

Royal Borough of Greenwich

PHARMACEUTICAL NEEDS
ASSESSMENT 2023-2026

Executive Summary

Introduction

Health and Wellbeing Boards (HWB) have a statutory responsibility to publish and keep up to date a statement of needs for pharmaceutical services for their population. This is called the Pharmaceutical Needs Assessment (PNA). The purpose of the PNA is to:

- support local commissioners in decisions regarding services that could be delivered by community pharmacies to meet the future identified health needs of the population
- support NHS England in their decision-making process related to applications for new pharmacies or changes of pharmacy premises and/or opening hours.

This PNA provides an overview of the demographics and health and wellbeing needs of the Greenwich population. It also captures patient and views of their pharmacy services. It assesses whether the current provision of pharmacies and the commissioned services they provide meet the needs of the Greenwich residents and whether there are any gaps, either now or within the lifetime of the document, from the date of its publication to the 27th February 2026. It assesses current and future provision with respect to:

- Necessary Services, i.e., current accessibility of pharmacies and their provision of Essential Services
- Other Relevant Services and Other Services including Advanced and Enhanced Pharmacy Services. These are services commissioned by NHS England, South East London ICB, or the Royal Borough of Greenwich.

Methodology

In July 2022, a steering group of key stakeholders was established to oversee the development of the PNA with overall responsibility of ensuring it met the statutory regulations. The process included:

- a review of the current and future demographics and health needs of Greenwich population determined on a locality basis
- a survey to Greenwich patients and the public on their use and expectations of pharmacy services and an equality impact assessment
- a survey to Greenwich pharmacy contractors to determine their capacity to fulfil any identified current or future needs
- an assessment of the commissioned essential, advanced, and enhanced pharmacy services provided in Greenwich.

The PNA consultation draft will be published for a 60-day formal consultation between the period of 11th October to the 10th December 2022. Responses to the consultation will be considered by the steering group before final publication of the PNA in December 2022.

Findings

Key population demographics of Greenwich

The Royal Borough of Greenwich is a South East London borough with an estimated population of 291,811. This population is projected to increase by 3.1% to 300,741 in the lifetime of this PNA. The largest increases in population size are likely to be seen in Peninsula and Woolwich Riverside wards (Housing-led population projections, 2021).

There is more deprivation in Greenwich than England overall, pockets of deprivation are widespread across Greenwich (Ministry of Housing, Communities & Local Government). Greenwich has higher rates of homelessness, unemployment, children from low-income families than England overall (OHID, Public Health Outcomes Framework, 2022).

Key population health needs of Greenwich

Overall, life expectancy and healthy life expectancy for both males and females in Greenwich is similar to London and England. However, a number of reported high health-risk behaviours were identified. These include: excess weight in Reception and Year 6 children, smoking in adults (in particular those in routine and manual jobs), sexually transmitted infections, teenage conceptions, social isolation and low flu vaccination coverage (OHID, Public Health Outcomes Framework, 2022).

In terms of major health conditions, Greenwich has the 7th highest emergency hospital admissions for COPD in England, and premature mortality of those diagnosed with severe mental illness is significantly higher than England.

Patient and public engagement

A patient and public survey was disseminated across Greenwich to explore how people use their pharmacy and their views on specific 'necessary' pharmaceutical services. A total 414 people responded.

Overall respondents chose their pharmacy because that is where their GP sends their prescriptions, it is in a good location, and they are happy with the overall experience provided by the pharmacy. Most respondents can reach their pharmacy in 20 minutes or

less. No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

Health and Wellbeing Board statements on service provision

There are 57 community pharmacies and one distance selling pharmacy located within the Royal Borough of Greenwich. There is also a further 75 located within a mile of Greenwich's borders.

The PNA steering group, on behalf of the Health and Wellbeing Board has assessed whether the current and future pharmacy provision meets the health and wellbeing needs of the Greenwich population. It has also determined whether there are any gaps in the provision of pharmaceutical service either now or within the lifetime of this document, from the date of its publication to the 27th February 2026.

The Royal Borough of Greenwich is well served in relation to the number and location of pharmacies. The Health and Wellbeing Board has concluded that there is good access to essential, advanced and enhanced pharmaceutical services for the residents of Greenwich with no gaps in the current and future provision of these services identified.

Contents

Executive Summary	1
Introduction.....	1
Methodology	1
Findings	2
Key population demographics of Greenwich	2
Key population health needs of Greenwich	2
Patient and public engagement	2
Health and Wellbeing Board statements on service provision.....	3
Contents	4
Chapter 1 - Introduction	10
Purpose of the Pharmaceutical Needs Assessment	10
The requirements of the PNA	10
Circumstances under which the PNA is to be revised or updated	12
Consultation.....	12
Chapter 2 - Strategic context	13
National context.....	13
Integration and Innovation. Department of Health and Social Care’s legislative proposals for a Health and Care Bill:	13
The NHS Long Term Plan (2019)	14
Health Equity in England: Marmot review 10 years on	16
Public Health England (PHE) Strategy 2020-2025	17
Community Pharmacy Contractual Framework (CPCF) 2019/20-2023/24.....	17
Pharmacy Integration Fund (PhIF).....	18
Regional context.....	19
London Community Pharmacy: our offer to London – Pharmacy Strategy 2020	19

Local context.....	20
South East London Integrated Care System Priorities.....	20
Royal borough of Greenwich Health & Wellbeing Strategy (2019-2024)	20
Chapter 3 - Methodology of the PNA.....	22
Methodological considerations	22
Geographical coverage	22
Patient and public survey	23
Pharmacy contractor survey	24
Governance and steering group.....	24
Regulatory consultation process and outcomes	24
Chapter 4 - Population demographics.....	25
About the area.....	25
Demography.....	26
Population size and density	26
Age gender and structure.....	26
Ethnicity and diversity.....	28
Population growth.....	30
Wider determinants of health.....	33
Poverty.....	34
Patient groups with specific needs	35
Travellers.....	35
Homeless	35
Women and girls experiencing violence	36
Summary of population demographics.....	37
Chapter 5 - Population health needs.....	38
Life expectancy and healthy life expectancy.....	38
Major risk factors	40

Improving healthy weight.....	41
Physical activity.....	42
Smoking.....	42
Sexual health.....	43
Teenage conceptions.....	43
Alcohol consumption.....	44
Substance misuse.....	44
Mental health and wellbeing (including loneliness and isolation).....	45
Vaccinations.....	46
Major health conditions.....	47
Circulatory diseases.....	48
COVID-19.....	49
Respiratory diseases.....	49
Cancer.....	50
Summary of population health needs.....	52
Chapter 6 - Patient and public survey.....	53
Greenwich communications engagement strategy.....	53
Whole population approach.....	53
Targeted approach.....	54
Results of the public survey.....	54
Equality impact assessment.....	61
Age.....	61
Ethnicity.....	62
Gender.....	62
Pregnancy and maternity/parental leave.....	63
Employment status.....	63
Disability or impairment.....	64

Caring responsibilities.....	65
Summary of the patient and public engagement and equality impact assessment	66
Chapter 7 - Provision of pharmaceutical services.....	68
Pharmaceutical service providers	68
Community pharmacies.....	69
Dispensing appliance contractor	69
GP dispensing practices.....	69
Distance selling pharmacies.....	70
Local pharmaceutical services.....	70
Accessibility	70
Distribution and choice.....	70
Opening times	76
Essential services	85
Dispensing	86
Summary of the accessibility pharmacy services and of essential services	86
Advanced pharmacy services.....	86
New medicines services.....	87
Community pharmacy seasonal influenza vaccination	89
Community pharmacist consultation service	91
Hypertension case-finding service	93
Community pharmacy hepatitis C antibody testing service.....	93
Community pharmacy smoking cessation service.....	93
Appliance use reviews	93
Stoma appliance customisation service.....	94
Summary of the Advanced Pharmacy Services	94
Enhanced pharmacy services	95
London seasonal influenza vaccination service	95

Bank holiday rota service.....	95
COVID-19 vaccination service.....	95
Other NHS pharmacy services	96
Needle exchange service	96
Supervised consumption service.....	97
Sexual health services.....	99
Community anticoagulation clinic for INR monitoring.....	100
Summary of other NHS pharmacy services.....	102
Additional considerations from Contractor Survey Responses	102
Languages spoken in pharmacies.....	102
Chapter 8 - Conclusions and statements.....	103
Current provision	103
Current access to essential services	103
Current access to advanced services.....	104
Current access to enhanced pharmacy services	105
Current access to Other NHS pharmacy services	106
Future Provision.....	106
Future access to essential services	106
Future access to advanced services.....	107
Future access to enhanced services	107
Future access to other NHS pharmacy services	108
Improvements and better access.....	108
Current and future access to essential services	108
Current and future access to advanced services.....	108
Current and future access to enhanced pharmacy services	109
Current and future access to other NHS pharmacy services	109
Appendix A - PNA Steering Group Terms of Reference	110

Appendix B - Pharmacy provision within Greenwich and within mile of border..... 115

Appendix C - Consultation report..... 126

Chapter I - Introduction

Purpose of the Pharmaceutical Needs Assessment

- I.1 Community pharmacies are key in providing quality healthcare in local communities. They are one of the most frequented health care settings in England. They not only provide prescriptions but are often patients first point of contact and for some their only contact with a healthcare professional.
- I.2 The provision of NHS Pharmaceutical Services is a controlled market. All pharmacists and dispensing appliance contractor who wish to provide NHS Pharmaceutical Services, must apply to NHS England to be on the Pharmaceutical List of the Health and Wellbeing Board.
- I.3 The purpose of the Pharmaceutical Needs Assessment (PNA) is to plan for the commissioning of pharmaceutical services and to support the decision-making process in relation to new applications or change of premises of pharmacies. This includes:
- supporting the 'market entry' decision making process (undertaken by NHS England) in relation to applications for new pharmacies or changes of pharmacy premises.
 - Inform local plans for the commissioning of specific and specialised pharmaceutical services
- I.4 The PNA can also be used by the HWB to:
- Inform interested parties of the pharmaceutical needs in the borough and enable work on planning, developing and delivery of pharmaceutical services for the population
 - Inform discussions with pharmacy contractors to provide services within areas where they are needed and limit duplication of services in areas where provision is adequate.

The requirements of the PNA

- I.5 This PNA covers the period between the date of its publication and the 27th February 2026. The development and publication of this PNA has been carried out in accordance with regulations and associated guidance, including:
- The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013

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- Department of Health Information Pack for Local Authorities and Health and Wellbeing Boards

1.6 As outlined in the 2013 regulations, this PNA must include a statement of the following:

- **Necessary Services – Current Provision:** services currently being provided which are regarded to be “necessary to meet the need for pharmaceutical services in the area”. This includes services provided in the county as well as those in neighbouring counties.
- **Necessary Services – Gaps in Provision:** services not currently being provided which are regarded by the HWB to be necessary “in order to meet a current need for pharmaceutical services”.
- **Other Relevant Services – Current Provision:** services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have “secured improvements or better access to pharmaceutical services”.
- **Improvements and Better Access – Gaps in Provision:** services *not* currently provided, but which the HWB considers would “secure improvements, or better access to pharmaceutical services” if provided.
- **Other Services:** any services provided or arranged by the local authority, NHS England, the CCG, an NHS trust or an NHS foundation trust which affects the need for pharmaceutical services in its area or where future provision would secure improvement, or better access to pharmaceutical services specified type, in its area.
- **Future need:** the pharmaceutical services that have been identified as services that are not provided but which the health and wellbeing board is satisfied need to be provided in order to meet a current or future need for a range of pharmaceutical services or a specific pharmaceutical service.

1.7 Additionally, the PNA must include a map showing the premises where pharmaceutical services are provided and an explanation of how the assessment was made. This includes:

- How different needs of different localities have been taken into account
- How needs of those with protected characteristics have been taken into account
- Whether further provision of pharmaceutical services would secure improvements or better access to pharmaceutical services

- A report on the 60-day consultation of the draft PNA.

Circumstances under which the PNA is to be revised or updated

- I.8 It is important that the PNA reflects changes that affect the need for pharmaceutical services in Greenwich. For this reason, the PNA will be updated every three years.
- I.9 The Health and Wellbeing Board are also required to revise the PNA publication if they deem there to be significant changes in pharmaceutical services before 27th February 2026. Not all changes in a population or an area will result in a change to the need for pharmaceutical services. If the HWB becomes aware of a minor change that means a review of pharmaceutical services is required, the HWB will issue supplementary statements to update the PNA.

Consultation

- I.10 A draft PNA must be put out for consultation for a minimum of 60 days prior to its publication. This PNA will be out for consultation between 11th October to the 10th of December 2022. The 2013 Regulations list those persons and organisations that the HWB must consult, which include:
- Any relevant local pharmaceutical committee (LPC) for the HWB area
 - Any local medical committee (LMC) for the HWB area
 - Any persons on the pharmaceutical lists and any dispensing GP practices in the HWB area
 - Any local Healthwatch organisation for the HWB area, and any other patient, consumer and community group, which in the opinion of the HWB has an interest in the provision of pharmaceutical services in its area
 - Any NHS Trust or NHS Foundation Trust in the HWB area
 - NHS England
 - Any neighbouring Health and Wellbeing board.
- I.11 All comments received will be considered in the final PNA report. The final PNA report will be presented to the HWB in December 2022.

Chapter 2 - Strategic context

- 2.1 Since the publication of the last PNA for Greenwich there has been significant changes to the wider health and social care landscape including the publication of the NHS Long Term Plan, the introduction of the Community Pharmacy Contractual Framework, a greater focus on integrated care and the significant impact of the COVID-19 pandemic. This chapter summarises key policies, strategies and reports which contribute to our understanding of the strategic context for community pharmacy services at a national, regional and local level.

National context

Integration and Innovation. Department of Health and Social Care's legislative proposals for a Health and Care Bill¹:

- 2.2 In recent years, the health and social care system has adapted and evolved to face a variety of challenges. With the population growing in size, people living longer, but also suffering from more long-term health conditions, and challenges from the COVID-19 pandemic, there is a greater need for the health and social care system to work together to provide high quality care. This paper sets out the legislative proposals for the Health and Care Bill which capture the learnings from the pandemic.

- **Working together to integrate care:** The NHS and local authorities have been given a duty to collaborate and work with each other. Integrated Care Systems (ICSs) have been established, comprising of ICS Health and Care partnership, and an ICS NHS Body. The ICS NHS Body will be responsible for the day to day running of the ICS, whilst the ICS Health and Care Partnership will bring together systems to support integration and development which plan to address the systems health, public health and social care needs.
- **Reducing bureaucracy:** The legislation aims to remove barriers that prevent people from working together, and put pragmatism at the heart of the system. The NHS

¹ Department of Health & Social Care. Policy paper: Integration and innovation: working together to improve health and social care for all (updated February 2021). Available at: <https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version#executive-summary>

should be free to make decisions without the involvement of the Competition and Markets Authority (CMA). With a more flexible approach, the NHS and local authorities will be able to meet the current future health and care challenges by avoiding bureaucracy.

- **Improving accountability and enhancing public confidence:** The public largely see the NHS as a single organisation. NHS England and NHS Improvement have been brought together to provide unified leadership. This will support the Secretary of State to Mandate structured decisions and enable the NHS to be supported by the government. These measures will also ensure a greater accountability with the power for ministers to determine service reconfigurations earlier in the process.

The NHS Long Term Plan (2019)²

2.3 As health needs change, society develops, and medicine advances, the NHS needs to ensure that it is continually moving forward to meet these demands. The NHS Long Term Plan (2019) (NHS LTP) introduces a new service model for the 21st century and includes action on preventative healthcare and reducing health inequalities, progress on care quality and outcomes, exploring workforce planning, developing digitally- enabled care, and driving value for money. It sets out 13 key areas for improving and enhancing our health service over the next 10 years. These areas include:

1. Ageing well
2. Cancer
3. Cardiovascular disease
4. Digital transformation
5. Learning disabilities & autism
6. Mental Health
7. Personalised care
8. Prevention
9. Primary care
10. Respiratory disease
11. Starting well
12. Stroke

² NHS. The NHS Long Term Plan (2019). <https://www.longtermplan.nhs.uk/>

13. Workforce

- 2.4 Pharmacies will play an essential role in delivering the NHS LTP. £4.5 billion of new investment will fund expanded community multidisciplinary teams aligned with the new primary care networks (PCNs). These teams will work together to provide the best care for patients and will include pharmacists, district nurses, allied health professionals, GPs, dementia workers, and community geriatricians. Furthermore, the NHS LTP stipulates that as part of the workforce implementation plan, and with the goal of improving efficiency within community health, along with an increase in the number of GPs, the range of other roles will also increase, including community and clinical pharmacists, and pharmacy technicians.
- 2.5 Research indicates that around 10% of elderly patients end up in hospital due to preventable medicine related issues and up to 50% of patients do not take their medication as intended. PCN funding will therefore be put towards expanding the number of clinical pharmacists working within general practices and care homes, and the NHS will work with the government to ensure greater use and acknowledgement of community pharmacists' skills and better utilisation of opportunities for patient engagement. As part of preventative healthcare and reducing health inequalities, community pharmacists will support patients to take their medicines as intended, reduce waste, and promote self-care.
- 2.6 Within PCNs, community pharmacists will play a crucial role in supporting people with high-risk conditions such as atrial fibrillation and cardiovascular disease. The NHS will support community pharmacists to case-find, e.g., hypertension case-finding. Pharmacists within PCNs will undertake a range of medicine reviews, including educating patients on the correct use of inhalers, and supporting patients to reduce the use of short acting bronchodilator inhalers and to switch to clinically appropriate, smart inhalers.
- 2.7 In order to provide the most efficient service, and as part of developing digitally-enabled care, more people will have access to digital options. The NHS app will enable patients to manage their own health needs and be directed to appropriate services, including being prescribed medication that can be collected from their nearest pharmacy.
- 2.8 Health and Wellbeing Boards are required to produce Health and Wellbeing Strategies to set out how partners will meet local health needs, improve outcomes and reduce health inequalities within the borough.

Health Equity in England: Marmot review 10 years on³

2.9 Since the 2010 Marmot review, there have been important developments about the evidence around social determinants of health and the implementation of interventions and policies to address them.

2.10 The Marmot review summarises the developments in particular areas that have an increase importance for equity. These include:

- Giving every child the best start in life by increasing funding in earlier life and ensuring that adequate funding is available in higher deprived areas.
- Improve the availability and quality of early years' services.
- Enable children, young people and adults to maximise their capabilities by investing in preventative services to reduce school exclusions.
- Restore per-pupil funding for secondary schools and in particular in 6th form and further education.
- Reduce in-work poverty by increasing national minimum wage.
- Increase number of post-school apprenticeship's and support in-work training.
- Put health equity and well-being at the heart of local, regional and national economic planning.
- Invest in the development of economic, social and cultural resources in the most deprived communities

2.11 The objectives outlined in the Marmot review are intended to ensure that the healthy life expectancy gap between the least deprived and most deprived are reduced, and to ensure that all residents have accessibility to good health and educational services. More specific to health, community pharmacists are uniquely placed at the heart of communities to support patients to provide the public a range of public health interventions, weight management services, smoking cessation services and vaccination services. At present the role of

³ Health Equity in London: The Marmot Review 10 years on. Executive summary (2020):

https://www.health.org.uk/sites/default/files/2020-03/Health%20Equity%20in%20England_The%20Marmot%20Review%2010%20Years%20On_executive%20summary_web.pdf

community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

Public Health England⁴ (PHE) Strategy 2020-2025⁵

2.12 The Office for Health Improvement and Disparities (OHID), formerly known as Public Health England (PHE), works to protect and improve the nation's health and reduce health inequalities by aiming to keep the public safe, work to prevent poor health, narrow down the health gap and support a strong economy. Guided by these aims, OHID have pledged to promote a healthier nation by tacking action on working to reduce preventable risk factors for ill health and working to reduce tobacco consumptions, obesity and the harmful use of drugs and alcohol. There will also be a focus on improving the health within early childhood to provide the best foundations of good health and prevent ill health in later adulthood. By strengthening the health protection system, there will be reduced pressures on responding to major incidents or pandemics. From online tools, to technology, the use of these new opportunities will help monitor and identify health issues easier and reach people with tailored support and advice. This will help to improve data, and strengthen the approach to disease surveillance. By working with partners locally, nationally, and globally the aim will be to reduce health inequalities.

2.13 Community pharmacies have an important role in driving and supporting these objectives as they provide the public with services around healthy weight and weight management, smoking cessation, and can provide information and advice around healthy start for children and families.

Community Pharmacy Contractual Framework (CPCF) 2019/20-2023/24⁶

2.14 This is an agreement between the Department of Health and Social Care (DHSC), NHSE&I and the Pharmaceutical Services Negotiating Committee (PSNC) and describes a vision for how community pharmacy will support delivery of the NHS Long Term Plan. The CPCF highlights and develops the role of pharmacies in urgent care, common illnesses, and

⁴ NB: As of October 2021, PHE ceased to exist. Responsibilities formally undertaken by PHE are now the responsibility of OHID, UKHSA and NHS England.

⁵ Public Health England Strategy 2020-2025 (2019).

⁶ Community Pharmacy Contractual Framework (2019).

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819601/cpcf-2019-to-2024.pdf

prevention. It aims to “develop and implement the new range of services that we are seeking to deliver in community pharmacy”, making greater use of Community Pharmacists’ clinical skills and opportunities to engage patients. The deal:

- Through its contractual framework, commits almost £13 billion to community pharmacy, with a commitment to spend £2.592 billion over 5 years.
- Prioritises quality - The Pharmacy Quality Scheme (PQS) is designed to reward pharmacies for delivering quality criteria in: clinical effectiveness, patient safety and patient experience.
- Confirms community pharmacy’s future as an integral part of the NHS, delivering clinical services as a full partner in local primary care network (PCNs).
- Underlines the necessity of protecting access to local community pharmacies through a Pharmacy Access Scheme.
- Includes new services such as the NHS Community Pharmacist Consultation Service (CPCS), which connects patients who have a minor illness with a community pharmacy, taking pressure off GP services and hospitals by ensuring patients turn to pharmacies first for low-acuity conditions and support with their general health.
- Continues to promote medicines safety and optimisation, and the critical role of community pharmacy as an agent of improved public health and prevention, embedded in the local community.
- Through the Healthy Living Pharmacy (HLP) framework, requires community pharmacies to have trained health champions in place to deliver interventions such as smoking cessation and weight management, provide wellbeing and self-care advice, and signpost people to other relevant services.

Pharmacy Integration Fund (PhIF)⁷

2.15 The PhIF and PCN Testbed programme will be used to test a range of additional prevention and detection services, which if found to be effective and best delivered by a community pharmacy, could (with appropriate training) be mainstreamed within the CPCF over the course of the settlement period. Workstreams supported by the PhIF Programme include:

⁷ NHS Pharmacy Integration Programme. <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/>

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- GP referral pathway to the NHS CPCS.
 - Hypertension Case-Finding Service - A model for detecting undiagnosed cardiovascular disease (CVD) in community pharmacy and referral to treatment within PCNs.
 - Smoking Cessation Transfer of Care Service– hospital inpatients (including antenatal patients) will be able to continue their stop smoking journey within community pharmacy upon discharge.
 - Exploring the routine monitoring and supply of contraception (including some long-acting reversible contraceptives) in community pharmacy.
 - Palliative Care and end of life medicines supply service building on the experience of the COVID-19 pandemic.
 - Structured medication reviews in PCNs for people with a learning disability, autism, or both, linked with the STOMP programme.
 - Workforce development for pharmacy professionals in collaboration with Health Education England (HEE), e.g., medicines optimisation in care homes; primary care pharmacy educational pathway; leadership; integrated urgent care; independent prescribing; enhanced clinical examination skills.

Regional context

London Community Pharmacy: our offer to London – Pharmacy Strategy 2020⁸

2.16 This document was developed jointly by London’s local pharmaceutical committees (LPCs), supported by NHS England and NHS Improvement – London region. It presents a service offer to PCNs, local authorities and other health, social care and public health stakeholders, and the people of London. In summary, the offer from London Community Pharmacy is to:

- Expand the range of clinical services
- Increase the range of – and access to – wellness services
- Develop community pharmacy as a social asset – working to increase the social capital of our communities

⁸ London LPCs and NHSE&I. London Community Pharmacy: Our offer to London. Pharmacy Strategy (2020). <https://psnc.org.uk/pharmacylondon/wp-content/uploads/sites/112/2020/09/Offer-to-London.pdf>

- Integrate community pharmacy into primary care networks
- Provide strong leadership within integrated care partnerships.

Local context

South East London Integrated Care System Priorities⁹

2.17 The South East London Integrate Care System is a partnership that brings together the organisations responsible for health and care services in south east London, to make the greatest possible contribution to the health and wellbeing of people living in its six boroughs, including Greenwich. It has six overarching priorities for improving the lives of people in south east London:

- Preventing illness and helping people to live healthier, happier lives
- Delivering compassionate, whole-person care, as close as possible to people's homes
- Ensuring rapid access to high quality specialist services when people need them
- Joining up care across health and other services
- Improving care for disadvantaged groups
- Supporting the development of more resilient communities

Royal borough of Greenwich Health & Wellbeing Strategy (2019-2024)¹⁰

2.18 The health and wellbeing board (HWB) is a formal committee that brings together local organisations that play a pivotal role in improving the health, care and wellbeing of local residents.

2.19 This health and wellbeing strategy sets out priorities over the next five years to demonstrate how public health priorities will be delivered. Four public health priorities have been set out with the aim to reduce health inequalities, create healthy environments and focus on community wellness within the Royal Borough of Greenwich.

2.20 The four priorities include:

- **Improving Mental Health & Wellbeing:** The Royal Borough of Greenwich is adopting the Thrive LND approach in improving the mental health and wellbeing in

⁹ SELICS (2022). <https://www.selondonics.org/who-we-are/our-mission/>

¹⁰ Royal borough of Greenwich Health & Wellbeing Strategy (2019-24). https://www.royalgreenwich.gov.uk/downloads/download/466/health_and_wellbeing_strategy

adults, communities, children & young people. This will be done by focusing on six areas; individuals and communities taking the lead to tackle discrimination and stigma, maximising the potential of children and young people and identify ways to promote positive mental health and reduce the negative impacts of social media, create a happy, healthy and productive workforce, deliver the right mental health services for residents and ensure services are connected up, and work towards zero suicide strategy.

- **Improving Healthy Weight:** This includes increasing breastfeeding rates to establish a healthy diet for their children from a young age, increase accessibility to healthy meals that can be bought locally, support individuals to be more active and improve their physical environments to encourage this, support schools to promote healthy eating and physical activity including community settings, deliver health services that promote healthy choices, increase the proportion of employers to promote healthy choices, and increase engagement to tackle childhood obesity.
- **Living well in Greenwich:** By working at the population level Live Well Greenwich focuses on embedding health in all sectors to tackle the wider determinants of health, and training the workforce around health & wellbeing through the Make Every Opportunity count. This also includes building on community skills, participation, developing community assets to address the wider determinants of health.
- **Health & Social Care System Development:** The Royal Borough of Greenwich seek to help to people live longer healthier lives, provide care support and effective treatment for those that require it, support people who need more specific medical care, provide home care, rehabilitation, residential and nursing care, and provide compassionate, dignified and tailored care nearing the end of their lives.

2.21 Community pharmacies have a unique place with the potential to work with local residents to meet some of the ambitions outlined within the health and wellbeing strategy. For example, promoting healthier life choices, and contributing to the development of prevention and early interventions around specific health conditions.

Chapter 3 - Methodology of the PNA

- 3.1 This PNA has been developed using a range of information sources to describe and identify population needs and current service provision from the network of community pharmacies (see Table 3.1). This includes:
- Nationally published data
 - The Royal Borough of Greenwich Joint Strategic Needs Assessment¹¹
 - Local policies and strategies such as the Royal Greenwich Joint Health and Wellbeing Strategy
 - A survey to Greenwich pharmacy contractors
 - A survey to the patients and public of Greenwich
 - Local Authority and South East London ICS commissioners
- 3.2 We have drawn on these data to explore the current and future demographics of the Greenwich population, their current and future health needs and how pharmaceutical services can be used to support the Health and Wellbeing Board (HWB) to improve their health and wellbeing.
- 3.3 This PNA will be published for public consultation on the 11th October to the 10th December 2022. All comments will be considered and incorporated into the final PNA final report.

Methodological considerations

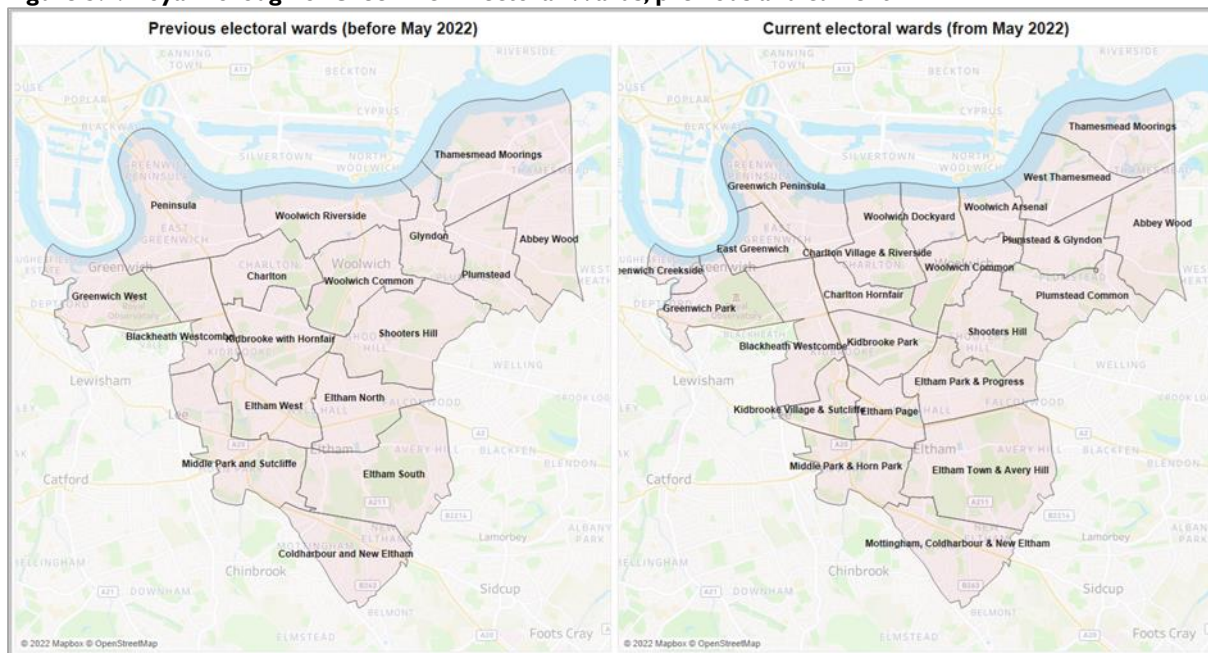
Geographical coverage

- 3.4 PNA regulations require that the HWB divides its area into localities as a basis for structuring the assessment. A ward-based structure was used as it is in-line with available data at ward level such as demography, health needs and service provision commissioned by both the Royal Borough of Greenwich and NHS commissioners. There are 23 wards in the Royal Borough of Greenwich, these are presented in figure 3.1.
- 3.5 The new ward boundaries came into effect in May 2022, resulting in some name and boundary changes, as well as an increase in the overall number of wards. All ward-level data presented in this PNA are aligned to the ward boundaries prior to May 2022 as demographic and health

¹¹ https://www.royalgreenwich.gov.uk/info/200311/joint_strategic_needs_assessment

data is not yet available for these new ward boundaries. Both previous and current ward boundaries are showing in Figure 3.1 below.

Figure 3.1: Royal Borough of Greenwich Electoral Wards, previous and current



- 3.6 In this PNA, provision and choice of pharmacies has been determined by using a 1-mile radius from the centre of the postcode of each pharmacy. This is approximately a 20-minute walk from the outer perimeter of the buffer zone created.
- 3.7 This radius represents an area that is considered to have adequate pharmacy coverage. The coverage distance is a standard often used in PNAs covering urban areas and was chosen by the PNA Steering Group as being a reasonable measure to identify variation and choice in Greenwich (for example, see figure 7.2). In addition, 20 minutes travel time by public transport is considered accessible.
- 3.8 Where areas of no coverage are identified, other factors are taken into consideration to establish if there is a need. Factors include deprivation, population density and whether the areas are populated (e.g., Green Belt areas). These instances have all been stated in the relevant sections of the report.

Patient and public survey

- 3.9 Patient and public engagement in the form of a survey was undertaken to understand how people use their pharmacies, what they use them for and their views of the pharmacy provision.

3.10 Working with the Royal Borough of Greenwich Corporate Communications Team a public and patient engagement plan was developed, identifying key user groups (including seldom heard groups) and how best to engage them for the survey.

3.11 There were a total of 414 responses to the survey. Responses from the survey were used to understand how current pharmaceutical services meets the needs of the population and whether there were any different needs for people who share a protected characteristic. The findings from the survey are presented in Chapter 6 of this PNA.

Pharmacy contractor survey

3.12 The contractor survey was sent all to the community pharmacies within Greenwich and 48 out of 57 community pharmacies responded. The results from this survey are referred to throughout this document.

Governance and steering group

3.13 The development of the PNA was advised by a steering group whose membership included representation from:

- Royal Borough of Greenwich Public Health Team
- South East London Integrated Care System Medicines Optimisation Team
- Bromley, Bexley and Greenwich Local Pharmaceutical Committee
- Healthwatch Greenwich
- Royal Borough of Greenwich Communications and Engagement Team

3.14 The membership and Terms of Reference of the Steering Group is described in Appendix A.

Regulatory consultation process and outcomes

The PNA for 2022-25 will be published for statutory consultation on the 7th October for 60 days and will also be open on the Royal Borough of Greenwich website for public comment. All comments will be considered and incorporated into the final report to be published in December 2022.

Chapter 4 - Population demographics

- 4.1 This chapter presents an overview of the population demographics of the Royal Borough of Greenwich that are likely to impact on the need for pharmaceutical services. It includes exploration of the characteristics of its residents, population growth and the wider determinants of health.
- 4.2 All the maps that follow present the size of population in relation to different factors such as population density, deprivation and life expectancy. They are displayed in gradients, where the lower the marker, the lighter the colour. The gradients are illustrated in the legends attached to each map.

About the area

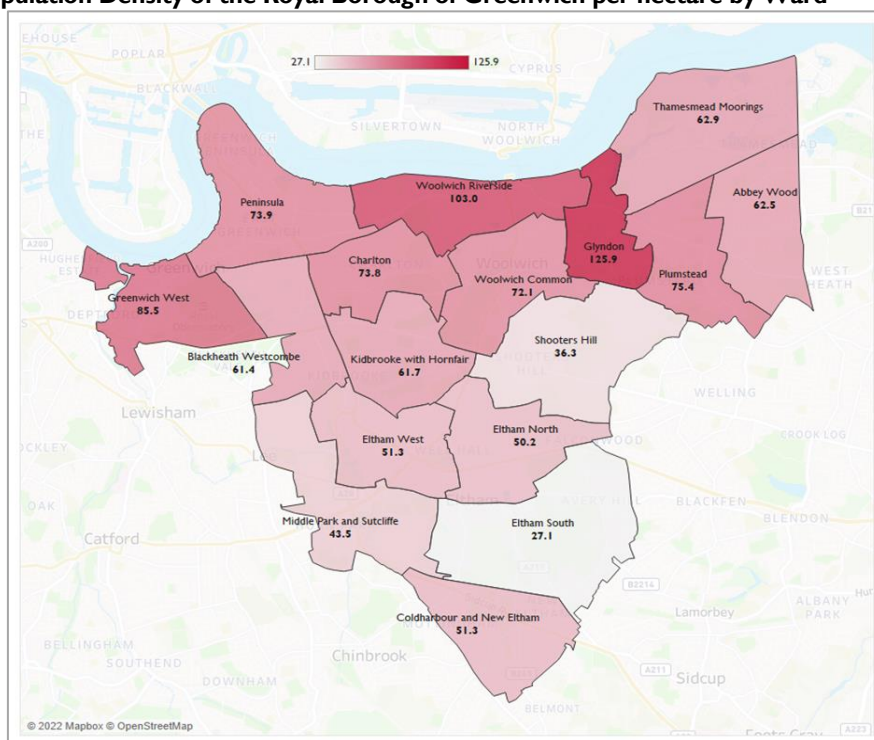
- 4.3 The Royal Borough of Greenwich, which is located in south-east London, is well-known for its famous attractions, royal ties, rich history, innovative architecture, vast parks, and riverbank setting. There are four UNESCO World Heritage Sites in London, one of which being Maritime Greenwich. It includes the entire Greenwich Park as well as the Old Royal Naval College, the restored tea clipper Cutty Sark, and the old Greenwich town centre. Greenwich Peninsula is located to the east. It is a dynamic centre of creativity and entertainment best known for housing the O2 and the London Cable Car. The Woolwich neighbourhood, which was once the site of military barracks and weapons manufacturing over the ages, is located farther down the river.
- 4.4 The Royal Borough of Greenwich is bordered to the east by Bexley, to the south by Bromley, to the west by Lewisham, and to the north by Tower Hamlets, Newham, and Barking and Dagenham.
- 4.5 Within its borders, the Royal Borough of Greenwich contains more than fifty parks and open areas. Around 15% of its total area is occupied by green and open space. Some of the open areas in Royal Greenwich are part of the Green Chain, a connected series of straight and curved paths. The Chain extends to Crystal Palace Park from three locations along the River Thames.

Demography

Population size and density

- 4.6 The Greater London Authority estimates that there are 291,811 residents in the Royal Borough of Greenwich in 2022 (Housing-led Population Projections).
- 4.7 Royal Greenwich has a population density of 62.8 people per hectare, ranking it 18th among London's 36 boroughs.
- 4.8 The population density is highest in the northern part of the borough (see Figure 4.1). Eltham South is the ward with the smallest population density.

Figure 4.1: Population Density of the Royal Borough of Greenwich per hectare by Ward



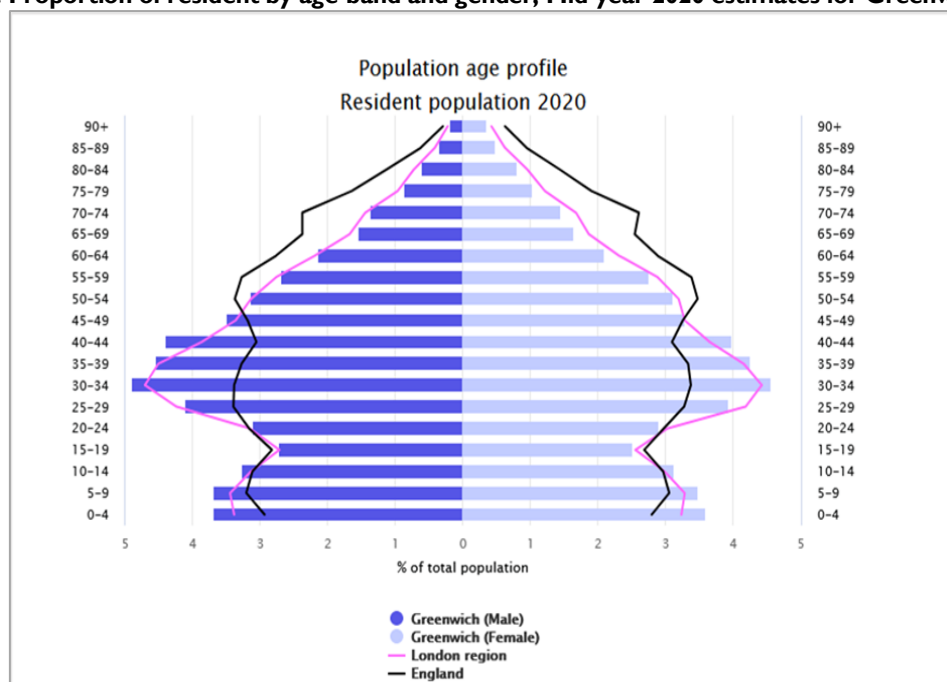
Source: GLA, Housing-led Population Projections

Age gender and structure

- 4.9 Overall, there are similar numbers of males and females living in the borough (49% female and 51% male). There are however a greater percentage of older women, likely due to the longer life expectancy of females. The average age of the population is 37, as is the average age of London overall (GLA population estimates).
- 4.10 20.1% of the Royal Greenwich population are under 16 years old, slightly higher than the England's figure (19.2%).

- 4.11 The proportion of working age population is higher than that of the rest of London. 69% of the population are age between 16 and 64.
- 4.12 10.9% of Greenwich residents are aged 65 and over. This is lower than London overall (12.5%). Figure 4.2 presents a breakdown of the age and gender of Greenwich residents (ONS 2020 Mid-Year Estimates).

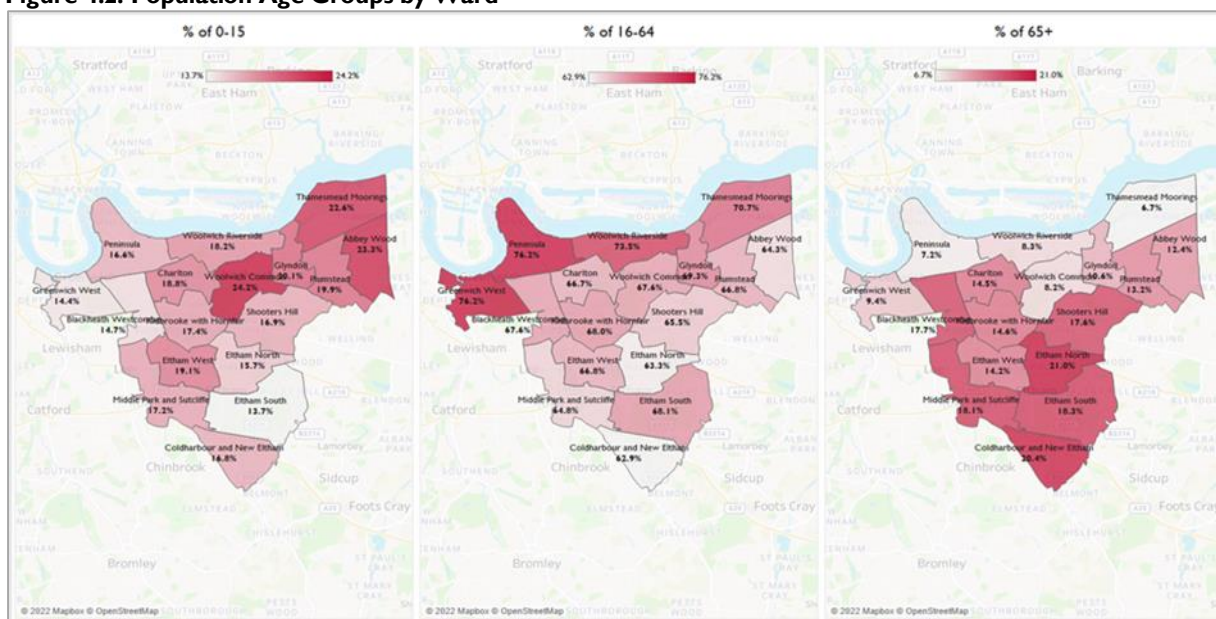
Figure 4.2: Proportion of resident by age-band and gender, Mid-year 2020 estimates for Greenwich



Source: PHE, 2022 (based on mid-2020 population estimates)

- 4.13 Woolwich Common and Abbey Wood have the greatest representation of those aged 0-15 while Eltham North has the highest proportion of older adults (Figure 4.3).

Figure 4.2: Population Age Groups by Ward



Source: GLA (Housing-Led Population Projections)

Ethnicity and diversity

- 4.14 Areas where diversity is higher correlate with areas of higher levels of deprivation and poorer health. Pharmacy staff often reflect the social and ethnic backgrounds of the community they serve making them approachable to those who may not choose to access other health care services.¹²
- 4.15 NICE Guidance¹² highlights that community pharmacies can impact on health inequalities in several ways. For example, they recommend that community pharmacists take into consideration how a patient’s personal factors may impact on the service they receive. Personal factors would include, but not limited to, gender, identity, ethnicity, faith, culture or any disability. It also recommends that community pharmacists make use of any additional languages staff members may have.
- 4.16 Just over a third (37%) of the Greenwich resident population are from Black, Asian and Minority Ethnic Groups. 17% of residents identify as Black, while 14% are Asian (Table 4.1).

¹² NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]

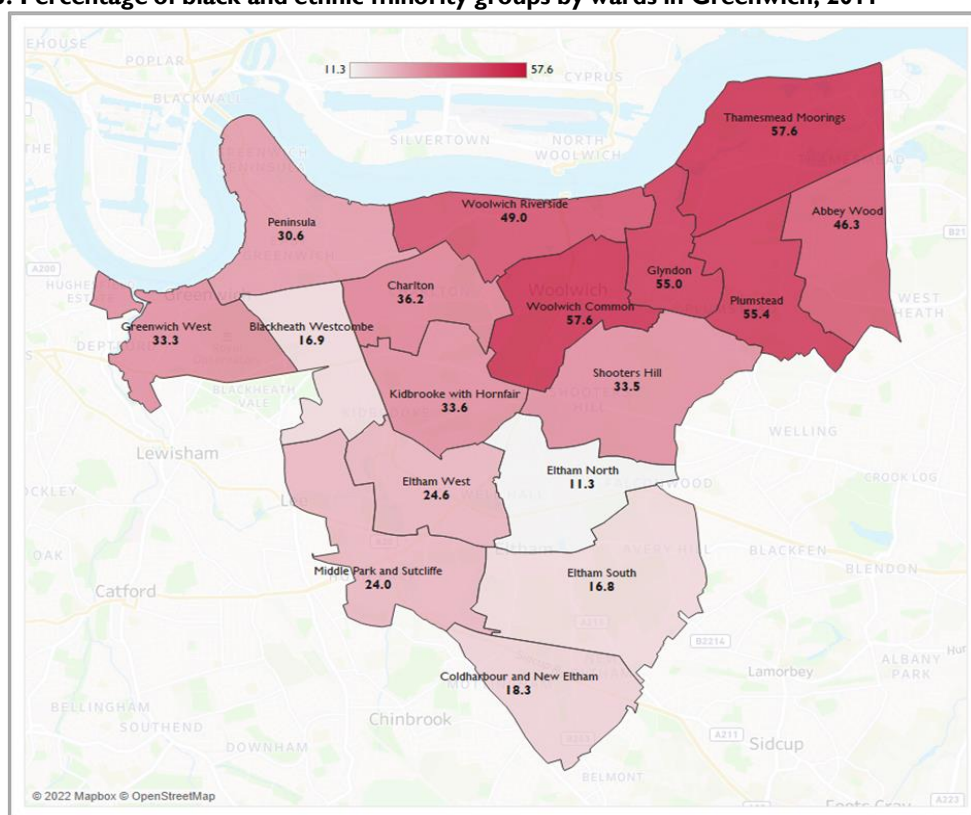
Table 4.1: Ethnic population breakdown for Greenwich, London and the UK

Area	White	Asian	Black	Mixed/ Other
Greenwich	62.7%	13.7%	16.9%	6.7%
London	59.2%	18.4%	11.9%	10.6%
United Kingdom	85.9%	7.3%	3.3%	3.5%

Source: ONS Annual Public Survey, 2019

4.17 Wards with the highest representation of the Black, Asian and Minority Ethnic populations are in the North East of the borough; 57.6% of the population of both Woolwich Common and Thameshead Moorings are from Black, Asian and Minority Ethnic groups. Eltham North has the lowest representation with 11.3%.

Figure 4.3: Percentage of black and ethnic minority groups by wards in Greenwich, 2011



Source: ONS, Census 2011

4.18 16.9% of the borough’s residents who are aged 3+ state their main language is not English (2011 census). This is lower than the London average which stands at 22.1%.

4.19 Nepalese and Polish are the most commonly spoken languages after English (Table 4.2).

Table 4.2: Proportion of languages spoken in Greenwich

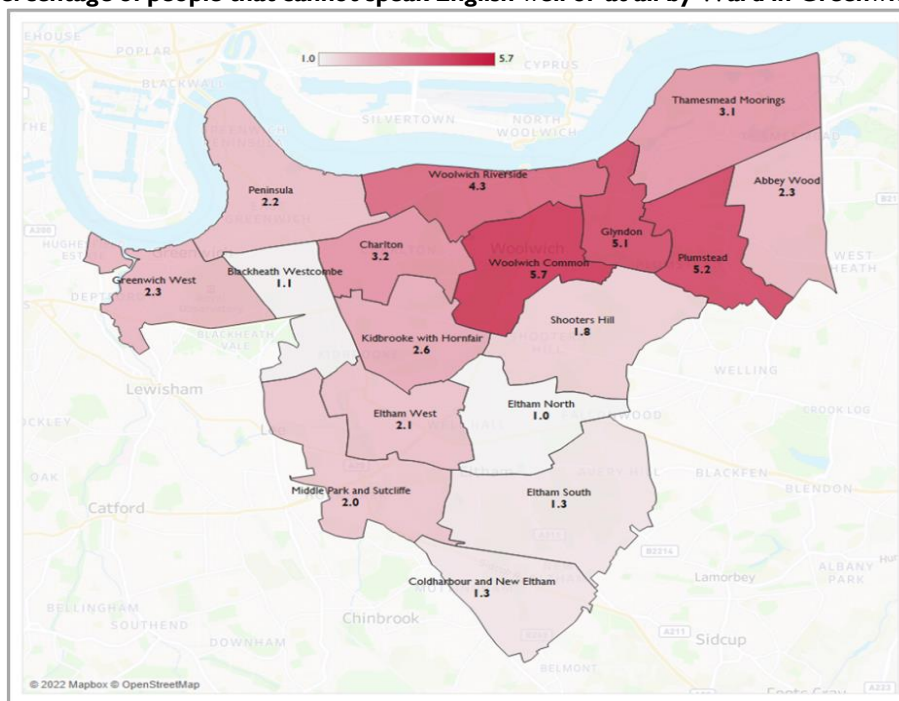
Language	Percentage
English	83.1%
Nepalese	2.1%

Polish	0.9%
French	0.9%
Lithuanian	0.8%
All other Chinese	0.7%
Panjabi	0.7%
Somali	0.6%
Turkish	0.6%
Yoruba	0.6%

Source: ONS Census, 2011

4.20 Figure 4.5 shows a breakdown of the population who do not speak English well or at all. As can be seen, wards with the greatest population of residents not proficient in English, such as Woolwich Common, are also those with the greatest representation of Black, Asian and Minority Ethnic groups. Please note, this map represents 2011 census data.

Figure 4.4: Percentage of people that cannot speak English well or at all by Ward in Greenwich in 2011



Source: ONS, Census 2011

Population growth

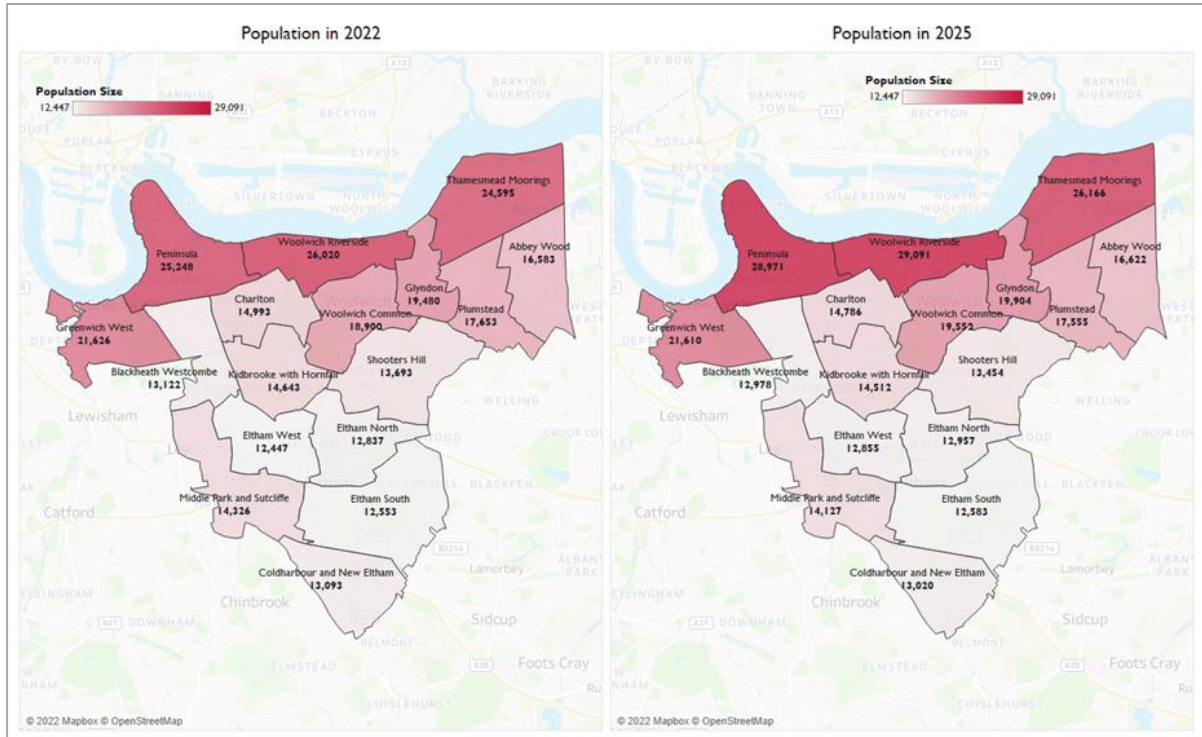
4.21 Any population increases sustained in the lifetime of this PNA need to be taken into consideration. Population increases will likely place increased demands on community pharmacy services with different population groups having different needs.

4.22 The population of Greenwich is expected to increase by 3.1% during the lifetime of the PNA to stand at 300,741 by 2025 (GLA, Housing-led population projections – Identified Capacity

Scenario, 2021). These figures are based on mid-year population estimates and assumptions such as births, deaths, and migration.

4.23 Peninsula will experience the largest increase in its population size, expanding from 25,248 in 2022 to 28,971 by 2025, a 14.7% increase (see Figure 4.6 and Table 4.3). Shooters Hill, on the other hand, will see a 1.7% decrease in its population.

Figure 4.5: Population of Greenwich resident by Ward – 2022 vs 2025



Source: GLA, Housing-led population projections – Identified Capacity Scenario, 2021

Table 4.3: Projected population changes by ward between 2022 - 2025

	2022	2023	2024	2025
Abbey Wood	0.0%	0.2%	-0.1%	0.2%
Blackheath Westcombe	0.0%	-0.2%	-0.4%	-1.1%
Charlton	0.0%	-0.2%	-0.6%	-1.4%
Coldharbour and New Eltham	0.0%	-0.2%	-0.2%	-0.6%
Eltham North	0.0%	-0.1%	-0.4%	0.9%
Eltham South	0.0%	0.3%	0.6%	0.2%
Eltham West	0.0%	1.3%	2.5%	3.3%
Glyndon	0.0%	0.8%	1.4%	2.2%
Greenwich West	0.0%	0.4%	0.4%	-0.1%
Kidbrooke with Hornfair	0.0%	-0.1%	-0.2%	-0.9%
Middle Park and Sutcliffe	0.0%	0.0%	-0.2%	-1.4%
Peninsula	0.0%	4.8%	9.4%	14.7%
Plumstead	0.0%	0.0%	-0.1%	-0.6%
Shooters Hill	0.0%	-0.4%	-0.9%	-1.7%
Thamesmead Moorings	0.0%	2.1%	4.0%	6.4%
Woolwich Common	0.0%	1.5%	2.7%	3.4%
Woolwich Riverside	0.0%	4.1%	8.1%	11.8%
Borough Total	0.0%	1.2%	2.2%	3.1%

Source: GLA, Housing-led population projections – Identified Capacity Scenario, 2021

4.24 The Royal Borough of Greenwich is expected to deliver a large amount of housing over the plan period and has one of the highest housing targets in London (2824 units per year). The majority of which will be in the north of the borough. The wards with the largest number of proposed new developments are Peninsula with 21,855 development units and Woolwich Riverside with 12,041 proposed development units (see table 4.4).

4.25 The largest developments are listed below:

- Greenwich Peninsula (Knight Dragon), Peninsula ward – 14,789 proposed development units
- Charlton Riverside Central, Woolwich Riverside – 4000 proposed development units
- Thamesmead Waterfront, Thamesmead Moorings– 2500 proposed development units
- Thamesmead Town Centre, Thamesmead Moorings – 2500 proposed development units
- Greenwich Peninsula Gasholder, Peninsula – 2300 proposed development units
- The Warren/Royal Arsenal Masterplan, Woolwich Riverside – 2032 proposed development units

4.26 It should be noted that many of these developments are proposed developments. Not all the units will be complete in the anticipated time and not all have received planning permission.

Table 4.4: Proposed number of housing developments in Greenwich by ward, 20/21 to 2024/25.

Ward	Project number of Units
Abbey Wood	605
Charlton	14
Eltham North	200
Eltham South	186
Eltham West	5733
Glyndon	1200
Greenwich West	474
Kidbrooke with Hornfair	115
Peninsula	21,855
Plumstead	25
Thamesmead Moorings	7022
Woolwich Common	684
Woolwich Riverside	12041
Total	50,154

Source: RBG, 2022

Wider determinants of health

4.27 There are a range of social, economic and environmental factors that impact on an individual's health behaviours, choices, goals and ultimately health outcomes. These are outlined in Fair Society, Healthy Lives: (The Marmot Review)¹³ and later The Marmot Review 10 Years On¹⁴. They include factors such as deprivation, education, employment and fuel poverty.

4.28 The Index of Multiple Deprivation (IMD) is a well-established combined measure of deprivation based on a total of 37 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 37 indicators fall under the following domains: Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.

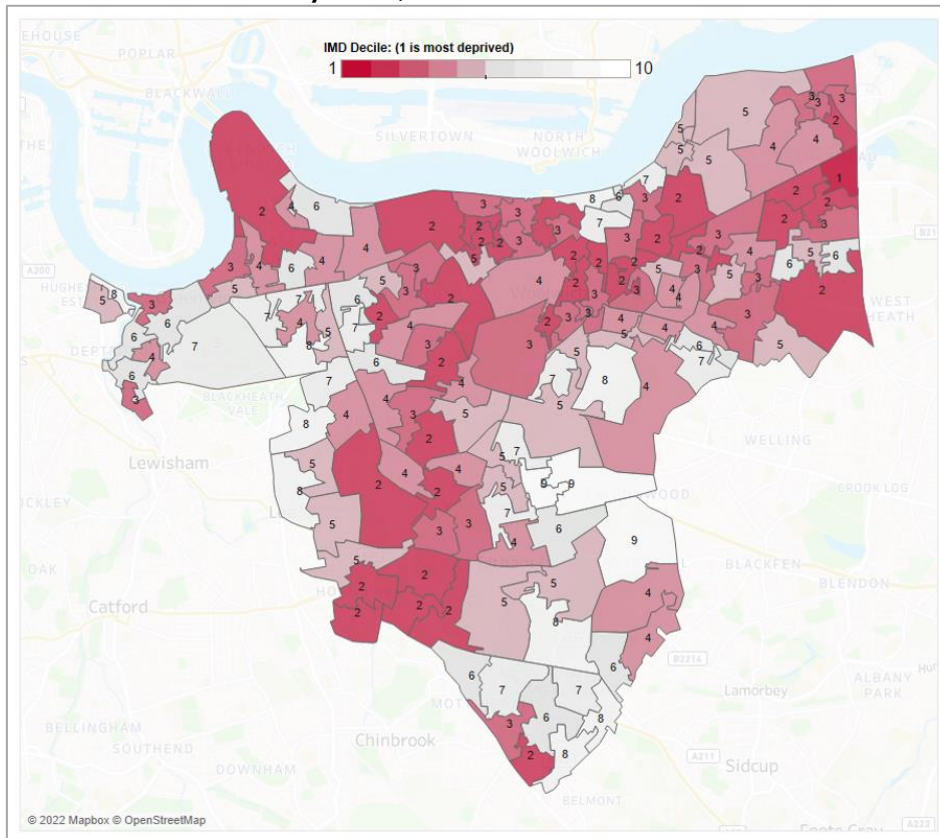
¹³ Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

¹⁴ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

4.29 Greenwich has 151 neighbourhoods (LSOAs). The borough’s overall average IMD decile figure is 4.3 compared to the national one of 5.5. This means that there is more deprivation in Greenwich than in England as a whole.

4.30 As seen in figure 4.7 there are pockets of deprivation in the borough, with 33 of the boroughs 151 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2). These pockets are widespread rather than being centred around one area.

Figure 4.6: IMD deciles in Greenwich by LSOA, 2019



Source: Ministry of Housing, Communities & Local Government

Poverty

4.31 Greenwich has the 7th highest rate of long-term unemployment within the working age population in the region. 2.8 per 1,000 people of the working age population of the borough are long-term unemployed in 2021/22. This equates to 553 individuals and is substantially higher than the England rate at 1.9 per 1,000 respectively (OHID, Public Health Outcomes Framework, 2022).

4.32 12,310 (21.8%) children residing in the borough were from low-income families in 2016. This is a higher proportion than London and England where 18.8% and 17% of children were from low-income families in London and England respectively (OHID, Public Health Outcomes Framework, 2022).

- 4.33 In 2021, 12.9% of people did not have enough income to afford sufficient fuel. This is higher than the regional rate of 11.5% but lower than the national rate of 13.2% (OHID, Public Health Outcomes Framework, 2022).

Patient groups with specific needs

Travellers

- 4.34 Traveller communities face stark inequalities in healthcare access and outcomes.¹⁵ Healthwatch Greenwich carried out a study interviewing 13 travellers from the Thistlebrook community on their views of local health services. It highlighted a limited awareness of people's ability to access health services, especially primary and community care, and people's aversion to seek medical help until the last minute.
- 4.35 Within the Royal Borough of Greenwich there is one permanent Traveller site, Thistlebrook Traveller site in Abbey Wood. Thistlebrook features 40 pitches: 20 large and 20 mediums. It can house 60 residences, such as trailers, caravans, and mobile homes.

Homeless

- 4.36 In line with the government's 'Rough Sleeping Strategy', the Royal Borough of Greenwich aim to end rough sleeping by 2024¹⁶. Among its principles and objectives, the borough will focus on early intervention, address homelessness early before residents reach crisis point, enhance partnership working and apply more person-centred solutions to homelessness. Pharmacists can play a role in these objectives by helping identify people who are at risk of homelessness early or helping improve the health and wellbeing of people who are homeless.
- 4.37 Pharmacies are an accessible service that are often located in areas of high deprivation and need. They can help people who are homeless with support in areas such as medicines management and can provide signposting to other health and wellbeing services. 'Underserved' communities, such as those who are homeless or sleeping rough, people who

¹⁵ Parry et al (2007) 'Health status of Gypsies and Travellers in England'. J Epidemiol Community Health. 2007. Mar; 61(3): 198–204.

¹⁶ Housing and Homelessness Strategy 2021-2026 Consultation Document
<https://s3-eu-west-2.amazonaws.com/commonplace-customer-assets/housingstrategygreenwich/Draft%20Housing%20and%20Homelessness%20Strategy%202021-2026.pdf>

misuse drugs or alcohol may be more likely to go to a community pharmacy than a GP or another primary care service.

- 4.38 604 (15.9 per 1,000) households with dependent children in the Royal Borough of Greenwich are owed a duty under the Homelessness Reduction Act (2020/21 data). This means that they have been identified as homeless by the local authority and the local authority must take reasonable steps to help them to secure accommodation. This is higher than the England rate of 11.6 per 1,000 households, and similar to the London rate of 15 per 1,000 households (OHID, Public Health Outcomes Framework 2022).

Women and girls experiencing violence

- 4.39 Ending Violence against Women and Girls (VAWG) is a strategic priority for the Royal Borough of Greenwich. Violence against women and girls is “any act of gender-based violence that results in or is likely to result in physical, sexual or psychological harm or suffering to women (or girls), including threats of such acts, coercion or arbitrary deprivation of liberty¹⁷.”
- 4.40 There were 35 incidences of domestic abuse-related incidents per 1,000 population in 2020/21 in the Royal Borough of Greenwich. This is similar to the London rate of 35 but higher than the national rate of 30 per 1,000 population. In comparison to previous years this has been a continuous trend.
- 4.41 There were 2.2 sexual offences per 1,000 population, similar to regional and national figures. In 2018-19/2020-21 53.8 per 100,000 hospital admissions for the Royal Borough of Greenwich residents were due to violence, including sexual violence (OHID, Public Health Profiles 2022).
- 4.42 In order to achieve the aim of tackling VAWG, the Safer Greenwich Partnership will deliver on priorities as such “Ensuring that all professionals have the skills, knowledge and confidence to identify and support/refer victims appropriately” and “Protecting and supporting victims giving priority to those who are high risk whilst also helping those in need of early intervention by encouraging victims to report and promoting services available.”

¹⁷ Safer Greenwich Partnership violence against women & girls strategy 2019 to 2021
<https://www.royalgreenwich.gov.uk/info/200203/domestic-abuse/1836/violence-against-women-and-girls>

- 4.43 Pharmacies can play a role as a community asset for people who are experiencing violence or abuse. They provide a safe place where people can get information and support and make calls for help.

Summary of population demographics

The Royal Borough of Greenwich is a South East London borough that is more densely populated in the north, near the River Thames than the south. It has a younger population than the rest of England with a slightly higher under 16 population and a higher working age population.

The population of the borough is more diverse than the rest of England with just over a third from Black, Asian and Minority Ethnic Groups.

The population of the borough is anticipated to grow in the lifetime of this PNA by 3.1%, particularly in Peninsula and Woolwich Riverside wards. Much of this predicted population growth is because of the planned housing developments in those areas; however not all housing developments will be completed in time, and some have not yet received planning permission.

There is more deprivation in Greenwich than England as a whole. This deprivation is widespread across the borough. Long-term unemployment, homelessness and the proportion of children from low-income families are also higher than national figures.

Chapter 5 - Population health needs

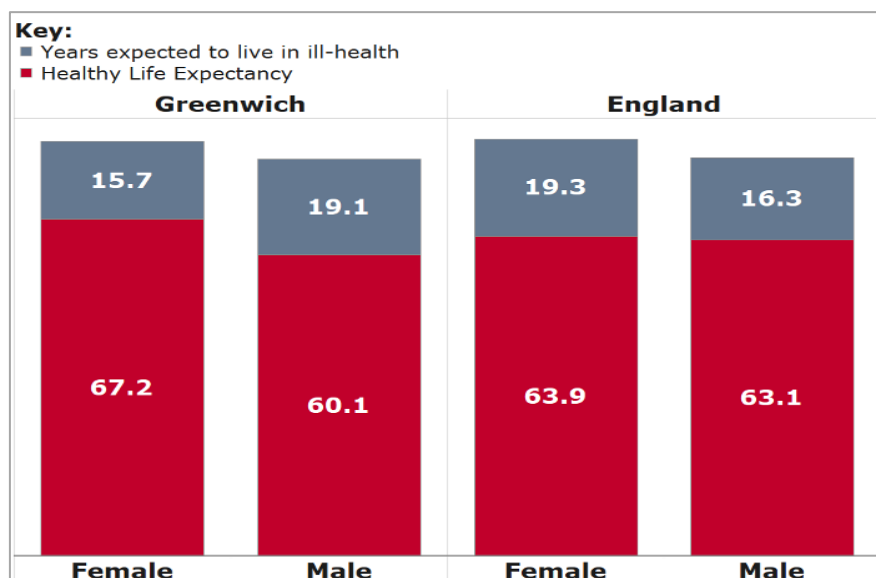
- 5.1 This chapter presents an overview of the health and wellbeing needs of the population of Greenwich, with a particular focus on topics that community pharmacies can support. It looks at life expectancy and healthy life expectancy in Greenwich and includes an exploration of major risk factors and major health conditions. The Royal Greenwich Joint Health and Wellbeing Strategy¹⁸ priorities are included in this chapter.

Life expectancy and healthy life expectancy

- 5.2 **Life expectancy** is a statistical measure of how long a person is expected to live. In the Royal Borough of Greenwich, life expectancy is similar to national figures. The 2018-2020 life expectancy for males at birth in the borough is 79.2, and 82.8 years for females, similar to the national figures of 79.4 and 83.1 for males and females respectively (OHID, Public Health Profiles, 2022).
- 5.3 **Healthy life expectancy** at birth is the average number of years an individual should expect to live in good health considering age-specific mortality rates and the prevalence of good health in their area. The healthy life expectancy for males in the borough is 60.1 and for females, it is 67.2 (2018-20, OHID, Public Health Profiles, 2022). Both figures are similar to the London and England values, meaning that residents could live in good health for longer.

¹⁸ Royal Borough of Greenwich (2019) Royal Greenwich Joint Health and Wellbeing Strategy 2019-2024.

Figure 5.1: Life expectancy and healthy life expectancy in years for males and females in Greenwich in 2018-20



Source: OHID, Public Health Profiles, 2022

- 5.4 The variation in life expectancy across Greenwich is similar to those of the rest of England. The inequality in life expectancy at birth is the measure of the absolute difference in life expectancy between the most and least deprived areas. In Greenwich, there is a 6.7-year life expectancy gap for men and a 6.1-year gap for women between those who live in the most deprived areas and the least deprived areas (2018-20), similar to the national figures of 9.7 and 7.9 for males and females respectively (OHID, Public Health Profiles, 2022).
- 5.5 As shown in Figure 5.2, life expectancy is highest in for females in Middle Park & Sutcliffe ward with 85.3 and lowest in Thamesmead Moorings ward with 78.1. It is highest for males in Shooters Hill with 83.4 and lowest in Glyndon ward with 76.3.

services. Locally, pharmacies can signpost people to the Greenwich Health and Wellbeing Website: Live Well Greenwich.²⁰

5.8 This next section of the chapter explores lifestyle factors that can impact on a person's health and wellbeing that pharmacies can support through the Healthy Living Pharmacy framework and signposting. It includes, improving healthy weight, physical activity, smoking, sexual health, alcohol consumption and substance misuse.

Improving healthy weight

5.9 This is a priority area for the Royal Borough of Greenwich. Royal Borough of Greenwich has committed to a number of approaches to achieve this ambition, including two that pharmacies can be involved in:

- Supporting public and community settings to promote healthy choices and support people to achieve and maintain a healthy weight.
- Increasing engagement and commitment to tackle child obesity among partners and residents.

5.10 In addition, Pharmacy Quality Scheme (PQS) 2021/2022¹ ensures that pharmacies will identify people who would benefit from weight management advice and provide an onward referral to local weight management support or the NHS Digital Weight Management Programme.

5.11 Obesity is recognised as a major determinant of premature mortality and avoidable ill health. The estimated proportion of adults who are overweight or obese in Greenwich in 2020/2021 was 62.2%, making it the sixth highest borough in London. Greenwich figures are similar to England figures where 63.5% of adults are overweight or obese (OHID, Public Health Profiles, 2022).

5.12 In 2020/2021, 950, 27%, 4- to 5-year-olds were classified as overweight or obese, this places Greenwich as the worst borough in London. Over the decade the trend has not improved, and counts have remained significantly higher (OHID, Public Health Profiles, 2022).

²⁰ <https://livewellgreenwich.org.uk/>

²¹ Pharmacy Quality Scheme (2021/22): <https://www.nhsbsa.nhs.uk/provider-assurance-pharmaceutical-services/pharmacy-quality-scheme-pqs>

This is higher than the London and England rates of 11.1% and 12.1% adults who smoke respectively (OHID, Public Health Profiles, 2022).

- 5.17 In 2020/2021, 25.2% of adults aged 18 – 64 years who work in routine or manual job were surveyed to be current smokers in the group. In comparison to the London rate of 19.3% and the England rate of 21.4%, Greenwich is significantly higher.

Sexual health

- 5.18 Greenwich has a high sexually transmitted infection (STI) diagnosis rate. In 2020, 978 (1,938 per 100,000) residents under 25 years received a new diagnosis of an STI (excluding chlamydia). This is lower than the London rate of 1,391 per 100,000, but higher than the England rate of 619 per 100,000 (OHID, Public Health Profiles, 2022).

- 5.19 In 2020, chlamydia was detected in 1,902 per 100,000 population 15 - to 24-year-olds. This is similar to the England rate of 1,408 per 100,000 and the London rate of 1,819 per 100,000 (OHID, Public Health Profiles, 2022).

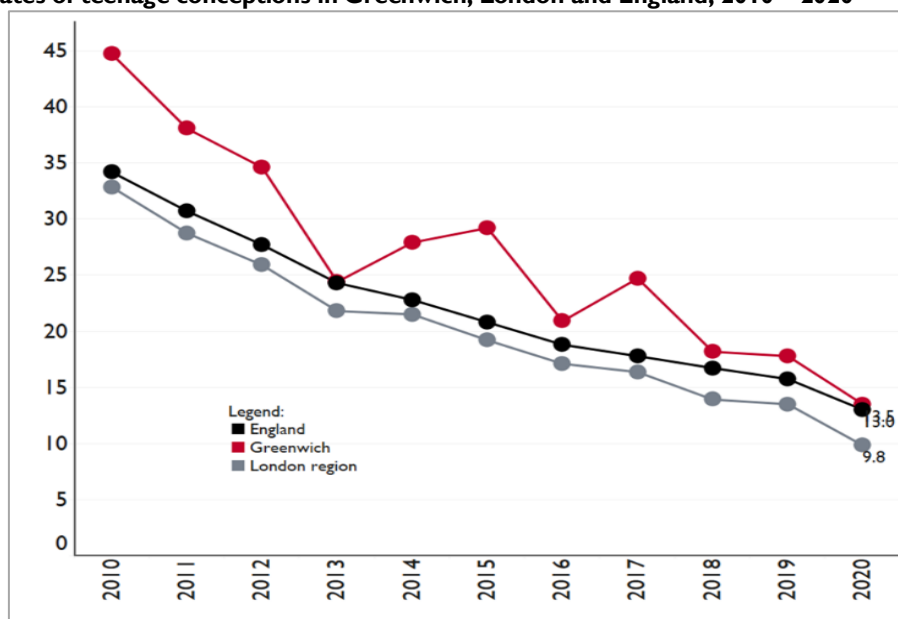
- 5.20 There were 1,114 residents in Greenwich living with an HIV diagnosis in 2020. This equates to 5.9 per 1,000 people which is higher than London and England rates. In 2018-20, 40.5% of cases were diagnosed late, similarly to the London proportion of 38.4%.

- 5.21 Late diagnosis carries an increased risk of poor health and death, and the chance of onward transmission. 78.8 % of those newly diagnosed with HIV start antiretroviral therapy within 91 days of diagnosis (2018-20 figures), similar to England figures. 97.8% achieve virological success meaning they have achieved an undetectable viral load (OHID, Public Health Profiles, 2022).

Teenage conceptions

- 5.22 The rate of teenage conceptions is of concern. There were sixty-one under-18 conceptions in the borough in 2020, equating to a rate of 13.5 per 1,000 population, the 5th highest in London (OHID, Public Health Profiles, 2022). However, the rates of teenage conceptions in Greenwich have been reducing since 2017 (figure 5.4).

Figure 5.4: Rates of teenage conceptions in Greenwich, London and England, 2010 – 2020



OHID, 2022

Alcohol consumption

- 5.23 Alcohol consumption contributes to morbidity and mortality from a diverse range of conditions. 36.5 per 100,000 deaths in the region are alcohol-related, which is statistically similar to the London and England with rates of 32.2 and 37.8 per 100,000 deaths respectively (OHID, Local Alcohol Profiles for England, 2022).
- 5.24 399 admissions per 100,000 hospital admissions in 2020/21 were alcohol related, this is a lower rate than England’s rate of 456 admissions per 100,000 hospital admissions although the 7th highest in London (OHID, Local Alcohol Profiles for England, 2022).
- 5.25 In 2020, Greenwich ranked the 5th worst in London for individuals successfully completing alcohol treatment. 29% of alcohol users completed their structured treatment successfully and did not re-present to treatment within 6 months, this trend is decreasing and getting worse in Greenwich, as well as regionally and nationally.

Substance misuse

- 5.26 Substance misuse is linked to mental health issues such as depression, disruptive behaviour and suicide. In Greenwich, 69 per 100,000 hospital admissions for 15- to 24-year-olds in the period 2018/19 to 2020/21 were due to substance misuse, this is the lowest rate in London (OHID, Public Health Profiles, 2022).
- 5.27 Where there is a local need, pharmacies can be commissioned to provide needle and syringe exchange services to reduce the risk of infections in those who inject drugs. Pharmacies can

also be commissioned to provide supervised consumption of medicines to treat addiction, for example, methadone.

- 5.28 The proportion of opiate users in Greenwich who have successfully completed drug treatment is below national figures. 3% of users had successfully completed treatment in the borough, this trend has been continuous over the past 5 years. London has a success rate of 5.5% and England 4.7% (OHID, Public Health Profiles, 2022).

Mental health and wellbeing (including loneliness and isolation)

- 5.29 Improving mental health and wellbeing is another priority of the Royal Greenwich Health and Wellbeing Strategy.

Common mental health disorders

- 5.30 Common mental illnesses include depression, general anxiety disorder, panic disorder and phobias etc. in 2020/21, 8% of GP register patients (18+) in Greenwich are recorded to have depression. This is lower than regional and national figures of 8.7% and 12.3% respectively (OHID, Common Mental Health Disorders, 2022).

Serious mental health disorders

- 5.31 Severe mental illnesses include disorders that produce psychotic symptoms and severe forms of other disorders such as depression and bipolar disorder. Premature mortality in adults with severe mental illness was 124.9 per 100,000 population in 2018-20. This is the ninth highest figure in London and is significantly higher than the England rate of 103.6 per 100,000. This premature mortality rate has been on an upward trend since 2015-17 (NHS Digital Mental Health Services Data Set, 2022).

- 5.32 Medicines are a key component of health and mental health care, and pharmacists have the expertise required to improve adherence to medication and support the reduction of inappropriate use of medicines.

Dementia

- 5.33 Between 2020/2021, 1,219 people were registered with dementia in Greenwich, this equates to 0.4% of the GP registered population. It is the 11th lowest diagnosis rate for dementia in London (0.5%) and is lower than the national rate of 0.7% (OHID, Public Health Profiles, 2022).

5.34 Greenwich have a high rate of emergency admissions for people living with dementia over 65 years. In 2019/20 there were 1,250 admissions for people with dementia, this equates to 4,165 per 100,000 population and is substantially higher than the England rate of 3,517 per 100,000 population. There is a slight increase in emergency admissions in comparison to the previous year (OHID, Public Health Profiles, 2022).

Isolation and loneliness

5.35 In 2018 the issue of loneliness was highlighted by the prime minister, revealing a minister for loneliness, and pledging to develop a national strategy to help tackle loneliness and the national measure.²² In 2019, 22.89% of adults responded to “Always / often” or “ Some of the time” feeling lonely. This was similar to the London rate of 23.69% and the England rate of 22.26% (Active Lives Adult Survey, Sport England 2019).

5.36 Greenwich is the 2nd highest borough in London for social isolation within over 18-year social care users. In 2019/2020, 37.8% reported to have as much social contact as they would like, this is lower than the regional and national rates of 42.9% and 45.9% respectively (Adult Social Care Outcomes Framework, 2022).

Vaccinations

5.37 Due to better flexibility of opening hours and convenient locations, pharmacies can improve uptake of some vaccinations, for example flu and COVID-19 vaccinations.

Flu vaccinations

5.38 The uptake of flu vaccinations in Greenwich is low. 69.8% of over 65s, and 45.8% of the ‘at-risk’ population were vaccinated for the flu in 2020/21, lower than the national rate of 82.3%.

5.39 55.2% Greenwich primary school age children received their flu vaccination, lower than London and England rates.

5.40 45.8% of ‘at risk’ populations were vaccinated against the flu in 2020/21. This is similar to the regional figure of 45.0% and lower than the national vaccination coverage of 53.0% OHID, Public Health Profiles, 2022).

²² Department for Digital, Culture, Media & Sport (2018). A connected society: A Strategy for tackling loneliness – laying the foundations for change.

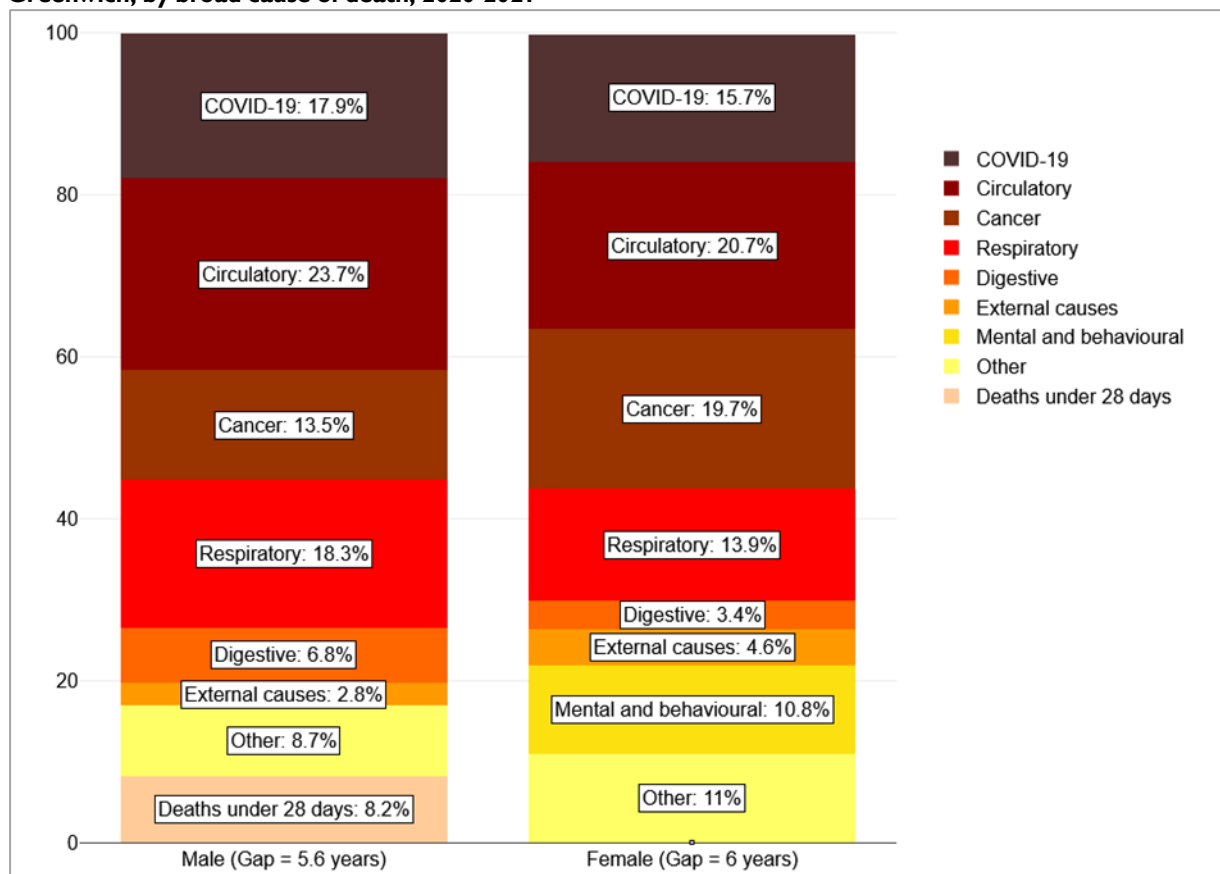
COVID-19 vaccinations

- 5.41 COVID-19 vaccines can reduce the risk of serious illness, hospital admissions and even death from COVID-19. They also reduce the risk of spreading COVID-19 to others.
- 5.42 As of 27th June 2022, in 71.4% of residents in Greenwich (aged 12 years and over) had received their first vaccine dose, 66.6% received their second dose and 48% received their booster or 3rd dose. This is similar to the vaccine uptake in London overall, with 69.7%, 65.2% and 47.1% respectively (COVID data, GOV UK, 2022).

Major health conditions

- 5.43 A good indicator of what health conditions have a bigger impact in Greenwich is the causes of life expectancy gap between the most deprived and least deprived populations within a borough. Figure 5.7 presents the differences in life expectancy by cause between the most deprived and the least deprived quintiles of the borough.
- 5.44 It shows that circulatory disease is the biggest cause of the difference in life expectancy between deprivation quantiles in both males and females in Greenwich. It accounts for 23.7% and 20.7% of the gap respectively.
- 5.45 For females, respiratory diseases, COVID-19 and cancer are the next biggest causes accounting for 18.3%, 17.9% and 13.5% of the gap respectively. Cancer, COVID-19 and respiratory diseases account for the next biggest causes in the gap for males, accounting for 19.7%, 15.7% and 13.9% of the gap respectively.

Figure 5.5: Life expectancy gap between the most deprived quintile and the least deprived quintile for Greenwich, by broad cause of death, 2020-2021



Source: OHID, based on ONS death registration data (provisional for 2021) and 2020 mid-year population estimates, and Department for Levelling Up, Housing and Communities Index of Multiple Deprivation, 2019

5.46 Circulatory diseases, COVID-19, respiratory diseases and cancer are explored next in this chapter.

Circulatory diseases

Cardiovascular diseases considered preventable

5.47 Circulatory diseases include cardiovascular diseases such as heart disease and stroke. The under-75 mortality rate for cardiovascular disease considered preventable is 29.7 deaths per 100,000 population (three-year range, 2017-19). This is similar to the national and regional rates of 27.5 and 28.1 deaths per 100,000 population. (OHID, 2022).

Stroke

5.48 Greenwich had the eleventh highest stroke prevalence in London in 2020/21. 1.1% of the GP-registered population in Greenwich have had stroke or transient ischaemic attack at some point in their lives. The London prevalence is 1.1% and the national prevalence is 1.8% of the GP registered population (QOF, 2022).

Coronary heart disease

- 5.49 In 2020/21 1.9% GP registered patients had a heart disease or stroke, similar to the London rate of 1.9% and substantially lower than the England rate of 3% (QOF, 2022).

COVID-19

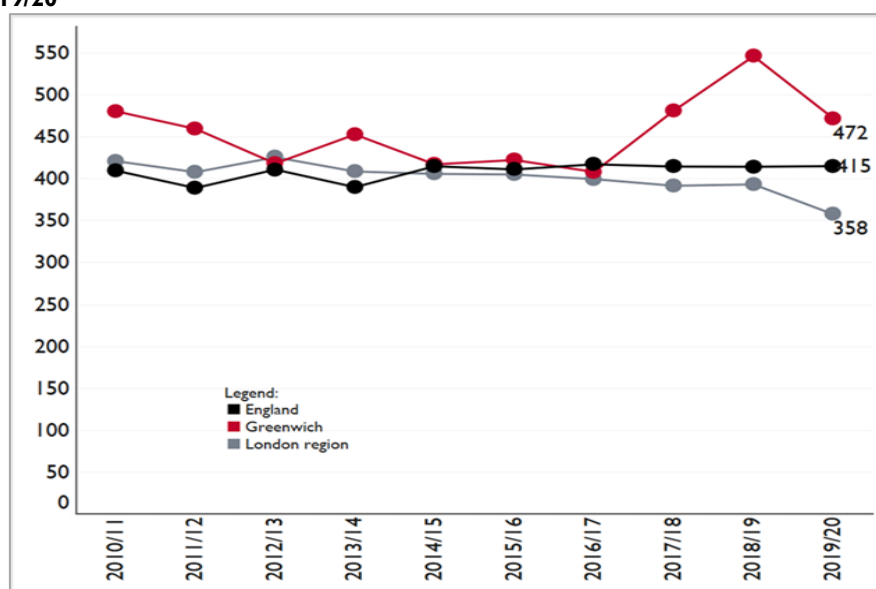
- 5.50 COVID-19 was the leading cause of death in England in 2020, but the pandemic had a much greater impact on mortality in some areas than in others. From the 1st of January 2020 to the 25th of July 2022 there were 677 deaths in Greenwich where COVID-19 was mentioned on the death certificate.

Respiratory diseases

COPD

- 5.51 Chronic obstructive pulmonary disease (COPD) the name given to a range of lung conditions which cause breathing difficulties. As well as pneumonia and lung cancer, COPD is one of the leading respiratory causes of death in England (NHS, 2022). With 472 per 100,000 emergency hospital admissions for COPD, the Royal Borough of Greenwich have the 7th highest rate in England. This rate is significantly worse than the England rate of 415 per 100,000. Furthermore, the recent trend shows that the rates are continuously increasing and getting worse, with a slight reduction in the 2019/20 (Hospital Episode Statistics, 2022).

Figure 5.6: Emergency hospital admissions per 100,000 for COPD in Greenwich, London and England, 2010/11 to 2019/20



Hospital Episode Statistics, 2022

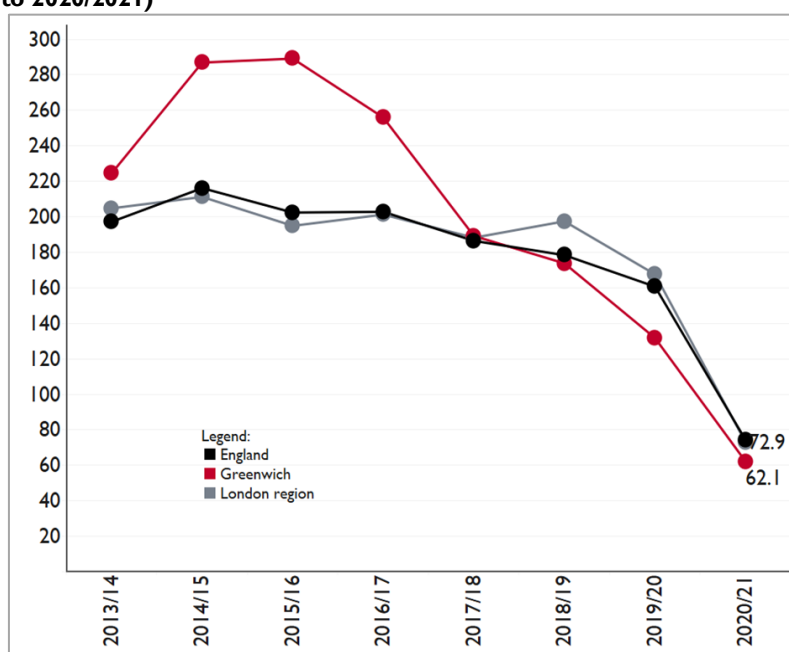
- 5.52 Smoking is the main cause of COPD (NHS.UK, 2022). Given the large percentage of fatalities caused by smoking, a decrease in smoking prevalence would lower the incidence of COPD and lengthen the lives of individuals who already have this condition. In 2020/21 Greenwich

had the fourth highest mortality rates from COPD in the region with 63.7 per 100,000. This rate was higher than London with 47.2 per 100,000 and England with 52.8 per 100,000 (OHID, Public Health Profiles, 2022).

Asthma

5.53 Greenwich have the lowest hospital admissions for asthma in under 19 years in the region with 62 per 100,000 admissions. The admission rate is statistically similar to London and England figures with 73 and 74 per 100,000 admissions respectively (OHID, Public Health Profiles, 2022). The trend has improved and decreased in the last decade with a substantial improvement in the last year (Figure 5.7).

Figure 5.7: Crude rate of Hospital admissions per 100,000 for asthma (under 19s) for Greenwich, London and England (2013/14 to 2020/2021)



Source: Public Health Profiles, 2022

Cancer

Cancer screening

5.54 Cancer screening can help find cancer at an early stage which may making it easier to treat or cure a cancer. Often patients will visit their pharmacy with cancer symptoms they may be concerned about.²³ Community pharmacies can support promotions of cancer screening programmes and signpost patients with concerns to their GP for further clinical assessment and diagnosis.

²³ Badenhurst J, Husband A, Ling J, Lindsey L and Todd A, Do patients with cancer alarm symptoms present at the community pharmacy? International Journal of Pharmacy Practice, volume 22, supplement 2, page 32

5.55 Cancer screening coverages are significantly lower in Greenwich in comparison to national figures (OHID, Public Health Profiles, 2022). In 2021:

- 62.5% of women aged 25-49 were screened for cervical cancer compared with 68% nationally. The recent trend shows this figure to be continually decreasing and getting worse.
- 71.2% of women aged 50-64 were screened for cervical cancer compared with 75% nationally.
- 61.7% women aged 53 to 70 were screened for breast cancer, compared with 64% nationally.
- 58.4% of men and women aged 60 to 74 were screened for bowel cancer, compared to 65% nationally. The recent trend shows this figure to be continually increasing and getting better.

Deaths by cancer consider preventable

5.56 In England, cancer is the leading cause of death for those under 75. A concentrated effort in both prevention and treatment is required to guarantee that the rate of early cancer death is reduced. Greenwich is the 8th highest borough with fatalities in under 75s from cancer that are considered preventable. In 2020, 52.6 per 100,000 population were reported. This is similar to London, with 45.1 deaths per 100,000 and England 51.5 deaths per 100,000 population.

Summary of population health needs

Overall, the health and wellbeing is similar to the national picture. Life expectancy and healthy life expectancy are similar to national figures. There are, however a few areas of concern:

- The **proportion of children who are overweight or obese is highest in London for Reception** and 4th highest for Year 6 children. The proportion of adults who are overweight or obese is the 6th highest in London.
- A high proportion of adults smoke, in particular, **over a quarter of those in routine or manual jobs smoke**, significantly higher than national figures.
- Greenwich has the **7th highest rate for emergency hospital admissions for COPD** in England, and the 4th highest mortality rate by COPD in London.
- The **rates of new diagnosis of STIs and HIV is higher than the national rates**.
- The **rate of teenage conceptions is the 5th highest in London**.
- The rate of **premature mortality of those diagnosed with severe mental illness** is significantly higher than the national picture.
- The rate of those in social care who have as much social contact as they would like, **an indicator for social isolation, is the 2nd worst in London**.
- The **flu vaccination coverage rates for the 'at risk', primary school and over 65s are lower than the national rates**.

Chapter 6 - Patient and public survey

- 6.1 This chapter presents the results of the patient and public engagement survey that was carried out in Greenwich between 8th August 2022 and 14th September 2022. From this, an equality impact assessment was conducted by reviewing the use and experiences of pharmacy use specific to protected characteristic groups that were engaged with during this process.
- 6.2 A “protected characteristic” is a characteristic listed in section 149(7) of the Equality Act 2010. There are also certain vulnerable groups that experience a higher risk of poverty and social exclusion than the general population. These groups often face difficulties that can lead to further social exclusion, such as low levels of education and unemployment or underemployment.
- 6.3 The patient and public engagement survey was used to engage with patients and the public to understand their use and experiences of local pharmacies. The survey was approved for use with the local population of Greenwich by the PNA Steering Group as well as the Royal Borough of Greenwich Corporate Communications Team.

Greenwich communications engagement strategy

Whole population approach

- 6.4 Working closely with the steering group and the Royal Borough of Greenwich Corporate Communications Team, the survey was distributed widely across Greenwich over the period of 8th August 2022 until 14th September 2022. In total we engaged with 414 residents, workers and students of Greenwich.
- 6.5 To promote the survey the Royal Borough of Greenwich Corporate Communications Team shared it on their website and resident bulletins, as well as putting out social media posts and advertising. This social media advertising reached approximately 29,371 people and received 270 clicks. In addition:
- Healthwatch Greenwich shared the survey link on their website and social media pages, such as Twitter.
 - The survey link was disseminated through WhatsApp to the Community Champions, to share with their contacts.
 - The Volunteers Centre Greenwich circulated the survey link among their contacts.

- The South East London Integrated Care System also promoted the survey via social media.

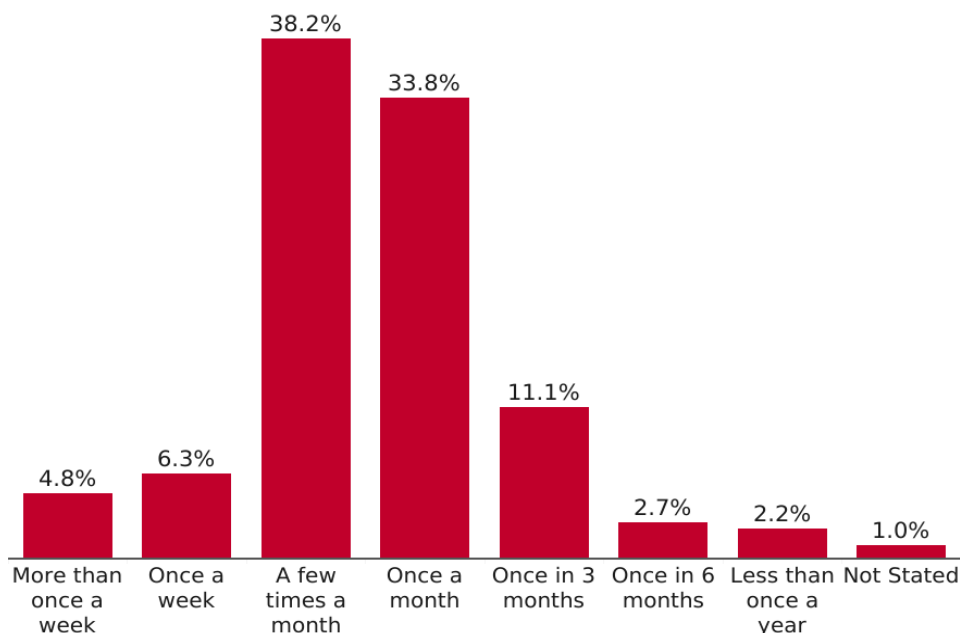
Targeted approach

- 6.6 To ensure that seldom heard groups and groups who share protected characteristics were reached the steering group also developed a targeted approach for their survey engagement.
- 6.7 Groups that were engaged with included, but are not limited to, voluntary and charity sector organisations, as well as staff networks from Royal Borough of Greenwich.
- 6.8 The following groups identified and approached for survey engagement:
- **Older adults:** Age UK Bromley and Greenwich were given the survey link and paper copies to disseminate in older adult groups, including their Nepalese group.
 - **Mental health:** Bridge Support were given the survey link and sent paper copies to share with people with mental health problems in their Recovery College.
 - **Disabilities:** a printable version and the survey link were sent to the Learning Disabilities Partnership and Advocacy in Greenwich to reach people with learning disabilities and their carers.
 - **Carers:** The Carer's Centre were provided with the survey link, and it was requested that they circulate this amongst appropriate contacts to reach unpaid carers.
 - **Ethnic Minorities:** The survey link was sent to the Race Equality Network, who agreed to disseminate it amongst their members.

Results of the public survey

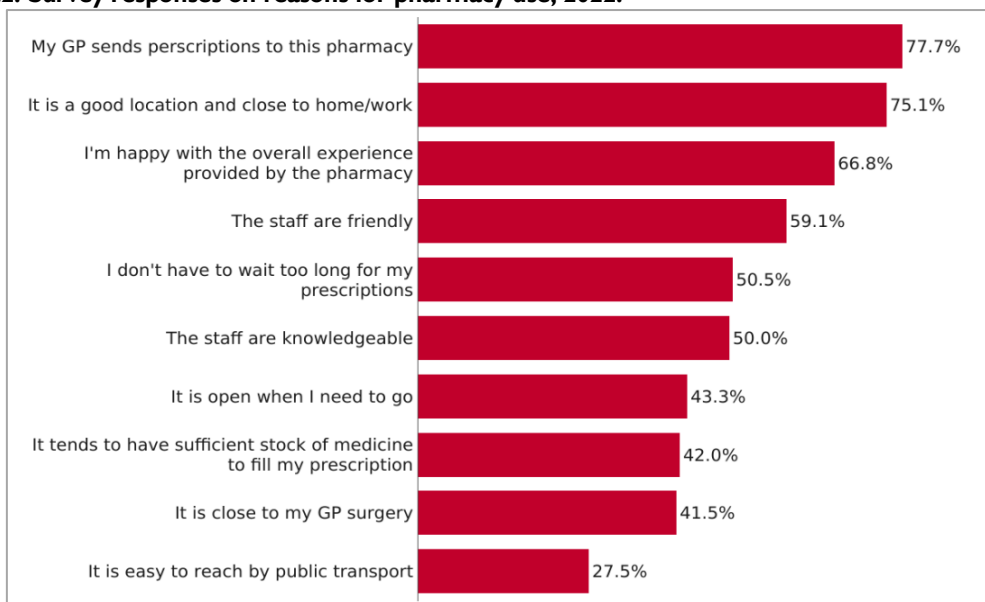
- 6.9 Of those who responded to the survey, 97.4% live in the Royal Borough of Greenwich, 10.6% work in the area, 0.9% stated they study, and 0.6% marked other.
- 6.10 When asked how often they use their pharmacy, 38.2% of respondents said they use it a few times a month, 33.8% reported using it once a month, a further 11.1% respondents use it once in 3 months, 4.8% more than once a week, 6.3% once a week, 2.2% less than once a year, and 2.7% once every 6 months (figure 6.1).

Figure 6.1: Survey responses on frequency of pharmacy use, 2022.



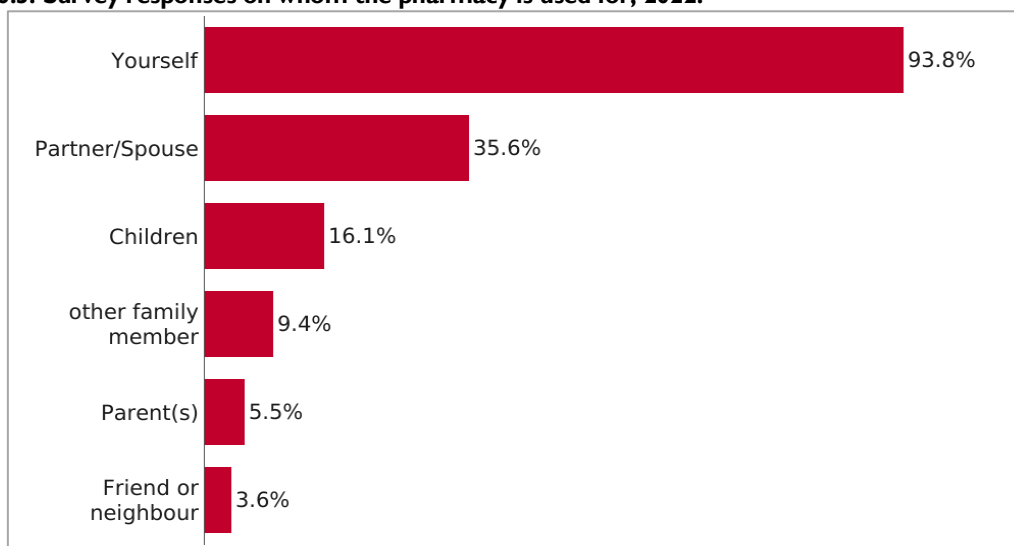
6.11 When asked to state the reasons for choosing their pharmacy, 77.7% of respondents said that it is where their GP sends their prescriptions, 75.1% reported it as being in a good location and close to their work or home, and 66.8% are happy with the overall service provided (figure 6.2).

Figure 6.2: Survey responses on reasons for pharmacy use, 2022.



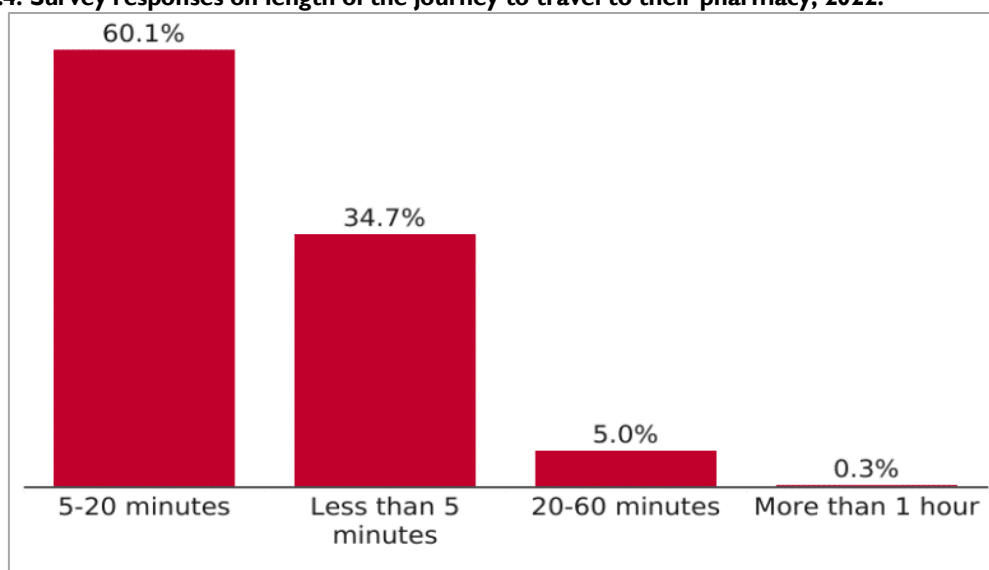
6.12 Most respondents (93.8%) reported using a pharmacy for themselves, 35.6% use one for their partner or spouse, 16.1% for their children, 9.4% for another family member, 5.5% for their parent/parents, and 3.6 % for their friend or neighbour (figure 6.3).

Figure 6.3: Survey responses on whom the pharmacy is used for, 2022.



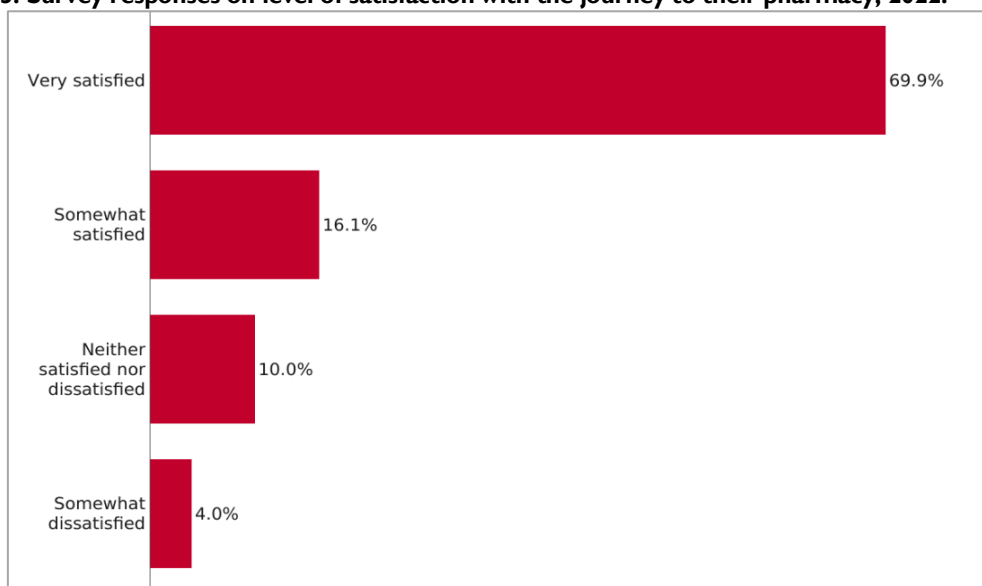
6.13 It takes the majority, 230 (60.1%) respondents between 5 and 20 minutes to travel to their pharmacy, with 133 (34.7%) saying it takes them less than 5 minutes, 19 (5%) spending between 20 and 60 minutes travelling to their pharmacy, and 1 (0.3%) response stating it takes more than an hour (figure 6.4).

Figure 6.4: Survey responses on length of the journey to travel to their pharmacy, 2022.



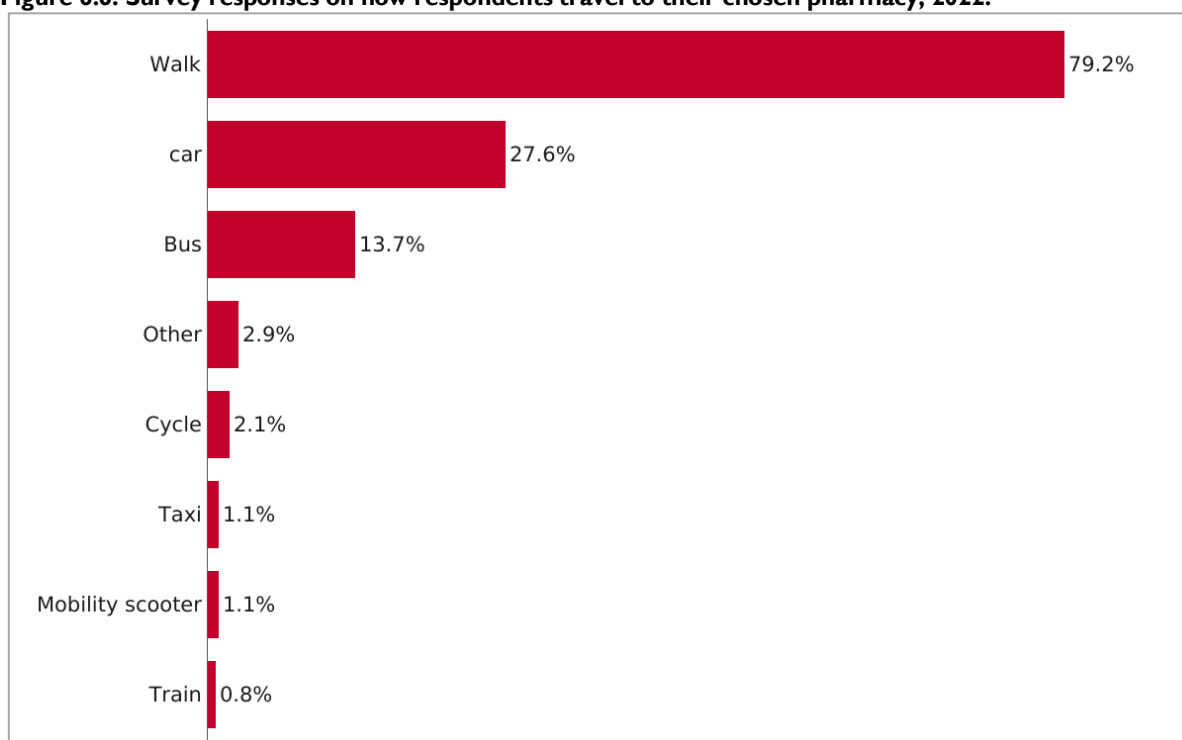
6.14 When asked for satisfaction with their journey to reach their pharmacy, most of the respondents (69.9%) were very satisfied and a further 16.1% were somewhat satisfied with their journey to their pharmacy, while 10% reported being neither satisfied nor dissatisfied, and 4% were somewhat dissatisfied (figure 6.5).

Figure 6.5: Survey responses on level of satisfaction with the journey to their pharmacy, 2022.



6.15 The majority of respondents, 79.2%, reported that they walk to their pharmacy, 27.6% use a car, 13.7% a bus, 2.9% stated other, 2.1% cycle, 1.1% use a taxi, 1.1% use a mobility scooter and 0.8% travel by train (figure 6.6).

Figure 6.6: Survey responses on how respondents travel to their chosen pharmacy, 2022.



6.16 Most respondents prefer to go to their pharmacy on a weekday (36.6%) or either a weekday or a weekend (53.8%), and 9.5% prefer to go on the weekend (figure 6.7). When asked what times they prefer to go, 56.7% stated between 2pm-5pm, 54.2% between 9am-12pm, 40% mentioned between 12pm-2pm, 34.2% 5pm-9pm and 11.1% prefer 6am-9am (figure 6.8).

Figure 6.7: Survey responses on the preferred day for pharmacy use, 2022.

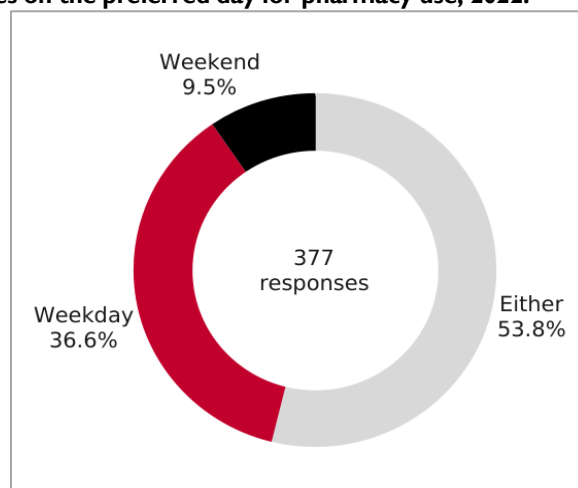
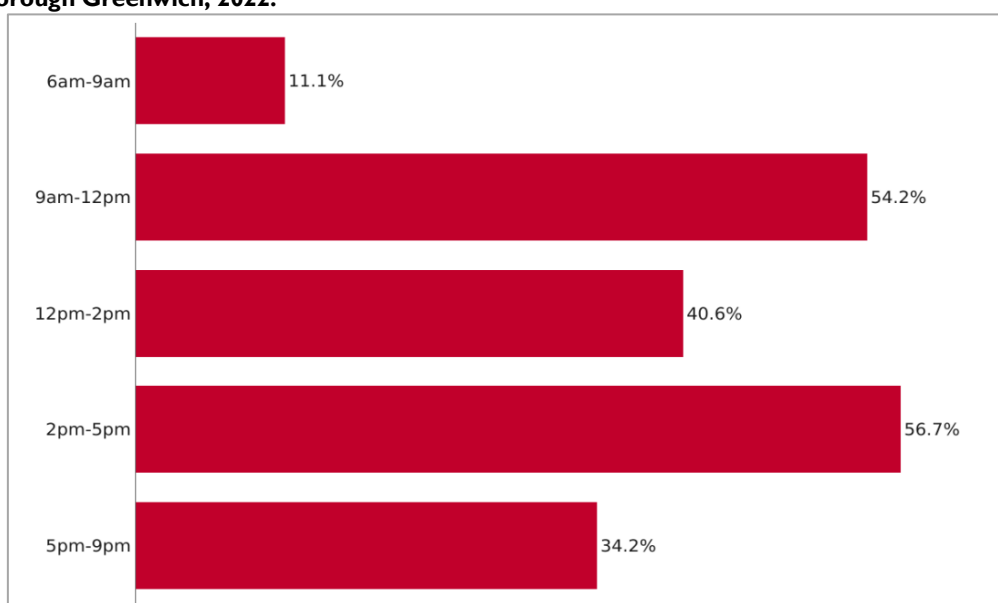
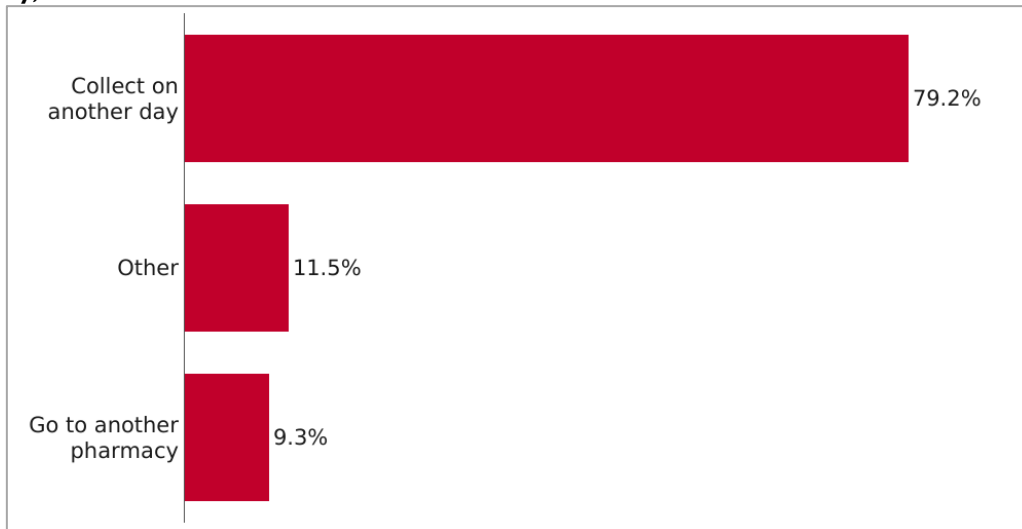


Figure 6.8: Survey responses on the time of day preferred to go to their pharmacy by respondents of the Royal Borough Greenwich, 2022.



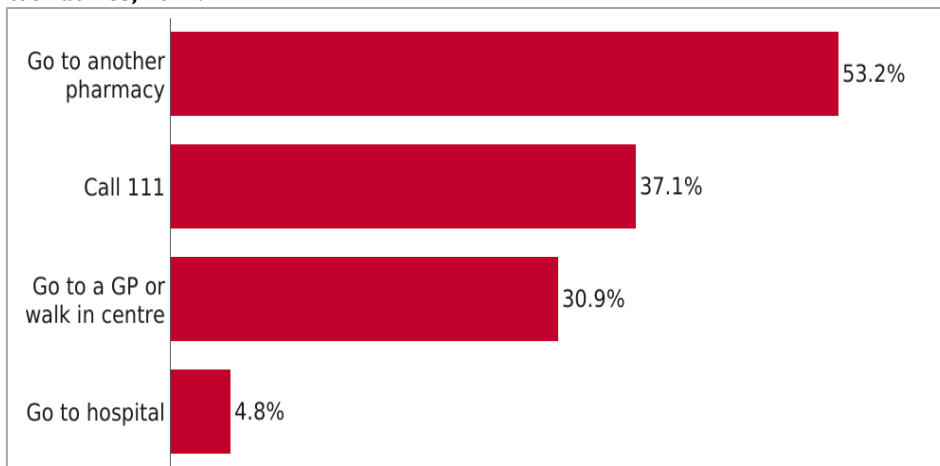
6.17 When asked what they would do if they could not access their pharmacy to collect a prescription, 79.2% respondents said they would go on another day, 11.5% stated other, while 9.3% said that they would go to another pharmacy (figure 6.9).

Figure 6.9: Survey responses on they would do if they had no access to collect their prescription from their pharmacy, 2022.



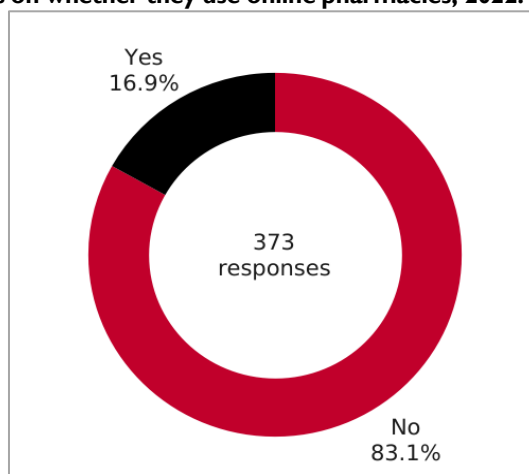
6.18 At times of no access to their usual pharmacy for minor ailments and or advice, 53.2% of respondents mentioned they go to another pharmacy, 37.1% call 111, 30.9% go to a GP or a walk-in centre, and 4.8% go to the hospital (figure 6.10).

Figure 6.10: Survey responses on what they would do if they had no access to their pharmacy for minor ailments and/or advice, 2022.



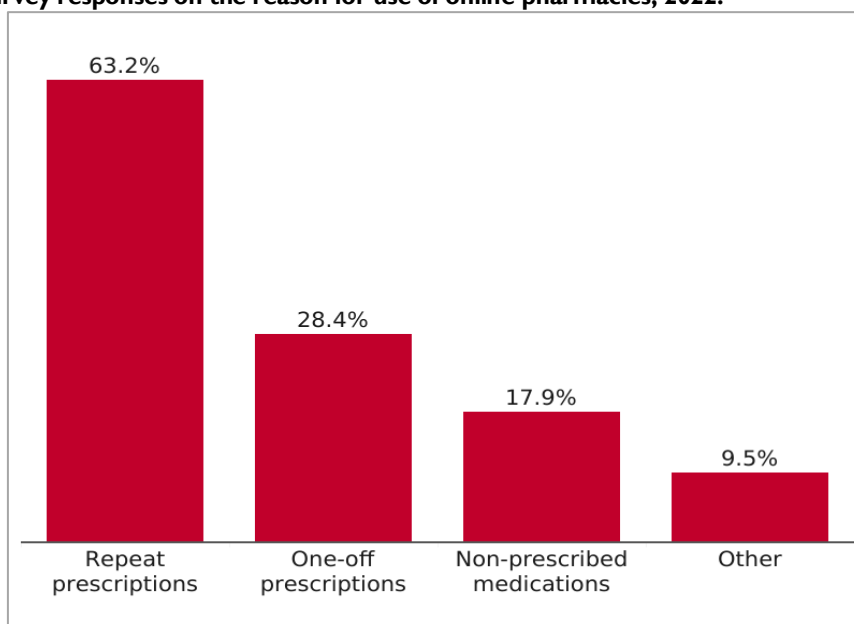
6.19 83.1% reported that they do not use an online pharmacy, and 16.9% stated that they do (figure 6.11).

Figure 6.11: Survey responses on whether they use online pharmacies, 2022.



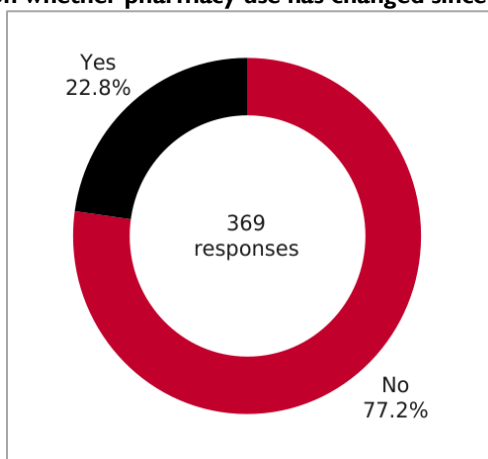
6.20 Of those who do use an online pharmacy, 63.2% stated for repeat prescriptions, 28.4% mentioned one-off prescriptions, 17.9% non-prescribed medications, and 9.5% responded as other (figure 6.12).

Figure 6.12: Survey responses on the reason for use of online pharmacies, 2022.



6.21 The majority of respondents (77.2%) stated that the way that they use their pharmacy has not changed since the COVID-19 pandemic (figure 6.13).

Figure 6.13: Survey responses on whether pharmacy use has changed since the COVID-19 pandemic, 2022.



6.22 For those that feel that their pharmacy use has changed since the COVID-19 pandemic, changes included:

- Prescriptions being sent digitally from their doctor to their pharmacy
- Using home delivery for prescriptions
- Seeking advice from pharmacists before seeing their GP
- Following measurements for infection control such as wearing a mask and social distancing

Equality impact assessment

6.23 This next section explores the Greenwich patient and public survey responses by different groups representing protected characteristics, looking at where there are similarities and differences between groups.

Age

6.24 To understand any differences between age groups, we compared differences between those aged over 65 (n=125), and individuals aged 65 and under (n=221).

6.25 There were no differences between age groups in frequency of use of pharmacies, reasons for choosing pharmacies, who they use a pharmacy for, travel to their pharmacy or preference for day of the week for visiting their pharmacy.

6.26 Those over 65 were less likely to have a preference for using a pharmacy between 5pm and 9pm (18%) than those under 65 (43.7%).

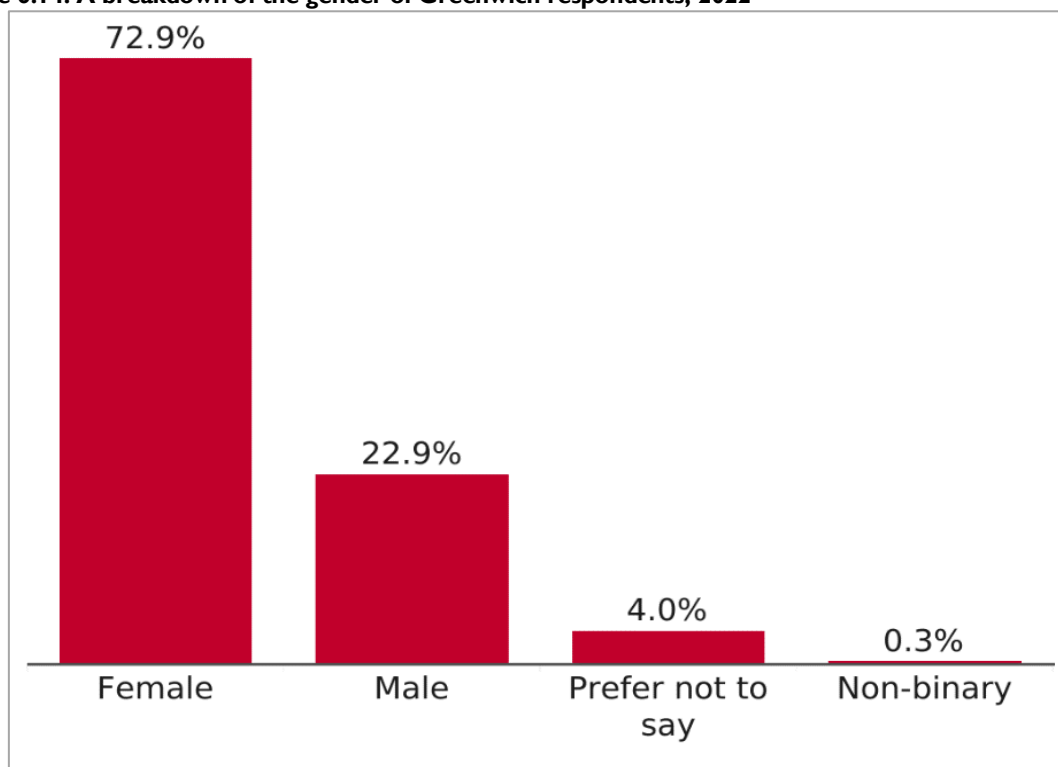
Ethnicity

- 6.27 Only a small number of respondents were from an ethnic minority background. We compared the survey responses from those from white ethnic groups (n=255), Black ethnic groups (n=13), Asian ethnic groups (n=13) and mixed ethnic groups (n=11).
- 6.28 There were no differences between ethnic groups in frequency of pharmacy use or who they use a pharmacy for.
- 6.29 Those from a mixed ethnic group were less likely to state that they chose their pharmacy because they are happy with the overall experience provided by their pharmacy (9.1%) and it is open when needed (9.1%). They were also less likely to report preferring to use a pharmacy between 9am and 12pm (18.2%).
- 6.30 Respondents from a Black ethnic group were less likely to report having a travel time of less than 5 minutes (15.4%) but were more likely to have a travel time of 5-20 minutes (76.9%), than other ethnic groups.
- 6.31 Those from a white ethnic group were less likely than other ethnic groups to use a bus to get to their pharmacy (11.4%).

Gender

- 6.32 The majority of respondents (72.9%) identified as female (n=255), with males making up the second biggest group (22.9%; n=80). 14 respondents preferred not to state their gender (4%), while only one respondent identified as non-binary (0.3%) (Figure 6.14).

Figure 6.14: A breakdown of the gender of Greenwich respondents, 2022



6.33 There were no differences in gender for frequency of pharmacy use, reasons for choosing a pharmacy, who they are accessing the pharmacy for, their travel or preference for time and day of the week to visit a pharmacy.

Pregnancy and maternity/parental leave

6.34 When asked if they were pregnant or on maternity/parental leave, 332 (97.4%) individuals responded that they were not, with only four (1.2%) reporting that they were.

6.35 There were no differences in frequency of pharmacy use, reasons for choosing their pharmacy, method of travel or preference for day to visit their pharmacy.

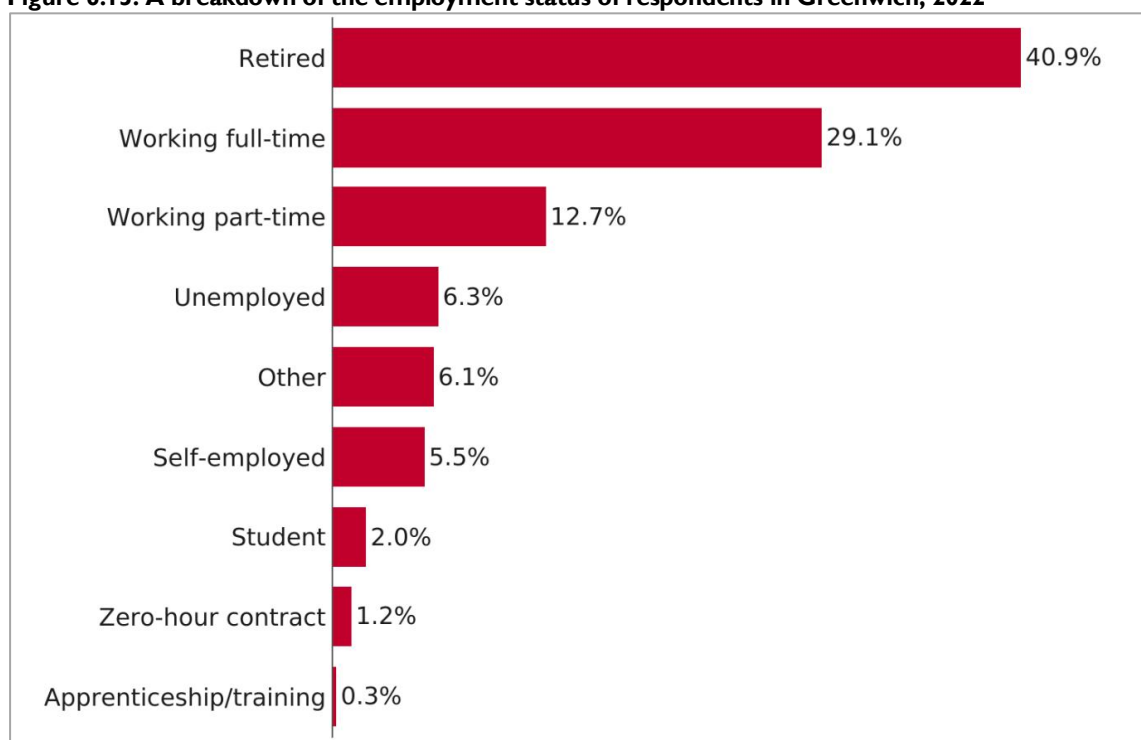
6.36 Those who were pregnant or on maternity/parental leave were more likely to use their pharmacy for their children (50%) than those who were not (17.2%). They were also more likely to be able to reach a pharmacy with five minutes (75%) than those who are not pregnant or on maternity/parental leave (34.7%).

Employment status

6.37 Almost half of respondents (n=168; 48.5%) were in employment (including: full-time, part-time, self-employment and zero-hours contracts). A large proportion of respondents were

retired (n=142; 40.9%), 6.3% were unemployed (n=22), 6.1% stated 'other' (n=21), 2% were students (n=7) and 0.3% are undergoing apprenticeships/training (n=1) (Figure 6.15).

Figure 6.15: A breakdown of the employment status of respondents in Greenwich, 2022



6.38 There were no differences in frequency of pharmacy use, method of travel, satisfaction with the journey or preference for day of the week.

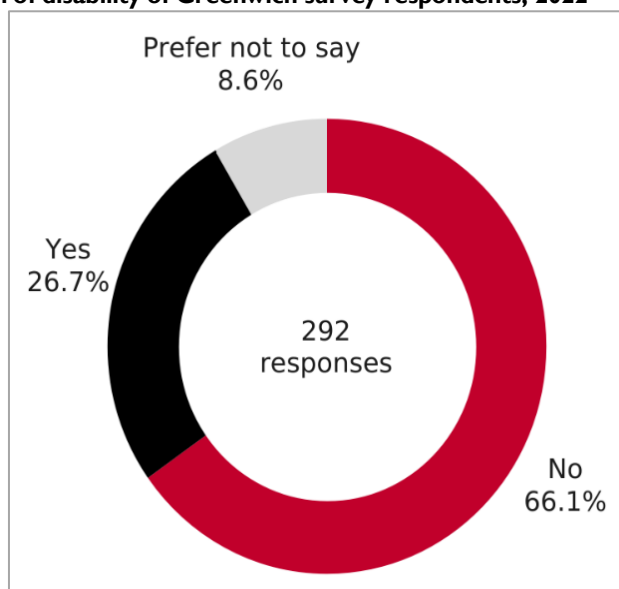
6.39 Students were more likely than other employment groups to choose a pharmacy because it is easy to reach by public transport (57.1%) and it is open when they need to go (85.7%). They were also more likely to report being able to reach their pharmacy in five minutes or less than (71.4%) and were less likely to report being able to reach their pharmacy in 5-20 minutes (28.6%) than other employment groups.

6.40 Those on a zero-hours contract were more likely to use a pharmacy for their partner/spouse (75%) than other employment groups. They were also more likely to prefer to access a pharmacy between 12pm and 2pm (100%) than other groups.

Disability or impairment

6.41 A breakdown of disabilities and impairments among the respondents found that 193 (66.1%) Greenwich respondents did not consider themselves to have a disability, while 78 (26.7%) said that they did and 25 (8.6%) preferred not to say (Figure 6.16).

Figure 6.16: A breakdown of disability of Greenwich survey respondents, 2022

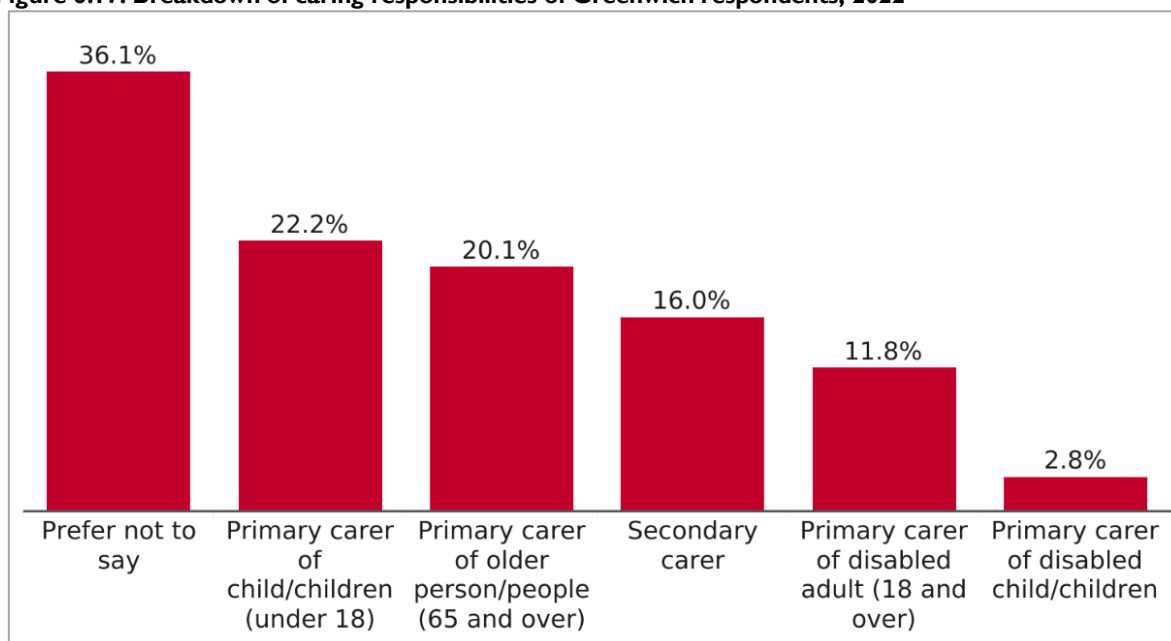


- 6.42 There were no differences between those with a disability and those without a disability for frequency of pharmacy use, reasons for choosing their pharmacy, who they use their pharmacy for, travel time and journey satisfaction or preference for when they access their pharmacy.
- 6.43 Those with a disability were less likely to walk to their pharmacy (64.9%) than those without a disability (87%).

Caring responsibilities

- 6.44 When asked about their caring responsibilities, 52 (36.1%) preferred not to say, 82 respondents were primary carers (including caring for: child/children under 18 years old, disabled child/children, disabled adult or older person/people aged 65 and over), while 23 (16%) were secondary carers (Figure 6.17).

Figure 6.17: Breakdown of caring responsibilities of Greenwich respondents, 2022



- 6.45 There were no differences in frequency of pharmacy use, reasons for pharmacy use, travel time and satisfaction with journey or preference for when to access their pharmacy.
- 6.46 Carers of disabled children were more likely to use a pharmacy for their partner/spouse (100%) than other carers. They were less likely to walk to their pharmacy than other carers (25%).

Summary of the patient and public engagement and equality impact assessment

For patient and public engagement, a survey was carried out to understand people’s pharmacy use in Greenwich. This examined how local people use their pharmacies, as well as how and when they access them. An exploration into the health needs of people with protected characteristics and vulnerable groups was also conducted from this survey.

The survey received responses from 414 residents, workers and students of Greenwich. Most respondents reported using their pharmacy at least once a month, which was most commonly for themselves. Individuals typically chose their pharmacies because it is where their GP sends their prescriptions, and it is in a good location.

The majority of respondents can reach their pharmacy in 5-20 minutes, with most of them opting to walk there. Most respondents were very satisfied with their journey to their pharmacy. Greenwich respondents generally preferred to access their pharmacy on a

weekday or weekend, with the most popular times for this being between 2pm-5pm and 9am-12pm.

No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

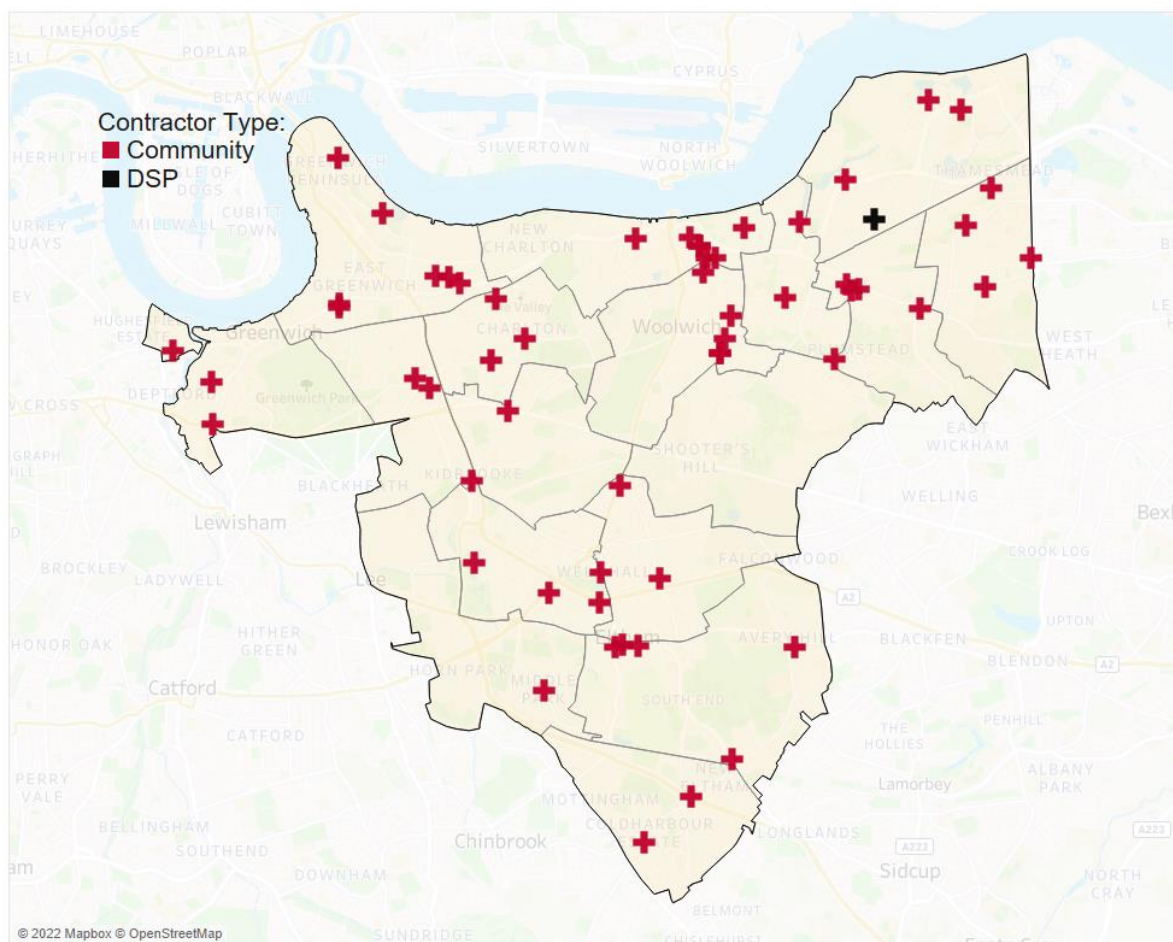
Chapter 7 - Provision of pharmaceutical services

- 7.1 This chapter identifies and maps the current provision of pharmaceutical services to assess the adequacy of provision of such services. Information was collected up until December 2022.
- 7.2 It assesses the adequacy of the current provision of necessary services by considering:
- Different types of pharmaceutical service providers
 - Geographical distribution and choice of pharmacies, within and outside the borough
 - Opening hours
 - Dispensing
 - Pharmacies that provide essential, advanced, and enhanced services
 - In addition, this chapter also summarises pharmaceutical contractors' capacity to fulfil identified current and future needs in Greenwich.

Pharmaceutical service providers

- 7.3 As of December 2022, there are 57 pharmacies in Greenwich that hold NHS contracts, 57 of which are community pharmacies, and one is a distance selling pharmacy. They are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough as well as those within 1 mile of its border are also listed in Appendix B.

Figure 7.1: Map of pharmaceutical service providers in Greenwich, December 2022



Source: NHS England, 2022

Community pharmacies

7.4 The 57 community pharmacies in Greenwich equates to 2.0 community pharmacies per 10,000 residents (based on a 2022 population estimate of 291,811). This ratio is just below the London and England averages, both of which also stand at 2.2 based on 2014 data (LGA, 2021).

Dispensing appliance contractor

7.5 A DAC is a contractor that specialises in dispensing prescriptions for appliances, including customisation. They cannot dispense prescriptions for drugs. There are no Dispensing Appliance Contractors (DAC) on Greenwich's pharmaceutical list.

GP dispensing practices

7.6 There are no GP dispensing practices in Greenwich. Dispensing doctors provide services to patients mainly in rural areas and often where there are no community pharmacies or where access is restricted.

Distance selling pharmacies

- 7.7 Distance selling pharmacies (DSP) are pharmacies that receive prescriptions either electronically or via the post, dispense them at the pharmacy, then deliver them to patients through the mail or shipping couriers. Under the 2013 regulations they are not allowed to provide essential services on a face-to-face basis. There is one DSP in Greenwich; Oasis pharmacy on Nathan Way.

Local pharmaceutical services

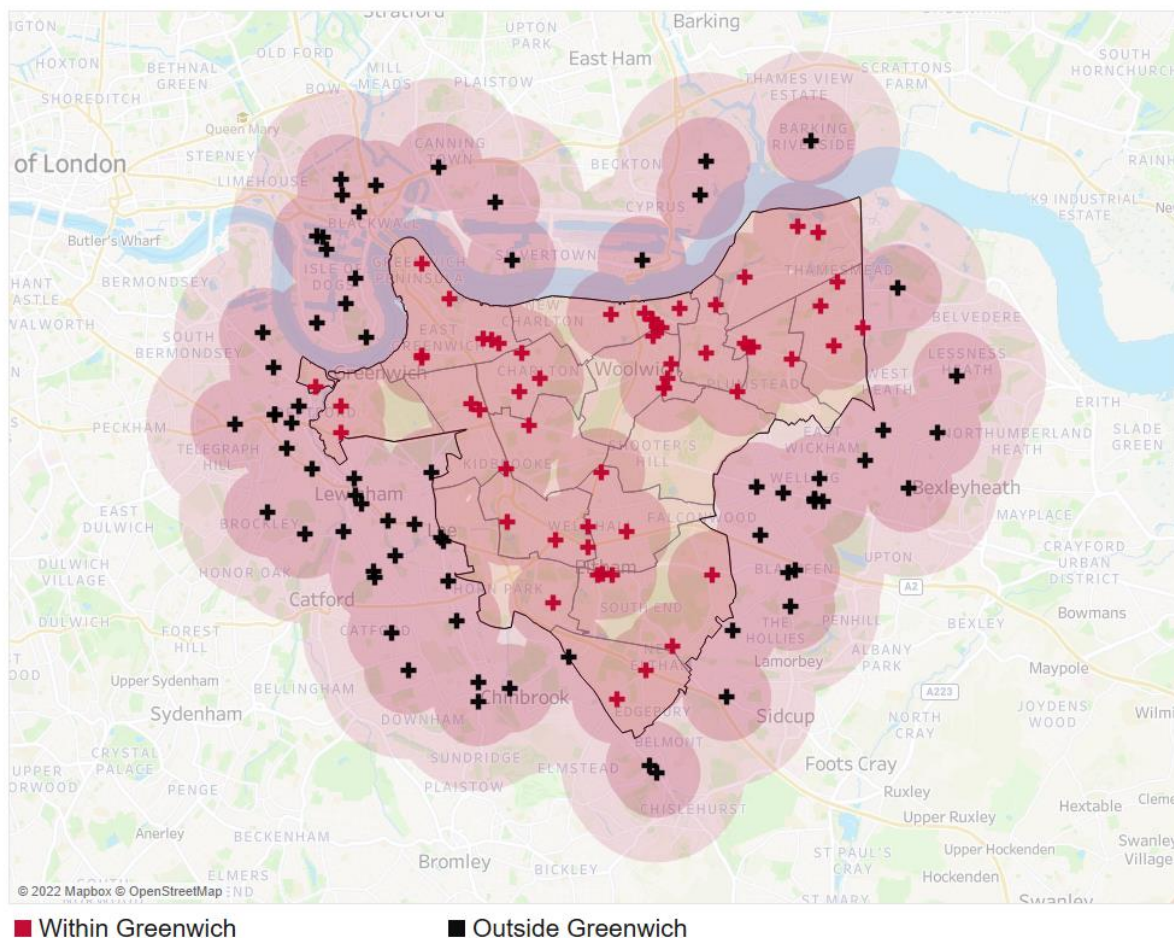
- 7.8 Local pharmaceutical services (LPS) contracts allow NHS England to commission services, from a pharmacy, which are tailored to specific local requirements. No areas in Greenwich have been designated as LPS areas, therefore there are no LPS contracts within Greenwich.

Accessibility

Distribution and choice

- 7.9 The PNA Steering Group agreed that the maximum distance for residents in Greenwich to access pharmaceutical services, should be no more than 1 mile. This distance equates to about a 20-minute walk.
- 7.10 Figure 7.2 below shows the 57 community pharmacies located in Greenwich. In addition to the pharmacies within Greenwich, there are another 73 pharmacies located within 1 mile of the borough's border that are considered to serve Greenwich residents. These have been included in the pharmacies shown in Figure 7.2 as well as in Appendix B. This shows that Greenwich has very good pharmacy coverage.

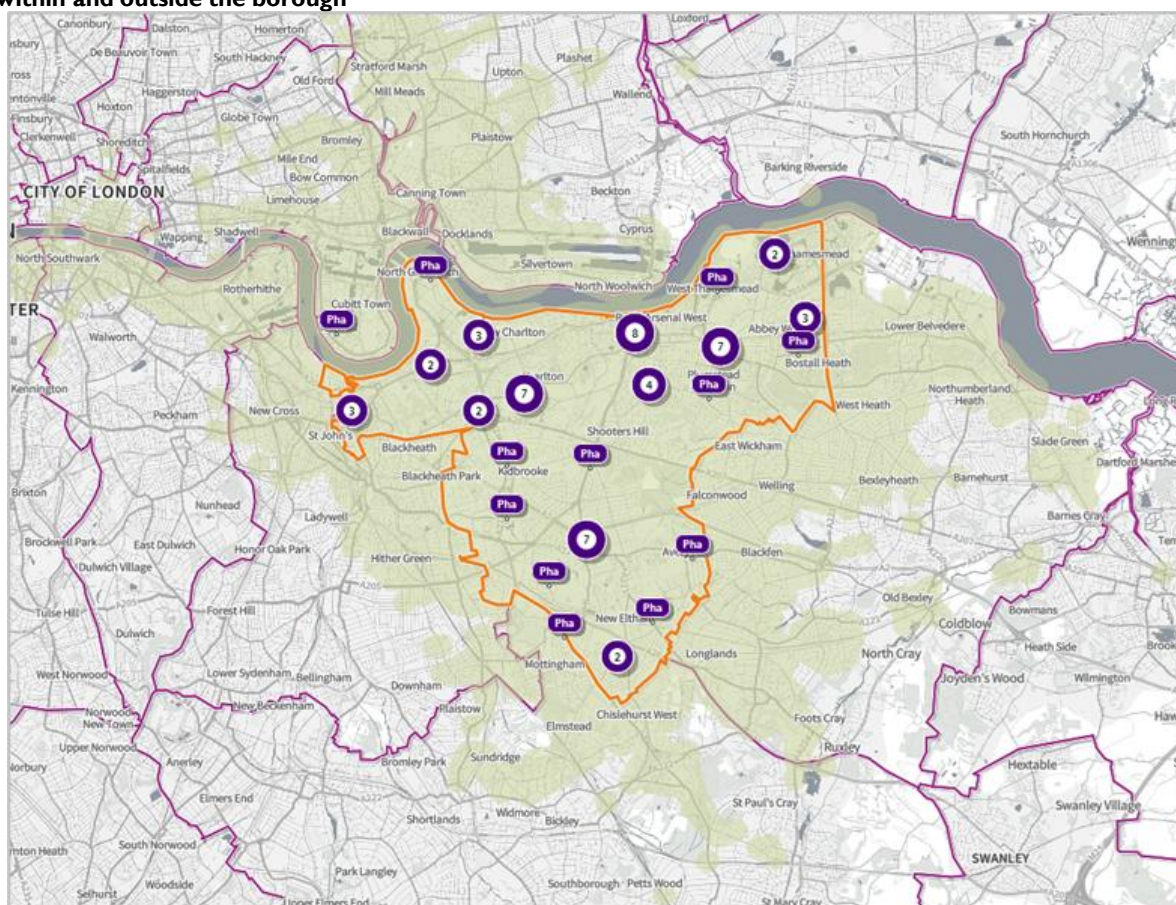
Figure 7.2: Distribution of community pharmacies in Greenwich and within 1 mile of the borough boundaries, with 1-mile coverage



Source: NHS England, 2022

- 7.11 There are three pharmacies in Abbey Wood enabling good access to Travellers who reside in Thistlebrook Traveller site, the permanent Traveller Site in that ward.
- 7.12 Additionally, all residents in Greenwich can reach a pharmacy using public transport within 20 minutes, attesting to the accessibility of the pharmacy provision in the borough. Figure 7.3 presents the coverage of the Greenwich pharmacies in consideration of public transport. Coverage of the pharmacies is presented in a green, Greenwich is presented with an orange border. A total of 1,178,612 people in and outside the borough can reach a Greenwich pharmacy by public transport within 20 minutes (OHID, SHAPE Atlas Tool, 2022).

Figure 7.3: Areas covered by 20-minute travel time by public transport to a Greenwich pharmacy from within and outside the borough



Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

7.13 The geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio is shown in Table 7.1 and Figure 7.4. As seen, with the exception of Shooters Hill, all wards have at least one pharmacy within them. The population density of Shooters Hill is projected to decrease by 1.7% in the lifetime of this PNA.

Table 7.1: Distribution of community pharmacies by ward

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
Woolwich Riverside	7	26,020	2.7
Peninsula	7	25,248	2.8
Woolwich Common	5	18,900	2.6
Plumstead	5	17,653	2.8
Eltham South	5	12,553	4.0
Eltham West	4	12,447	3.2
Abbey Wood	4	16,583	2.4
Thamesmead Moorings	3	24,595	1.2
Greenwich West	3	21,626	1.4

Eltham North	3	12,837	2.3
Charlton	3	14,993	2.0
Glyndon	2	19,480	1.0
Coldharbour and New Eltham	2	13,093	1.5
Blackheath Westcombe	2	13,122	1.5
Middle Park and Sutcliffe	1	14,326	0.7
Kidbrooke with Hornfair	1	14,643	0.7
Shooters Hill	0	13,693	0.0
Borough Total	57	291,811	2.0

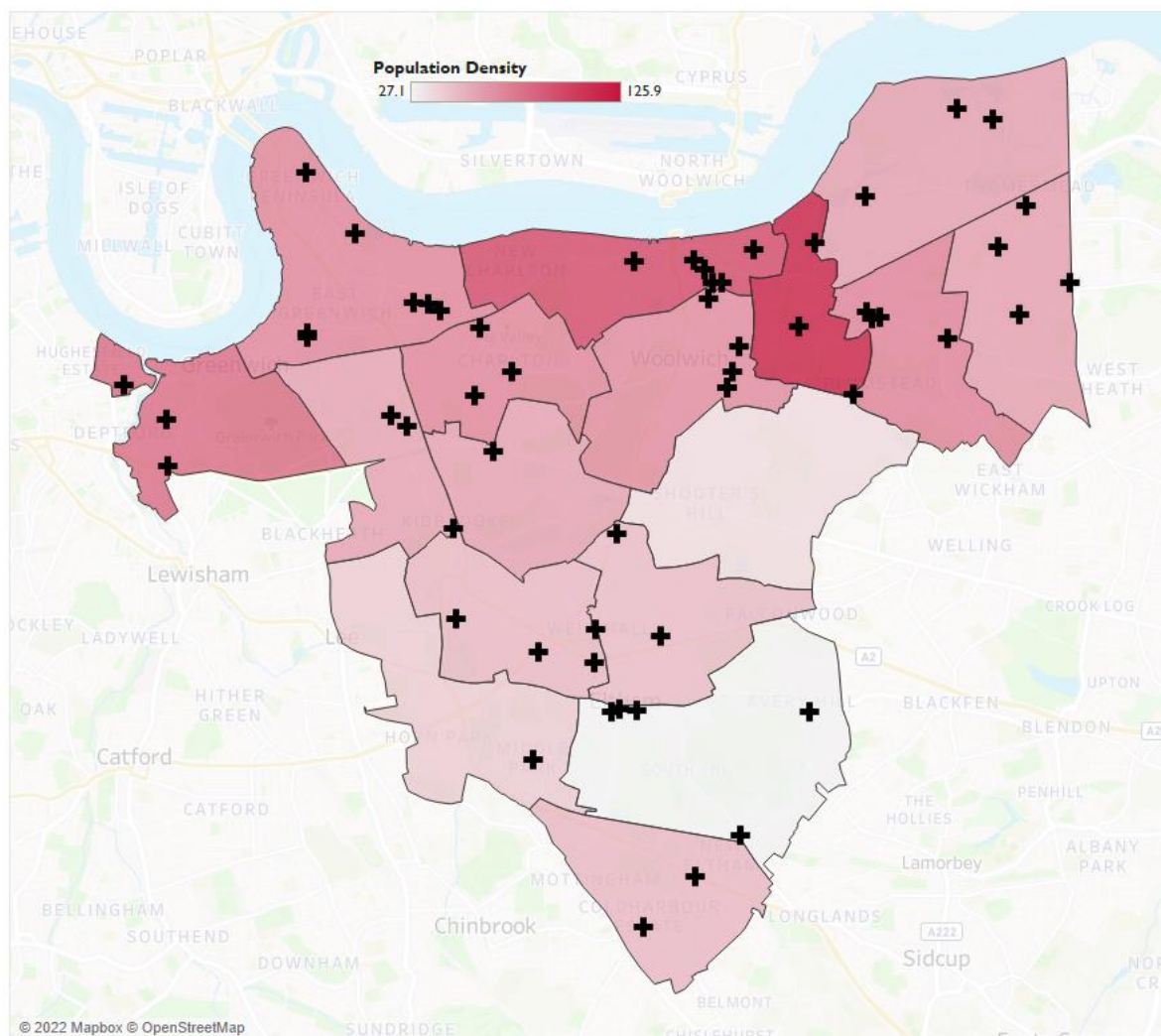
Source: NHS England, 2022

7.14 Residents tend to fill their prescriptions at local pharmacies. NHSE data shows that in 2021-22, 84.7% (3,505,049) of items prescribed by GPs in Greenwich were dispensed by community pharmacies in the borough. The next largest boroughs where prescriptions from Greenwich were dispensed were Bexley (6.3%), Lewisham (2.9%) and Bromley (1.7%).

Pharmacy distribution in relation to population density

7.15 Figure 7.4 presents pharmacy location in relation to population density; it shows that there is a choice of community pharmacies in areas where population density is higher.

Figure 7.4: Pharmacy locations in relation to population density by ward in Greenwich



Source: GLA (Land Area, and Population Density and NHSE)

7.16 There are a number of large new dwelling developments planned for within the lifetime of this PNA. The wards with the largest numbers of planned development units are situated in the north of the borough, along the River Thames. These are Peninsula with 21,855 development units and Woolwich Riverside with 12,041 proposed development units. The largest proposed development units are

- Greenwich Peninsula (Knight Dragon), Peninsula ward – 14,789 proposed development units
- Charlton Riverside Central, Woolwich Riverside – 4000 proposed development units
- Thamesmead Waterfront, Thamesmead Moorings – 2500 proposed development units
- Thamesmead Town Centre, Thamesmead Moorings – 2500 proposed development units
- Greenwich Peninsula Gasholder, Peninsula – 2300 proposed development units

- The Warren/Royal Arsenal Masterplan, Woolwich Riverside – 2032 proposed development units

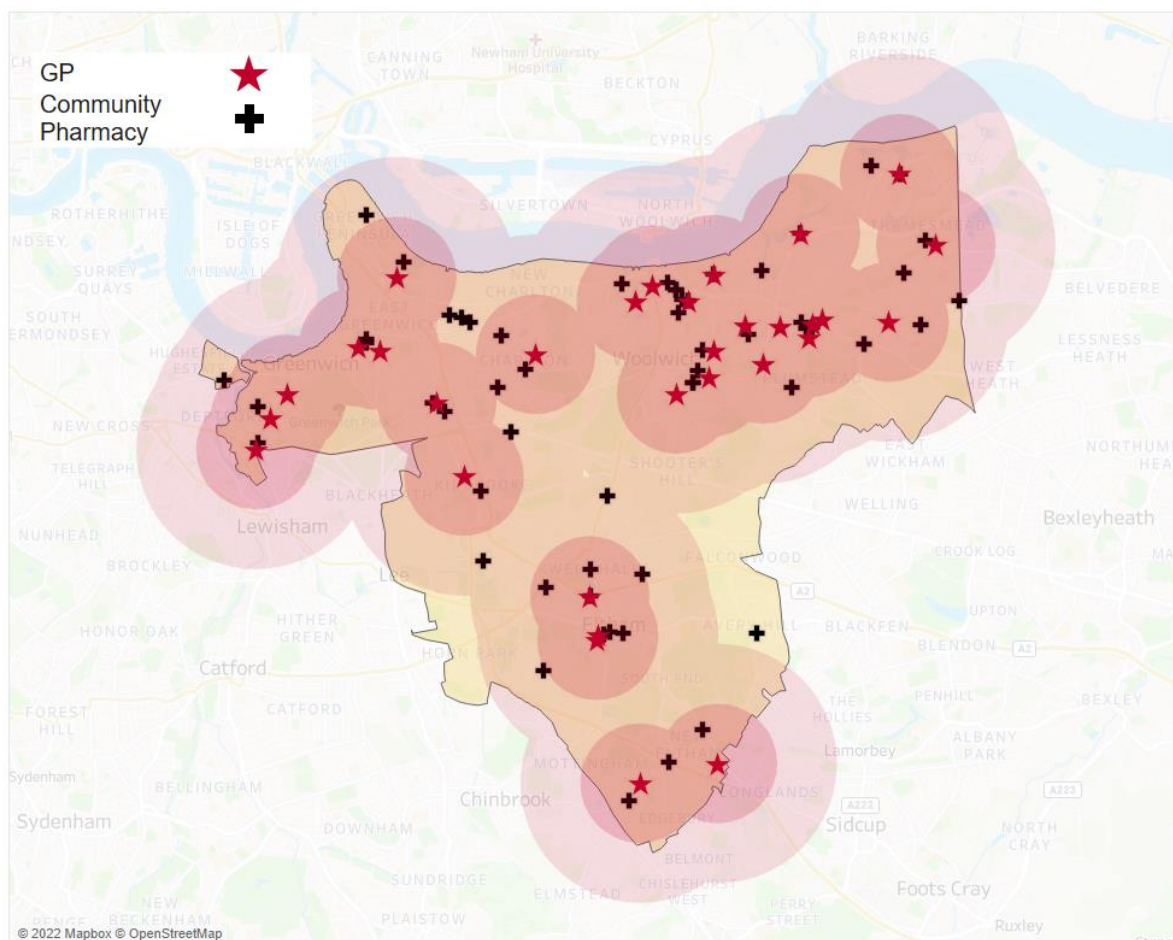
7.17 These are all within areas of good access to pharmacy provision.

Pharmacy distribution in relation to GP surgeries

7.18 It is essential that community pharmacies can fully engage with the GPs and PCNs to maximise service provision for their patients and residents. There are 36 GP practices within the six primary care networks in Greenwich. Each of these networks have expanded neighbourhood teams which will comprise of range of healthcare professionals including GPs, district nurses, community geriatricians, Allied Health Professionals, and pharmacists.

7.19 There is a pharmacy within accessible distance of all GP practices in Greenwich. Figure 7.5 shows that there is a pharmacy within half a mile of all GP practices in the borough.

Figure 7.5: GP practices in Greenwich and their 0.5 and 1-mile coverage, December 2022



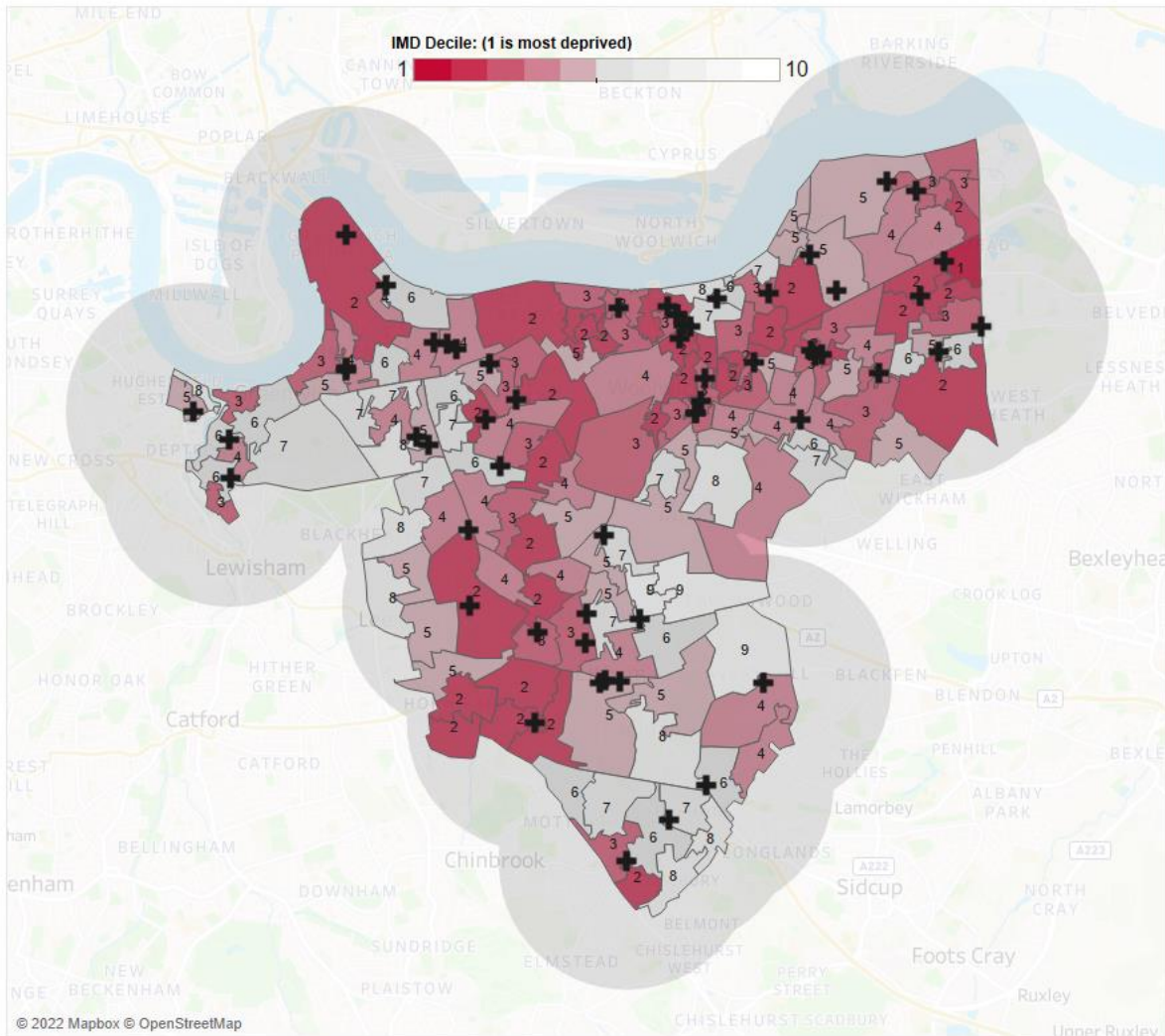
Source: NHS England, 2022

7.20 The PNA is not aware of any firm plans for changes in the provision of Health and Social Care services within the lifetime of this PNA.

Pharmacy distribution in relation to Index of Multiple Deprivation

7.21 Figure 7.6 displays pharmacy locations in relation to deprivation deciles. It shows that all areas of high deprivation are within accessible distance to a pharmacy.

Figure 7.6: Pharmacy locations in relation to deprivation deciles in Greenwich, 2022



Source: MHCLG & NHSE

Opening times

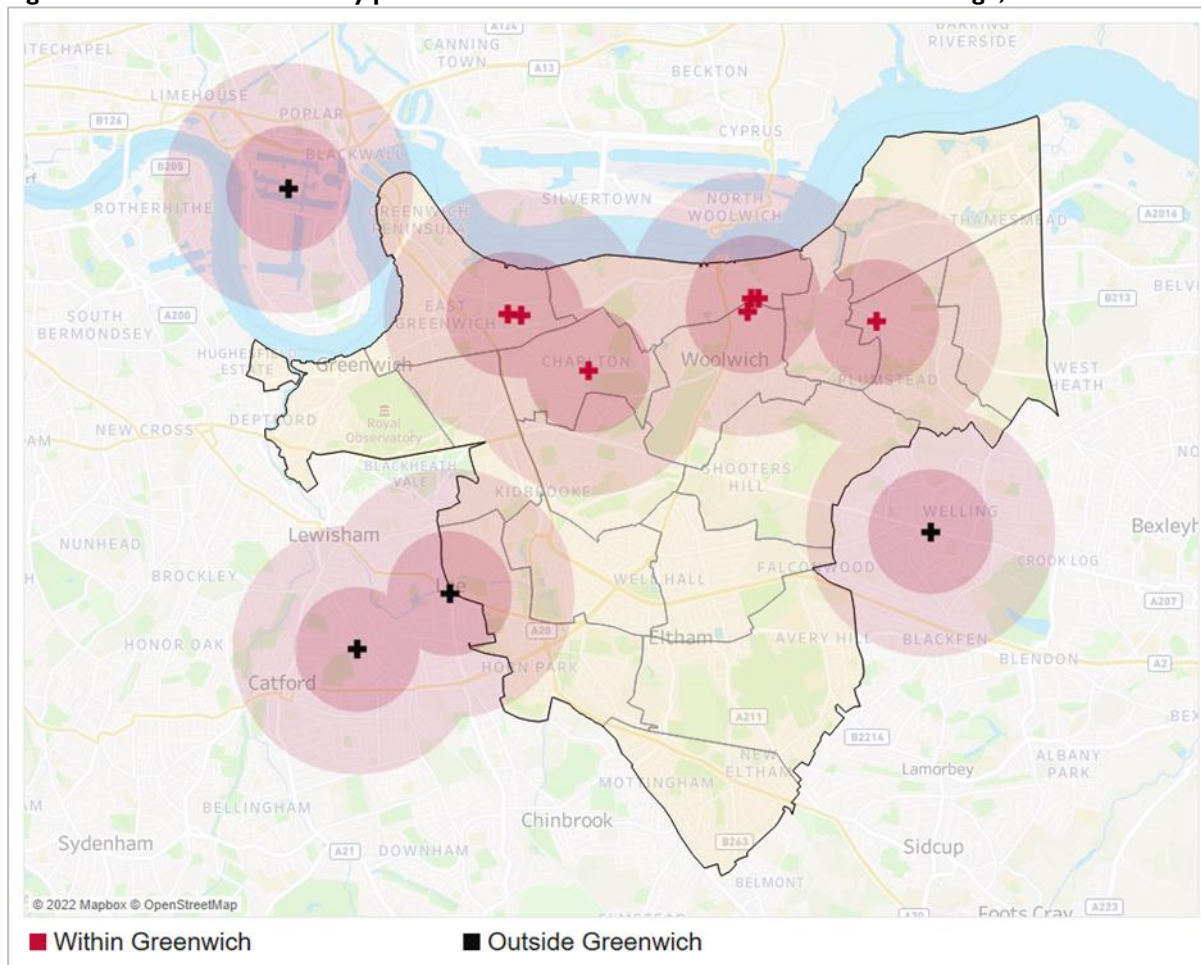
7.22 Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically these have been 40-hour contracts (and some recent 100-hour contracts). A pharmacy may stay open longer than the stipulated core opening hours, these are called supplementary hours.

7.23 Opening times were obtained from NHS England in July 2022 and revised in December 2022. Additionally, market entry updates to the NHS England pharmaceutical list were reflected on the original list.

100-hour pharmacies

7.24 NHS England has seven 100-hour pharmacies (core hours) on their list for Greenwich. There are four other 100-hour pharmacies which are outside the borough but within 1 mile of its border (Figure 7.7). 100-hour pharmacies in Greenwich are also shown in Table 7.2.

Figure 7.7: 100-hour community pharmacies locations and their 0.5- and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.2: 100-hour pharmacies in Greenwich, December 2022

Pharmacy	Address	Ward
Woolwich Late Night Pharmacy	Equitable House, 10 Woolwich New Road, Woolwich	Woolwich Arsenal
Alpharm Chemist	116 Plumstead High Street, Plumstead	Plumstead & Glyndon
Asda Pharmacy	Bugsby Way, Greenwich	Greenwich Peninsula
Alpha Chemist	7 Greens End, Woolwich	Woolwich Arsenal
Grove Pharmacy	17 The Village, Charlton	Charlton Village & Riverside

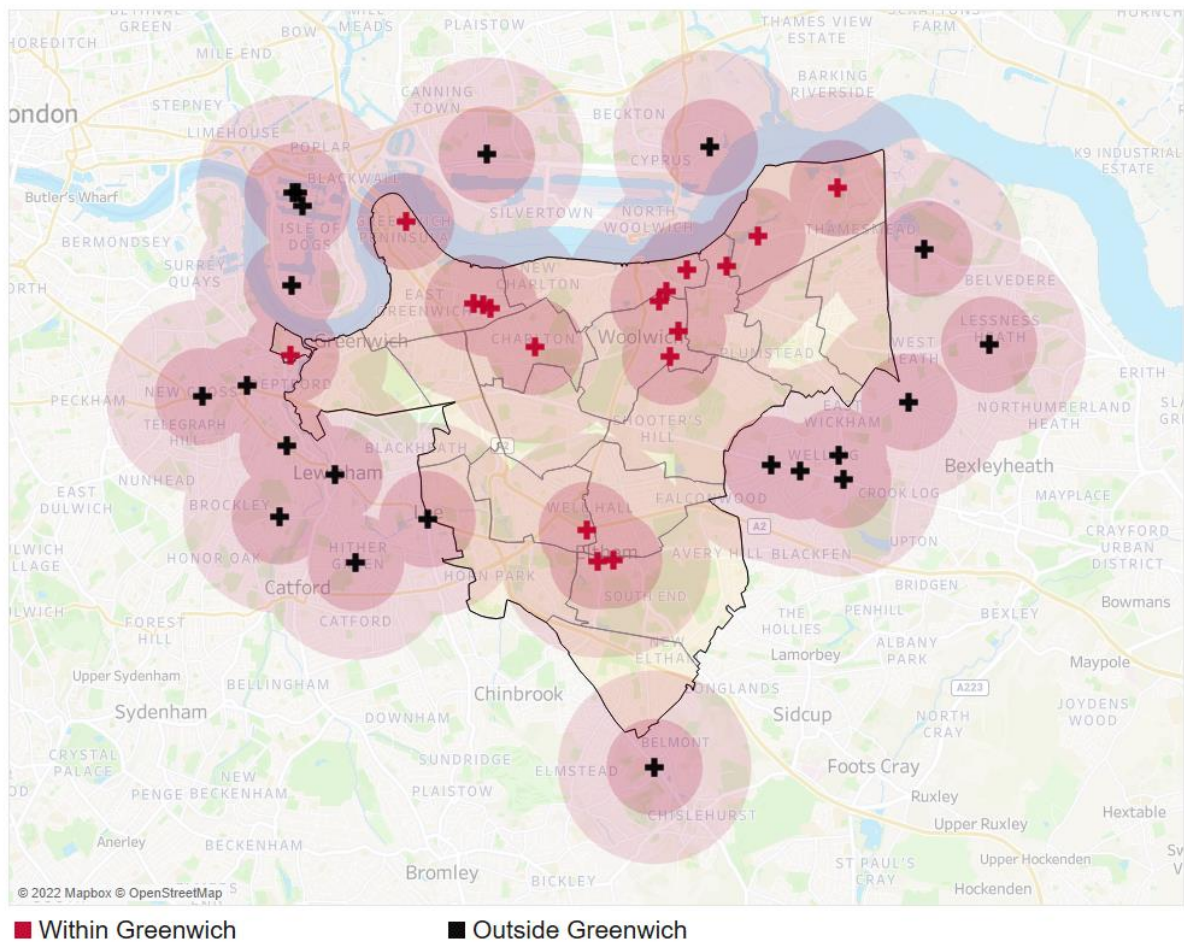
Tesco Instore Pharmacy	13 Old Stable Row, Woolwich	Woolwich Arsenal
Boots	Unit 7A, Greenwich Retail Park, Bugsby Way	Greenwich Peninsula

Source: NHS England, 2022

Early morning opening

7.25 Seventeen pharmacies are open before 9am on weekdays within the borough, and another 21 that are within 1 mile of the borough's border. These are shown in Figure 7.8 and Table 7.3.

Figure 7.8: Pharmacies that are open before 9am on a weekday and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.3: Community Pharmacies open before 9am on weekdays in Greenwich

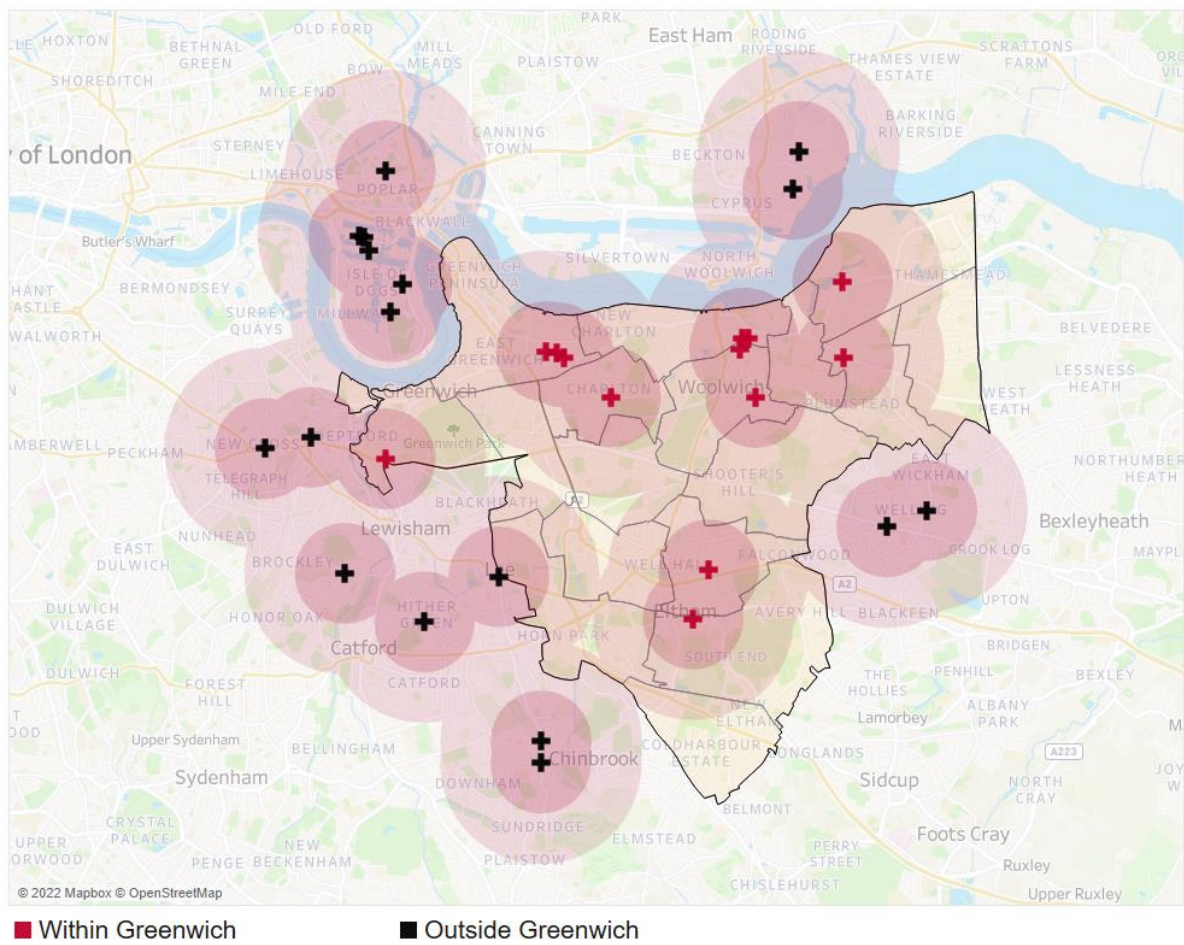
Pharmacy	Address	Ward
Woolwich Late Night Pharmacy	Equitable House, 10 Woolwich New Road, Woolwich	Woolwich Arsenal
Asda Pharmacy	Bugsby Way, Greenwich	Greenwich Peninsula
Herbert Pharmacy	36-38 Herbert Road, Plumstead	Shooters Hill
Mangal Pharmacy	71 Sherard Road, Eltham	Eltham Page
Lloydspharmacy	Charlton Riverside Place, 7-11 Gallions Road	Greenwich Peninsula
Well	27 Court Yard, Eltham, London	Eltham Town & Avery Hill
First Care Pharmacy	Unit 6, The Reach, Thamesmead	West Thamesmead
Grove Pharmacy	17 The Village, Charlton	Charlton Village & Riverside
Worthcare Ltd	Gallions Reach Health Ctr, Bentham Road, Thamesmead	Thamesmead Moorings
Burrage Pharmacy	57 Burrage Place, Plumstead, Woolwich	Woolwich Common
Whinchat Pharmacy	1 Whinchat Road, Broadwater Green, Thamesmead	West Thamesmead
Rose Pharmacy	24 Creek Road, Deptford	Greenwich Creekside
Tesco Instore Pharmacy	13 Old Stable Row, Woolwich	Woolwich Arsenal
Royal Arsenal Pharmacy	21-23 Arsenal Way, Woolwich	Woolwich Arsenal
Mangal Pharmacy	8 Green Place, Greenwich	Greenwich Peninsula
Boots	Unit 7A, Greenwich Retail Park, Bugsby Way	Greenwich Peninsula
Lloydspharmacy	Sainsburys Superstore, 1A Philpot Path, Eltham	Eltham Town & Avery Hill

Source: NHS England, 2022

Late evening closure

7.26 There are 13 pharmacies in the borough that still open after 7pm on weekdays, with 17 other pharmacies within 1 mile of Greenwich (see Figure 7.9 and Table 7.4).

Figure 7.9: Community Pharmacies that are open after 7pm on weekdays and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.4: Community Pharmacies closing after 7pm on weekdays in Greenwich

Pharmacy	Address	Ward
Woolwich Late Night Pharmacy	Equitable House, 10 Woolwich New Road, Woolwich	Woolwich Arsenal
Alpharm Chemist	116 Plumstead High Street, Plumstead	Plumstead & Glyndon
Asda Pharmacy	Bugsby Way, Greenwich	Greenwich Peninsula
Geepharm Chemists	36 Plumstead Common Road, Plumstead	Shooters Hill
Geepharm Chemists	1-3 Blackheath Hill, Greenwich	Greenwich Park
Lloydspharmacy	Charlton Riverside Place, 7-11 Gallions Road	Greenwich Peninsula
Alpha Chemist	7 Greens End, Woolwich	Woolwich Arsenal
First Care Pharmacy	Unit 6, The Reach, Thamesmead	West Thamesmead
Grove Pharmacy	17 The Village, Charlton	Charlton Village & Riverside
Dickinson Chemist	130 Westmount Road, Eltham	Eltham Park & Progress
Tesco Instore Pharmacy	13 Old Stable Row, Woolwich	Woolwich Arsenal
Boots	Unit 7A, Greenwich Retail Park, Bugsby Way	Greenwich Peninsula
Lloydspharmacy	Sainsburys Superstore, 1A Philpot Path, Eltham	Eltham Town & Avery Hill

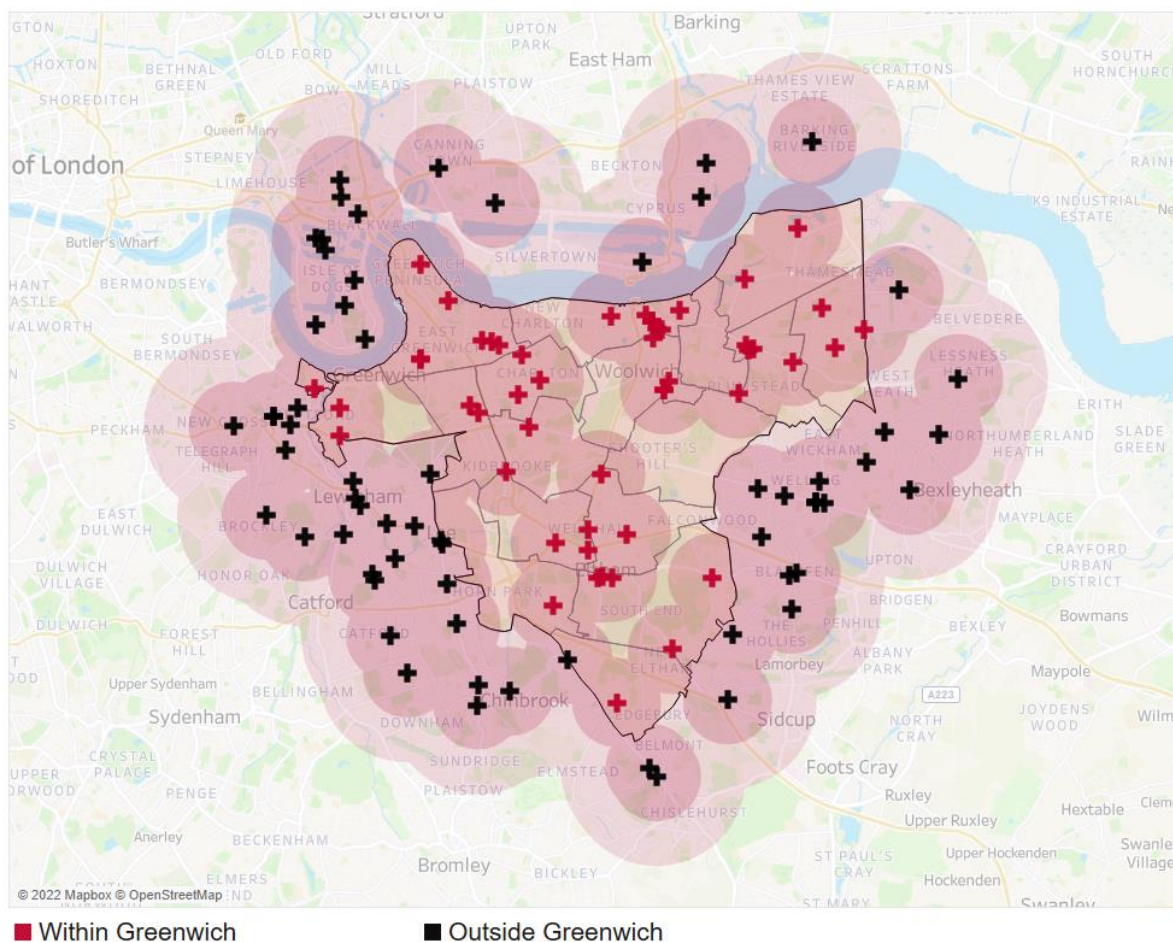
Source: NHS England, 2022

7.27 In terms of travel distance, 100% of Greenwich residents live within 20-minute reach of an early opening and late closing pharmacy by public transport (OHID, SHAPE Atlas Tool, 2021).

Saturday opening

7.28 A large majority of the community pharmacies in Greenwich (50/57) are open on Saturday. There are additional 65 pharmacies near the borough's border that are also open on Saturday (Figure 7.10, Table 7.5).

Figure 7.10: Community Pharmacies open on Saturday and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.5: Number of Community Pharmacies open on Saturday in Greenwich by Ward, December 2022

Ward	Number of Pharmacies
Woolwich Arsenal	7
Greenwich Peninsula	5
Eltham Town & Avery Hill	5
Shooters Hill	3
Plumstead & Glyndon	3
Eltham Page	3
Blackheath Westcombe	3
Abbey Wood	3
Plumstead Common	2
Greenwich Park	2
Eltham Park & Progress	2
East Greenwich	2
Charlton Village & Riverside	2
Woolwich Dockyard	1
West Thamesmead	1
Thamesmead Moorings	1
Mottingham, Coldharbour & New Eltham	1

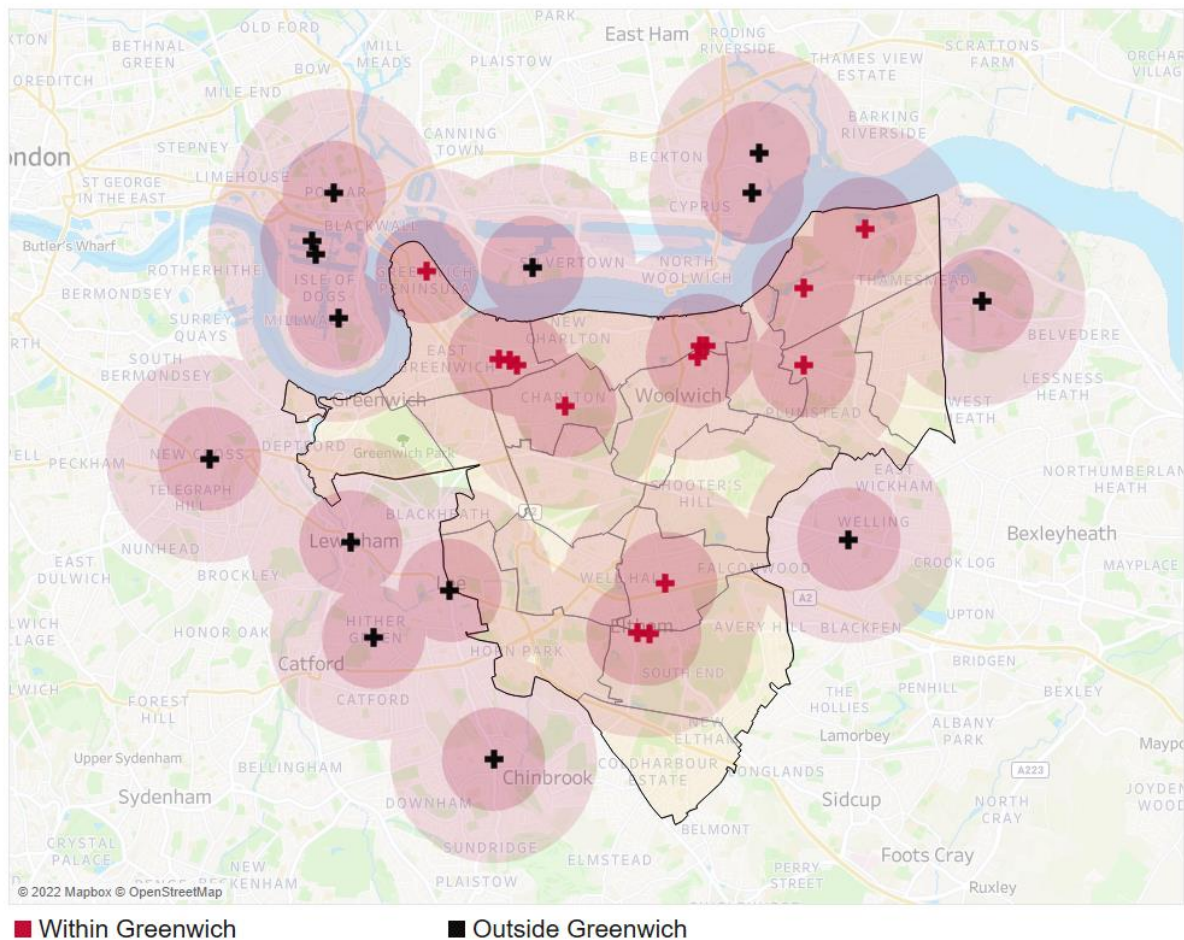
Middle Park & Horn Park	1
Kidbrooke Park	1
Greenwich Creekside	1
Charlton Hornfair	1

Source: NHS England, 2022

Sunday opening

7.29 Fourteen pharmacies are open on a Sunday within the borough, with 14 open in boroughs around Greenwich within 1 mile of its borders (Figure 7.11 and Table 7.6).

Figure 7.11: Pharmacies open on a Sunday and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.1: Community Pharmacies open on Sunday in Greenwich, December 2022

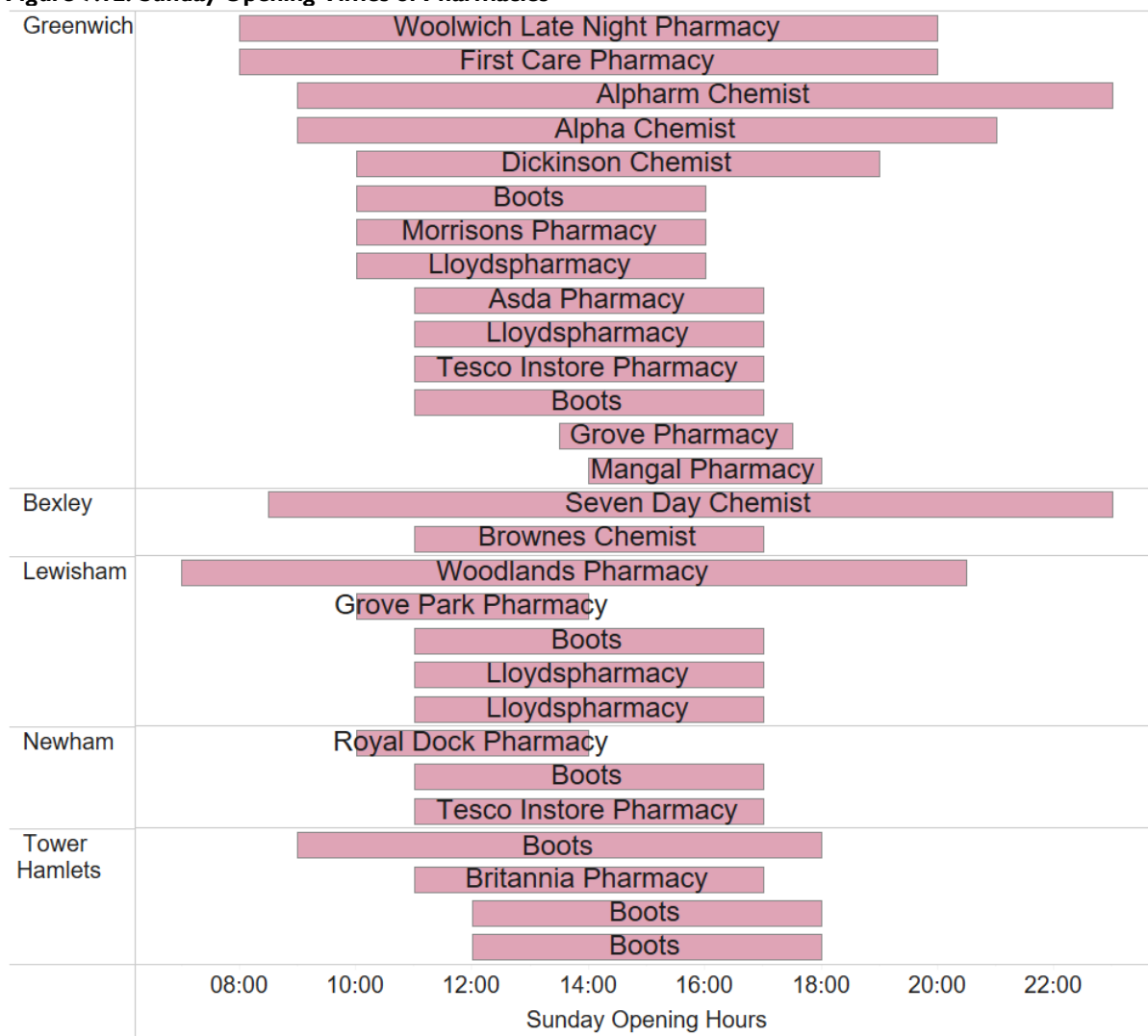
Pharmacy	Address	Ward
Woolwich Late Night Pharmacy	Equitable House, 10 Woolwich New Road, Woolwich	Woolwich Arsenal
Alpharm Chemist	116 Plumstead High Street, Plumstead	Plumstead & Glyndon
Asda Pharmacy	Bugsby Way, Greenwich	Greenwich Peninsula
Lloydspharmacy	Charlton Riverside Place, 7-11 Gallions Road	Greenwich Peninsula

Alpha Chemist	7 Greens End, Woolwich	Woolwich Arsenal
First Care Pharmacy	Unit 6, The Reach, Thamesmead	West Thamesmead
Grove Pharmacy	17 The Village, Charlton	Charlton Village & Riverside
Dickinson Chemist	130 Westmount Road, Eltham, London	Eltham Park & Progress
Boots	96-104 Eltham High Street, Eltham, London	Eltham Town & Avery Hill
Morrisons Pharmacy	2 Twin Tumps Way, Thamesmead, London	Thamesmead Moorings
Tesco Instore Pharmacy	13 Old Stable Row, Woolwich	Woolwich Arsenal
Mangal Pharmacy	8 Green Place, Greenwich	Greenwich Peninsula
Boots	Unit 7A, Greenwich Retail Park, Bugsby Way	Greenwich Peninsula
Lloyds pharmacy	Sainsburys Superstore, 1A Philpot Path, Eltham	Eltham Town & Avery Hill

Source: NHS England, 2022

7.30 Overall, as shown in Figure 7.12, there is a good range of Sunday opening hours offered to Greenwich residents.

Figure 7.12: Sunday Opening Times of Pharmacies



Source: NHS England, 2022

7.31 All Greenwich residents can reach an early morning, late evening, Saturday opening and Sunday opening pharmacy in 20 minutes if travelling by public transport (OHID, Shape Atlas Tool, 2022).

Essential services

7.32 Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework. All pharmacy contractors are required to deliver and comply with the specifications for all essential services. These are:

- Dispensing Medicines
- Dispensing Appliances
- Repeat Dispensing

- Clinical governance
- Discharge Medicines Service
- Promotion of Healthy Lifestyles
- Signposting
- Support for self-care
- Disposal of Unwanted Medicines

Dispensing

7.33 Greenwich pharmacies dispense an average of 5,021 items per month (based on NHS Business Services Authority, 2020/21 financial year data). This is slightly below the London average of 5,295 per month and below the England average of 6,675 per month, indicating there is good distribution and capacity amongst Greenwich pharmacies to fulfil current and anticipated need in the lifetime of this PNA.

Summary of the accessibility pharmacy services and of essential services

Overall, there is good pharmacy coverage to provide essential services across the borough both inside working hours and outside normal working hours.

Advanced pharmacy services

7.34 Advanced services are NHS England commissioned services that community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation as necessary. The following services may be provided by pharmacies:

- new medicine service
- community pharmacy seasonal influenza vaccination
- community pharmacist consultation service
- hypertension case-finding service, and
- community pharmacy hepatitis C antibody testing service
- Community pharmacy smoking cessation service

7.35 There are two appliance advanced services that pharmacies and dispensing appliance contractors may choose to provide:

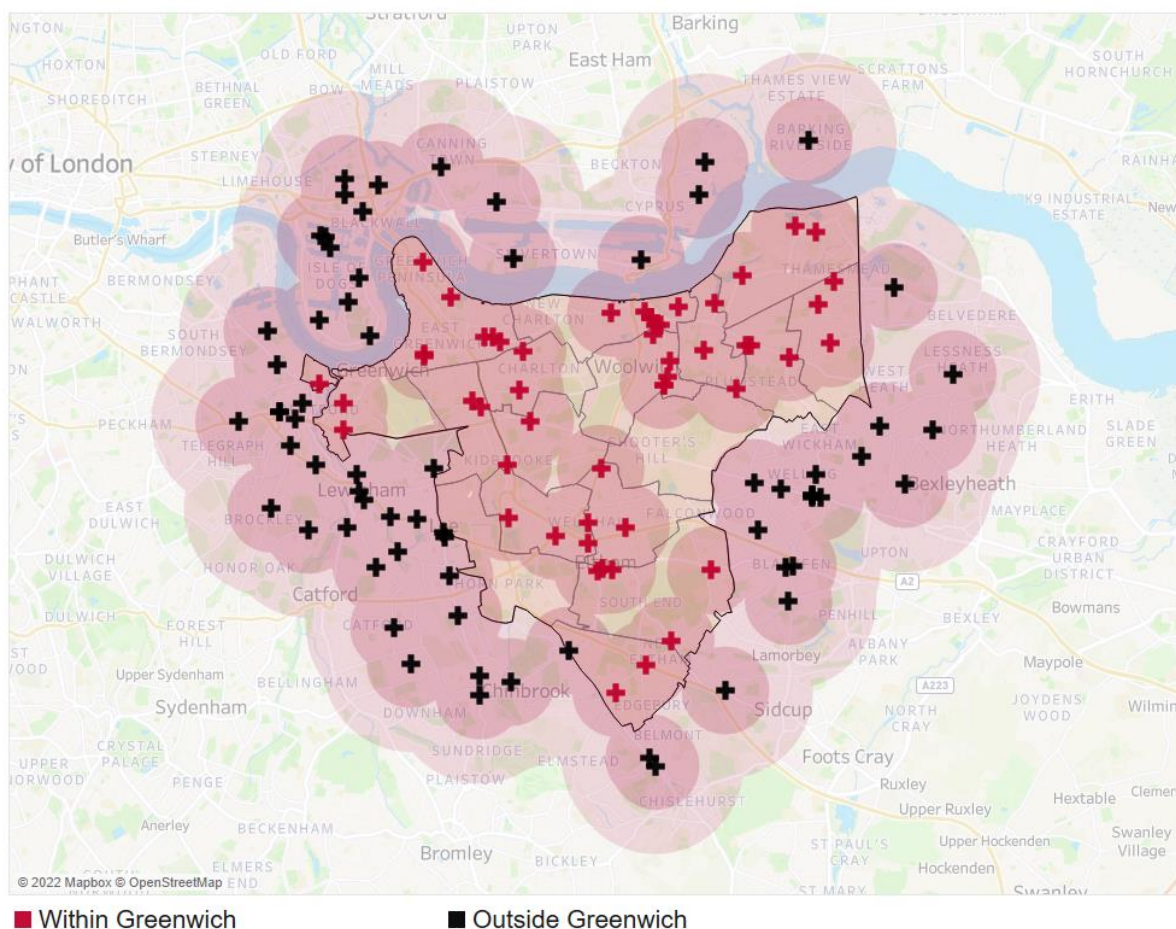
- appliance use reviews, and

- stoma appliance customisation.

New medicines services

- 7.36 The new medicine service (NMS) supports patients with long-term conditions, who are taking a newly prescribed medicine, to help improve medicines adherence.
- 7.37 This service is designed to improve patients' understanding of a newly prescribed medicine for their long-term condition, and to help them get the most from the medicine. It aims to improve adherence to new medication, focusing on people with specific conditions, including (to name a few):
- Asthma and COPD
 - Type 2 diabetes
 - Antiplatelet or anticoagulation therapy
 - Hypertension
- 7.38 New Medicines Service can only be provided by pharmacies and is conducted in a private consultation area to ensure patient confidentiality.
- 7.39 Fifty-three pharmacies in Greenwich provided NMS in 2021/22. There are an additional 68 pharmacies in bordering boroughs that provided NMS. All these pharmacies are shown in Figure 7.13 below.

Figure 7.43: Pharmacies providing NMS and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.2: Number of NMS provided by Greenwich pharmacies by ward, 2021/22

Ward	Number of Pharmacies	Total Number of NMSs provided	Average Number per Pharmacy
Abbey Wood	3	892	297
Shooters Hill	3	884	295
Eltham Town & Avery Hill	5	951	190
Woolwich Arsenal	7	879	126
Eltham Park & Progress	2	599	300
Kidbrooke Park	1	424	424
Mottingham, Coldharbour & New Eltham	2	546	273
West Thamesmead	2	437	219
Thamesmead Moorings	2	422	211
Blackheath Westcombe	3	357	119
Woolwich Dockyard	1	190	190
Plumstead & Glyndon	3	279	93
Greenwich Peninsula	5	264	53
Plumstead Common	2	170	85

Eltham Page	3	133	44
Woolwich Common	1	78	78
Greenwich Park	2	97	49
East Greenwich	2	76	38
Charlton Village & Riverside	1	27	27
Greenwich Creekside	1	38	38
Kidbrooke Village & Sutcliffe	1	37	37
Charlton Hornfair	1	24	24
Total	53	7,804	147

Source: NHS England, 2022

7.40 NMS are supplied widely across the borough within areas of high density and need, therefore the current provision of the NMS is sufficient to meet the needs of this borough.

Community pharmacy seasonal influenza vaccination

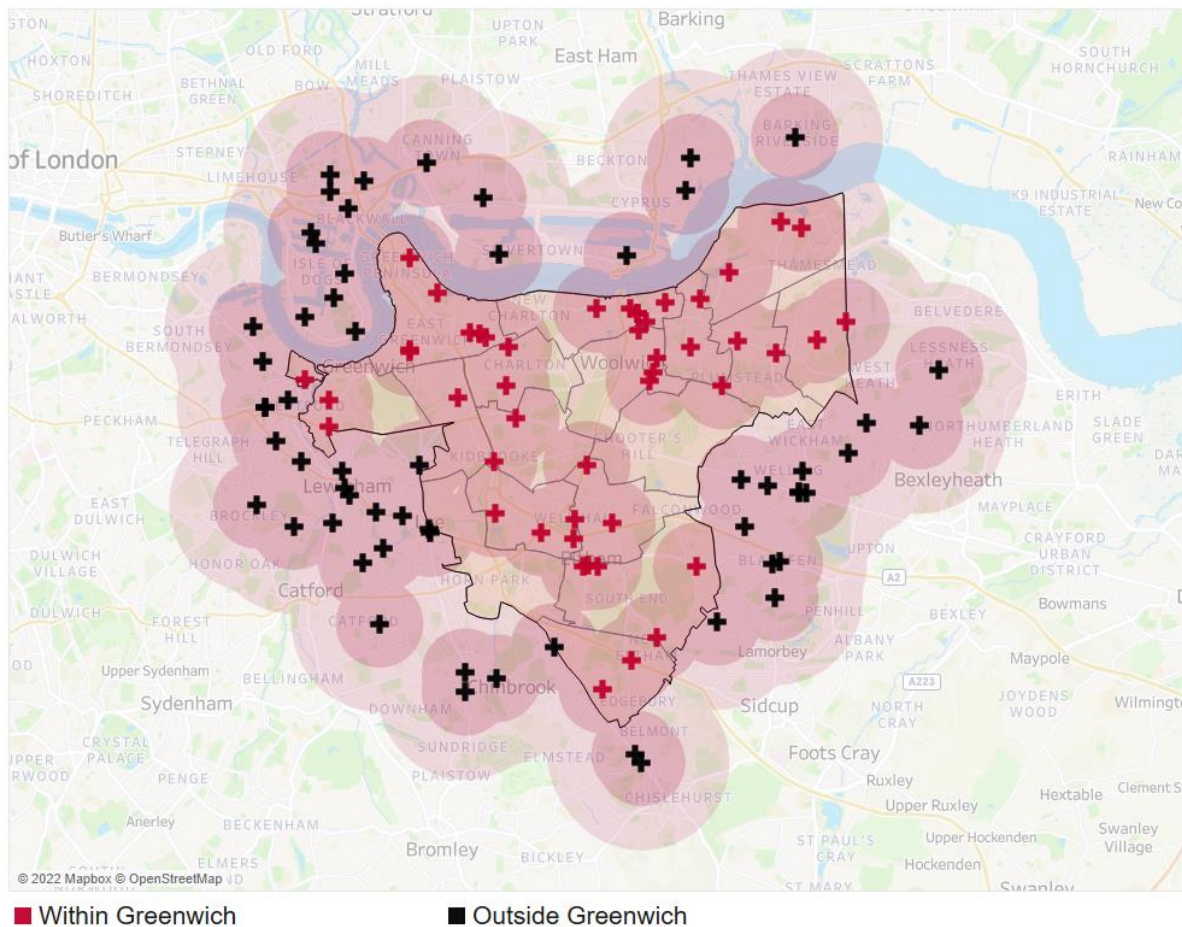
7.41 Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect certain groups who are at risk of developing potentially serious complications, such as:

- anyone over the age of 65
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems

7.42 GPs currently provide majority of the flu vaccinations and pharmacies can help improve access to this service given their convenient locations, extended opening hours and walk-in service. The National Advanced Flu Service is an advanced service commissioned by NHS England to maximise the uptake of the flu vaccine by those who are 'at-risk' due to ill-health or long terms condition.

7.43 A large proportion of community pharmacies in the borough provided flu vaccines (48/57) in Greenwich in 2021/22. Another 60 outside but bordering the borough provided the service. The distribution of these pharmacies is shown in Figure 7.14 and Table 7.8

Figure 7.14: Pharmacies providing Flu vaccination and their 0.5 and 1-mile coverage December 2022



Source: NHS England, 2022

Table 7.8: Pharmacies that provide Flu Vaccinations in Greenwich by ward, December 2022

Ward	Number of Pharmacies
Woolwich Arsenal	6
Greenwich Peninsula	5
Eltham Town & Avery Hill	5
Eltham Page	3
West Thamesmead	2
Thamesmead Moorings	2
Shooters Hill	2
Plumstead Common	2
Plumstead & Glyndon	2
Mottingham, Coldharbour & New Eltham	2
Greenwich Park	2
Eltham Park & Progress	2
East Greenwich	2
Blackheath Westcombe	2
Abbey Wood	2
Woolwich Dockyard	1

Woolwich Common	1
Kidbrooke Village & Sutcliffe	1
Kidbrooke Park	1
Greenwich Creekside	1
Charlton Village & Riverside	1
Charlton Hornfair	1
Total	48

Source: NHS England, 2022

7.44 Overall, there is strong coverage of this service across Greenwich. Therefore, the current provision Advanced Flu Service is sufficient to meet the needs of this borough. However, as identified in Chapter 5, flu vaccination uptake in the borough is low. Commissioners should explore with providers ways of working with existing contractors to promote the services to increase vaccination uptake.

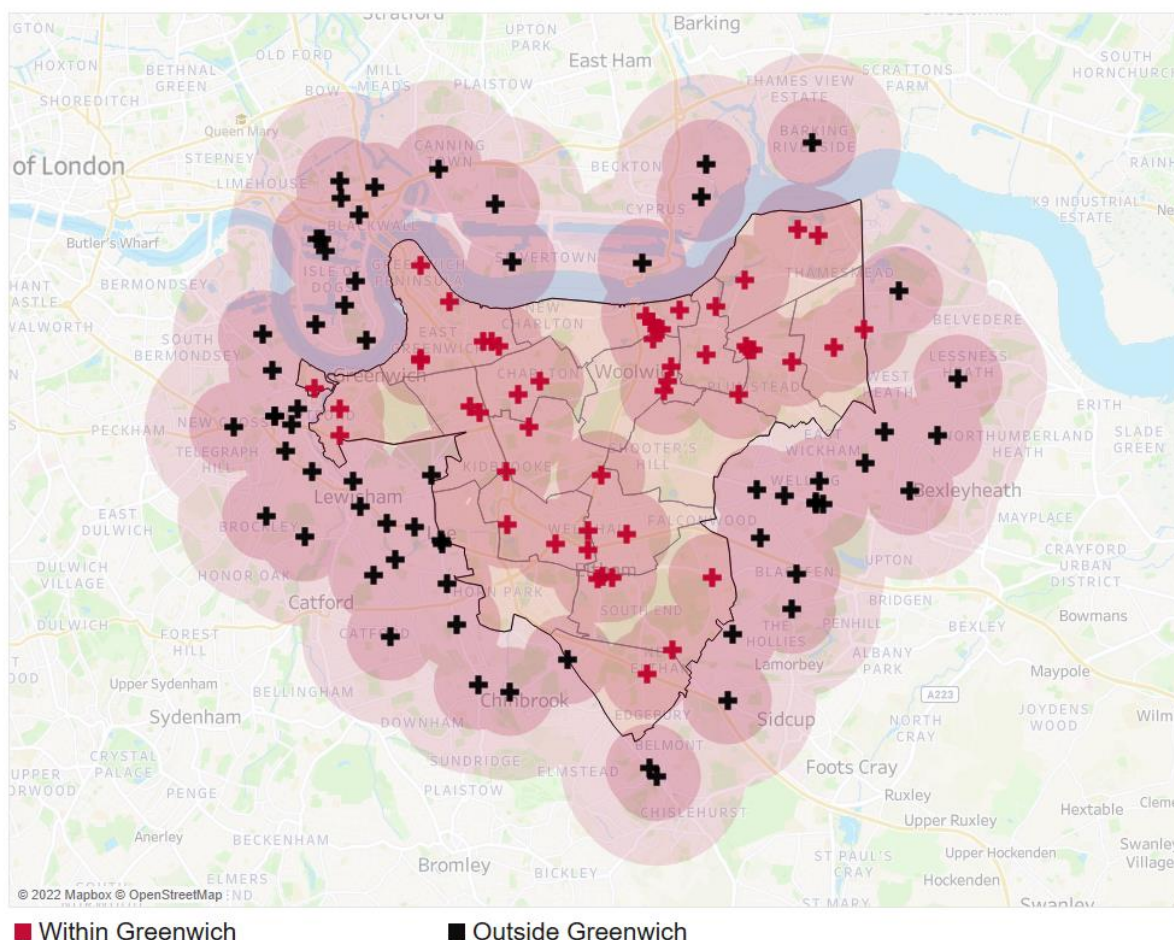
Community pharmacist consultation service

7.45 The community pharmacist consultation service (CPCS) is a new service provided by pharmacies, launched in October 2019. The aims of the service are to support the integration of community pharmacy into the urgent care system, and to divert patients with lower acuity conditions or who require urgent prescriptions from the urgent care system and to community pharmacies.

7.46 It also offers patients who contact NHS 111 the opportunity to access appropriate urgent care services in a convenient and easily accessible community pharmacy setting, on referral from an NHS 111 call advisor and via the NHS 111 Online service.

7.47 There is strong coverage of CPCS in Greenwich. Fifty pharmacies in the borough provided CPCS in 2021/22. There are an additional 63 pharmacies in neighbouring boroughs that provided the service (Figure 7.15 and Table 7.9).

Figure 7.15: Pharmacies providing CPCS and their 0.5 and 1-mile coverage, December 2022



Source: NHS England, 2022

Table 7.9: Pharmacies that provide CPCS in Greenwich by ward, December 2022

Ward	Number of Pharmacies
Woolwich Arsenal	7
Greenwich Peninsula	5
Eltham Town & Avery Hill	5
Plumstead & Glyndon	4
Eltham Page	3
Blackheath Westcombe	3
West Thamesmead	2
Thamesmead Moorings	2
Shooters Hill	2
Plumstead Common	2
Greenwich Park	2
Eltham Park & Progress	2
East Greenwich	2
Abbey Wood	2
Woolwich Common	1
Mottingham, Coldharbour & New Eltham	1

Kidbrooke Village & Sutcliffe	1
Kidbrooke Park	1
Greenwich Creekside	1
Charlton Village & Riverside	1
Charlton Hornfair	1
Total	50

Source: NHS England, 2022

Hypertension case-finding service

7.48 Hypertension case-finding service is a relatively new service and at the time of publication, 12 pharmacies indicated in the contractor survey that they deliver this service.

Community pharmacy hepatitis C antibody testing service

7.49 NHSE data does not show any pharmacy offering community pharmacy hepatitis C antibody testing service as of the time of publication.

7.50 One pharmacy, P.E. Logan, indicated in the contractor survey that they provide this service. A further thirty-three respondents indicated being willing to provide the service if commissioned.

Community pharmacy smoking cessation service

7.51 This service was introduced in March 2022 as an Advanced Service for patients who started their stop-smoking journey in hospital. This service is identified as a key service to improve the prevention of avoidable illness.

7.52 Six pharmacies indicated in the contractor survey that they deliver this service. A further 34 indicated a willingness to provide this service.

Appliance use reviews

7.53 Appliance use reviews (AUR) are another advanced service that community pharmacy and appliance contractors can choose to provide so long as they fulfil certain criteria.

7.54 AURs can be carried out by, a pharmacist or a specialist nurse either at the contractor's premises or at the patient's home. AURs help patients to better understand and use their prescribed appliances by:

- Establishing, the way the patient uses the appliance and the patient's experience of such use
- Identifying, discussing, and assisting in the resolution of poor or ineffective use of the appliance by the patient

- Advising the patient on the safe and appropriate storage of the appliance
- Advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

7.55 While all pharmacies can provide this service, no pharmacies within or bordering the borough provided this service in 2021/22. AURs are typically provided by prescribing health and social care providers.

Stoma appliance customisation service

7.56 The stoma appliance customisation (SAC) service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. 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.

7.57 One pharmacy, Lloyds on Old Dover Road, provided SACs within Greenwich in 2021/22.

7.58 Residents can also access the SAC service either from non-pharmacy providers within the borough (e.g., community health services) or from dispensing appliance contractors outside of the borough. Therefore, the current provision of SAC service is sufficient to meet the needs of this borough.

Summary of the Advanced Pharmacy Services

It is concluded that there is currently sufficient provision for the following advanced services to meet the likely needs of residents in Greenwich:

- New medicine service
- Community pharmacy seasonal influenza vaccination
- Community pharmacist consultation service
- Hypertension case-finding service
- Community pharmacy hepatitis C antibody testing service
- Community pharmacy smoking cessation service
- Appliance use reviews
- Stoma Appliance Customisation service

Enhanced pharmacy services

7.59 NHSE&I currently commission three locally enhanced services in the London Region. These are the London Seasonal Influenza Vaccination Service, the Bank Holiday Rota Service, and the COVID-19 Vaccination Service.

London seasonal influenza vaccination service

7.60 NHSE&I London Region commissions the London Pharmacy Vaccination Service to enhance the delivery of flu vaccination coverage already delivered by the Advanced Flu Service. Any pharmacy in London can choose to deliver this service. They also offer provision for pneumococcal vaccination to eligible cohorts and MenACWY for 18–24-year-olds living permanently or temporarily in London.

7.61 The aims of the service are to:

- sustain and maximise uptake of flu vaccine in at-risk groups by continuing to build the capacity of community pharmacies as an alternative to general practice attendance
- to provide more opportunities and improve convenience for eligible patients to access flu vaccinations
- include provision of flu vaccinations to a wider patient group, including carers, asylum seekers and the homeless and children from 2 to 18 years.

7.62 As at the time of publication, NHSE data was not yet available for these services.

Bank holiday rota service

7.63 To ensure pharmacy services are available during bank holidays, NHSE&I commission pharmacies to open during bank holidays on a rota basis as an enhanced service. This also ensures pharmacies are accessible to other out of hours providers, thus enabling patients to easily access medication if required.

7.64 Two pharmacies provide this service in Greenwich: Dickenson Chemist in Eltham and P.E. Logan Pharmacy in Greenwich.

COVID-19 vaccination service

7.65 NHSE&I commissioned pharmacies to provide the COVID-19 vaccine service. The purpose of this commissioned service is to maximise uptake of the COVID-19 vaccine and improve availability of choice and convenience for patients, in their accessible locations. This service is

commissioned as and when required. At the time of the production of this PNA, seven pharmacies provide COVID-19 vaccinations in Greenwich.

Other NHS pharmacy services

7.66 Other NHS pharmacy services are services commissioned by the Royal Borough of Greenwich and SEL ICB to fulfil a local population health and wellbeing need. The Greenwich enhanced services are listed below:

- Local authority commissioned services:
 - Needle exchange service
 - Supervised consumption service
 - Sexual health services
- SEL ICB commissioned services:
 - Community anticoagulation clinic for INR monitoring

7.67 The provision of these services is explored below.

Needle exchange service

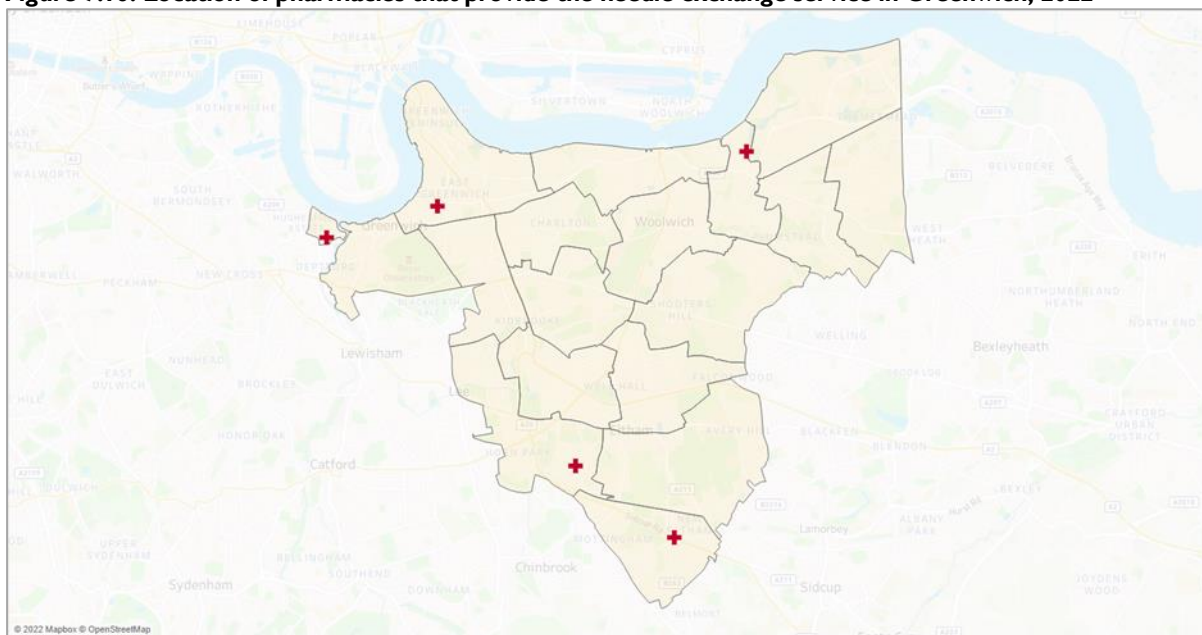
7.68 The Royal Borough of Greenwich commission five pharmacies to deliver a needle exchange service.

7.69 This service supplies needles, syringes and other equipment used to prepare and take illicit drugs. Good access to Needle and Syringe Exchange supports safer use of drugs by injecting drug users by reducing the transmission of viruses and other infections caused by needles and syringes, such as HIV and Hepatitis B and C.

7.70 A Needle and Syringe Exchange Service provides sterile needles, syringes and associated materials to drug misusers and disposes of used needles, syringes and associated materials. Additionally, the service offers advice to drug misusers and where appropriate makes referrals to other health care professionals or a specialist drug treatment centre.

7.71 The names and locations of the pharmacies that provide this service are presented in the figure and table below (Figure 7.16, Table 7.10).

Figure 7.16: Location of pharmacies that provide the needle exchange service in Greenwich, 2022



Source: Royal Borough of Greenwich, 2022

Table 7.10: Pharmacies that provide the needle exchange service in Greenwich, 2022

Pharmacy	Address	Ward
Pe Logan	209 Trafalgar Road, Greenwich	East Greenwich
Rey Pharmacy	735 Sidcup Road, New Eltham	Mottingham, Coldharbour & New Eltham
Newmarket Pharmacy	13 Newmarket Green, Eltham	Middle Park & Horn Park
Whinchat Pharmacy	1 Whinchat Road, Broadwater Green, Thamesmead	West Thamesmead
Rose Pharmacy	24 Creek Road, Deptford	Greenwich Creekside

Source: Royal Borough of Greenwich, 2022

Supervised consumption service

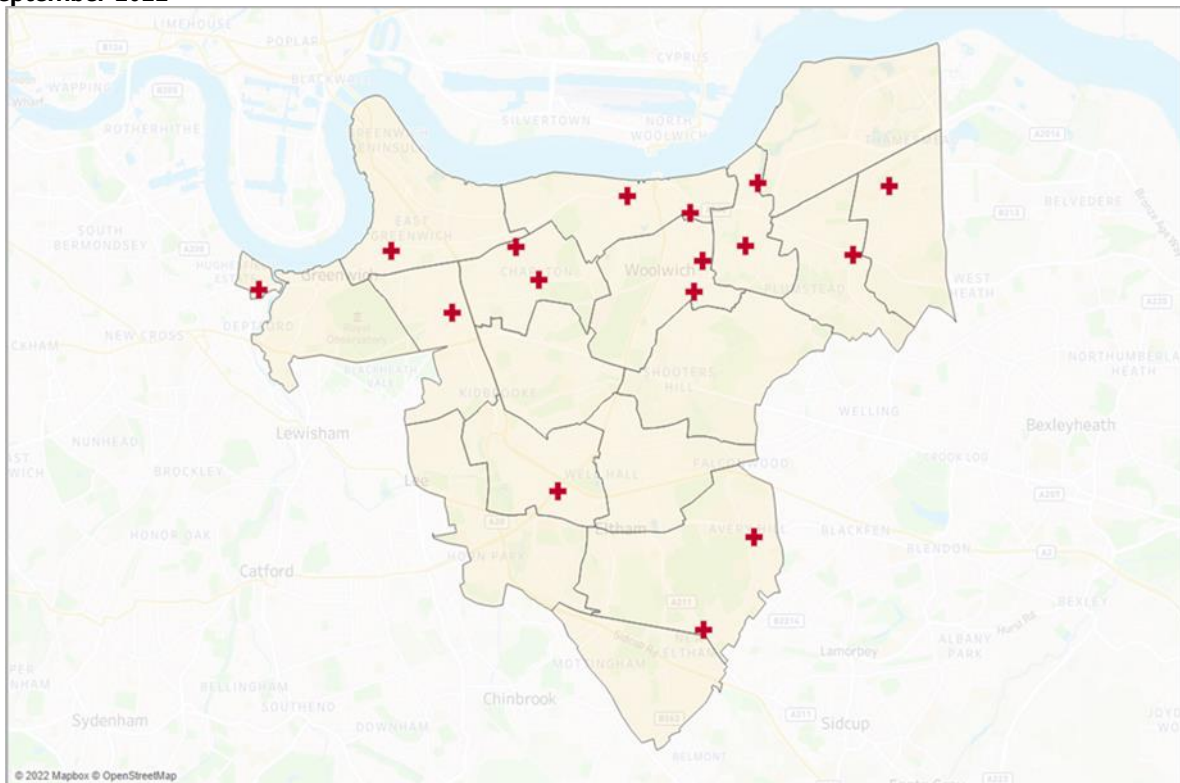
- 7.72 The Royal Borough of Greenwich also commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency. The service is part of the Westminster Drug Project Greenwich’s strategy for substance misuse.
- 7.73 Its aim is to improve the health of substance misusers by developing a shared care scheme, based within pharmacies, which ensures that prescribed medication for the treatment of substance misuse is consumed under professional supervision and that appropriate information is recorded.
- 7.74 The service ensures that there is regular contact for substance misusers with healthcare professionals and where necessary, to help them access further advice and assistance. It also

formalises communication and governance between community pharmacists, prescribers, their service users and other health care professionals.

7.75 Supervised consumption reduces risk of overdose and non-compliance with treatment, minimises diversion and enables people being treated for opioid dependency to utilise the benefits of pharmacy intervention around health choices.

7.76 Sixteen community pharmacies in Greenwich offer supervised consumption services. These are presented below (see Figure 7.17 and Table 7.11).

Figure 7.17: Location of pharmacies that provide supervised consumption services in Greenwich, September 2022



Source: Royal Borough of Greenwich, 2022

Table 7.11: Number of Pharmacies that provide supervised consumption services in Greenwich by ward, 2022

Ward	Number of Pharmacies
Eltham Town & Avery Hill	2
Charlton Village & Riverside	2
Woolwich Dockyard	1
Woolwich Common	1
Woolwich Arsenal	1
West Thamesmead	1
Shooters Hill	1
Plumstead Common	1
Plumstead & Glyndon	1
Greenwich Creekside	1
Eltham Page	1
East Greenwich	1
Blackheath Westcombe	1
Abbey Wood	1

Source: Royal Borough of Greenwich, 2022

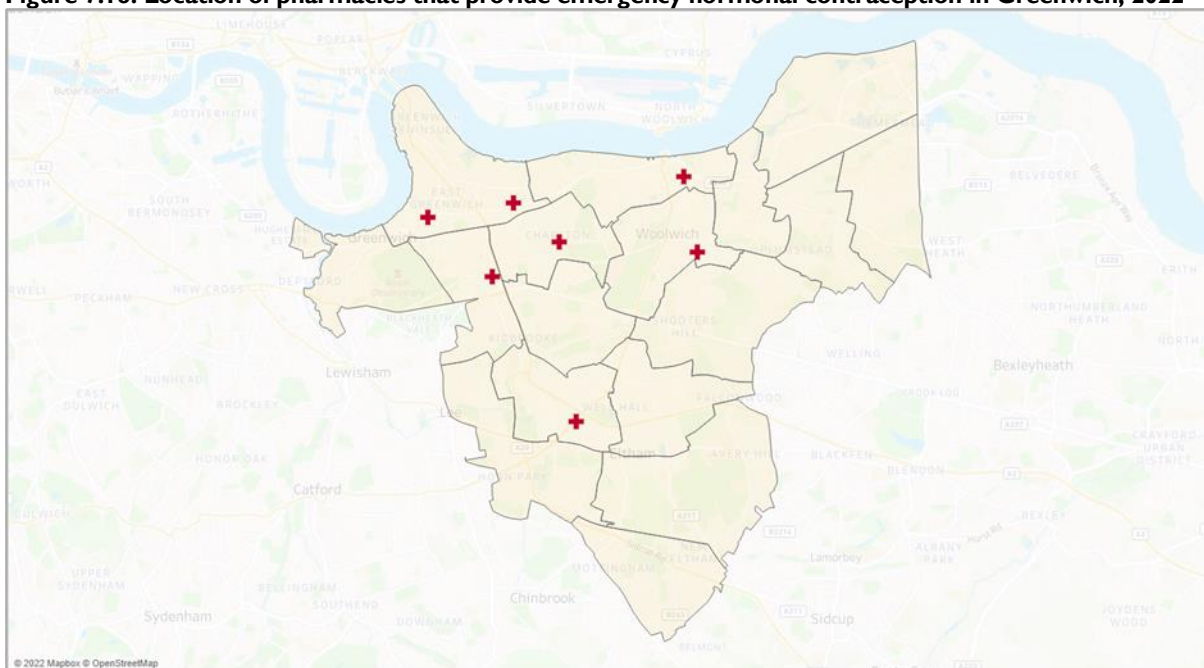
Sexual health services

7.77 Community pharmacies in Greenwich also provide a sexual health service for young people that includes:

- Provision of emergency hormonal contraception (Levenogenstrel) for young women (aged 14-21) when appropriate
- Chlamydia screening and treatment for young people (aged 15-24)
- Opportunistic condom distribution through the GSH Condom distribution scheme for young people accessing chlamydia screening and testing.

7.78 Seven pharmacies provided this service in Greenwich in 2021/22. Their locations are shown in Figure 7.18, and they are listed in Table 7.12 below.

Figure 7.18: Location of pharmacies that provide emergency hormonal contraception in Greenwich, 2022



Source: Royal Borough of Greenwich, 2022

Table 7.12: Pharmacies that provide emergency hormonal contraception in Greenwich by ward, October 2022

Pharmacy	Address	Ward
PE Logan	209 Trafalgar Road, Greenwich	East Greenwich
Herbert Pharmacy	36-38 Herbert Road, Plumstead	Shooters Hill
Lloydspharmacy	Charlton Riverside Place, 7-11 Gallions Road	Greenwich Peninsula
Lloydspharmacy	22 Old Dover Road, Blackheath	Blackheath Westcombe
The Village Pharmacy	9 The Village, Charlton	Charlton Village & Riverside
Eltham Pharmacy	560 Westhorne Avenue, Eltham	Eltham Page
St James Pharmacy	52 Powis Street, Woolwich	Woolwich Arsenal

Source: Royal Borough of Greenwich, 2022

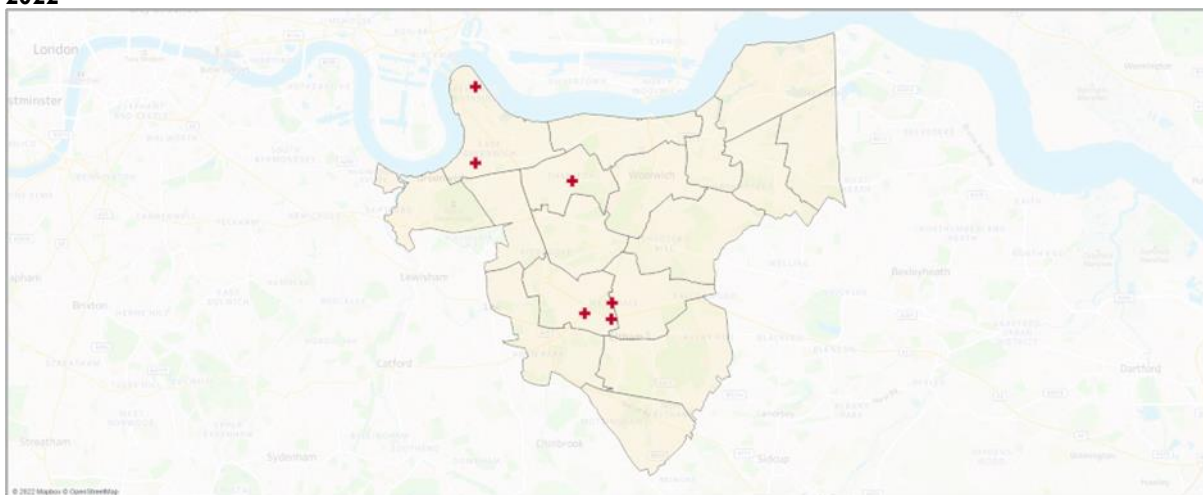
Community anticoagulation clinic for INR monitoring

- 7.79 This service is commissioned by SEL ICB to reduce the expected prevalence of atrial fibrillation in the Royal Borough of Greenwich.
- 7.80 The overall aim of this service is to provide on-going monitoring and management of anticoagulation therapy in the community for patients aged 18 and over, who are registered with a GP practice in Greenwich.
- 7.81 Community pharmacists providing this service will test the patient’s blood clotting time to determine the International Normalised Ratio (INR), which measures the delay in the clotting of the blood caused by warfarin.

7.82 The pharmacist will interpret the results of the blood test and make recommendations about changing doses or omitting doses in response to the observed INR. The pharmacist will also provide support and advice to the patient on the use of their anticoagulant therapy, including referral to other primary or secondary care professionals where appropriate.

7.83 Six pharmacies provide the community anticoagulation service in Greenwich (SEL ICB, 2022), their locations are presented in Figure 7.19 and shown on Table 7.13.

Figure 7.19: Location of pharmacies that provide the community anticoagulation service in Greenwich, 2022



Source: SEL ICB, 2022

Table 7.13: Pharmacies that provide the community anticoagulation service in Greenwich by ward, October 2022

Pharmacy	Address	Ward
PE Logan	209 Trafalgar Road, Greenwich	East Greenwich
Mangal Pharmacy	71 Sherard Road, Eltham	Eltham Page
Mangal Pharmacy	59 Well Hall Road, Eltham	Eltham Page
The Village Pharmacy	9 The Village, Charlton	Charlton Village & Riverside
Eltham Pharmacy	560 Westhorne Avenue, Eltham	Eltham Page
Mangal Pharmacy	8 Green Place, Greenwich	Greenwich Peninsula

Source: SEL ICB, 2022

Summary of other NHS pharmacy services

It is concluded that there is currently sufficient provision for the following other NHS services to meet the likely needs of residents in Greenwich:

- Needle exchange
- supervised consumption
- Sexual health services
- Community anticoagulation clinic for INR monitoring

Additional considerations from Contractor Survey Responses

Languages spoken in pharmacies

- 7.84 According to the contractor survey responses, there is a wide range of languages spoken in Greenwich pharmacies. The most common languages besides English spoken by pharmacy staff are Hindi, Gujarati, and Punjabi. As identified in chapter 4, the most common non-English languages for the borough's residents are Nepalese, Polish and French.
- 7.85 Eleven pharmacies have staff that speak Nepalese, four have staff that can speak Polish and five have staff who can speak French.
- 7.86 Table 7.14 lists the most common languages spoken by a member of staff in Greenwich pharmacies.

Table 7.14: Top 10 languages spoken by a member of staff at the pharmacies in Greenwich

Language	Number of Pharmacies
Hindi	31
Gujarati	21
Punjabi	13
Nepalese	11
Spanish	10
Romanian	9
Italian	6
Romanian	6
Russian	6
Yoruba	6

Source: Greenwich Contractor Survey, 2022

Chapter 8 - Conclusions and statements

8.1 This PNA has considered the current provision of pharmaceutical services across the Royal Borough of Greenwich and assessed whether it meets the needs of the population and whether there are any gaps in the provision of pharmaceutical services either now or within the lifetime of this document, 28th February 2023 to 27th February 2026.

8.2 This chapter will summarise the provision of these services in Greenwich and its surrounding local authorities.

Current provision

8.3 The Greenwich PNA steering group has identified the following services as necessary to this PNA to meet the need for pharmaceutical services:

- Essential services provided at all premises included in the pharmaceutical lists.

8.4 Other Relevant Services are services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have secured improvements or better access to medicines. The Greenwich PNA steering group has identified the following as Other Relevant Services:

- Adequate provision of advanced, enhanced, and other NHS pharmacy services to meet the need of the local population.

Current access to essential services

8.5 In assessing the provision of essential services against the needs of the population, the PNA steering group considered access as the most important factor in determining the extent to which the current provision of essential services meets the needs of the population. To determine the level of access within the borough to pharmaceutical services, the following criteria were considered:

- Distance and travel time to pharmacies
- Opening hours of pharmacies
- Proximity of pharmacies to GP practices

8.6 There are 2.0 community pharmacies per 10,000 residents in Greenwich. This ratio is just below the national average of 2.2. As indicated by the contractor survey, the pharmacies have capacity to offer more services.

8.7 All of the borough's population is within 1 mile of a pharmacy. Additionally, all residents are within a 20-minute commute of a pharmacy via public transport. All GP practices are also within 1 mile of a pharmacy.

8.8 Considering all this, the residents of the borough are well served in terms of the number and location of pharmacies.

Current access to essential services during normal working hours

8.9 All pharmacies are open for at least 40 hours each week. There are 57 community pharmacies in the borough, and a further 73 within a mile of the border of Greenwich, providing good access as determined in Chapter 7.

The results of the PNA conclude that there are no current gaps in the provision of essential services inside normal working hours in the lifetime of this PNA.

Current access to essential services outside normal working hours

8.10 On weekdays, 17 pharmacies are open before 9am and 13 are open after 7pm. These are mapped out on Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

8.11 Fifty of the borough's 57 community pharmacies are open on Saturday. Fourteen pharmacies in the borough are open on Sunday. Considering these pharmacies and those in neighbouring local authorities, as shown in the maps in Chapter 7, there is adequate accessibility of pharmacies to residents on weekends.

The results of the PNA conclude that there are no current gaps in the provision of essential services outside normal working hours in the lifetime of this PNA.

Current access to advanced services

8.12 The following advanced services are currently available for provision by community pharmacies: new medicine service, community pharmacy seasonal influenza vaccination, community pharmacist consultation service, hypertension case-finding service, community pharmacy hepatitis C antibody testing service, community pharmacy smoking cessation service, appliance use reviews and stoma appliance customisation.

8.13 NMS is widely available with 53 pharmacies in the borough providing it.

- 8.14 Flu vaccinations are also widely provided, with 48 pharmacies in the borough offering them. However, commissioners should explore with providers ways of working with existing contractors to promote the services to increase vaccination uptake.
- 8.15 Fifty of the borough's community pharmacies offer the Community Pharmacy Consultation Service.
- 8.16 Twelve pharmacies provide the Hypertension case-finding service.
- 8.17 One pharmacy indicated that they provide hepatitis C antibody testing service in the contractor survey.
- 8.18 Six indicated that they provide the community pharmacy smoking cessation service in the contractor survey.
- 8.19 No Greenwich pharmacy recorded providing AURs in the last year. However, pharmacies have indicated they are able to provide these if there is a need. Advice on the use of appliances is also offered by the hospital or clinic prescribing appliances or from a DAC.
- 8.20 One pharmacy provided the Stoma Appliance Customisation service in the past year, the service is also available from non-pharmacy providers within the borough such as community health services.
- 8.21 It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of Greenwich.

The results of the PNA conclude that there are no current gaps in the provision of advanced services for the lifetime of this PNA.

Current access to enhanced pharmacy services

- 8.22 There are currently three enhanced services commissioned by the London region of NHSE&I. These are the London Seasonal Influenza Vaccination Service, the Bank Holiday Rota Service (provided by two pharmacies) and the COVID-19 Vaccination Service (delivered by ten pharmacies). These are commissioned as and when required.

The results of the PNA conclude that there are no gaps in the provision of enhanced pharmacy services for the lifetime of this PNA.

Current access to Other NHS pharmacy services

- 8.23 These services are commissioned by the Royal Borough of Greenwich and South East London Integrated Care Board. Pharmacies are commissioned to deliver these services to fulfil the specific health and wellbeing of the Greenwich population. These services include needle exchange, supervised consumption, sexual health services and community anticoagulation clinic for INR monitoring.
- 8.24 Five pharmacies offer the needle exchange while 16 offer supervised consumption services. Sexual health services are available from seven pharmacies while the community anticoagulation clinic for INR monitoring can be obtained from six pharmacies.
- 8.25 Overall, there is very good availability of Other NHS pharmacy services in the borough.

The results of the PNA conclude that there are no current gaps in the provision of other NHS pharmacy services in the lifetime of this PNA.

Future Provision

- 8.26 The Health and Wellbeing Board has considered the following future developments:
- Forecasted population growth
 - Housing Development information
 - Regeneration projects
 - Changes in the provision of health and social care services
 - Other changes to the demand for services

Future access to essential services

Future access to essential services during normal working hours

- 8.27 The PNA is not aware of any firm plans for changes in the provision of Health and Social Care services within the lifetime of this PNA.
- 8.28 The PNA is aware of and has considered the proposed new housing developments in Greenwich, particularly the larger developments, namely: Greenwich Peninsula (Knight Dragon), Charlton Riverside Central, Thamesmead Waterfront, Thamesmead Town Centre, Greenwich Peninsula Gasholder, and The Warren/Royal Arsenal Masterplan developments.
- 8.29 The analysis has considered these developments, and other causes of population increases. Greenwich pharmacies have very low dispensing numbers compared to the rest of the nation

(5,021 items per month compared to 6,675 for the national average). This indicates that the pharmacies, including those around the new developments, have ample capacity to cater to the additional pharmaceutical provision demands created by this expected population increase. It is therefore concluded that pharmacy provision within Greenwich is well placed to support these during the lifetime of the PNA.

- 8.30 The steering group will review pharmacy needs in consideration of any population changes that may arise as a result of these proposed new housing developments in the next PNA.

The results of the PNA conclude that there are no gaps in the future provision of essential services during normal working hours in the lifetime of this PNA. The anticipated population increase is likely to be met by the pharmacies in the area, as indicated by the low dispensing numbers, but future PNAs should continue to monitor the population changes closely.

Future access to essential services outside normal working hours

- 8.31 The Health and Wellbeing Board is not aware of any notifications to change the supplementary opening hours for pharmacies at the time of publication.

The results of the PNA conclude that there are no gaps in the future provision of essential services outside of normal working hours in the lifetime of this PNA.

Future access to advanced services

- 8.32 Through the contractor survey, local pharmacies have indicated that they have capacity to meet future increases in demand for advanced services.

The results of the PNA conclude that there are no gaps in the future provision of advanced services in the lifetime of this PNA.

Future access to enhanced services

- 8.33 Through the contractor survey, local pharmacies have indicated that they have capacity to meet future increases in demand for enhanced services.

The results of the PNA conclude that there are no gaps in the future provision of enhanced services in the lifetime of this PNA.

Future access to other NHS pharmacy services

- 8.34 Through the contractor survey, local pharmacies have indicated that they have capacity to meet future increases in demand for other NHS pharmacy services.

The results of the PNA conclude no gaps in the future provision of locally commissioned Other NHS services in the lifetime of this PNA.

Improvements and better access

Current and future access to essential services

- 8.35 In consideration of population health and wellbeing needs and needs of those who share protected characteristics, the PNA did not identify any services, that if provided, either now or in future, would secure improvements or better access to essential services. Further, there is sufficient capacity to meet any increased future demand.

The results of the PNA conclude are no unmet pharmaceutical needs in essential services, that if provided, either now or in the future, would secure improvements or better access to essential services, in the lifetime of this PNA.

Current and future access to advanced services

- 8.36 NMS, flu vaccination, CPCS, hypertension case finding, hepatitis C antibody testing and smoking cessation services are all widely available throughout Greenwich and there is sufficient capacity for more the pharmacies to provide them.
- 8.37 While there are no pharmacies delivering AURs, these are provided by prescribing health and social care providers.
- 8.38 One pharmacy provides SAC. SACs can also be provided by other health care providers such as community health services.
- 8.39 The PNA analysis has concluded that there is sufficient capacity to meet any increased demand of advanced services.

The results of the PNA conclude that there is no additional need in the provision of advanced services at present or in the future, that would secure improvements or better access to advanced services in the lifetime of this PNA.

Current and future access to enhanced pharmacy services

- 8.40 There is good provision of services commissioned by NHE&I, the London Region. The PNA did not find any evidence to conclude that the services these pharmacies offer should be expanded.

The results of the PNA conclude that there are no gaps, either now or in the future, that if provided would secure improvements or better access to Enhanced Pharmacy Services in the area.

Current and future access to other NHS pharmacy services

- 8.41 These are commissioned as and when required. The PNA did not identify any services, that if provided either now or in future would secure improvements or better access to the enhanced services offered. Local pharmacies have also indicated that they have capacity for future increases in demand for other NHS pharmacy services through the contractor survey.

The results of the PNA conclude that there is no additional need, either now or in the future, that if provided would secure improvements or better access to other locally commissioned services in the area in the lifetime of this PNA.

Appendix A - PNA Steering Group Terms of Reference

Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List.

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

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

The Greenwich Health and Wellbeing Board has now initiated the process to refresh the PNAs by December 2022.

Role

The primary role of the group is to advise and develop structures and processes to support the preparation of a comprehensive, well researched, well considered and robust PNA, building on expertise from across the local healthcare community; and managed by Healthy Dialogues Ltd.

In addition, the group is responsible for:

- Responding to formal PNA consultations from neighbouring HWBs on behalf of the Health and Wellbeing boards.
- Establishing arrangements to ensure the appropriate maintenance of the PNA, following publication, in accordance with the Regulations.

Objectives

- Ensure the new PNA meets the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and its amendments. This includes current and future *needs* of pharmaceutical access.
- Develop the PNA so that it documents all locally commissioned services, including public health services commissioned; and services commissioned by South East London Integrated Care Board
- and other NHS organisations as applicable; and provides the evidence base for future local commissioning.
- Agree a project plan and ensure representation of the full range of stakeholders.
- Ensure a stakeholder and communications plan is developed to inform pre-consultation engagement and to ensure that the formal consultation meets the requirements of the Regulations.
- Ensure that the PNA, although it is a separate document, integrates, and aligns both the joint strategic needs assessment and the health and wellbeing strategies of each of the boroughs as well as other key regional and national strategies.
- Ensure that the requirements for the development and content of PNAs are followed, and that the appropriate assessments are undertaken, in accordance with the Regulations. This includes documenting current and future needs for, or improvements and better access to, pharmaceutical services as will be required by the local populations.
- Approve the framework for the PNA document, including determining the maps which will be included.
- Ensure that the PNA contains sufficient information to inform commissioning of enhanced services, by NHS England; and commissioning of locally commissioned services by the CCG and other local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations; including formally considering and acting upon consultation responses

and overseeing the development of the consultation report for inclusion in the final PNA.

- Consider and document the processes by which the HWB will discharge its responsibilities for maintaining the PNA.
- Comment, on behalf of the Greenwich Health and Wellbeing boards, on formal PNA consultations undertaken by neighbouring HWBs
- Advise the HWB, if required, when consulted by NHS England in relation to consolidated applications.
- Document and manage potential and actual conflicts of interest.

Accountability and reporting

The Greenwich Health and Wellbeing board have delegated responsibility for the development and maintenance of the PNA; and for formally responding to consultations from neighbouring HWBs to the PNA Steering Group. The Royal Borough of Greenwich, on behalf of the HWB and the steering group have commissioned Healthy Dialogues Ltd. to undertake the PNA.

The PNA steering group will be accountable to the Health and Wellbeing board and will report to them as and when required.

Membership

Chair: Wendy Elcome/Jane Connor

Name	Organisation
Wendy Elcome	Royal Borough of Greenwich
Sally Watkins	Royal Borough of Greenwich
Robin Clarke	Royal Borough of Greenwich
Jane Connor	Royal Borough of Greenwich
Alexia Fergus	Royal Borough of Greenwich
Communications lead	Royal Borough of Greenwich
Penny Grosett, Jahan Foster and Joy Beishon	Healthwatch Greenwich
Jin On	South East London Integrated Care Board

Raj Matharu	Bexley, Bromley and Greenwich Local Pharmaceutical Committee
Reena Patel	Bexley, Bromley and Greenwich Local Pharmaceutical Committee
Zinat Abedin	Bexley, Bromley and Greenwich Local Pharmaceutical Committee
Ellie Morgan	Royal Borough of Greenwich
Viola Molnar	Royal Borough of Greenwich

An agreed deputy may be used where the named member of the group is unable to attend.

Other staff members / stakeholders may be invited to attend meetings for the purpose of providing advice and/or clarification to the group.

NHS England are unable to attend.

Quorum

A meeting of the group shall be regarded as quorate where there is one representative from each of the following organisations / professions:

- Chair (or nominated deputy)
- Representative from Public Health for the Royal Borough of Greenwich
- Bexley, Bromley and Greenwich Local Pharmaceutical Committee
- Healthy Dialogues

Declaration of Interests

It is important that potential, and actual, conflicts of interest are managed:

- Declaration of interests will be a standing item on each PNA Steering Group agenda.
- A register of interests will be maintained and will be kept under review by the HWB.
- Where a member has a potential or actual conflict of interest for any given agenda item, they will be entitled to participate in the discussion but will not be permitted to be involved in final decision making.

Frequency of meetings

The group will meet on a monthly basis or as required for the lifetime of this project.

Following publication of the final PNA, the Steering Group will be convened on an 'as required' basis to:

- Fulfil its role in timely maintenance of the PNA
- Advise the HWB, when consulted by NHS England, in relation to consolidated applications.

Appendix B - Pharmacy provision within Greenwich and within mile of border

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Greenwich	Community	FA332	Plumstead Pharmacy	9 Wickham Lane, Abbey Wood	SE2 0XJ	No	No	Yes	No
		FA450	Totty Pharmacy	44 Charlton Church Lane, Charlton	SE7 7AE	No	No	Yes	No
		FA716	Woolwich Late Night Pharmacy	Equitable House, 10 Woolwich New Road, Woolwich	SE18 6AB	Yes	Yes	Yes	Yes
		FAR88	Alpharm Chemist	116 Plumstead High Street, Plumstead	SE18 1SJ	No	Yes	Yes	Yes
		FC116	Asda Pharmacy	Bugsby Way, Greenwich	SE7 7ST	Yes	Yes	Yes	Yes
		FCG06	Hn Dickinson	192 Bexley Road, Eltham	SE9 2PH	No	No	Yes	No
		FCK76	Geepharm Chemists	36 Plumstead Common Road, Plumstead	SE18 3TN	No	Yes	Yes	No
		FD551	PE Logan	209 Trafalgar Road, Greenwich	SE10 9EQ	No	No	Yes	No
		FDQ41	Herbert Pharmacy	36-38 Herbert Road, Plumstead	SE18 3SH	Yes	No	Yes	No
		FE289	Roopson Pharmacy	422 Well Hall Road, Eltham, London	SE9 6UD	No	No	Yes	No
		FEA03	Duncans Pharmacy	193-195 Greenwich High Rd, Greenwich	SE10 8JA	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FEF79	Access Pharmacy	38 Grovebury Road, Abbey Wood, London	SE2 9BB	No	No	No	No
		FFG07	Mangal Pharmacy	71 Sherard Road, Eltham	SE9 6ER	Yes	No	Yes	No
		FGF69	Boots	156 Plumstead High Street, Plumstead	SE18 1JQ	No	No	Yes	No
		FGJ82	Pyramid Pharmacy	66 Powis Street, Woolwich	SE18 6LQ	No	No	Yes	No
		FGR61	Geepharm Chemists	1-3 Blackheath Hill, Greenwich	SE10 8PB	No	Yes	Yes	No
		FGV05	Rey Pharmacy	735 Sidcup Road, New Eltham	SE9 3SA	No	No	No	No
		FGX36	Lloydspharmacy	Charlton Riverside Place, 7-11 Gallions Road	SE7 7FA	Yes	Yes	Yes	Yes
		FHC98	Well	27 Court Yard, Eltham, London	SE9 5PR	Yes	No	Yes	No
		FHF01	Temple Pharmacy Ltd	33 Lakedale Road, Plumstead	SE18 1PP	No	No	Yes	No
		FHF23	Lloydspharmacy	22 Old Dover Road, Blackheath	SE3 7BT	No	No	Yes	No
		FHR69	Alpha Chemist	7 Greens End, Woolwich	SE18 6HX	No	Yes	Yes	Yes
		FJ128	Boots	196-198 Trafalgar Road, Greenwich	SE10 9ER	No	No	Yes	No
		FJG92	First Care Pharmacy	Unit 6, The Reach, Thamesmead	SE28 0NY	Yes	Yes	Yes	Yes
		FJW12	Newmarket Pharmacy	13 Newmarket Green, Eltham	SE9 5ER	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FK062	Stevens Pharmacy	379 Footscray Road, New Eltham	SE9 2DR	No	No	Yes	No
		FK580	Ns Warwick Ltd	12 Kingsman Parade, Woolwich	SE18 5QE	No	No	Yes	No
		FK901	Browne Af Ltd	174 Eynsham Drive, Abbey Wood, Kent	SE2 9PT	No	No	Yes	No
		FKK84	Kidbrooke Pharmacy	134 Rochester Way, Kidbrooke, Blackheath	SE3 8AR	No	No	Yes	No
		FL803	Well	2 The Mound, Mottingham	SE9 3AZ	No	No	Yes	No
		FMR26	Browne AF Ltd	16 Wilton Road, Abbey Wood, Kent,	SE2 9RH	No	No	Yes	No
		FNP06	Blackheath Standard Pharmacy	182 Westcombe Hill, Blackheath	SE3 7DH	No	No	Yes	No
		FPC00	Mangal Pharmacy	59 Well Hall Road, Eltham	SE9 6SZ	No	No	Yes	No
		FPC93	Grove Pharmacy	17 The Village, Charlton	SE7 8UG	Yes	Yes	Yes	Yes
		FPG23	Worthcare Ltd	Gallions Reach Health Ctr, Bentham Road, Thamesmead	SE28 8BE	Yes	No	No	No
		FPM4I	Dickinson Chemist	130 Westmount Road, Eltham	SE9 1UT	No	Yes	Yes	Yes
		FPV87	Boots	96-104 Eltham High Street, Eltham	SE9 1BW	No	No	Yes	Yes
		FQR6I	Masters Pharmacy	176 Shooters Hill Road, Blackheath, London	SE3 8RP	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FRE57	Burrage Pharmacy	57 Burrage Place, Plumstead, Woolwich	SE18 7BE	Yes	No	No	No
		FRK12	Boots	12-16 Hare Street, Woolwich	SE18 6NB	No	No	Yes	No
		FTL72	Whinchat Pharmacy	1 Whinchat Road, Broadwater Green, Thamesmead	SE28 0DZ	Yes	No	No	No
		FTN12	Eltham Pharmacy	560 Westhorpe Avenue, Eltham	SE9 6DR	No	No	Yes	No
		FTR52	Morrisons Pharmacy	2 Twin Tumps Way, Thamesmead	SE28 8RD	No	No	Yes	Yes
		FTT80	Rose Pharmacy	24 Creek Road, Deptford	SE8 3BN	Yes	No	Yes	No
		FTX08	Tesco Instore Pharmacy	13 Old Stable Row, Woolwich	SE18 6JR	Yes	Yes	Yes	Yes
		FVC32	Temple Pharmacy Ltd	6 The Slade, Plumstead	SE18 2NB	No	No	Yes	No
		FVG96	Charlton Pharmacy	229 Charlton Road, Charlton	SE7 7ED	No	No	Yes	No
		FVH88	Amal Pharmacy	Unit 3, 166 Metcalfe Crt, Greenwich Millennium Vge, West Parkside, Greenwich	SE10 0EL	No	No	Yes	No
		FWI85	Royal Arsenal Pharmacy	21-23 Arsenal Way, Woolwich	SE18 6TE	Yes	No	Yes	No
		FWM57	Weston Pharmacy	60 Herbert Road, Plumstead	SE18 3SH	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FWN12	The Neem Tree Pharmacy	110 Mcleod Road, Abbey Wood	SE2 0BS	No	No	Yes	No
		FWW22	Mangal Pharmacy	8 Green Place, Greenwich	SE10 0PE	Yes	No	Yes	Yes
		FX053	Boots	Unit 7A, Greenwich Retail Park, Bugsby Way	SE7 7SR	Yes	Yes	Yes	Yes
		FXE44	Central Chemists	3 Brewery Road, Woolwich	SE18 7PS	No	No	No	No
		FXR67	St James Pharmacy	52 Powis Street, Woolwich	SE18 6LQ	No	No	Yes	No
		FY041	Lloydspharmacy	Sainsburys Superstore, 1A Philpot Path, Eltham	SE9 5DL	Yes	Yes	Yes	Yes
		FY283	Chemcare Pharmacy	50 Cambert Way London	SE3 9FA	No	No	No	No
	DSP	FHH89	Oasis Pharmacy	Unit 3, 119/121 Nathan Way	SE28 0AQ	No	No	Yes	No
Barking	Community	FPR28	Britannia Pharmacy	The Rivergate Centre, Unit 1 Minter Road, Barking, Essex	IG11 0TH	No	No	Yes	No
Bexley	Community	FCE42	Well	Cws Superstore, 71-79 High Street, Welling, Kent	DA16 ITU	Yes	No	Yes	No
		FD537	Southcott Chemist	281 Main Road, Sidcup, Kent,	DA14 6QL	No	No	Yes	No
		FE097	Falconwood Pharmacy	3 Falconwood Parade, Welling, Kent	DA16 2PL	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FH281	Lloydspharmacy	32 Pickford Lane, Bexleyheath, Kent	DA7 4QW	No	No	Yes	No
		FHR27	Olins Pharmacy	3 The Oval, Sidcup, Kent	DA15 9ER	No	No	Yes	No
		FKC93	Neem Tree Welling Pharmacy	109-111 Welling High St, Welling, Kent	DA16 ITY	No	No	Yes	No
		FLK13	Well	297 Brampton Road, Bexley Heath, London,	DA7 5QR	Yes	No	Yes	No
		FNW18	Knightons Pharmacy	36 Nuxley Road, Belvedere, Kent	DA17 5JG	Yes	No	Yes	No
		FP029	Day Lewis Pharmacy	253 Westwood Lane, Blackfen, Sidcup, Kent	DA15 9PS	No	No	Yes	No
		FP273	B R Lewis Chemists	62-64 Upper Wickham Lane, Welling, Kent	DA16 3HQ	Yes	Yes	Yes	No
		FPX29	Browne Af Ltd	252 Blackfen Road, Blackfen, Sidcup, Kent	DA15 8PW	No	No	Yes	No
		FQA59	Day Lewis Chemists	3-5 The Pantiles, Littleheath Road, Bexleyheath, Kent	DA7 5HH	No	No	Yes	No
		FRM32	Hayshine Ltd	54 Wrotham Road, Welling, Kent,	DA16 ILN	No	No	Yes	No
		FTM47	Boots Uk Limited	109-111 Welling High St, Welling, Kent	DA16 ITY	No	No	Yes	No
		FWA43	Brownes Chemist	208 Yarnton Way, Erith	DA18 4DR	Yes	No	Yes	Yes
		FX263	Bellegrove Pharmacy	225 Bellegrove Road, Welling, Kent	DA16 3RQ	Yes	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FXN89	Seven Day Chemist	175A Bellegrave Road, Welling, Kent,	DA16 3QS	Yes	Yes	Yes	Yes
		FY261	Targett Chemist	172 Halfway Street, Sidcup, Kent,	DA15 8DJ	No	No	Yes	No
		FYQ93	Mistvale Chemist	138-140 Welling High St, Welling, Kent	DA16 1TJ	No	No	Yes	No
Bromley	Community	FC313	Mottingham Pharmacy (Jarman & Dixon)	71-73 Mottingham Road, London	SE9 4QZ	No	No	Yes	No
		FTV97	Jarman & Dixon	71-73 Mottingham Road, London	SE9 4QZ	No	No	Yes	No
		FVF13	Williams Lm (Chislehurst) Ltd	89-93 High Street, Chislehurst, Kent,	BR7 5AG	Yes	No	Yes	No
		FVN52	Lloydspharmacy	59 High Street, Chislehurst, Kent,	BR7 5AF	No	No	Yes	No
Lewisham	Community	FC300	Boots	72-78 Lewisham High St., London	SE13 5JN	Yes	No	Yes	Yes
		FCE85	Lloydspharmacy	185 Torridon Road, Catford, London,	SE6 1RG	No	No	Yes	No
		FDK93	Harris Chemist	372 Baring Road, Grove Park, London	SE12 0EF	No	Yes	Yes	No
		FDW13	Baum Pharmacy	10-12 Manor Park Parade, Lee High Road, Lewisham, London	SE13 5PB	No	No	Yes	No
		FE019	Nightingale Pharmacy	90-92 Deptford High St., , London	SE8 4RQ	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FER84	Lloydspharmacy	263 New Cross Road, New Cross Gate, London	SE14 5UL	Yes	Yes	Yes	Yes
		FET97	Osbon Pharmacy	179-181 Lewisham Way, London	SE4 1UY	No	No	Yes	No
		FHL15	Station Pharmacy	2 Amersham Vale, New Cross, London	SE14 6LD	No	No	Yes	No
		FJ566	Grove Park Pharmacy	344 Baring Road, Grove Park, London	SE12 0DU	No	Yes	Yes	Yes
		FJK64	Lee Pharmacy	19 Burnt Ash Hill, Lee, London	SE12 0AA	No	No	Yes	No
		FJW95	Pepys Pharmacy	2 Golden Hind Place, Grove Street, London	SE8 3QG	No	No	No	No
		FJX60	Rains Pharmacy	Unit 52, Old Biscuit Fac., 9 Staplehurst Road, Hither Green, London	SE13 5ND	No	No	Yes	No
		FK081	Ladywell Pharmacy	Hilly Fields Medical Ctr., 172-174 Adelaide Avenue, London	SE4 1JN	Yes	Yes	Yes	No
		FLY01	Sheel Pharmacy Lewisham	296-298 Lewisham High St, Lewisham, London	SE13 6JZ	No	No	Yes	No
		FMT20	Gokul Chemist	53 Baring Road, Lee, London,	SE12 0JS	No	No	Yes	No
		FNN17	Lloydspharmacy	14 Burnt Ash Road, Lee Green, London	SE12 8PZ	Yes	Yes	Yes	Yes
		FNN90	Amin Pharmacy	285-287 Brockley Road, Brockley, London,	SE4 2SA	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FNW34	Widdicombe Chemist	220 Hither Green Lane, London	SE13 6RT	No	No	Yes	No
		FPJ12	Brook Pharmacy	109 Chinbrook Road, Lewisham, London,	SE12 9QL	No	No	Yes	No
		FQA51	Krisons Chemist	506 New Cross Road, London	SE14 6TJ	No	No	Yes	No
		FQK49	Sheel Pharmacy	312-314 Lewisham Road, Lewisham, London	SE13 7PA	No	No	Yes	No
		FQP73	Woodlands Pharmacy	Woodlands Health Centre, 4 Edwin Hall Place, London	SE13 6RN	Yes	Yes	Yes	Yes
		FT872	Cambelle Chemist	83-85 Boundfield Road, Catford, London	SE6 1PH	No	No	Yes	No
		FTF05	Lewisham Pharmacy	324 Lee High Road, London	SE13 5PJ	No	No	Yes	No
		FVA74	Lewis Grove Pharmacy	1 Lewis Grove, Lewisham, London	SE13 6BG	No	No	Yes	No
		FWA34	Lockyer'S Pharmacy	252 Evelyn Street, Deptford, London	SE8 5BZ	No	No	No	No
		FWC06	Day Lewis Pharmacy	56-60 Loampit Hill, Lewisham, London	SE13 7SX	Yes	No	No	No
		FXJ41	New Cross Pharmacy	Waldron Health Centre, Amersham Vale, New Cross, London	SE14 6LD	Yes	Yes	Yes	No
		FY475	Paydens Pharmacy	30 Tranquil Vale, Blackheath, London	SE3 0TA	No	No	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FY745	Lords Pharmacy	11 Burnt Ash Road, Lee, London,	SE12 8RG	No	No	Yes	No
Newham	Community	FD513	Royal Dock Pharmacy	Plot 3 Ground Floor, Royal Crest Avenue, London	E16 2TQ	No	No	No	Yes
		FE672	Berg'S Pharmacy	4 Rathbone Market, Barking Road, Canning Town, London	E16 1EH	No	No	Yes	No
		FF672	Day Lewis Pharmacy	17-19 Freemasons Road, Custom House, London	E16 3AR	Yes	No	Yes	No
		FMC69	Boots	Unit 15, Galleons Reach, Beckton, London	E6 7ER	No	Yes	Yes	Yes
		FQC93	Tesco Instore Pharmacy	1 Armada Way Gallions Rch, Royal Dock Road, Beckton	E6 7FB	Yes	Yes	Yes	Yes
	FXQ92	Day Lewis Pharmacy	5 Woodman Parade, Pier Road, North Woolwich, London	E16 2LL	No	No	Yes	No	
	DSP	FF694	Mychemistonline	F63 Waterfront Studios, 1 Dock Road, London	E16 1AH	No	No	No	No
Tower Hamlets	Community	FGA03	Boots	18-20 The Vesey Path , London	E14 6BT	No	No	Yes	Yes
		FH732	Cubitt Town Pharmacy	143 Manchester Road, London,	E14 3DN	No	No	Yes	No
		FHH61	Lansbury Chemist	85 Chrisp Street, Poplar, London	E14 6GG	No	Yes	Yes	No

HWB	Contract Type	ODS code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
		FK564	Boots	Unit 14, Canada Square, Canary Wharf, London	E14 5AX	Yes	Yes	Yes	Yes
		FL171	Allens Pharmacy	19 Castalia Square, Isle Of Dogs, London,	E14 3PQ	No	Yes	Yes	No
		FNW37	Britannia Pharmacy	35 Aberfeldy Street, London	E14 0NU	No	No	No	No
		FQR59	Boots Uk Limited	Ground Floor, Cabot Place, 15 Cabot Sq, London	E14 4QT	Yes	Yes	Yes	No
		FQV39	Boots	15 Jubilee Place, 45 Bank Street, Canary Wharf,	E14 5NY	Yes	Yes	Yes	Yes
		FRX84	Britannia Pharmacy	259 Poplar High Street, Poplar, London	E14 0BE	No	No	Yes	No
		FW883	Docklands Pharmacy	100 Spindrifft Avenue, London	E14 9WU	Yes	No	Yes	No
		FXQ52	Britannia Pharmacy	Unit 9 Asda Precinct, East Ferry Road, London,	E14 3BT	No	Yes	Yes	Yes
	DSP	FMM64	Medino.Com	Unitc Poplar Business Prk, 10 Prestons Road, London	E14 9RL	No	No	No	No
		FWL24	Pharmadocs Uk Limited	Unit 1, 223 East India Dock Road, London	E14 0ED	No	No	Yes	Yes

Appendix C - Consultation report

This report presents the findings of the consultation for the Greenwich PNA for 2023 to 2026.

For the consultation, the draft PNA was sent to a list of statutory consultees outlined in Chapter 1, paragraph 1.10. In total four people responded to the consultation via email or via our consultation survey, they represented:

- North East London Local Pharmaceutical Committee (via survey)
- The London Borough of Newham (via survey)
- NHS England (via email)
- Mangal Pharmacy (via email)

A representative of NHS England also responded via email.

The responses to the survey regarding the PNA were positive. They are presented in the table below. Additional comments received via are presented in the table that follows.

Consultation survey Question	Yes	No	Unsure or not applicable	Comment
Has the purpose of the pharmaceutical needs assessment been explained?	2			
Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area?	1		1	
Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment?		2		
Does the draft pharmaceutical needs assessment reflect the needs of your area's population?	1		1	Yes a clear statement regarding need for market entry has been made
Has the pharmaceutical needs assessment provided information to inform market entry decisions i.e. decisions on applications for new pharmacies and dispensing appliance contractor premises?	2			Yes, analysis of need is presented clearly
Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future?	2			Yes a clear statement regarding need for market entry has been made
Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?	2			Yes, analysis of need is presented clearly
Do you agree with the conclusions of the pharmaceutical needs assessment?	2			Yes clear evidence has been presented

The table below presents the comments received via email during the statutory 60-day consultation period and the response from the steering group.

Comments from members of the public	Response																														
<p><u>Mangal Pharmacy:</u></p> <p>Please could you correct the error for on page 116 for FPC00:</p> <p>The opening hours for this branch of Mangal Pharmacy are 8:30am to 7:pm Monday to Friday and 9am to 5:30pm on Saturday.</p> <p>Hence the answer to early opening should be <u>Yes</u> not No.</p>	<p>Thank you for your response. This has been corrected.</p>																														
<p><u>NHS England:</u></p> <p>The list of pharmacies is incorrect, please see our comments below:</p> <p>FV596 Meridian Pharmacy was subject to a consolidation with FEA03, Duncans Pharmacy on 24 January 2022 and therefore should be removed from the list of pharmacies and any mention of this in the PNA tables and maps should also be removed.</p> <p>Two pharmacies have been listed as from other boroughs when they are listed as Greenwich contractors. These should be moved from the other areas lists in the PNA and listed as Greenwich contractors:</p> <p>FC313 – Mottingham Pharmacy is listed as a Bromley pharmacy. This is now also closed on Saturdays rather than open as indicated in the PNA listings.</p> <p>FMR26 – Brownes Chemist is listed as a Bexley Pharmacy.</p> <p>FHH89 – Oasis Pharmacy is a DSP and has been omitted from the list. The following discrepancies have been found:</p>	<p>Thank you for your response and for providing an update of pharmacy services. The list of pharmacies listed in the draft for consultation was gleaned from NHSE data as of October 2021. We have now updated our pharmacy list and times and made changes where appropriate.</p> <p>The comment regarding potential new housing being built in the area and their occupancy levels is addressed with additional narrative in paragraphs 8.29 and 8.30 in the conclusions. It includes showing how pharmacies in the area have capacity to dispense more items to meet the increased demand created by the growth in resident numbers.</p>																														
<table border="1"> <thead> <tr> <th data-bbox="193 1379 341 1424">ODS Code</th> <th data-bbox="344 1379 587 1424">Name</th> <th data-bbox="590 1379 987 1424">Change</th> </tr> </thead> <tbody> <tr> <td data-bbox="193 1429 341 1473">FDQ41</td> <td data-bbox="344 1429 587 1473">Herbert Pharmacy</td> <td data-bbox="590 1429 987 1473">Does not open before 9am</td> </tr> <tr> <td data-bbox="193 1478 341 1523">FHF01</td> <td data-bbox="344 1478 587 1523">Temple Pharmacy</td> <td data-bbox="590 1478 987 1523">Changed hours in May 2022 and does not open after 7pm now</td> </tr> <tr> <td data-bbox="193 1527 341 1572">FHR69</td> <td data-bbox="344 1527 587 1572">Alpha Chemist</td> <td data-bbox="590 1527 987 1572">Opens before 9am</td> </tr> <tr> <td data-bbox="193 1576 341 1644">FPV87</td> <td data-bbox="344 1576 587 1644">Boots</td> <td data-bbox="590 1576 987 1644">Changed hours in Feb 2022, does not open before 9am now.</td> </tr> <tr> <td data-bbox="193 1648 341 1693">FTG39</td> <td data-bbox="344 1648 587 1693">The Village Pharmacy</td> <td data-bbox="590 1648 987 1693">Does not open before 9am</td> </tr> <tr> <td data-bbox="193 1697 341 1765">FTL72</td> <td data-bbox="344 1697 587 1765">Whinchat Pharmacy</td> <td data-bbox="590 1697 987 1765">Changed hours in Oct 2022, does not open on Saturday now</td> </tr> <tr> <td data-bbox="193 1769 341 1814">FTR52</td> <td data-bbox="344 1769 587 1814">Morrisons Pharmacy</td> <td data-bbox="590 1769 987 1814">Changed hours in Oct 2022</td> </tr> <tr> <td data-bbox="193 1818 341 1886">FVG96</td> <td data-bbox="344 1818 587 1886">Charlton Pharmacy</td> <td data-bbox="590 1818 987 1886">This pharmacy is open on a Saturday</td> </tr> <tr> <td data-bbox="193 1890 341 1973">FXR67</td> <td data-bbox="344 1890 587 1973">St James Pharmacy</td> <td data-bbox="590 1890 987 1973">There was a change of ownership in August 2022, this is now FXR67 and not FGM12</td> </tr> </tbody> </table>	ODS Code	Name	Change	FDQ41	Herbert Pharmacy	Does not open before 9am	FHF01	Temple Pharmacy	Changed hours in May 2022 and does not open after 7pm now	FHR69	Alpha Chemist	Opens before 9am	FPV87	Boots	Changed hours in Feb 2022, does not open before 9am now.	FTG39	The Village Pharmacy	Does not open before 9am	FTL72	Whinchat Pharmacy	Changed hours in Oct 2022, does not open on Saturday now	FTR52	Morrisons Pharmacy	Changed hours in Oct 2022	FVG96	Charlton Pharmacy	This pharmacy is open on a Saturday	FXR67	St James Pharmacy	There was a change of ownership in August 2022, this is now FXR67 and not FGM12	
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FY283	Chemcare Pharmacy	There has been a Temp relocation for this pharmacy due to the demolition of the premises. The address is now 50 Cambert Way, SE3 9GP. There is currently a relocation application in place for the pharmacy to move again if this is granted	
<p>The HWBB are asked to note the details of the changes to opening hours and contractors as highlighted above and make the necessary changes to the PNA.</p> <p>There was also a concern regarding the number of potential new housing units for the area being over 50,000, each of these could have multiple occupants. This is a high number and yet the assessment is that there is sufficient pharmacy coverage to accommodate this increase. This may need more explanation as to why this is thought to not be an issue.</p>			