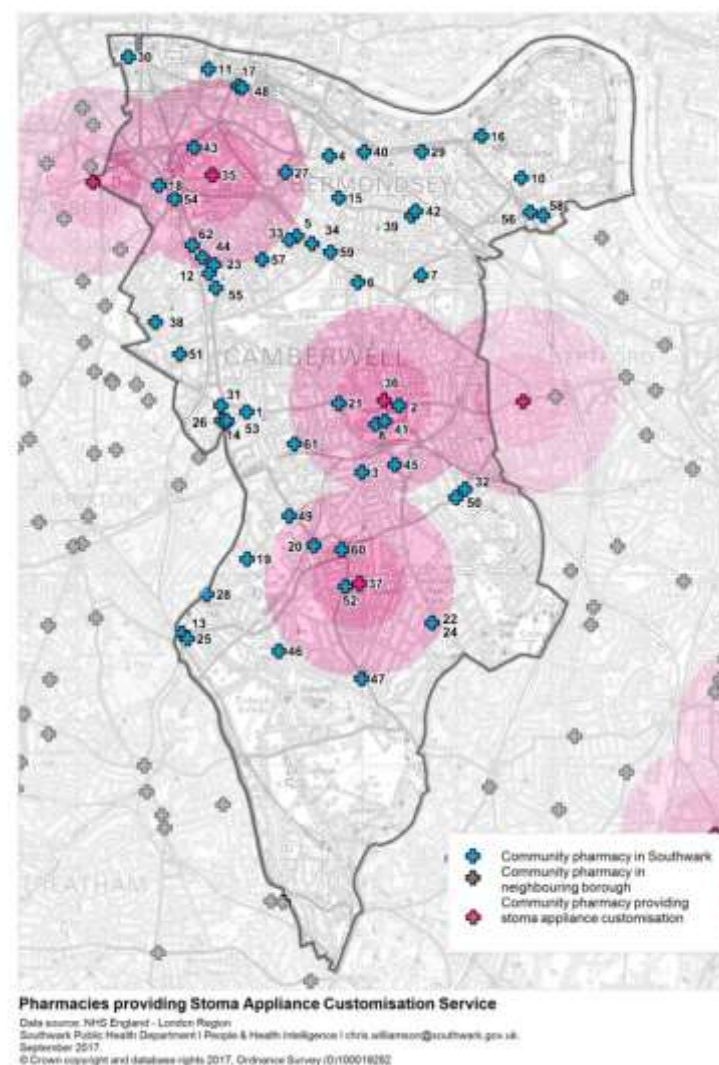
- Borough & Walworth locality: 1 pharmacy
- Dulwich locality: 1 pharmacy
- Peckham & Camberwell locality: 1 pharmacy

The NHS England PNA data pack does not contain information regarding the utilisation of the SAC service. However, no concerns or complaints have been received regarding the availability or support for residents who use stoma appliances.

#### Conclusions

Stoma Appliance Customisation is a specialised service, and while a limited number of pharmacies in Southwark offer this service, patients may receive the support they need from the hospital or clinic responsible for their on-going care.

Figure 35: Pharmacies providing Stoma Appliance Service



#### 4.3.7 NHS Urgent Medicine Supply Advanced Service

The NHS Urgent Medicine Supply Advanced Service (NUMSAS) forms part of the urgent care system and is designed to ensure that patients are able to access medications urgently without attending either an emergency department or their GP. The objectives of this service are to:

- Manage NHS 111 requests for urgent medicine supply
- Reduce demand on the rest of the urgent care system
- Resolve problems leading to patients running out of their medication
- Increase patient awareness of electronic repeat dispensing.

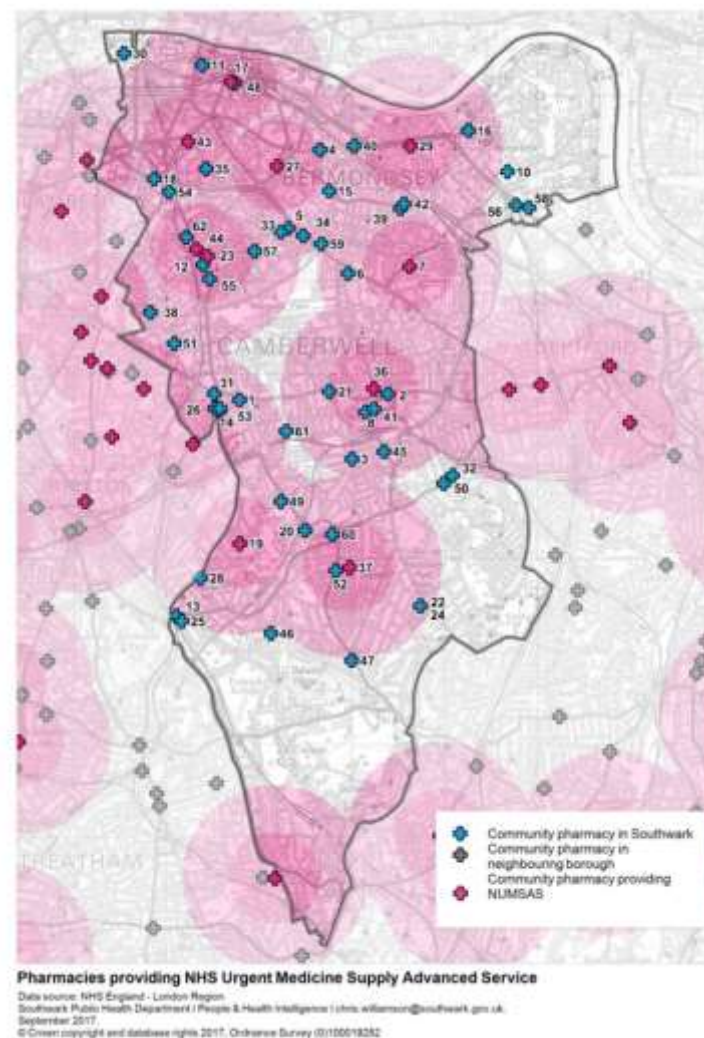
There were ten pharmacies providing this service during 2016/17. All localities had at least one pharmacy providing the service:

- Borough & Walworth locality: 5 pharmacies
- Dulwich locality: 2 pharmacies
- Peckham & Camberwell locality: 2 pharmacies
- Bermondsey & Rotherhithe locality: 1 pharmacy

#### Conclusions

The NHS Urgent Medicine Supply Advanced Service is a new service being offered through pharmacies. On-going review regarding the utilisation of this service is required to ensure the needs of our local population are being met.

Figure 36: Pharmacies providing NUMSAS



## 4.4 Enhanced Services

Enhanced Services are those services commissioned locally by NHS England's area team. In Southwark these services include a range of immunisations provided under the London Enhanced Flu Vaccination service.

### 4.4.1 Enhanced Flu Service

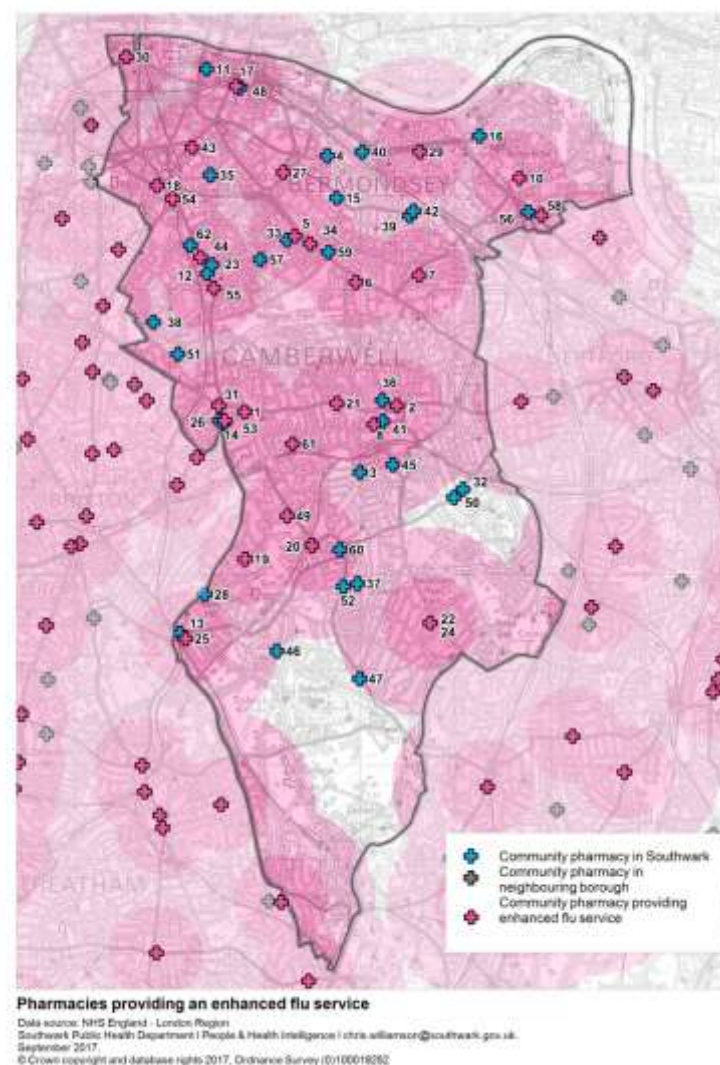
In addition to the London Pharmacy Vaccination service, NHS England also commission pneumococcal polysaccharide (PPV), and additional vaccines for adults aged 65 and over who have a higher risk of developing pneumococcal infections or other vaccine preventable conditions. NHS England list 27 pharmacies (44%) in Southwark that are providing the Enhanced Vaccination Service. 26 pharmacies (42%) within the borough offer both advanced and enhanced flu services.

In addition, the same enhanced flu service also cover the flu jab for those patients that are not qualified and consequently not covered under the national advanced flu service.

### Conclusions

Local pharmacies play an important role in the delivery of both seasonal flu and the enhanced flu vaccination services. There is a good geographical distribution of local pharmacies providing the enhanced flu service, particularly around the north of the borough where most of the community care homes are located. The current infrastructure and service provision either locally or from our neighbouring boroughs is likely to meet the needs of our population.

Figure 37: Pharmacies providing Enhanced Flu Service





#### 4.5 Other NHS services: *Locally Commissioned Services*

These services can be commissioned by a range of organisations including Local Authorities and Clinical Commissioning Groups. This section explores the provision of these services in Southwark and draws on the results of the pharmacy contractor questionnaire and data already held by Southwark Council.

**Table 6: Locally Commissioned Services**

<b>Stop Smoking Service</b>	<p>This service provides advice, support and medications to aid smoking cessation.</p> <p>This service is restricted to Southwark residents or those registered with Southwark General Practice.</p>
<b>Level 1 Sexual Health Services</b>	<p>This service includes:</p> <ul style="list-style-type: none"><li>▪ Emergency hormonal contraception</li><li>▪ Provision of cards to access screening for chlamydia and gonorrhoea (15-24 years only)</li><li>▪ Signposting to appropriate sexual health, primary care, or other health services</li></ul> <p>This service is restricted to Southwark residents.</p>
<b>Level 2 Sexual Health Services</b>	<p>In addition to services provided at Level 1, pharmacies commissioned to deliver Level 2 services also provide chlamydia treatment and condoms.</p> <p>This service is restricted to Southwark residents.</p>
<b>Oral Contraception</b>	<p>Oral contraceptive services provided via community pharmacies are intended to improve access to contraceptive services, supplementing existing primary care services.</p> <p>This service is restricted to Southwark residents.</p>
<b>Supervised Consumption Service</b>	<p>This service entails a pharmacist personally supervising consumption of medications prescribed in the management of opiate addiction.</p> <p>There is no restriction on access to this service.</p>
<b>Needle Exchange Service</b>	<p>The service includes provision of sterile injecting equipment and equipment to ensure the safe disposal of used needles.</p> <p>There is no restriction on access to this service.</p>
<b>NHS Health Checks</b>	<p>The NHS Health Checks programme aims to detect heart disease, hypertension, diabetes, chronic kidney disease and lifestyle risk factors in 40 to 74 year olds with no pre-existing disease.</p> <p>This service is restricted to Southwark residents or those registered with Southwark General Practice.</p>
<b>Minor Ailments Service</b>	<p>The aim of the service is to improve access and choice for people with minor ailments by promoting self-care through the pharmacy, including provision of advice and where appropriate, medicines without the need to visit their GP practice.</p>

## Healthy Vitamins Starts

This service offers free Vitamin D supplementation to: all pregnant women; mothers with children aged less than 12 months; and all children under four.

### 4.5.1 Stop Smoking Services

Public Health England report that 1 in 6 adults in Southwark currently smoke. However we know that the prevalence is actually higher among certain population groups. Smoking remains the single largest cause of preventable ill-health and driver of inequalities between the richest and poorest. Stop smoking services have an important role to play in improving the health of our residents.

The service was redesigned in March 2017 reflecting changes in patterns of local need. Current provision includes:

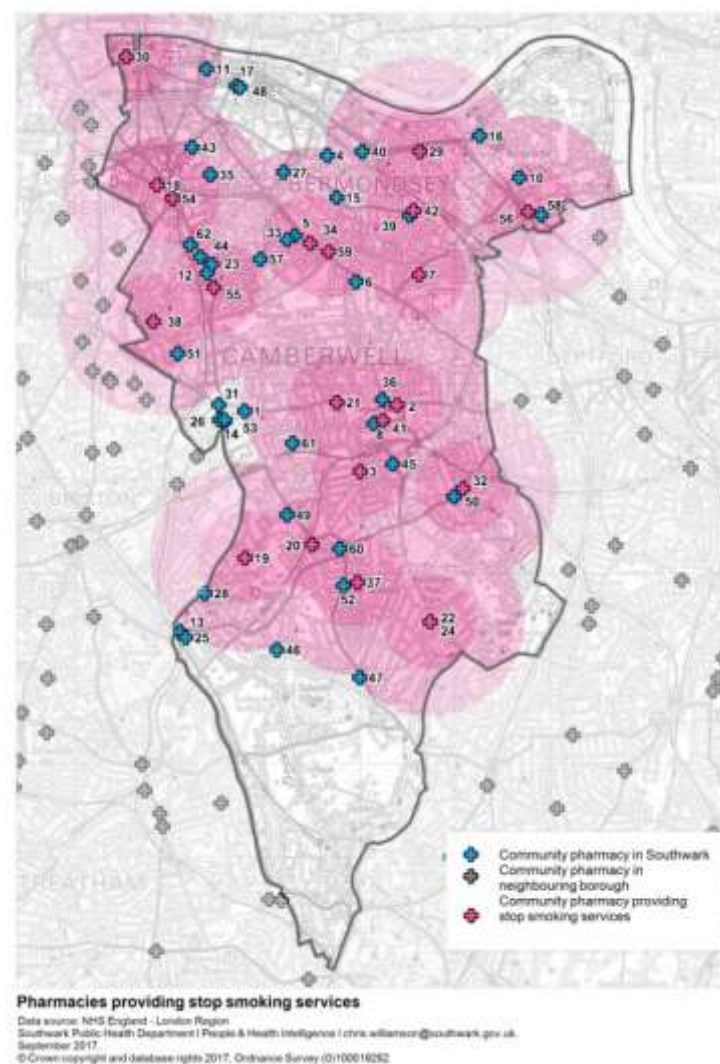
- 20 community pharmacies providing advice, support and medications where appropriate
- Specialist services targeted at high risk population groups
- A pilot telephone helpline offering stop smoking advice.

The majority of our neighbourhoods are in close proximity to a Southwark community pharmacy that provides stop smoking services. There are five areas of the borough that are greater than 1km from this local service (Figure 38).

### Conclusions

Availability of community pharmacy stop smoking services broadly reflects the local pattern of deprivation, with the exception of a small area of Camberwell in the west of Southwark. In addition, there are areas of the borough with multiple pharmacies providing this service and a redistribution of this service provision should be considered. Results from the pharmacy survey indicate a number of additional pharmacies would be willing to provide this service if commissioned.

Figure 38: Pharmacies providing Stop Smoking Services



#### 4.5.2 Level 1 Sexual Health Services

Southwark remains in the top five areas for sexually transmitted infection and HIV nationally, with high levels of repeat infection. Sexual health services in Southwark are delivered through a variety of settings, including:

- General practice
- Community pharmacies
- Integrated sexual and reproductive health services
- Online services
- Targeted provision; e.g. young people's services

Sexual health services delivered through community pharmacies are structured into two levels, each restricted to Southwark residents.

Level 1 Sexual Health Services include:

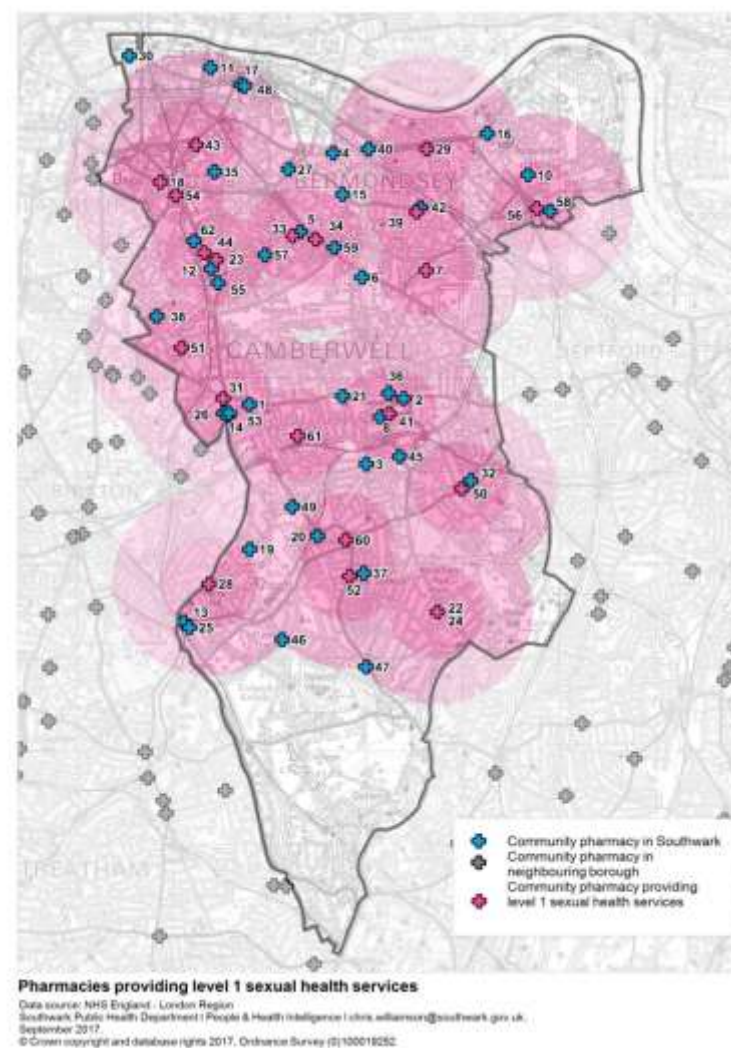
- Emergency hormonal contraception
- Provision of cards to access screening for chlamydia and gonorrhoea (15-24 years only)
- Signposting to appropriate sexual health, primary care, or other health services.

The majority of neighbourhoods in Southwark are in close proximity to a community pharmacy that provides Level 1 Sexual Health Services. There are a number of communities greater than 1km from this local service (Figure 39).

#### Conclusions

The provision of community pharmacy Level 1 Sexual Health Services should complement the wider sexual health system in Southwark. Provision through pharmacies should be reviewed to ensure access to services meets needs and is aligned with local strategies.

Figure 39: Pharmacies providing Level 1 Sexual Health Services





### 4.5.3 Level 2 Sexual Health Services

Southwark remains in the top five areas for sexually transmitted infection and HIV nationally, with high levels of repeat infection.

Sexual health services in Southwark are delivered through variety of settings, including:

- General practice
- Community pharmacies
- Integrated sexual and reproductive health services
- Online services
- Targeted provision; e.g. young people's services.

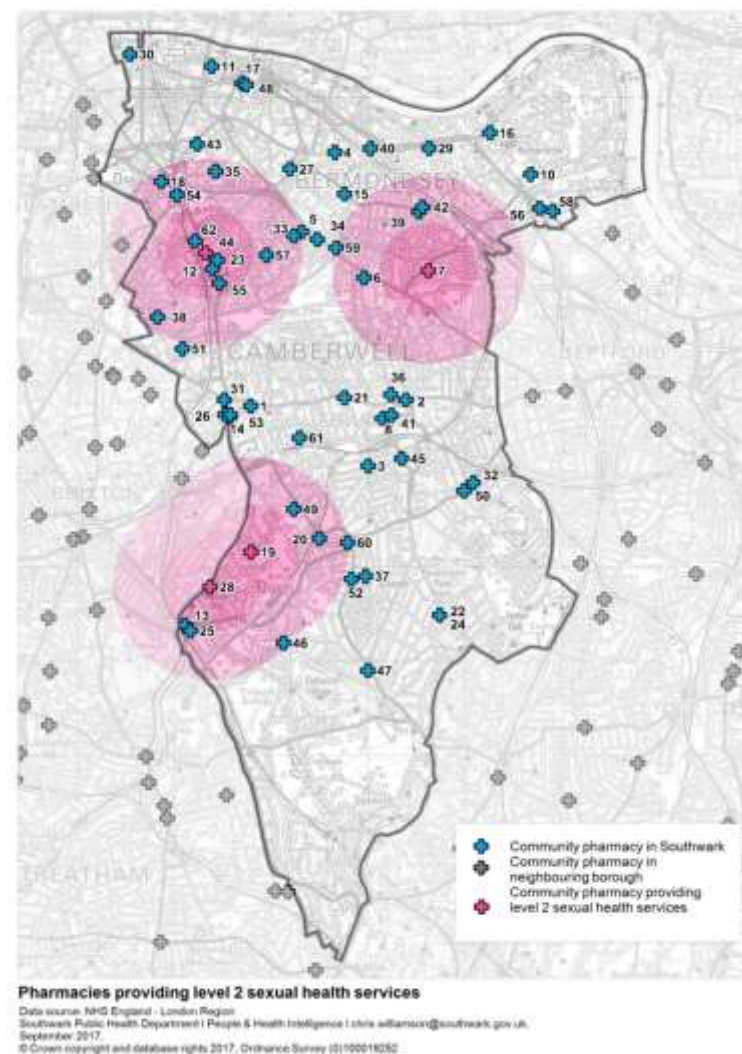
Sexual health services delivered through community pharmacies are structured into two levels, each restricted to Southwark residents. In addition to services provided at Level 1, pharmacies commissioned to deliver Level 2 services provide chlamydia treatment and condom packs.

There are four pharmacies in Southwark that provide Level 2 Sexual Health Service (Figure 40).

### Conclusions

There are fewer community pharmacies in Southwark that deliver Level 2 services. Whilst chlamydia treatment is also available via integrated sexual and reproductive health services, provision of all community pharmacy sexual health services should be reviewed to ensure provision is in line with need.

Figure 40: Pharmacies providing Level 2 Sexual Health Services





#### 4.5.4 Oral Hormonal Contraceptive Services

Oral hormonal contraceptive (OHC) services provided via community pharmacies are intended to improve access to contraceptive services, supplementing existing primary care services.

Pharmacies commissioned to provide this service offer oral hormonal contraception to women aged 16 and over as specified in the Patient Group Direction (PGD). This is restricted to Southwark residents. Other health promotion messages are also offered as part of this service.

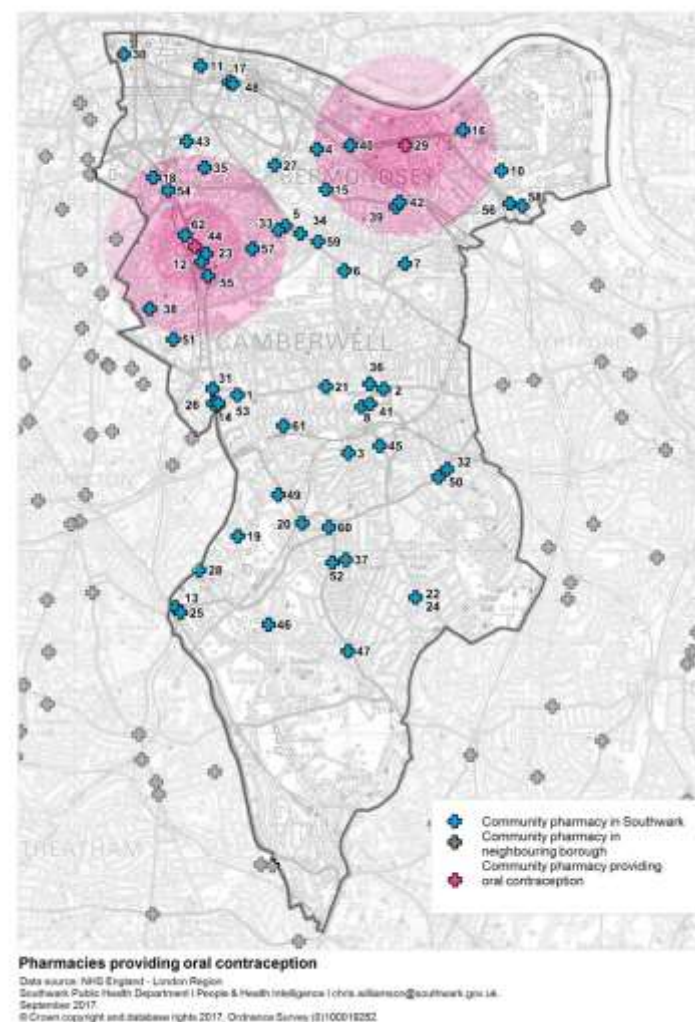
Two pharmacies in the borough are commissioned to provide oral contraceptive services (Figure 41).

#### Conclusions

This service complements the wider sexual and reproductive health system. However, these services could be more aligned with specialist services in order to contribute to the delivery of the national and local aim of improving uptake of long-acting methods of contraception (LARC).

The number of community pharmacies delivering oral hormonal contraception should be reviewed to ensure access to services meets needs and is aligned with local strategies.

Figure 41: Pharmacies providing Oral Contraception



#### 4.5.5 Supervised Consumption

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 for consumption to 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
- 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:

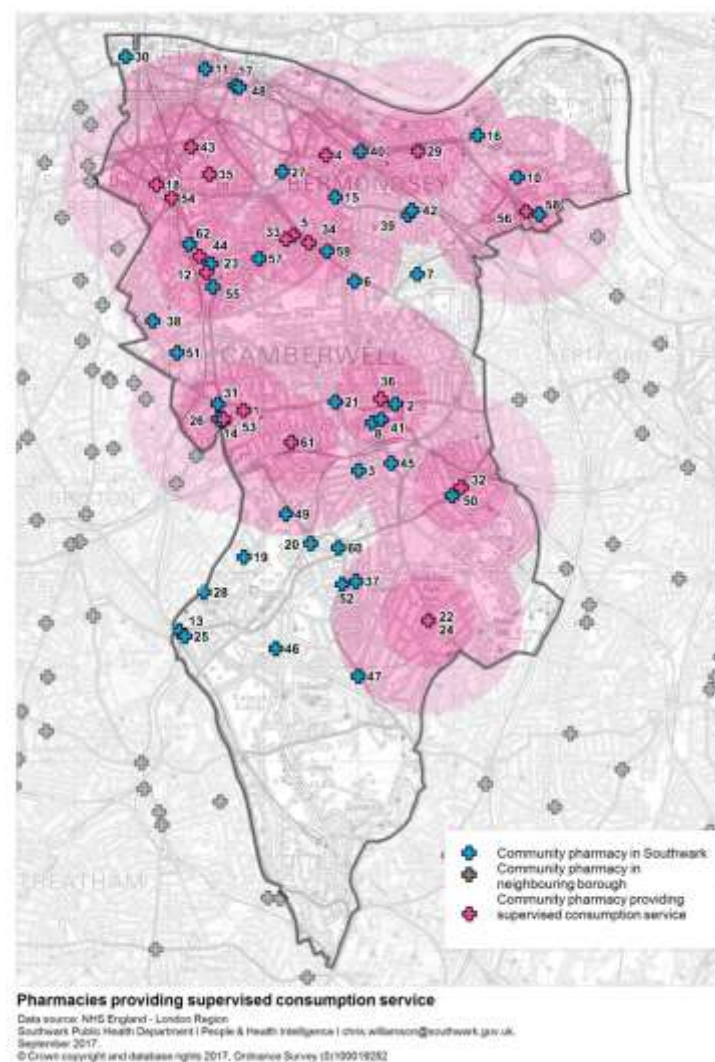
- Ensure pharmacists are adequately trained
- Ensure pharmacists personally supervise consumption
- Have a consultation area/ a private space
- Demonstrate policies for safeguarding, complaints and data protection.

In Southwark, 18 pharmacies provide supervised consumption service. Whilst there are no supervised consumption services in some neighbourhoods of the borough, services are available in each locality.

#### Conclusions

There is adequate and widespread availability of the supervised consumption service across the borough, particularly in areas of greatest deprivation.

Figure 42: Pharmacies providing Supervised Consumption



#### 4.5.6 Needle Exchange Service

This service assists service users to remain healthy until they are ready and willing 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.

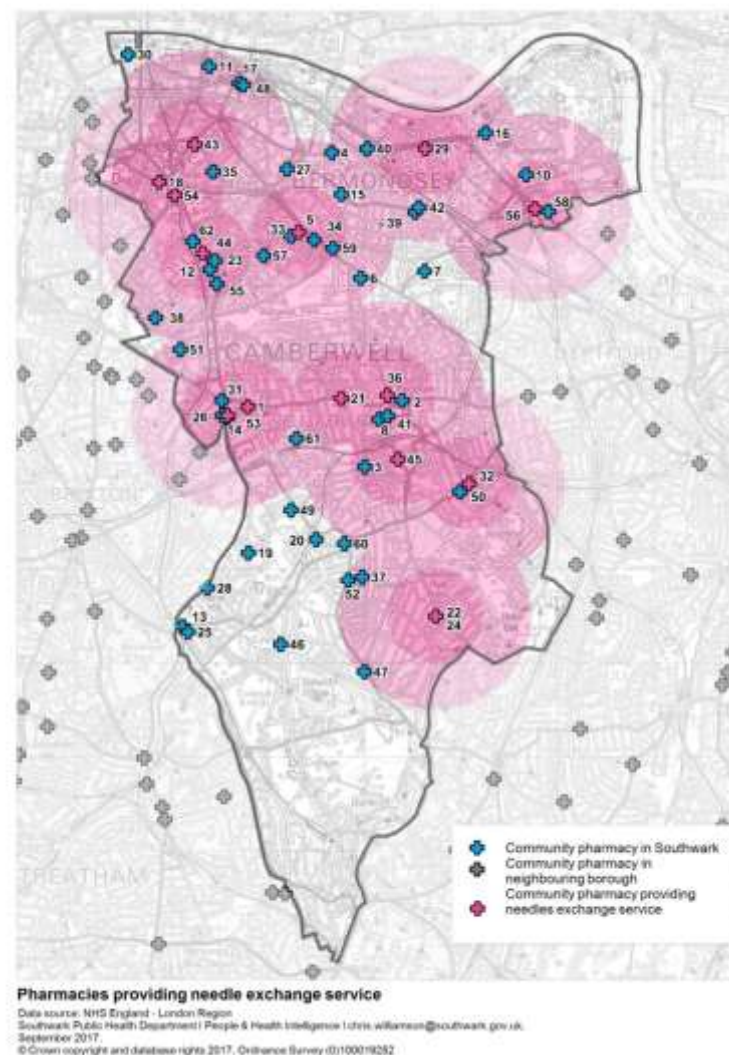
Fourteen pharmacies have been commissioned to provide a needle exchange service, with no restriction on access to this service. There is an overlap in the geographical coverage of the needle exchange service in a number of areas of the borough (Figure 43).

#### Conclusions

There is adequate and widespread availability of the needle exchange service across the borough, particularly in areas of greatest deprivation. Provision broadly mirrors that of the supervised consumption service.

Geographical distribution of this service should be reviewed to ensure access to services meets needs, whilst minimising duplication of provision.

Figure 43: Pharmacies providing Needle Exchange





#### 4.5.7 NHS Health Checks

NHS Health Checks are a national programme that aims to detect cardiovascular diseases and risk factors in 40 to 74 year olds with no pre-existing disease.

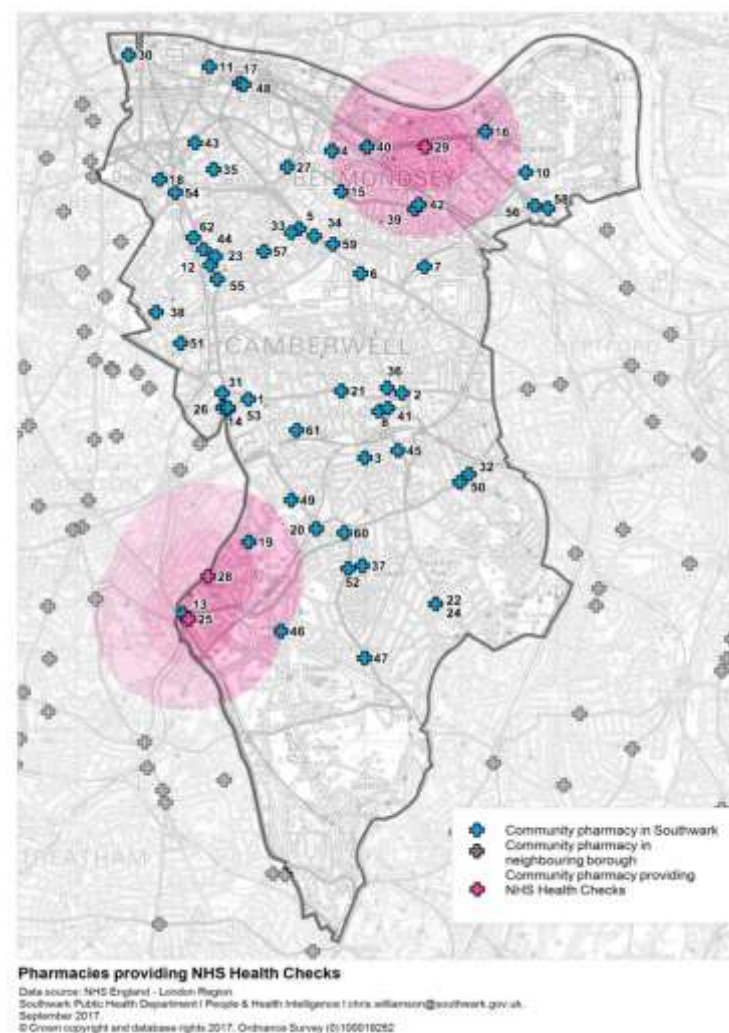
Residents of Southwark (or those registered with a Southwark GP) that are invited for a health check are offered lifestyle advice, referral to another service or medical intervention as appropriate. Each year a set number of health checks are commissioned and providers receive a fixed fee per health check conducted. In Southwark the programme is primarily delivered by local General Practices with three community pharmacies supplementing this provision (Figure 44).

Many of the diseases and risk factors detected by this programme are symptomless and as such it is important that the service is convenient to access in order to maximise uptake. This is particularly relevant in hard to reach or vulnerable communities. Community pharmacies provide access at times and locations that may be convenient to people who are busy during working hours.

#### Conclusions

Expansion and/or redistribution of the community pharmacy element of this service may provide an opportunity to improve access to the NHS Health Check Programme in Southwark. Ongoing evaluation of this programme should include analysis of uptake with particular regard to ensuring the service is accessible to those most at need.

Figure 44: Pharmacies providing NHS Health Checks



#### 4.5.7 Minor Ailments Service

The aim of the service is to improve access and choice for people with minor ailments by promoting self-care through the pharmacy, including provision of advice and where appropriate, medicines without the need to visit their GP practice. As a skilled professional group, pharmacists already have the knowledge and training required to provide minor ailment consultations.

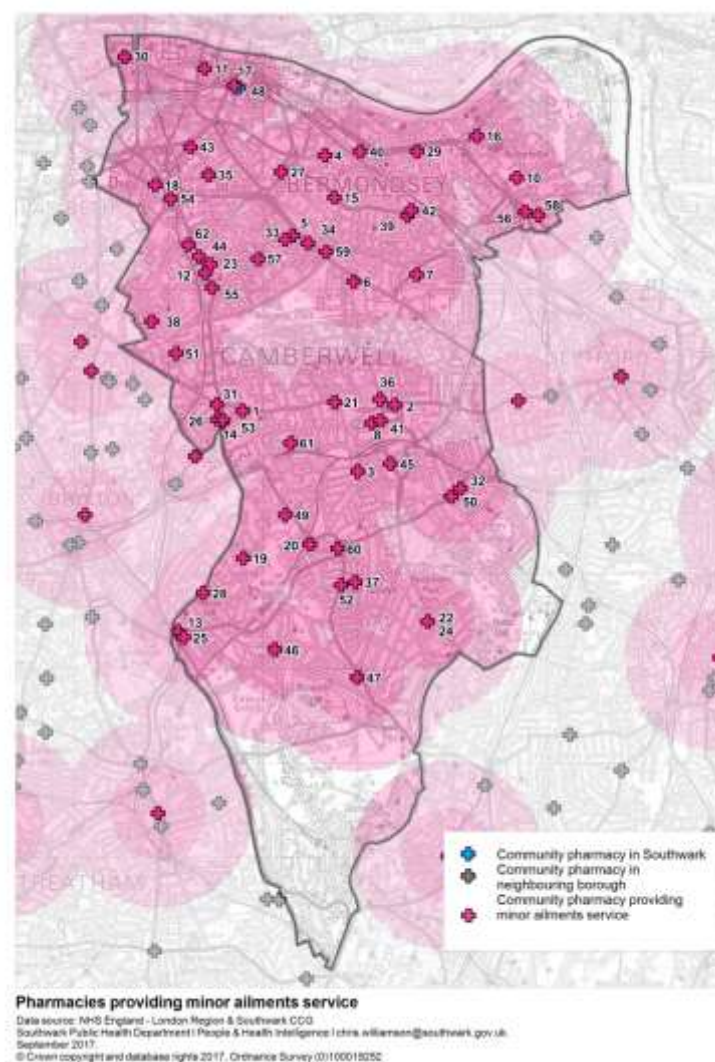
The service provides additional benefit by creating capacity within general practice to provide services to patients requiring more complex management such as the management of long term conditions. Access has now been restricted to those registered with a Southwark GP as the service is designed to relieve pressure on primary care.

Information from Southwark CCG suggests that all pharmacies in Southwark (N=62) currently provide the Minor Ailment Service. This was considered to be a 'potential future service' in the previous 2015 PNA.

#### Conclusions

There is adequate and widespread access of this service across the borough. The service should be reviewed in future to ensure it is working as planned and within budget.

Figure 45: Pharmacies providing Minor Ailments Service



#### 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 four. This initiative has been commissioned in Southwark since 2014.

The following population groups are considered to be particularly at risk of Vitamin D deficiency:

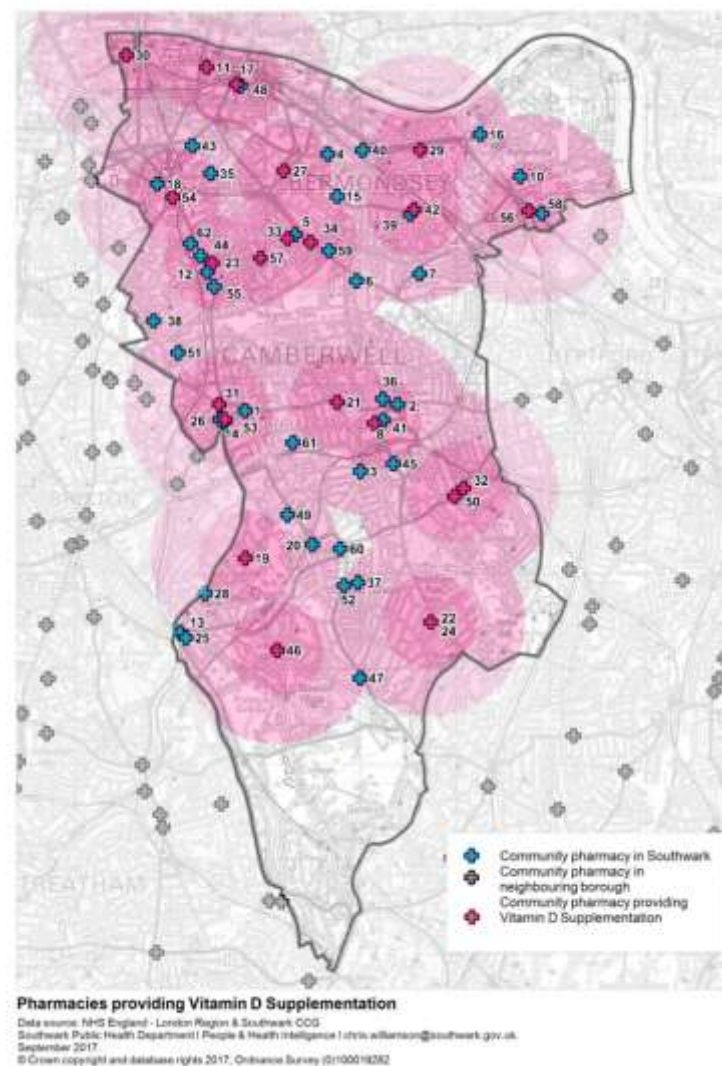
- Children under five years
- Those of Asian, African-Caribbean or Middle Eastern origin
- Those with limited exposure to sunlight.

There are 21 community pharmacies in the borough that are commissioned to deliver the Vitamin D programme. This includes registering mothers/carers and children to a client database so that they can receive the Vitamin D Card for subsequent supplies.

#### Conclusions

This is a pharmaceutical service commissioned by NHS Southwark CCG on behalf of Southwark Council with a third of our local pharmacies providing this service. We consider this to be sufficient for current local needs.

Figure 46: Pharmacies providing Vitamin D Supplementation



## 4.6 Summary of Current Provision

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Essential services</b>			
Mandatory and necessary services. Negotiated nationally. Provided by all community pharmacies.			
	<ul style="list-style-type: none"> <li>Southwark has 62 community pharmacies, the same number of pharmacies as 2013.</li> <li>There are no local pharmaceutical services contractors, dispensing appliance contractors, dispensing doctors, mail order or internet based pharmacies.</li> <li>Fifty-nine pharmacies (95%) have the standard 40 hours contract and out of these 28 are open longer than the 40 core contract hours.</li> <li>The majority of community pharmacies (86%) are open on a Saturday for at least part of the day and 11 pharmacies are open on a Sunday for at least part of the day.</li> </ul>	<ul style="list-style-type: none"> <li>Compared to previous (2015) PNA, only College ward does not contain a pharmacy. However this part of the borough has a number of community pharmacies within 1 kilometre in adjacent boroughs (Lambeth, Lewisham and Croydon). All remaining wards, with the exception Surrey Docks which did not have any pharmacy in 2015, have at least two pharmacies and offer a choice for the public.</li> <li>Consideration could be given to extending opening hours at the weekends to improve access and choice. This is particularly important given the vision from the Southwark Five Year Forward View to extend access to primary care (seven days a week 8am-8pm).</li> </ul>	<ul style="list-style-type: none"> <li>Consider commissioning a number of pharmacies to open on Sundays or work extra hours if deemed necessary.</li> <li>A coordinated approach to public health campaigns that involve NHS England, Southwark Public Health and local pharmacies.</li> <li>Clarification of the PH campaigns that all pharmacies should be involved in (based on local priorities).</li> </ul>
<b>Advanced services</b>			
Relevant services. Negotiated nationally. Community pharmacies can choose to provide advanced services if they meet the Secretary of State Directions requirements.			



Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Medicine Use Reviews (MUR)</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>54 pharmacies undertook approximately 19,000 MURs.</li> <li>30 pharmacies claimed at or near the maximum number of MURs.</li> <li>College ward does not contain a pharmacy to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>There is potential for the MUR service to be made available to more residents in Southwark.</li> <li>From the pharmacy survey, five pharmacies reported that they do not currently provide MURs but intend to do so within the next 12 months.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage all community pharmacies to offer MURs</li> <li>Engage with existing providers with a view to all providers performing more than 380 MURs per annum.</li> </ul>
<b>New Medicine Service (NMS)</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>45 pharmacies (73%) declared that they provided at least one NMS.</li> <li>3,961 NMS reviews were undertaken (17% higher than the previous year).</li> <li>The average number of NMS reviews per pharmacy was 64, which is comparable to London average (65).</li> <li>College ward does not contain a pharmacy to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that the provision of NMS in Southwark is comparable with London average and there is adequate distribution of provision across the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that seven community pharmacies in Southwark intend on providing NMS in 2018/19.</li> </ul>
<b>Appliance Use Reviews (AUR)</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark provide AURs.</li> <li>There is a provider in each locality except Bermondsey and Rotherhithe.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that Bermondsey and Rotherhithe locality has no AUR provider. This is a service gap – however, patients may receive the support required from the hospital or clinics responsible for their on-</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that eight community pharmacies in Southwark intend on providing AURs in 2018/19.</li> </ul>



Services	Current service level	Gaps identified	Potential improvements (2018-2021)
		going care.	
<b>Stoma Appliance Customisation (SAC)</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark provide SAC (these also provide the AUR service)</li> <li>There is a provider in each locality except Bermondsey and Rotherhithe.</li> </ul>	<ul style="list-style-type: none"> <li>Analysis indicates that Bermondsey and Rotherhithe locality has no AUR provider. This is a service gap – however, patients may receive the support required from the hospital or clinics responsible for their on-going care.</li> </ul>	<ul style="list-style-type: none"> <li>Responses to the pharmacy survey suggest that eleven community pharmacies in Southwark intend on providing SACs in 2018/19.</li> </ul>
<b>NHS Urgent Medicine Supply Advanced Service</b>	<ul style="list-style-type: none"> <li>All localities had at least one pharmacy providing the service.</li> </ul>	<ul style="list-style-type: none"> <li>This is a new service and as such there is insufficient information available to assess utilisation.</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing review of service utilisation is required.</li> </ul>
<b>Seasonal Influenza Vaccination</b>	<p>In 2016-17:</p> <ul style="list-style-type: none"> <li>39 pharmacies provided over 3,000 seasonal influenza vaccinations</li> <li>Overall seasonal influenza vaccine uptake in Southwark was below the national targets.</li> <li>40 pharmacies are providing this service for 2017/18.</li> </ul>	<ul style="list-style-type: none"> <li>The coverage of this service is adequate for the needs of the Southwark population, however overall uptake of the seasonal flu vaccine is low within the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Further engagement with existing providers including community pharmacies may help to improve uptake of the vaccination service.</li> <li>Responses to the pharmacy survey suggest that eleven community pharmacies in Southwark intend on providing this service in 2018/19.</li> </ul>
<b>Enhanced Services</b> Relevant services. Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned.			
<b>Enhanced Flu service</b>	<p>This is the only enhanced service commissioned locally by NHS England's area team.</p> <p>In 2016-17:</p> <ul style="list-style-type: none"> <li>NHS England list 27 pharmacies</li> </ul>	<ul style="list-style-type: none"> <li>The coverage of this service is considered adequate for the needs of the Southwark population and in particular to specific at risk groups.</li> <li>This service also provides flu jabs</li> </ul>	<ul style="list-style-type: none"> <li>Further engagement with existing providers including community pharmacies may help to improve the coverage of the enhanced flu vaccination service.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
	<p>(44%) in Southwark as providing the Enhanced Vaccination Service.</p> <ul style="list-style-type: none"> <li>26 pharmacies (42%) within the borough offer both seasonal flu vaccination (advanced) and the enhanced flu services.</li> </ul>	<p>for those patients that are not qualified and consequently not covered under the National advanced flu service.</p>	
<b>Locally Commissioned Services</b> Relevant services. Commissioned by Southwark Council and SCCG to address identified local health priorities			
<b>Stop Smoking Service</b>	<ul style="list-style-type: none"> <li>Currently 20 pharmacies in Southwark are commissioned to provide this service.</li> <li>Services are also provided by specialist providers and a pilot telephone helpline.</li> </ul>	<ul style="list-style-type: none"> <li>Availability of community pharmacy stop smoking services broadly reflects the local pattern of deprivation, with the exception of a small area of Camberwell in the west of Southwark.</li> <li>In addition, there are areas of the borough with multiple pharmacies providing this service and a redistribution of this service provision should be considered.</li> </ul>	<ul style="list-style-type: none"> <li>Some areas have multiple pharmacy providers in a small geographical area; consideration should be given to redistributing providers to increase coverage.</li> <li>Responses to the pharmacy survey indicate that a number of additional pharmacies would be willing to provide the service if commissioned.</li> </ul>
<b>Level 1 Sexual Health Services</b> (see 4.5.2)	<ul style="list-style-type: none"> <li>Currently 21 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Some areas of the borough are greater than 1km from the nearest provider; however, there are no pharmacies in these areas to meet this need.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s) to ensure access to these services meets population needs, and is aligned with local strategies.</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
<b>Level 2 Sexual Health Services</b> (see 4.5.3)	<ul style="list-style-type: none"> <li>Currently four pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>There are fewer community pharmacies in Southwark that deliver Level 2 Sexual Health Services than those that deliver Level 1; and there are several geographical gaps in this provision.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s) to ensure access to these services meets population needs, and is aligned with local strategies.</li> </ul>
<b>Oral Hormonal Contraception (OHC) Services</b>	<ul style="list-style-type: none"> <li>Currently two pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Just two pharmacies offer this service across the borough, both in the north of the borough.</li> </ul>	<ul style="list-style-type: none"> <li>Provision should be reviewed in partnership with neighbouring borough(s), and more closely aligned with integrated sexual and reproductive health services.</li> </ul>
<b>Supervised Consumption</b>	<ul style="list-style-type: none"> <li>Currently 18 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> </ul>
<b>Needle Exchange Service</b>	<ul style="list-style-type: none"> <li>Currently 14 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> <li>Responses to the pharmacy survey suggest that an additional 14 community pharmacies (28 in total) in Southwark would be willing to provide the service if commissioned.</li> </ul>
<b>NHS Health Checks</b>	<ul style="list-style-type: none"> <li>Currently three pharmacies in Southwark are commissioned to provide this service.</li> <li>Services are also provided by General Practices through the</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Consider assessing the contribution of community pharmacies as part of the ongoing development of the NHS Health Check programme. In</li> </ul>

Services	Current service level	Gaps identified	Potential improvements (2018-2021)
	Southwark GP Federations.		particular the self-check pilot (via digital services) followed by a GP final check, in the near future.
<b>Minor Ailments Scheme (MAS)</b>	<ul style="list-style-type: none"> <li>Currently all (N=62) pharmacies provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>Currently there is no gap and the service is adequate and widespread across the borough.</li> <li>MAS were considered a 'potential future service' in the previous 2015 PNA.</li> </ul>	<ul style="list-style-type: none"> <li>The service should be reviewed in future to ensure it is working as planned as it is currently over budget.</li> </ul>
<b>Vitamin D Supplementation</b>	<ul style="list-style-type: none"> <li>Currently 21 pharmacies in Southwark are commissioned to provide this service.</li> </ul>	<ul style="list-style-type: none"> <li>No service gap or additional needs identified.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to assess population needs as part of ongoing service development.</li> </ul>

## 5 FUTURE PLANNING

In '*Pharmacy – A Way Forward for Public Health*' Public Health England highlighted the importance of pharmacists, and outlined the pivotal role community pharmacies have in enabling a healthier nation.<sup>27</sup>

The NHS England '*GP Forward View*', makes a commitment of integrating 1,500 patient facing pharmacists into General Practice by 2020-21.<sup>28</sup> This type of collaboration will create further opportunities to Make Every Contact Count (MECC), thereby further promoting public health interventions particularly amongst those with long term conditions.

Any future needs will be commissioned using the existing pharmacy network in Southwark.

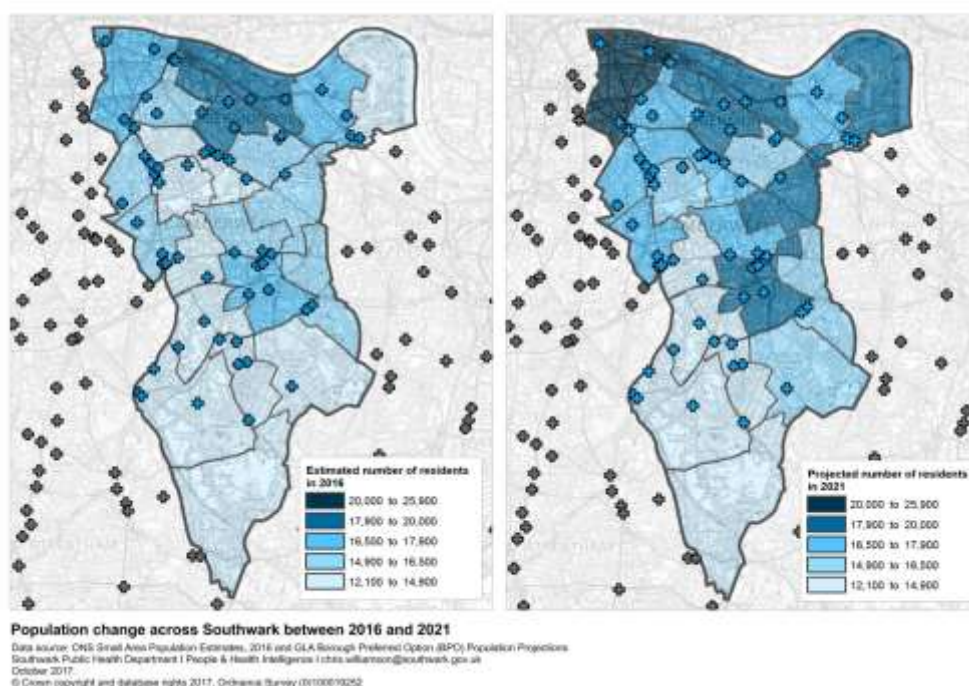
### ***Southwark Five Year Forward View***

Southwark CCG together with the Council wish to change the way they commission services locally, to drive integration across 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.

### ***Projected Population Change***

The population in Southwark is predicted to grow by over 12% from around 313,200 in 2016 to 351,100 in 2021. The increase in population is predicted to vary across the borough with the largest growth projected to occur in the north, particularly in Cathedrals ward where the population is projected to increase by over 9,000 people in the coming years. Current areas of large-scale urban regeneration include Elephant and Castle, Old Kent Road and the Aylesbury estate.

**Figure 47: Projected population change across Southwark (2016 and 2021)**



The current network of (62) pharmacies corresponds to where future new housing developments will be located within the borough. The PNA has carefully considered the likely changes to the number of people requiring pharmaceutical services, the demography of each area and the risks to the health and wellbeing of people in the borough. The Health and Wellbeing Board consider that the current and the future needs of the population can be adequately addressed through the current service provision. In case of any significant change to current circumstances or when a need for new and/or additional pharmaceutical service is identified in the future, the PNA will be reviewed and a supplementary statement will be released as per Regulations.

### ***Social Regeneration***

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 healthy and resilient, feel connected, and there are opportunities for all.

It is important that the right infrastructure is in place to support the projected rapid population growth in Southwark, including through provision of pharmacy services. Community pharmacies have a key role to play in supporting all residents to access, not only the services that pharmacies offer, but also the opportunities that regeneration provides, for example access to Free Swim and Gym in new and improved leisure centres.

To address health inequalities, it is important that we support everyone to access these opportunities, especially those who face particular disadvantages, are vulnerable or at risk of certain health conditions.

## **6 APPENDICES**

### **6.1 Appendix A: Stakeholder Consultation**

#### **Introduction**

As required by the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulation 2013<sup>4</sup>, we carried out a stakeholder consultation on the draft Southwark PNA 2018 report. The consultation process commenced on 7 December 2017 and ended on 6 February 2018, thus meeting the requirement of giving stakeholders a minimum of 60 days to respond. The consultation was opened to:

- Southwark residents
- All community pharmacies
- Local Medical Committee (LMC)
- Local Pharmaceutical Committee (LPC)
- NHS Southwark CCG
- Guy's and St Thomas' NHS Foundation Trust;
- King's College Hospital NHS Foundation Trust;
- South London and Maudsley (SlaM) NHS Foundation Trust; and
- Neighbouring HWBs (Lambeth and Lewisham)
- Healthwatch Southwark and Community Southwark.

#### **Process**

The draft PNA 2018 report was made available via the Southwark Council website. A questionnaire was available for online submission and information on how to request a hard copy (or easy read version) of the report was provided. At the beginning of the PNA consultation, Southwark Council, the SCCG communication teams as well as the LPC promoted the exercise via various media throughout the process.

Below we have included copies of the cover letter and the online questionnaire:

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<sup>4</sup> <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

## Southwark Pharmaceutical Needs Assessment (2018 – 2021)

### Cover letter

Dear Sir / Madam,

#### Pharmaceutical Needs Assessment (PNA) Consultation: Invitation to Participate

Southwark's Health and Wellbeing Board has developed a new Pharmaceutical Needs Assessment (PNA). This document assesses the need for pharmaceutical services within the borough, and compares this to pharmaceutical and other services that are currently provided, together with when and where these services are available.

NHS England will use the PNA to consider applications to open a new pharmacy, move an existing pharmacy or to commission additional services from pharmacies. Other commissioning bodies such as Southwark Clinical Commissioning Group and Southwark Council will also use the document to decide whether to commission additional services through pharmacies.

During the PNA process, we have engaged with our local residents and all pharmacy contractors in the borough to seek their views and experiences around access and provision of pharmacy services. The results of this engagement process are reflected in the PNA consultation document.

As part of developing the PNA locally, Pharmaceutical Regulations require that a formal consultation period is undertaken on the draft Pharmaceutical Needs Assessment, with the purpose of:

- Encouraging constructive feedback from a variety of stakeholders
- Ensuring a wide range of primary care health professionals provide opinions and views on what is contained within the PNA

The consultation will run from **7 December 2017 to the 6 February 2018**.

The draft PNA and relevant document, including online questionnaire are available at [www.southwark.gov.uk/pna](http://www.southwark.gov.uk/pna)

All feedback received by 6 February 2018 will be collated for consideration and a consultation report will be included within the final PNA document which will be completed by 31 March 2018.

If you have any questions, you can contact the consultation team via email [PublicHealth@southwark.gov.uk](mailto:PublicHealth@southwark.gov.uk)

We look forward to receiving your feedback on the draft report.

Yours faithfully,

**Professor Kevin Fenton** | Director of Health and Wellbeing | Environment and Social Regeneration | London Borough of Southwark



## ONLINE SURVEY: Consultation response form

Note: All section numbers refer to the PNA report.

**1. Has the information included in the PNA been clear and in a way that is easy to understand?**

- a. Yes
- b. No
- c. Not Sure

If No, please suggest how could that be improved?

**2. Has the purpose of the PNA been explained sufficiently within Section 1 (Background: Pg 17-21) of the PNA?**

- a. Yes
- b. No
- c. Not Sure

If No, please suggest how could be improved?

**3. Does Section 3 (Health needs profile for Southwark: Pg 24-43) clearly set out the local context relating to the health needs of Southwark residents?**

- a. Yes
- b. No
- c. Not Sure

If No, please suggest how could be improved?

**4. Does the information in Section 4 (Assessment of current pharmaceutical provision: Pg 44-81) provide a reasonable description of the services that are provided by pharmacies in Southwark?**

- a. Yes
- b. No
- c. Not Sure

If No, please suggest how this could be improved?

**5. Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?**

- a. Yes
- b. No
- c. Not Sure

If No, please suggest how this could be improved?

**6. Do you agree with the key findings regarding pharmaceutical services in Southwark as outlined in the executive summary (Overview table: Pg 9-15)?**

- a. Yes
- b. No
- c. Not Sure

Please tell us why?

**7. If you have any further comments please tell us here:**

**8. Do you live or work in Southwark?**

- a. I live in Southwark
- b. I work in Southwark
- c. I both live and work in Southwark
- d. I don't live or work in Southwark

**9. Please let us know if you are answering this questionnaire:**

*An answer is required*

- a. As an individual
- b. On behalf of an organisation
- c. On behalf of a Pharmacy

Note: If the respondent is completing the questionnaire as an individual add a section 'About you' (optional): Age/Disability and health/Ethnicity/religion or belief/Sex/Gender reassignment/ Sexual orientations.

***Community Pharmacies and Dispensing Appliances Contractors information***

**10. Please review the information shown in the appendices (Opening Hours) for accuracy. If you identify any inaccuracies please provide details below:**

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

- a. Yes
- b. No
- c. Not Sure

If you answered yes please let us know about these services

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**12. If you are responding on behalf of an organisation or pharmacy please provide your details below.**

- a. Name:
- b. Job title:
- c. Pharmacy name or organisation:
- d. Address:
- e. Telephone number:
- f. Email address:

Please return this feedback form:

- Via email to: [publichealth@southwark.gov.uk](mailto:publichealth@southwark.gov.uk)
- Via post to the following address:

PNA Consultation, Public Health, Southwark Council, 1<sup>st</sup> Floor Hub 2, PO BOX 64529, London, SE1 5LX

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## Results

### Online Survey

A total of five respondents completed the online questionnaire. The breakdown of response to various questions is presented in table 1 and the related qualitative feedback with suggested action is presented in Table 7.

Two community pharmacies have provided their comments to us via email to LPC office – these are listed separately (Table 8).

**Table 7: Response to online questionnaire**

Questions	Number of respondents			
	Yes	No	Not sure	Not answered
Has the information included in the PNA been clear and presented in a way that makes it easy to understand?	5 (100%)	0	0	0
Has the purpose of the PNA been explained sufficiently within Section 1 (Background: Pg 17-21) of the PNA?	5 (100%)	0	0	0
Does Section 3 (Health needs profile for Southwark: Pg 24-43) clearly set out the local context relating to the health needs of Southwark residents?	4 (80%)	0	1 (20%) <i>No comment made</i>	0
Does the information in Section 4 (Assessment of current pharmaceutical provision: Pg 44-81) provide a reasonable description of the services that are provided by pharmacies in Southwark?	2 (40%)  Table 2 Respondent 2 (R2) only	2 (40%)  Table 2 (R4 & R5)	1 (20%)  Table 2 (R4)	0
Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?	1 (20%)	3 (60%)  Table 2 (R3-R5)	1 (20%)  Table 2 (R4)	0
Do you agree with the key findings regarding pharmaceutical services in Southwark as outlined in the executive summary (Overview table: Pg 9-15)?	3 (60%)	1 (20%)  Table 2 (R5)	1 (20%)  Table 2 (R4)	0
If you have any further comments please tell us here	4 responses (Table 2)			
Do you live or work in Southwark?	5 (100%)  4 work in Southwark; and  1 don't work or live in Southwark			

Questions	Number of respondents			
	Yes	No	Not sure	Not answered
Please let us know if you are answering this questionnaire	5 (100%) 2 (40%) on behalf of an organisation 3 (60%) on behalf of a Pharmacy			
Please review the information shown in the appendices (opening hours) for accuracy. If you identify any inaccuracies please provide the details	4 responses See Table 2 (R1/2 & R4/5)			
Are you aware of any commissioned pharmaceutical services currently provided in Southwark that have not been included within the PNA?	1 (20%) <i>No comments provided</i>	3 (60%)	1 (20%)	0

**Table 8: Survey comments and PNA team response**

Issues	PNA (Lead/Team) response
<b>Question:</b> Does the information in Section 4 (Assessment of current pharmaceutical provision: Pg 44-81) provide a reasonable description of the services that are provided by pharmacies in Southwark?	
<p>Respondent 1 (R1) – community pharmacy</p> <p>I am under impression all PHARMACIES in Southwark provided Minor Aliment Services, when in information section have selected few only.</p>	<p>That is correct. Both summary tables in the PNA document as well as table 12 will be amended to reflect that all pharmacies in Southwark (N=62) provide the service (MAS).</p>
<p>Respondent 2 (R2) – LSL LPC</p> <p>As commissioners are no longer commissioning pharmacy services at scale and in areas of need and deprivation, this should be mentioned in the PNA.</p> <p>Also if a need arises for a particular service in Southwark the current network of pharmacies should be considered to provide the service.</p> <p>Also as the pharmacy landscape is rapidly changing supplementary statements will need to be issued as required to accurately document the pharmacy service in Southwark</p>	<p>The main scope of the PNA is provide a background around health needs of our local population and assess how these are met by the existing pharmaceutical services.</p> <p>Local health and wellbeing services are commissioned based on levels of need within our communities, and are contracted through a range of providers, based on the needs identified within the PNA and the JSNA. The Southwark Five Year Forward View sets out how the CCG and Council will commission for our population outcomes. We are currently working with our providers through the Local Care Networks on what this could look like. Pharmacies are represented on Local Care Networks.</p> <p>Changes in provision will be reflected in supplementary statements to the PNA in line with regulations (as mentioned under section 1.4).</p>
<p>Respondent 4 (R4) – community pharmacy</p> <p>We have Branches in Southwark:</p> <p>Maddock provides Flu Service and this is not mentioned;</p> <p>East St provides Supervised consumption and this is not mentioned</p>	<p>We have contacted NHS England area team for clarification re Maddock pharmacy service provision, but haven't heard from them. We noted the respondent comment that this pharmacy provides Flu services.</p> <p>We can confirm that the East Street (Medimpo Ltd Pharmacy) is not commissioned to deliver supervised consumption at Southwark. However, the pharmacy may provide this service independently of the</p>

Issues	PNA (Lead/Team) response
	commissioned service.
<p>Respondent 5 (R5) – NHS England</p> <p>There are some services that are not listed or not listed correctly.</p> <p>The PNA does not list the total opening hours, just the core hours.</p>	<p>NHSE specified those services in their detailed report. Answer provided under Table 9 below.</p> <p>A table outlining total opening hours has been included within the appendices (Table 18).</p>
<p><b>Question:</b> Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?</p>	
<p>R1</p> <p>Currently we have had shift in population where Hispanic people have come and settled with business and living in Southwark.</p> <p>I feel interpreter services would be welcomed by them and it will help both Pharmacy and patient.</p>	<p>Section 3.1.5 of the PNA outlines both the ethnic and linguistic diversity in Southwark.</p> <p>The overview of the borough on page 8 specifies the need for pharmacies to deliver services that are accessible and inclusive of their communities.</p>
<p>R3</p> <p>Obesity is not addressed.</p> <p>Weight management programmes can be set up in Pharmacies perhaps linked to Health checks.</p>	<p>Tackling childhood obesity in particular is a key council commitment and as such the Council has commissioned family based, group activity programmes with our leisure contractor (Everyone Health).</p> <p>Healthy weight of residents in Southwark is covered in section 3.5.4 of the report. We have focused the PNA on existing services provided through community pharmacies - however obesity support is highlighted as a priority for health promotion campaigns.</p> <p>Adult weight management programmes in Southwark are commissioned by Southwark CCG, also in a group setting. The opportunities for pharmacies to contribute to this area would be through increasing the referral rates, potentially by performing a greater number of NHS Health Checks in the community.</p>
<p>R4</p>	<p>There are no community pharmacies based within College ward - however there is provision of community pharmacy services in close</p>

Issues	PNA (Lead/Team) response
No Pharmacy in College Ward	proximity in both Lambeth and Lewisham.
<p>R5</p> <p>There are parts missing as per the regulations, which may impact on this.</p>	See detailed comments and response on Table 9.
<b>Question:</b> Do you agree with the key findings regarding pharmaceutical services in Southwark as outlined in the executive summary (Overview table: Pg 9-15)?	
<p>Respondent 2 (R2) – LSL LPC</p> <p>As commissioners are no longer commissioning pharmacy services at scale and in areas of need and deprivation, this should be mentioned in the PNA.</p> <p>Also if a need arises for a particular service in Southwark the current network of pharmacies should be considered to provide the service.</p> <p>Also as the pharmacy landscape is rapidly changing supplementary statements will need to be issued as required to accurately document the pharmacy service in Southwark</p>	<p>The main scope of the PNA is provide a background around health needs of our local population and assess how these are met by the existing pharmaceutical services.</p> <p>Local health and wellbeing services are commissioned based on levels of need within our communities, and are contracted through a range of providers, based on the needs identified within the PNA and the JSNA. The Southwark Five Year Forward View sets out how the CCG and Council will commission for our population outcomes. We are currently working with our providers through the Local Care Networks on what this could look like. Pharmacies are represented on Local Care Networks.</p> <p>Changes in provision will be reflected in supplementary statements to the PNA in line with regulations (as mentioned under section 1.4).</p>
<p>Respondent 4 (R4) – community pharmacy</p> <p>We have Branches in Southwark:</p> <p>Maddock provides Flu Service and this is not mentioned;</p> <p>East St provides Supervised consumption and this is not mentioned</p>	<p>We have contacted NHS England area team for clarification re Maddock pharmacy service provision, but haven't heard from them. We noted the respondent comment that this pharmacy provides Flu services.</p> <p>We can confirm that the East Street (Medimpo Ltd Pharmacy) is not commissioned to deliver supervised consumption at Southwark. However, the pharmacy may provide this service independently of the</p>



Issues	PNA (Lead/Team) response
	commissioned service.
R5. There are a number of amendments that need to be made urgently to ensure that the PNA complies with the regulations, currently the PNA will make market entry decisions difficult due to the information that is missing.	See detailed comments and response on Table 9
<b>Question:</b> Please review the information shown in the appendices (opening hours) for accuracy. If you identify any inaccuracies please provide the details	
<p>R1</p> <p>We noticed, majority if not all pharmacies are not open on Saturday. When the table of opening and closed pharmacies does not reflect this as only CORE hours are stated.</p> <p>General public may be misguided.</p> <p>A table of actual hours of opening would be more appropriate.</p>	<p>A table outlining total opening hours has been included within the appendices (Table 18).</p>
<p>R2</p> <p>Need to ensure these align with NHSE data on a regular basis and issue supplementary statements as required</p>	<p>We intend to review the PNA on a regular basis for accuracy and issue supplementary statements as required (see section 1.4).</p>
<p>R4</p> <p>Maddock Pharmacy does provide Flu Service</p> <p>And East St - Supervised Consumption</p>	<p>We have contacted NHS England area team for clarification re Maddock pharmacy service provision, but haven't heard from them. We noted the respondent comment that this pharmacy provides Flu services.</p> <p>The only Medimpo Ltd Pharmacy that is currently commissioned by Southwark to deliver supervised consumption is Ridgeway Pharmacy on Walworth Road.</p>
<p>R5</p> <p>We will send this under separate cover as the hours listed are only</p>	<p>A table outlining total opening hours has been included within the appendices (Table 18).</p>

Issues	PNA (Lead/Team) response
core hours and cannot be changed.	
<b>Question:</b> Are you aware of any commissioned pharmaceutical services currently provided in Southwark that have not been included within the PNA?	
<p>R1</p> <p>PNA findings about AUR and SUR (stoma) reflect only LLOYDS pharmacies doing it.</p> <ul style="list-style-type: none"> <li>▪ Why?</li> <li>▪ Who is responsible for training?</li> <li>▪ What implication this has on Southwark patients?</li> <li>▪ Doctors are concerned or not? If not discontinue the service and save money. If needed, train interested pharmacists.</li> </ul>	<p>These services are commissioned by NHSE as an Advanced service. Community Pharmacists can notify the NHSBSA if they wish to provide this service. There is no requirement for the local NHS England team to accredit or approve the pharmacy before the service starts. Payment for this service is via the BSA.</p>
<p>R3</p> <p>Sexual Health services need to be improved. Pharmacies providing Emergency contraception and oral contraception could be commissioned to provide a full sexual health service.</p>	<p>Under section 4.5 (summary of current provision: Table 4.6) we have identified that 'there are several geographical gaps re Level 2 SHS provision and that the current provision should be reviewed in partnership with neighbouring borough/s, and more closely aligned with integrated sexual and reproductive health services.</p> <p>Sexual health is a locally commissioned service and is currently being redesigned in partnership with the LPC, specialist clinicians, and Lambeth Council to more effectively meet the needs of the population and be more aligned with the strategic aims of the local sexual health system.</p>
<p>R4</p> <p>Further Support of Health Checks and Flu vaccination is required for all Southwark Pharmacies</p>	<p>Southwark Council Public Health team:</p> <ul style="list-style-type: none"> <li>▪ Are working in partnership with our commissioning partner Southwark CCG to support and expand the provision provided by Southwark's pharmacy sector in the delivery of the NHS Health Check programme. This will be informed by the PNA; and</li> </ul>

Issues	PNA (Lead/Team) response
	<ul style="list-style-type: none"> <li>Will facilitate any necessary discussion between local pharmacies and the commissioner of the flu programme, NHS England, in order to further support Southwark pharmacies.</li> </ul>
<p>R5</p> <p>The recommendation is that the PNA does not address all aspects of the requirements for a PNA and is not explicit in any plans for the future except in the details of housing development in the area.</p>	<p>See detailed comments and response on Table 9.</p>

#### Additional comments received outside the online survey

<p>Local Medical Committee (LMC) comment:</p> <ul style="list-style-type: none"> <li>What will be needed in the areas such as Elephant and Castle where new builds are on-going?</li> <li>Certainly the overall estimate of population increase of over 12% over 5 years is high (and this increase will be much higher in the areas being developed). The concerns are similar to those regarding general practice access in the areas of increasing population.</li> <li>The LMC notes that there is a page on future planning with projected population change and social regeneration but cannot see anything in the document which gives an idea as to what may be needed.</li> </ul>	<p>A wide range of enhanced or locally commissioned services are offered from community pharmacies across the borough including areas such as Elephant &amp; Castle, supporting the health and wellbeing needs of the local population.</p> <p>The current distribution of (62) pharmacies does correspond to where future new housing developments will be located. The PNA has carefully considered the likely changes to the number of people requiring pharmaceutical services, the demography of each area and the risks to the health and wellbeing of people in the borough; and, in due process have identified any future needs and the current capacity of meeting such needs by providers currently on the pharmaceutical list. The Health and Wellbeing Board (HWB) consider that the current and the future needs of the population can be adequately addressed through the current service provision.</p> <p>Finally, HWB will monitor and note any significant changes to population numbers, demographic composition and housing plans, and will make</p>
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Issues	PNA (Lead/Team) response
	revisions to this PNA if deemed necessary, in accordance with regulations.
<b>Comments from two community pharmacies</b> (emailed to the LPC office)	
<p>LINGS CHEMIST (Trading name)</p> <p>There are a few inaccuracies on the draft PNA for LINGS CHEMIST.</p> <ul style="list-style-type: none"> <li>For the advanced services, we also offer NUMSAS and Minor Ailments.</li> <li>Also we are open on Saturdays too (although these are our supplementary hours 9-2pm).</li> </ul>	<p>Both points raised have now been corrected (Table 15 - Appendices section); and specific sections of the PNA.</p>
<p>HARFLEUR PHARMACY (V. U. CHEM LTD.)</p> <p>I have checked the PNA for Southwark.</p> <p>There are some inaccuracies. Can you please get them amended:</p> <p>For the services – we provide the following:</p> <p>MUR NMS FLU NUMSAS MINOR AILMENT ENHANCED FLU</p> <p>Yet the PNA states that we do not provide NMS, AUS, SAC and MINOR AILMENT. This is inaccurate.</p>	<p>We have corrected these inaccuracies by amending:</p> <ul style="list-style-type: none"> <li>the services as shown in Table 15 (Appendices section); and</li> <li>specific advance services section of the PNA.</li> </ul>

## NHS England response to the PNA consultation document

**Table 9: Comments by NHS England and the PNA team response**

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
<p>A statement of the pharmaceutical services that the HWB has identified as services that are provided:</p> <p>(a) in the area of the HWB and which are necessary to meet the need for pharmaceutical services in its area; and</p>	<p>The PNA lists the pharmacies in the HWB and the number of pharmacies listed is correct at 62. However on page 12 (N=61) is listed, this is a possible error?</p> <p>The PNA informs that College ward does not contain a pharmacy but there are a number of community pharmacies in adjacent boroughs that are less than a kilometre away.</p> <p>Surrey Docks ward, which previously did not have pharmacy provision, now has one pharmacy.</p> <p>The information on provision is included in the overview section, Table 3 and the summary section.</p>	<p>That was a data error related to the number of pharmacies within the borough providing Minor Ailment Services. After checking the information with local commissioning team the figure on page 12 (under 'Minor Ailment Scheme') has been corrected to show that all pharmacies (N=62) provide this locally commissioned service.</p>
<p>(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).</p>	<p>The PNA does not mention services outside the HWB other than in reference to College ward as detailed above and in 4.2.2 in reference to Nunhead and Livesey wards.</p> <p>4.2.4 states: "The vast majority of our neighbourhoods are within 1km of a Southwark community pharmacy, as illustrated in Figure 22, with some areas of the borough served by pharmacies based in Lambeth and Lewisham".</p>	<p>The PNA includes reference to provision in the neighbouring boroughs of Lambeth and Lewisham in sections:</p> <ul style="list-style-type: none"> <li>▪ 4.2 - Essential Services</li> <li>▪ 4.3 - Advanced Services</li> <li>▪ 4.4 - Enhanced Services</li> </ul> <p>The maps shown in these sections illustrate the geographical provision of services covered in the PNA across Southwark and these HWB areas.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
		A statement about 'service provision outside the HWB area' has been included wherever possible based on our local analyses and available data.
Does the PNA include a statement outlining any gaps?	NHS England Officer Response The PNA has stated that there are no gaps for the following areas below:	PNA (Lead/Team) response
<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>The PNA has stated that essential services are necessary, but there are no further statements regarding necessary services, so we have to assume that the remaining services are relevant only.</p> <p>The statement regarding necessary services needs to be clearer as this is lost in the text and easy to miss.</p> <p>The HWB has considered the following:</p> <ol style="list-style-type: none"> <li>1. Access to essential services</li> <li>2. Access to essential services normal working hours</li> <li>3. Access to essential services outside normal working hours</li> </ol> <p>The PNA states the following:</p> <p><b>Access to Essential services</b></p> <p>The HWB has a similar number of pharmacies to neighbouring boroughs (20 per 100,000 population) but lower than the London average.</p>	<p>This is correct. Essential services are now been identified as 'necessary services' and all the remaining services (including advanced, enhanced and locally commissioned services) as relevant services.</p> <p>Both Tables summarising the pharmaceutical provision within the borough (page 9 and page 76), as well as the 'Executive summary – conclusions' section now include a clear statement about the necessary and relevant services.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	<p>Through a patient survey the HWB has identified reasons for choosing a specific pharmacy, opening hours required and modes of transport used.</p> <p><b>Access to essential services normal working hours</b> The HWB has determined that the average journey time and opening hours of pharmacies in the majority of wards are reasonable.</p> <p>The PNA notes that there are two areas of the borough that are greater than one kilometre from a community pharmacy. One is a small area in the College ward but this is mainly non-residential. The second is in Surrey Docks ward but all routes into this area pass an existing community pharmacy.</p> <p>Southwark HWB considers that “There is adequate provision of community pharmacy services is Southwark.” (Page 52)</p> <p><b>Access to Essential Services outside normal working hours</b></p> <p>The PNA lists that there are:</p> <ul style="list-style-type: none"> <li>▪ Three 100-hour contract pharmacies across the localities.</li> <li>▪ Three pharmacies open ‘late night’ (beyond 8pm) Monday-Friday (Lloyds listed as 11:00 instead of</li> </ul>	



Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	<p>23:00)</p> <ul style="list-style-type: none"> <li>▪ Four pharmacies open beyond 8pm on Saturday.</li> <li>▪ Three pharmacies open on Sunday, one of which is late night (21:00).</li> </ul> <p>Mapping was only provided for the 100 hour contract pharmacies and distribution was not even across the HWB, no provision was evident in neighbouring boroughs.</p> <p>Southwark HWB states "Consideration could be given to extending the opening hours at weekends to improve access and choice." (Page 55)</p> <p>The PNA states that the population of Southwark is predicted to grow by 12% by 2021. The increase in out of hours and weekend provision would be the most beneficial change for patients.</p> <p>The wording above does not correspond to the regulations. A gap is not necessarily a need. Does the HWBB determine that the gap needs to be filled or not. It should state this clearly, but can go no further than that, the market and commissioners will consider how a need can be fulfilled.</p>	<p>Incorrect. Figure 51 shows the local distribution and provision for 100 hour contract, and, also shows provision in neighbouring boroughs (Lambeth and Lewisham) in a radius of 1km.</p> <p>Based on the available information, we believe that the current pharmaceutical provision is adequate to cope with the current and future needs of the population (including the projected population grow of 12% by 2021). This is now clearly stated on section 5 (Future planning).</p> <p>'Gap vs need' comment is noted. We have clarified in both Tables (page 9 and page 76) for each service where a gap (related to the lack of service provision) is identified - for e.g. in College ward that contain no pharmacies; versus any additional or unmet needs for a specific pharmaceutical service were identified. Our comments can be found under 'gaps identified' column on both Tables.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
(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.	The PNA has not specified future circumstances where there will be a need to provide additional pharmaceutical services.	Comment noted. As mentioned elsewhere in our responses, the HWB consider that the current and any future needs of Southwark population are met by the current pharmaceutical service provision within the borough. In case of any significant change to current circumstances or when a need for new and/or additional pharmaceutical service is identified in the future, the PNA will be reviewed and a supplementary statement will be released as per Regulations. A clear statement has been included on the 'Executive summary – conclusions' section.
<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-</p> <p>(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</p>	<p>Southwark HWB has not identified any "other services".</p> <p><b>Access to advanced services</b></p> <p>Medicines Use Reviews (MURs) are available in 52 of 62 pharmacies across localities (Page 59). Table 12 shows a figure of 54.</p> <p>New Medicines Service (NMS) is available in 45 of 62 pharmacies (73%) across localities (Page 60). Table 12 shows a figure of 44.</p> <p>The PNA does not mention that College ward does not</p>	<p>This is correct. Table 12 is now Table 15. There are 54 pharmacies providing this service within the borough and now the text on 4.3.2 reflects that figure.</p> <p>Table 12 is now Table 15. We checked the no of pharmacies providing NMS service and the numbers correspond to the text (under 4.3.3). There are 45 pharmacies across all localities providing</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
<p>improvements, or better access to pharmaceutical services in its area;</p>	<p>have either service.</p> <p>At present, there is no recorded data for NHS Urgent Medicines Supply Advanced Service (NUMSAS) provision from NHS England so it is not possible to draw any conclusions from the provision of this service. The PNA identified 10 pharmacies providing NUMSAS (2016-17).</p> <p>Southwark HWB will continue to review the utilisation of this service to ensure the needs of their local population are met.</p> <p>Southwark HWB has not identified any gaps but states that MURs could be more accessible if those pharmacies currently not providing the service are encouraged to do so and for all pharmacies to undertake the maximum 400 per annum.</p> <p><b>Access to enhanced services</b></p> <p>The PNA states “Enhanced Services are those services commissioned, developed and negotiated locally based on the needs of the local population. In Southwark this is limited to the Minor Ailments Service.” (Page 65 and 77)</p> <p>This is incorrect as only services commissioned by NHS England qualify as enhanced services.</p> <p>Table 12 indicates that 27 pharmacies deliver the enhanced</p>	<p>this service.</p> <p>Both Tables on ‘overview of pharmaceutical provision’ (page 9 and page 76) now mention that both these services (MURs and NMSs) are not provided on the College ward. This is the only ward that does not contain any pharmacies within the borough. However, no gap to service provision has been identified. College ward does not currently have a pharmacy, but there are a number of community pharmacies in the neighbouring adjacent boroughs less than 1km away. There are adequate transport links to access these services within the HWB area and adjacent Boroughs.</p> <p>Comment noted.</p> <p>The text and both respective Tables ‘Overview of Pharmaceutical Services’ (page 9 and page 76) have been corrected:</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	<p>flu service which does qualify as an enhanced service. However, this service is not mentioned anywhere else in the PNA.</p> <p>The conclusion that there are no gaps identified for enhanced services is irrelevant as MAS is not an enhanced service.</p> <p>The PNA has identified enhanced services as “those services commissioned, developed and negotiated locally based on the needs of the local population.”</p> <p>The PNA states that the Minor Ailments Service is the only enhanced service in Southwark. This is incorrect.</p>	<p>Minor Ailment Scheme is now under Locally Commissioned Services (4.5.7); and Enhanced Flu Vaccination Service (4.4.1) is added as an Enhanced service (4.4).</p>
(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>The PNA does not reference any specific services provided outside the HWB, but has noted that those patients in the College ward may access pharmacies in neighbouring HWBs and wards.</p> <p>Some service maps do indicate which pharmacies outside the HWB provide specific services but these are not referenced directly.</p>	<p>Comment noted. No action required.</p>
(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	<p>Not referenced</p>	

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
HWB of the need for pharmaceutical services in its area.		
Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) response
<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>	<p><b>Improvement and better access – Gaps in provision</b></p> <p><b>Current and future access to essential services</b>  Southwark HWB has not identified services that would, if provided either now or in the future, secure improvements or better access to essential services in the area.</p> <p>The PNA recognises that College ward does not contain a pharmacy but residents may access services in pharmacies less than one kilometre away in adjacent boroughs.</p> <p>The PNA states that consideration be given to extending opening hours to improve access in line with the Southwark Five Year Forward View.</p> <p><b>Current and future access to advanced services</b></p> <p>Table 12 indicates that MURs are available in 54 of the pharmacies.  In 2016-17 52 pharmacies undertook approximately 19,000 MURs. Of those, 30 pharmacies claimed at or near the maximum number of MURs.</p>	<p>Comment re ‘current and future access to essential services’ is noted.</p> <p>We have identified a number of services mentioned as key priorities under ‘Health Promotion Campaigns’ (4.2.5). In particular, improvements or better access in the future include:</p> <ul style="list-style-type: none"> <li>▪ Promotion of healthy lifestyles - as part of the six public health campaigns; and</li> <li>▪ Support for self-care</li> </ul>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	<p>Table 12 indicates that NMS is available at 44 of the pharmacies.</p> <p>In 2016-17, 45 pharmacies declared that they provided at least one NMS. A total of 3,961 NMS reviews were undertaken (17% higher than the previous year).</p> <p>Where applicable, NHS England will encourage all pharmacies and pharmacists to become eligible to deliver the service so that more patients are able access and benefit from this service.</p> <p>39 pharmacies provided over 3,000 seasonal influenza vaccinations. Figure 34 indicates there are gaps in provision for some parts of College and Village wards but the PNA states "The coverage of this service is adequate for the needs of the Southwark population". Uptake of the vaccine is low within the borough.</p> <p>There are three pharmacies that currently provide Stoma Appliance Customisation (SAC) and Appliance Use Reviews (AUR). These cover all localities except Bermondsey and Rotherhithe. An additional eight pharmacies intend to provide AUR within the next year and 11 intend to provide SAC.</p> <p>NHS Urgent Medicine Supply Advanced Service (NUMSAS) is provided by at least one pharmacy in each locality. As this is a new service there is insufficient</p>	<p><i>Vaccine uptake:</i> comment noted.</p> <p>A combination of the National Seasonal Flu vaccination programme with the London Enhanced Flu vaccination service will achieve a better coverage in the future. We expect vaccine uptake will also be improved as part of that process.</p> <p>Geographical distribution and accessibility of pharmacies providing seasonal flu vaccination is adequate for the needs of the population but the HWB would like to see an increase the coverage and uptake for seasonal flu vaccinations as part of the wider programme of London vaccination programme. The document now reflects the above statements (specific services and/or Tables on pages 9 and 76).</p>

[illegible]



Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	<p>services.</p> <p>Southwark HWB has not correctly identified any enhanced services.</p>	<p>We have now identified the correct Enhanced Services (section 4.4)</p>
(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.	<p>No gaps identified.</p>	<p>No action required.</p>
Does the PNA include a	NHS England Officer Response	PNA (Lead/Team) response

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
statement outlining the services identified in the assessment which affect pharmaceutical needs?	Yes	
<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><b>Other NHS Services</b> The PNA should list the LCS as other services and any other services that are being provided.</p> <p><b>Locally-commissioned services</b> With regard to enhanced services and locally-commissioned services, the HWB should be mindful that only those commissioned by NHS England are regarded as pharmaceutical services.</p> <p>The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through Southwark CCG.</p> <p>The HWB has identified the following locally-commissioned services (LCS)</p> <ul style="list-style-type: none"> <li>• Stop smoking service</li> <li>• Level 1 sexual health service</li> <li>• Level 2 sexual health service</li> <li>• Oral hormonal contraception service</li> <li>• Supervised consumption</li> <li>• Needle exchange service</li> <li>• NHS health checks</li> <li>• Vitamin D supplementation</li> </ul>	<p>This is now corrected. LCSs are now listed under 'Other NHS services' – section 4.5.</p> <p>Comment noted.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
	(within the table some services have been duplicated and need to be removed.)	Incorrect. Each service has only been listed once and we have included the Minor Ailment Scheme to the listed LCSs.
(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><b>Stop smoking services</b> PNA identifies lack of provision a small area of Camberwell in the west of Southwark. No provision in College ward but this is not addressed. Suggests possible redistribution of service.</p> <p><b>Level 1 sexual health service</b> PNA identifies gaps and recommends provision should be reviewed.</p> <p><b>Level 2 sexual health service</b> PNA identifies gaps and recommends provision should be reviewed.</p> <p><b>Oral hormonal contraception services</b> PNA identifies large gaps and recommends provision should be reviewed.</p> <p>No gaps were identified for supervised consumption, needle exchange service, NHS health checks or vitamin D supplementation.</p>	<p>The lack of provision in College ward is due to this area not containing any pharmacies. However as mentioned above this area is served well by pharmacies in the neighbouring adjacent areas less than 1 km away with good transport links.</p> <p>All other statements are correct. No action required.</p>
Does the PNA include a statement setting out how the HWB has determined the	NHS England Officer Response	PNA (Lead/Team) Response
	YES	

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
localities; and a report on the consultation undertaken on the PNA?		
<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>The PNA states, for Southwark’s PNA 2018, electoral wards have been used as the primary geospatial unit of analysis with other units utilised where necessary or appropriate. It should be noted that all of Southwark’s electoral wards will be changing following the Boundary Commission review for May 2018, however a view will be taken by the Health and Wellbeing Board on how best these new geographies should or can be represented in the future.”</p> <p>In table 3 the PNA sets out the localities as:</p> <ul style="list-style-type: none"> <li>• Bermondsey &amp; Rotherhithe</li> <li>• Borough &amp; Walworth</li> <li>• Dulwich</li> <li>• Peckham &amp; Camberwell</li> </ul> <p>The PNA is undertaken in the context of the health, care and wellbeing needs of the local community. The PNA sets out the process for the developing the PNA in section 2 of the document. A PNA steering group was set up.</p>	<p>That is correct. No action required.</p>
(b) how it has taken into account (where applicable)-	<p>The PNA has taken into account the following patient groups with protected characteristics:</p> <ul style="list-style-type: none"> <li>• Age</li> </ul>	<p>That is correct. No action required.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
<p>(i) the different needs of different localities in its area, and</p> <p>(ii) the different needs of people in its area who share a protected characteristic; and</p>	<ul style="list-style-type: none"> <li>• Gender</li> <li>• Race and ethnicity</li> </ul> <p>The PNA has identified the following patient groups that do not have protected characteristics:</p> <ul style="list-style-type: none"> <li>• Deprivation</li> <li>• Languages</li> <li>• Life expectancy</li> <li>• Healthy life expectancy</li> <li>• Mortality</li> <li>• Morbidity</li> <li>• Mental Health</li> <li>• Smoking</li> <li>• Alcohol</li> <li>• Substance misuse</li> <li>• Healthy weight</li> <li>• Physical activity</li> <li>• Sexual health</li> <li>• Immunisations</li> <li>• Vitamin D deficiency</li> <li>• Older people</li> </ul>	
<p>(c) a report on the consultation that it has undertaken.</p>	<p>Not at present.</p>	
Does the PNA consider the following factors in terms of “benefits of sufficient choice”?	NHS England Officer Response	PNA (Lead/Team) Response

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
<p>What is the current level of access within the locality to NHS pharmaceutical services?</p>	<p>Southwark hosts 62 community pharmacies, the same number of pharmacies as 2013. These serve a population of 313,000, which equates to 20 pharmacies per 100,000 population. This figure is similar to neighbouring boroughs, higher than the England average (18 per 100,000) but lower than the London average (22 per 100,000).</p> <p>The PNA states, “Whilst it should be noted that there is no published evidence as to what constitutes an appropriate number of pharmacies per head of population, the data suggest that Southwark has the number of pharmacies that is consistent with a borough of this size and type.” (Page 50)</p> <p>The public survey suggests that the majority of respondents (95%) find it “quite easy” to get to a local pharmacy. Page 16) (However, 94% quoted on page 53)</p> <p>The PNA states that extending opening hours should be considered.</p>	<p>This minor discrepancy is now corrected. The quoted percentage in both pages is now 95%.</p>
<p>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?</p>	<p>The PNA identifies College ward as containing no pharmacies but states there is adequate provision.</p>	<p>That is correct. No action required.</p>

Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
<p>What is the extent to which there is sufficient choice of providers in the locality, which may be improved, by additional providers?</p>	<p>The PNA does not refer to the ownership types of the pharmacies within the borough or how this may affect patient choice.</p> <p>The results of the public survey showed that “Approximately 40% of respondents reported having at least one occasion where they had not been able to get a prescription dispensed when needed. Of these, the majority said it was because pharmacy was out of stock (32%) rather than due to opening hours. The most common time when pharmacy being out of stock had led to not being able to obtain a prescription was on a weekday evening.”</p> <p>The PNA does not make any recommendation to address this issue.</p>	<p>With regards to Southwark pharmacy contractor information:</p> <p>The following ownership types can be found of all 62 community pharmacies in Southwark:</p> <ul style="list-style-type: none"> <li>▪ Company Chemist Association [large multiples] - 17 pharmacies</li> <li>▪ Association of Independent Multiple pharmacies - 11 pharmacies</li> <li>▪ Independent - 34 pharmacies</li> </ul> <p>There is no assessment on ‘how different ownership pharmacy types’ may affect patient choice for accessing the services provided within the borough. The above statement has been included under 4.1 ‘Overview of current pharmaceutical provision’.</p> <p><i>Dispensed prescriptions:</i> We believe this may be due to medicines shortages.</p>
<p>What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves?</p>	<p>Not referenced in the PNA</p>	
<p>Is there a need for specialist or other services, which would</p>	<p>Not referenced in the PNA</p>	



Does the PNA include a statement outlining this provision?	NHS England Officer Response	PNA (Lead/Team) Response
improve the provision of, or access to, services such as for specific populations or vulnerable groups?		
What is the HWB's assessment of the overall impact on the locality in the longer-term?	<p>The population in Southwark is predicted to grow by over 12% from around 313,200 in 2016 to 351,100 in 2021.</p> <p>The increase in population is predicted to vary across the borough with the largest growth projected to occur in the north, particularly in Cathedrals ward where the population is projected to increase by over 9,000 people in the coming years.</p> <p>Current areas of large-scale urban regeneration include Elephant and Castle, Old Kent Road and the Aylesbury estate.</p> <p>The PNA does not fully explain the impact of the changes to population.</p>	<p>This is correct.</p> <p>The current distribution of pharmacies within the borough does correspond to where future new housing developments will be located. The PNA has carefully considered the likely changes to the number of people requiring pharmaceutical services, the demography of each area and the risks to the health and wellbeing of people in the borough. The Health and Wellbeing Board (HWB) consider that the current and the future needs of the population (2018-2021) can be adequately addressed through the current service provision.</p>

Does the PNA demonstrate that the following have been taken into consideration with regard to "identifying future needs"?	NHS England Officer Response	PNA (Lead/Team) Response
Are there known firm plans for the	The PNA states "Current areas of large-scale urban regeneration include Elephant and Castle, Old Kent Road	We consider the current and future pharmaceutical needs of our local

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?	and the Aylesbury estate.” (Page 82). No assessment is made of these developments.	population will be met by the current service provision.
Are there known firm plans in and arising from local joint strategic needs assessments or joint health and wellbeing strategies?	There is nothing in the document which relates to this, so we will assume there are none, however if this is incorrect please ensure this is picked up and included in the PNA.	This is correct. No action required.
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?	The PNA does not include information on changes in the number and/or sources of prescriptions. If Southwark HWB are aware of any these should be included in the PNA	At this stage, Southwark HWB is not aware of any firm plans for changes in the number and/or sources of prescriptions. The PNA will be reviewed accordingly if such changes are to be notified in the future.
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?	Although not mentioned specifically changes to Elephant & Castle shopping centre (which contains two pharmacies) are planned.	That is correct. No action required.
Are there plans for the	The PNA does not include details about any plans for the development of NHS Services	The PNA will inform any such commissioning decisions and HWB will

development of NHS services?		reflect on that.
Are there plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks?	The PNA does not include details about any plans for changing the commissioning of public health services by community pharmacists.	That is correct.
Are there plans for introduction of special services commissioned by clinical commissioning groups?	The PNA does not include details about any plans for introduction of special services commissioned by clinical commissioning groups	That is correct.
Are there plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors?	The PNA does not include details about any plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors	That is correct.

### Details of opening hours change

Details of pharmacies with differences in supplementary hours, which PSRC are being asked to approve, as changes with less than 90 days' notice:	No supplementary hours have been supplied with the PNA.	That is correct.
Details of pharmacies with differences in core hours:	It should be noted that both the list of pharmacies in Appendix A and the opening hours have been checked and where there is a difference the correct hours have been recorded in the attached sheet (Appendix C).	Comment noted.

<p><b>Additional information from NHS England Officer</b></p>	<p>On page 80 the locally commissioned services OHC, supervised consumption and needle exchange service are duplicated as they already appear on page 79.</p> <p>Pages 12 and 22 appear to contain “look ups” rather than numbers required.</p> <p>In table 13 the closing time for the first Lloyds pharmacy is not in the 24 hour clock format.</p> <p>It would be useful if table 12 gave a total for each advanced service. Some figures in the body of the PNA do not match the information provided in the table.</p> <p>Page 65 discusses enhanced services and states this is limited to MAS is Southwark, MAS is a locally commissioned service and should be listed in section 4.5 and table 6, it should also be repositioned in 4.6 summary of current provision.</p> <p>Information on pharmacies providing the enhanced flu service is included in table 12 which lists advanced services. The enhanced flu service should be listed in section 4.4.</p> <p>Page 55. The PNA appears to suggest a solution; the PNA should only be looking at the need rather than the solution. Therefore the suggestion of a rota should be removed.</p> <p>Page 64, the NUMSAS service is a pilot service only that will run until September 2018 when it will be evaluated. As the service is accessed via NHS 111, call handlers will allocate the nearest pharmacy to the caller, the pharmacy may not be in the HWBB</p>	<p>We could not find any duplication between the mentioned services. These services are only mentioned once.</p> <p>That’s probably due to a copy-paste error. Both pages checked and they include the correct numbers.</p> <p>Corrected.</p> <p>All figures in the body of the PNA now corrected to match the info provided on table 15 (previously table 12).</p> <p>This is now corrected. MAS is now under locally commissioned services and both Tables (Overview of pharmaceutical services) reflect that change.</p> <p>This information is now corrected. We have added a new Table 16 to show the list of pharmacies providing this service locally.</p> <p>Comment noted. The suggestion of a rota on the fourth paragraph under ‘opening hours’ has been removed.</p>
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	<p>therefore, it will not matter how many pharmacies are providing in the area.</p> <p>The PNA only lists the core hours for pharmacies, many are open over and above the core hours and this does not appear to have been taken account of.</p> <p>The PNA should contain all the information or reference to it, which has been taken account of when coming to the conclusions. This means that if an unforeseen benefit application is presented (one that looks as items excluded from the PNA) it is easy to see what information was available at the time an assessment was made.</p>	<p>A new Table showing total opening hours has been added (Table 18).</p> <p>We believe to have now included and referenced all the information required on the PNA. Consequently, we believe that the available information has been taken into account when coming to a conclusion with regards to any gaps to the current and future service provision and/or any unmet population needs.</p>
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**NHS England has recommended the following:**

NHS England recommendation	PNA (Lead/Team) Response
<ul style="list-style-type: none"> <li>▪ The recommendation is that the PNA does not address all aspects of the requirements for a PNA and is not explicit in any plans for the future except in the details of housing development in the area.</li> <li>▪ The PNA does not refer to the different types of pharmacy ownership or the volumes of dispensing. It is recommended that this information is included.</li> <li>▪ Pages 9 and 75 (overview and summary respectively) identify issues with pharmacy provision in College ward and recommend extending opening hours over the weekend and commissioning a number of pharmacies to open on Sunday. This could potentially allow a successful application for a new pharmacy. If this is not what the HWB was intending the wording should be reviewed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ We have addressed various aspects of the requirements for our PNA and these are reflected to our responses to previous comments made by NHSE (see above sections under Table 9).</li> <li>▪ As mentioned above, the different types of pharmacy ownership has been included (under 4.1). The volume of dispensing was already included under 'dispensing and services' (section 4.2.1).</li> <li>▪ As mentioned to above comments made by NHS England (Table 9), College ward is the only area within the borough that doesn't contain any pharmacies. The Health and Wellbeing Board consider that the current and future needs for pharmaceutical services in that area will be met by the current pharmaceutical service provision within the borough and services provided by</li> </ul>

<ul style="list-style-type: none"> <li>▪ The PNA should clearly define the services that it considers necessary and others that it considers are relevant and have secured improvements and better access as explained on page 17. Without these statements clearly identified, it makes assessing the PNA quite difficult and will cause issues with applications and the market entry process. This needs to be urgently addressed.</li> <li>- It is not clear how the PNA has made an assessment under schedule1, paragraph 6 (b).</li> <li>- No analysis of choice of pharmacies has been undertaken and articulated in the PNA. No analysis of additional providers providing additional choice has been provided. The PNA does not articulate how localities are responding to the changing needs of the community.</li> <li>- The PNA does not indicate if there is a need for specialist or other services to improve provision or access to services for specific populations or vulnerable groups.</li> </ul>	<p>adjacent boroughs. However, we have suggested there may be a need for increased Sunday provision.</p> <ul style="list-style-type: none"> <li>▪ The PNA now clearly define the essential services as 'necessary' services and all other services (advanced, enhanced and locally commissioned services) as 'relevant' services.</li> <li>- The PNA (as stated by NHS England response to schedule 1, paragraph 6b - Table 9) has: (i) taken into account the following patient groups with protected characteristics (age, gender, race and ethnicity); and has (ii) identified the followed patients groups that do not have protected characteristics (sixteen categories).</li> <li>- That is correct. We have analysed the available data (including the survey responses) based on the list of community pharmacies within the borough; and also provided additional information by localities/wards (for e.g. Table 14, Table 19). However, we have not undertaken any analyses of choice of pharmacy and/or analysed on any additional providers providing additional choice. Maps have been created to show the geographical location of pharmacies providing a specific service. The available data analysed for the purpose of the PNA do not indicate how different localities are responding to any changing needs of the community. This is an area we will monitor in the future and the PNA will be reviewed based on any significant changes identified. Supplementary statements will also be released if deemed necessary.</li> <li>- We have responded to the remaining recommendations/comments under the previous section (Table 9).</li> </ul>
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- NHS England recommends that if there are any firm plans for the following that these should be included in the PNA
  - 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?
  - 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?
  - 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?
  - plans for the development of NHS services?
  - plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks?
  - plans for introduction of special services commissioned by clinical commissioning groups?
  - plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors?

There are a number of amendments that need to be made urgently to ensure that the PNA complies with the regulations, currently the PNA will make market entry decisions difficult due to the information that is missing.

We have addressed key comments made by adding new tables, figures and making amendments throughout the PNA document (as mentioned to our responses on Table 9) to ensure the PNA complies with the regulations to facilitate any market entry decisions for the live course of this document (2018-2021).



## Next steps

The Public Health team led by Dr Leidon Shapo have undertaken an extensive review of the PNA report taking into consideration feedback received from the consultation process. A revised draft with responses to all comments received and amends has been discussed with key members of the PNA steering group.

## 6.2 Appendix B: Additional Tables and Figures

**Table 10: Glossary of terms and definitions**

<b>PNA</b>	<b>Pharmaceutical Needs Assessment</b> A structured approach to assessing the needs of an area for pharmaceutical services which are provided as part of the National Health Service (NHS).
<b>HWB</b>	<b>Health and Wellbeing Board</b> Health and wellbeing boards are statutory bodies introduced in England under the Health and Social Care Act 2012. The aim of the Health and Wellbeing Boards 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.
<b>CCG</b>	<b>Clinical Commissioning Group</b> Clinical Commissioning Groups commission most of the hospital and community NHS services in the local areas for which they are responsible. Southwark CCG (NCCG) now also co-commissions GP services with NHS England. Commissioning involves assessing needs, deciding what services are needed, and ensuring that they are provided. CCGs are overseen by NHS England, 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.
<b>JSNA</b>	<b>Joint Strategic Needs Assessment</b> 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 to improve population health outcomes and to reduce health inequalities by identifying current and future health trends within a local population.

<b>LPC</b>	<b>Local Pharmaceutical Committee</b> Represents pharmacy contractors within Southwark borough. The NHS and local government consult LPC on all matters relating to the NHS and public health work undertaken by community pharmacies in Southwark. They are also responsible for advancing the enhanced role of community pharmacy in the provision of healthcare for the community.
<b>MUR</b>	<b>Medicines Use Review</b> MUR service is intended to improve patients' understanding of their medicines; highlight problematic side effects & propose solutions where appropriate; improve adherence; and reduce medicines wastage, usually by encouraging the patient only to order the medicines they require.
<b>AUR</b>	<b>Appliance Use Review</b> AURs can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs are aimed at improving the patient's knowledge and use of any prescribed appliance.
<b>SAC</b>	<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>NMS</b>	<b>New Medicine Service</b> This service supports patients with long term conditions who are newly prescribed certain medicines, to help improve concordance.
<b>NUMSAS</b>	<b>NHS Urgent Medicine Supply Advanced Service</b> This is a pilot of a national Advanced Service as part of the Community Pharmacy Contractual Framework. The evaluation of the pilot is under development and a key part of that is the patient feedback.
<b>Healthy Living Pharmacy</b>	<b>Healthy Living Pharmacy</b> A population health outcomes model for pharmacies that aims at enabling community pharmacies to participate in helping improve whole population health outcomes and to reduce health inequalities by delivering consistent and high quality health and wellbeing services, promoting health in the local population and providing proactive health improvement advice and interventions.
<b>EQIA</b>	<b>Equality Impact Assessment</b> An equality impact assessment 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, children and young people, older people, disabled, gay, bisexual, transsexual people or people from different faith groups.

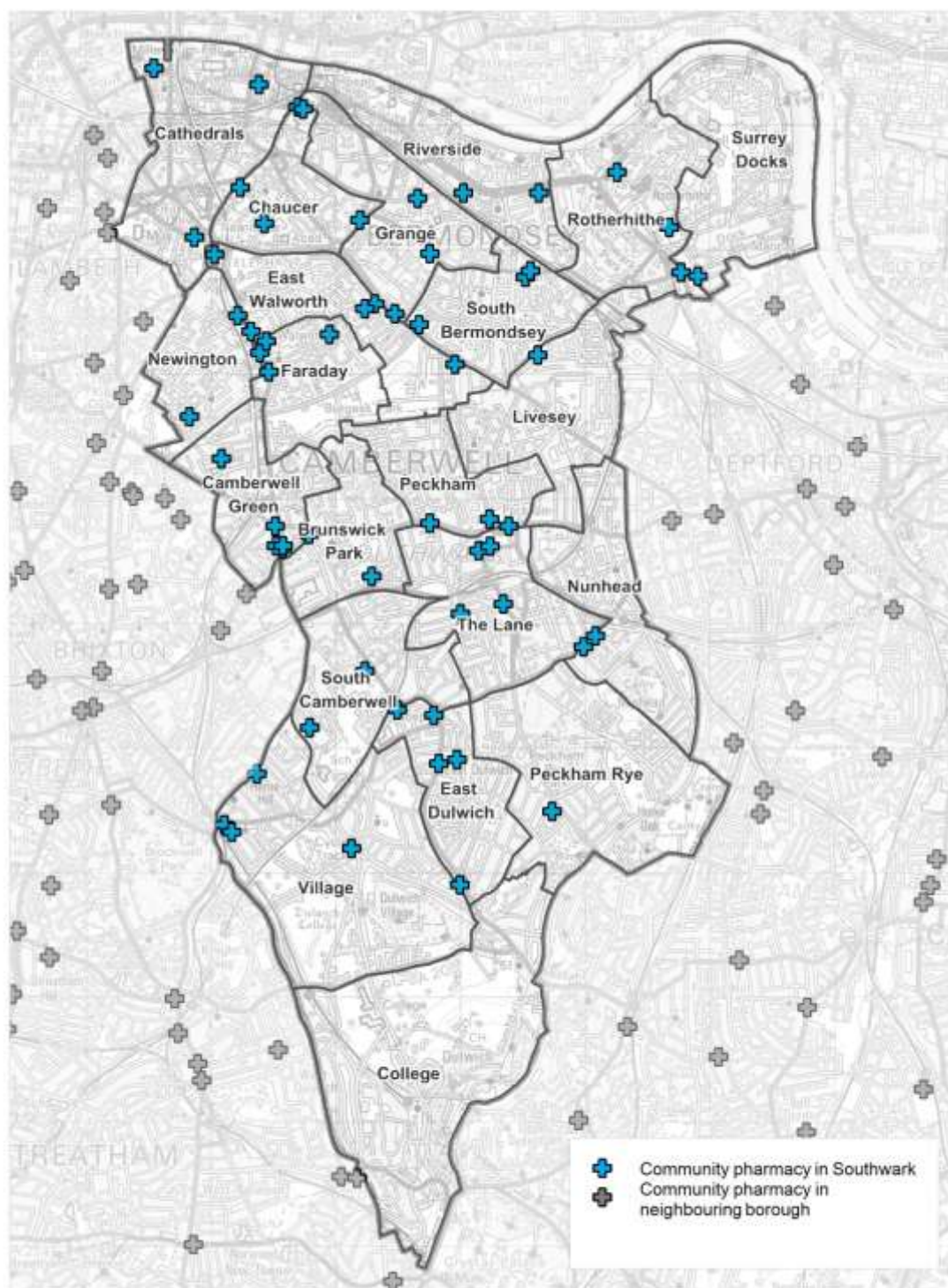
<b>NHS England</b>	<p>NHS England is an executive non-departmental public body (NDPB) of the Department of Health.</p> <p>NHS England oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England as set out in the Health and Social Care Act 2012. It holds the contracts for GPs and NHS dentists. The Secretary of State publishes, annually, a 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>
<b>NHS Pharmaceutical Regulations 2013</b>	<p><b>NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013</b></p> <p>The regulations came into effect on 1 April 2013. They contain provisions for pharmaceutical lists, pharmaceutical needs assessments, market entry, performance related sanctions and the terms of service for pharmacy contractors, dispensing appliance contractors and dispensing doctors. They also include provisions for local pharmaceutical services</p>
<b>Local Pharmaceutical Services contracts</b>	<p><b>Local Pharmaceutical Services (LPS)</b></p> <p>LPS contracts allow NHS England 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>

**Table 11: List of Southwark pharmacies**

Map ID	Contractor Name	Trading Name	Address of Contractor 1	Postcode
1	ABC DRUGSTORES LTD	ABC PHARMACY	13 Camberwell Church Street	SE5 8TR
2	ABC DRUGSTORES LTD	ABC PHARMACY	151 Peckham High Street	SE15 5SL
3	ABC PHARMACIES LTD	ABC PHARMACY	127 Bellenden Road	SE15 4QY
4	K AMADI	AMADI'S CHEMIST	107 Abbey Street	SE1 3NP
5	AAM PHARM LTD	AR CHEMISTS	176-178 Old Kent Road	SE1 5TY
6	ASDA STORES LIMITED	ASDA PHARMACY	Old Kent Road	SE1 5AG
7	MILDCARE LTD	BONAMY PHARMACY	355 Rotherhithe New Road	SE16 3HF
8	BOOTS UK LTD	BOOTS THE CHEMIST	20 Rye Lane	SE15 5BS
9	BOOTS UK LTD	BOOTS THE CHEMIST	333-334 Elephant & Castle	SE1 6TB
10	BOOTS UK LTD	BOOTS THE CHEMIST	Unit 11-13	SE16 7LL
11	BOOTS UK LTD	BOOTS THE CHEMIST	Units 8-11 Hays Galleria	SE1 9HD
12	BOOTS UK LTD	BOOTS THE CHEMIST	289-291 Walworth Road	SE17 2TG
13	DULWICH PHARMACIES LTD	BROCKWELL PARK PHARMACY	7 Half Moon Lane	SE24 9JU
14	TARGETGRANGE LTD	BUTTERFLY PHARMACY	17 Butterfly Walk	SE5 8RP
15	CAMBELLE LTD	CAMBELLE CHEMIST	135 Grange Road	SE1 3GF
16	CAREFIELD LTD	CAMPION & CO CHEMIST	38 Albion Street	SE16 7JQ
17	P PATEL	CITY PHARMACY	39-41 Borough High Street	SE1 1LZ
18	ST GEORGES HEALTHCARE LTD	CLASSIC PHARMACY	46 St.Georges Road	SE1 6JP
19	MEDIMPO LTD	DAVIS CHEMIST	10 Crossthwaite Avenue	SE5 8ET
20	DAY LEWIS PLC	DAY LEWIS PHARMACY	1-3 Melbourne Terrace	SE22 8RE
21	DAY LEWIS PLC	DAY LEWIS PHARMACY	103 Peckham Road	SE15 5LJ
22	DAY LEWIS PLC	DAY LEWIS PHARMACY	34 Forest Hill Road	SE22 0RR
23	MEDIMPO LTD	EAST STREET CHEMIST	18 East Street	SE17 2DN
24	MONOKOVE LTD	FOSTER & SONS CHEMIST	14 Forest Hill Road	SE22 0RR
25	FOURWAY PHARMACY LTD	FOURWAY PHARMACY	12 Half Moon Lane	SE24 9HU
26	TARGETGRANGE LTD	FOURWAYS CHEMISTS	36 Denmark Hill	SE5 8RZ
27	V.U. CHEM LTD	HARFLEUR CHEMIST	107 Tower Bridge Road	SE1 4TW
28	DULWICH PHARMACIES LTD	HERNE HILL PHARMACY	75 Herne Hill	SE24 9NE
29	FLEXIHEALTH LTD	JAMAICA ROAD PHARMACY	182 Jamaica Road	SE16 4RT
30	KALMAK CHEMISTS LTD	KALMAK CHEMISTS LTD	9 Upper Ground,	SE1 9LP

31	TARGETGRANGE LTD	KEMBERS & LAWRENCE PHARMACY	10-11 Camberwell Green	SE5 7AF
32	JAFFER M	KRISTAL PHARMACY	127-129 Evelina Road	SE15 3HB
33	DP & SP LTD	LENNY CHEMIST	303 East Street	SE17 2SX
34	BARNTWIST LTD	LINGS CHEMIST	269 Old Kent Road	SE1 5LU
35	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	18 Harper Road	SE1 6AD
36	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	147-149 Peckham Hill Street	SE15 5JZ
37	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	43-45 Northcross Road	SE22 9ET
38	MEDIMPO LTD	MADDOCK PHARMACY	5 Maddock Way	SE17 3NH
39	MR M SHAH & MR S PATEL	MEDICA PHARMACY	202 Southwark Park Road	SE16 3RW
40	BUTT & HOBBS LTD	HOBBS PHARMACY	Eyot House	SE16 4TE
41	MORRISONS SUPERMARKETS PLC	MORRISONS PHARMACY	Aylesham Centre	SE15 5EW
42	PYRAMID PHARMA PHARMACEUTICAL	PYRAMID PHARMACY	193-221 Southwark Park Rd	SE16 3TS
43	QRYSTAL PHARMACY LTD	QRYSTAL PHARMACY	7 Newington Causeway	SE1 6ED
44	MEDIMPO LTD	RIDGWAY PHARMACY	251-253 Walworth Road	SE17 1RL
45	VRP LTD	ROPHARM CHEMISTS	169 Rye Lane	SE15 4TL
46	DULWICH PHARMACIES LTD	RUMSEY CHEMISTS	47 Dulwich Village	SE21 7BN
47	Y C LAU	SADLERS PHARMACY	389 Lordship Lane	SE22 8JN
48	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	Guys Hosptial	SE1 9RT
49	LLOYDS PHARMACY LTD	LLOYDS PHARMACY	Sainsburys Store	SE22 8AA
50	SHEEL PHARMACY LTD	SHEEL PHARMACY	8 Nunhead Green	SE15 3QF
51	SHEEL PHARMACY LTD	SHEEL PHARMACY	3 Sir John Kirk Close	SE5 0BB
52	SOGIM LTD	SOGIM PHARMACY	115 Lordship Lane	SE22 8HU
53	SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	Unit 4 Butterfly Walk	SE5 8RW
54	SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	339 Elephant & Castle	SE1 6TB
55	SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	371-375 Walworth Road	SE17 2AL
56	CAREFIELD LTD	SURDOCK PHARMACY	162 Lower Road	SE16 2UN
57	M & R ENTERPRISES LTD	TAPLOW PHARMACY	Unit 5, Ground Floor	SE17 2UQ
58	TESCO STORES LTD	TESCO INSTORE PHARMACY	Surrey Quays Shopping Ctre	SE16 2LL
59	TESCO STORES LTD	TESCO INSTORE PHARMACY	Old Kent Road	SE1 5HG
60	PHARMVILLE LTD	VALE PHARMACY	104 Grove Vale	SE22 8DR
61	SHIELDASSET LTD	VE LETTSOM CHEMIST	84 Vestry Road	SE5 8PQ
62	TARGETGRANGE LTD	WALWORTH PHARMACY	192 Walworth Road	SE17 1JJ

**Figure 48: Distribution of pharmacies by localities/wards**

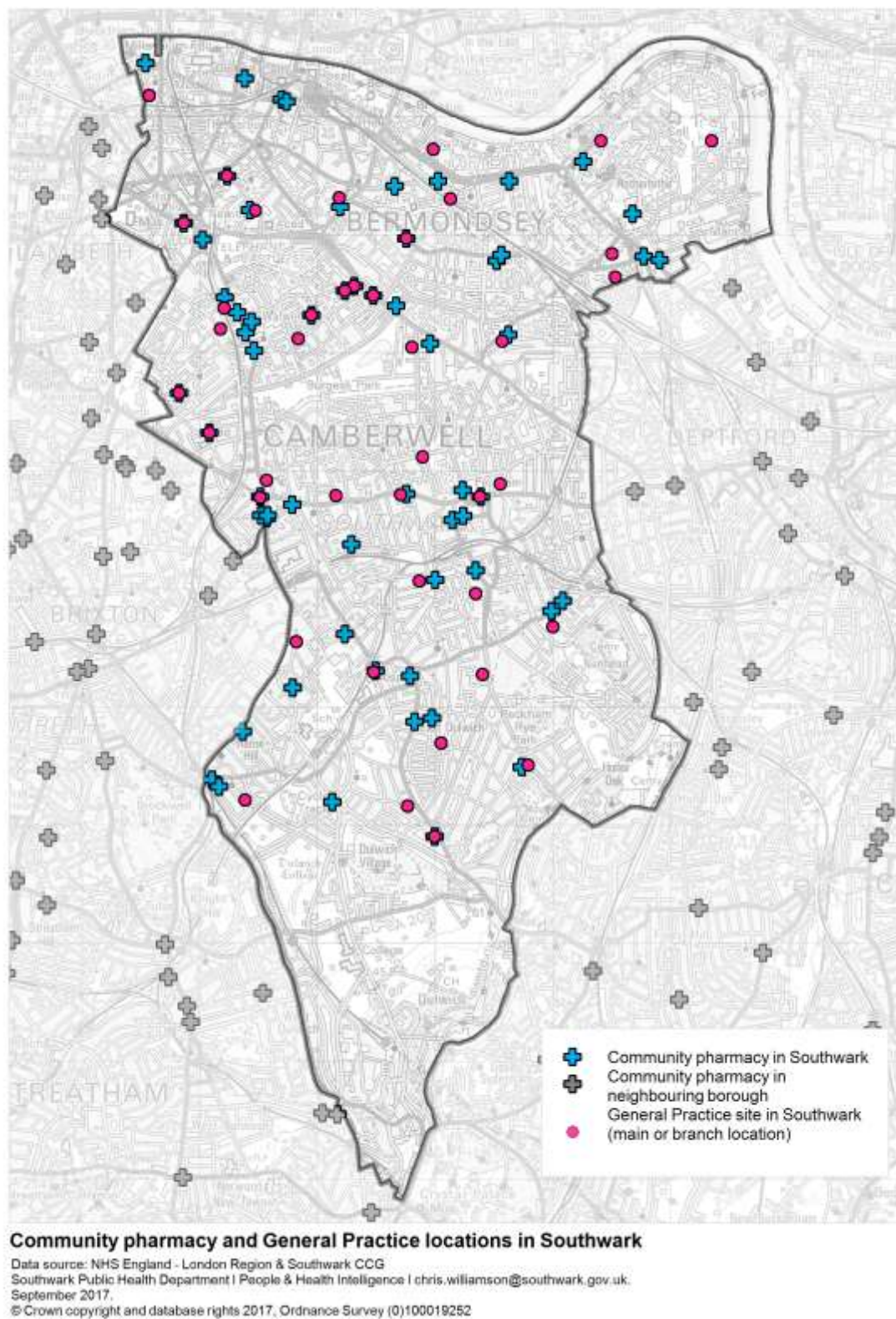


**Southwark pharmacies with electoral wards**

Data source: NHS England - London Region  
 Southwark Public Health Department | People & Health Intelligence | [chris.williamson@southwark.gov.uk](mailto:chris.williamson@southwark.gov.uk)  
 September 2017.  
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**Figure 49: Map showing location of GP practices in Southwark**



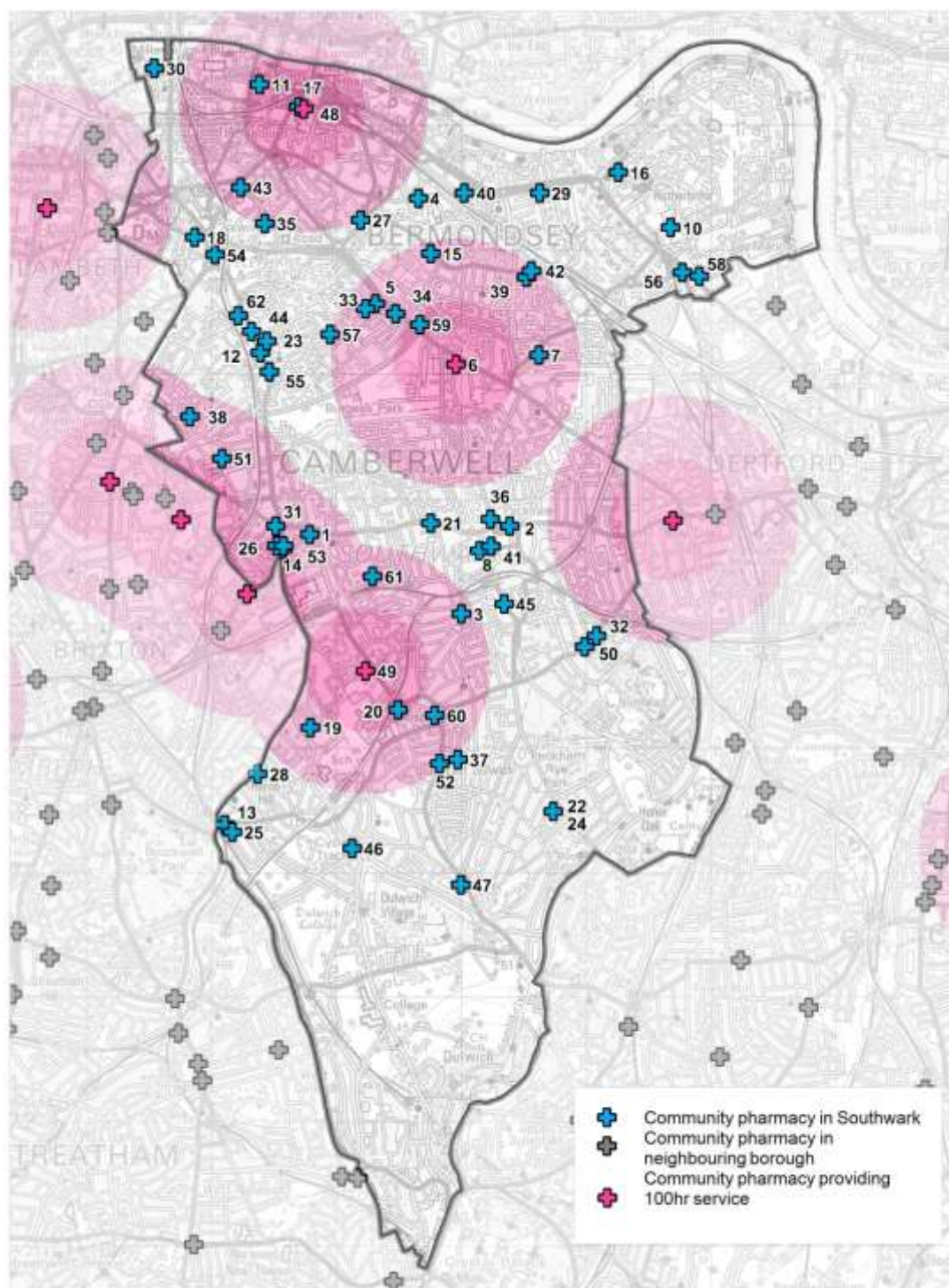


**Figure 50: Southwark localities**



Source: 2015 PNA

**Figure 51: Pharmacies providing 100 hour service**



### Pharmacies providing 100 hours service

Data source: NHS England - London Region  
 Southwark Public Health Department | People & Health Intelligence | [chris.williamson@southwark.gov.uk](mailto:chris.williamson@southwark.gov.uk)  
 September 2017.  
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## Saturday opening

**Table 12: Opening times and locations of pharmacies open on Saturdays**

Trading Name	Postcode	Sat Open (Core)	Sat Close (Core)	Sat Lunch (Core)
ASDA PHARMACY	SE1 5AG	7:00	22:00	12:00 AM
BONAMY PHARMACY	SE16 3HF	09:00	13:00	12:00 AM
BOOTS THE CHEMIST	SE15 5BS	09:00	17:30	0:00
BOOTS THE CHEMIST	SE1 6TB	12:00 AM	12:00 AM	12:00 AM
BOOTS THE CHEMIST	SE17 2TG	09:30	15:30	0:00
BUTTERFLY PHARMACY	SE5 8RP	09:00	16:00	Closed
EAST STREET CHEMIST	SE17 2DN	10:00	15:00	Closed
FOSTER & SONS CHEMIST	SE22 0RR	09:00	13:00	Closed
FOURWAY PHARMACY	SE24 9HU	09:00	13:00	Closed
FOURWAYS CHEMISTS	SE5 8RZ	09:00	16:00	Closed
HARFLEUR CHEMIST	SE1 4TW	09:00	18:00	Closed
HERNE HILL PHARMACY	SE24 9NE	10:00	17:00	13:00 to 15:00
JAMAICA ROAD PHARMACY	SE16 4RT	10:00	14:00	Closed
KEMBERS & LAWRENCE PHARMACY	SE5 7AF	09:00	16:00	Closed
KRISTAL PHARMACY	SE15 3HB	09:00	18:00	00:00
LLOYDS PHARMACY	SE22 9ET	09:00	14:00	Closed
MORRISONS PHARMACY	SE15 5EW	09:00	14:00	Closed
QRYSTAL PHARMACY	SE1 6ED	10:00	13:00	00:00
RIDGWAY PHARMACY	SE17 1RL	10:00	15:00	00:00
RUMSEY CHEMISTS	SE21 7BN	09:00	13:00	00:00
SADLERS PHARMACY	SE22 8JN	09:00	13:00	00:00
LLOYDS PHARMACY	SE1 9RT	09:00	22:00	
LLOYDS PHARMACY	SE22 8AA	7:00	22:00	Closed
SHEEL PHARMACY	SE15 3QF	09:00	15:00	Closed
SHEEL PHARMACY	SE5 0BB	09:00	15:00	Closed
SOGIM PHARMACY	SE22 8HU	09:00	17:30	Closed
SUPERDRUG PHARMACY	SE5 8RW	09:00	17:30	Closed
SUPERDRUG PHARMACY	SE1 6TB	09:00	17:30	Closed
SUPERDRUG PHARMACY	SE17 2AL	09:00	17:30	Closed
SURDOCK PHARMACY	SE16 2UN	09:00	13:00	Closed
TAPLOW PHARMACY	SE17 2UQ	10:00	13:00	Closed
TESCO INSTORE PHARMACY	SE16 2LL	09:00	17:00	Closed

TESCO INSTORE PHARMACY	SE1 5HG	09:00	17:00	Closed
VALE PHARMACY	SE22 8DR	09:00	18:00	00:00
WALWORTH PHARMACY	SE17 1JJ	09:00	16:00	00:00
LINGS CHEMIST				

### Sunday opening

**Table 13: Opening times and locations of pharmacies open on Sunday**

Trading Name	Postcode	Sun Open (Core)	Sun Close (Core)	Sun Lunch (Core)
ASDA PHARMACY	SE1 5AG	11:00	17:00	N/A
LLOYDS PHARMACY	SE1 9RT	09:00	21:00	
LLOYDS PHARMACY	SE22 8AA	11:00	17:00	N/A

**Table 14: Pharmacies providing locally commissioned services by locality and ward**

Locality	Ward	Number of pharmacies providing Needle exchange	Number of pharmacies providing sexual health level 1	Number of pharmacies providing sexual health level 2	Number of pharmacies providing oral contraception	Number of pharmacies providing stop smoking service	Number of pharmacies providing health checks
<b>Bermondsey &amp; Rotherhithe</b>	Grange	0	1	0	0	1	0
	Riverside	1	1	0	1	1	1
	Rotherhithe	1	1	0	0	1	0
	South Bermondsey	0	1	0	0	2	0
	Surrey Docks	0	0	0	0	0	0
<b>Borough &amp; Walworth</b>	Cathedrals	1	1	0	0	2	0
	Chaucer	1	1	0	0	0	0
	East Walworth	3	3	1	1	1	0
	Faraday	0	1	0	0	1	0
	Newington	0	0	0	0	1	0
<b>Dulwich</b>	College	0	0	0	0	0	0
	East Dulwich	0	1	0	0	2	0
	Peckham Rye	1	2	0	0	1	0
	Village	0	1	1	0	0	1
	South Camberwell	0	0	1	0	1	0
<b>Peckham &amp; Camberwell</b>	Brunswick Park	1	1	0	0	0	0
	Camberwell Green	1	2	0	0	0	0
	Nunhead	1	1	0	0	1	0
	Peckham	2	0	0	0	2	0
	The Lane	1	1	0	0	2	0
	Livesey	0	1	1	0	1	0
<b>Southwark</b>	<b>Total</b>	<b>15</b>	<b>20</b>	<b>4</b>	<b>2</b>	<b>20</b>	<b>2</b>

**Table 15: List of Pharmacies providing advanced services**

Trading Name	Postcode	MUR	NMS	AUR	SAC	Flu	NUMSAS	Minor Ailments
ABC PHARMACY	SE5 8TR	Yes	Yes	No	No	Yes	No	Yes
ABC PHARMACY	SE15 5SL	Yes	Yes	No	No	Yes	No	Yes
ABC PHARMACY	SE15 4QY	Yes	Yes	No	No	Yes	No	Yes
AMADI'S CHEMIST	SE1 3NP	Yes	No	No	No	No	No	Yes
AR CHEMISTS	SE1 5TY	Yes	Yes	No	No	Yes	No	Yes
ASDA PHARMACY	SE1 5AG	Yes	Yes	No	No	No	No	Yes
BONAMY PHARMACY	SE16 3HF	Yes	Yes	No	No	Yes	Yes	Yes
BOOTS THE CHEMIST	SE15 5BS	Yes	Yes	No	No	Yes	No	Yes
BOOTS THE CHEMIST	SE1 6TB	Yes	Yes	No	No	No	No	Yes
BOOTS THE CHEMIST	SE16 7LL	Yes	Yes	No	No	Yes	No	Yes
BOOTS THE CHEMIST	SE1 9HD	Yes	Yes	No	No	Yes	No	Yes
BOOTS THE CHEMIST	SE17 2TG	Yes	Yes	No	No	Yes	No	Yes
BROCKWELL PARK PHARMACY	SE24 9JU	Yes	Yes	No	No	No	No	Yes
BUTTERFLY PHARMACY	SE5 8RP	No	No	No	No	No	No	Yes
CAMBELLE CHEMIST	SE1 3GF	Yes	No	No	No	No	No	Yes
CAMPION & CO CHEMIST	SE16 7JQ	Yes	No	No	No	No	No	Yes
CITY PHARMACY	SE1 1LZ	Yes	No	No	No	Yes	Yes	Yes
CLASSIC PHARMACY	SE1 6JP	No	No	No	No	Yes	No	Yes
DAVIS CHEMIST	SE5 8ET	Yes	Yes	No	No	Yes	Yes	Yes
DAY LEWIS PHARMACY	SE22 8RE	Yes	Yes	No	No	Yes	No	Yes

DAY LEWIS PHARMACY	SE15 5LJ	Yes	Yes	No	No	Yes	No	Yes
DAY LEWIS PHARMACY	SE22 0RR	Yes	Yes	No	No	Yes	No	Yes
EAST STREET CHEMIST	SE17 2DN	Yes	Yes	No	No	Yes	Yes	Yes
FOSTER & SONS CHEMIST	SE22 0RR	No	No	No	No	No	No	Yes
FOURWAY PHARMACY	SE24 9HU	Yes	Yes	No	No	Yes	No	Yes
FOURWAYS CHEMISTS	SE5 8RZ	No	No	No	No	No	No	Yes
HARFLEUR CHEMIST	SE1 4TW	Yes	Yes	No	No	Yes	Yes	Yes
HERNE HILL PHARMACY	SE24 9NE	No	No	No	No	No	No	Yes
JAMAICA ROAD PHARMACY	SE16 4RT	Yes	Yes	No	No	Yes	Yes	Yes
KALMAK CHEMISTS LTD	SE1 9LP	Yes	Yes	No	No	Yes	No	Yes
KEMBERS & LAWRENCE PHARMACY	SE5 7AF	No	No	No	No	Yes	No	Yes
KRISTAL PHARMACY	SE15 3HB	Yes	Yes	No	No	Yes	No	Yes
LENNY CHEMIST	SE17 2SX	Yes	Yes	No	No	No	No	Yes
LINGS CHEMIST	SE1 5LU	Yes	Yes	No	No	Yes	No	Yes
LLOYDS PHARMACY	SE1 6AD	Yes	Yes	Yes	Yes	Yes	No	Yes
LLOYDS PHARMACY	SE15 5JZ	Yes	Yes	Yes	Yes	No	Yes	Yes
LLOYDS PHARMACY	SE22 9ET	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MADDOCK PHARMACY	SE17 3NH	Yes	Yes	No	No	No	No	Yes
MEDICA PHARMACY	SE16 3RW	Yes	No	No	No	No	No	Yes
HOBBS PHARMACY	SE16 4TE	Yes	Yes	No	No	Yes	No	Yes
MORRISONS PHARMACY	SE15 5EW	Yes	Yes	No	No	Yes	No	Yes
PYRAMID PHARMACY	SE16 3TS	Yes	Yes	No	No	Yes	No	Yes
QRYSTAL PHARMACY	SE1 6ED	Yes	Yes	No	No	Yes	Yes	Yes



RIDGWAY PHARMACY	SE17 1RL	Yes	No	No	No	Yes	Yes	Yes
ROPHARM CHEMISTS	SE15 4TL	Yes	No	No	No	No	No	Yes
RUMSEY CHEMISTS	SE21 7BN	Yes	Yes	No	No	No	No	Yes
SADLERS PHARMACY	SE22 8JN	Yes	Yes	No	No	No	No	Yes
LLOYDS PHARMACY	SE1 9RT	No	No	No	No	No	No	Yes
LLOYDS PHARMACY	SE22 8AA	Yes	Yes	No	No	Yes	No	Yes
SHEEL PHARMACY	SE15 3QF	Yes	Yes	No	No	No	No	Yes
SHEEL PHARMACY	SE5 0BB	Yes	Yes	No	No	No	No	Yes
SOGIM PHARMACY	SE22 8HU	Yes	Yes	No	No	Yes	No	Yes
SUPERDRUG PHARMACY	SE5 8RW	Yes	Yes	No	No	Yes	No	Yes
SUPERDRUG PHARMACY	SE1 6TB	Yes	Yes	No	No	Yes	No	Yes
SUPERDRUG PHARMACY	SE17 2AL	Yes	Yes	No	No	Yes	No	Yes
SURDOCK PHARMACY	SE16 2UN	Yes	No	No	No	No	No	Yes
TAPLOW PHARMACY	SE17 2UQ	Yes	Yes	No	No	Yes	No	Yes
TESCO INSTORE PHARMACY	SE16 2LL	Yes	Yes	No	No	Yes	No	Yes
TESCO INSTORE PHARMACY	SE1 5HG	Yes	Yes	No	No	Yes	No	Yes
VALE PHARMACY	SE22 8DR	Yes	No	No	No	No	No	Yes
VE LETTSOM CHEMIST	SE5 8PQ	Yes	Yes	No	No	Yes	No	Yes
WALWORTH PHARMACY	SE17 1JJ	No	No	No	No	No	No	Yes

**Table 16: List of Pharmacies providing enhanced services**

Trading Name	Postcode	Enhanced Flu Service
ABC PHARMACY	SE5 8TR	Yes
ABC PHARMACY	SE15 5SL	Yes
ABC PHARMACY	SE15 4QY	No
AMADI'S CHEMIST	SE1 3NP	No
AR CHEMISTS	SE1 5TY	Yes
ASDA PHARMACY	SE1 5AG	Yes
BONAMY PHARMACY	SE16 3HF	Yes
BOOTS THE CHEMIST	SE15 5BS	Yes
BOOTS THE CHEMIST	SE1 6TB	No
BOOTS THE CHEMIST	SE16 7LL	Yes
BOOTS THE CHEMIST	SE1 9HD	No
BOOTS THE CHEMIST	SE17 2TG	No
BROCKWELL PARK PHARMACY	SE24 9JU	No
BUTTERFLY PHARMACY	SE5 8RP	No
CAMBELLE CHEMIST	SE1 3GF	No
CAMPION & CO CHEMIST	SE16 7JQ	No
CITY PHARMACY	SE1 1LZ	Yes
CLASSIC PHARMACY	SE1 6JP	Yes
DAVIS CHEMIST	SE5 8ET	Yes
DAY LEWIS PHARMACY	SE22 8RE	Yes

DAY LEWIS PHARMACY	SE15 5LJ	Yes
DAY LEWIS PHARMACY	SE22 0RR	Yes
EAST STREET CHEMIST	SE17 2DN	No
FOSTER & SONS CHEMIST	SE22 0RR	No
FOURWAY PHARMACY	SE24 9HU	Yes
FOURWAYS CHEMISTS	SE5 8RZ	No
HARFLEUR CHEMIST	SE1 4TW	Yes
HERNE HILL PHARMACY	SE24 9NE	No
JAMAICA ROAD PHARMACY	SE16 4RT	Yes
KALMAK CHEMISTS LTD	SE1 9LP	Yes
KEMBERS & LAWRENCE PHARMACY	SE5 7AF	Yes
KRISTAL PHARMACY	SE15 3HB	No
LENNY CHEMIST	SE17 2SX	No
LINGS CHEMIST	SE1 5LU	Yes
LLOYDS PHARMACY	SE1 6AD	No
LLOYDS PHARMACY	SE15 5JZ	No
LLOYDS PHARMACY	SE22 9ET	No
MADDOCK PHARMACY	SE17 3NH	No
MEDICA PHARMACY	SE16 3RW	No
HOBBS PHARMACY	SE16 4TE	No
MORRISONS PHARMACY	SE15 5EW	No
PYRAMID PHARMACY	SE16 3TS	No
QRYSTAL PHARMACY	SE1 6ED	Yes

RIDGWAY PHARMACY	SE17 1RL	Yes
ROPHARM CHEMISTS	SE15 4TL	No
RUMSEY CHEMISTS	SE21 7BN	No
SADLERS PHARMACY	SE22 8JN	No
LLOYDS PHARMACY	SE1 9RT	No
LLOYDS PHARMACY	SE22 8AA	Yes
SHEEL PHARMACY	SE15 3QF	No
SHEEL PHARMACY	SE5 0BB	No
SOGIM PHARMACY	SE22 8HU	No
SUPERDRUG PHARMACY	SE5 8RW	Yes
SUPERDRUG PHARMACY	SE1 6TB	Yes
SUPERDRUG PHARMACY	SE17 2AL	Yes
SURDOCK PHARMACY	SE16 2UN	No
TAPLOW PHARMACY	SE17 2UQ	No
TESCO INSTORE PHARMACY	SE16 2LL	Yes
TESCO INSTORE PHARMACY	SE1 5HG	No
VALE PHARMACY	SE22 8DR	No
VE LETTSOM CHEMIST	SE5 8PQ	Yes
WALWORTH PHARMACY	SE17 1JJ	No

**Table 17: Core opening hours for pharmacies in Southwark**

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
ABC PHARMACY	SE5 8TR	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
ABC PHARMACY	SE15 5SL	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
ABC PHARMACY	SE15 4QY	09:00	18:00	0:00	Closed	Closed	Closed	Closed	N/A	45
AMADI'S CHEMIST	SE1 3NP	10:00	18:00	0:00	Closed	Closed	Closed	Closed	N/A	40
AR CHEMISTS	SE1 5TY	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
ASDA PHARMACY	SE1 5AG	08:00	23:00	0:00	07:00	22:00	11:00	17:00	N/A	100
BONAMY PHARMACY	SE16 3HF	09:00	17:00	0:00	09:00	13:00	Closed	Closed	N/A	40
BOOTS THE CHEMIST	SE15 5BS	09:00	18:30	0:00	09:00	17:30	Closed	Closed	N/A	51
BOOTS THE CHEMIST	SE1 6TB	09:00	18:00	14:00-15:00	0:00	00:00	Closed	Closed	N/A	40
BOOTS THE CHEMIST	SE16 7LL	09:00	18:00	0:00	Closed	Closed	Closed	Closed	N/A	45
BOOTS THE CHEMIST	SE1 9HD	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
BOOTS THE CHEMIST	SE17 2TG	09:30	18:30	0:00	09:30	15:30	Closed	Closed	N/A	50
BROCKWELL PARK PHARMACY	SE24 9JU	09:00	18:00	13:00-14:00	Closed	Closed	Closed	Closed	N/A	40
BUTTERFLY PHARMACY	SE5 8RP	09:00	18:00	0:00	09:00	16:00	Closed	Closed	N/A	52
CAMBELLE CHEMIST	SE1 3GF	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
CAMPION & CO CHEMIST	SE16 7JQ	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
CITY PHARMACY	SE1 1LZ	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
CLASSIC PHARMACY	SE1 6JP	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
DAVIS CHEMIST	SE5 8ET	09:00	18:00	13:00-14:00	Closed	Closed	Closed	Closed	N/A	40

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 PHARMACY	SE22 8RE	08:00	17:00	14:00-15:00	Closed	Closed	Closed	Closed	N/A	40
DAY LEWIS PHARMACY	SE15 5LJ	09:00	18:00	14:00-15:00	Closed	Closed	Closed	Closed	N/A	40
DAY LEWIS PHARMACY	SE22 0RR	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
EAST STREET CHEMIST	SE17 2DN	10:00	17:00	0:00	10:00	15:00	Closed	Closed	N/A	40
FOSTER & SONS CHEMIST	SE22 0RR	09:00	18:30	13:00-14:15	09:00	13:00	Closed	Closed	N/A	45.5
FOURWAY PHARMACY	SE24 9HU	09:00	18:00	13:00-14:00	09:00	13:00	Closed	Closed	N/A	40
FOURWAYS CHEMISTS	SE5 8RZ	09:00	18:30	0:00	09:00	16:00	Closed	Closed	N/A	54.5
HARFLEUR CHEMIST	SE1 4TW	09:00	18:30	0:00	09:00	18:00	Closed	Closed	N/A	56.5
HERNE HILL PHARMACY	SE24 9NE	10:00	19:00	13:00-15:00	10:00	17:00	Closed	Closed	N/A	40
JAMAICA ROAD PHARMACY	SE16 4RT	09:30	17:30	13:30-14:30	10:00	14:00	Closed	Closed	N/A	40
KALMAK CHEMISTS LTD	SE1 9LP	09:00	17:00	0:00	Closed	Closed	Closed	Closed	Closed	40
KEMBERS & LAWRENCE PHARMACY	SE5 7AF	09:00	18:00	0:00	09:00	16:00	Closed	Closed	N/A	52
KRISTAL PHARMACY	SE15 3HB	09:00	18:00	0:00	09:00	18:00	Closed	Closed	N/A	54
LENNY CHEMIST	SE17 2SX	09:30	17:30	0:00	Closed	Closed	Closed	Closed	N/A	40
LINGS CHEMIST	SE1 5LU	09:00	18:00	13:30-14:30	09:00	14:00	Closed	Closed	N/A	40
LLOYDS PHARMACY	SE1 6AD	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
LLOYDS PHARMACY	SE15 5JZ	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
LLOYDS PHARMACY	SE22 9ET	10:00	17:00	0:00	09:00	14:00	Closed	Closed	N/A	40
MADDOCK PHARMACY	SE17 3NH	09:00	18:00	13:00-14:00	Closed	Closed	Closed	Closed	N/A	40
MEDICA PHARMACY	SE16 3RW	09:00	18:00	0:00	Closed	Closed	Closed	Closed	N/A	45

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	SE16 4TE	09:00	17:00	0:00	Closed	Closed	Closed	Closed		40
MORRISONS PHARMACY	SE15 5EW	09:00	17:00	0:00	09:00	14:00	Closed	Closed	N/A	45
PYRAMID PHARMACY	SE16 3TS	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
QRYSTAL PHARMACY	SE1 6ED	10:00	18:00	0:00	10:00	13:00	Closed	Closed	N/A	43
RIDGWAY PHARMACY	SE17 1RL	10:00	17:00	0:00	10:00	15:00	Closed	Closed	N/A	40
ROPHARM CHEMISTS	SE15 4TL	09:00	17:00	0:00	Closed	Closed	Closed	Closed	N/A	40
RUMSEY CHEMISTS	SE21 7BN	09:00	18:00	13:00-14:00	09:00	13:00	Closed	Closed	N/A	44.5
SADLERS PHARMACY	SE22 8JN	09:00	17:00	0:00	09:00	13:00	Closed	Closed	N/A	44
LLOYDS PHARMACY	SE1 9RT	08:00	11:00		09:00	22:00	09:00	21:00		100
LLOYDS PHARMACY	SE22 8AA	07:00	23:00	0:00	07:00	22:00	11:00	17:00	N/A	101
SHEEL PHARMACY	SE15 3QF	09:00	17:00	0:00	09:00	15:00	Closed	Closed	N/A	40
SHEEL PHARMACY	SE5 0BB	09:00	17:00	0:00	09:00	15:00	Closed	Closed	N/A	46
SOGIM PHARMACY	SE22 8HU	09:00	18:00	0:00	09:00	17:30	Closed	Closed	N/A	53.5
SUPERDRUG PHARMACY	SE5 8RW	09:00	18:30	13:30-14:30	09:00	17:30	Closed	Closed	N/A	45
SUPERDRUG PHARMACY	SE1 6TB	09:00	18:00	0:00	09:00	17:30	Closed	Closed	N/A	53
SUPERDRUG PHARMACY	SE17 2AL	09:00	18:00	0:00	09:00	17:30	Closed	Closed	N/A	53
SURDOCK PHARMACY	SE16 2UN	09:00	18:00	13:00-14:00	09:00	13:00	Closed	Closed	N/A	40
Taplow Pharmacy	SE17 2UQ	09:00	18:00	0:00	10:00	13:00	Closed	Closed	N/A	48
TESCO INSTORE PHARMACY	SE16 2LL	09:00	17:00	0:00	09:00	17:00	Closed	Closed	N/A	47.5
TESCO INSTORE PHARMACY	SE1 5HG	09:00	17:00	0:00	09:00	17:00	Closed	Closed	N/A	47.5



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
VALE PHARMACY	SE22 8DR	09:00	19:30	0:00	09:00	18:00	Closed	Closed	N/A	61.5
VE LETTSOM CHEMIST	SE5 8PQ	09:00	18:00	0:00	Closed	Closed	Closed	Closed	N/A	40
WALWORTH PHARMACY	SE17 1JJ	09:00	18:00	0:00	09:00	16:00	Closed	Closed	N/A	52

**Table 18: Total opening hours for pharmacies in Southwark**

Pharmacy		Total Opening Hours						
Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day Lewis Pharmacy	SE5 8TR	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	10:00-17:00	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	09:00-18:30	Closed
Day Lewis Pharmacy	SE15 4QY	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed	Closed
AMADI'S CHEMIST	SE1 3NP	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-15:00	Closed
AR Chemists	SE1 5TY	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	10:00-17:00	Closed
ASDA 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	09:00-19:00	08:00-19:00	09:00-19:00	09:00-14:00	08:00-19:00	09:00-14:00	Closed
BOOTS THE CHEMIST	SE15 5BS	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	11:00-17:00
BOOTS THE CHEMIST	SE1 6TB	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
BOOTS THE CHEMIST	SE16 7LL	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	11:00-17:00
BOOTS THE CHEMIST	SE1 9HD	09:00-19:00	09:30-19:00	09:30-19:00	09:30-19:00	09:30-19:00	10:00-18:00	11:00-17:00
BOOTS THE CHEMIST	SE17 2TG	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	10:00-16:00
BROCKWELL PARK PHARMACY	SE24 9JU	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
BUTTERFLY PHARMACY	SE5 8RP	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:00	Closed
CAMBELLE CHEMIST	SE1 3GF	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed	Closed
CAMPION & CO CHEMIST	SE16 7JQ	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	Closed	Closed
CITY PHARMACY	SE1 1LZ	08:00-18:00	08:00-18:00	08:00-18:00	08:00-18:00	08:00-18:00	09:00-16:00	Closed
CLASSIC PHARMACY	SE1 6JP	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	09:00-12:00	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
DAY LEWIS PHARMACY	SE22 8RE	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	08:00-18:30	09:00-13:00	Closed

Pharmacy		Total Opening Hours						
Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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	Closed	Closed
DAY LEWIS PHARMACY	SE22 0RR	09:00-18:15	09:00-18:15	09:00-18:15	09:00-18:15	09:00-18:15	09:00-14:00	Closed
EAST STREET CHEMIST	SE17 2DN	09:00-17:00	09:00-17:00	09:00-17:00	09:00-17:00	09:00-18:30	09:00-18:30	Closed
FOSTER & SONS CHEMIST	SE22 0RR	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-13:00	Closed
FOURWAY PHARMACY	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
FOURWAYS CHEMISTS	SE5 8RZ	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed
HARFLEUR CHEMIST	SE1 4TW	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:00	Closed
Herne Hill Pharmacy	SE24 9NE	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
JAMAICA ROAD PHARMACY	SE16 4RT	09:00-18:30	09:00-18:30	09:30-18:30	09:30-18:30	09:30-18:30	10:00-14:00	Closed
KALMAK CHEMISTS Ltd	SE1 9LP	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	08:30-18:30	Closed	Closed
Kembers & Lawrence Pharmacy	SE5 7AF	08:30-19:30	08:30-19:30	08:30-19:30	08:30-19:30	08:30-19:30	09:00-18:00	Closed
KRISTAL PHARMACY	SE15 3HB	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-18:30	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	09:30-14:30	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	09:00-14:00	Closed
LLOYDS PHARMACY	SE1 6AD	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-13:00	Closed
LLOYDS PHARMACY	SE15 5JZ	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
LLOYDS PHARMACY	SE22 9ET	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-18:00	Closed
MADDOCK PHARMACY	SE17 3NH	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:00		Closed
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
Hobbs Pharmacy	SE16 4TE	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed	Closed
MORRISONS	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

Pharmacy		Total Opening Hours						
Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
PHARMACY								
PYRAMID PHARMACY	SE16 3TS	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
QRYSTAL PHARMACY	SE1 6ED	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	10:00-13:00	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	10:00-15:00
ROPHARM CHEMISTS	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 Chemists	SE21 7BN	09:00-18:00	09:00-18:00	09:00-13:00	09:00-18:00	09:00-18:00	09:00-18:30	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	09:00-13:00	Closed
Lloyds Pharmacy	SE1 9RT	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-21:00	09:00-21:00
Lloyds Pharmacy	SE22 8AA	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
SHEEL PHARMACY	SE15 3QF	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
SHEEL PHARMACY	SE5 0BB	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
SOGIM PHARMACY	SE22 8HU	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:30	Closed
SUPERDRUG PHARMACY	SE5 8RW	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-18:30	Closed
SUPERDRUG PHARMACY	SE1 6TB	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:00	09:00-18:30	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	09:00-18:00	Closed
SURDOCK PHARMACY	SE16 2UN	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-19:00	09:00-18:30	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	10:00-13:00	Closed
TESCO INSTORE PHARMACY	SE16 2LL	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	08:00-20:00	11:00-17:00
TESCO INSTORE 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	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-19:30	09:00-18:00	Closed

Pharmacy		Total Opening Hours						
Trading Name	Postcode	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
VE LETTSOM CHEMIST	SE5 8PQ	09:00-18:30	09:00-18:30	09:00-13:00	09:00-18:30	09:00-18:30	09:00-13:00	Closed
WALWORTH PHARMACY	SE17 1JJ	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	09:00-18:30	Closed

**Table 19: Opening hours of community pharmacies in Southwark**

Locality	Ward	Weekdays				Saturday					Sunday
		Open 8:30 or earlier	Open 9:30 to 17:00	Close at 19:00 or later	Closes for lunch	Open 8:30 or earlier	Open at some point	Close at 13:30 or later	Close at 19:00 or later	Closes for lunch	Open
<b>Bermondsey &amp; Rotherhithe</b>	Grange	0	3	0	1	0	2	2	0	0	0
	Riverside	1	3	1	1	0	2	2	0	0	1
	Rotherhithe	1	4	3	0	1	3	3	1	0	2
	South Bermondsey	1	3	3	0	1	3	3	1	0	1
	Surrey Docks	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>3</b>	<b>13</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>4</b>
<b>Borough &amp; Walworth</b>	Cathedrals	2	2	0	0	0	1	0	0	0	0
	Chaucer	2	5	2	0	0	4	2	1	0	1
	East Walworth	1	6	4	1	1	6	6	1	1	2

	Faraday	0	4	0	0	0	4	3	0	0	1
	Newington	0	2	0	1	0	1	1	0	0	0
	<b>Total</b>	<b>5</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>12</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Dulwich</b>	College	0	0	0	0	0	0	0	0	0	0
	East Dulwich	1	5	2	1	0	5	3	0	0	0
	Peckham Rye	0	2	0	1	0	2	1	0	0	0
	South Camberwell	1	2	1	1	1	2	1	1	0	1
	Village	0	4	3	0	0	4	4	0	0	0
	<b>Total</b>	<b>2</b>	<b>13</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>13</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Peckham &amp; Camberwell</b>	Brunswick Park	0	2	1	0	0	2	1	0	0	0
	Camberwell Green	1	5	3	1	0	5	5	0	0	0
	Livesey	0	1	1	0	0	1	1	0	0	0
	Nunhead	0	1	1	0	0	1	1	0	0	0

	Peckham	0	3	3	1	0	2	2	0	0	0
	The Lane	0	5	2	0	0	3	3	1	0	2
	<b>Total</b>	<b>1</b>	<b>17</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>14</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>Southwark Total</b>	<b>Grand Total</b>	<b>11</b>	<b>62</b>	<b>30</b>	<b>9</b>	<b>4</b>	<b>53</b>	<b>44</b>	<b>6</b>	<b>1</b>	<b>11</b>
	<b>% of total</b>	<b>17.7%</b>	<b>100.0%</b>	<b>48.4%</b>	<b>14.5%</b>	<b>6.5%</b>	<b>85.5%</b>	<b>71.0%</b>	<b>9.7%</b>	<b>1.6%</b>	<b>17.7%</b>



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