

Public Document Pack

Health & Wellbeing Board

To:

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Councillor Margaret Bird (Vice-Chair)

Councillor Janet Campbell

Councillor Amy Foster

Councillor Maria Gatland

Councillor Tamar Nwafor

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Michael Bell, Croydon Health Services NHS Trust - Non-voting

Steve Phaure, Croydon Voluntary Action - Non Voting

Matthew Kershaw, NHS Croydon Clinical Commissioning Group (CCG)

Debbie Jones, Corporate Director for Children, Young People and Education

A meeting of the **Health & Wellbeing Board** will be held on **Friday, 18 November 2022** at **9.15 am** in **Room 1.01 and 1.02 - Bernard Weatherill House, Mint Walk, Croydon CR0 1EA**

Katherine Kerswell
Chief Executive
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10 November 2022

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AGENDA – PART A

1. Apologies for Absence

To receive any apologies for absence from any members of the Committee.

2. Disclosure of Interests

Members are invited to declare any disclosable pecuniary interests (DPIs) and other registrable and non-registrable interests they may have in relation to any item(s) of business on today's agenda.

3. Urgent Business (if any)

To receive notice of any business not on the agenda which in the opinion of the Chair, by reason of special circumstances, be considered as a matter of urgency.

4. Public Questions

Public Questions should be submitted before 12 noon on 15 November 2022 to democratic.services@croydon.gov.uk. Any questions should relate to items listed on the agenda. 15 minutes will be allocated at the meeting for all Public Questions that are being considered.

5. Pharmaceutical Needs Assessment (Pages 3 - 202)

This paper provides a summary of the process to produce and publish the 2022 PNA.

6. Exclusion of the Press and Public

The following motion is to be moved and seconded where it is proposed to exclude the press and public from the remainder of a meeting:

“That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information falling within those paragraphs indicated in Part 1 of Schedule 12A of the Local Government Act 1972, as amended.”

Agenda Item 5

REPORT TO:	HEALTH AND WELLBEING BOARD 18th November 2022
SUBJECT:	Pharmaceutical Needs Assessment
BOARD SPONSOR:	Rachel Flowers, Director of Public Health, Croydon Council
PUBLIC/EXEMPT:	

SUMMARY OF REPORT:

- The 2022 Croydon Pharmaceutical Needs Assessment has been completed.
- The Board is requested to sign off the 2022 Croydon Pharmaceutical Needs Assessment for immediate publication.

BOARD PRIORITY/POLICY CONTEXT:

Every Health and Wellbeing Board (HWB) in England has a statutory responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area, referred to as a Pharmaceutical Needs Assessment (PNA).

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

FINANCIAL IMPACT:

- No financial impact for Health and Wellbeing Board partners.

RECOMMENDATIONS:

- To sign off the 2022 Croydon Pharmaceutical Needs Assessment.

1. EXECUTIVE SUMMARY

- 1.1 This paper provides a summary of the process to produce and publish the 2022 PNA.
- 1.2 Croydon Council commissioned PHAST CIC to develop the 2022 PNA on behalf of the HWB.
- 1.3 As part of the process, two surveys were conducted between May and July to gain views from Pharmacy Contractors and residents. A 60-days consultation took place from 31 August to 29 October 2022.
- 1.4 The final report will be published in November 2022, following approval from the HWB.

2. DETAIL

PNA Development and Publication

- 2.1 In January 2022, Croydon Council commissioned PHAST CIC to produce the 2022 PNA on behalf of the HWB.
- 2.2 A steering group was established with representatives from the Croydon Council, South West London Integrated Care Board, Local Pharmaceutical Committee, Local Medical Committee, and Healthwatch Croydon. The function of the steering group is to oversee the production of the 2022 PNA for the London Borough of Croydon, reporting progress to the HWB.
- 2.3 As part of the PNA process, two surveys were conducted between May and July: (i) the Croydon Pharmacy Contractor survey was conducted to inform the PNA (80% response rate, or 58 of 73 pharmacies in Croydon.); and (ii) the Public PNA survey to gain views from residents about pharmacy services in Croydon (327 participants completed the survey, and more than 99% were Croydon residents).
- 2.4 The final phase consisted in a 60-days public consultation that took place from 31 August to 29 October 2022.
- 2.5 The final PNA is now ready for publication, following approval from the HWB.

3. CONSULTATION

- 3.1 A 60-days public consultation on the draft PNA is currently underway (from 31 August to 29 October. The draft consultation can be found here: <https://www.getinvolved.croydon.gov.uk/pharmacy>

4. SERVICE INTEGRATION

- 4.1 PNAs provide a common structured framework within which commissioners and strategic planners can make decisions about pharmaceutical needs in a local area.

They facilitate discussions between NHS England, local commissioners from the local authority and CCG, and local pharmacists around addressing local pharmaceutical needs, and provide a common framework for assessing activity and provision that should be in place to address these needs.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 There are no financial implications or risks that the board needs to consider. The PNA supports NHS England to make decisions about market entry. It has no direct cost implications to the Council or CCG.

5.2 The funding to undertake and develop the refreshed 2022 PNA has been identified as part of the public health ring-fenced grant.

Approved by: Nish Popat - Interim Head of Corporate Finance, Croydon Clinical Commissioning Group

6. LEGAL CONSIDERATIONS

6.1 There is a statutory responsibility to produce a PNA. The Health and Wellbeing Board's review of the refreshed PNA will need to be supported by full legal clearance.

6.2 The Health and Social Care Act 2012 established Health and Wellbeing Boards and transferred to them (from the NHS Act 2006) the responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area, with effect from 1 April 2013. The requirements on how to develop and update PNAs are set out in Regulations 3-9 Schedule 1 of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013.

6.3 The 2012 Act also amended the Local Government and Public Involvement in Health Act 2007 to introduce duties and powers for Health and Wellbeing Boards in relation to Joint Strategic Needs Assessments (JSNAs). The preparation and consultation on the Pharmaceutical Needs Assessment should take account of the Joint Strategic Needs Assessment (and other relevant local strategies in order to prevent duplication of work and multiple consultations with health groups, patients and the public). The development of Pharmaceutical Needs Assessments is a separate duty to that of developing Joint Strategic Needs Assessments. As a separate statutory requirement, Pharmaceutical Needs Assessments cannot be subsumed as part of these other documents but can be annexed to them.

6.4 The Health and Social Care Act 2012 also transferred responsibility for using PNAs as the basis for determining market entry to a pharmaceutical list from PCTs to NHS England.

Approved by Sandra Herbert, Head of Litigation and Corporate Law on behalf of the Director of Legal Services and Monitoring Officer

7. HUMAN RESOURCES IMPACT

- 7.1 There are no direct human resource impacts arising from the content of this report for Croydon Council employees or staff.
- 7.2 Approved by: Gillian Bevan, Head of HR, Resources and Assistant Chief Executives on behalf of the Chief People Officer.

8. EQUALITIES IMPACT


- 8.1 The purpose of any needs assessment, including the PNA, is to look at current and predicted future population needs for service provision or support. The PNA will identify the need for access to pharmaceutical services so that NHS England can approve or reject applications for additions to the pharmaceutical list. The PNA will also identify the need for locally commissioned services that local authority and CCG commissioners can respond to using relevant commissioning budgets.
- 8.2 As part of the PNA process, an “Equality Impact Assessment” (EIA) has been completed and signed off.
- 8.3 There are no negative impacts regarding groups with protected characteristics identified in the EQIA.

Approved By; Denise McCausland – Equality Programme Manager

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**Croydon Health and Wellbeing Board
Pharmaceutical Needs Assessment 2022**



Document Details	
Title	Croydon Health and Wellbeing Board Pharmaceutical Needs Assessment 2022
Version:	Final
Date of Issue:	10.11.22
Project description:	Report created by the -Public Health Action Support Team (PHAST) 

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Executive Summary

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

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

Since the last Croydon PNA was published in 2018, no major changes to pharmaceutical provision have been observed and provision is generally good. There are 68 community pharmacies in Croydon (as of November 2022) (excluding 4 Croydon DSPs) for a population of 388,563. This is an average of 17.5 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5). The highest rate was in South East at 21.3 per 100,000 population.

Overall access is good. By using a car, 99% of residents can access to their nearest pharmacy within 4 minutes, and for 81% of residents, the nearest pharmacy can be reached within 10 minutes of walking. There are three 100-hour pharmacies across the borough and at least one pharmacy provides Sunday opening from 9am to 10pm. Demand for community pharmacies is likely to increase due to national policy and population growth. Current national policies highlight the potential of community pharmacies delivering enhanced community-based healthcare thereby reducing demand on urgent and primary care services.

Since the 2018 PNA was published, both the resident population and GP registered population of Croydon borough has increased. Analysis of housing data shows that there are likely to be population increases in parts of the borough, particularly in the South West locality, with population projections showing an increase of 19.4% of population increase by 2032. As these developments take place there will be an increasing requirement for pharmacy services, although as a locality which is quite densely populated current pharmacies are likely to remain accessible.

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

- A better start in life
- Strong engaged inclusive and well-connected communities

- Housing and the environment enable all people of Croydon to be healthy
- Mental well-being and good mental health are seen as a drivers of health
- Get more people more active more often
- A stronger focus on prevention
- The right people in the right place at the right time

Other areas that pharmacists could play a role in include: collaborating with initiatives aimed at increasing cancer screening coverage; improving the number of people offered an NHS health checks; supporting people to recover from the effects of the pandemic; delivering more proactive and preventative services that focus on long-term conditions; preventing childhood and adult obesity; improving vaccination coverage and promoting screening for aortic aneurysm by signposting.

Decisions concerning the promotion of pharmacist led services for these programmes will need to be based on more focused health needs assessments and commissioning strategies.

Conclusions

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

For the purposes of this PNA, necessary services are defined as essential services.

The advanced, enhanced and locally commissioned services are considered relevant services as they contribute towards improvement in provision and access to pharmaceutical services.

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

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

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

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

Necessary Services (Essential Services)

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

Advanced Services

- No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Croydon stated they intend to provide Stoma Appliance Customisation within the next 12 months. If in 12 months there are 6 pharmacies providing this service in Croydon, there will be no gaps in the provision of advanced services over the next three years that would secure improvement or better access to advanced services across the whole borough.
- There are no gaps in the provision of other advanced services across the whole borough.

Enhanced Services

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

Locally Commissioned Services

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

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

Pharmacies in Croydon has been adequately responding to the changing needs of the Croydon community. This is evident in how they responded during the Covid-19 pandemic and how they are willing to provide most of the enhanced and locally commissioned services, if commissioned. In addition, there is a good provision of,

and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability, do not speak English as their first language, need further support to pick up prescriptions from the GP surgeries) in Croydon.

Based on the review of building plans and population projections, there may be a need to review the level of pharmacy services in specific places in the borough in the period up to 2025. Croydon is undergoing significant development across the borough but at present is well served with community pharmacies and we do not currently anticipate any negative impact on access to services.

Regular reviews of all the above services are recommended in order to establish if in the future whether changes in these services will secure improvement or better access to pharmacies across the whole borough.

Whether there is sufficient choice of pharmacy in Croydon has been reviewed, it was decided there was sufficient choice of pharmacy in Croydon. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.

Croydon recognises that there may continue to be developments in pharmacy provision that is different from the high street pharmacies, for example, online prescriptions or pharmacists working more closely with primary care.

Key to Services

- **Necessary services** (essential services) are commissioned by NHS England and are provided by all pharmacy contractors. These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles and support for self-care. Distance-selling pharmacy contractors cannot provide essential services face to face at their premises.
- **Advanced services** (relevant services) are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met. These services include Appliance Use Review (AUR), New Medicine Service (NMS), Stoma Appliance Customisation (SAC), Flu Vaccination Service, Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding and Smoking Cessation Advanced Service.
- **Enhanced services** (relevant services) commissioned by NHS England are pharmaceutical services, such as London flu service, Bank holiday service – Christmas and Easter Sunday, Bank holiday service – other bank holidays, Covid-19 vaccination service.
- **Locally commissioned services** (relevant services) are commissioned by local authorities and ICB (PREVIOUSLY CCG) in response to the needs of the local population.

1 Introduction

1.1 Background

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

1.2 Purpose of the PNA

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

As such, it is required to cover the following:

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

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

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

1.3 Scope of the PNA

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

The minimum requirement for a PNA includes the following:

- a statement of the pharmaceutical services currently provided that are necessary to meet needs in the area
- a statement of pharmaceutical services that have been identified by the HWB that are needed in the area, and are not provided (gaps in provision)
- a statement of the other relevant services which are provided, which are not needed, but which have secured improvements or better access to pharmaceutical services in the area

- a statement of the services that the HWB has identified as not being provided, but which would, if they were to be provided, secure improvements or better access to pharmaceutical services in the area
- a statement of other NHS services provided by a local authority, the NHS Commissioning Board (NHS England), an Integrated Care System (ICS) (formally a Clinical Commissioning Group (ICB (PREVIOUSLY CCG))) or an NHS Trust, which affect the needs for pharmaceutical services
- a map of providers of pharmaceutical services
- an explanation of how the assessment has been carried out (including how the consultation was carried out)

The HWB must consult the bodies set out in Regulation 8 at least once during the process of developing PNA. The minimum consultation period required is 60 days.

1.4 Process for developing the PNA

A Steering Group of key stakeholders was set up to oversee the PNA process. Terms of reference for the group are at Appendix I – Terms of Reference.

An open tender process selected the Public Health Action Support Team (PHAST), a not-for-profit social enterprise company to develop the PNA.

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

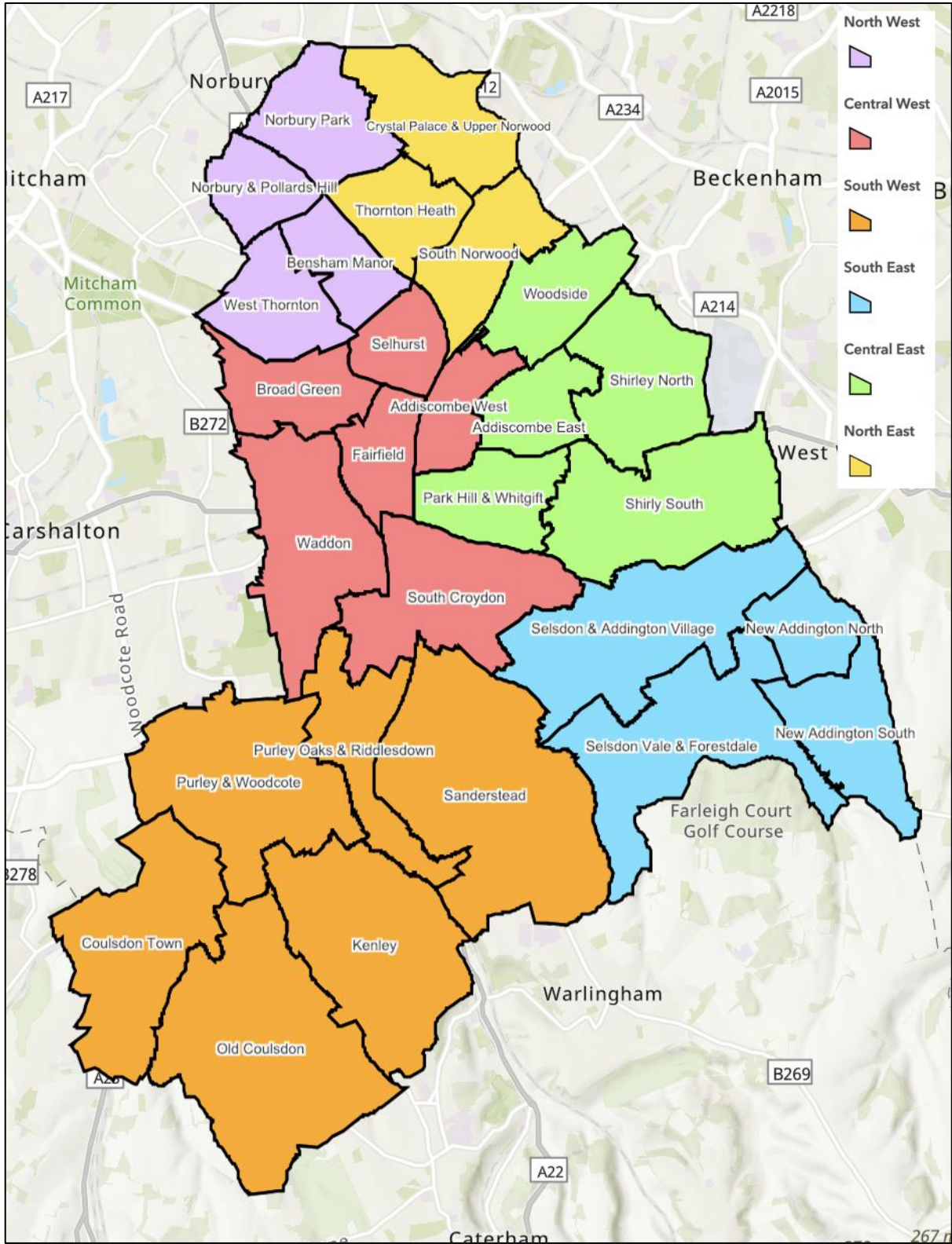
- updating information and evidence since the previous PNA, including latest priorities
- setting the scene for pharmacy services (using April 2022 as the data cut off point)
- updating information on the population of and latest health information
- conducting surveys of pharmacies, of pharmacy users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

Following this consultation, the comments were assessed by the steering group and the final PNA was published in November 2022.

1.5 Localities for the purpose of the PNA

This PNA analyses services by locality, as set out in Figure 1. These specified areas are the health and social care communities agreed localities for place-based provision of services. The localities are different to 9 Primary Care Networks (PCNs) existing within Croydon, which are: GPNET 5, Croydon Link, Croydon GP Super Network, Primacy Care North Croydon, Mayday South, One Thornton, Seldon, Addington and Shirley (SELNASH), Selsdon, Purley and Coulsden Health (SPC), and Keston Moorings and Parkside (KMP).

Figure 1 Croydon localities and wards



Croydon has 6 localities and 28 wards as illustrated above and, in the table, below.

Table 1 Localities in Croydon

Locality	Ward
North East	Crystal Palace & Upper Norwood
	South Norwood
	Thornton Heath
Central East	Addiscombe East
	Park Hill & Whitgift
	Shirley North
	Shirley South
	Woodside
South East	New Addington North
	New Addington South
	Selsdon & Addington Village
	Selsdon Vale & Forestdale

Locality	Ward
North West	Bensham Manor
	Norbury & Pollards Hill
	Norbury Park
	West Thornton
Central West	Addiscombe West
	Broad Green
	Fairfield
	Selhurst
	South Croydon
	Waddon
South West	Coulsdon Town
	Kenley
	Old Coulsdon
	Purley & Woodcote
	Purley Oaks & Riddlesdown
	Sanderstead

2 PNA Context

2.1 National policies on pharmacy services

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

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

The minimum requirement for PNAs include the following:

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

The structure and content of the report is based on [2021 guidance](#) provided by the Department of Health and Social Care.

2.1.2 The National Health Service Act 2006

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

2.1.3 2021 White paper: People at the Heart of Care

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

2.1.4 NHS Long Term Plan

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

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

To meet the needs of patients and their families and change for better, LTP focuses on 13 key areas: ageing well, cancer, cardiovascular disease, digital transformation, learning disabilities and autism, mental health, personalised care, prevention, primary care, respiratory, starting well, stroke, and workforce.

The LTP states that “Pharmacists have an essential role to play in delivering the “Long Term Plan”. They state that “The funding for the new primary care networks will be used to substantially expand the number of clinical pharmacists” and “To make greater use of community pharmacists’ skills and opportunities to engage patients, while also exploring further efficiencies through reform of reimbursement and wider supply arrangements”. The LTP also includes ways how community pharmacy and pharmacists can support the changes.

- NHS 111 to refer on to community pharmacies who support urgent care and promote patient self-care and self-management. ICB (PREVIOUSLY CCG)s also developed pharmacy connection schemes for patients who don’t need primary medical services.

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

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

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

- Necessary services (essential services) are commissioned by NHS England/Improvement and are provided by all pharmacy contractors (including distance selling pharmacies). For the purposes of this PNA, necessary services are defined as **Essential Services**. These services include the dispensing of medicines and appliances, repeat dispensing, disposal of unwanted medicines, clinical governance (including safeguarding responsibilities), promotion of healthy lifestyles, signposting and support for self-care. The Discharge Medicines Service became a new Essential service, and is listed in the CPCF, to improve medicines safety on discharge from hospital. In addition, all pharmacies are now Level 1 Healthy Living Pharmacies providing healthy living advice and support and health promotion in their local communities.
- All community pharmacies are required to open for a minimum of 40 hours per week (core opening hours), while many pharmacies choose to open for longer

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hours outside of the core hours (supplementary opening hours). Some pharmacies are contracted as 100-hour pharmacies and required to open at least 100 hours per week.

- Pharmacies may choose to provide **Advanced Services**, all or some of the following: Flu Vaccination, New Medicines Service (NMS), Appliance Use Reviews (AUR), Stoma Appliance Customisation (SAC), Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding, and Smoking Cessation Advanced Service. During the pandemic, two COVID-19 related services were part of the Advanced Services: The Pandemic Delivery Service (discontinued in March 2022) and COVID-19 Lateral Flow Device Distribution Service (discontinued in March 2022). Advanced services are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met.
- **Enhanced services** are commissioned by NHS England/Improvement in response to these needs of the local population.
- **Locally Commissioned Services (LCS)** are commissioned by local authorities and ICB (PREVIOUSLY CCG). They are not considered as “pharmaceutical services” under the Pharmaceutical Regulation 2013.

2.1.6 The Pharmacy Integration Programme

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

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

2.2 Joint Strategic Needs Assessment (JSNA) Review

2.2.1 Introduction

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

Their Joint Strategic Needs Assessment (JSNA) outlines priorities for improving the health and wellbeing of those who live and work in the borough and reflects the changing health and social care needs of the population, as described by the JSNA.

The London Borough of Croydon JSNA can be viewed via [Croydon Observatory](#).

2.2.2 Selected data and analysis

2.2.2.1 Demography

The estimated population of Croydon in the year to 30 June 2020 was 388,563 people. This is the second largest population of all the London boroughs, only Barnet has a larger population. The population is expected to grow by 4.1% by 2030, meaning an additional 16,000 residents. The majority of this growth is around the town centre and the growth zone. In the same time period, the younger population (aged 0-17) is expected to decrease by -8.7%, approximately -8,000 residents. This decrease is largest in younger age groups. The older population (aged 65+) is expected to grow by 32.4% in the same time period, an additional ~18,000 residents.

2.2.2.2 Age distribution

The median age of Croydon residents in 2020 was 37.9, two years older than the London median age (35.8) and two years younger than the England median age (40.2). Croydon had the eighth highest median age of all London boroughs and the median age in Croydon has increased by 2.3 years since 2001 when it was 35.6. Compared to London, there are proportionately fewer Croydon residents aged 20-39 and more aged 10-14 and 50-69.

2.2.2.3 Ethnicity

Just over half of the live births in Croydon have been to mothers born outside of the UK. In the last 8 years the proportion has stayed above 50% each year. Similar to other London boroughs, Croydon has a higher proportion of residents from the ethnic minority communities compared to the national average (41.4% of population in 2016). There was more diversity in the younger age group population in Croydon in 2011.

2.2.2.4 Children

At approximately 127,000, Croydon has the third highest population of CYP aged 0-25 in London. Around one in every three people living in Croydon are this age. In 2020, there was 24.5% of population aged under 18. In 2019/20, 21.8% of children in Reception Year were overweight or obese. This percentage increases to 39.5% of children by Year 6, which is significantly higher than the England average.

Croydon in 2021 showed very high percentage of children in care (72%), compared to London average (47.0%). There was also 14.9% of under 16 children in absolute low-income families, higher than the London average (14.6%).

In Croydon, the most common primary types of need for pupils aged 5-18 receiving SEN support were speech, language and communication needs (32%), followed by social, emotional and mental health needs (20%). There was 2.8% of school pupils with social, emotional and mental health needs in 2021, higher than London average (2.5%).

Compared to London average (54.3%), average Attainment 8 score of 15-16 years old in Croydon was lower (52.2%) in 2020/21 and there was 5.4% of 16–17-year-olds not in education, employment or training (NEET) or whose activity is not known in 2020, which is also higher than the London average (4.0%).

Vaccination coverage for children was also poor in 2020/21, scoring lower than London average in vaccination of PCV (1 years old), Dtap / IPV / Hib (1 years old), Hib / MenC booster (2 years old), MMR for two doses (5 years old), and Flu (2-3 years old).

2.2.2.5 Older People

In 2020, 13.9% of Croydon population was aged 65+. The rate of Council-supported older adults (65+) whose long-term support needs were met by admission to residential and nursing care homes in 2020/21 was 129.5 per 100,000. The estimated dementia diagnosis rate (aged 65 and over) was 71.8% in 2021.

The emergency hospital admissions due to falls in people aged 65 and over has been decreasing in recent trends in Croydon, with a rate of 1858.0 per 100,000. The rate of hip fractures in people aged 65 and over has been also decreasing, with a rate of 384.1 per 100,000. In Aug 2019 and Jul 2020, the percentage of excess winter deaths index (age 85+) was 14.6% in Croydon.

Vaccination coverage for 65+ was also poor, scoring lower than London (66.1%) average in vaccination of PPV (65+ years old) in 2020/21 at 65.2%, and also scoring lower than London (44.8%) average in vaccination of Shingles (71 years old) in 2019/20 at 41.4%. Moreover, Croydon's abdominal Aortic Aneurysm Screening coverage in 2020/21 was lower than London average (42.5%), with only 37.3% of 65 years old male taking up the screen.

2.2.2.6 Healthy Lifestyle

In 2020/21, 61.8% of Croydon adults (18+) were classified as overweight or obese. Significantly worse than London average of 56.0%. The successful completion of drug treatment for both opiate users and non-opiate users were poor in 2020, only 26.2% of opiate users and 31.7% of non-opiate users completing the treatment. This was significantly worse than London average (32.1% and 36.9%, respectively).

2.3 Health and Wellbeing Strategy (HWS) Review

2.3.1 Introduction

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

2.3.2 Priorities

Croydon's ambition is "Working together to make Croydon a great place to live, work and play for all its residents through creating rapid improvements in the health and wellbeing of our communities". Their vision is "Croydon will be a healthy and caring borough where good health is the default not the exception and those that experience the worst health improve their health the fastest". Croydon has three strategic approaches to health and wellbeing as well as eight priorities and twelve outcomes; these are outlined below.

2.3.2.1 Proposed strategic direction

Reducing inequalities: People experiencing the worst health will improve their health the fastest giving everyone the best opportunity to live long, happy and healthy lives.

Focusing on prevention: Focusing on prevention – We all have a role to play in preventing avoidable physical and mental harm caused by inequality, individual characteristics, health behaviours and environmental factors. Together we can create a better Croydon where opportunities are maximised, all can contribute and all can fulfil their potential, living longer, healthier lives.

Increased Integration: With health and care services that place people, their families, neighbours and communities at the heart of decision making we will provide joined up care in the best place and in the best way for them to achieve positive outcomes. This will ensure a sustainable health and care system for people in Croydon today and for our future generations.

2.3.2.2 Eight priorities and twelve outcomes to be achieved over the next four years

Figure 2 Croydon Health and Wellbeing Strategy Priorities and Outcomes



Priorities:

1. A better start in life
2. Strong engaged inclusive and well-connected communities
3. Housing and the environment enable all people of Croydon to be healthy
4. Mental well-being and good mental health are seen as a drivers of health
5. Strong local economy with quality local jobs
6. Get more people more active more often
7. A stronger focus on prevention
8. The right people in the right place at the right time

Key statements relevant to pharmacy:

- In Croydon well-being starts with people and everything is connected
- More Croydon children will be a healthy weight
- Fewer Croydon children will suffer respiratory complications requiring hospital treatment
- People will live in an environment that supports health collectively and independence
- More people will regularly engage in behaviours that will improve their health

- More people with a physical or mental long-term condition will be supported to manage their condition well
- People will have good experience in health and social care
- More people will be able to live well at home for as long as possible
- More people will have their health and social care needs met in the community

2.4 South West London Integrated Care System: Croydon Health and Care Plan 2022-2024 Priorities Review

2.4.1 Introduction

The Health and Care Bill was introduced to Parliament on the 6th July 2021 and confirmed the Government's intention to introduce Integrated Care Systems (ICS) from April 2022. Part of the preparation to transition from to an ICS requires each of the six places in South West London ICB (PREVIOUSLY CCG) to refresh their Health and Care Plans, focussing on what has been achieved, refreshing priorities, reducing inequalities and preventing future risks to ill-health.

South West London ICS are partnerships of health and care organisations that come together to plan and deliver joined-up services and to improve the health of people who live and work in their area.

In June 2022, One Croydon: a five-year Health and Care plan (published in 2019) was refreshed, and Croydon Health and Care Plan 2022-2024 was published. This is to give One Croydon the opportunity to come together and assess the progress so far and what the priorities need to be in a fast-changing environment including emerging impact of the COVID-19 pandemic, the Health and Care Bill and the Local Authority financial position. Further information about the South West ICS can be accessed via this [link](#). The Croydon Health and Care Plan 2022 to 2024 can be accessed via this [link](#).

2.4.2 Visions and aims

The 2019 vision of One Croydon stayed for the refresh: “to deliver better care and support that is tailored to the needs of our communities and available closer to home”. Building on to the three original aims back in 2019, the refreshed aims of One Croydon are:

- Focus on prevention and proactive care: preventing or identifying and tackling illness and ill-health at the earliest possible opportunity
- Unlock the power of communities: connecting local people with each other to help them stay fit, healthy and happier for longer
- Put services back into the heart of the community: providing easier access to local integrated services tailored to the needs of Croydon’s communities.
- Support people to recover from the effects of the pandemic: meet the needs of those with Covid-19 and its long terms effects and embed the core principle of resident engagement

- Support our health and care workforce: recruit, retain and develop our health and care staff so we can provide the high-quality and resilient services our communities deserve
- Embed a population health management approach: use data, technology and public health expertise to identify our key population health challenges and focus our resources on these
- Tackle inequalities: to drive equality in health, we will deliver more proactive and preventative services that focus on long term conditions and the causes of inequalities such as deprivation, housing, employment and education

2.5 Public Health Outcomes Framework Review

2.5.1 Introduction

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

2.5.2 Latest public health outcomes framework: priorities for improvement

The latest public health outcomes framework of the Office for Health Improvement and Disparities (OHID) for Croydon (July 2022) highlights poor performance as compared to the England average for the following indicators:

2.5.2.1 Domain: Wider determinants of health

- First time entrants to the youth justice system
- Adults with a learning disability who live in stable and appropriate accommodation
- Adults in contact with secondary mental health services who live in stable and appropriate accommodation
- Gap in the employment rate for those in contact with secondary mental health services and the overall employment rate
- Killed and seriously injured (KSI) casualties on England's roads
- The rate of complaints about noise
- Homelessness - households owed a duty under the Homelessness Reduction Act
- Homelessness - households in temporary accommodation
- Social Isolation: percentage of adult carers who have as much social contact as they would like

2.5.2.2 Domain: Health improvement

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- Low birth weight of term babies
- Child development: percentage of children achieving a good level of development at 2-2½ years
- Year 6: Prevalence of overweight (including obesity)
- Successful completion of drug treatment - non-opiate users
- Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison
- Estimated diabetes diagnosis rate
- Cancer screening coverage - breast cancer
- Cancer screening coverage - cervical cancer (aged 25 to 49 years old)
- Cancer screening coverage - bowel cancer
- Abdominal Aortic Aneurysm Screening – Coverage
- Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check
- Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check
- Cumulative percentage of the eligible population aged 40-74 who received an NHS Health check

2.5.2.3 Domain: Health protection

- Chlamydia detection rate / 100,000 aged 15 to 24
- New STI diagnoses (excl. chlamydia aged <25) / 100,000
- Population vaccination coverage - Dtap / IPV / Hib (1 year old)
- Population vaccination coverage - MenB (1 year)
- Population vaccination coverage - Rotavirus (Rota) (1 year)
- Population vaccination coverage – PCV
- Population vaccination coverage - Dtap / IPV / Hib (2 years old)
- Population vaccination coverage - MenB booster (2 years)
- Population vaccination coverage - MMR for one dose (2 years old)
- Population vaccination coverage - PCV booster
- Population vaccination coverage - Hib / MenC booster (2 years old)
- Population vaccination coverage - DTaP/IPV booster (5 years)
- Population vaccination coverage - MMR for one dose (5 years old)
- Population vaccination coverage - MMR for two doses (5 years old)
- Population vaccination coverage - Flu (primary school aged children)

- Population vaccination coverage - HPV vaccination coverage - (12-13 year old)
- Population vaccination coverage - Meningococcal ACWY vaccine (14-15 years)
- Population vaccination coverage - Flu (at risk individuals)
- Population vaccination coverage - Flu (aged 65+)
- Population vaccination coverage – Shingles vaccination coverage (71 years)
- TB incidence (three-year average)

2.5.2.4 Domain: Healthcare and premature mortality

- Excess under 75 mortality rate in adults with severe mental illness (SMI)

2.6 The potential role of pharmacists in addressing priority areas

Section 2.2 to 2.6 discuss Croydon's priorities identified in JSNA, HWS, Croydon Health and Care Plan, and Public Health Outcomes Framework. In addition, the priorities from NHS LTP are detailed in 2.1.4.

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

Areas where Croydon is performing lower than London average

- Reception year overweight children – *pharmacists' role in preventing childhood obesity*
- Croydon adults 18+ classified as overweight or obese – *pharmacists' role in preventing and managing adult obesity*
- Vaccination Coverage for Children - *pharmacists' role in childhood vaccinations*
- Vaccination coverage for 65+ - *pharmacists' role in adult 65+ vaccinations*
- Aortic aneurysm screening coverage – *pharmacists' role in promoting screening for aortic aneurysm by signposting*

2.6.2 The potential role of pharmacists in addressing the key themes identified by the HWS

- In Croydon well-being starts with people and everything is connected – *pharmacists' role in being connected across the community with other health and social care professionals*
- More Croydon children will be a healthy weight – *pharmacists' role in promoting healthy diet to parents of overweight children*
- Fewer Croydon children will suffer respiratory complications requiring hospital treatment – *pharmacists' role supporting the parents of children with respiratory problems*
- People will live in an environment that supports health collectively and independence – *pharmacists' role in promoting health and well-being*

- More people will regularly engage in behaviours that will improve their health – *pharmacists' role in promoting behaviour change such as exercise/healthy diet in community*
- More people with a physical or mental long-term condition will be supported to manage their condition well - *pharmacists' role in supporting people with physical or mental health long-term conditions*
- People will have good experience in health and social care -*pharmacists' role in promoting good health and social care*
- More people will be able to live well at home for as long as possible – *pharmacists' role in supporting health and social care in the home*
- More people will have their health and social care needs met in the community - *pharmacists' role in promoting health and social care in the community*

2.6.3 The potential role of pharmacists in addressing the key themes identified by the Croydon Health and Care Plan

- Focus on prevention and proactive care - *pharmacists' role in prevention initiatives*
- Connecting local people - *signposting role of pharmacists*
- Support people to recover from the effects of the pandemic -*pharmacists offering community support and community outreach*
- Recruit, retain and develop our healthcare staff - *pharmacists developing role to offer more services*
- Deliver more proactive and preventative services that focus on long-term conditions – *pharmacists' role in managing long-term conditions*

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

- Year six prevalence of overweight or obese school children – *pharmacists' role in healthy diet promotion to parents and carers and signposting*
- Improve the successful completion of drug treatment – non-opiate users - *pharmacists' role in offering drug and alcohol treatment*
- Cancer screening coverage - breast cancer – *pharmacists' role in promoting screening*
- Cancer screening coverage - cervical cancer (aged 25 to 49 years old) – *pharmacists' role in promoting screening*
- Cancer screening coverage - bowel cancer – *pharmacists' role in promoting screening.*
- Improve the number of people offered an NHS health check – *pharmacists' role in offering NHS health checks*

2.7 Implications for pharmacy services

2.7.1 Introduction

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

2.7.2 Tiers of Community Pharmacy Service

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

2.7.3 Modifiable behaviours/healthier lifestyles

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

- Build trust with the public to improve the level of insight and honesty regarding health behaviours that other health professionals might not have access to.
- Promote healthier lifestyles via motivational interviewing; education, information and brief advice; providing on-going support for behaviour change; and signposting to other services or resources.
- Be recognised as optimal, providers in the process of delivering health improvement initiatives and planning integrated care pathways.

2.7.4 Addressing inequalities

Long-term and lifestyle related conditions are more prevalent in deprived populations. Often the only healthcare facility located in an area of deprivation, pharmacies have the potential to play a vital role in improving the health of deprived communities by offering convenient and equitable access to health improvement services (1).

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

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

2.7.5 Healthy Start/children

The Department of Health's *Healthy Start* scheme helps pregnant women and children under four in low-income families eat healthily through the provision of breastfeeding and nutrition support including free food and vitamin vouchers. The scheme provides vitamin supplements through arrangements with local community pharmacies. More information can be access via this [link](#).

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

2.7.6 Older people/care homes

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

2.7.7 Long-term conditions

For people living with long-term conditions pharmacy can play an important role in raising awareness of the risks associated with long term conditions, medicines optimisation, patient reviews (monitoring medicines, appliances etc.), providing advice regarding health promotion and signposting and support for self-care.

A key recommendation of the Murray report includes integrating community pharmacists and their teams into long-term condition management pathways (2). Pharmacists may form part of an integrated care pathway working alongside GPs and other community practitioners to deliver optimal, integrated care closer to home.

References

- (1) The community pharmacy offer for improving the public's health. Local Government Association. 2016
- (2) Murray R. Community Pharmacy Clinical Services Review. The Kings Fund. December 2016

3 Population characteristics

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

3.1 Current population

In 2020, the population of Croydon was 388,563 (51% female and 49% male). Table 2 and Table 3 show the age breakdown of the current population. The borough’s age structure is generally older than the London average, but generally younger than the England average. The over 65s are 14% of the population, greater than London at 12% but lower than England at 18%.

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

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

Population Estimate By Age and Gender 2020									
Population		Croydon						ONS-Mid-2020	
Age Range	Number	Male		Female		Number	Total		
		% of Total Population		% of Total Population			Number	%	
0-4yrs	14,020	3.61%			3.44%	13,352	27,372	7.04%	
5-19yrs	38,700	9.96%			9.56%	37,157	75,857	19.52%	
20-49yrs	76,045	19.57%			21.01%	81,651	157,696	40.58%	
50-64yrs	35,596	9.16%			9.78%	37,994	73,590	18.94%	
65-84yrs	21,331	5.49%			6.53%	25,371	46,702	12.02%	
85+yrs	2,917	0.75%			1.14%	4,429	7,346	1.89%	
All Ages	188,609	48.54%			51.46%	199,954	388,563	100%	
London		London						ONS-Mid-2020	
Age Range	Number	Male		Female		Number	Total		
		% of Total Population		% of Total Population			Number	%	
0-4yrs	305,415	3.39%			3.23%	290,384	595,799	6.62%	
5-19yrs	838,323	9.31%			8.81%	793,219	1,631,542	18.12%	
20-49yrs	2,147,946	23.86%			22.71%	2,044,512	4,192,458	46.57%	
50-64yrs	729,552	8.10%			8.38%	754,684	1,484,236	16.49%	
65-84yrs	434,616	4.83%			5.83%	525,142	959,758	10.66%	
85+yrs	58,526	0.65%			1.04%	93,954	152,480	1.69%	
All Ages	4,514,378	50.15%			49.85%	4,488,110	9,002,488	100%	
England		England						ONS-Mid-2020	
Age Range	Number	Male		Female		Number	Total		
		% of Total Population		% of Total Population			Number	%	
0-4yrs	1,662,294	2.94%			2.79%	1,577,153	3,239,447	5.73%	
5-19yrs	5,177,687	9.16%			8.69%	4,913,221	10,090,908	17.84%	
20-49yrs	11,018,974	19.49%			19.28%	10,902,844	21,921,818	38.77%	
50-64yrs	5,332,400	9.43%			9.73%	5,501,546	10,833,946	19.16%	
65-84yrs	4,265,733	7.54%			8.47%	4,791,876	9,057,609	16.02%	
85+yrs	525,730	0.93%			1.56%	880,680	1,406,410	2.49%	
All Ages	27,982,818	49.48%			50.52%	28,567,320	56,550,138	100%	

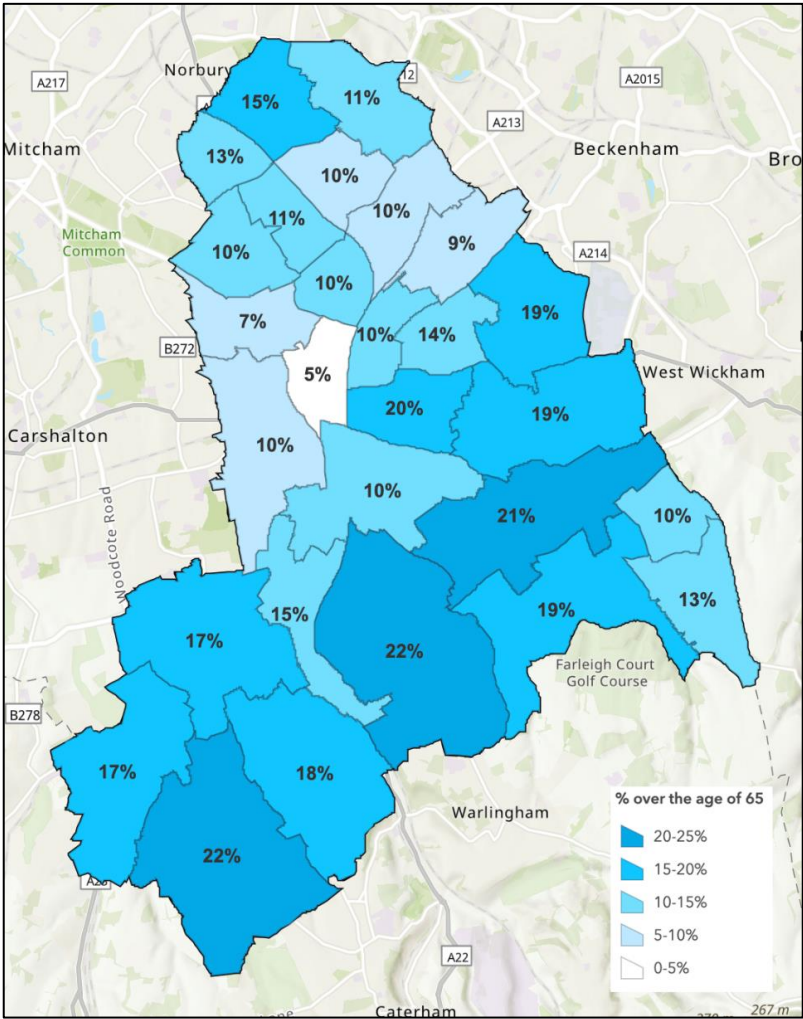
Table 3 MYE2 - Population estimates by age for Croydon, London and England: mid-2020

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

Age Range	Croydon%	London%	England%
0-4yrs	7.04%	6.62%	5.73%
5-19yrs	19.52%	18.12%	17.84%
20-49yrs	40.58%	46.57%	38.77%
50-64yrs	18.94%	16.49%	19.16%
65-84yrs	12.02%	10.66%	16.02%
85+yrs	1.89%	1.69%	2.49%

Figure 3 Percentage of the ward population over the age of 65 in Croydon

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



3.2 Population distribution by localities

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

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

Area	Locality	Age Range %						Gender %		Population Number
		0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male	Female	
Croydon	North East	7.43%	19.49%	42.98%	19.14%	9.50%	1.44%	24,636	26,680	51,316
Croydon	Central East	5.99%	17.88%	36.07%	21.13%	16.30%	2.62%	28,460	30,970	59,430
Croydon	South East	6.47%	22.21%	34.76%	20.21%	14.19%	2.17%	19,886	22,335	42,221
Croydon	North West	7.19%	19.97%	40.94%	19.11%	11.10%	1.68%	29,346	30,226	59,572
Croydon	Central West	7.92%	19.74%	46.98%	15.97%	8.10%	1.28%	49,286	50,666	99,952
Croydon	South West	6.41%	18.20%	35.50%	20.43%	16.70%	2.76%	36,950	39,003	75,953
Croydon		7.04%	19.52%	40.58%	18.94%	12.02%	1.89%	49%	51%	388,563
London		6.62%	18.12%	46.57%	16.49%	10.66%	1.69%	50%	50%	9,002,488
England		5.73%	17.84%	38.77%	19.16%	16.02%	2.49%	49%	51%	56,550,138

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

Ward-Locality area	0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male%	Female%	Population No
North East									
Crystal Palace & Upper Norwood	1,183	2,878	7,828	3,078	1,714	269	24,636	26,680	16,950
South Norwood	1,305	3,334	7,270	3,058	1,539	226			16,732
Thornton Heath	1,327	3,792	6,960	3,686	1,624	245			17,634
	3,815	10,004	22,058	9,822	4,877	740			51,316
	7%	19%	43%	19%	10%	1%			100%
Central East									
Addiscombe East	753	1,872	4,675	2,455	1,510	198	28,460	30,970	11,463
Park Hill & Whitgift	392	900	2,298	901	943	237			5,671
Shirley North	866	2,713	5,113	3,368	2,695	408			15,163
Shirley South	544	2,144	3,305	2,292	1,808	275			10,368
Woodside	1,198	3,401	7,258	3,350	1,367	191			16,765
	3,753	11,030	22,649	12,366	8,323	1,309			59,430
	6%	19%	38%	21%	14%	2%	100%		
South East									
New Addington North	796	3,155	3,841	1,906	999	168	19,886	22,335	10,865
New Addington South	787	2,860	4,165	2,374	1,376	226			11,788
Selsdon & Addington Village	526	1,765	3,352	2,307	1,898	295			10,143
Selsdon Vale & Forestdale	621	1,596	3,316	1,946	1,717	229			9,425
	2,730	9,376	14,674	8,533	5,990	918			42,221
	6%	22%	35%	20%	14%	2%	100%		
North West									
Bensham Manor	1,224	3,465	6,877	3,353	1,715	277	29,346	30,226	16,911
Norbury & Pollards Hill	897	2,493	5,670	2,477	1,557	236			13,330
Norbury Park	668	1,940	4,112	2,173	1,524	219			10,636
West Thornton	1,496	3,998	7,730	3,384	1,817	270			18,695
	4,285	11,896	24,389	11,387	6,613	1,002			59,572
	7%	20%	41%	19%	11%	2%	100%		
Central West									
Addiscombe West	1,197	2,804	7,576	2,644	1,485	255	49,286	50,666	15,961
Broad Green	1,622	4,766	9,025	3,479	1,415	154			20,461
Fairfield	1,293	2,018	8,260	1,526	669	67			13,833
Selhurst	932	2,850	5,173	2,222	1,150	194			12,521
South Croydon	1,453	3,272	8,647	2,971	1,783	246			18,372
Waddon	1,421	4,020	8,279	3,124	1,597	363			18,804
	7,918	19,730	46,960	15,966	8,099	1,279			99,952
	8%	20%	47%	16%	8%	1%	100%		
South West									
Coulsdon Town	1,000	2,664	5,070	2,683	2,172	301	36,950	39,003	13,890
Kenley	670	1,992	3,820	2,237	1,692	332			10,743
Old Coulsdon	604	1,817	3,115	2,217	1,938	342			10,033
Purley & Woodcote	1,063	2,832	6,081	3,149	2,416	472			16,013
Purley Oaks & Riddlesdown	700	1,768	3,826	1,958	1,394	139			9,785
Sanderstead	834	2,748	5,054	3,272	3,069	512			15,489
	4,871	13,821	26,966	15,516	12,681	2,098			75,953
	6%	18%	36%	20%	17%	3%	100%		

3.3 Population density

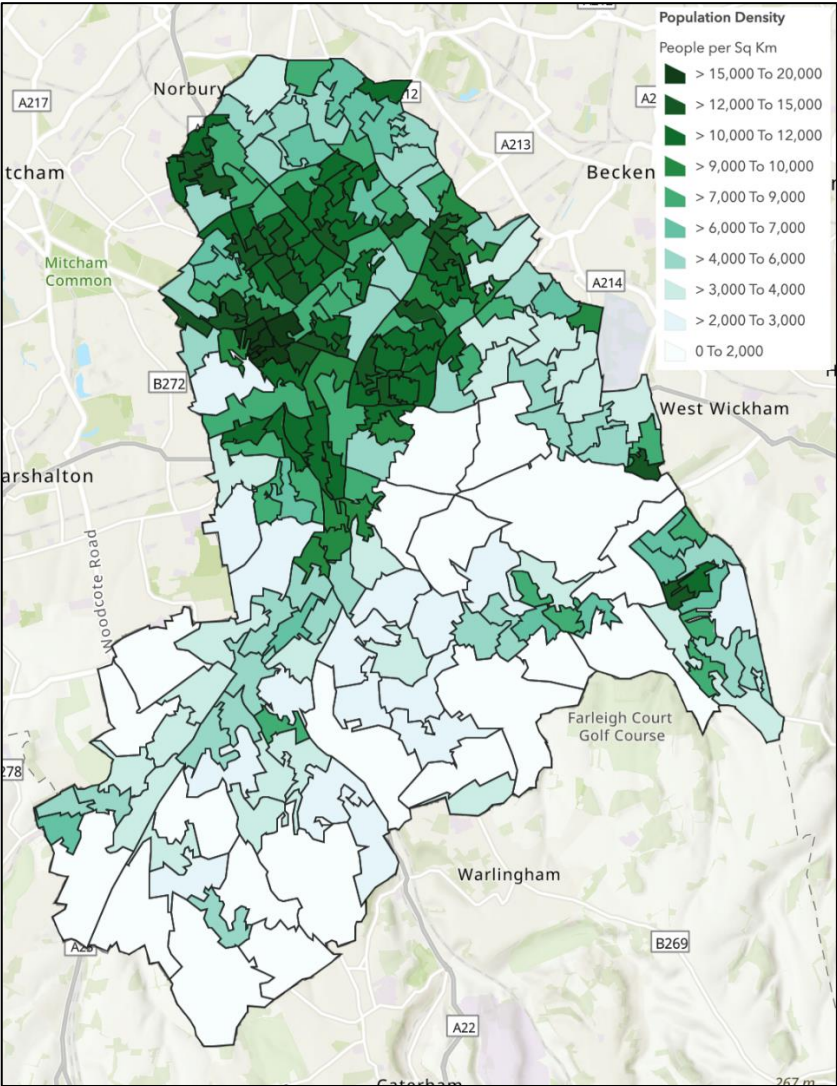
Table 5 shows the population density (people per Sq. Km) by locality and compared with London and England. The borough has a lower population density to London, but within the borough, the North West locality has more people per square kilometre than the other five localities. All figures are considerably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

Table 5 Ward level mid-year population estimates

Area	Locality	Population	sq.km	People per sq.km
Croydon	North East	51,316	6.4	7958.4
	North West	59,430	7.0	8474.9
	Central East	42,221	13.3	3165.5
	Central West	59,572	13.9	4275.3
	South East	99,952	14.4	6949.0
	South West	75,953	31.6	2399.9
Croydon		388,563	86.5	4492
London		9,002,488	1,572.1	5726
England		56,550,138	130,259.7	434

Figure 5 LSOA population density

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



London Borough of Croydon

3.4 Ethnicity

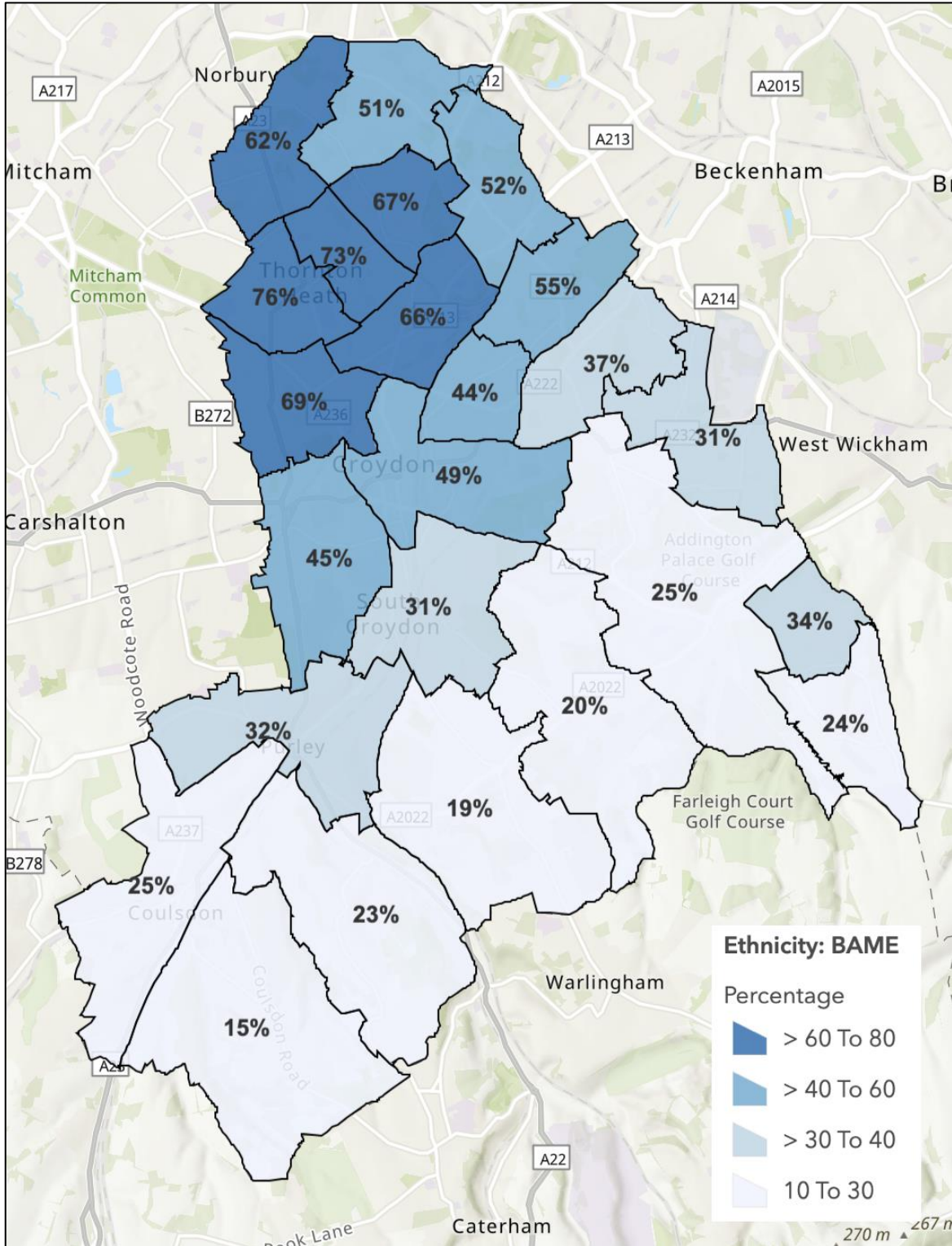
Table 6 indicates that the percentage of the population that is white (including white other) is 55%, lower than both London and England. There is a large Black population spread across the borough (except South East), particularly in North East and North West.

Table 6 Ethnicity by locality

Area	Locality	Ethnicity%					Population Number
		White	Black	Asian	Mixed	Other	
Croydon	North East	28.5%	33.7%	29.9%	6.8%	1.1%	40,294
Croydon	North West	43.7%	35.7%	11.6%	8.3%	0.7%	40,940
Croydon	Central East	62.2%	21.7%	8.6%	6.9%	0.6%	40,367
Croydon	Central West	77.4%	12.5%	5.4%	4.3%	0.4%	43,684
Croydon	South East	80.0%	6.1%	8.9%	4.5%	0.5%	62,342
Croydon	South West	51.5%	23.1%	16.8%	7.7%	0.9%	70,821
Croydon		55.1%	20.2%	16.4%	6.6%	1.8%	363,378
London		59.8%	13.3%	18.5%	5.0%	3.4%	8,173,941
England		85.4%	3.5%	7.8%	2.3%	1.0%	53,012,456

Figure 6 Percentage of the ward population from mixed, Asian, black or other ethnic group

Census 2011: QS211EW Ethnic group (detailed), wards in England and Wales



3.5 Deprivation

Since the last PNA, a new national Index of Multiple Deprivation (IMD 2019) has been published and is examined here for the borough. IMD is typically analysed by small areas called Lower Super Output Areas (LSOAs) which have an average population of 1500 and a minimum of 1000. Each LSOA is categorised into one of ten groups nationally (known as deciles) according to whether the area is in the 10% of most deprived areas (decile 1), the next 10% (decile 2) and so on. Looking at localities or other larger areas it is possible to create a deprivation score by scoring 1 for an area in decile 1, 2 for the next and so on. The higher the score the less deprived is the area.

As seen in Figure 7, Central West locality shows high percentage of total population in deprivation Decile 1-3. Table 7 shows the distribution of LSOAs for each locality, the borough overall and for London.

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

Figure 7 English Indices of Deprivation - 2019 – for LSOAs in each ward and locality in Croydon

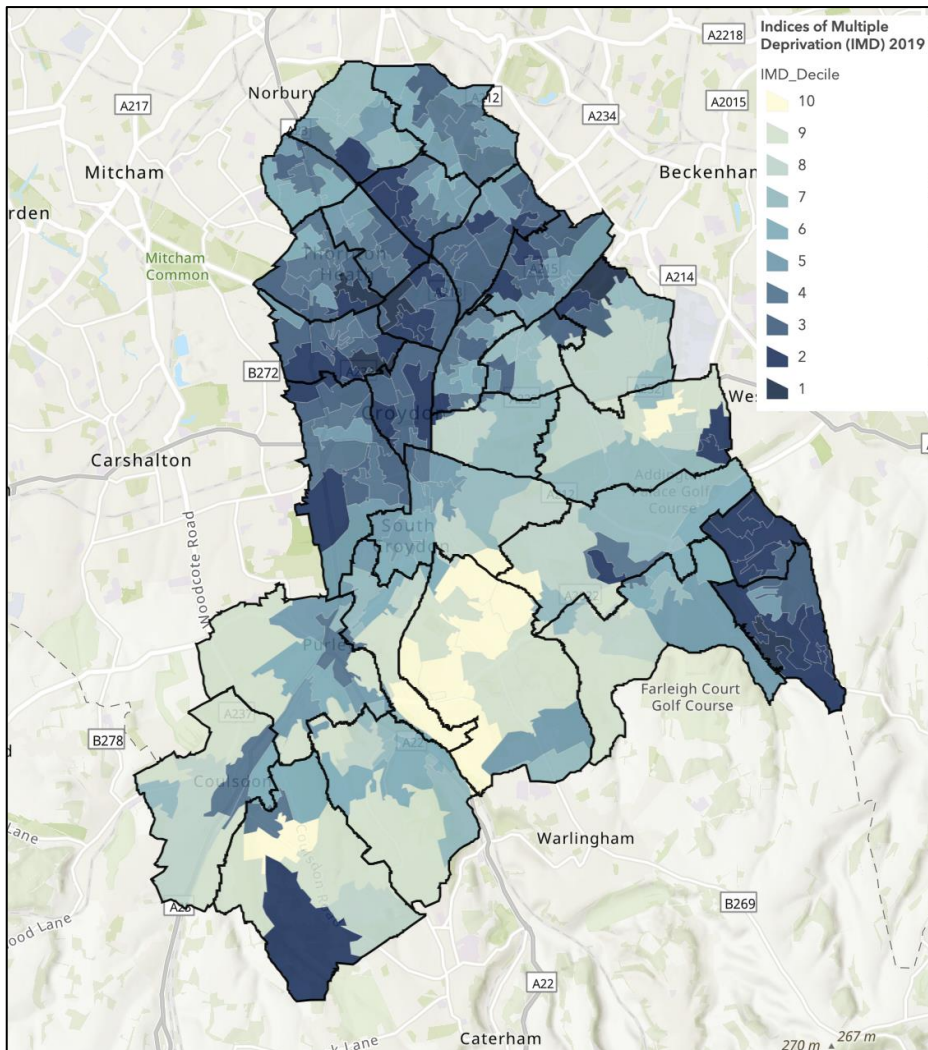


Table 7 English Indices of Deprivation - 2019 - For each ward in Croydon

Index of Multiple Deprivation Croydon (2019)																				
Addiscombe East (2019)			Coulsdon Town			Bensham Manor (2019)			Old Coulsdon			Sanderstead			Shirley North			Thornton Heath		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	11.10%		Decile 1	0	0.00%
Decile 2	0%		Decile 2	9.10%		Decile 2	9.10%		Decile 2	14.30%		Decile 2	0.00%		Decile 2	11.10%		Decile 2	40	40.00%
Decile 3	28.60%		Decile 3	27.30%		Decile 3	27.30%		Decile 3	0.00%		Decile 3	0.00%		Decile 3	0.00%		Decile 3	10	10.00%
Decile 4	0%		Decile 4	36.40%		Decile 4	36.40%		Decile 4	14.30%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	20	20.00%
Decile 5	0%		Decile 5	27.30%		Decile 5	27.30%		Decile 5	0.00%		Decile 5	11.10%		Decile 5	0.00%		Decile 5	20	20.00%
Decile 6	0%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	14.30%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	10	10.00%
Decile 7	42.90%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	11.10%		Decile 7	33.30%		Decile 7	0	0.00%
Decile 8	28.60%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	14.30%		Decile 8	0.00%		Decile 8	44.40%		Decile 8	0	0.00%
Decile 9	0%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	28.60%		Decile 9	33.30%		Decile 9	0.00%		Decile 9	0	0.00%
Decile 10	0%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	14.30%		Decile 10	44.40%		Decile 10	0.00%		Decile 10	0	0.00%
Addiscombe West (2019)			Crystal Palace & Upper Norwood			New Addington North			Parkhill & Whitgift			Selhurst			Shirley South			Waddon		
Decile 1	0%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	16.70%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	0%		Decile 2	0.00%		Decile 2	85.70%		Decile 2	0.00%		Decile 2	50.00%		Decile 2	33.30%		Decile 2	12.50%	
Decile 3	11.10%		Decile 3	11.10%		Decile 3	14.30%		Decile 3	0.00%		Decile 3	33.30%		Decile 3	0.00%		Decile 3	37.50%	
Decile 4	33%		Decile 4	33.30%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	0.00%	
Decile 5	33%		Decile 5	33.30%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%	
Decile 6	11.10%		Decile 6	22.20%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	11.10%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	33.30%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	28.60%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	66.70%		Decile 8	0.00%		Decile 8	16.70%		Decile 8	0.00%	
Decile 9	0%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	33.30%		Decile 9	0.00%	
Decile 10	0%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	16.70%		Decile 10	0.00%	
Bensham Manor (2019)			Fairfield			New Addington South			Purley & Woodcote			Selsdon & Addington Village			South Croydon			West Thornton		
Decile 1	0.00%		Decile 1	0.00%		Decile 1	14.30%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	9.10%	
Decile 2	9.10%		Decile 2	40.00%		Decile 2	57.10%		Decile 2	0.00%		Decile 2	14.30%		Decile 2	0.00%		Decile 2	9.10%	
Decile 3	27.30%		Decile 3	60.00%		Decile 3	14.30%		Decile 3	0.00%		Decile 3	0.00%		Decile 3	0.00%		Decile 3	27.30%	
Decile 4	36.40%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	10.00%		Decile 4	14.30%		Decile 4	10.00%		Decile 4	36.40%	
Decile 5	27.30%		Decile 5	0.00%		Decile 5	14.30%		Decile 5	30.00%		Decile 5	0.00%		Decile 5	50.00%		Decile 5	9.10%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	20.00%		Decile 6	0.00%		Decile 6	20.00%		Decile 6	9.10%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	28.60%		Decile 7	10.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	28.60%		Decile 8	10.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	40.00%		Decile 9	14.30%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Broad Green (2019)			Kenley			Norbury & Pollards Hill			Purley Oaks & Riddlesdown			Seldon Vale & Forestdale			South Norwood			Woodside		
Decile 1	10.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	20.00%		Decile 2	0.00%		Decile 2	0.00%		Decile 2	0.00%		Decile 2	0.00%		Decile 2	20.00%		Decile 2	20.00%	
Decile 3	40.00%		Decile 3	0.00%		Decile 3	14.30%		Decile 3	0.00%		Decile 3	0.00%		Decile 3	60.00%		Decile 3	40.00%	
Decile 4	20.00%		Decile 4	0.00%		Decile 4	28.60%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	0.00%		Decile 4	0.00%	
Decile 5	10.00%		Decile 5	0.00%		Decile 5	14.30%		Decile 5	0.00%		Decile 5	14.30%		Decile 5	20.00%		Decile 5	40.00%	
Decile 6	0.00%		Decile 6	28.60%		Decile 6	42.90%		Decile 6	33.30%		Decile 6	28.60%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	28.60%		Decile 7	0.00%		Decile 7	16.70%		Decile 7	14.30%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	14.30%		Decile 8	0.00%		Decile 8	16.70%		Decile 8	28.60%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	28.60%		Decile 9	0.00%		Decile 9	16.70%		Decile 9	14.30%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	16.70%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	

3.6 Population projections

Population projections are used for a range of purposes and are often considered of equal validity as they are each based on specific assumptions. The particular assumptions here show a projected increase of some 3.6% up to 2025 (the time frame for this PNA) rising to 10.0% in 10 years. Locality projections show the highest rises in South West locality.

Table 8 Projected change in ward population from 2022 to 2032 (2020-based Scenario Projection: Housing Targets Scenario)

Area	Locality	Population 2022	Year										Population 2032	
			2022	2023	2024	2025	2026	2027	2028	2029	2030	2031		2032
Croydon	North East	55,300	0.0%	0.7%	1.4%	2.2%	2.9%	3.6%	4.2%	5.0%	5.3%	5.4%	5.5%	58,350
Croydon	North West	52,150	0.0%	0.3%	0.4%	0.7%	0.9%	1.1%	1.2%	1.4%	1.8%	2.0%	2.1%	53,250
Croydon	Central East	46,000	0.0%	0.4%	1.0%	1.5%	1.8%	2.4%	2.8%	3.4%	3.7%	3.7%	3.8%	47,750
Croydon	Central West	49,300	0.0%	1.0%	2.0%	2.8%	3.7%	4.3%	5.0%	5.6%	6.0%	6.1%	6.2%	52,350
Croydon	South East	75,050	0.0%	1.1%	2.3%	3.3%	4.4%	5.5%	6.5%	7.6%	8.1%	8.6%	9.0%	81,800
Croydon	South West	128,600	0.0%	2.3%	4.7%	6.7%	8.8%	10.7%	12.6%	14.6%	16.3%	17.9%	19.4%	153,500
Croydon		406,400	0.0%	1.3%	2.5%	3.6%	4.7%	5.8%	6.9%	7.9%	8.8%	9.4%	10.0%	447,000
London		8,769,659	0.0%	0.8%	1.5%	2.1%	2.6%	3.3%	4.0%	4.7%	5.4%	6.0%	6.7%	9,246,601

3.7 Healthy and lifestyles

Table 9 Office for Health Improvement and Disparities – Croydon

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

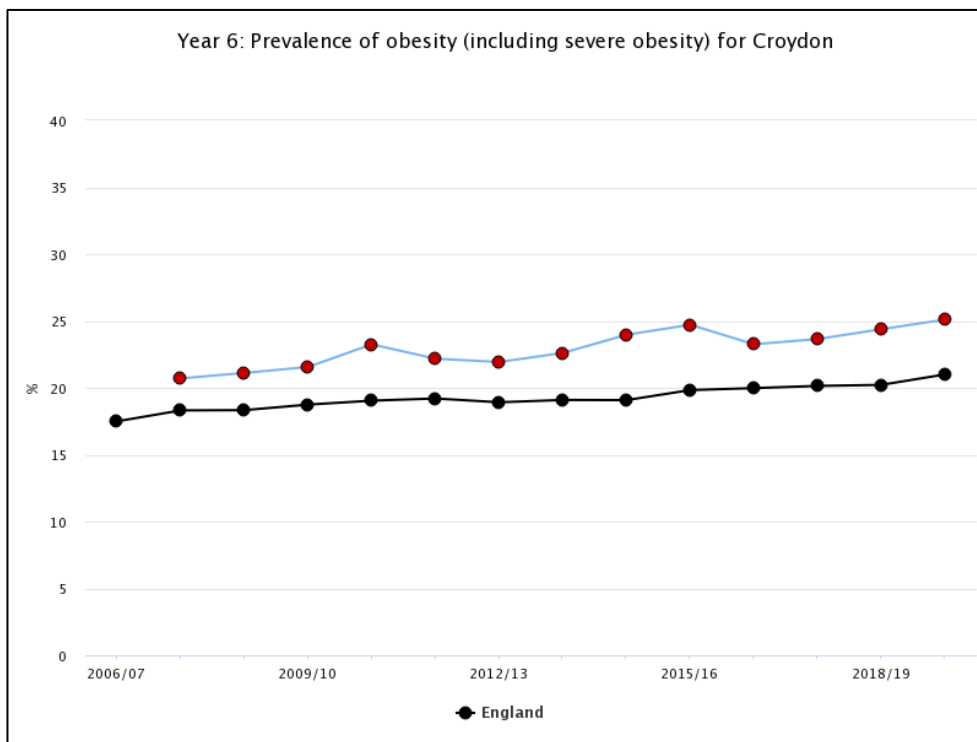
Indicator Name	Sex	Age	Time period	Value	Recent Trend	Compared to England	Compared to London
Life expectancy at birth	Male	All ages	2018 - 20	79.7	Cannot be calculated	Similar	Worse
Life expectancy at birth	Female	All ages	2018 - 20	83.7	Cannot be calculated	Better	Worse
Under 75 mortality rate from all causes	Persons	<75 yrs	2018 - 20	333.9	Cannot be calculated	Similar	Worse
Under 75 mortality rate from all cardiovascular diseases	Persons	<75 yrs	2017 - 19	65.5	Cannot be calculated	Similar	Similar
Under 75 mortality rate from cancer	Persons	<75 yrs	2017 - 19	118.7	Cannot be calculated	Better	Similar
Suicide rate	Persons	10+ yrs	2018 - 20	8.6	Cannot be calculated	Similar	Similar
Killed and seriously injured (KSI) casualties on England's roads (historic data)	Persons	All ages	2016 - 18	27.2	Cannot be calculated	Better	Better
Emergency Hospital Admissions for Intentional Self-Harm	Persons	All ages	2020/21	78.9	Decreasing and getting better	Better	Similar
Hip fractures in people aged 65 and over	Persons	65+ yrs	2020/21	384.1	Decreasing and getting better	Better	Similar
Cancer diagnosed at early stage (experimental statistics)	Persons	All ages	2017	54.7	Increasing	Not compared	Not compared
Estimated diabetes diagnosis rate	Persons	17+ yrs	2018	66.4	Cannot be calculated	Worse	Worse
Estimated dementia diagnosis rate (aged 65 and over)	Persons	65+ yrs	2021	71.8	No significant change	Better	Similar
Admission episodes for alcohol-specific conditions - Under 18s	Persons	<18 yrs	2018/19 - 20/21	12.3	Cannot be calculated	Better	Similar
Admission episodes for alcohol-related conditions (Narrow): Old Method	Persons	All ages	2018/19	493.7	No significant change	Better	Better
Smoking Prevalence in adults (18+) - current smokers (APS)	Persons	18+ yrs	2019	12.4	Cannot be calculated	Similar	Similar
Percentage of physically active adults	Persons	19+ yrs	2020/21	63.4	Cannot be calculated	Similar	Similar
Percentage of adults (aged 18+) classified as overweight or obese	Persons	18+ yrs	2020/21	61.8	Cannot be calculated	Similar	Worse
Under 18s conception rate / 1,000	Female	<18 yrs	2020	11.3	Decreasing and getting better	Similar	Similar
Smoking status at time of delivery	Female	All ages	2020/21	4.8	Decreasing and getting better	Better	Similar
Breastfeeding initiation	Female	All ages	2016/17	84.0	Cannot be calculated	Better	Not compared
Infant mortality rate	Persons	<1 yr	2018 - 20	4.0	Cannot be calculated	Similar	Similar
Year 6: Prevalence of obesity (including severe obesity)	Persons	10-11 yrs	2019/20	25.1	No significant change	Worse	Worse
Deprivation score (IMD 2015)	Persons	All ages	2015	23.6	Cannot be calculated	Middle quintile	Middle quintile
Smoking Prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	Persons	18-64 yrs	2019	21.5	Cannot be calculated	Similar	Similar
Inequality in life expectancy at birth	Male	All ages	2018 - 20	9.2	Cannot be calculated	Middle quintile	Highest quintile
Inequality in life expectancy at birth	Female	All ages	2018 - 20	6.5	Cannot be calculated	Middle quintile	2nd highest quintile
Children in low income families (under 16s)	Persons	<16 yrs	2016	16.1	Decreasing and getting better	Better	Better
Average Attainment 8 score	Persons	15-16 yrs	2020/21	52.2	Cannot be calculated	Better	Worse
Percentage of people in employment	Persons	16-64 yrs	2020/21	75.0	No significant change	Similar	Similar
Statutory homelessness - Eligible homeless people not in priority need	Persons	Not applicab	2017/18	1.2	Decreasing and getting better	Worse	Worse
Violent crime - hospital admissions for violence (including sexual violence)	Persons	All ages	2018/19 - 20/21	37.8	Cannot be calculated	Better	Better
Excess winter deaths index	Persons	All ages	Aug 2019 - Jul 2020	17.9	Cannot be calculated	Similar	Similar
New STI diagnoses (exc chlamydia aged <25) / 100,000	Persons	15-64 yrs	2020	1069.2	No significant change	Worse	Better
TB incidence (three year average)	Persons	All ages	2018 - 20	18.1	Cannot be calculated	Worse	Similar

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

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

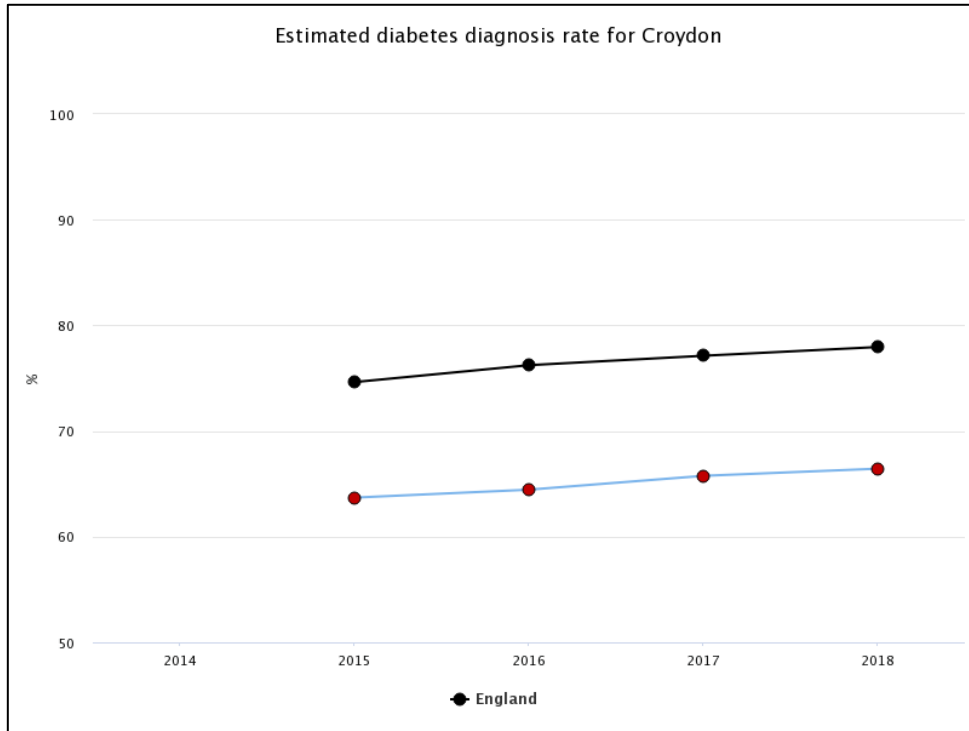
1. In Year 6, 25.1% of children are classified as obese, worse than the average for London (23.7%) and England (21.0%).

Figure 8 Prevalence of obesity (including severe obesity) for Croydon: trend from 2006/07 to 2019/20



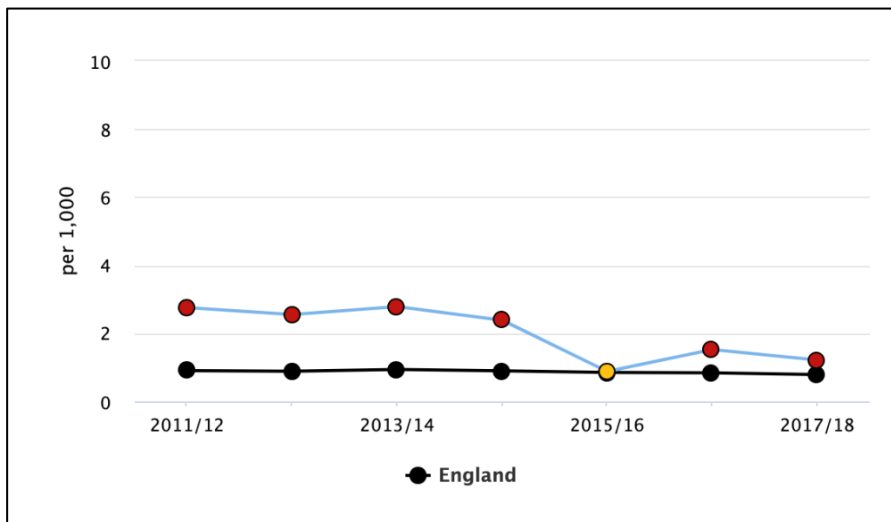
2. There were lower percentage of recorded diagnosis of diabetes as a proportion of the estimated number with diabetes in Croydon (66.4%) than in London (71.4%) and England (78.0%) average.

Figure 9 Proportion - % recorded diagnosis of diabetes as a proportion of the estimated number with diabetes: trend from 2015 to 2018



- The rates of statutory homelessness (eligible homeless people not in priority need) is worse in Croydon (1.2%) than the London (1.0%) and England average (0.8%). In addition, the most recent data with changed homelessness indicators in 2020/21 showed Croydon has worse value than London and England households owed a duty under the Homelessness Reduction Act (main applicant 16-24 yrs.), and households owed a duty under the Homelessness Reduction Act.

Figure 10 Statutory homelessness - Eligible homeless people not in priority need: trend from 2011/12 to 2017/18



4. The number of new sexually transmitted infections (STIs) diagnosed in aged 15-64 (excluding chlamydia under 25) was 1,069.2 per 100,000 in 2020. This number was much worse than England average, but better than London average. This was similar for any other STI diagnoses.

Figure 11 Rates per 100,000 population by diagnosis by year in Croydon compared to rates in the London UKHSA Centre and England: 2012 to 2020

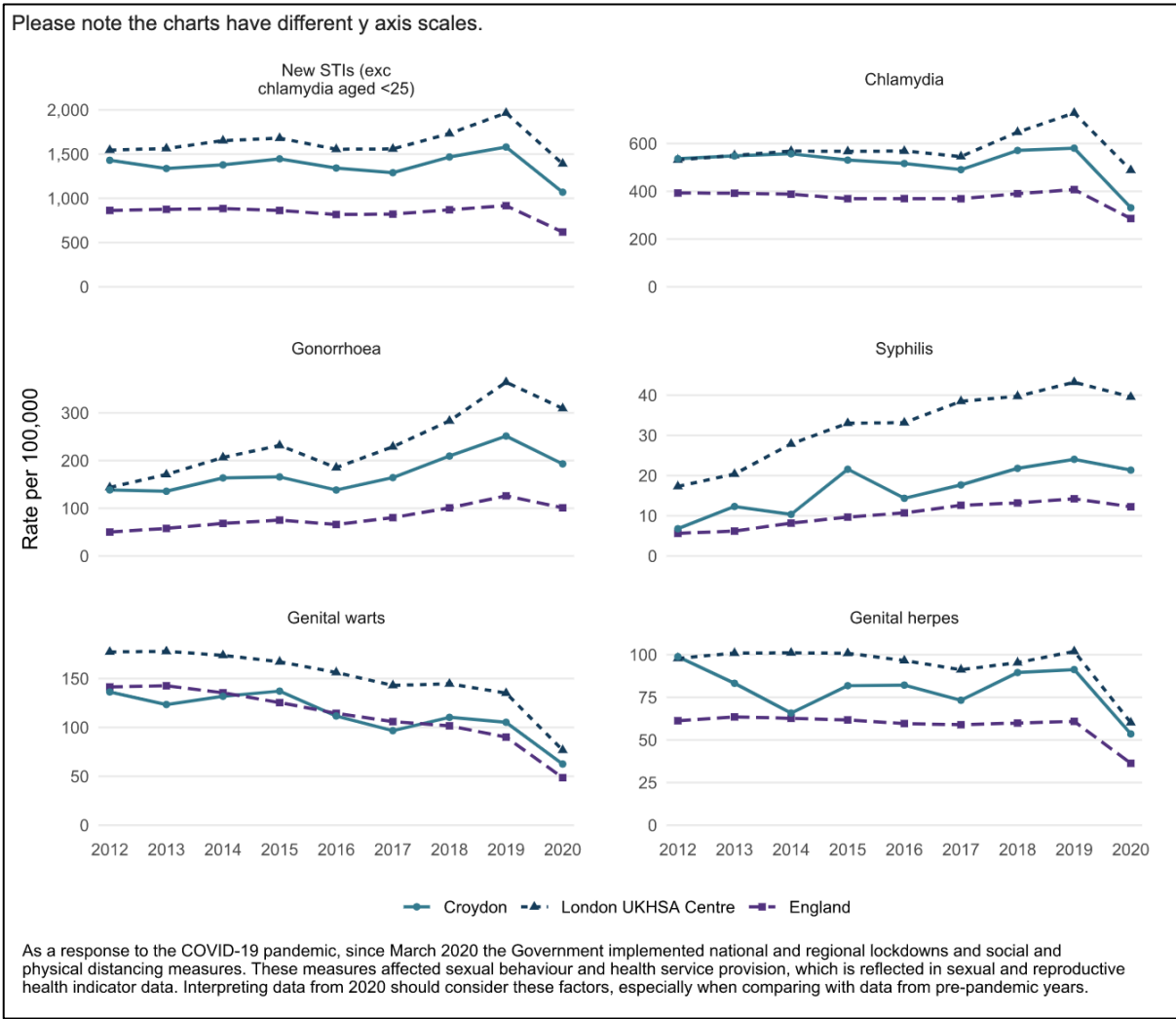


Figure 12 Map of new STI diagnoses (excluding chlamydia in under 25-year olds) per 100,000 population aged 15–64 years in Croydon by Middle Super Output Area: 2020

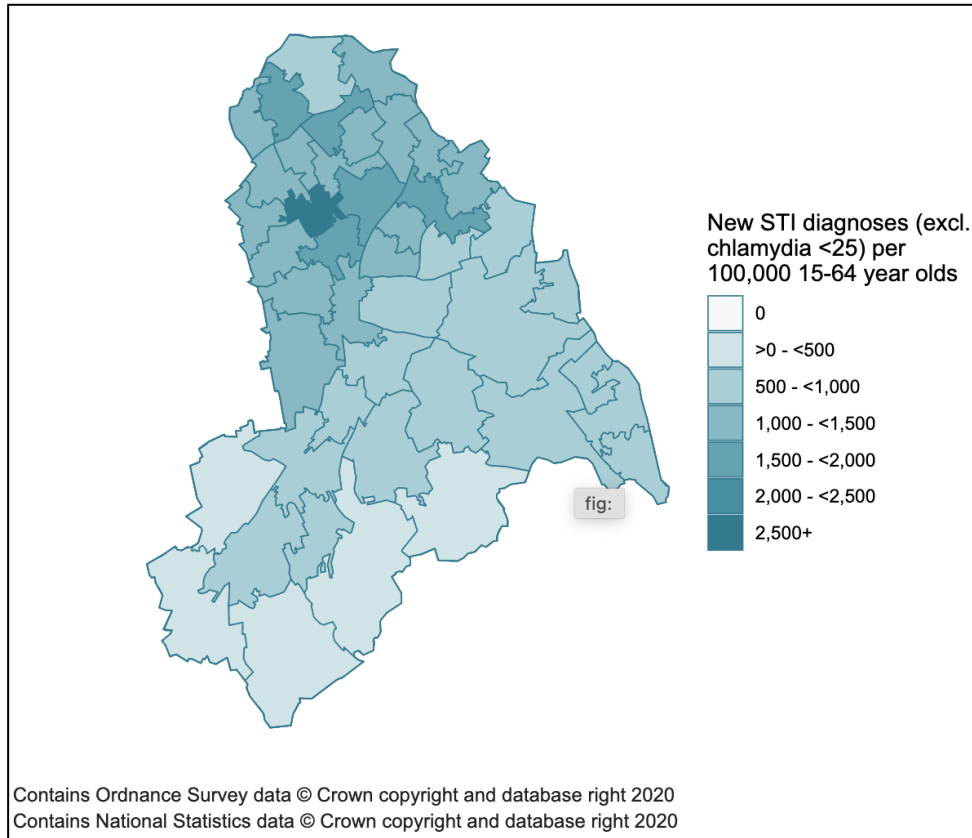
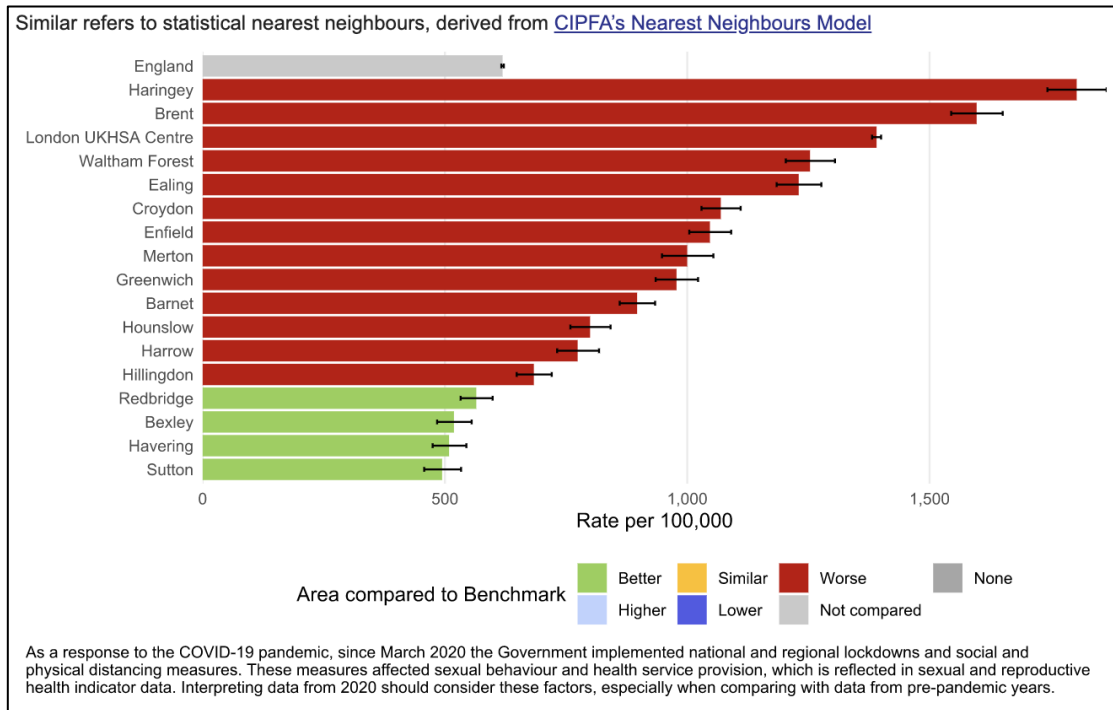
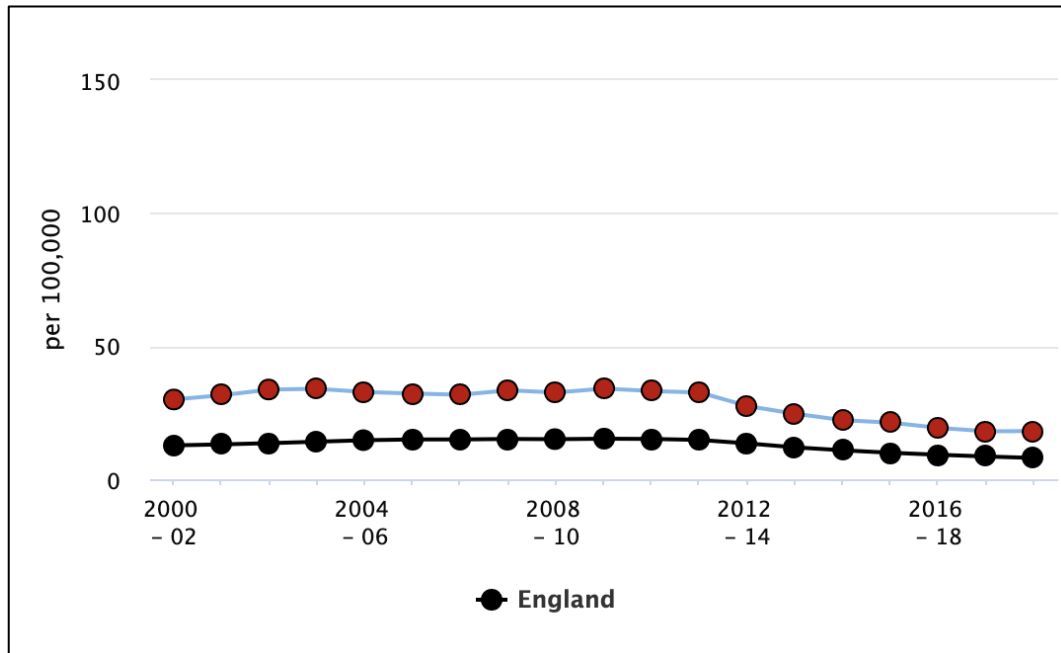


Figure 13 Rates per 100,000 population of new STIs (excluding chlamydia in under 25-year olds) in 16 similar local authorities and the London UKHSA Centre, compared to England: 2020



5. Croydon has a higher incidence of TB (18.1) compared to England (8.0). This is close to the average incidence in London (17.9).

Figure 14 TB incidence (three-year average): trend from 2000/02 to 2018/20



3.8 Life expectancy and mortality

Life Expectancy rates (2020) in Croydon are similar to London and England. Healthy life expectancy at 65 rates (2018/20) are higher in Male (11.2) than Female (10.1), meaning Men have better health at age 65 than women in Croydon. Female healthy life expectancy at 65 was lower than both London (11.2) and England average (11.3).

Table 10 Life expectancy and healthy life expectancy

Life Expectancy & Healthy Life Expectancy Croydon					
Indicator	Year	Gender	Croydon	London	England
Life Expectancy	2020	Male	79.7	80.3	79.4
	2020	Female	83.7	84.3	83.1
Healthy Life Expectancy at 65	2018/20	Male	11.2	10.3	10.5
	2018/20	Female	10.1	11.2	11.3
Life Expectancy at 65 (1 year)	2020	Male	17.9	18.3	18.1
	2020	Female	20.7	21.3	20.7

Figure 15 shows mortality rates by all ward (all causes, all ages), indicating variations that exist across the borough. The wards indicated in red bar have higher mortality rates than Croydon average. Fairfield and Selhurst have the highest mortality rates.

London Borough of Croydon

Figure 15 Mortality rates by ward (2016-2020)

Area	Value
England	100.0
Croydon	94.5
Fairfield	122.2
Selhurst	121.8
South Norwood	121.2
Waddon	119.5
New Addington South	117.2
Broad Green	115.5
Addiscombe West	110.8
Thornton Heath	108.8
New Addington North	107.2
Purley & Woodcote	105.4
West Thornton	99.1
Kenley	97.7
South Croydon	97.4
Norbury & Pollards Hill	97.4
Crystal Palace & Upper Norwood	96.0
Norbury Park	93.3
Addiscombe East	92.3
Woodside	91.0
Park Hill & Whitgift	90.4
Bensham Manor	90.1
Old Coulsdon	80.9
Sanderstead	77.9
Selsdon & Addington Village	77.7
Coulsdon Town	77.2
Shirley North	72.3
Selsdon Vale & Forestdale	70.4
Shirley South	70.3
Purley Oaks & Riddlesdown	68.0

Table 11 shows the key mortality rates for Croydon, which are lower than the London and England rates, although the mortality rates for cardiovascular diseases (CVD) (75.0), cancer (116.9) and respiratory disease (26.8) are higher than London rates.

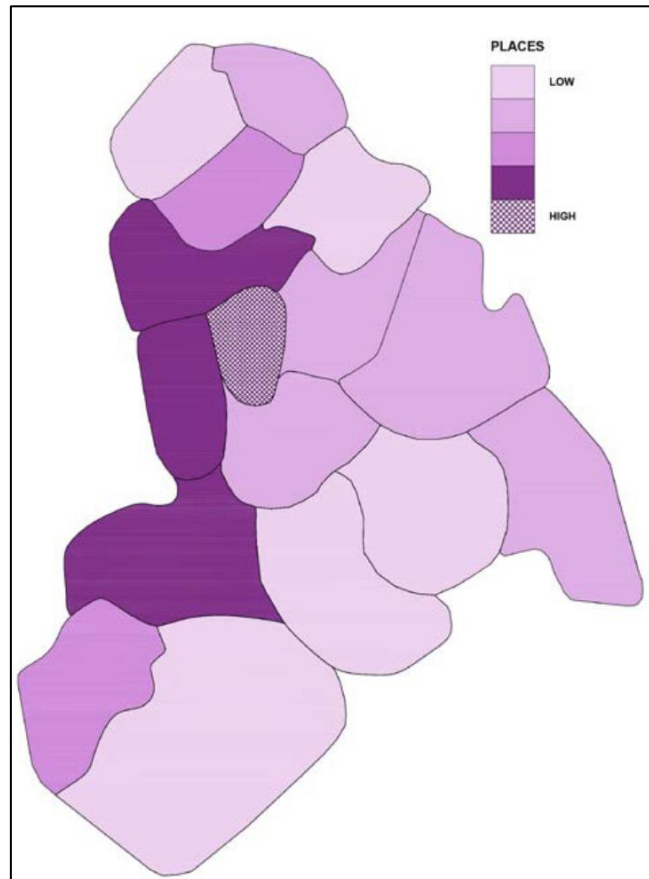
Table 11 Key mortality rates for Croydon

Key Mortality Rates Croydon					
Community Indicators	Year	Croydon		London	England
Indicator		Count	Value	Value	Value
Under 75 mortality rate from causes considered preventable (2019 definition)	2017/19	1,069	123.2	125.8	142.2
Mortality under 75 from CVD (1 year range)	2020	221	75	72.3	73.8
Mortality under 75 from cancer (1 year range)	2020	342	116.9	111.3	125.1
Mortality under 75 from respiratory disease (1 year range)	2020	76	26.8	26.7	29.4

4 Croydon housing trajectory and planning

The Croydon Local Plan 2018 states that the Croydon Council will seek to deliver a minimum of 32,890 homes (of which 4,890 are either completed or under construction) between 2016 and 2036. The growth in homes will be the highest in Central West locality, and North of South West locality.

Figure 16 Growth in homes in Croydon 2016-2036 (Croydon Local Plan)



Regular reviews of NHS services take place, currently the Clinical Strategy is in development that may have implication for where patients obtain medication, but unlikely to be a major impact in 2022/23. In addition, there is an ongoing review of commissioning of public health services by community pharmacists in Croydon, for example, weight management clinics, and life checks, by the Public Health Team.

Other points to note are:

- There are plans for a new Health and Wellbeing centre in New Addington which will accommodate GP services as well as community services and a Community Diagnostic service. Another Health and Well-being centre in Coulsdon providing GP and Community services. Both planned to be delivered from 2024 but currently on hold. A new large building for East Croydon medical centre will open in April 2023 to accommodate increasing list sizes.

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- Croydon is undergoing significant development across the borough but at present is well served with community pharmacies and we do not currently anticipate any negative impact on access to services.
- There are no plans for introduction of special services commissioned by clinical commissioning groups in Croydon.
- There are no plans for new strategies by social care/occupational health in Croydon to provide aids/equipment through pharmacies or dispensing appliance contractors.

5 Pharmaceutical service provision within Croydon

5.1 NHS England pharmaceutical services currently commissioned from community pharmacies

5.1.1 Introduction

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

Essential services – all pharmacies are required to provide

Advanced services – to support patients with safe use of medicines

Enhanced services and locally commissioned services

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

5.1.2 Essential Services

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

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

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

http://www.legislation.gov.uk/ukxi/2013/349/pdfs/ukxi_20130349_en.pdf

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

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

patient groups who present prescriptions for dispensing. Pharmacies will also get involved in six local campaigns a year, organised by NHS England. Campaign examples may include promotion of flu vaccination uptake or advice on increasing physical activity.

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

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

5.1.3 Advanced Services

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

- Appliance Use Review (AUR)
- New Medicine Service (NMS)
- Stoma Appliance Customisation (SAC)
- Flu Vaccination Service
- Hepatitis C Testing
- Community Pharmacist Consultation Service (CPCS)
- Hypertension Case-finding
- Smoking Cessation Advanced Service

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

5.1.4 Enhanced Services

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

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

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

5.1.5 Locally Commissioned Services

Pharmacies are commissioned to provide a number of services by the LA, and the ICB (PREVIOUSLY CCG). The locally commissioned services in Croydon are:

- Emergency Supply Service for End-of-Life treatment
- Substance misuse services (Administration of Methadone/Buprenorphine and Needle Exchange)
- Enhanced Sexual Health Pharmacy Service
- NHS health check services

5.2 Dispensing appliance contractor

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

5.3 Distance-selling pharmacies

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations, 2013. It may not provide essential services face-to-face at the pharmacy premises and therefore provision may only be by mail order and/or the internet. As part of the terms of service for distance-selling pharmacies, provision of all their services must be offered throughout England. It is therefore likely that patients within Croydon will be receiving pharmaceutical services from a distance-selling pharmacy from outside the borough. Currently, there are four distance-selling pharmacies in the Croydon HWB area.

5.4 Self-care pharmacy initiative

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

5.5 Community pharmaceutical services for people from special groups

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

5.6 Community pharmacies in Croydon

There were 73 pharmacies (including 4 Croydon distance-selling pharmacies (DSPs)) in Croydon in April 2022 (data cut-off point of this PNA). One community pharmacy has closed and there are now 72 pharmacies (including 4 Croydon DSPs) as of November 2022. There are 68 community pharmacies in Croydon (as of November 2022) (excluding 4 Croydon DSPs) for a population of 388,563. This is an average of 17.5 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5). The highest rate was in South East at 21.3 per 100,000 population.

The information on community pharmacies, opening hours and core/supplementary hours correlates with the data provided by NHS England in their data pack issued in April 2022. This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

Pharmaceutical Needs Assessment 2022

Please note that Kamsons Pharmacy (Type: community, ODS code: FLW02) has closed since the agreed data cut-off (Apr 2022) point of this PNA. Where possible, the information was amended (e.g. tables) accordingly throughout the PNA, or a statement was given for figures (e.g. maps) that could not be amended. Also, Westgate Pharmacy (FJG69) has been taken over by Selhurst Pharmacy (FMK45) and the opening hours are the same. We have made a statement where relevant.

A number of pharmacies have recently amended their opening hours as detailed below; some are due to change in November 2022. This information was amended accordingly.

- Barkers Chemist (FTN21) changed their opening hours on 17 October 2022
- Goldmantle Pharmacy (FRN19) changed their opening hours on 11 October 2022
- Hobbs Pharmacy (FXC31) changed their opening hours on 31 October 2022
- Kent Pharmacy (FJM26) changed their opening hours on 17 October 2022
- Swan Pharmacy (FRM85) changed their opening hours on 1 November 2022
- Tesco Stores Limited (FP526) will change their opening hours on 24 November 2022
- Tesco Stores Limited (FT363) will change their opening hours on 24 November 2022

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

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

	Area	Number of community pharmacies	Total population (mid-2020 estimates)	Average number of community pharmacies per 100,000 population
Locality	Central East	9	59,430	15.14
	Central West	17	99,952	17.01
	North East	9	51,316	17.54
	North West	9	59,572	15.11
	South East	9	42,221	21.32
	South West	15	75,953	19.75
	Croydon (Apr 2022)	68	388,563	17.50
	London (2020/21)	1,863	9,002,488	20.69
	England (2020/21)	11,600	56,550,138	20.51

5.7 Choice of community pharmacies

Table 13 shows a breakdown of community pharmacy ownership in the borough. The data shows that a lower proportion are multiple chains (10+) than for England, although at 44% is slightly higher than the London average of 39%. There remains a good selection of pharmacy providers well spread across the localities.

Table 13 Community Pharmacy ownership in Croydon

	Area	Multiples (10+)	Multiples (<10)	Independent	Multiples (10+) %
Locality	Central East	3	3	3	33%
	Central West	7	3	7	41%
	North East	5	2	2	56%
	North West	4	3	2	44%
	South East	5	2	2	56%
	South West	7	5	4	40%
	Croydon (Apr 2022)	30	18	20	44%
	London (2020/21)	726	1,137		39%
	England (2020/21)	6,960	4,640		60%

5.8 Intensity of current community pharmacy providers

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

Table 14 Average number of monthly dispensed item per community pharmacy

Number of items dispensed per community pharmacy per month (First 7 months data of 2021-22)	
Croydon	6,554
London	6,206
England	7,230

5.9 Access to pharmacy services

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

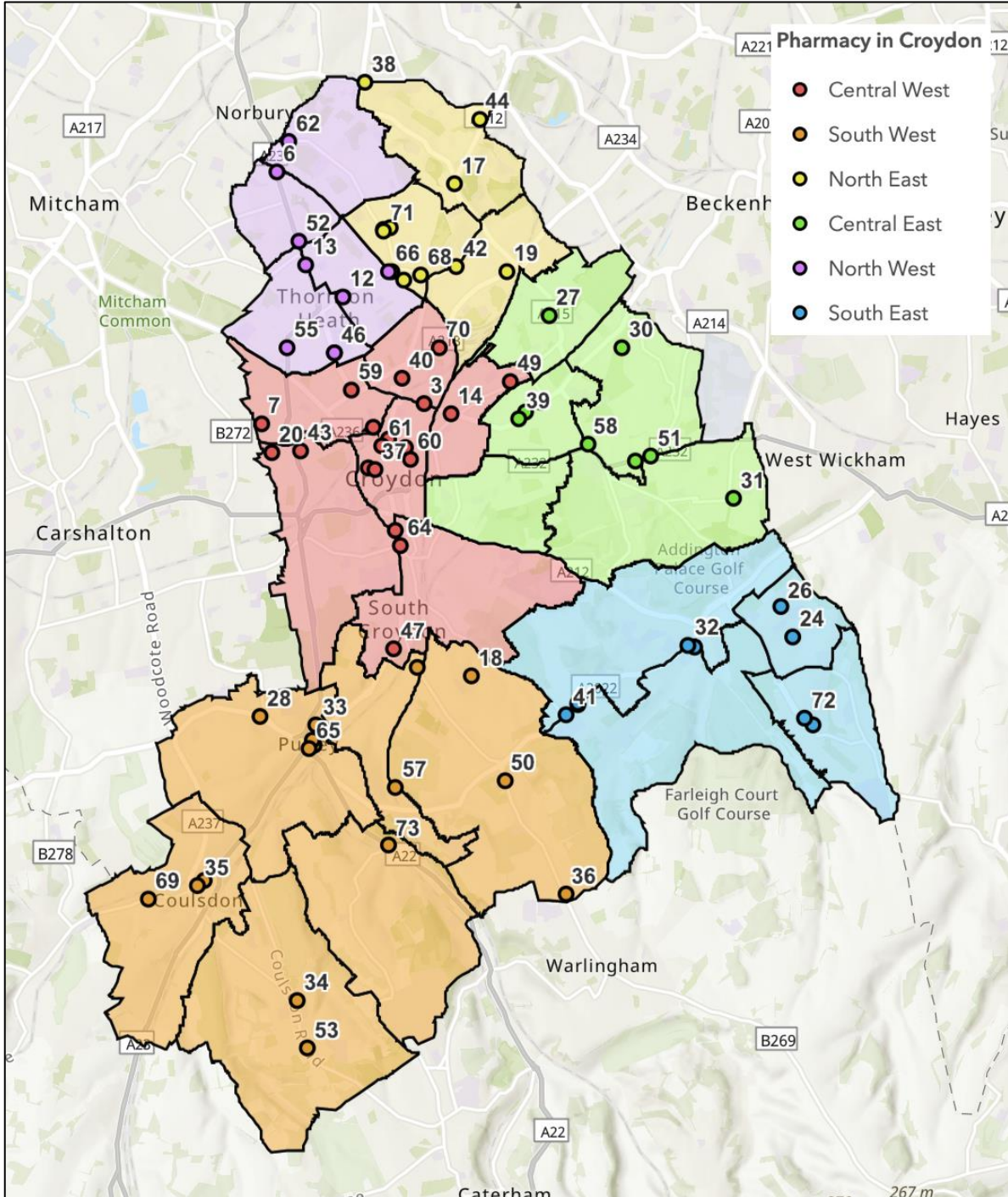
There are three 100-hour community pharmacies in the borough (4.4% of the total), slightly lower than to the figure for London and lower than the figure for England. Table 17 shows the spread across the borough.

Table 15 Number of 100-hour pharmacies in Croydon

	Area	Number of community pharmacies	Number of 100-hour pharmacies	Percentage of 100-hour pharmacies
Locality	Central East	9	0	0.0%
	Central West	17	2	11.8%
	North East	9	1	11.1%
	North West	9	0	0.0%
	South East	9	0	0.0%
	South West	15	0	0.0%
	Croydon (Apr 2022)	68	3	4.4%
	London (2020/21)	1,863	104	5.6%
	England (2020/21)	11,600	1094	9.4%

Figure 17 Location of pharmacies in Croydon by locality

The pharmacies shown below are the pharmacies open on weekdays. Please note that Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA (Map ID: 36).



Pharmaceutical Needs Assessment 2022

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

Please note Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA (Map ID: 36). Also, Westgate Pharmacy (FJG69) has been taken over by Selhurst Pharmacy (FMK45) (Map ID: 70).

Map ID	ODS Code	Name	Address 3	Postcode	Ward Name	Locality	Map ID	Name
2	FEK78	Addiscombe Pharmacy	Croydon	CR0 6RF	Addiscombe East Ward	Central East	1	A-Z Pharmacy
11	FRJ65	Boots UK Limited	Croydon	CR0 6RD	Addiscombe East Ward	Central East	2	Addiscombe Pharmacy
27	FQH24	Fishers Enmore Pharmacy	South Norwood	SE25 5NT	Woodside	Central East	3	Allcorn Chemist
30	FF475	Greenchem	Croydon	CR0 7RA	Shirley North	Central East	4	Aumex Pharmacy
31	FGW16	Greenchem	Croydon	CR0 8NG	Shirley South	Central East	5	Barkers Chemist
39	FVE79	Larchwood Pharmacy	Croydon	CR0 6RB	Addiscombe East Ward	Central East	6	Bids Chemists
48	FWX40	Mccoig Pharmacy	Croydon	CR0 8TE	Shirley North	Central East	7	Boots UK Limited
51	FTK63	Mona Pharmacy	Croydon	CR0 8BJ	Shirley South	Central East	8	Boots UK Limited
58	FC506	Shirley Pharmacy	Croydon	CR0 8SS	Shirley North	Central East	9	Boots UK Limited
1	FKQ95	A-Z Pharmacy	West Croydon	CR0 2TA	Broad Green	Central West	10	Boots UK Limited
3	FYD76	Allcorn Chemist	Croydon	CR0 2BZ	Selhurst	Central West	11	Boots UK Limited
5	FTN21	Barkers Chemist	Croydon	CR0 1RN	Farfield	Central West	12	Brigstock Pharmacy
7	FAN61	Boots UK Limited	Croydon	CR0 4YJ	Broad Green	Central West	13	Cranston Ltd
8	FC324	Boots UK Limited	Croydon	CR9 1SN	Farfield	Central West	14	Croychem Ltd
14	FTJ31	Croychem Ltd	Croydon	CR0 6AA	Addiscombe West Ward	Central West	15	Croydon Pharmacy
15	FR707	Croydon Pharmacy	Croydon	CR0 1DP	Farfield	Central West	16	Cure Pharmacy
20	FJA94	Day Lewis Pharmacy	Croydon	CR0 4UQ	Waddon	Central West	17	Day Lewis Pharmacy
25	FWJ51	E-Medicina	East Croydon	CR9 2ER	Farfield	Central West	18	Day Lewis Pharmacy
37	FJM26	Kent Pharmacy	Croydon	CR0 1RB	Farfield	Central West	19	Day Lewis Pharmacy
40	FDX49	Lloyd George Pharmacy	Croydon	CR0 2JG	Selhurst	Central West	20	Day Lewis Pharmacy
43	FPH93	LloydsPharmacy	Croydon	CR0 4XT	Waddon	Central West	21	Day Lewis Pharmacy
47	FLW45	Mccoig Pharmacy	South Croydon	CR2 6ES	South Croydon	Central West	22	Day Lewis Pharmacy
49	FVT52	Medibank Pharmacy	Croydon	CR0 6HE	Addiscombe West Ward	Central West	23	Day Lewis Pharmacy
59	FQ434	Shivas Pharmacy	West Croydon	CR0 2TG	Broad Green	Central West	24	Dougans Chemist
60	FCX48	St. Clare Chemist	Croydon	CR0 1LG	Farfield	Central West	25	E-Medicina
61	FLV75	Superdrug Pharmacy	Croydon	CR0 1US	Farfield	Central West	26	Fieldway Pharmacy
64	FBG31	Swan Pharmacy	Croydon	CR0 1BJ	South Croydon	Central West	27	Fishers Enmore Pharmacy
70	FJG69	Westgate Pharmacy	London	SE25 5QF	Selhurst	Central West	28	Foxley Lane Pharmacy
16	FR872	Cure Pharmacy	Croydon	CR7 8LX	Thornton Heath	North East	29	Goldmantle Pharmacy
17	FCX03	Day Lewis Pharmacy	South Norwood	SE25 6DP	Crystal Palace and Upper Norwood	North East	30	Greenchem
19	FH167	Day Lewis Pharmacy	South Norwood	SE25 6EP	South Norwood	North East	31	Greenchem
38	FRD93	Klub Pharmacy	Upper Norwood	SE19 3NG	Crystal Palace and Upper Norwood	North East	32	Harris Chemist
42	FND51	LloydsPharmacy	London	SE25 6XB	South Norwood	North East	33	Hobbs Pharmacy
44	FWG75	LloydsPharmacy	London	SE19 3RW	Crystal Palace and Upper Norwood	North East	34	Holmes Pharmacy
56	FQ347	Prescription Counter	Thornton Heath	CR7 8SN	Thornton Heath	North East	35	Infohealth Pharmacy
63	FXK58	Superdrug Pharmacy	Thornton Heath	CR7 7JG	Thornton Heath	North East	36	Kamsons Pharmacy
67	FLM48	Thompsons Chemist	Thornton Heath	CR7 8JF	Thornton Heath	North East	37	Kent Pharmacy
68	FDK71	Thornton Heath Pharmacy	Thornton Heath	CR7 8RU	Thornton Heath	North East	38	Klub Pharmacy
71	FNM41	Wilkes Chemist	Thornton Heath	CR7 8LZ	Thornton Heath	North East	39	Larchwood Pharmacy
6	FW670	Bids Chemists	Norbury	SW16 4AE	Norbury & Pollards Hill	North West	40	Lloyd George Pharmacy
12	FY424	Brigstock Pharmacy	Thornton Heath	CR7 7JN	Bensham Manor	North West	41	LloydsPharmacy
13	FMG29	Cranston Ltd	Thornton Heath	CR7 6JE	West Thornton	North West	42	LloydsPharmacy
22	FYE37	Day Lewis Pharmacy	Thornton Heath	CR7 7HQ	West Thornton	North West	43	LloydsPharmacy
46	FXE24	Mayday Community Pharmacy	Thornton Heath	CR7 7HQ	West Thornton	North West	44	LloydsPharmacy
52	FXG20	Norbury Pharmacy	Norbury	SW16 4DT	Norbury & Pollards Hill	North West	45	Makepeace & Jackson
55	FEV30	Parade Pharmacy	Croydon	CR0 3EW	West Thornton	North West	46	Mayday Community Pharmacy
62	FPM10	Superdrug Pharmacy	Norbury	SW16 3LU	Norbury Park	North West	47	Mccoig Pharmacy
66	FT363	Tesco Stores Limited	Thornton Heath	CR7 8RX	Bensham Manor	North West	48	Mccoig Pharmacy
4	FMQ11	Aumex Pharmacy	Croydon	CR0 0JD	New Addington South	South East	49	Medibank Pharmacy
21	FWF34	Day Lewis Pharmacy	South Croydon	CR2 8LB	Selsdon Vale and Forestdale	South East	50	Medipharm
23	FQ768	Day Lewis Pharmacy	South Croydon	CR2 8LH	Selsdon & Addington Village	South East	51	Mona Pharmacy
24	FG587	Dougans Chemist	Croydon	CR0 0OQ	New Addington North	South East	52	Norbury Pharmacy
26	FJ040	Fieldway Pharmacy	Croydon	CR0 9DX	New Addington North	South East	53	Old Coulsdon Pharmacy
29	FRN19	Goldmantle Pharmacy	Croydon	CR0 9AS	Selsdon Vale and Forestdale	South East	54	Orion Pharmacy
32	FG701	Harris Chemist	South Croydon	CR2 8JJ	Selsdon & Addington Village	South East	55	Parade Pharmacy
41	FND21	LloydsPharmacy	South Croydon	CR2 8LG	Selsdon & Addington Village	South East	56	Prescription Counter
72	FCL69	Your Local Boots Pharmacy	Croydon	CR0 0JB	New Addington South	South East	57	Riddlesdown Pharmacy
9	FJA14	Boots UK Limited	Purley	CR8 2AF	Purley & Woodcote	South West	58	Shirley Pharmacy
10	FNG24	Boots UK Limited	Coulsdon	CR5 2ND	Coulsdon Town	South West	59	Shivas Pharmacy
18	FGQ57	Day Lewis Pharmacy	Croydon	CR2 0EJ	Sanderstead	South West	60	St. Clare Chemist
28	FQ724	Foxley Lane Pharmacy	Purley	CR8 3EE	Purley & Woodcote	South West	61	Superdrug Pharmacy
33	FXC31	Hobbs Pharmacy	Purley	CR8 2YL	Purley & Woodcote	South West	62	Superdrug Pharmacy
34	FJ817	Holmes Pharmacy	Old Coulsdon	CR5 1EH	Old Coulsdon	South West	63	Superdrug Pharmacy
35	FM824	Infohealth Pharmacy	Coulsdon	CR5 2RA	Coulsdon Town	South West	64	Swan Pharmacy
36	FLW02	Kamsons Pharmacy	South Croydon	CR2 9BY	Sanderstead	South West	65	Tesco Stores Limited
45	FK170	Makepeace & Jackson	South Croydon	CR2 0PH	Purley Oaks & Riddlesdown	South West	66	Tesco Stores Limited
50	FQ662	Medipharm	South Croydon	CR2 9LA	Sanderstead	South West	67	Thompsons Chemist
53	FRM22	Old Coulsdon Pharmacy	Old Coulsdon	CR5 1EN	Old Coulsdon	South West	68	Thornton Heath Pharmacy
54	FJY76	Orion Pharmacy	Purley	CR8 2BP	Purley & Woodcote	South West	69	Valley Pharmacy
57	FD662	Riddlesdown Pharmacy	Purley	CR8 1HR	Purley Oaks & Riddlesdown	South West	70	Westgate Pharmacy
65	FP526	Tesco Stores Limited	Purley	CR8 2BA	Purley & Woodcote	South West	71	Wilkes Chemist
69	FW033	Valley Pharmacy	Coulsdon	CR5 3BR	Coulsdon Town	South West	72	Your Local Boots Pharmacy
73	FVH66	Zina Chemist	Croydon	CR8 5AA	Kenley	South West	73	Zina Chemist

Figure 18 Location of pharmacies in Croydon with Population Density for LSOA (dot density)

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

N.B. Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA (Map ID: 36).

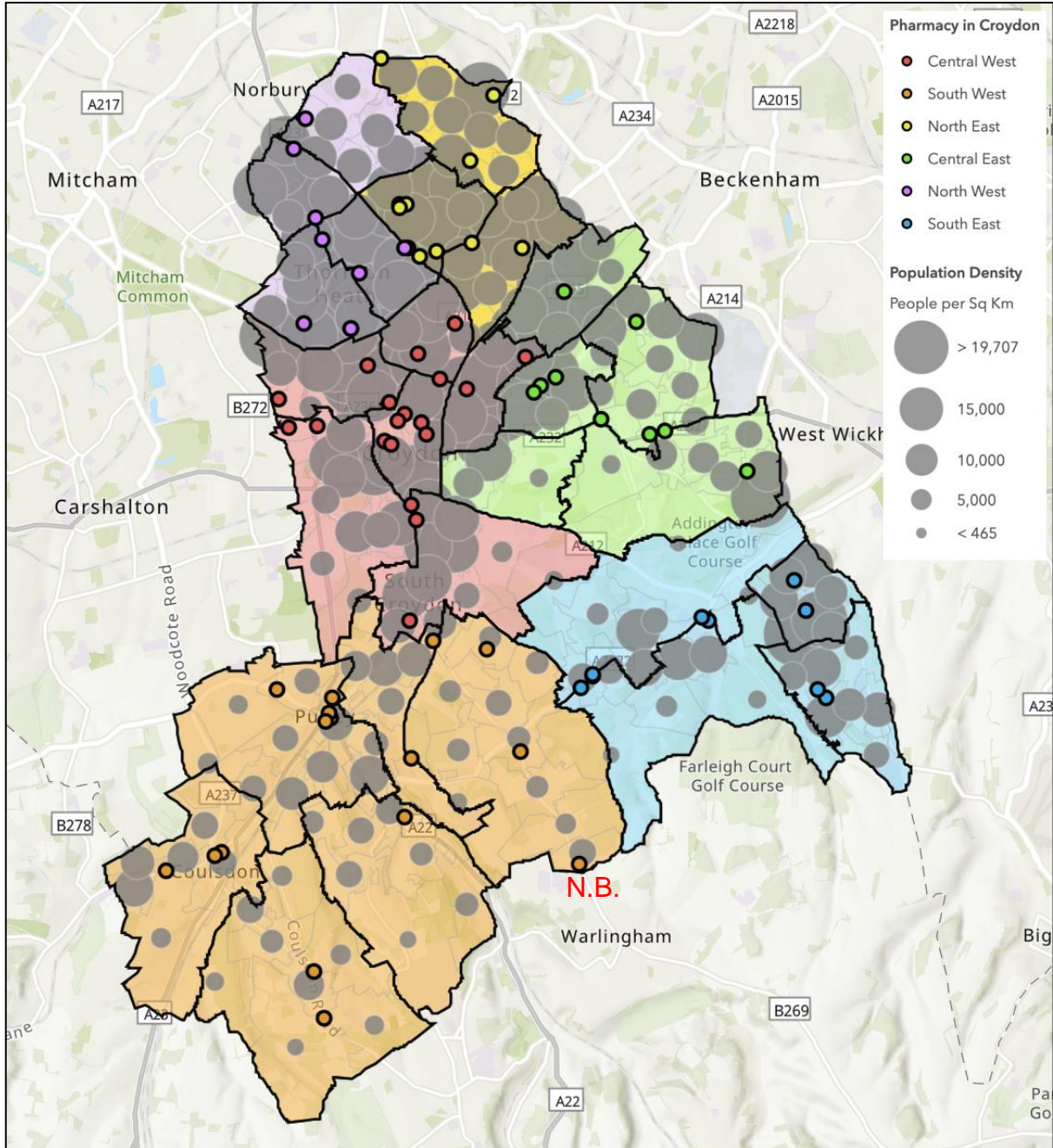


Figure 19 Location of pharmacies in Croydon with LSOA Deprivation Decile

N.B. Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA (Map ID: 36).

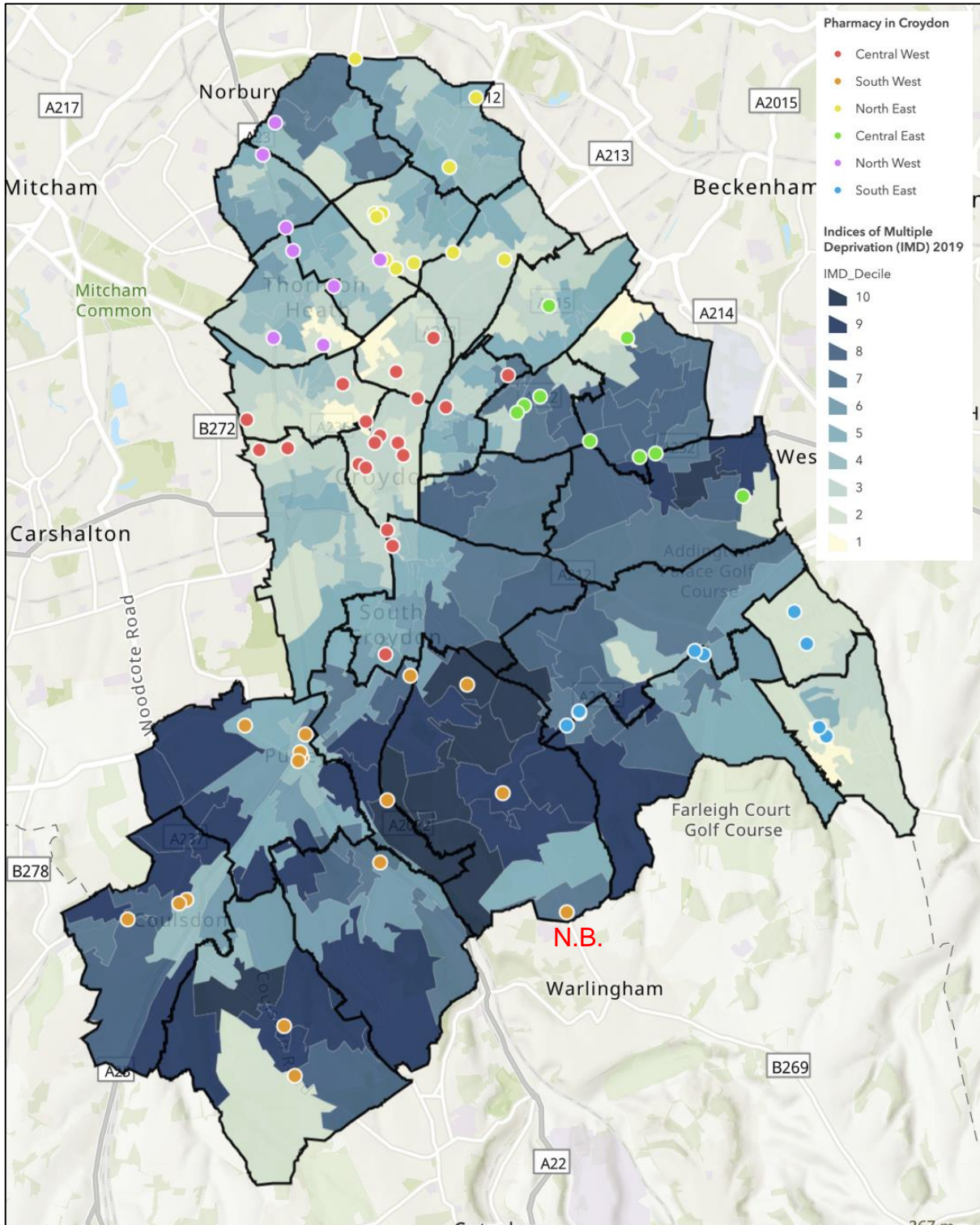


Figure 20 Location of pharmacies by locality in Croydon and surrounding areas (1.6km)

Please note that Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA (Map ID: 36).

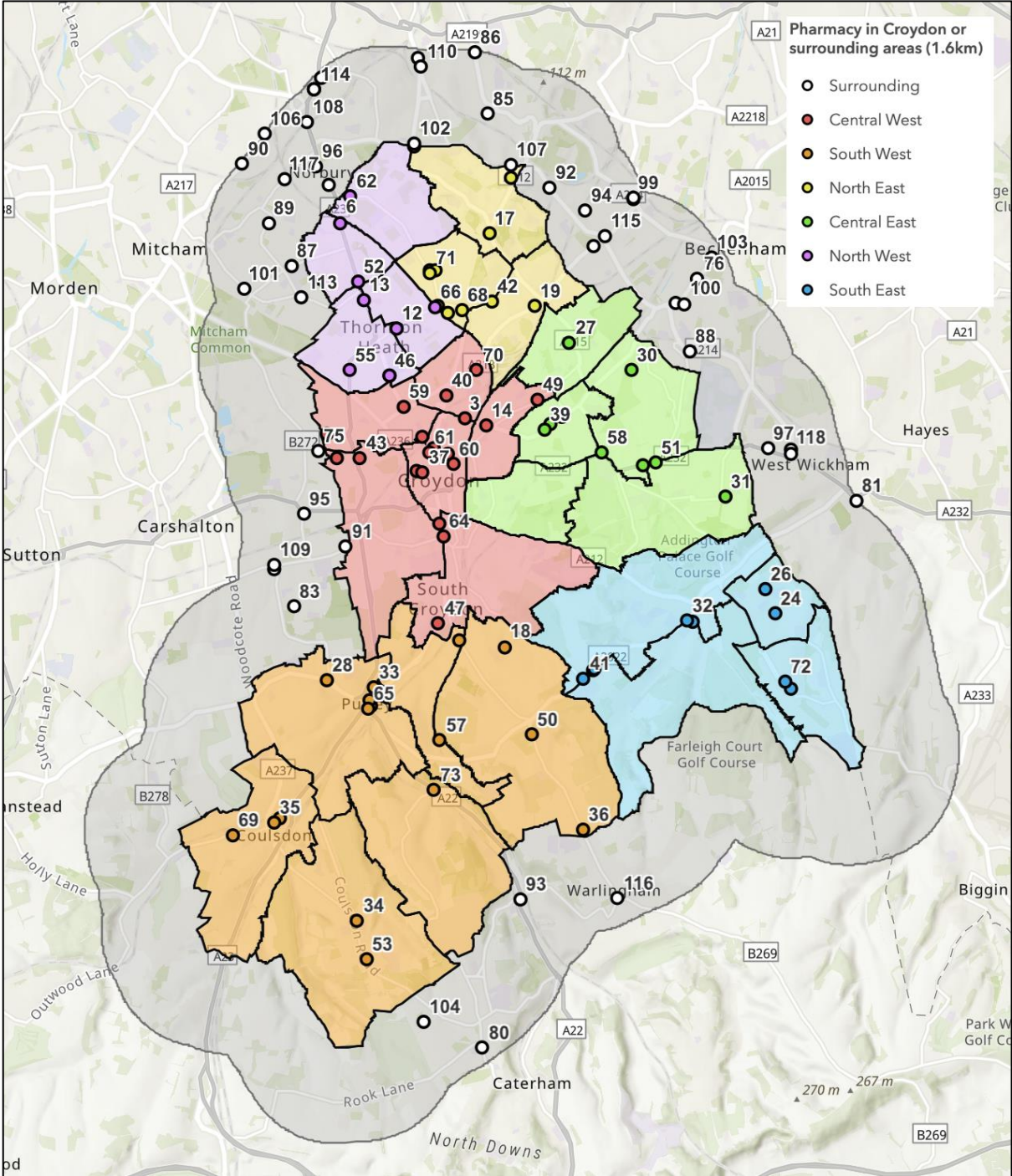
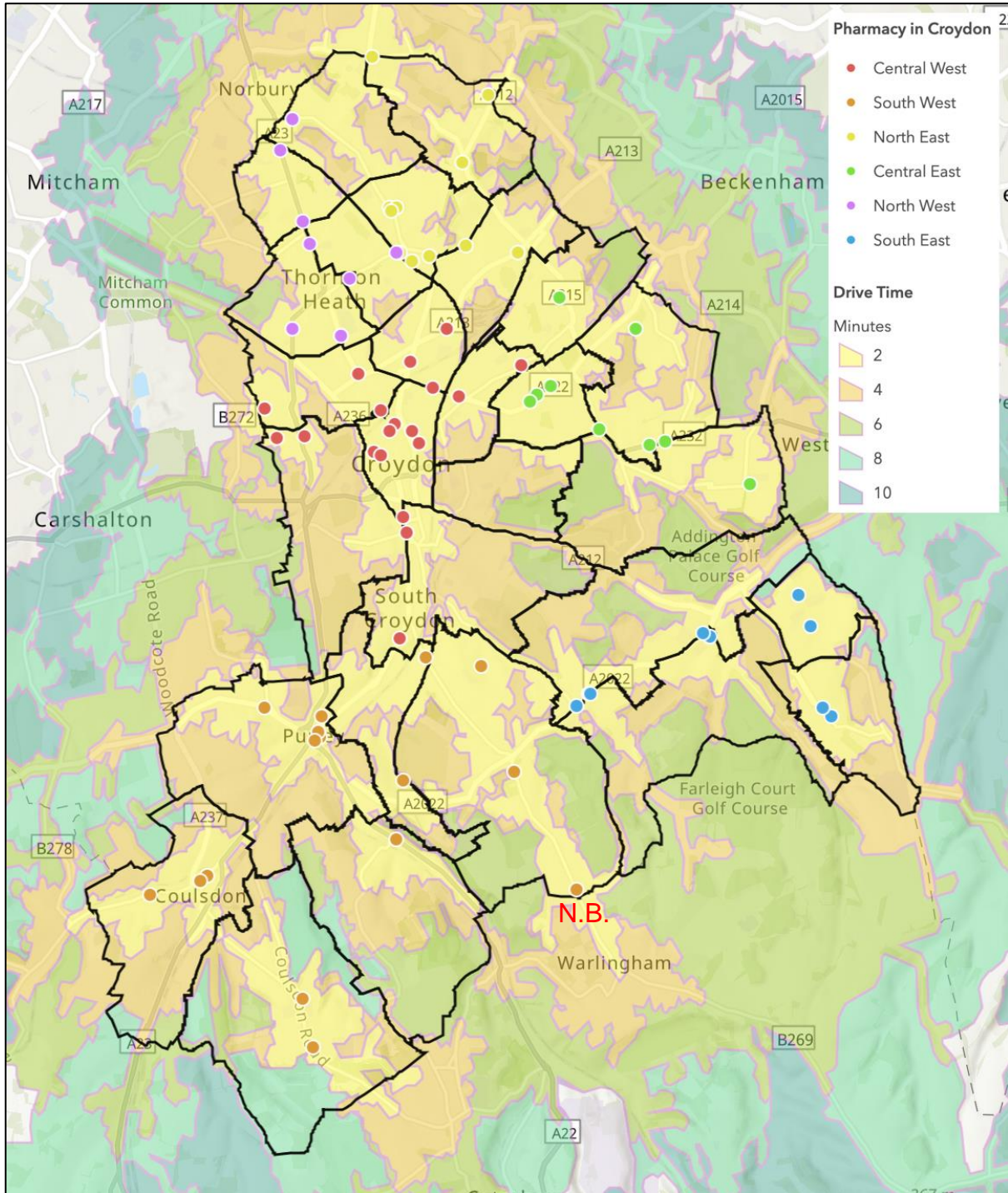


Table 17 Pharmacy Look-up List for pharmacies in surrounding areas (1.6 km) (sorted by map ID)

Map ID	ODS Code	Name	Address 3	Postcode
74	FYV67	Adarshi Pharmacy	London	SE27 9DJ
75	FT061	Asda Stores Ltd	Croydon	CR0 4XS
76	FQ399	Blackwells Chemists	Beckenham	BR3 3PS
77	FAN35	Boots UK Limited	London	SW16 1BB
78	FQD55	Boots UK Limited	London	SE20 7EX
79	FQN66	Boots UK Limited	West Wickham	BR4 0PU
80	FRG12	Chemitex Ltd	Caterham	CR3 5UA
81	FG145	Coney Hall Phcy	West Wickham	BR4 9JB
82	FKE12	Copes Pharmacy	Streatham	SW16 3QQ
83	FP402	Day Lewis Pharmacy	Wallington	SM6 9DA
84	FTF71	Day Lewis Pharmacy	London	SW16 2SZ
85	FV373	Day Lewis Pharmacy	West Norwood	SE27 9QY
86	FCH16	Dulwich Pharmacy	West Dulwich	SE21 8SZ
87	FRF76	Eagle Chemist	London	SW16 4TR
88	FAP93	Elmers Pharmacy	Beckenham	BR3 3DY
89	FGV31	Fairlight Pharmacy	London	SW16 5HX
90	FXN95	Fairoak Pharmacy	Streatham	SW16 6NU
91	FJM89	Glory Chemist	Croydon	CR0 4NH
92	FA819	Hamlet Pharmacy	London	SE19 2AS
93	FG301	Hobbs Pharmacy	Whyteleafe	CR3 0EL
94	FA767	Kamsons Pharmacy	Penge	SE20 8QA
95	FXG53	Laffords Chemist	Beddington	CR0 4QR
96	FD807	LloydsPharmacy	London	SW16 3PY
97	FRD37	LloydsPharmacy	West Wickham	BR4 0ND
98	FDN35	Lotus Pharmacy	Beckenham	BR3 3RA
99	FRH46	Macks Pharmacy	Penge	SE20 7DS
100	FY725	Macks Pharmacy	Beckenham	BR3 3HN
101	FAP80	Manor Chemist & Travel Clinic	Mitcham	CR4 1DL
102	FTY21	Pascoe Pharmacy	West Norwood	SE27 0QT
103	FAD85	Paydens Pharmacy	Beckenham	BR3 3PR
104	FVP11	Paydens Pharmacy	Caterham Hill	CR3 5XL
105	FWF39	Rxlive Limited	Wallington	SM6 9RU
106	FV807	Saturn Pharmacy	London	SW16 6LY
107	FV887	Sefgrove Ltd	London	SE19 1TQ
108	FAF00	Shacklock Chemist	London	SW16 6EN
109	FGD87	Stafford Pharmacy	Wallington	SM6 9BS
110	FF341	Superdrug Pharmacy	West Norwood	SE27 9DL
111	FW742	Superdrug Pharmacy	Streatham	SW16 1BB
112	FD189	TT Pharmacy	London	SE20 7YZ
113	FVJ01	Tanna Pharmacy	Mitcham	CR4 1LU
114	FPK59	Touchwood Pharmacy	Streatham	SW16 1BB
115	FYA22	United Pharmacy	London	SE20 7AA
116	FQC38	Warlingham Pharmacy	Warlingham	CR6 9NA
117	FGV47	Watts Pharmacy	Streatham	SW16 5TE
118	FF346	Westchem Pharmacy	West Wickham	BR4 0PX

Figure 21 The territories of pharmacies inside and outside Croydon that give the shortest journey time by car

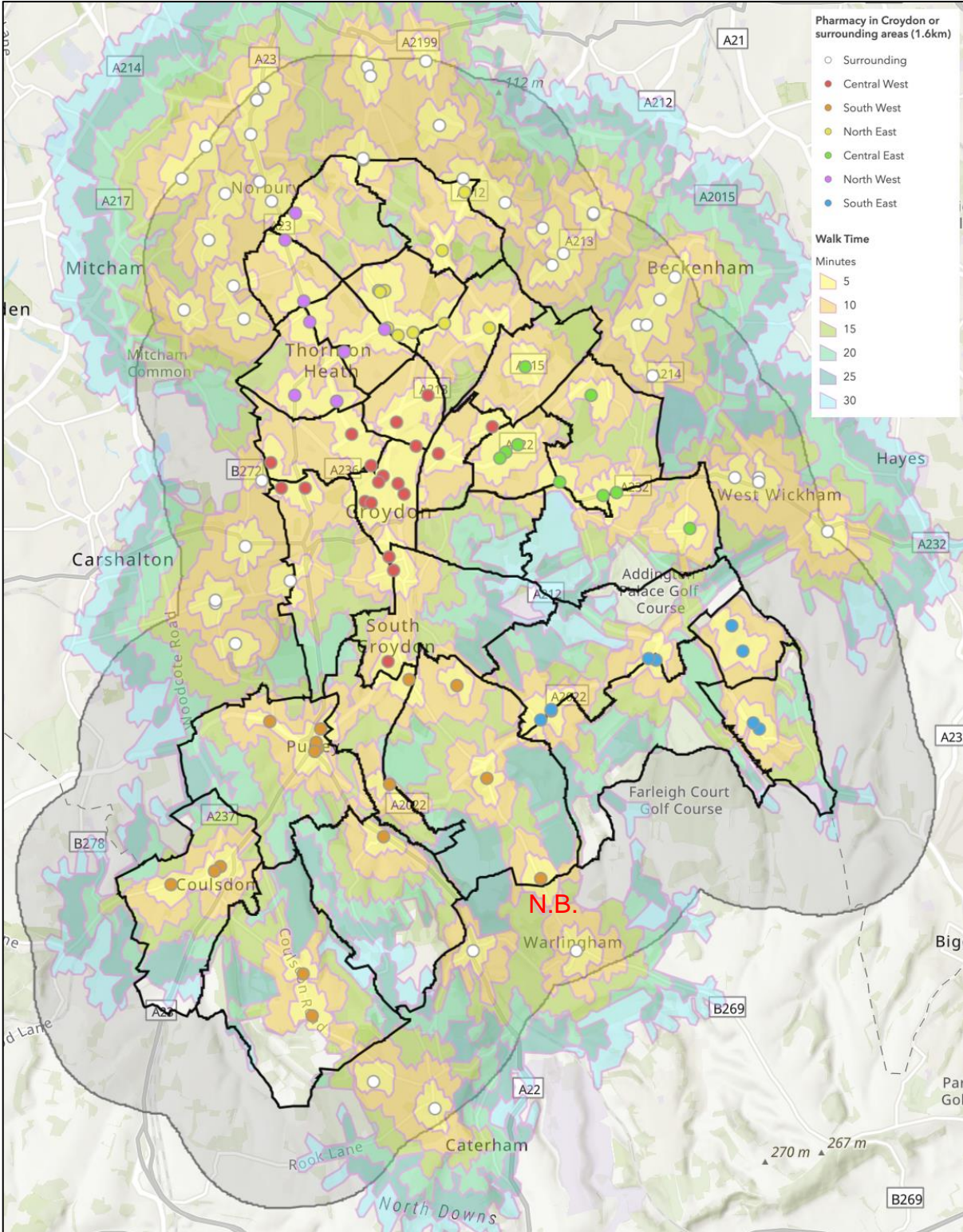
The yellow area shows where in the borough it is quicker to drive to a pharmacy inside the borough rather than outside. This is based on average travel speeds by car. N.B. Kamsons Pharmacy has closed since the data cut-off (Apr 2022).



There are 388,563 Croydon residents and 99% of them can access to their nearest pharmacy by car in 4 minutes and 100% of them can access to their nearest pharmacy by car in 8 minutes. Of those living in neighbouring areas, 398,442 residents can access their nearest pharmacy in Croydon by car in 8 minutes.

Figure 22 Walk time to nearest pharmacy in Croydon or surrounding areas (minutes)

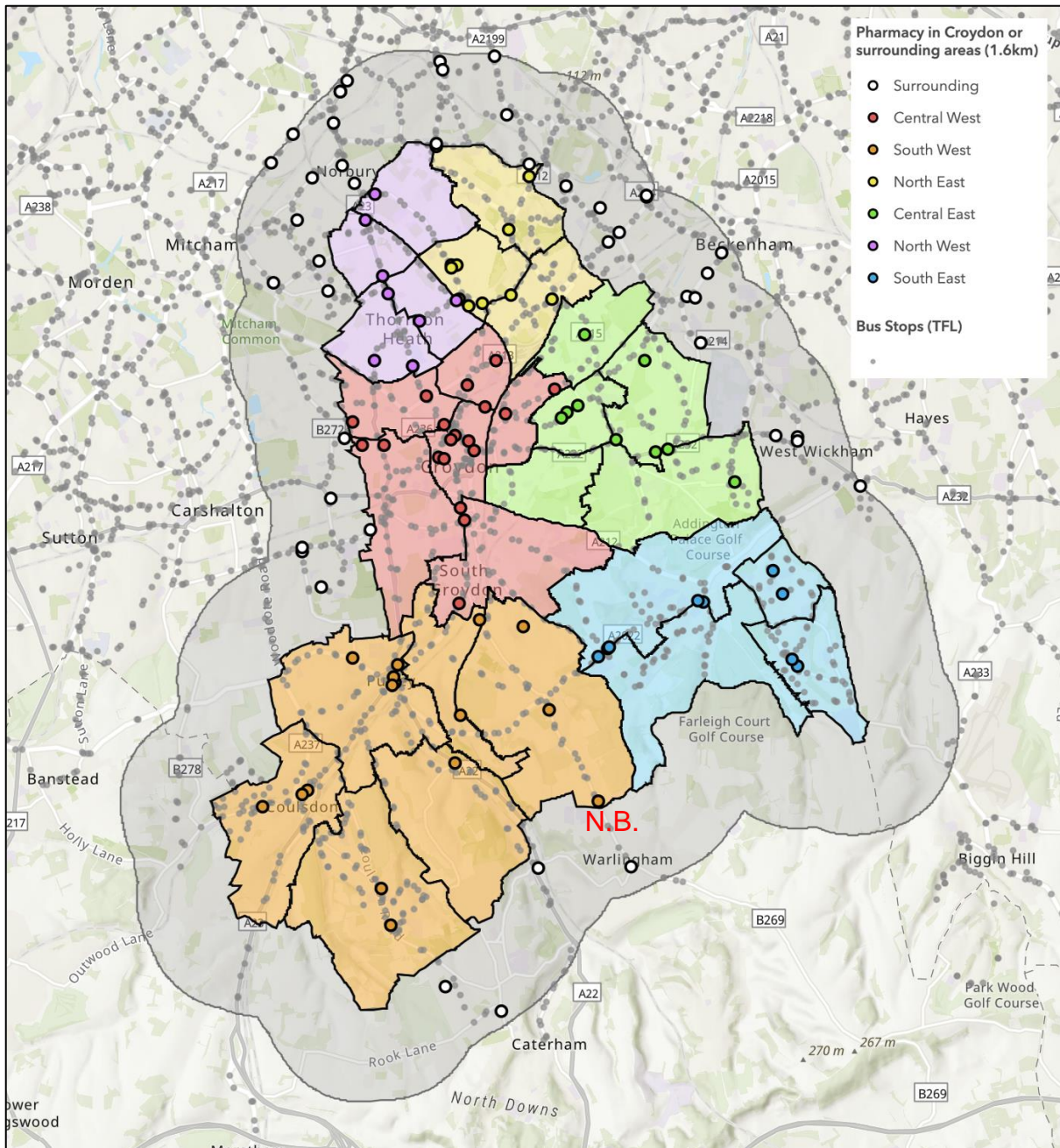
Walking Time use a fixed speed of 5 kilometres per hour (3.1 miles per hour) and follow pedestrian walkways as well as designated streets (while ignoring rules that affect automobiles, such as one-way streets). N.B. Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022).



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There are 388,563 Croydon residents and 52% of them can access to their nearest pharmacy in 5 minutes by walking, and 81% of them can access to their nearest pharmacy in 10 minutes by walking. 100% of the Croydon residents can access to their nearest pharmacy in 30 minutes by walking. Of those living in neighbouring areas, 23,284 residents can access their nearest pharmacy in Croydon in 10 minutes by walking.

Figure 23 Bus stops and nearest pharmacy in Croydon or surrounding areas (1.6 km)
N.B. Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022).



Bus stops are available near to all pharmacies in Croydon. If a resident wishes to travel by public transport on a weekday afternoon, 64% of total Croydon residents will be able to reach to the nearest pharmacy in 5 minutes, and 99.6% will be able to reach in 15 minutes.

London Borough of Croydon

6 Other NHS Services

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

6.1.1 Hospital pharmacies

Croydon Health Services (CHS) hosts an in-patient pharmacy and contracts a pharmacy to provide outpatient dispensing. Both services only provide medication for patients of the hospital, and would not be considered to reduce the demand for pharmaceutical services. With the promise of electronic transmission of outpatient prescriptions in the future, there may be increased demand. In the financial year 2021/22, there were 67 other NHS services in Croydon that provided medication and total item dispensed was 5,654,027 (see Appendix C – Other NHS Services).

6.1.2 GP practices

There are no dispensing GP practices in Croydon.

6.1.3 GP out of hours service

There is a GP out of hours service that may occasionally provide a very urgent medication, but this will not be significant to affect pharmaceutical needs.

6.1.4 Public health services commissioned by the local authority

There are 12 GP practices who are contracted to provide NHS Health Check Services which are commissioned by the Public Health Team on behalf of the Local Authority.

6.1.5 Prison pharmacy services

There are no prison pharmacy services in Croydon.

6.1.6 Flu vaccination by GP practices

GP practices usually provide flu vaccination in Croydon.

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

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

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

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

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

There are walk-in centres and minor injury units within Croydon where a prescription is issued but not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.3 GP extended access hubs

There are GP extended access hubs within Croydon where a prescription is issued but where they do not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.4 Public health services commissioned by the local authority

There are nine pharmacies contracted to provide Enhanced Sexual Health Pharmacy service and three pharmacies contracted to provide NHS Health Check Services. These services are commissioned by the Public Health Team on behalf of the Local Authority.

6.2.5 Community nursing prescribing

There is community nursing prescribing within Croydon where a prescription is issued but where they do not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.6 Dental services

There are dental services within Croydon where a prescription is issued but where they do not administer prescription items themselves and need to be dispensed by the pharmacies.

6.2.7 Substance misuse services

There is [Change, Grow Live \(CGL\)](#), a substance misuse provider for Croydon. The Supervised Administration of Methadone/Buprenorphine and Needle Exchange contracts with pharmacies are now directly commissioned through Change Grow Live and have been since 1 October 2021 when CGL started the substance misuse service.

6.2.8 End of life services

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

6.2.9 Services that have been moved into the primary care setting

There are no services that have been moved into the primary care setting within Croydon where a prescription is issued but where they do not administer prescription items themselves and need to be dispensed by the pharmacies.

7 Stakeholder engagement

7.1 General stakeholder engagement

7.1.1 Introduction

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

7.1.2 Why public engagement and consultation is important?

PHAST was commissioned by the Croydon council to develop its current PNA and consult and engage with stakeholders. Public involvement in commissioning enables residents to voice their views, needs and wishes, and to contribute to plans, proposals, and decisions about the services available in their local communities.

The National Health Service Act 2006 (as amended by the Health and Social Care Act 2012), ICB (PREVIOUSLY CCG) and NHS England have duties to involve the public in commissioning (under sections 14Z2 and 13Q respectively). The local authorities also have a duty to consult and involve residents in planning and commissioning.

7.2 Outline methodology of stakeholder engagement

7.2.1 Aims

The aims of the consultation and engagement are:

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

7.2.2 Process

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

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

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

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

7.3 Pharmacy/Contractor Survey

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

All Croydon pharmacies were invited to take part by way of an invitation letter, which was emailed by the LPC to each pharmacy. The survey was open between beginning of May 2022 – mid-July 2022 and during this period weekly email reminders and phone calls were sent out/made to those who had not responded. The closing date was then extended by three weeks to optimise the response rates.

At the time of survey, there were 73 pharmacies in Croydon. Please note that Kamsons Pharmacy (FLW02) has closed after the survey was open in May 2022. Total of 58 pharmacies completed the survey (including 3 Distance Selling Pharmacies), giving the overall response rate of 80%.

The survey findings (only describe 58 pharmacies' responses) were as follows:

Pharmacy details and contact details

- Out of 58 pharmacies that completed the survey, 11 were from Central East, 10 were from Central West, 14 were from North East, 2 were from North West, 7 were from South East and 14 were from South West.
- 13 pharmacies reported to be entitled to Pharmacy Access Scheme payments and 22 pharmacies hold a Local Pharmaceutical Services (LPS) contract.

Accessibility/facilities

- Almost all pharmacies (57/58) reported to have a bus stop within walking distance, except one pharmacy which is a Distance Selling Pharmacy. Out of 57 pharmacies with a bus stop within walking distance, the majority of them (43/58) reported to take less than 2 minutes of walking time to the bus stop. All pharmacies were reported to take no more than 5 minutes of walking time to the bus stop.
- The majority of pharmacies (45/58) have a place for parking for disabled customers within 10 metres of their pharmacy (with a blue badge). The majority of pharmacies (48/58) have an entrance suitable for wheelchair access unaided. 54 pharmacies have all areas of the pharmacy floor accessible by wheelchair.
- Just under half of pharmacies (25/58) have an automatic door assistance, and half of pharmacies (27/58) have large print labels/leaflet. Small number of pharmacies have a bell at front door access accessible to a wheelchair user (3 pharmacies), have disable toilet facility (9/58), have hearing loop (19/58), have wheelchair ramp access (17/58), have handrails (4/58), have removable ramp (3/58), have internet pharmacy (7/58), and have additional facilities to help

disabled customers that are other than what are mentioned above (7/58). 12 pharmacies have no other facilities in the pharmacy aimed at helping disabled people accessing their services.

- Just over one-third (19/58) have toilets that patients can access for screening or for patients attending for consultations.
- **There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability) in Croydon.**

Consultation facilities

- Most of pharmacies (55/58) have a closed-room consultation room on premises and the majority of them (43/58) have wheelchair access to the consultation room.
- The majority of pharmacies (42/58) have consultation facilities with seating for 3 people, have a computer terminal (53/58), have a bench or table (56/58). Most of pharmacies (50/58) have hand washing facilities either in or close to the consultation area.
- Small number of pharmacies (2/58) have access to an off-site consultation area and just over half of the pharmacies (30/58) are willing to undertake consultations in patient's home/other suitable site.
- **There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability) in Croydon.**

Pharmacist availability

- Small number of pharmacies (13/58) normally have two or more pharmacists on duty at any time during the week. Most of those pharmacies said it is to give additional support to dispensary in busy periods, to relieve pharmacist for administration work, and to provide support for additional services such as medication review.
- More than half of the pharmacies (37/58) said their pharmacists have special interests. Most of pharmacies said these interests are flu vaccinations and just under half of them said healthy Living Pharmacist, including goal setting, health coaching.

Staff languages spoken

- The majority of pharmacies (46/58) said their regular pharmacists are fluent in a foreign language. Gujarati is the most spoken language by the pharmacists (26/46) and Hindi is the second most spoken (17/46).
- **There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with English as second language) in Croydon.**

Services

- Almost all pharmacies (57/58) reported to participate in mandatory health campaigns. Most of them participate in winter pressures (stay well this winter),

smoking, obesity and alcohol. Some pharmacies said they participate in flu vaccination, weight management and Covid-19 related campaigns.

- More than half of the pharmacies (33/58) dispense all types of appliances. Only 2 pharmacies do not dispense any appliances.
- **Croydon Health Services (CHS) pharmacies refer approximately 80-90 patients per month to community pharmacies in Croydon under then New Discharge Medicines Service to reduce avoidable harm from medicines and hospital readmissions.**

Advanced services: non-covid

- Almost all pharmacies (56/58) provide New Medicine Service, Seasonal Influenza Vaccination Service Vaccination (53/58) and Community Pharmacist Consultation Service (55/58).
- More than one-third of pharmacies provide Hypertension Case-Finding Service (23/58), and more than one-third (23/58) intend to begin within next 12 months.
- Other advanced services that were only provided by a few pharmacies were: Stop Smoking Service (6/58), Appliance Use Review (4/58), and Hepatitis C Antibody Testing Service (1/58). Though many pharmacies intend to begin these advanced services within next 12 months: Stop Smoking Service (28/58), Appliance Use Review (7/58), Hepatitis C Antibody Testing Service (17/58).
- **There are no gaps in the provision of New Medicine Service, Seasonal Influenza Vaccination Service Vaccination, Community Pharmacist Consultation Service, Hypertension Case-Finding Service, Stop Smoking Service, Appliance Use Review and Hepatitis C Antibody Testing Service across the whole borough.**
- No pharmacy reported to be providing Stoma Appliance Customisation, but 6 pharmacies intend to begin within next 12 months.
- **No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Croydon stated they intend to provide Stoma Appliance Customisation within the next 12 months. If in 12 months there are 6 pharmacies providing this service in Croydon, there will be no gaps in the provision of advanced services over the next three years that would secure improvement or better access to advanced services across the whole borough.**

Enhanced services

- Following enhanced services (general) are currently provided under contract with local NHS England Team: Bank holiday (Christmas and Easter Sunday) service, and Bank holiday (other bank holidays) service.
- Pharmacists were asked whether they would be willing to provide some of the enhanced services (general) in the future. A large number of pharmacists stated they would be willing to provide, if commissioned, including Minor Ailment Scheme (47/58), Body Weight Assessment (46/58), Brief Interventions (e.g. health coaching) (42/58), Contraceptive service (not EC) (41/58), NHS Health Checks (42/58), Medication Review Service (43/58), Medicines Assessment and

Compliance Support Service (46/58), Medicines Optimisation Service (46/58), Obesity management (adults and children) (45/58), Not Dispensed Scheme (43/58), and Structured self-care support (41/58).

- No enhanced services (Disease Specific Management Service) are currently provided under contract with local NHS England Team. A large number of pharmacists stated they would be willing to provide, if commissioned, including hypertension (46/58), Allergies (49/58), and Asthma (48/58).
- The following enhanced services (vaccination) are currently provided under contract with local NHS England Team: London flu service, and Covid-19 vaccination service. A large number of pharmacists stated they would be willing to provide, if commissioned, including Hepatitis (at risk workers or patients) vaccinations (43/58), Travel vaccinations (42/58), and COVID-19 vaccinations (42/58).
- **There are no gaps in the provision of enhanced services across the whole borough.**
- **Pharmacies in Croydon has been adequately responding to the changing needs of the Croydon community. This is evident in how they are willing to provide most of the enhanced services (general, Disease Specific Management Service, vaccination), if commissioned.**
- **Community pharmacies were critical in the success of the Covid-19 vaccination programme and has saved numerous lives despite all the cold chain challenges and ever rapidly evolving processes and laws.**

Locally commissioned services

- Some pharmacies provide locally commissioned service under contract with ICB (PREVIOUSLY CCG) or local authority, which is Emergency Supply Service for End-of-Life treatment, Substance misuse services (Administration of Methadone/Buprenorphine and Needle Exchange), Enhanced Sexual Health Pharmacy Service, and NHS health check services. Currently 6 pharmacies stated they provide Emergency Supply Service for End-of-Life treatment (6/58), 13 pharmacies stated they provide Substance misuse services (13/58), 5 pharmacies stated they provide Enhanced Sexual Health Pharmacy Service (5/58), and 3 pharmacies stated they provide NHS health check services (3/58).
- When cross-referenced with local authority's data, 9 pharmacies are contracted to provide Enhanced Sexual Health Pharmacy Service and 3 are currently providing the service out of nine, and 3 pharmacies are contracted to provide NHS health check services. 15 pharmacies provide needle exchange, 48 pharmacies provide administration of Methadone/Buprenorphine (registration), and 47 pharmacies provide administration of Methadone/Buprenorphine (supervision) as part of the Substance misuse services. 5 pharmacies provide Emergency Supply Service for End-of-Life treatment. Please see Appendix B: Locally Commissioned Services (10.3).
- **There are no gaps in the provision of locally commissioned services across the whole borough.**

- **Pharmacies in Croydon has been adequately responding to the changing needs of the Croydon community. This is evident in how they are willing to provide most of the locally commissioned services, if commissioned.**

Non-commissioned services

- Most of pharmacies (49/58) provide collection of prescriptions from GP practices and provide monitored dosage systems (excluding those provided under the Equality Act) free of charge on request (48/58).
- Only a few pharmacies provide monitored dosage systems with charge (10/58).
- Many pharmacies deliver dispensed medicines to vulnerable patient groups (52/58), and deliver dispensed medicines free of charge on request (43/58).
- All wards in Croydon have at least 7 pharmacies that deliver the dispensed medicines.
- **There is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations in Croydon.**

Diagnostic services

- About one-third of pharmacies provide diagnostic services (17/58). BMI (13/58), Height (15/58) and Waist (14/58) were the most provided diagnostic services.

Covid-19 specific services

- Pandemic delivery service (52/58) and Covid-19 lateral flow device distribution service (57/58) were provided during the Covid-19 pandemic by most pharmacies. However, only one pharmacy (1/58) provided Covid-19 Antiviral treatments to eligible patients such as Molnupiravir.
- More than a quarter of pharmacies stopped offering any services during the Covid-19 pandemic (17/58). Blood pressure checks, NHS Health Checks and face-to-face Medicines Use Review were some of the services that were stopped.
- **Pharmacies in Croydon has been adequately responding to the changing needs of the Croydon community. This is evident in how they responded during the Covid-19 pandemic.**
- **Community pharmacy has been severely tested by the pandemic and has proven again how responsive they are to serving their communities. Whilst the world went into lockdown, the community pharmacy teams kept their doors open and continued to procure and dispense medicines and healthcare services despite the risk to themselves and the challenges in their own personal circumstances.**
- **A delivery service for shielding patients was commissioned by NHSE and many pharmacies continue to provide a delivery service to the vulnerable despite removal of funding. Unfortunately, some services had to be postponed such as hepatitis C testing. Providing a Covid-19 safe environment, supplying covid tests and the pandemic delivery service for shielded patients were all commissioned services that were delivered at the height of the pandemic.**
- **Supporting victims of domestic abuse “by asking for ANI” was a free service. It meant a trained pharmacy worker would offer a private space**

where they can understand if the victim needs to speak to the police or help to support services.

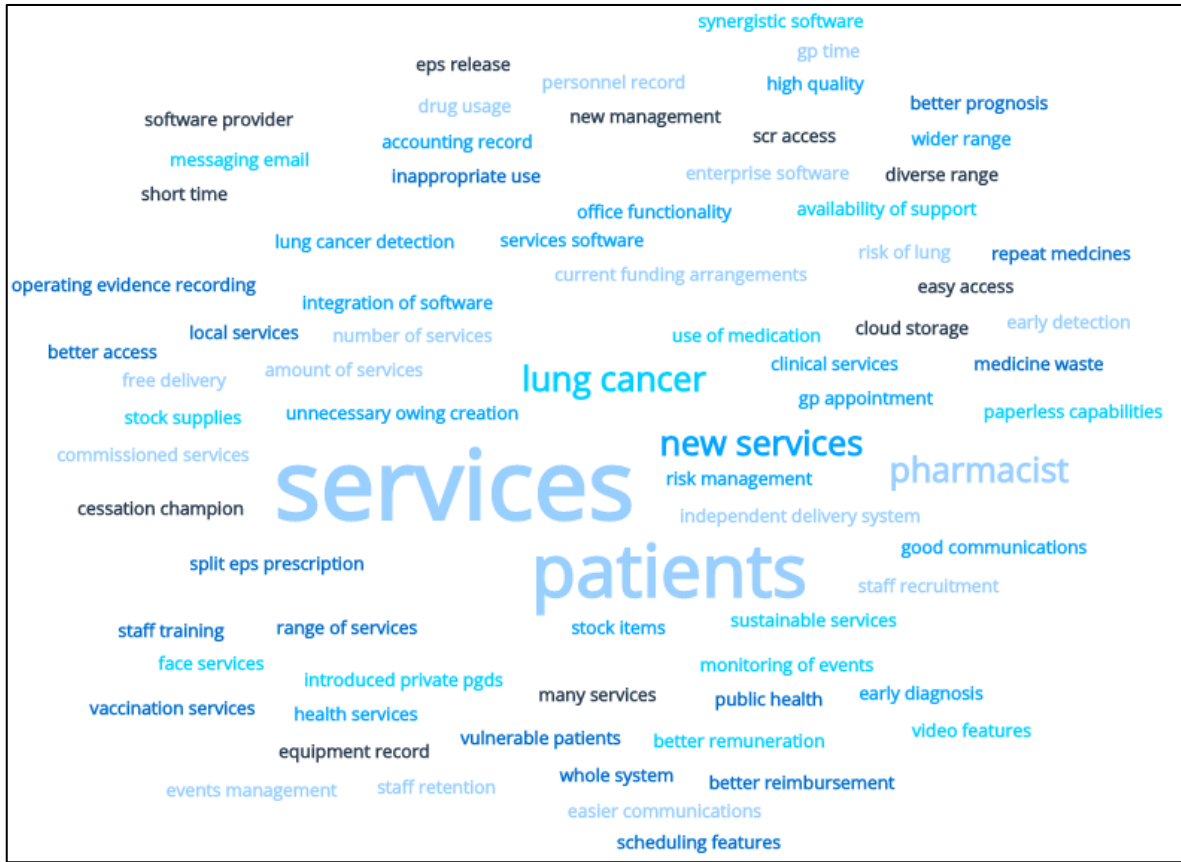
- Croydon still have not got to the “new normal” and the financial pressures are mounting. However, for now, community pharmacies are at least able to sign up for priority access to utilities. The road to recovery from Covid-19 is hard, both physically and mentally, but with the support and aid of the colleagues across the system and understanding from Croydon’s patients, Croydon hopes to keep its doors and services open.

Information technology

- All pharmacies have computers that can access the internet and a printer that will print A4 size of paper. Most of the pharmacies have good IT facilities for accessing dispensary software, accessing internet while PMR system is running, accessing NHS Summary Care Records.
- All pharmacies have the electronic prescription service and are Release 2 enabled.

When asked to add any further comments/suggestions pharmacies would like to make to improve pharmacy services, following key findings were created using the world cloud.

Figure 24 Further comments/suggestions by pharmacies results (Word Cloud)



7.5 Public Survey: have your say on pharmacy services

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

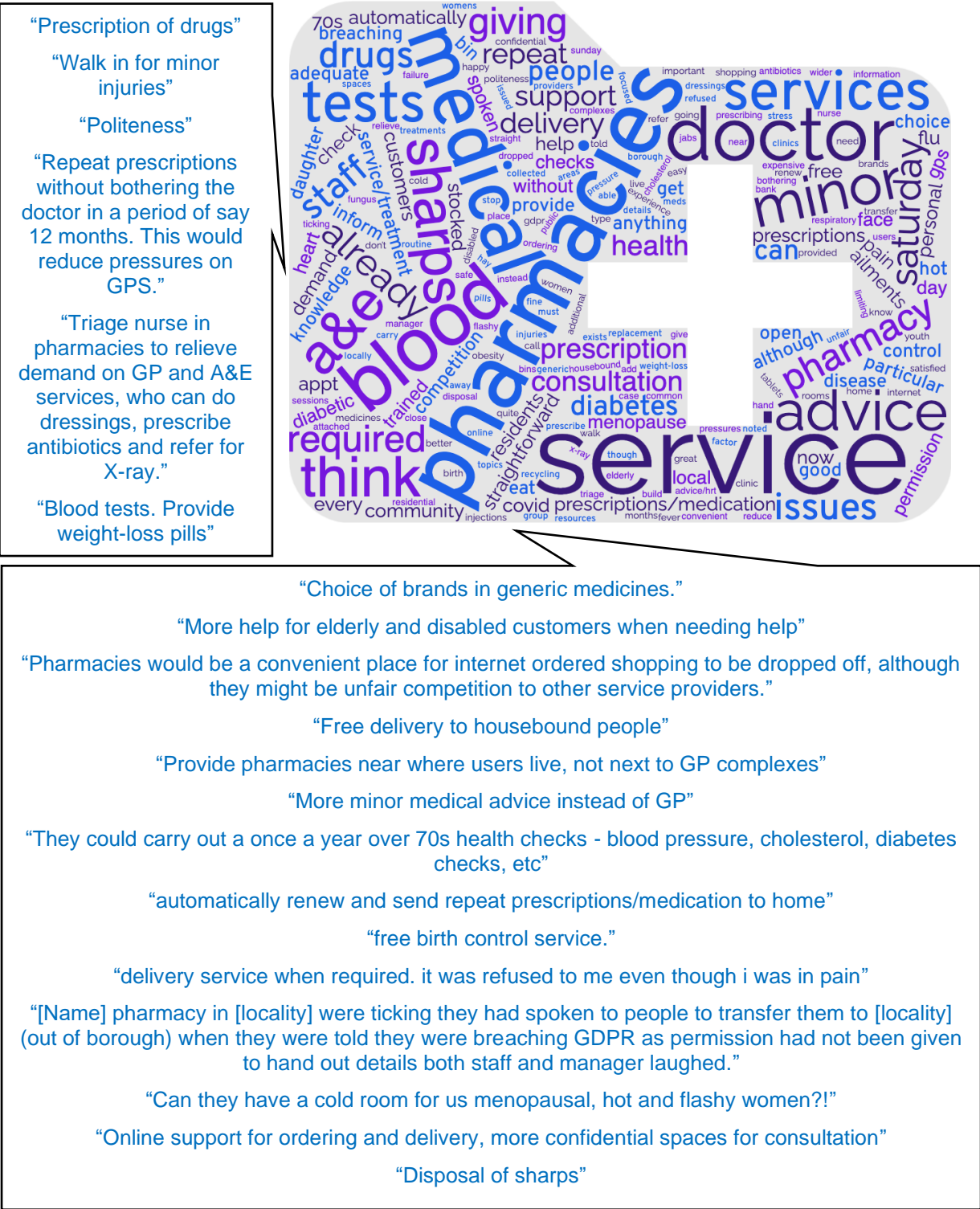
Details about the public survey results are described in Appendix E – Public PNA Survey.

When we asked the respondents of the public survey if they have any other comments they wished to make about any other service provision, many commented: shorter waiting time, auto repeat prescriptions, text-services when prescription is ready to be collected, more staff provision, friendlier/more knowledgeable staff for health advice/minor treatments, and longer opening hours or opening on the weekends.

Pharmaceutical Needs Assessment 2022

When we asked the respondents of the public survey how new services would you like pharmacies in Croydon to provide in the future, many comments proposed: offer walk-in services for minor injuries and health advice, vaccinations services, more health checks/tests to be available, better provision of space (venue).

Figure 28 Feedback: What new services would you like pharmacies in Croydon to provide in the future?



7.6 Meeting the needs of specific populations within society

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

Age:

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

Disability:

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

Gender and gender identity:

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

Race, ethnicity and nationality:

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

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

Religion or belief:

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

Pregnancy and maternity:

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

Sexual orientation:

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

8 Conclusions

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

For the purposes of this PNA, necessary services are defined as essential services.

The advanced, enhanced and locally commissioned services are considered relevant services as they contribute towards improvement in provision and access to pharmaceutical services.

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

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

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

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

8.1 Necessary Services (Essential Services)

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

8.2 Advanced Services

- No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Croydon stated they intend to provide Stoma Appliance Customisation within the next 12 months. If in 12 months there are 6 pharmacies providing this service in Croydon, there will be no gaps in the provision of advanced services over the next three years that would secure improvement or better access to advanced services across the whole borough.
- There are no gaps in the provision of other advanced services across the whole borough.

8.3 Enhanced Services

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

8.4 Locally Commissioned Services

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

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

Pharmacies in Croydon has been adequately responding to the changing needs of the Croydon community. This is evident in how they responded during the Covid-19 pandemic and how they are willing to provide most of the enhanced and locally commissioned services, if commissioned. In addition, there is a good provision of, and access to pharmaceutical services for vulnerable groups and specific populations (e.g. those with mobility disability, do not speak English as their first language, need further support to pick up prescriptions from the GP surgeries) in Croydon.

Based on the review of building plans and population projections, there may be a need to review the level of pharmacy services in specific places in the borough in the period up to 2025. Croydon is undergoing significant development across the borough but at present is well served with community pharmacies and we do not currently anticipate any negative impact on access to services.

Regular reviews of all the above services are recommended in order to establish if in the future whether changes in these services will secure improvement or better access to pharmacies across the whole borough.

Whether there is sufficient choice of pharmacy in Croydon has been reviewed, it was decided there was sufficient choice of pharmacy in Croydon. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.

Croydon recognises that there may continue to be developments in pharmacy provision that is different from the high street pharmacies, for example, online prescriptions or pharmacists working more closely with primary care.

Key to Services

- **Necessary services** (essential services) are commissioned by NHS England and are provided by all pharmacy contractors. These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles and support for self-care. Distance-selling pharmacy contractors cannot provide essential services face to face at their premises.
- **Advanced services** (relevant services) are commissioned by NHS England and can be provided by all contractors once accreditation requirements have been met. These services include Appliance Use Review (AUR), New Medicine Service (NMS), Stoma Appliance Customisation (SAC), Flu Vaccination Service, Hepatitis C Testing, Community Pharmacist Consultation Service (CPCS), Hypertension Case-finding and Smoking Cessation Advanced Service.
- **Enhanced services** (relevant services) commissioned by NHS England are pharmaceutical services, such as London flu service, Bank holiday service – Christmas and Easter Sunday, Bank holiday service – other bank holidays, Covid-19 vaccination service.
- **Locally commissioned services** (relevant services) are commissioned by local authorities and ICB (PREVIOUSLY CCG) in response to the needs of the local population.

9 Appendix A – PNA Formal Consultation

9.1 PNA Formal Consultation methodology

A formal consultation and a wider resident survey on local pharmacies was conducted between 31st August and 1st November 2022.

The PNA formal consultation process including the formal consultation questionnaire was approved by the PNA steering group. Get Involved Croydon was used to collect responses.

The Formal Consultation questionnaire are provided below (9.3).

The draft PNA documents were uploaded on the local authority website with the Get Involved links.

- A PNA executive summary and conclusion (short version) was produced in addition to the draft PNA report.
- The communications team at the borough sent out communications about the consultation and survey through their normal channels.
- The communications plan for the consultation and survey is provided in Table 18 and Table 19 respectively.
- A letter (Figure 30) for the formal consultation was sent to stakeholders.

9.2 Summary Formal Consultation findings

- 27 individuals (one on behalf of an organisation) responded to the formal Croydon PNA consultation. Most of the respondents were members of the public who are residents in Croydon (18/27).
- The respondents were reflective of Croydon population structure and localities. Residents of CR0 (postcode) have responded the most (13/27), and there were more female respondents (11/27). In addition, there was highest proportion of respondents from the 45-74 years age group (19/27) and White British (14/27). There were 7 respondents who considered themselves to have a disability and hearing impaired and mobility disability were declared by 5 respondents.
- Most of the respondents strongly agreed or mostly agreed with the final recommendations of the PNA (22/27). No one disagreed or strongly disagreed.

- Most of the respondents stated that the document clearly explains the purpose of the PNA (21/25). No one stated that the document does not clearly explain the purpose of the PNA.
- Most of the respondents thought all the right methods have been used to create the PNA (22/26). No one stated that the methods are not quite right.
- Most of the respondents stated that overall, the PNA shows a good understanding of the health and wellbeing needs of people in Croydon and its localities (19/26).
- Most of the respondents stated that the PNA accurately describe community pharmacies as they exist at present within Croydon (21/26). No one stated it does not give an accurate description.
- Most of the respondents stated that overall, the PNA gives an accurate description of possible gaps in pharmaceutical services that might exist up to March 2025, due to a growing population and new housing developments (18/26). No one said they do not give an accurate description.
- Most of the respondents stated that overall, the PNA shows a good understanding of other relevant issues and challenges which people in Croydon might face in using a community pharmacy (18/26).
- Most of the respondents said overall the PNA gives sufficient information for the NHS, Local Authority, and other organisations use the PNA to commission to make their commissioning decisions for the next three years (16/25).
- All comments were reviewed by the Steering Group on 27th of October 2022. Steering Group did not request any revisions to the report following the review.

9.3 Croydon Formal Consultation questionnaire

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

- Member of the public who is resident in Croydon
- Member of the public who works in Croydon
- Member of the Croydon Council Employee
- A healthcare or social care professional
- Councillor
- Pharmacist/Other Pharmacy staff

GP
Primary Care Nurse/Other Nurse
Hospital Manager/Hospital Staff
Ambulance Service
Other NHS Professional Other Care Professional
Business/organisation
Voluntary or community sector organisation
Other – please state

2. **If responding on behalf of a business or organisation, please tell us its name (please write in box below)**
3. **To help us locate the area that your comments make reference to, please provide us with the first half of your postcode? Eg CR0**
4. **Has the purpose of the pharmaceutical needs assessment been explained?**
 - Yes
 - Partly
 - No
 - Don't know
5. **Please explain your answer: (please write in box below)**
6. **How much do you think we have used or not used the right methods to create the PNA? (Tick any one option)**
 - Yes, I think all the right methods have been used
 - No, I think many of the methods are not quite right
 - I don't know/I am not sure about this
7. **Please tell us what we have got wrong in our methods or which better methods we could have used.**

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

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

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

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

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

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

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

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

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

14. Do you consider that the PNA properly highlights other relevant issues and challenges which people in Croydon might face in using a community pharmacy? (These could include mobility issues, access to public transport, difficulties in walking through a

neighbourhood, difficulties in crossing a road, language issues, problems with hearing, problems with sight, problems with communication.) (Tick any one option)

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

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

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

Yes, I think overall the PNA gives sufficient information for this
No, I think much of the PNA does not give sufficient information for this
I don't know/I am not sure about this

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

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

Strongly agree. I think overall the PNA gets these right
Mostly agree. I think mostly the PNA gets these right
Neither agree nor disagree
Mostly disagree. I think the PNA gets most of these wrong
I don't know/I am not sure about this

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

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

Equalities Monitoring

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

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

- Male
- Female
- Non-binary
- Prefer not to say
- Other (prefer to self-describe)

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

- Yes
- No
- Prefer not to say

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

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

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

- Under 16
- 16-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years

65-74 years
74-85 years
85 years or over
Prefer not to say

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

Arab
Arab British
Asian Bangladeshi
Asian British
Asian Chinese
Asian Indian
Asian Pakistani
Any other Asian background
Black African
Black British
Black Caribbean
Any other Black/African/ Caribbean Black background
Gypsy/Traveller
White and Asian
White and Black African
White and Black Caribbean
Any other mixed background
White British
White Irish
Any other White background
Other
Prefer not to say

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

Yes (please answer Q7)

No
Prefer not to say
Other

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

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

Figure 30 Copy of the Croydon PNA formal consultation letter

Take part in Croydon's review of community pharmacy services

Dear Contractors,

We would like to invite you to share your views on community pharmacies in Croydon to ensure they offer services that meet the health and wellbeing needs of local people. We are writing to you as you are listed as a statutory consultee.

Community pharmacies are often the first point of contact to collect medication and for health and wellbeing advice and support. We want to make sure that their services are easily accessible and anyone visiting a pharmacy is happy with the service they receive.

All local authority health and wellbeing boards are required by government to review pharmacy services in their areas, this is known as a pharmaceutical needs assessment. It includes a 60-day formal consultation to gather the views of residents and other stakeholders.

Your feedback will be used by the NHS, council, and the south west London Integrated Care Board to identify gaps in services or improvements for community pharmacy services in the borough. The pharmaceutical needs assessment is also used to help make decisions about new pharmacies or a change of premises.

A public consultation is open from 31 August to 29 October 2022. We are asking your views and comments on Croydon's draft pharmaceutical needs assessment report, and if it accurately addresses issues that you consider are relevant to pharmacy services in the borough. The consultation feedback will be reflected in the final report.

The consultation can be found at www.getinvolved.croydon.gov.uk/pharmacy, where you are invited to give us your views.

We also attach low resolution PNA Executive Summary and Full Reports for your convenience. Please share your views by completing the brief consultation questionnaire available on this link.
[Consulting Croydon: Your Views Matter](#)
[COMPLETE FORM](#)



Croydon Council has used this electronic method of consultation to reduce the amount of paper sent out and limit the environmental impact. However, should you require a paper copy of the consultation questionnaire, please email pnasupportcroydon@phast.org.uk

Your views are very important to us, so please help us by completing the [consultation](#) by 29 October 2022.

With best wishes,

Rachel Flowers

Rachel Flowers (she/her they/them) Rey-chul
Director of Public Health Croydon
Mobile: 07939 502 403
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Assistant Chief Executive Directorate
Bernard Weatherill House
8 Mint Walk
Croydon, CR0 1EA

Croydon PNA Consul...es.pdf Croydon PNA Consul...es.pdf

Table 18 Croydon Joint Communications action plan

Stakeholders	Channel	Description	Responsible lead	Date	Complete
Local Area HWB	The Board Secretary	Board paper with draft report attached Board members and email link to consultation or collective feedback through secretary	Mar Estupiñán	26/08/2022	Yes
Neighbouring HWB	The Board Secretary	Email with PDF report and link to consultation	Mar Estupiñán	26/08/2022	Yes
Local Pharmaceutical Committee	The Secretary	Email with PDF report and link to Joint consultation	Amit Patel	26/08/2022	Yes
ICB Board	ICB Board secretary	Email with PDF report and link to Joint consultation	Louise Coughlan	26/08/2022	Yes
Local Pharmacists	LPC	Email with PDF report and link to consultation	Amit Patel	26/08/2022	Yes
Local Medical Committee	LMC Secretary	Email with PDF report and link to Joint consultation	Darren Tymens/Richard Brown	26/08/2022	Yes
GP practices	Practice manager	Email with PDF report and link to consultation	Darren Tymens/Richard Brown	26/08/2022	Yes

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Acute Trusts	Chief Pharmacist and Chief Executive	Mail with PDF report and link to Joint consultation	Darren Tymens/Richard Brown	26/08/2022	Yes
Local HealthWatch	HealthWatch Rep on MASG	Mail with PDF report and link to consultation Presentation if asked at a HealthWatch Board meeting	Gordon Kay	26/08/2022	Yes
Patient Groups	HealthWatch	Mail with PDF and link to consultation	Gordon Kay	26/08/2022	Yes
NHSE Area Team	NHSE lead for area	Mail with PDF and link to consultation	Sally-Anne Keys	01/09/2022	Yes
South West London ICB Board	Board Secretary	Mail with PDF and link to Joint consultation	Louise Coughlan	26/08/2022	Yes

Table 19 Wider Engagement and consultation starting 31/08/2022

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

9.4 Formal Consultation log of responses

27 individuals (one on behalf of an organisation) responded.

Table 20 London Borough of Croydon PNA Consultation Log 2022

Please select the most relevant description of yourself from this list (you can select more than one). (N=27)	N
Member of the public who is resident in Croydon	18
Member of the public who works in Croydon	4
Croydon Council employee	3
A healthcare or social care professional	2
Councillor	1
Pharmacist/other pharmacy staff	1
GP	1
Primary care nurse/other nurse	0
Hospital manager/hospital staff	0
Ambulance service	0
Other NHS professional/other care professional	0
Business/organisation	0
Voluntary or community sector organisation	0
Other (please specify)	1
Daughter who visits elderly mother regularly, who is Croydon resident, and has to help with medication	
How much do you agree or disagree with the final recommendations of the PNA? (N=27)	N

Strongly agree. I think overall the PNA gets these right	6
Mostly agree. I think mostly the PNA gets these right	16
Neither agree nor disagree	3
Mostly disagree. I think the PNA gets most of these wrong	0
Strongly disagree. I think the PNA gets all of these wrong	0
I don't know/I am not sure about this	2
Please tell us where we have got something wrong or missed something out.	Ref
Greater consideration for the issues that patients with mental health issues face and that they need to be treated with respect and kindness in just the same way as other patients recognising that shortages in supplies may lead to anxiety and frustration.	1
More emphasis on preventative screening around cancer care	2
Every time I order medication, the Doctor/NHS system tries to get me to order online - this effectively works AGAINST community pharmacies and could lead to a massive reduction in the number.	3
I live on the edge of the borough, although I suspect my comments hold true for most people in my ward (Crystal Palace and Upper Norwood) and most people living in the north of the borough. I find it very surprising that no thought seems to have been given to the fact that many people will need/want to cross the borough boundary to use these services. It is almost certainly the case that pharmacies in the 'triangle' area of Crystal Palace serve a much wider population than that residing in the Croydon authority alone. Although some of this might be hard to quantify, I would have thought some reference to and attempt to align the strategy with the neighbouring authorities would have been sensible. I also disagree with the idea of using a private-car based metric for accessing services, most people in Croydon do not have access to one, so therefore use of PTAL alongside walking would have been more appropriate.	4
I did not feel anything was wrong or missed out.	5

Need to also address quality of service from pharmacies. Our nearest one is very inconsistent in delivery of service, unhelpful and rude. They have let us down on repeat prescriptions, so my mother has sometimes run out of medicine and they turned her away when she has gone there to ask for medication. They tell her to go ask her doctor and even won't give her an emergency pack. Very unkind. I have sent complaint and been ignored too. I now order the medication myself, but even then, they take their time to give it out, and on occasion I've turned up there, and the medication was there, but they couldn't be bothered to text me within 48hrs of ordering. I had come by later than that and they still complained I should have waited for the text message.!	6
To help us locate the area that your comments make reference to, please provide us with the first three digits of your postcode, eg. CR0 (N=27, 3 skipped)	N
CR0	13
CR2	4
CR4	1
CR5	2
CR8	1
SE25	1
In your opinion, does the document clearly explain the purpose of the pharmaceutical needs assessment (PNA)? (N=25, 2 skipped)	N
Yes	21
Partly	2
No	0
Don't know	2
Please explain your answer.	Ref

It is very long winded and obviously not designed for mass consumption	1
It outlines everything	2
There is a lot of detail And facts and figures which give an impression of much thought and time has been invested in this.	3
Clear and easy to follow	4
Seems clear, but quite long. A more visual executive summary would be good for those who do not work in a public health space or have limited time to feedback.	5
It's a bit wordy but ok to understand	6
it sets out the purpose but the language is jargon-y and good be plan-Englised further	7
The executive summary is a helpful precis of what is a long and detailed consultantion	8
It had a lot of information to let me know what this consultation is about.	9
yes it does. I read it and know what this is about	10
It explains	11
This is to review the service within the borough and see where gaps may be with a view to making improvements where needed.	12
fairly detailed.	13
I found content clear and easy to understand, and the summary concise.	14
It's stated at beginning of document in Executive Summary which is good place as it puts the rest of document in context.	15
How much do you think we have used or not used the right methods to create the PNA? (N=26, 1 skipped)	N
Yes, I think all the right methods have been used	22
No, I think many of the methods are not quite right	0

I don't know/I am not sure about this	4
Please tell us what we have got wrong in our methods or which better methods we could have used.	Ref
I have never undertaken such a survey so cannot give an opinion	1
Nothing seems to be wrong	2
I don't know of any other methods you could have used	3
I am not the best qualified to identify issues with the methods but work closely with the pharmacists who are fantastic. Always adapting to help the Croydon residents.	4
Please indicate if you think that the PNA shows a good understanding or not of the health and wellbeing needs of people in Croydon and its localities. (N=26, 1 skipped)	N
Yes, I think overall the PNA shows a good understanding of this	19
No, I think much of the PNA does not show a good understanding of this	2
I don't know/I am not sure about this	5
Please tell us what we have missed out or misunderstood.	Ref
Lots of figures and generalities but still not that clear. A bucket point summary would be useful.	1
My Pharmacy is outstanding. I so wish though that they offered some therapies for cancer patients who have life long issues..	2
I do not think that there has been enough discussion about the difficulties of pharmacists getting access to all medicines at all times. There are often shortages which create frustration and anxiety for both the pharmacist and the patient.	3
Consistent high quality provision , my local pharmacy , although busy is excellent , always professional . I have found other less professiona	4
Nothing	5

it is very comprehensive, all seems to be included.	6
How much do you think the PNA accurately or inaccurately describes community pharmacies as they exist at present within Croydon? (N=26, 1 skipped)	N
Yes, I think overall the PNA gives an accurate description of this	21
No, I think much of the PNA does not give an accurate description of this	0
I don't know/I am not sure about this	5
Please tell us what we have got wrong. Also please tell us if there is a service or aspect of a service we have overlooked.	Ref
Everything seems to be included	1
seems like all services are included	2
Large populations of elderly people who don't drive and don't have access to public transport in the South of the borough. This has increased for over 65's particularly in the South. Access to pharmacies difficult for these elderly residents	3
How much do you think the PNA accurately or inaccurately identifies any possible gaps in pharmaceutical services that might exist up to March 2025, due to a growing population and new housing developments, for example? (N=26, 1 skipped)	N
Yes, I think overall the PNA gives an accurate description of possible gaps	18
No, I think much of the PNA does not give an accurate description of possible gaps	1
I don't know/I am not sure about this	7
Please tell us what we have got wrong or anything we have missed. Please let us know if there is a local area or service need we have overlooked.	Ref
There is a lack of pharmacies in Croydon North. The one nearest me shuts for lunch 1-2pm and does not open Saturday afternoon or Sunday	1

The community mental health team now have in house pharmacy - this should be expanded . Shortages in supplies and admin errors can create tremendous problems for people suffering from severe anxiety or other mental health issues.	2
I didn't realise pharmacies offered this much. Would be good for people in the area to know this about their pharmacy	3
It looks good. The most recent issue is that of the lack (of capacity) to provide blister packs which is an indication of more staff needed, but the current staff are brilliant.	4
Maybe more emphasis on helping the elderly, as a lot don't use apps, or have confidence to phone. It again relates to pharmacy being more customer friendly, especially to the elderly.	5
Do you consider that the PNA shows a good understanding or not of other relevant issues and challenges which people in Croydon might face in using a community pharmacy? (These could include mobility issues, access to public transport, difficulties in walking through a neighbourhood, difficulties in crossing a road, language issues, problems with hearing, problems with sight, problems with communication.) (N=26, 1 skipped)	N
Yes, I think overall the PNA shows a good understanding of these	18
No, I think much of the PNA does not show a good understanding of these	4
I don't know/I am not sure about this	4
Please tell us what we have missed out or misunderstood.	Ref
There are no specifics about what you intend to do. Its all generalities	1
Ramps are missing from pharmacies for access. Also if you are deaf, Im not sure that is catered for.	2
As mentioned, shortages of supplies of medication can create great anxiety for any patients and this is particularly so for those with mental health issues such as anxiety, paranoia, severe depression.	3
Financial challenges	4

Some pharmacies are quite packed so it can sometimes be hard to move around them or easily find things	5
there is a lot of information in there. nothing seems to be missed out	6
it is difficult to answer without a deeper dive into the numbers but that's what we expect you to do!	7
The NHS, Local Authority, and other organisations use the PNA to commission (decide what is needed and to purchase) special services in pharmacies (e.g. Emergency Supply Service, Chlamydia Testing Service). Do you think the PNA gives these organisations the information they need to make their commissioning decisions for the next three years? (N=25, 2 skipped)	N
Yes, I think overall the PNA gives sufficient information for this	16
No, I think much of the PNA does not give sufficient information for this	3
I don't know/I am not sure about this	6
Please tell us what we have missed out or misunderstood.	Ref
I have no idea what they are doing in practical terms	1
Need more emphasis on elderly needs and those who cannot use apps etc.	2
Please give any other comments you may have here (please write in box below).	Ref
An exercise in general puffery with no concrete basis.	1
I believe that the pharmacist in Croydon work very hard. We visit three or four different ones as often for mental health medications there are shortages and you need to shop around. All the chemists are very busy and I think their job would be eased if the supply lines were improved so that they aren't sourcing drugs on a daily basis. Which is the main part of their. They would then have more time to provide the extra services.	2
People need to know that their pharmacy should offer a lot of these services. Might save time going to see a doctor	3
this seems to have all the required information	4

<p>This year I have been making use of the facility provided by my local pharmacy to order repeat prescriptions by phone and have them delivered to my home. This has been a boon and a blessing because unfortunately my mobility took a turn for the worse. The only downside has been I have missed going into the pharmacy because when I could I was always greeted cheerfully and the interaction with someone was nice. Any query I have raised either by phone or face to face has been treated with tact, patience and explanations when necessary clear. I look forward to being able to get down to the pharmacy once again in the near future.</p>	<p>5</p>
<p>Equality Monitoring</p>	
<p>What is your sex assigned at birth? (Please select only one option) (N=27)</p>	<p>N</p>
<p>Male</p>	<p>11</p>
<p>Female</p>	<p>15</p>
<p>Prefer not to say</p>	<p>1</p>
<p>How would you describe your gender identity? (Please select only one option) (N=27)</p>	<p>N</p>
<p>Male</p>	<p>12</p>
<p>Female</p>	<p>15</p>
<p>Non-binary</p>	<p>0</p>
<p>Prefer not to say</p>	<p>0</p>
<p>Other (prefer to self describe)</p>	<p>0</p>
<p>Does your gender identity align with the sex assigned to you at birth? (Please select only one option) (N=26, 1 skipped)</p>	<p>N</p>
<p>Yes</p>	<p>26</p>
<p>No</p>	<p>0</p>

Prefer not to say	0
How would you define your sexual orientation? (please select only one option) (N=26, 1 skipped)	N
Bi/bisexual	1
Heterosexual/straight	21
Homosexual/gay/lesbian	1
Prefer not to say	3
Other (please specify if you wish)	0
What age group are you in? (please select only one option) (N=27)	N
Under 16	0
16-24 years	1
25-34 years	0
35-44 years	4
45-54 years	6
55-64 years	7
65-74 years	6
75-84 years	2
85 years or over	0
Prefer not to say	1
What is your ethnic group? Ethnic origin: Relates to a sense of identity/belonging on the basis of race/culture, not place of birth or citizenship. (please select only one option) (N=27)	N
Arab	0

Arab British	0
Asian Bangladeshi	0
Asian British	0
Asian Chinese	0
Asian Indian	1
Asian Pakistani	0
Any other Asian background	0
Black African	2
Black British	1
Black Caribbean	1
Any other Black/African/ Caribbean Black background	1
Gypsy/Traveller	0
White and Asian	0
White and Black African	0
White and Black Caribbean	0
Any other mixed background	0
White British	14
White Irish	1
Any other White background	1
Prefer not to say	3
Other (please specify if you wish)	2

Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. (N=26, 1 skipped)	N
Yes (please answer next question)	7
No	18
Prefer not to say	1
Other (please specify)	0
If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services.	N
Visually impaired	0
Hearing impaired	2
Mobility disability	3
Communication difficulty	0
Hidden disability: Autism Spectrum Disorder (ASD)	1
Hidden disability: Attention Deficit Hyperactivity Disorder (ADHD)	0
Hidden disability: Asthma	0
Hidden disability: Epilepsy	0
Hidden disability: Diabetes	0
Hidden disability: Sickle cell	0
Prefer not to say	1
Other (please specify)	0

Table 21 Detailed NHSE Responses

Ref	NHSE comment	Steering group's decision	Report amended/resolution
1	FJG69 Westgate Pharmacy has been taken over by FMK45 Selhurst Pharmacy. The opening hours are the same. This should be amended.	Put a statement in the list of pharmacies/map.	Amended.
2	A number of pharmacies have recently amended their opening hours as detailed below; some are due to change in November, these should be updated in the PNA or consider if a supplementary statement is needed.	Reflect the changes and amend the list. Put a statement in the list of pharmacies/map that these pharmacies have recently amended/will amend their opening hours.	Amended.
3	There are also pharmacy hours that are different to those that we have listed, this is probably as the pharmacy has amended hours and has not notified us of any changes. Those listed below are the "official" hours for these pharmacies. Pharmacies should notify us if their supplementary hours have changed.	Put a statement that opening hours reported in the contractor survey was used as it is the latest data. Put a statement to inform pharmacies that any changes to opening hours should be	Amended.

		notified to the NHSE.	
4	Page 52, the PNA notes that there is a bank holiday service but mentions only the Christmas and Easter Sunday service. There are currently 2 bank holiday services, one for Christmas and Easter Sunday and one for other bank holidays.	Clarify and put two bank holiday services in enhanced services list.	Amended.
5	There are 72 pharmacies in Croydon and not 69 as described in the PNA. The numbers of pharmacies per locality within the PNA differ. It looks like these figures refer to the number of bricks and mortar pharmacies and have not included the DSPs. This is not clear and in other places the PNA only refers to 69 pharmacies where there are in fact 72. The list of pharmacies has 73 pharmacies listed but it is also noted that one has since closed. This should be clarified, and the numbers re-checked or made clearer as it is misleading. This may also change some of the context of the PNA, depending on how the HWBB wishes to reflect this information.	Describe how the changes in number of pharmacies happened since the data cut-off (Apr 2022) and clarify that DSPs were not included for the community pharmacy analysis. Make a statement in any maps using "n.b".	Amended.
6	Page 49 where the housing trajectory is discussed, notes where housing is due to be built over the next three years but does not list any particularly large developments that may be planned. If the HWBB has assessed a large development and made a judgment that there is sufficient capacity in the system to accommodate any additional work this should be noted in the PNA, otherwise if an unforeseen benefit application were to be made, it is not clear if the development had been taken into account and a contract may be granted when the HWBB maybe did not see the need.	Consult Primary care team, public health and ICB and add any planning information in the report and review the conclusion.	Amended.

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

	<ul style="list-style-type: none"> - Is there a need for specialist or other services, which would improve the provision of, or access to, services such as for specific populations or vulnerable groups? - Are there known firm plans for changes in the number and/or sources of prescriptions i.e. changes in providers of primary medical services, or the appointment of additional providers of primary medical services in the area? - Are there known firm plans for developments which would change the pattern of local social traffic and therefore access to services, i.e. shopping centres or significant shopping developments whether these are in town, on the edge of town or out of town developments? - Are there plans for the development of NHS services? - Are there plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks? - Are there plans for introduction of special services commissioned by clinical commissioning groups? - Are there plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors? 		
10	<p>The HWBB may want to consider adding some further information on neighbouring pharmacies or a statement that notes that there may be too many to mention individually as currently there is no clear statement, but we can see that these have been used from the maps in the PNA.</p>	<p>Put a list of neighbouring pharmacies.</p>	<p>Amended.</p>

10 Appendix B – Pharmacy opening hours and services

10.1 Opening hours

The information on community pharmacies, opening hours and core /supplementary hours correlates with the data provided by the contractor survey and NHS England in their data pack issued in April 2021 (highlighted in green). This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

The information on community pharmacies, opening hours and core/supplementary hours correlates with the data provided by NHS England in their data pack issued in April 2022. This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

A number of pharmacies have recently amended their opening hours as detailed below; some are due to change in November 2022. This information was amended accordingly (highlighted in yellow).

- Barkers Chemist (FTN21) changed their opening hours on 17 October 2022
- Goldmantle Pharmacy (FRN19) changed their opening hours on 11 October 2022
- Hobbs Pharmacy (FXC31) changed their opening hours on 31 October 2022
- Kent Pharmacy (FJM26) changed their opening hours on 17 October 2022
- Swan Pharmacy (FRM85) changed their opening hours on 1 November 2022
- Tesco Stores Limited (FP526) will change their opening hours on 24 November 2022
- Tesco Stores Limited (FT363) will change their opening hours on 24 November 2022

Please note that Kamsons Pharmacy (FLW02) has closed since the data cut-off (Apr 2022) point of this PNA. This pharmacy is not included in the list. Also, Westgate Pharmacy (FJG69) has been taken over by Selhurst Pharmacy (FMK45) and the opening hours are the same. We have made a statement where relevant.

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

Table 22 Opening times by pharmacy – locality: Central East

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FEK78	Addiscombe Pharmacy	CRO 6RF	Community	Central East	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FRJ65	Boots UK Limited	CRO 6RD	Community	Central East	09:00-17:30	42.5	09:00-17:30	8.5	CLOSED	0	51
FQH24	Fishers Enmore Pharmacy	SE25 5NT	Community	Central East	08:00-22:00	70	08:00-22:00	14	11:00-13:00	2	86
FF475	Greenchem	CRO 7RA	Community	Central East	09:00-13:00,14:00-18:30	42.5	09:00-17:00	8	CLOSED	0	50.5
FGW16	Greenchem	CRO 8NG	Community	Central East	09:00-13:00,14:00-19:00	45	09:00-17:00	8	CLOSED	0	53
FVE79	Larchwood Pharmacy	CRO 6RB	Community	Central East	09:00-19:00	50	09:00-18:00	9	CLOSED	0	59
FWX40	Mccoig Pharmacy	CRO 8TE	Community	Central East	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FTK63	Mona Pharmacy	CRO 8BJ	Community	Central East	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FC506	Shirley Pharmacy	CRO 8SS	Community	Central East	09:00-19:00	50	09:00-15:00	6	CLOSED	0	56

Table 23 Opening times by pharmacy – locality: Central West

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FKQ95	A-Z Pharmacy	CRO 2TA	Community	Central West	09:00-18:30	47.5	09:30-18:00	8.5	CLOSED	0	56
FYD76	Allcorn Chemist	CRO 2BZ	Community	Central West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FTN21	Barkers Chemist	CRO 1RN	Community	Central West	09:00-18:00	45	09:00-15:00	6	CLOSED	0	51
FAN61	Boots UK Limited	CRO 4YJ	Community	Central West	09:00-17:00	40	10:00-18:00	8	CLOSED	0	48
FC324	Boots UK Limited	CR9 1SN	Community	Central West	09:30-18:00	42.5	09:30-18:00	8.5	11:00-17:00	6	57
FTJ31	Croychem Ltd	CRO 6AA	Community	Central West	09:00-20:00	55	09:00-14:00	5	CLOSED	0	60
FR707	Croydon Pharmacy	CRO 1DP	Community	Central West	07:00-22:00	75	07:00-22:00	15	09:00-20:00	11	101
FJA94	Day Lewis Pharmacy	CRO 4UQ	DSP	Central West	09:00-17:00	40	CLOSED	0	CLOSED	0	40
FWJ51	E-Medicina	CR9 2ER	DSP	Central West	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FJM26	Kent Pharmacy	CRO 1RB	Community	Central West	09:00-17:00	40	09:00-13:00	4	CLOSED	0	44
FDX49	Lloyd George Pharmacy	CRO 2JG	Community	Central West	09:00-18:30	47.5	09:00-16:00	7	CLOSED	0	54.5
FPH93	LloydsPharmacy	CRO 4XT	Community	Central West	07:00-23:00	80	07:00-22:00	15	10:00-16:00	6	101
FLW45	Mccoig Pharmacy	CR2 6ES	Community	Central West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FVT52	Medibank Pharmacy	CRO 6HE	Community	Central West	08:00-20:00	60	09:00-18:00	9	12:00-16:00	4	73
FQ434	Shivas Pharmacy	CRO 2TG	Community	Central West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FCX48	St. Clare Chemist	CRO 1LG	Community	Central West	08:30-18:30	50	09:00-17:00	8	CLOSED	0	58
FLV75	Superdrug Pharmacy	CRO 1US	Community	Central West	08:30-18:30 (Mon-Wed),08:30-20:00 (Thurs),08:30-19:00 (Fri)	52	09:30-17:30	8	11:00-17:00	6	66
FVG31	Swan Pharmacy	CRO 1BJ	Community	Central West	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FJG69	Westgate Pharmacy	SE25 5QF	Community	Central West	09:00-18:30	47.5	CLOSED	0	CLOSED	0	47.5

N.B. Westgate Pharmacy (FJG69) has been taken over by Selhurst Pharmacy (FMK45).

Table 24 Opening times by pharmacy – locality: North East

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FR872	Cure Pharmacy	CR7 8LX	DSP	North East	09:00-17:00	40	CLOSED	0	CLOSED	0	40
FCX03	Day Lewis Pharmacy	SE25 6DP	Community	North East	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FH167	Day Lewis Pharmacy	SE25 6EP	Community	North East	09:00-18:30	47.5	09:00-16:30	7.5	CLOSED	0	55
FRD93	Klub Pharmacy	SE19 3NG	Community	North East	09:00-18:30	47.5	09:00-14:30	5.5	CLOSED	0	53
FND51	LloydsPharmacy	SE25 6XB	Community	North East	08:00-19:00	55	09:00-19:00	10	11:00-17:00	6	71
FWG75	LloydsPharmacy	SE19 3RW	Community	North East	07:00-23:00	80	07:00-22:00	15	11:00-17:00	6	101
FQ347	Prescription Counter	CR7 8SN	DSP	North East	09:00-17:00	40	10:00-14:00	4	CLOSED	0	44
FXK58	Superdrug Pharmacy	CR7 7JG	Community	North East	08:30-19:00	52.5	09:00-17:30	8.5	CLOSED	0	61
FLM48	Thompsons Chemist	CR7 8JF	Community	North East	08:30-18:30	50	08:30-13:00	4.5	CLOSED	0	54.5
FDK71	Thornton Heath Pharmacy	CR7 8RU	Community	North East	08:30-18:30	50	09:00-13:00	4	CLOSED	0	54
FNM41	Wilkes Chemist	CR7 8LZ	Community	North East	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5

Table 25 Opening times by pharmacy – locality: North West

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FW670	Bids Chemists	SW16 4AE	Community	North West	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FY424	Brigstock Pharmacy	CR7 7JN	Community	North West	09:00-18:30	47.5	09:10-12:30	3.33	CLOSED	0	50.83
FMG29	Cranston Ltd	CR7 6JE	Community	North West	08:30-19:00	52.5	CLOSED	0	CLOSED	0	52.5
FYE37	Day Lewis Pharmacy	CR7 7HQ	Community	North West	09:00-19:00	50	09:00-13:00	4	CLOSED	0	54
FXE24	Mayday Community Pharmacy	CR7 7HQ	Community	North West	09:00-22:00	65	09:00-22:00	13	09:00-22:00	13	91
FGX20	Norbury Pharmacy	SW16 4DT	Community	North West	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FEV30	Parade Pharmacy	CR0 3EW	Community	North West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FPM10	Superdrug Pharmacy	SW16 3LU	Community	North West	09:00-18:00	45	09:00-17:30	8.5	CLOSED	0	53.5
FT363	Tesco Stores Limited	CR7 8RX	Community	North West	08:00-20:00	60	08:00-20:00	12	11:00-17:00	6	78

Table 26 Opening times by pharmacy – locality: South East

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FMQ11	Aumex Pharmacy	CR0 0JD	Community	South East	08:30-19:00	52.5	09:00-14:00	5	CLOSED	0	57.5
FWF34	Day Lewis Pharmacy	CR2 8LB	Community	South East	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FQ768	Day Lewis Pharmacy	CR2 8LH	Community	South East	09:00-19:00	50	09:00-13:00	4	CLOSED	0	54
FG587	Dougans Chemist	CR0 0QF	Community	South East	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FJ040	Fieldway Pharmacy	CR0 9DX	Community	South East	08:30-19:00	52.5	09:00-14:00	5	CLOSED	0	57.5
FRN19	Goldmantle Pharmacy	CR0 9AS	Community	South East	09:00-18:00	45	CLOSED	0	CLOSED	0	45
FG701	Harris Chemist	CR2 8JJ	Community	South East	09:00-18:00	45	09:00-17:00	8	CLOSED	0	53
FND21	LloydsPharmacy	CR2 8LG	Community	South East	09:00-19:00	50	09:00-13:00	4	CLOSED	0	54
FCL69	Your Local Boots Pharmacy	CR0 0JB	Community	South East	09:00-18:00	45	09:00-17:00	8	CLOSED	0	53

Table 27 Opening times by pharmacy – locality: South West

ODS	Name	Postcode	Type	Locality	Weekdays	Weekday Total	Saturday	Sat Total	Sunday	Sun Total	Total (week) hours
FJA14	Boots UK Limited	CR8 2AF	Community	South West	09:00-17:30	42.5	09:00-17:30	8.5	CLOSED	0	51
FNG24	Boots UK Limited	CR5 2ND	Community	South West	09:00-18:30	47.5	09:00-17:30	8.5	10:00-16:00	6	62
FGQ57	Day Lewis Pharmacy	CR2 0EJ	Community	South West	08:30-13:00,14:00-17:30	40	09:00-13:00	4	CLOSED	0	44
FQ724	Foxley Lane Pharmacy	CR8 3EE	Community	South West	08:30-18:00	47.5	09:00-12:00	3	CLOSED	0	50.5
FXC31	Hobbs Pharmacy	CR8 2YL	Community	South West	08:30-13:00,14:00-18:00	42.5	CLOSED	0	17:00-20:00	3	45.5
FJ817	Holmes Pharmacy	CR5 1EH	Community	South West	08:30-13:00,14:00-17:30	40	08:00-13:00	5	CLOSED	0	45
FM824	Infohealth Pharmacy	CR5 2RA	Community	South West	09:00-18:00	45	09:00-16:00	7	CLOSED	0	52
FK170	Makepeace & Jackson	CR2 0PH	Community	South West	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FQ662	Medipharm	CR2 9LA	Community	South West	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FRM22	Old Coulsdon Pharmacy	CR5 1EN	Community	South West	09:00-13:00,14:15-18:00	38.75	09:00-13:00	4	CLOSED	0	42.75
FJY76	Orion Pharmacy	CR8 2BP	Community	South West	09:00-18:00	45	09:00-13:00	4	CLOSED	0	49
FD662	Riddlesdown Pharmacy	CR8 1HR	Community	South West	09:00-13:00,14:15-17:30	36.25	09:00-13:00	4	CLOSED	0	40.25
FP526	Tesco Stores Limited	CR8 2HA	Community	South West	08:00-13:00, 14:00-20:00	55	08:00-13:00, 14:00-20:00	11	11:00-17:00	6	72
FW033	Valley Pharmacy	CR5 3BR	Community	South West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5
FVH66	Zina Chemist	CR8 5AA	Community	South West	09:00-18:30	47.5	09:00-13:00	4	CLOSED	0	51.5

Table 28 Pharmacy services offered per pharmacy by locality (advanced services)

The pharmacies that are highlighted in green have not participated in the contractor survey, and the data of availability of services were derived from the NHS Pharmacy data (2020-21).

N.B. Westgate Pharmacy (FJG69) has been taken over by Selhurst Pharmacy (FMK45) (Map ID: 70).

Map ID	ODS	Name	Postcode	Ward Name	Type	Locality	NMS	AUR	SAC	Flu Vaccine	CPCS	Hep C Anti	Hyperten	StopSmoke
2	FEK78	Addiscombe Pharmacy	CR0 6RF	Addiscombe East Ward	Community	Central East	Y	N	N	Y	Y	N	N	N
11	FRJ65	Boots UK Limited	CR0 6RD	Addiscombe East Ward	Community	Central East	Y	N	N	N	N	N	NA	NA
27	FQH24	Fishers Enmore Pharmacy	SE25 5NT	Woodside	Community	Central East	Y	N	N	Y	Y	N	Y	Y
30	FF475	Greenchem	CR0 7RA	Shirley North	Community	Central East	Y	N	N	Y	Y	N	N	N
31	FGW16	Greenchem	CR0 8NG	Shirley South	Community	Central East	Y	N	N	Y	Y	N	N	N
39	FVE79	Larchwood Pharmacy	CR0 6RB	Addiscombe East Ward	Community	Central East	Y	N	N	Y	Y	N	N	N
48	FWX40	Mccoig Pharmacy	CR0 8TE	Shirley North	Community	Central East	Y	N	N	Y	Y	N	Y	N
51	FTK63	Mona Pharmacy	CR0 8BJ	Shirley South	Community	Central East	Y	N	N	Y	Y	N	N	N
58	FC506	Shirley Pharmacy	CR0 8SS	Shirley North	Community	Central East	Y	N	N	Y	Y	N	Y	N
1	FKQ95	A-Z Pharmacy	CR0 2TA	Broad Green	Community	Central West	Y	N	N	Y	Y	N	Y	Y
3	FYD76	Allcorn Chemist	CR0 2BZ	Selhurst	Community	Central West	Y	N	N	N	N	N	N	N
5	FTN21	Barkers Chemist	CR0 1RN	Farfield	Community	Central West	N	N	N	Y	Y	Y	Y	N
7	FAN61	Boots UK Limited	CR0 4YJ	Broad Green	Community	Central West	Y	N	N	N	Y	N	N	N
8	FC324	Boots UK Limited	CR9 1SN	Farfield	Community	Central West	Y	N	N	Y	Y	N	Y	N
14	FTJ31	Croychem Ltd	CR0 6AA	Addiscombe West Ward	Community	Central West	Y	N	N	Y	Y	N	N	N
15	FR707	Croydon Pharmacy	CR0 1DP	Farfield	Community	Central West	Y	N	N	Y	Y	N	N	N
20	FJA94	Day Lewis Pharmacy	CR0 4UQ	Waddon	DSP	Central West	N	N	N	N	N	N	NA	NA
25	FWJ51	E-Medicina	CR9 2ER	Farfield	DSP	Central West	N	N	N	N	N	N	N	N
37	FJM26	Kent Pharmacy	CR0 1RB	Farfield	Community	Central West	Y	N	N	Y	Y	N	Y	N
40	FDX49	Lloyd George Pharmacy	CR0 2JG	Selhurst	Community	Central West	Y	N	N	Y	Y	N	N	N
43	FPH93	LloydsPharmacy	CR0 4XT	Waddon	Community	Central West	Y	N	N	Y	Y	N	N	Y
47	FLW45	Mccoig Pharmacy	CR2 6ES	South Croydon	Community	Central West	Y	N	N	Y	Y	N	Y	N
49	FVT52	Medibank Pharmacy	CR0 6HE	Addiscombe West Ward	Community	Central West	Y	N	N	Y	Y	N	N	N
59	FQ434	Shivas Pharmacy	CR0 2TG	Broad Green	Community	Central West	Y	N	N	Y	Y	N	N	N
60	FCX48	St. Clare Chemist	CR0 1LG	Farfield	Community	Central West	Y	N	N	Y	Y	N	N	N
61	FLV75	Superdrug Pharmacy	CR0 1US	Farfield	Community	Central West	Y	N	N	Y	N	N	NA	NA
64	FVG31	Swan Pharmacy	CR0 1BJ	South Croydon	Community	Central West	Y	N	N	Y	Y	N	N	Y
70	FJG69	Westgate Pharmacy	SE25 5QF	Selhurst	Community	Central West	Y	N	N	N	Y	N	NA	NA

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16	FR872	Cure Pharmacy	CR7 8LX	Thornton Health	DSP	North East	Y	N	N	N	N	N	N	N
17	FCX03	Day Lewis Pharmacy	SE25 6DP	Crystal Palace and Upper Norwood	Community	North East	Y	N	N	N	Y	N	Y	N
19	FH167	Day Lewis Pharmacy	SE25 6EP	South Norwood	Community	North East	Y	N	N	Y	Y	N	Y	N
38	FRD93	Klub Pharmacy	SE19 3NG	Crystal Palace and Upper Norwood	Community	North East	Y	N	N	Y	Y	N	NA	NA
42	FND51	LloydsPharmacy	SE25 6XB	South Norwood	Community	North East	Y	N	N	Y	Y	N	N	N
44	FWG75	LloydsPharmacy	SE19 3RW	Crystal Palace and Upper Norwood	Community	North East	Y	N	N	Y	Y	N	Y	N
56	FQ347	Prescription Counter	CR7 8SN	Thornton Health	DSP	North East	Y	N	N	Y	Y	N	Y	N
63	FXX58	Superdrug Pharmacy	CR7 7JG	Thornton Health	Community	North East	Y	N	N	Y	Y	N	NA	NA
67	FLM48	Thompsons Chemist	CR7 8JF	Thornton Health	Community	North East	Y	N	N	Y	Y	N	N	N
68	FDK71	Thornton Heath Pharmacy	CR7 8RU	Thornton Health	Community	North East	Y	N	N	Y	Y	N	N	N
71	FNM41	Wilkes Chemist	CR7 8LZ	Thornton Health	Community	North East	Y	N	N	Y	Y	N	N	N
6	FW670	Bids Chemists	SW16 4AE	Norbury & Pollards Hill	Community	North West	Y	Y	N	Y	Y	N	Y	N
12	FY424	Brigstock Pharmacy	CR7 7JN	Bensham Manor	Community	North West	Y	Y	N	Y	Y	N	Y	Y
13	FMG29	Cranston Ltd	CR7 6JE	West Thornton	Community	North West	Y	N	N	Y	Y	N	N	N
22	FYE37	Day Lewis Pharmacy	CR7 7HQ	West Thornton	Community	North West	Y	N	N	Y	Y	N	NA	NA
46	FXE24	Mayday Community Pharmacy	CR7 7HQ	West Thornton	Community	North West	Y	N	N	Y	Y	N	Y	N
52	FGX20	Norbury Pharmacy	SW16 4DT	Norbury & Pollards Hill	Community	North West	Y	N	N	Y	Y	N	Y	N
55	FEV30	Parade Pharmacy	CR0 3EW	West Thornton	Community	North West	Y	N	N	Y	Y	N	Y	N
62	FPM10	Superdrug Pharmacy	SW16 3LU	Norbury Park	Community	North West	Y	N	N	N	N	N	NA	NA
66	FT363	Tesco Stores Limited	CR7 8RX	Bensham Manor	Community	North West	Y	N	N	Y	Y	N	N	N
4	FMQ11	Aumex Pharmacy	CR0 0JD	New Addington South	Community	South East	Y	N	N	Y	Y	N	N	N
21	FWF34	Day Lewis Pharmacy	CR2 8LB	Selsdon Vale and Forestdale	Community	South East	Y	N	N	Y	Y	N	N	N
23	FQ768	Day Lewis Pharmacy	CR2 8LH	Selsdon & Addington Village	Community	South East	Y	N	N	Y	Y	N	NA	NA
24	FG587	Dougans Chemist	CR0 0QF	New Addington North	Community	South East	Y	N	N	Y	Y	N	N	N
26	FJ040	Fieldway Pharmacy	CR0 9DX	New Addington North	Community	South East	Y	N	N	Y	Y	N	N	N
29	FRN19	Goldmantle Pharmacy	CR0 9AS	Selsdon Vale and Forestdale	Community	South East	Y	N	N	Y	Y	N	Y	Y
32	FG701	Harris Chemist	CR2 8JJ	Selsdon & Addington Village	Community	South East	Y	N	N	N	N	N	NA	NA
41	FND21	LloydsPharmacy	CR2 8LG	Selsdon & Addington Village	Community	South East	Y	N	N	Y	Y	N	N	N
72	FCL69	Your Local Boots Pharmacy	CR0 0JB	New Addington South	Community	South East	Y	N	N	Y	Y	N	N	N
9	FJA14	Boots UK Limited	CR8 2AF	Purley & Woodcote	Community	South West	Y	N	N	Y	Y	N	Y	N
10	FNG24	Boots UK Limited	CR5 2ND	Coulsdon Town	Community	South West	Y	Y	N	Y	Y	N	N	N
18	FGQ57	Day Lewis Pharmacy	CR2 0EJ	Sanderstead	Community	South West	Y	N	N	Y	Y	N	NA	NA
28	FQ724	Foxley Lane Pharmacy	CR8 3EE	Purley & Woodcote	Community	South West	Y	N	N	Y	Y	N	N	N
33	FXC31	Hobbs Pharmacy	CR8 2YL	Purley & Woodcote	Community	South West	Y	N	N	Y	Y	N	Y	N
34	FJ817	Holmes Pharmacy	CR5 1EH	Old Coulsdon	Community	South West	Y	N	N	Y	Y	N	N	N
35	FM824	Infohealth Pharmacy	CR5 2RA	Coulsdon Town	Community	South West	Y	N	N	Y	Y	N	N	N
45	FK170	Makepeace & Jackson	CR2 0PH	Purley Oaks & Riddlesdown	Community	South West	Y	N	N	Y	Y	N	Y	N
50	FQ662	Medipharm	CR2 9LA	Sanderstead	Community	South West	Y	N	N	Y	Y	N	Y	N
53	FRM22	Old Coulsdon Pharmacy	CR5 1EN	Old Coulsdon	Community	South West	Y	N	N	Y	Y	N	N	N
54	FJY76	Orion Pharmacy	CR8 2BP	Purley & Woodcote	Community	South West	Y	N	N	Y	Y	N	N	N
57	FD662	Riddlesdown Pharmacy	CR8 1HR	Purley Oaks & Riddlesdown	Community	South West	Y	N	N	Y	N	N	NA	NA
65	FP526	Tesco Stores Limited	CR8 2HA	Purley & Woodcote	Community	South West	Y	N	N	Y	Y	N	NA	NA
69	FW033	Valley Pharmacy	CR5 3BR	Coulsdon Town	Community	South West	Y	Y	N	Y	Y	N	N	N
73	FVH66	Zina Chemist	CR8 5AA	Kenley	Community	South West	Y	N	N	Y	Y	N	Y	N

Table 29 Number of pharmacies open in each locality (weekdays, Saturday and Sunday) in Croydon

		7-8am	8-9am	9-10am	10-11am	11-12pm	12-1pm	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm	9-10pm	10-11pm	
Weekdays	Central East	0	0	9	9	9	9	7	9	9	9	9	7	1	1	1	0	
	Central West	2	5	19	19	19	19	19	19	19	19	19	16	12	4	2	1	1
	North East	1	5	11	11	11	11	11	11	11	11	11	9	8	1	1	1	1
	North West	0	2	9	9	9	9	9	9	9	9	9	9	6	2	1	1	0
	South East	0	2	9	9	9	9	9	9	9	9	9	9	6	0	0	0	0
	South West	0	4	15	15	15	15	9	15	15	15	15	15	4	1	0	0	0
	Croydon	3	18	72	72	72	72	64	72	72	72	72	67	43	9	5	4	2
Saturday	Central East	0	1	9	9	9	9	6	6	5	5	3	1	1	1	1	0	
	Central West	2	4	14	15	15	11	10	9	8	7	7	2	2	2	2	0	
	North East	1	2	8	9	9	9	6	5	4	4	3	2	1	1	1	0	
	North West	0	1	8	8	8	8	4	4	4	4	4	2	2	1	1	0	
	South East	0	0	7	7	7	7	4	2	2	2	0	0	0	0	0	0	
	South West	0	2	14	14	14	13	3	4	4	3	3	1	1	0	0	0	
	Croydon	3	10	60	62	62	57	33	30	27	25	20	8	7	5	5	0	
Sunday	Central East	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
	Central West	0	0	1	2	4	5	5	5	5	5	3	1	1	1	0	0	
	North East	0	0	0	0	2	2	2	2	2	2	0	0	0	0	0	0	
	North West	0	0	1	1	2	2	2	2	2	2	2	1	1	1	1	0	
	South East	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	South West	0	0	0	1	2	2	2	2	2	2	1	1	1	1	0	0	
	Croydon	0	0	2	4	11	12	11	11	11	11	8	3	3	3	1	1	

10.2 Advanced Services

Table 30 Pharmacy services offered by locality (advanced services)

Locality	NMS	AUR	SAC	Flu Vaccine	CPCS	Hep C Anti	Hyperten	StopSmoke
Central East	9	0	0	8	8	0	3	1
Central West	16	0	0	14	15	1	5	3
North East	11	0	0	9	10	0	4	0
North West	9	2	0	8	8	0	5	1
South East	9	0	0	8	8	0	1	1
South West	15	2	0	15	14	0	5	0

10.3 Locally Commissioned Services

Table 31 Pharmacies in Croydon that have registered for needle exchange as part of the substance misuse services

Provider
Barkers Chemist - FTN21
Shivas Chemists - FQ434
Fishers Enmore Pharmacy - FQH24
Shirley Pharmacy - FC506
Boots UK Ltd (Branch: 0879 - Coulsdon Brighton Rd) - FNG24
Boots UK Ltd (Branch: 0866 - Croydon Whitgift Sc) - FC324
Boots UK Ltd (Branch: 6406 - Croydon Valley Plaza Rp) - FAN61
Croydon Pharmacy - FR707
Dejure Ltd t/a Andrew Mccoig Pharmacy - FLW45
Dejure Ltd t/a Medipharm Pharmacy - FQ662
Dougans Chemist - FG587
Goldmantle Pharmacy - FRN19
LloydsPharmacy in Sainsburys (Branch: 5251 - Upper Norwood) - FWG75
Superdrug Pharmacy (Branch: 0404 - Thornton Heath) - FXK58
Superdrug Pharmacy (Branch: 0666 - Croydon-Whitgift) - FLV75

Table 32 Pharmacies in Croydon that have administration of Methadone/Buprenorphine – registration - as part of the substance misuse services

Provider
Barkers Chemist - FTN21
SK Shah (Allcorn Chemist) - FYD76
Shivas Chemists - FQ434
Kents Chemist - FJM26
Shirley Pharmacy - FC506
Central Pharmacy Folkestone Ltd t/a Thornton Heath Pharmacy (Surrey) - FDK71
Boots UK Ltd (Branch: 5970 - New Addington AP0970) - FCL69
Day Lewis PLC (Branch: 26 - Thornton Heath) - FYE37
Superdrug Pharmacy (Branch: 0404 - Thornton Heath) - FXK58
Lloyd George Pharmacy (Whitehorse Road) - FDX49
Tayzana Ltd (Branch: 3 - South Norwood - Day Lewis Beale and Son) - FH167
Zep Pharm Ltd t/a Thompsons Chemist - FLM48
Dejure Ltd t/a Makepeace & Jackson Pharmacy - FK170
Brigstock Pharmacy - FY424
Dejure Ltd t/a Andrew Mccoig Pharmacy - FLW45
Fishers Enmore Pharmacy - FQH24
Larchwood Pharmacy - FVE79
Addiscombe Pharmacy - FEK78
Boots UK Ltd (Branch: 0859 - Purley High St) - FJA14
Boots UK Ltd (Branch: 0866 - Croydon Whitgift Sc) - FC324
Boots UK Ltd (Branch: 0879 - Coulsdon Brighton Rd) - FNG24
Boots UK Ltd (Branch: 1030 - Croydon George St) - FAT62
Boots UK Ltd (Branch: 1031 - Croydon Lwr Addiscombe) - FRJ65
Boots UK Ltd (Branch: 6406 - Croydon Valley Plaza Rp) - FAN61

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Clarshire Ltd t/a Old Coulsdon Pharmacy - FRM22
Croydon Pharmacy - FR707
Day Lewis PLC (Branch: 19 - South Norwood Hill) - FCX03
Day Lewis PLC (Branch: 228 - Norbury 2) - FE039
Day Lewis PLC (Branch: 82 - Sanderstead) - FGQ57
Dejure Ltd t/a Medipharm Pharmacy - FQ662
Dougans Chemist - FG587
Fairview Pharmacy - FXH52
Goldmantle Pharmacy - FRN19
Holmes Coulsdon - FJ817
JMW Vicary LTD (Norbury Pharmacy) - FGX20
Klub Pharmacy - FRD93
LloydsPharmacy (Branch: 0486 - Addington Road) - FJ744
LloydsPharmacy (Branch: 6902 - Upper Norwood) - FGW62
LloydsPharmacy (Branch: 7389 - South Norwood) - FHA01
LloydsPharmacy in Sainsburys (Branch: 5251 - Upper Norwood) - FWG75
MCCoig Pharmacy - FWX40
Parade Pharmacy - FEV30
Superdrug Pharmacy (Branch: 0420 - Norbury) - FPM10
Superdrug Pharmacy (Branch: 0666 - Croydon-Whitgift) - FLV75
Swan Pharmacy - FRM85
V U Chem Ltd t/a Mayday Community Pharmacy - FXE24
Wilkes Chemist - FNM41
Zina Chemist - FVH66

Table 33 Pharmacies in Croydon that have administration of Methadone/Buprenorphine – supervision - as part of the substance misuse services

Provider Engagement

Provider
Barkers Chemist - FTN21
SK Shah (Allcorn Chemist) - FYD76
Shivas Chemists - FQ434
Fishers Enmore Pharmacy - FQH24
Day Lewis PLC (Branch: 26 - Thornton Heath) - FYE37
Klub Pharmacy - FRD93
Larchwood Pharmacy - FVE79
Zep Pharm Ltd t/a Thompsons Chemist - FLM48
Central Pharmacy Folkestone Ltd t/a Thornton Heath Pharmacy (Surrey) - FDK71
Lloyd George Pharmacy (Whitehorse Road) - FDX49
Tayzana Ltd (Branch: 3 - South Norwood - Day Lewis Beale and Son) - FH167
Kents Chemist - FJM26
Croydon Pharmacy - FR707
Brigstock Pharmacy - FY424
Shirley Pharmacy - FC506
Boots UK Ltd (Branch: 5970 - New Addington AP0970) - FCL69
Dougans Chemist - FG587
Dejure Ltd t/a Makepeace & Jackson Pharmacy - FK170
Superdrug Pharmacy (Branch: 0404 - Thornton Heath) - FXK58
Dejure Ltd t/a Andrew Mccoig Pharmacy - FLW45
Boots UK Ltd (Branch: 1031 - Croydon Lwr Addiscombe) - FRJ65
Addiscombe Pharmacy - FEK78
Boots UK Ltd (Branch: 0859 - Purley High St) - FJA14
Boots UK Ltd (Branch: 0866 - Croydon Whitgift Sc) - FC324

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Boots UK Ltd (Branch: 0879 - Coulsdon Brighton Rd) - FNG24
Boots UK Ltd (Branch: 1030 - Croydon George St) - FAT62
Boots UK Ltd (Branch: 6406 - Croydon Valley Plaza Rp) - FAN61
Clarshire Ltd t/a Old Coulsdon Pharmacy - FRM22
Day Lewis PLC (Branch: 19 - South Norwood Hill) - FCX03
Day Lewis PLC (Branch: 228 - Norbury 2) - FE039
Day Lewis PLC (Branch: 82 - Sanderstead) - FGQ57
Dejure Ltd t/a Medipharm Pharmacy - FQ662
Goldmantle Pharmacy - FRN19
Holmes Coulsdon - FJ817
JMW Vicary LTD (Norbury Pharmacy) - FGX20
LloydsPharmacy (Branch: 0486 - Addington Road) - FJ744
LloydsPharmacy (Branch: 6902 - Upper Norwood) - FGW62
LloydsPharmacy (Branch: 7389 - South Norwood) - FHA01
LloydsPharmacy in Sainsburys (Branch: 5251 - Upper Norwood) - FWG75
MCCoig Pharmacy - FWX40
Parade Pharmacy - FEV30
Superdrug Pharmacy (Branch: 0420 - Norbury) - FPM10
Superdrug Pharmacy (Branch: 0666 - Croydon-Whitgift) - FLV75
Swan Pharmacy - FRM85
V U Chem Ltd t/a Mayday Community Pharmacy - FXE24
Wilkes Chemist - FNM41
Zina Chemist - FVH66

Table 34 Pharmacies in Croydon that provide Enhanced Sexual Health Pharmacy Service

Provider			
Pharmacy	Commissioned	Providing	
A-Z Pharmacy	Y	N	
Thornton Heath Pharmacy	Y	Y	
Fieldway Pharmacy	Y	Y	
Fishers Enmore	Y	Y	
Mayday community Pharmacy	Y	N	
Aumex Pharmacy	Y	N	
Superdrug Thornton Health	Y	N	
Dougans Pharmacy	Y	N	
Goldmantle Pharmacy	Y	N	

Table 35 Pharmacies in Croydon that provide NHS Health Check Services

Provider
A-Z Pharmacy
Croydon Pharmacy
Valley Pharmacy

Table 36 Emergency Supply Service in Croydon for End-of-Life Treatment

Provider
Mayday Community Pharmacy
Fieldway Pharmacy
Klub Pharmacy
McCoig Pharmacy
Shirley Pharmacy

11 Appendix C – Other NHS Services

Table 37 Croydon health Services (CHS) that dispensed medicine in Croydon (2021/22)

Practice (Practice Code)	Items
Addington Medical Practice (H83028)	152470
Ashburton Park Medical Centre (H83033)	64730
Auckland Surgery (H83037)	94679
Birdhurst Medical Practice (H83627)	78552
Bramley Avenue Surgery (H83052)	65739
Brigstock & South Norwood Partnership (H83017)	161429
Broom Road Medical Practice (H83030)	45255
Broughton Corner Family Practice (H83625) (D 16-May-22)	61468
CHS ENT Service O/P Dept (Y03417)	765
CHS GO Service OOH (Y05717)	8799
CHS Urgent Care Centre (Y05720)	145
CHS Urgent Care Centre Paediatrics (Y05718)	1
Communitas Clinics Intermediate ENT (Y03416)	868
Community Nurse Prescribers (Y03786)	12171
Community Specialist Nurse Prescribers (Y03785)	4754
Country Park Practice (Y05317)	97817
Croyderm (H83639)	2
Croydon Diabetes Integrated Service (H83638)	10
Croydon Ent GPSI Service (Y03136)	3
Croydon GP Hubs (Y05719)	30865
Croydon Health Services - Community Serv (Y04506)	422
Croydon South & Central Extended Access (Y06196)	295
Croydon Urgent Care Centre - Virgin Care (Y03502)	26
Denmark Road Surgery (Y05318)	95111
East Croydon Medical Centre (H83044)	188488
Eversley Medical Centre (H83020)	159635
Fairview Medical Centre (H83624)	73719
Family Practice Group (H83608)	55143
Friends Road Medical Practice (H83019)	107281
Greenside Medical Practice (H83631)	97836
Hartland Way Surgery (H83029)	82223
Headley Drive Surgery (H83049)	41163
Keston Medical Practice (H83016)	295890
Leander Road Surgery (H83042)	117940

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London Road Medical Practice (H83021)	98039
Mayday & Thornton Heath Extended Access (Y06034)	6539
Mersham Medical Centre (H83609)	49602
Mitchley Avenue Surgery (H83040) (D 25-May-22)	67221
Morland Road Surgery (H83023)	90522
New Addington Group Practice (H83006)	166428
Norbury Health Centre (02) (H83009)	148240
North Croydon Medical Centre (H83011)	81094
Old Coulsdon Medical Practice (H83013)	201986
Parchmore Medical Centre (H83053)	202482
Parkside Group Practice (H83015)	163099
Parkway MIU - At Medics (Y04603)	4
Portland Medical Centre (H83001)	165263
Queenhill Medical Practice (H83014)	107102
Rainbow Health Centre (Y00182)	11444
Selhurst Medical Practice (H83611)	62072
Selsdon Park Medical Practice (H83018)	177162
Shirley Medical Centre (H83043)	152860
Shirley Medical Extended Access LLP (Y05961)	21
South Norwood Hill Medical Centre (H83010)	72942
St.James's Medical Centre (H83012)	145646
Stovell House Surgery (H83039)	108991
The Addiscombe Surgery (H83008)	56660
The Farley Road Medical Practice (H83004)	170582
The Haling Park Partnership (H83031)	54380
The Moorings Medical Practice (H83050) (D 01-Aug-21)	27694
The Practice Surgeries Ltd (Y02962)	36100
The Whitehorse Practice (H83034)	110489
Thornton & Valley Park Surgery (H83051)	100267
Thornton Heath Health Centre (H83022)	111646
Upper Norwood Group Practice (H83005)	112047
Violet Lane Medical Practice (H83007)	141096
Woodcote Medical (H83024)	258613

12 Appendix D – Pharmacy/Contractor PNA Survey

At the time of survey, there were 73 pharmacies in Croydon. Total of 58 pharmacies completed the survey (including 3 Distance Selling Pharmacies), giving the overall response rate of 80%.

- Out of 58 pharmacies that completed the survey, 11 were from Central East, 10 were from Central West, 14 were from North East, 2 were from North West, 7 were from South East and 14 were from South West.

Is this pharmacy one which is entitled to Pharmacy Access Scheme payments? (N=58)	%	Responses
Yes	22.4%	13
No	77.6%	45
Is this pharmacy a 100-hour pharmacy? (N=58)	%	Responses
Yes (1 pharmacy answered yes, however, it was found not)	6.9%	4
No	93.1%	54
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (N=58)	%	Responses
Yes	37.9%	22
No	62.1%	36
Is this pharmacy a Distance Selling Pharmacy? (N=58)	%	Responses
Yes (1 pharmacy answered yes, however, it was found not)	6.9%	4
No	93.1%	54
Is there a bus stop within walking distance of the Pharmacy? (N=58)	%	Responses
Yes	98.3%	57
No	1.7%	1
Is there a bus stop within walking distance of the Pharmacy? (N=57)	%	Responses
Less than 2 minutes	75.4%	43
2 to 5 minutes	24.6%	14
Can disabled customers park within 10 metres of your Pharmacy? (with a 'blue badge') (N=58)	%	Responses
Less than 2 minutes	77.6%	45
2 to 5 minutes	22.4%	13
Is the entrance to the pharmacy suitable for wheelchair access unaided? (N=58)	%	Responses
Yes	82.8%	48
No	17.2%	10
Are all areas of the pharmacy floor accessible by wheelchair? (N=58)	%	Responses
Yes	93.1%	54
No	6.9%	4



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Do you have other facilities in the pharmacy aimed at helping disabled people access your services? (please tick as many answers as appropriate) (N=58)		%	Responses
Automatic door assistance		43.1%	25
Bell at front door accessible to a wheelchair user		5.2%	3
Disabled toilet facility		15.5%	9
Hearing loop		32.8%	19
Large print labels/leaflets		46.6%	27
Wheelchair ramp access		29.3%	17
Handrails		6.9%	4
Removable ramp		5.2%	3
Internet pharmacy		12.1%	7
None of the above		20.7%	12
Other (please specify)		12.1%	7
Double doors and staff available to assist			1
All areas of the pharmacy are step free			1
Signage for access and routes			1
Buzzer beeps as soon as door opened and staff attend to it			1
Free Delivery service			1
Lift from car park to store level			1
Staff support			1
Are the premises subject to any of the following development constraints? (please tick as many answers as appropriate) (N=58)		%	Responses
Listed building status		3.4%	2
Within a conservation area		0.0%	0
Limited or no room for expansion		20.7%	12
Temporary structure		0.0%	0
Rented building		29.3%	17
None of the above		56.9%	33
Other (please specify)		1.7%	1
Inside shopping centre			1
Do the premises have toilets that patients can access for screening or for patients attending for consultations? (N=58)		%	Responses
Yes		32.8%	19
No		67.2%	39
There is a consultation room (that is clearly designated as a room for confidential conversations; distinct from the general public areas of the pharmacy premises; and is a room where both the person receiving the service and the person providing it can be seated together and communicate confidentially) (tick as appropriate) (N=58)		%	Responses
None, have submitted a request to NHSE&I that the premises are too small for a consultation room		1.7%	1
None, NHSE&I has approved my request that the premises are too small for a consultation room		0.0%	0
None (Distance Selling Pharmacy)		3.4%	2
Available (including wheelchair access)		74.1%	43
Available (without wheelchair access)		20.7%	12
Planned before 1st April 2023		0.0%	0
Other (specify)		0.0%	0
Where there is a consultation area, is it a closed room? (N=58)		%	Responses
Yes		94.8%	55
No		5.2%	3

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During consultations are there hand-washing facilities? (N=57, 1 skipped)		%	Responses
In the consultation area		70.2%	40
Close to the consultation area		17.5%	10
None		12.3%	7
Patients attending for consultations have access to toilet facilities (N=58)		%	Responses
Yes		32.8%	19
No		67.2%	39
Is there a seating for 3 people? (N=58)		%	Responses
Yes		72.4%	42
No		27.6%	16
Is there a computer terminal? (N=58)		%	Responses
Yes		91.4%	53
No		8.6%	5
Is there a bench or table? (N=58)		%	Responses
Yes		96.6%	56
No		3.4%	2
The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England and NHS Improvement local team has given consent for use) (N=58)		%	Responses
Yes		3.4%	2
No		96.6%	56
The pharmacy is willing to undertake consultations in patient's home/other suitable site (N=58)		%	Responses
Yes		51.7%	30
No		48.3%	28
Does the pharmacy normally have two or more pharmacists on duty at any time during the week? (N=58)		%	Responses
Yes		22.4%	13
No		77.6%	45
If yes, then for how many hours per week are two pharmacists working? (N=16)		%	Responses
0-4 hours		18.8%	3
5-9 hours		25.0%	4
10-14 hours		0.0%	0
15-19 hours		12.5%	2
20-24 hours		6.3%	1
25-29 hours		18.8%	3
30 hours+		18.8%	3
If you have a second pharmacist, please specify what additional support he/she offers- please tick as many answers as appropriate. (N=17)		%	Responses
To give additional support to dispensary in busy periods		58.8%	10
To relieve pharmacist for administration work		64.7%	11
To provide support for additional services such as medication review		58.8%	10
For handover during shifts		23.5%	4
To cover lunch breaks		35.3%	6
Other (please describe)		29.4%	5
Regular locum pharmacists during very busy/vaccination periods			1
To provide clinical services			1
Covid-19 Vaccination Service			1
To relieve regular pharmacist to attend LPC meeting			1
Other services			1

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Do any of your pharmacists have special interests? (N=58)		%	Responses
Yes		63.8%	37
No		36.2%	21

If yes, please specify (N=38)		%	Responses
Flu vaccinations		92.1%	35
To liaise with Area team regarding local services		26.3%	10
Healthy Living Pharmacist, including goal setting, health coaching		42.1%	16
Diabetes		34.2%	13
Nutrition		5.3%	2
Asthma		21.1%	8
Eczema		5.3%	2
Macmillan cancer		13.2%	5
Continence		5.3%	2
Dermatology		10.5%	4
Mobility aids		5.3%	2
Other special interest - please describe		23.7%	9
	Covid-19 Vaccination Service		3
	Travel vaccination		3
	Health Checks		2
	Independent prescriber		2
	Sexual health		1
	Cardiovascular diseases		1

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

Offers travel vaccinations and Malaria prophylaxis locally, thus patients do not have to travel far for these services
 Able to offer Vaccination services locally especially COVID 19 vaccinations.
 Offering services that are catered for the demographic of the area.

The need to identify and improve patient outcomes by suggesting alternative therapy/medication for patients who are on high blood pressure tablets based on their ethnicity, race, age, gender, social life. Offering non-medicinal advice on maintaining a healthy living lifestyle. For vaccinations, the pharmacist also offers advice on vaccination and aftercare.
 Helps our patients access these services locally.



Improves health and well-being and health outcomes Long term condition management Health promotion
 Helps our patients access these services locally
 Helps support a vital service provision in the area.
 Able to talk about these conditions with expertise

High prevalence area. Better equipped to advise and support diabetic patients manage their condition.
 Access and availability of services.
 Advanced service.

We provide the flu vaccine service, this enables easy access to patient to attend at a time suitable to them as no appointments are necessary. As we are located in an area with quite a few diabetic and elderly patients, doing walk in flu vaccines allows people to attend as and when they want. Elderly and diabetic patients are at a high risk of getting flu thereby allowing walk in vaccines allows to capture more residents of the area. Doing private travel vaccines free up the GP time allowing the GPs to do more of their NHS work
 Helps the patient access these services locally

Encourages healthy living and provides supportive services to local GP surgeries.
 Patients often comment positively about availability of advice and answering their questions
 Improves their health and well-being
 Provides flu vaccinations during flu season.
 Helping the NHS with flu vaccination
 Helps provide support to these patient groups
 Helps to make flu vaccinations more accessible

We are trying to promote vaccination and vaccinate many patients so we can decrease the burden of the GPs in the area
 Able to manage more wider public needs as able to write private prescriptions

Are any of your regular pharmacists fluent in a foreign language? (N=58)		%	Responses
Yes		79.3%	46
No		20.7%	12

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If yes, which languages are spoken? (N=46)		%	Responses
Afrikaans			1
Arabic		13.0%	6
Bengali		0.0%	0
Cantonese		2.2%	1
Chinese (Mandarin)		4.3%	2
Czech		0.0%	0
Farsi		0.0%	0
French		6.5%	3
Georgian		0.0%	0
Gujarati		56.5%	26
Hebrew		0.0%	0
Hindi		37.0%	17
Hungarian		2.2%	1
Italian		4.3%	2
Japanese		0.0%	0
Kurdish		2.2%	1
Maltese		2.2%	1
Persian		6.5%	3
Portuguese		4.3%	2
Polish		0.0%	0
Punjabi		13.0%	6
Romanian		6.5%	3
Russian		2.2%	1
Somali		0.0%	0
Spanish		6.5%	3
Swahili		10.9%	5
Turkish		2.2%	1
Urdu		13.0%	6
Other (please specify)		13.0%	6
	Twi (Akan)		2
	Yoruba		2
	Igbo		1
	Shona		1
	Kutchi		1
	Ga		1
	Fante		1

Does your pharmacy participate in mandatory health campaigns? (N=58)		%	Responses
Yes		98.3%	57
No		1.7%	1

If yes, please specify (N=55)		%	Responses
Winter pressures		98.2%	54
Smoking		87.3%	48
Obesity		92.7%	51
Alcohol		80.0%	44
Other – please describe		10.9%	6
	Various referral campaigns		2
	Flu		2
	Weight Management		2
	Vaccination Service		1
	Seasonal Health		1
	Mental Health		1
	Covid-19 related campaigns		1

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Does the pharmacy dispense appliances? (N=58)		%	Responses
Yes – All types		56.9%	33
Yes, excluding stoma appliances		1.7%	1
Yes, excluding incontinence appliances		0.0%	0
Yes, excluding stoma and incontinence appliances		1.7%	1
Yes, just dressings		32.8%	19
None		3.4%	2
Other - please describe		3.4%	2
Incontinence and dressings			1
If a request was received for appliance			1
Does the pharmacy provide the following services? (N=58)		%	Responses
New Medicine Service			
Yes		96.6%	56
Intending to begin within next 12 months		3.4%	2
No - not intending to provide		0.0%	0
Appliance Use Review service			
Yes		6.9%	4
Intending to begin within next 12 months		12.1%	7
No - not intending to provide		81.0%	47
Stoma Appliance Customisation service			
Yes		0.0%	0
Intending to begin within next 12 months		10.3%	6
No - not intending to provide		89.7%	52
Seasonal Influenza Vaccination Service Vaccination Service			
Yes		91.4%	53
Intending to begin within next 12 months		5.2%	3
No - not intending to provide		3.4%	2
Community Pharmacist Consultation Service (GPCPCS, 111/IUC CPCS)			
Yes		94.8%	55
Intending to begin within next 12 months		1.7%	1
No - not intending to provide		3.4%	2
Hepatitis C Antibody Testing Service			
Yes		1.7%	1
Intending to begin within next 12 months		29.3%	17
No - not intending to provide		69.0%	40
Hypertension Case-Finding Service			
Yes		39.7%	23
Intending to begin within next 12 months		39.7%	23
No - not intending to provide		20.7%	12
Stop Smoking Service (introduced early 2022)			
Yes		10.3%	6
Intending to begin within next 12 months		48.3%	28
No - not intending to provide		41.4%	24

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Which of the following other services does the pharmacy provide, or would be willing to provide? If currently providing, tick as many that apply. (N=58)	%	Responses
Anticoagulant Monitoring Service		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	67.2%	39
Not able or not willing to provide	32.8%	19
Willing to provide privately	8.6%	5
Antiviral Distribution Service for Influenza		
Currently providing under contract with local NHS England Team	5.2%	3
Currently providing under contract with CCG	3.4%	2
Currently providing under contract with Local Authority	1.7%	1
Willing to provide if commissioned	65.5%	38
Not able or not willing to provide	29.3%	17
Willing to provide privately	3.4%	2
Alcohol Screening and Brief Intervention		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	1.7%	1
Willing to provide if commissioned	69.0%	40
Not able or not willing to provide	32.8%	19
Willing to provide privately	1.7%	1
Body Weight Assessment		
Currently providing under contract with local NHS England Team	1.7%	1
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned	79.3%	46
Not able or not willing to provide	19.0%	11
Willing to provide privately	6.9%	4














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Brief Interventions (e.g. health coaching)			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		29.3%	17
Willing to provide privately		3.4%	2
Care Home Service (advice and support visit)			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		56.9%	33
Not able or not willing to provide		37.9%	22
Willing to provide privately		6.9%	4
Chlamydia Testing Service			
Currently providing under contract with local NHS England Team		5.2%	3
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		6.9%	4
Willing to provide if commissioned		60.3%	35
Not able or not willing to provide		24.1%	14
Willing to provide privately		8.6%	5
Chlamydia Treatment Service			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		3.4%	2
Willing to provide if commissioned		67.2%	39
Not able or not willing to provide		24.1%	14
Willing to provide privately		8.6%	5
Contraceptive service (not EC)			
Currently providing under contract with local NHS England Team		5.2%	3
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		70.7%	41
Not able or not willing to provide		17.2%	10
Willing to provide privately		12.1%	7
Emergency Contraception Service			
Currently providing under contract with local NHS England Team		6.9%	4
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		5.2%	3
Willing to provide if commissioned		69.0%	40
Not able or not willing to provide		15.5%	9
Willing to provide privately		8.6%	5
Expanded Incontinence Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		53.4%	31
Not able or not willing to provide		41.4%	24
Willing to provide privately		10.3%	6
Emergency Supply Service			
Currently providing under contract with local NHS England Team		24.1%	14
Currently providing under contract with CCG		5.2%	3
Currently providing under contract with Local Authority		5.2%	3
Willing to provide if commissioned		58.6%	34
Not able or not willing to provide		13.8%	8
Willing to provide privately		5.2%	3

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Gluten Free Food Supply Service (i.e. not via FP10)			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		51.7%	30
Not able or not willing to provide		44.8%	26
Willing to provide privately		5.2%	3
Home Delivery Service (not appliances)			
Currently providing under contract with local NHS England Team		22.4%	13
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		8.6%	5
Willing to provide if commissioned		50.0%	29
Not able or not willing to provide		15.5%	9
Willing to provide privately		8.6%	5
Head Lice Eradication			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		67.2%	39
Not able or not willing to provide		29.3%	17
Willing to provide privately		8.6%	5
Independent Prescribing Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		63.8%	37
Not able or not willing to provide		32.8%	19
Willing to provide privately		15.5%	9
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?			
Hypertension			2
Travel health vaccines (including Yellow Fever)			1
Dermatology			1
Generalist			1
Hepatitis B for Occupational health			1
Language Access Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		62.1%	36
Not able or not willing to provide		37.9%	22
Willing to provide privately		5.2%	3
NHS Health Checks			
Currently providing under contract with local NHS England Team		5.2%	3
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		17.2%	10
Willing to provide privately		5.2%	3
Medication Review Service			
Currently providing under contract with local NHS England Team		10.3%	6
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		74.1%	43
Not able or not willing to provide		15.5%	9
Willing to provide privately		5.2%	3

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Medicines Assessment and Compliance Support Service			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.3%	46
Not able or not willing to provide		19.0%	11
Willing to provide privately		5.2%	3
Minor Ailment Scheme			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		81.0%	47
Not able or not willing to provide		15.5%	9
Willing to provide privately		6.9%	4
Medicines Optimisation Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.3%	46
Not able or not willing to provide		15.5%	9
Willing to provide privately		6.9%	4









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If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?			
Needle and Syringe Exchange Service			0
Currently providing under contract with local NHS England Team		6.9%	4
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		3.4%	2
Willing to provide if commissioned		41.4%	24
Not able or not willing to provide		44.8%	26
Willing to provide privately		3.4%	2
Obesity management (adults and children)			
Currently providing under contract with local NHS England Team		3.4%	2
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		77.6%	45
Not able or not willing to provide		17.2%	10
Willing to provide privately		12.1%	7
Not Dispensed Scheme			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		74.1%	43
Not able or not willing to provide		25.9%	15
Willing to provide privately		3.4%	2
On Demand Availability of Specialist Drugs Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		62.1%	36
Not able or not willing to provide		36.2%	21
Willing to provide privately		5.2%	3
Out of Hours Services			
Currently providing under contract with local NHS England Team		5.2%	3
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		43.1%	25
Not able or not willing to provide		48.3%	28
Willing to provide privately		1.7%	1

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Patient Group Direction Service (name the medicines and associated indications)			
Antibiotics for UTIs and confirmed Bacterial URTIs			2
Sildenafil for Erectile dysfunction			2
Willing to deliver if commissioned			1
Our other Pharmacy in area already providing Out of Hours Service			1
Period delay- Norithesterone			1
Bacterial throat infection following swab test			1
Antimalarial- atovaquone/proguanil/ doxycycline/mefloquine			1
Chlamydia treat- Doxycycline			1
EHC- POP/COCs			1
Phlebotomy Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		51.7%	30
Not able or not willing to provide		46.6%	27
Willing to provide privately		6.9%	4
Prescriber Support Service			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		65.5%	38
Not able or not willing to provide		32.8%	19
Willing to provide privately		8.6%	5
Palliative Care			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		62.1%	36
Not able or not willing to provide		34.5%	20
Willing to provide privately		6.9%	4
Schools Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		55.2%	32
Not able or not willing to provide		43.1%	25
Willing to provide privately		5.2%	3
Sharps Disposal Service			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		63.8%	37
Not able or not willing to provide		32.8%	19
Willing to provide privately		3.4%	2
Supervised Administration Service (opioid substitution)			
Currently providing under contract with local NHS England Team		20.7%	12
Currently providing under contract with CCG		12.1%	7
Currently providing under contract with Local Authority		10.3%	6
Willing to provide if commissioned		36.2%	21
Not able or not willing to provide		25.9%	15
Willing to provide privately		1.7%	1

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Structured self-care support			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		70.7%	41
Not able or not willing to provide		29.3%	17
Willing to provide privately		3.4%	2
Vascular Risk Assessment Service (NHS Health Check)			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		65.5%	38
Not able or not willing to provide		31.0%	18
Willing to provide privately		6.9%	4
Supplementary Prescribing Service (name therapeutic areas)			
			0
Other services (Enhanced/other locally commissioned/other NHS Services) the pharmacy provide, or would be willing to provide			
Ear Micro suction service			4
Vaccination service			3
COVID 10 Vaccination Service			1
The supervised consumption service			1
Domiciliary Medicine Service			1
Nicotine replacement therapy			1
I would be happy to provide most services if we can be helped with guidance or forms and/or applications to set them all up.			1

Disease Specific Medicines Management Service: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=58)	%	Responses
Allergies		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned		84.5%
Not able or not willing to provide		15.5%
Willing to provide privately		8.6%
Alzheimer's/dementia		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned		72.4%
Not able or not willing to provide		27.6%
Willing to provide privately		5.2%
Asthma		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned		82.8%
Not able or not willing to provide		17.2%
Willing to provide privately		5.2%
CHD		
Currently providing under contract with local NHS England Team	0.0%	0
Currently providing under contract with CCG	0.0%	0
Currently providing under contract with Local Authority	0.0%	0
Willing to provide if commissioned		77.6%
Not able or not willing to provide		22.4%
Willing to provide privately		5.2%

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COPD			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.3%	46
Not able or not willing to provide		20.7%	12
Willing to provide privately		5.2%	3
Depression			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		77.6%	45
Not able or not willing to provide		22.4%	13
Willing to provide privately		5.2%	3
Diabetes type I			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.3%	46
Not able or not willing to provide		20.7%	12
Willing to provide privately		5.2%	3
Diabetes type II			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		81.0%	47
Not able or not willing to provide		19.0%	11
Willing to provide privately		5.2%	3
Epilepsy			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		27.6%	16
Willing to provide privately		5.2%	3
Heart Failure			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		77.6%	45
Not able or not willing to provide		22.4%	13
Willing to provide privately		5.2%	3
Hypertension			
Currently providing under contract with local NHS England Team		3.4%	2
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		79.3%	46
Not able or not willing to provide		17.2%	10
Willing to provide privately		6.9%	4
Parkinson's disease			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		27.6%	16
Willing to provide privately		5.2%	3

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Other vaccinations: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=58)		%	Responses
Childhood vaccinations			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		67.2%	39
Not able or not willing to provide		31.0%	18
Willing to provide privately		12.1%	7
COVID-19 vaccinations			
Currently providing under contract with local NHS England Team		12.1%	7
Currently providing under contract with CCG		1.7%	1
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		15.5%	9
Willing to provide privately		13.8%	8
Hepatitis (at risk workers or patients) vaccinations			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		74.1%	43
Not able or not willing to provide		22.4%	13
Willing to provide privately		20.7%	12
HPV vaccinations			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		24.1%	14
Willing to provide privately		20.7%	12

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Meningococcal vaccinations			
Currently providing under contract with local NHS England Team		1.7%	1
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		0.0%	0
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		24.1%	14
Willing to provide privately		22.4%	13
Pneumococcal vaccinations			
Currently providing under contract with local NHS England Team		10.3%	6
Currently providing under contract with CCG		3.4%	2
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		63.8%	37
Not able or not willing to provide		17.2%	10
Willing to provide privately		17.2%	10
Travel vaccinations			
Currently providing under contract with local NHS England Team		0.0%	0
Currently providing under contract with CCG		0.0%	0
Currently providing under contract with Local Authority		1.7%	1
Willing to provide if commissioned		72.4%	42
Not able or not willing to provide		20.7%	12
Willing to provide privately		24.1%	14
Other – (please state)			
Currently we are providing travel vaccines as a private service			3
Currently provides Pneumococcal vaccinations, Meningococcal vaccinations, HPV vaccinations, Hepatitis (at risk workers or patients) vaccinations privately on a Saturday			1
The COVID -19 vaccination would only be able to be provided with extra support			1
Enhanced Flu Vaccination Service			1
I would be willing to provide all vaccinations			1
Does the pharmacy provide collection of prescriptions from GP practices? (N=58)			
Yes		84.5%	49
No		15.5%	9
Does the pharmacy provide monitored Dosage systems excluding those provided under the Equality Act – Free of charge on request (N=58)			
Yes		82.8%	48
No		17.2%	10
Monitored Dosage Systems – with charge (N=54, 4 skipped)			
Yes		18.5%	10
No		81.5%	44
Is there a particular need for a locally commissioned service in your area? (N=55, 3 skipped)			
Yes		36.4%	20
No		63.6%	35

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If there is a particular need for a locally commissioned service in your area, what is the service requirement and why?		
Minor ailments scheme- this is a deprived area, patients can not afford to buy Over-The-Counter medicines when referred from the GP.		4
Paid for Monitored Dosage Systems scheme for the community		3
Stop Smoking service ---as the area is in a low socio economic class of people who are prone to smoking which leads to cardiovascular diseases and therefore having a stop smoking service will help reduce rates of cardiovascular diseases.		2
Emergency contraception		1
With the increased housebound and elderly patients there is a need for a commissioned delivery service. Our delivery service to vulnerable patients will need to be reviewed in line with current economic pressures.		1
Sharps collection service		1
Travel vaccination on the NHS. As this area is deprived, most families can not afford the required vaccinations to ensure they are safe and vaccinated against possible communicable infections from other parts of the world.		1
For people who required support to enable them to self administer their medicines appropriately and safely and retain personal independence as much as possible		1
NHS - patient guidance into working of NHS and not about medicines or their health.		1
We are aware that in other parts of the country the local NHS has commissioned a walk-in Community Pharmacist Consultation Service (CPCS) which means that members of the public with low acuity minor illnesses can refer themselves directly to a pharmacy and receive a structured intervention and advice. Whilst this service is not being commissioned by local authorities it is a service that hugely impacts on the overall health and wellbeing of the local population and improves overall health outcomes without putting unnecessary burden on other part of primary care.		1
Needle exchange service		1
All the services mentioned in the previous questions would all be beneficial. Probably an anticoagulant monitoring service would be useful for all the elderly patients that find it difficult to get to the anticoagulant service (INR Clinic).		1
Intervention with people drinking alcohol--- high rates of alcohol misuse in the areas leads to obesity , liver damage and diabetes		1
Return of unused medicines to prevent patients inadvertently taking and reduce prescribing of the unwanted medicines.		1

Does the pharmacy provide delivery of dispensed medicines? (N=58)		%	Responses
Delivery of dispensed medicines to vulnerable patient groups			
Yes		89.7%	52
No		10.3%	6
Delivery of dispensed medicines – Free of charge on request			
Yes		74.1%	43
No		25.9%	15
Delivery of dispensed medicines – with charge			
Yes		27.6%	16
No		72.4%	42

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Select wards if you provide delivery of dispensed medicines (Select all) (N=49)	%	Responses
North East: Crystal Palace & Upper Norwood	24.5%	12
North East: South Norwood	28.6%	14
North East: Thornton Heath	40.8%	20
Central East: Addiscombe East	32.7%	16
Central East: Park Hill & Whitgift	24.5%	12
Central East: Shirley North	22.4%	11
Central East: Shirley South	30.6%	15
Central East: Woodside	26.5%	13
South East: New Addington North	22.4%	11
South East: New Addington South	22.4%	11
South East: Selsdon & Addington Village	16.3%	8
South East: Sesldon Vale & Forestdale	14.3%	7
North West: Bensham manor	16.3%	8
North West: Norbury & Pollards Hill	20.4%	10
North West: Norbury Park	18.4%	9
North West: West Throton	20.4%	10
Central West: Addiscombe West	26.5%	13
Central West: Broad Green	22.4%	11
Central West: Fairfield	20.4%	10
Central West: Selhurst	24.5%	12
Central West: South Croydon	30.6%	15
Central West: Waddon	16.3%	8
South West: Coulsdon Town	22.4%	11
South West: Kenley	20.4%	10
South West: Old Coulsdon	20.4%	10
South West: Purley & Woodcote	28.6%	14
South West: Purley Oaks & Riddlesdown	20.4%	10
South West: Sanderstead	20.4%	10
Other (please specify)	2.0%	1
All areas of Bromley		1
Does your pharmacy provide any diagnostic services? (N=58)	%	Responses
Yes	29.3%	17
No	70.7%	41

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If yes, please tick as many diagnostic services that you provide. (N=18)	%	Responses
Blood Glucose	50.0%	9
Random Glucose	27.8%	5
Fasting Glucose	22.2%	4
BMI	72.2%	13
Height	83.3%	15
Waist	77.8%	14
ECG	0.0%	0
Blood lipids	11.1%	2
Total Cholesterol	38.9%	7
HDL Cholesterol	38.9%	7
LDL Cholesterol	16.7%	3
Triglycerides	11.1%	2
CO Reading	11.1%	2
Temperature	5.6%	1
Peak flow	0.0%	0
Urine Test	0.0%	0
Pregnancy Test	22.2%	4
Sexual health test	16.7%	3
Throat test	0.0%	0
Other (please specify)	16.7%	3
Blood Pressure		2
Antigen Rapid test		1
C-reactive protein (CRP) test		1

Did your pharmacy offer any additional/new services during the COVID-19 pandemic? (N=58)	%	Responses
Pandemic delivery service		
Yes	89.7%	52
No	10.3%	6
Covid-19 lateral flow device distribution service		
Yes	98.3%	57
No	1.7%	1
Covid-19 Antiviral treatments to eligible patients such as Molnupiravir		
Yes	1.7%	1
No	98.3%	57
Other (please specify)		
Vaccination service		1

Did your pharmacy stop offering any services during the COVID-19 pandemic? (N=58)	%	Responses
Yes	29.3%	17
No	70.7%	41
Yes (please specify)		
Blood pressure checks		5
NHS Health Checks		5
Face to face Medicines Use Review		4
Face to face consultations		3
BMI measurement		2
All diagnostic services		1
Emergency Contraceptives		1
Private travel clinic		1
New Medicine Service (NMS)		1
Supervised Administration Schemes		1
Blood Glucose tests		1
Cholesterol tests		1

Do all your computers within a pharmacy access your dispensary software? (N=58)	%	Responses
Yes	84.5%	49
No	15.5%	9

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Do you have a computer that can access the internet? (N=58)		%	Responses
Yes		100.0%	58
No		0.0%	0

Can the internet be accessed whilst the PMR system is running? (N=58)		%	Responses
Yes		98.3%	57
No		1.7%	1

Do you have access to NHS Summary Care Records? (N=58)		%	Responses
Yes		98.3%	57
No		1.7%	1

Do you have a printer that will print A4 size of paper? (N=58)		%	Responses
Yes		100.0%	58
No		0.0%	0

Do you provide the electronic prescription service? (N=58)		%	Responses
Yes		100.0%	58
No		0.0%	0

Please tick the statements about Electronic prescription service (EPS) below that apply to your pharmacy (you can tick more than one statement) N=58		%	Responses
We are Release 1 enabled		62.1%	36
We are Release 2 enabled		100.0%	58
We are planning to introduce Release 1 within 12 months		0	0
We are planning to introduce Release 2 within 12 months		0	0
We do not currently have plans for EPS Services		0	0

When was the last CPPQ survey completed? (N=52, 6 skipped)		%	Responses
2018		3.4%	2
2019		31.0%	18
2020		29.3%	17
2021		22.4%	13
2022		3.4%	2

What was the number of respondents? (N=47, 11 skipped)		%	Responses
less than 50		1.7%	1
50-100		31.0%	18
100-150		31.0%	18
150+		17.2%	10

13 Appendix E – Public PNA Survey

13.1 Croydon Public Survey questionnaire

Have your say on pharmacy services in Croydon

1. Do you live in Croydon?

Yes

No

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

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

Yes – within the borough of Croydon

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

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

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

No

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

Once a week

More than once a week

Once a month

A few times a month

Once in 3 months

Once in 6 months

Less than once a year

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

For advice

To collect prescribed medication

To buy shampoo, toothpaste, and other toiletries

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

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

If I am unable to get a GP appointment

To find out about services available to you

For specialised services (such as stop smoking services)

Other

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

Yes – I use the same pharmacy all of the time

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

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

No – I use several different community pharmacies

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

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

Walking

Cycling

London Borough of Croydon

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

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

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

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

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

10. What are the most convenient times for you to access a pharmacy? (Please tick all that apply)

	Early Mornings (before 9AM)	Mornings	Lunchtime	Afternoon	Evening	Late Nights (after 7PM)
Monday to Friday						
Saturday						
Sunday						

11. What are the most important reasons for choosing a pharmacy? (Please tick all that apply)

- It is close to my home
- It is close to my GP surgery
- It is close to my workplace
- It is in my local supermarket
- It has good parking facilities nearby
- It has disabled access
- Staff are friendly
- Staff are knowledgeable
- I trust the pharmacist who works there
- Staff speak my first language
- I am served quickly
- It sells the things I need
- It has convenient opening times
- It delivers medication to my home
- It has a private consultation area

- It has the prescriptions that I need
- It uses an electronic prescription services (EPS)
- It offers a prescription collection service from my GP surgery
- It offers lifestyle/behaviour change services
- It offers weight management services
- It offers stop smoking services
- Other – please describe

12. What services have you used from your pharmacy? (Please tick all that apply)

- Collecting prescriptions or repeat prescriptions
- Buying over the counter medicine (that do not need a prescription)
- Flu vaccinations
- Travel vaccinations
- Buying over-the-counter medical devices and other health-related products e.g., plasters, cough medicine etc.
- Advice and information on medication
- Advice and information on healthy lifestyles and disease prevention
- Advice and information on minor ailments/injuries
- Blood pressure, cholesterol and/or weight checks
- Screening checks (e.g. diabetes)
- Sexual health checks (e.g. chlamydia, HIV)
- H-Pylori testing (stomach ulcer breath test)
- Contraception
- Emergency contraception (the morning after pill)
- Disposing of old or unwanted medicines
- Support for drug problems
- Support for alcohol problems
- Accessing Needle and syringe programmes (NSPs)
- Other

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

	Yes	No	Don't know
Dispensing of prescriptions			
Repeat dispensing services			
Home delivery and prescription collection services			
Needle exchange			
Advice from your pharmacist			
Sale of over-the-counter medicines			
Disposal of unwanted medicines			
Minor Ailments Service			
Flu vaccination services			
Detailed discussion with your pharmacist on how to take your existing and newly prescribed medicines			
Stopping smoking/nicotine replacement therapy			

Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)			
Immediate access to specialist drugs (e.g. Palliative care medicines)			
Supervised consumption of methadone and buprenorphine			
Emergency supply of prescription medicines			
Other, please specify:			

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

- a. Opening times
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - Any other comments

- b. Consultation rooms
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - Any other comments

- c. Medicines review and advice
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - Any other comments

- d. Any other comments

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

16. What new services would you like pharmacies in Croydon to provide in the future?

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

Equalities Monitoring

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

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

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

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

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

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

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

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

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

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

Yes (please answer Q6)

No

Prefer not to say

Other

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

Visually impaired

Hearing impaired

Mobility disability

Learning disability

Communication difficulty

Hidden disability: autism spectrum disorder (ASD)

Hidden disability: attention deficit hyperactivity disorder (ADHD)

Hidden disability: Asthma

Hidden disability: Epilepsy

Hidden disability: Diabetes

Hidden disability: Sickle cell

Other

Prefer not to say

13.2 Public Survey results

Do you live in Croydon? (N=327)		%	Responses
Yes		99.4%	325
No		0.6%	2

Please state the first part of your postcode. (N=326, 1 Skipped)		%	Responses
CR0		39.3%	128
CR2		22.1%	72
CR8		11.7%	38
SE25		9.2%	30
CR7		7.1%	23
CR5		4.3%	14
SW16		2.8%	9
SE19		2.5%	8
CR3		0.6%	2
BR3		0.3%	1
CR6		0.3%	1

Do you usually use a pharmacy in Croydon, another out-of-the borough pharmacy or an		%	Responses
Yes – within the borough of Croydon		94.8%	310
Yes – out-of-the borough (in the surrounding boroughs of Croydon, for example:		3.4%	11
Yes – distance-selling pharmacy (online/internet pharmacy)		1.8%	6

How often do you use a pharmacy? (N=327)		%	Responses
Once a week		7.0%	23
More than once a week		2.8%	9
Once a month		35.5%	116
A few times a month		29.1%	95
Once in 2 months		21.7%	71
Once in 6 months		3.4%	11
Less than once a year		0.6%	2

What do you usually use your local pharmacy for? (please tick all that apply) (N=327)		%	Responses
For advice		34.3%	112
To collect prescribed medication		95.1%	311
To buy shampoo, toothpaste, and other toiletries		20.8%	68
To buy medication that doesn't need a prescription (over the counter medicines)		58.7%	192
To get support for long term conditions (e.g., diabetes, high blood pressure)		7.0%	23
If I am unable to get a GP appointment		16.2%	53
To find out about services available to you		2.1%	7
For specialised services (such as stop smoking services)		2.4%	8
Other (please specify)		5.2%	17
Vaccination			12
Delivery of medication			2
Disposal of medicine			1
When GP appointment is not available			1
Blister medication			1

Do you use the same pharmacy on a regular basis? (N=327)		%	Responses
of the time		69.1%	226
most of the time		22.9%	75
Yes – I use online/internet pharmacies all of the time		0.6%	2
street)		5.5%	18
No – I use a combination of community pharmacies (e.g. chemist on your high street) and online/internet pharmacies		1.8%	6

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What is your most frequent way of travel to get to your pharmacy? (N=327)	%	Responses
Walking	64.2%	210
Cycling	1.2%	4
Car/morobike/van	21.1%	69
Public transport	5.2%	17
I have my medicine delivered	7.0%	23
Other (please specify)	1.2%	4
Mobility scooter		2
Combination of car or get it delivered		1
Friends		1

How long does it take for you to travel to your pharmacy? (N=327)	%	Responses
Less than 5 minutes	23.5%	77
5-10 minutes	38.5%	126
10-15 minutes	19.3%	63
15-20 minutes	10.4%	34
20-25 minutes	2.8%	9
30+ minutes	0.3%	1
I have my medicine delivered	5.2%	17

Is there a more convenient or closer pharmacy that you don't use? (N=327)	%	Responses
No	78.6%	257
Yes	21.4%	70

What are the most convenient times on weekdays (Monday to Friday) for you to access a pharmacy? (please tick all that apply) (N=327)	%	Responses
Early mornings (before 9am)	15.6%	51
Mornings	55.7%	182
Lunchtime	32.1%	105
Afternoon	51.7%	169
Evening	37.0%	121
Late nights (after 7pm)	19.0%	62

What are the most convenient times on Saturday for you to access a pharmacy? (please tick all that apply) (N=327)	%	Responses
Early mornings (before 9am)	10.1%	33
Mornings	74.6%	244
Lunchtime	36.4%	119
Afternoon	51.4%	168
Evening	17.1%	56
Late nights (after 7pm)	10.4%	34

What are the most convenient times on Sunday for you to access a pharmacy? (please tick all that apply) (N=327)	%	Responses
Early mornings (before 9am)	10.4%	34
Mornings	67.6%	221
Lunchtime	35.8%	117
Afternoon	49.2%	161
Evening	15.0%	49
Late nights (after 7pm)	9.2%	30

Pharmaceutical Needs Assessment 2022

What are the most important reasons for choosing a pharmacy? (please tick all that apply) (N=327)	%	Responses
It is close to my home	79.8%	261
It is close to my GP surgery	42.5%	139
It is close to my workplace	5.2%	17
It is in my local supermarket	4.0%	13
It has good parking facilities nearby	17.1%	56
It has disabled access	5.2%	17
Staff are friendly	60.9%	199
Staff are knowledgeable	62.1%	203
I trust the pharmacist who works there	59.0%	193
Staff speak my first language	12.5%	41
I am served quickly	37.6%	123
It sells the things I need	29.4%	96
It has convenient opening times	41.6%	136
It delivers medication to my home	16.8%	55
It has a private consultation area	27.5%	90
It has the prescriptions that I need	54.4%	178
It uses an electronic prescription services (EPS)	55.7%	182
It offers a prescription collection service from my GP surgery	38.8%	127
It offers lifestyle/behaviour change services	4.6%	15
It offers weight management services	2.8%	9
It offers stop smoking services	2.8%	9
Other (please specify)	4.0%	13
Vaccination		6
Blood pressure service		1
It offers a reliable and efficient service without mistakes		2
I worry the community will lose the pharmacy, so I like to help to keep it open		1
Its a local business - not a chain		1
Offers review services supporting GP		1
They remember me, and ask how I'm doing		1
I feel Covid safe when inside		1

What services have you used from your pharmacy? (please tick all that apply) (N=327)	%	Responses
Collecting prescriptions or repeat prescriptions	95.4%	312
Buying over the counter medicines (that do not need a prescription)	82.0%	268
Flu vaccinations	35.8%	117
Travel vaccinations	3.7%	12
plasters, cough medicine etc	61.2%	200
Advice and information on medication	48.0%	157
Advice and information on healthy lifestyles and disease prevention	5.5%	18
Advice and information on minor ailments/injuries	31.2%	102
Blood pressure, cholesterol and/or weight checks	6.4%	21
Screening checks (e.g. diabetes)	2.1%	7
H-Pylori testing (stomach ulcer breath test)	0.3%	1
Contraception	3.1%	10
Emergency contraception (the morning after pill)	2.1%	7
Disposing of old or unwanted medicines	38.5%	126
Support for drug problems	0.3%	1
Support for alcohol problems	0.3%	1
Accessing Needle and syringe programmes (NSPs)	0.3%	1
Other (please specify)	2.4%	8
Covid-19 related services (e.g. lateral flow tests, vaccination)		3
Delivery of medication		1
Smoking		1
When GP appointment is not available		1
Often catches doctors' mistakes with the prescription		1

Pharmaceutical Needs Assessment 2022

Would you like to see any of these services provided by your local pharmacy? (N=327)	%	Responses
Dispensing of prescriptions		
Yes	92.0%	301
No	1.5%	5
Don't know	6.4%	21
Repeat dispensing services		
Yes	93.6%	306
No	1.8%	6
Don't know	4.6%	15
Home delivery and prescription collection services		
Yes	77.4%	253
No	7.0%	23
Don't know	15.6%	51
Needle exchange		
Yes	19.6%	64
No	19.0%	62
Don't know	61.5%	201
Advice from your pharmacist		
Yes	92.4%	302
No	3.4%	11
Don't know	4.3%	14
Sale of over-the-counter medicines		
Yes	94.5%	309
No	1.2%	4
Don't know	4.3%	14
Disposal of unwanted medicines		
Yes	90.2%	295
No	2.1%	7
Don't know	7.6%	25
Minor Ailments Service		
Yes	85.9%	281
No	2.1%	7
Don't know	7.6%	25
Flu vaccination services		
Yes	83.2%	272
No	4.0%	13
Don't know	12.8%	42

Pharmaceutical Needs Assessment 2022

Detailed discussion with your pharmacist on how to take your existing and newly prescribed medicines			
Yes		78.6%	257
No		8.0%	26
Don't know		13.5%	44
Stopping smoking/nicotine replacement therapy			
Yes		37.6%	123
No		21.7%	71
Don't know		40.7%	133
emergency contraception)			
Yes		39.1%	128
No		19.0%	62
Don't know		41.9%	137
Immediate access to specialist drugs (e.g. Palliative care medicines)			
Yes		53.8%	176
No		8.3%	27
Don't know		37.9%	124
Supervised consumption of methadone and buprenorphine			
Yes		17.7%	58
No		25.1%	82
Don't know		57.2%	187
Emergency supply of prescription medicines		0.0%	
Yes		87.8%	287
No		4.0%	13
Don't know		8.3%	27
Other (please specify)		18.7%	61
Health checks (blood pressure, cholesterol etc)			10
Open on weekends/longer hours			9
Travel/Covid-19 vaccinations			7
Medication for minor ailments and infections			5
Better service by the staff			5
Prescriptions to be prescribed by the pharmacist if it's a repeat prescription			3
Diversity of brands (not just generic brands)			2
Sale and/or loan equipment (e.g. blood pressure kits)			2
Covid-19 fit to fly test			1
Medicine review			1
More education on hormone use			1
Recycling used medicine			1
Triage nurses in pharmacies			1
Immediate access to medicines in palliative cases			1
Stop smoking services			1
Medicine advice			1
Ear wax removal service			1
Staff to be trained in mental health issues			1
Provision of services for womens' health needs			1
referral to the GP for a prompt appointment after a consultation with the pharmacist			1
Online ordering			1
Delivery services			1
Advice on similar medicines			1
Herbal remedies			1
Knowledgeable pharmacist			1
Medicine optimisation			1
Sexual health advice and free contraception for young people			1
Emergency supply for prescription medicines			1

Pharmaceutical Needs Assessment 2022

How satisfied or dissatisfied are you with the current service provision? (N=327)	%	Responses
Opening times		
Very satisfied	44.6%	146
Satisfied	36.1%	118
Neither satisfied nor dissatisfied	8.3%	27
Dissatisfied	9.5%	31
Very dissatisfied	1.5%	5
Any comments:		
Weekend		47
Late nights		17
Early mornings		6
Lunchtime		10
Longer hours		3
Open all weekdays		2
Delivery		1
Consultation rooms		
Very satisfied	26.0%	85
Satisfied	24.5%	80
Neither satisfied nor dissatisfied	39.4%	129
Dissatisfied	7.3%	24
Very dissatisfied	2.8%	9
Any comments:		
Not available/not sure if available		12
Never used		10
Small		7
Not discrete		4
Very good (sanitation, privacy)		4
Uncaring		2
Outdated		1
Need additional rooms		1
Dirty		1
Disorganised		1
Inefficient		1
Medicines review and advice		
Very satisfied	30.6%	100
Satisfied	27.2%	89
Neither satisfied nor dissatisfied	36.7%	120
Dissatisfied	4.6%	15
Very dissatisfied	0.9%	3
Any comments:		
Not available/not sure if available		4
Never used		4
Readily available and helpful		12
My medicine review is done/or should be done by my GP		6
I don't normally review medicines at pharmacist - would be good if they offered.		3
Same brands should be given for my prescription all the time		1
I feel comfortable with that for general advice but am not sure about complex cases		1
What is your gender? (N=324, 3 skipped)		
Male	30.2%	98
Female	65.4%	212
Transgender	0.6%	2
Prefer not to say	2.8%	9
Other (please specify)	0.9%	3

Pharmaceutical Needs Assessment 2022

How would you define your sexual orientation? (N=322, 5 skipped)	%	Responses
Bi/bisexual	3.1%	10
Heterosexual/straight	85.7%	276
Homosexual/gay/lesbian	3.1%	10
Prefer not to say	7.8%	25
Other (please specify)	0.3%	1

What age group are you in? (N=327)	%	Responses
25-34 years	4.0%	13
35-44 years	8.6%	28
45-54 years	18.3%	60
55-64 years	22.6%	74
65-74 years	26.6%	87
74-84 years	15.3%	50
85 years or over	1.8%	6
Prefer not to say	2.8%	9

What is your ethnic group? (N=326, 1 skipped)	%	Responses
White British	73.3%	239
White Irish	2.1%	7
White and Black Caribbean	0.3%	1
Any other White Background	4.6%	15
Black African	0.6%	2
Black Caribbean	2.8%	9
Black British	2.1%	7
Any other Black/African/ Caribbean Black background	0.9%	3
Asian British	3.1%	10
Asian Indian	2.5%	8
Asian Bangladeshi	0.3%	1
Asian Chinese	0.3%	1
Arab British	0.3%	1
Any other mixed background	0.9%	3
Prefer not to say	5.5%	18
Other (please specify)	0.3%	1
White English		1

Do you consider yourself to have a disability? Disability is defined as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. (N=327)	%	Responses
Yes	22.3%	73
No	73.4%	240
Prefer not to say	4.3%	14

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If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services. (N=72, 1 skipped among who said yes)		%	Responses
Visually impaired		5.6%	4
Hearing impaired		18.1%	13
Mobility disability		54.2%	39
Communication difficulty		2.8%	2
Hidden disability: Autism Spectrum Disorder (ASD)		9.7%	7
Hidden disability: Attention Deficit Hyperactivity Disorder (ADHD)		6.9%	5
Hidden disability: Asthma		19.4%	14
Hidden disability: Epilepsy		2.8%	2
Hidden disability: Diabetes		20.8%	15
Hidden disability: Sickle cell		1.4%	1
Prefer not to say		6.9%	5
Other (please specify)		30.6%	22
Other mental health conditions			3
Bipolar disorder			2
Sjögren's Syndrome			2
Myalgic encephalomyelitis			2
Stroke			1
Fabry disease			1
Osteoarthritis			1
Bursitis			1
Constant pain and stiffness			1
Angina			1
Fibromyalgia			1
Other hidden disability			1
Chronic upper limb disorder			1
Hidradenitis suppurativa			1
Ulcerative colitis			1
Chronic obstructive pulmonary disease			1
Kidney transplant			1
Colostomy			1
Hypermobile Ehlers-Danlos syndrome			1
Postural tachycardia syndrome			1

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

14 Appendix F –GP & Dental service providers

Table 38 GP practices in Croydon (Apr 2022)

Organisation Code	Organisation Name	Postcode
H83028	Addington Medical Practice	CR0 0JA
H83033	Ashburton Park Medical Centre	CR0 7AG
H83037	Auckland Surgery	SE19 2DF
H83627	Birdhurst Medical Practice	CR2 7DX
H83052	Bramley Avenue Surgery	CR5 2DR
H83017	Brigstock & South Norwood Partnership	CR7 7JN
H83608	Brigstock Family Practice	CR7 7JH
H83030	Broom Road Medical Practice	CR0 8NG
H83625	Broughton Corner Family Practice	CR7 6BH
Y05317	Country Park Practice	SE25 5NT
Y05318	Denmark Road Surgery	SE25 5NT
H83044	East Croydon Medical Centre	CR0 1FE
H83020	Eversley Medical Centre	CR7 6AR
H83624	Fairview Medical Centre	SW16 5PX
H83019	Friends Road Medical Practice	CR0 1ED
H83631	Greenside Medical Practice	CR0 3PN
H83029	Hartland Way Surgery	CR0 8RG
H83049	Headley Drive Surgery	CR0 0QL
H83016	Keston Medical Practice	CR8 2YL
H83042	Leander Road Surgery	CR7 6JE
H83021	London Road Medical Practice	CR7 6AR
H83609	Mersham Medical Centre	CR7 8JN
H83040	Mitchley Avenue Surgery	CR2 9HH
H83023	Morland Road Surgery	CR0 6HA
H83006	New Addington Group Practice	CR0 0JA
H83009	Norbury Health Centre (02)	SW16 4NL
H83011	North Croydon Medical Centre	CR7 7HQ
H83013	Old Coulsdon Medical Practice	CR5 1HF
H83053	Parchmore Medical Centre	CR7 8LY
H83015	Parkside Group Practice	CR2 6EX
H83001	Portland Medical Centre	SE25 4QB
H83014	Queenhill Medical Practice	CR2 8DU
H83611	Selhurst Medical Practice	SE25 5QA
H83018	Selsdon Park Medical Practice	CR2 8LG
H83043	Shirley Medical Centre	CR0 8BH
H83010	South Norwood Hill Medical Centre	SE25 6BY

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H83012	St. James's Medical Centre	CR0 2BZ
H83039	Stovell House Surgery	CR0 6AH
H83008	The Addiscombe Surgery	CR0 7LJ
H83004	The Farley Road Medical Practice	CR2 7NG
H83031	The Haling Park Partnership	CR2 6AD
H83050	The Moorings Medical Practice	CR8 5DG
Y02962	The Practice Surgeries Ltd	CR0 1FE
H83034	The Whitehorse Practice	CR0 2JJ
H83051	Thornton & Valley Park Surgery	CR0 3EW
H83022	Thornton Heath Health Centre	CR7 8RL
H83005	Upper Norwood Group Practice	SE19 2NT
H83007	Violet Lane Medical Practice	CR0 4HN
H83024	Woodcote Medical	CR8 3EE

Table 39 Dental practices in Croydon (Apr 2022)

Organisation Code	Organisation Name	Postcode
V08617	Orchard Orthodontics	CR0 6BA
V07194	Dental Surgery	CR5 2BB
V13324	Dental Surgery	CR0 1LB
V08047	Blue Dental	CR2 6AP
V04854	Warwick Gardens Dental Practice	CR7 7NA
V04903	Dental Surgery	SE25 4SL
V08649	Crystal Palace Dental Centre	SE19 1SB
V10558	Foxley Lane Dental Practice	CR8 3EH
V12376	Knowle House	CR0 5BA
V19802	124-132 Dental Practice	CR0 8BE
V28663	Dental Solutions	CR0 1LB
V82741	Shirley Dental Practice	CR0 8TF
V82617	Allclear Dental Centre	CR0 1LH
V82523	Whitgift Dental	CR0 1HB
V82769	Mayfield Dental	CR2 0BG
V82816	Dr Graham Aird	CR2 0HA
V83281	Farleigh Dental	CR2 8PB
V10205	Parkway Health Centre	CR0 0JA
V10202	Waddon Clinic	CR0 4DY
V10199	Shirley Clinic	CR0 7LR
V10198	Purley Community Health Clinic	CR8 2AR
V14012	Edridge Road Community H.C.	CR9 1PJ
V83449	Natureza Dental Practice	SE25 4UF

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V00930	Dental Surgery	CR0 4PB
V161508	Foxley Lane (Dental Surgery)	CR8 3EH
V09251	Thornton Heath Health Centre	CR7 8RL
V12310	Dental Beauty Croydon	CR0 6SE
V13419	149 Brighton Road (Dental Practice)	CR5 2NH
V07156	Idh Ltd	CR5 2RA
V07166	Brighton Road (Dental Surgery)	CR2 6AJ
V07170	Dental Surgery	CR0 1EW
V07180	Dental Surgery	CR0 0JG
V07191	Addiscombe Dental Surgery	CR0 6AB
V07193	Haling Park Road (Dental Surgery)	CR2 6NN
V07201	London Road Dental Centre	CR0 2RL
V07208	Dental Surgery	CR0 7RA
V07277	Dental Surgery	CR7 7JD
V07278	Dental Surgery	CR5 2BA
V07292	Jazz Dental Practice	SW16 4DP
V07714	Croydon Dental Practice	CR0 7AB
V07927	Dental Surgery	CR5 1EB
V07928	Taunton Lane Dental Practice	CR5 1SG
V04236	Beulah Hill Dental Centre	SE19 3LQ
V04296	West Croydon Dental Practice	CR0 3SE
V04312	Selsdon Dental Surgery	CR2 8LJ
V04496	Lancaster House Dental Practice	SE25 4BJ
V04886	Colosseum Dental (Selhurst)	SE25 6XP
V04922	Oaktree Dental Practice	CR2 6EQ
V04924	Orchard Dental Practice	CR0 6BB
V21953	Brigstock Road Dental Practice	CR7 7JL
V05302	Dental Surgery	SW16 4UY
V05465	Croydon Dental Care	CR0 1RB
V05767	Park Lane Dental	CR0 1JB
V05778	Rosewood Dental Care	CR0 6RG
V05782	Miss C Mccarthy & Miss M Mccarthy	CR2 6AH
V05857	Purley Dental Practice	CR8 3EH
V05879	Kenley Dental Practice	CR8 5AA
V05886	Dental Surgery	CR0 7LG
V08538	London Road (Dental Surgery)	SW16 4DN
V08573	Minty Pearls Dental Clinic	SW16 4BT
V08645	Ramani Dental Surgery	CR2 8JJ
V08652	Croydon Orthodontic Practice	CR2 7PA
V08659	Gentle Dental Care	CR0 2JH

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V08754	Dental Surgery	CR8 3AD
V08880	Linden Lodge Medical and Dental	CR7 6AR
V08936	Arcades Dental Surgery	CR7 8LY
V05772	Smile Dental Practice Croydon	CR0 6SE
V08016	Dental Surgery	CR0 1PB
V82163	Fairfield Dental Centre	CR0 1JS
V19300	Purley Dental Care	CR8 2NE

15 Appendix G – Maps of Croydon Health Services

Figure 31 The location of health services in the Croydon boroughs

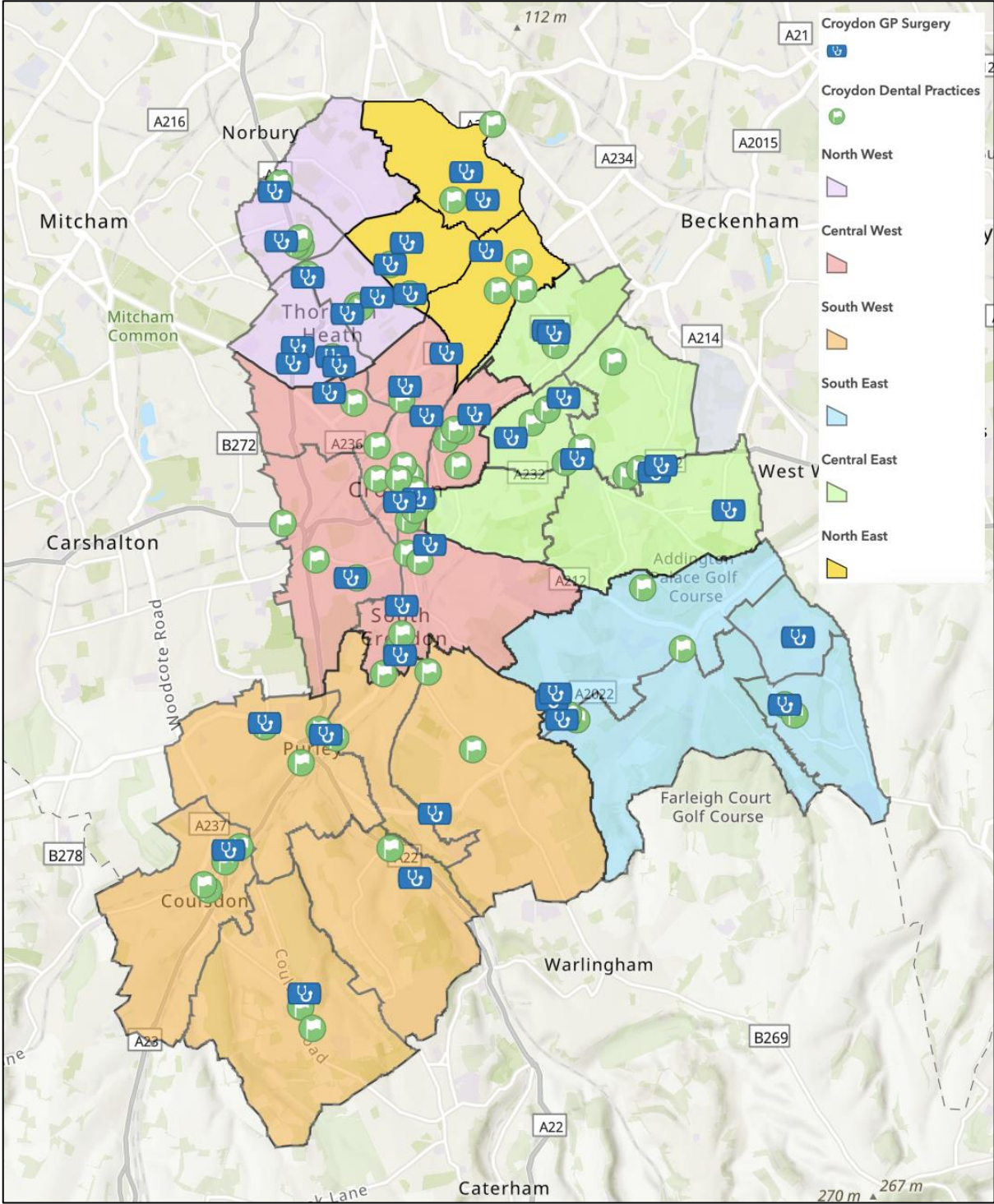
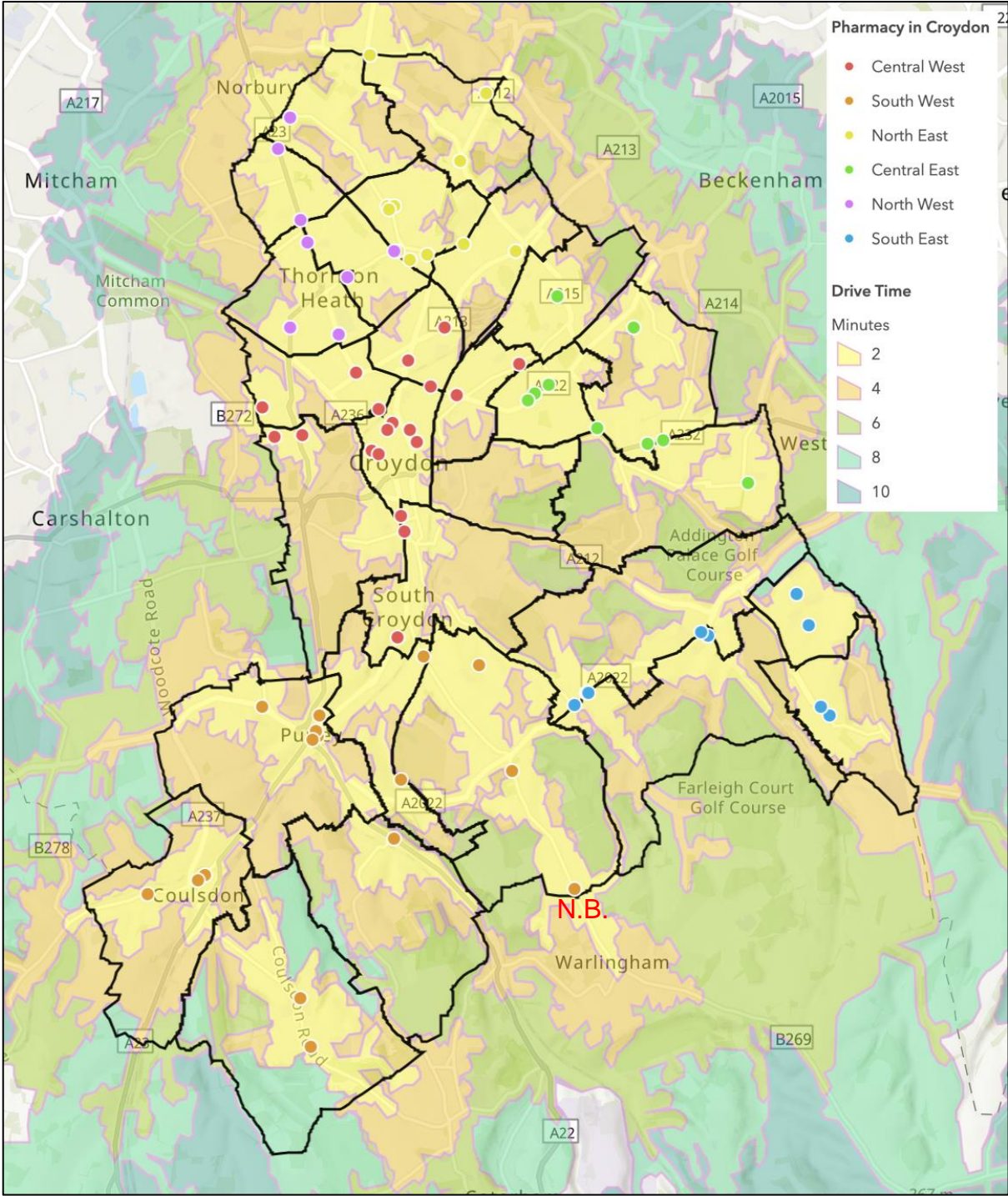
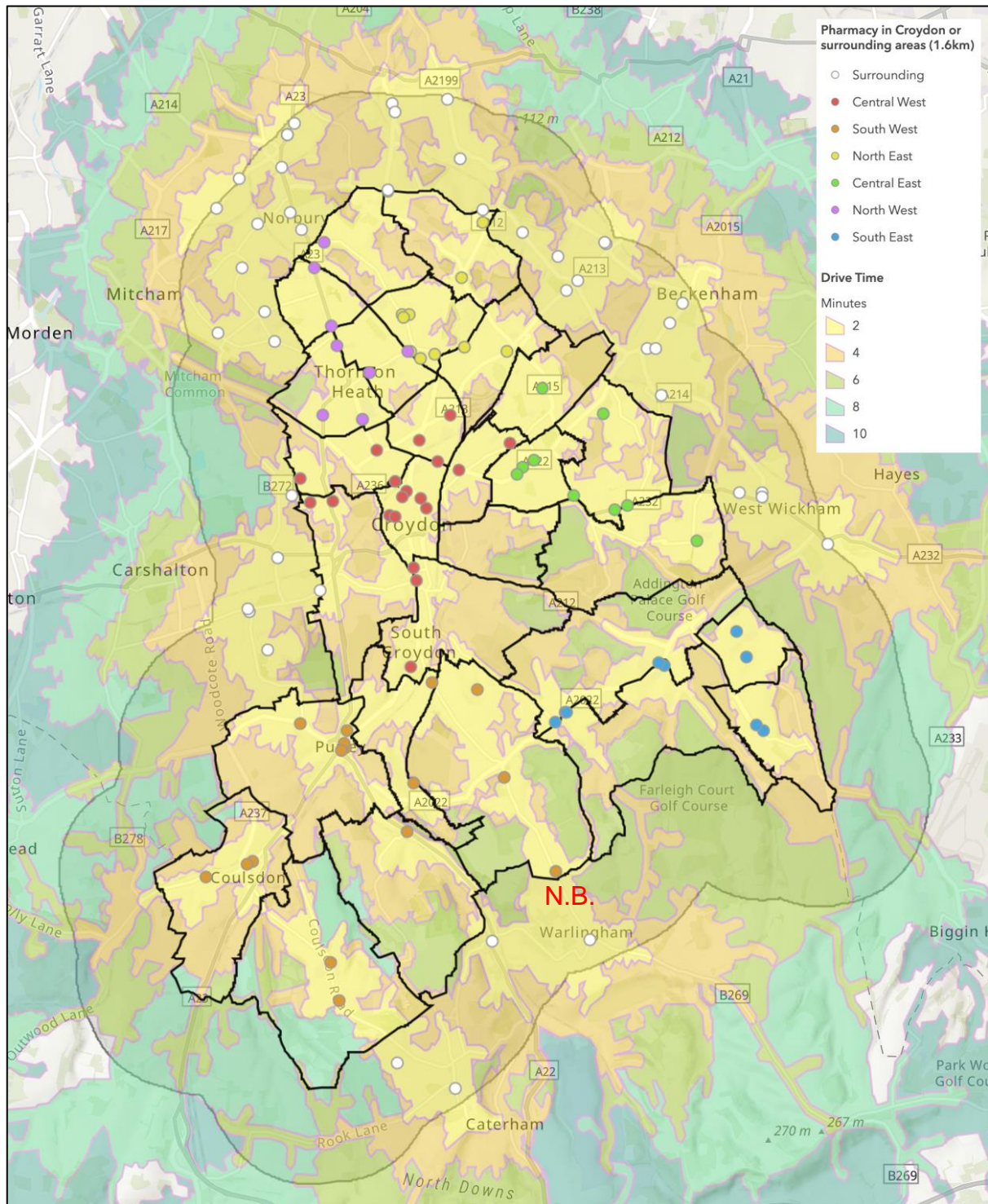


Figure 32 Drive time to nearest pharmacy in Croydon (minutes)



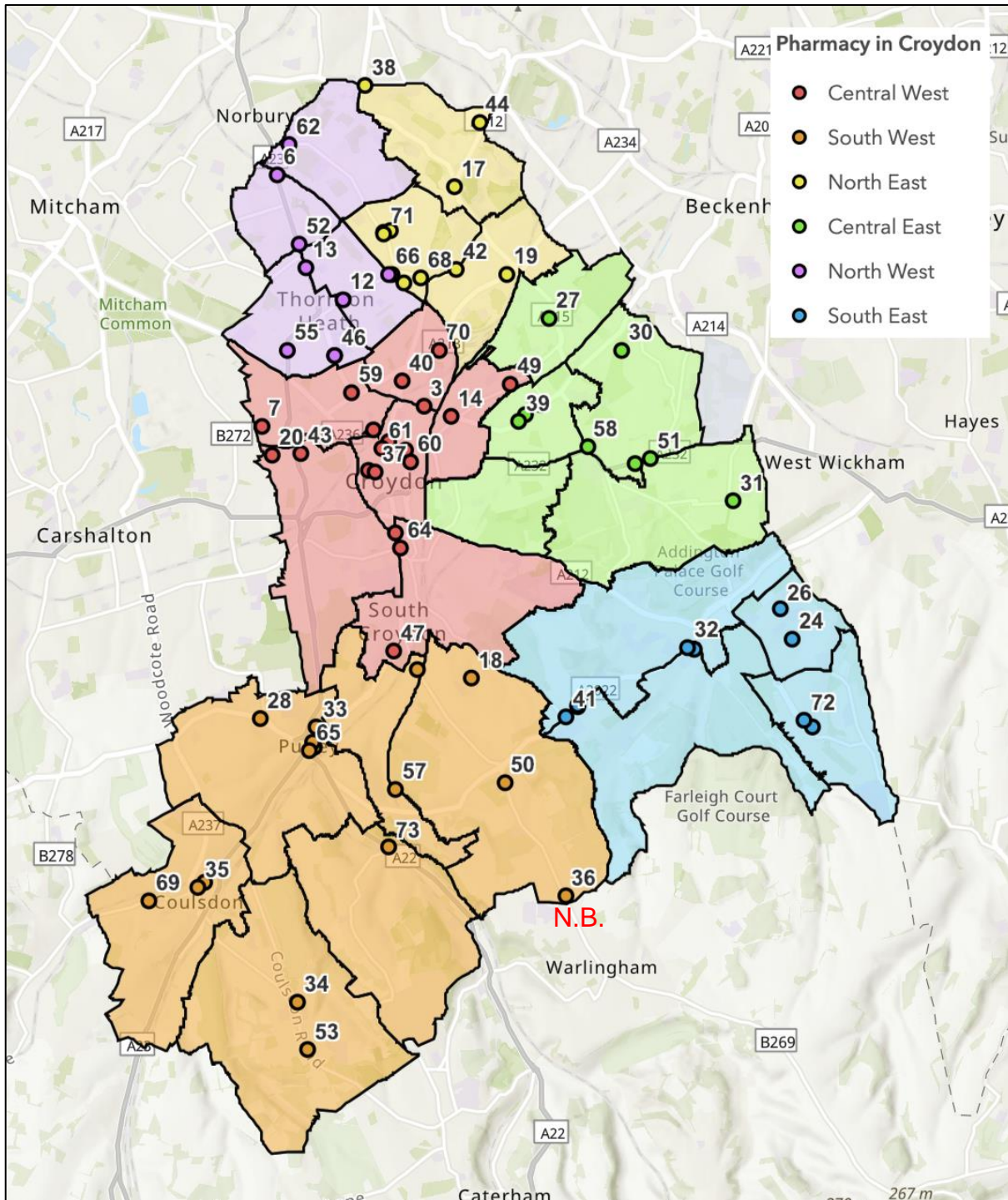
N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

Figure 33 Drive time to nearest pharmacy in Croydon or surrounding areas (minutes)



N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

Figure 34 Location of pharmacies by locality in Croydon open on weekdays



N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

Figure 35 Location of pharmacies by locality in Croydon open on weekday evenings (after 5pm) with Population Density for LSOA (dot density)

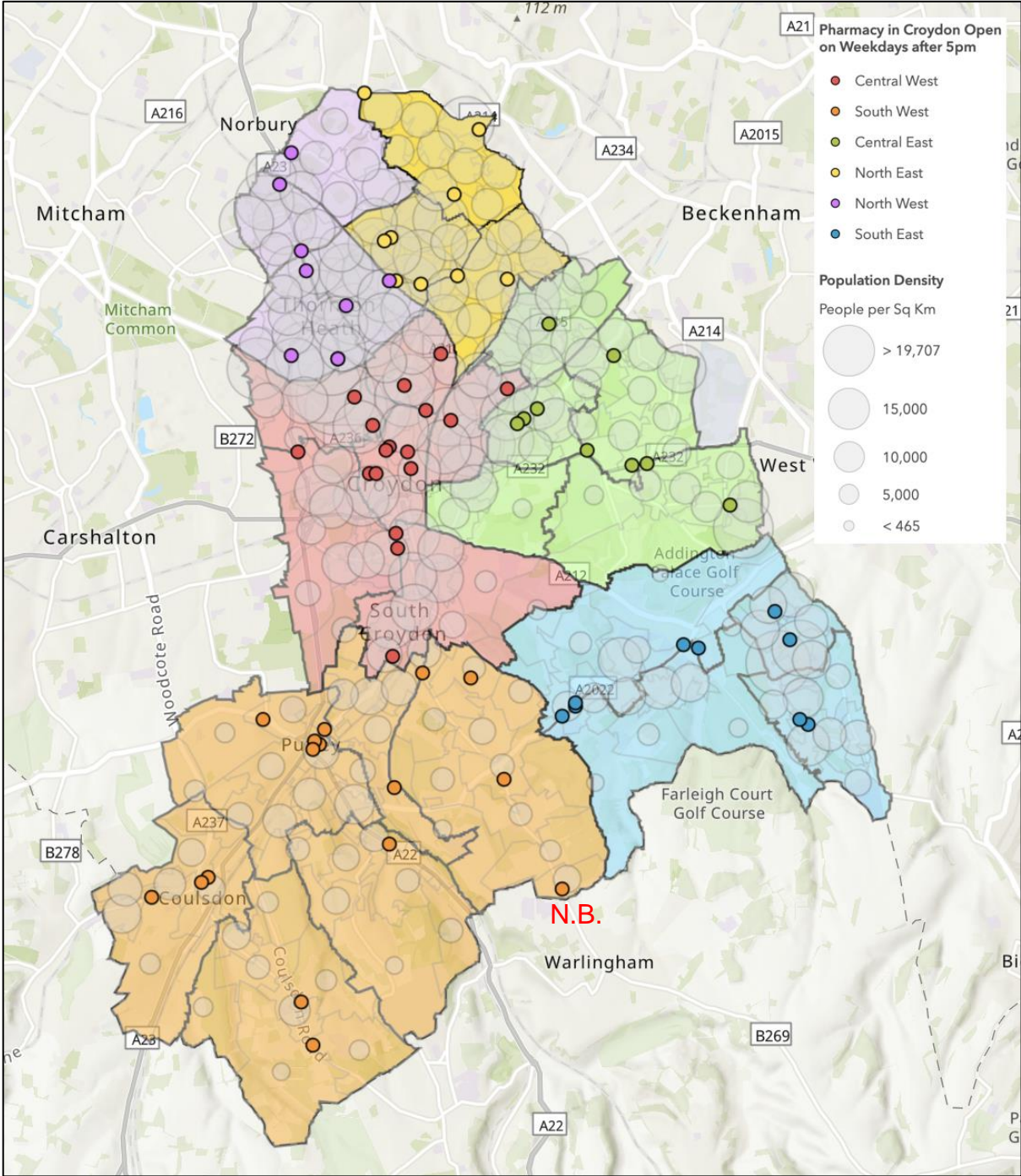
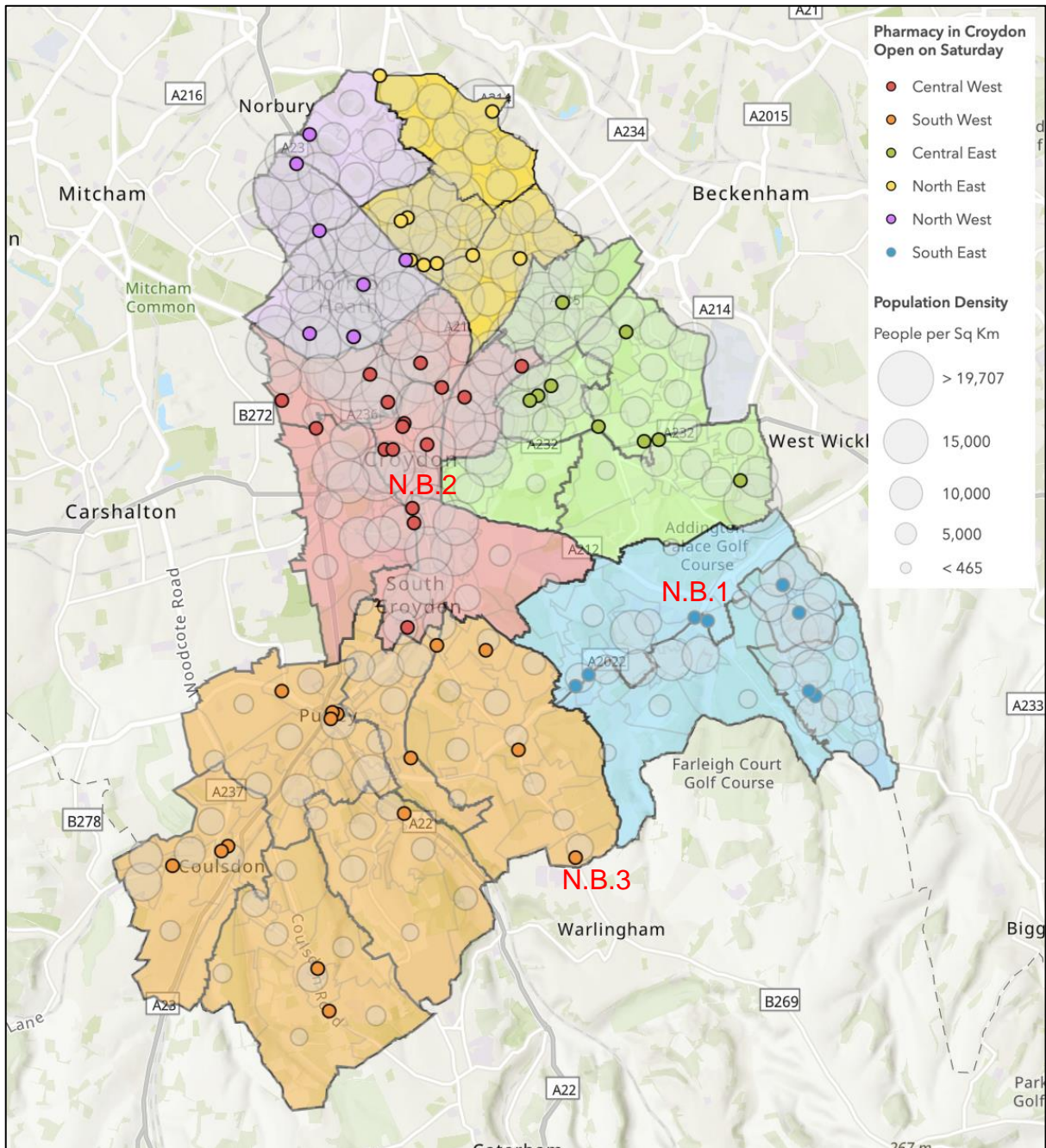


Figure 36 Location of pharmacies by locality in Croydon open on Saturdays with Population Density for LSOA (dot density)

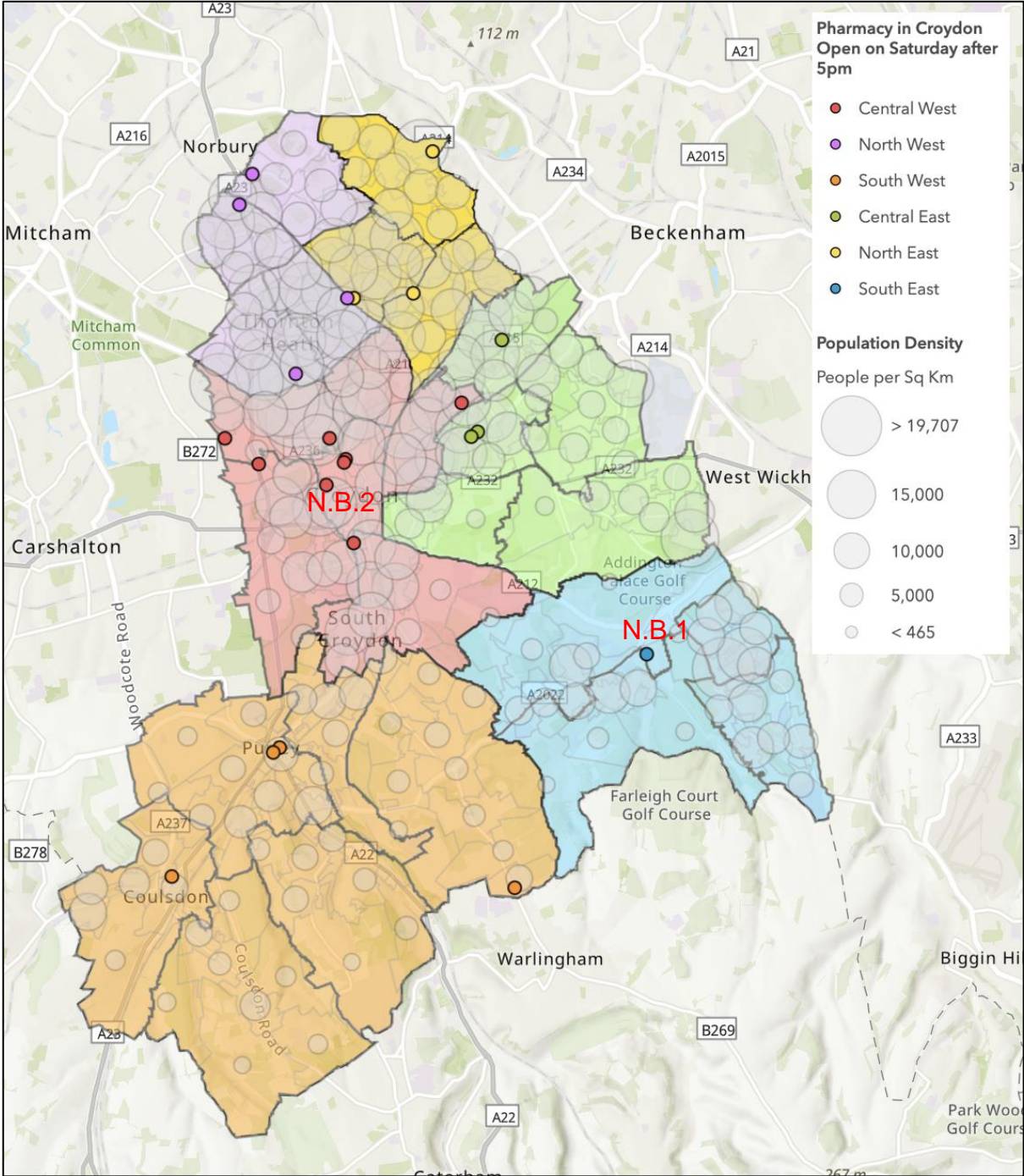


N.B.1 Goldmantle Pharmacy (FCL69, Map ID: 29) has changed their opening hours and no longer open on Saturday.

N.B.2 Swan Pharmacy (FVG31, Map ID: 64) has changed their opening hours and no longer open on Saturday.

N.B.3 Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

Figure 37 Location of pharmacies by locality in Croydon open on Saturday evening (after 5pm) with Population Density for LSOA (dot density)



N.B.1 Goldmantle Pharmacy (FCL69) has changed their opening hours and no longer open after 5pm on Saturday.

N.B.2 Barkers Chemist (FTN21) has changed their opening hours and no longer open after 5pm on Saturday.

Figure 38 Location of pharmacies by locality in Croydon open on Sunday with Population Density for LSOA (dot density)

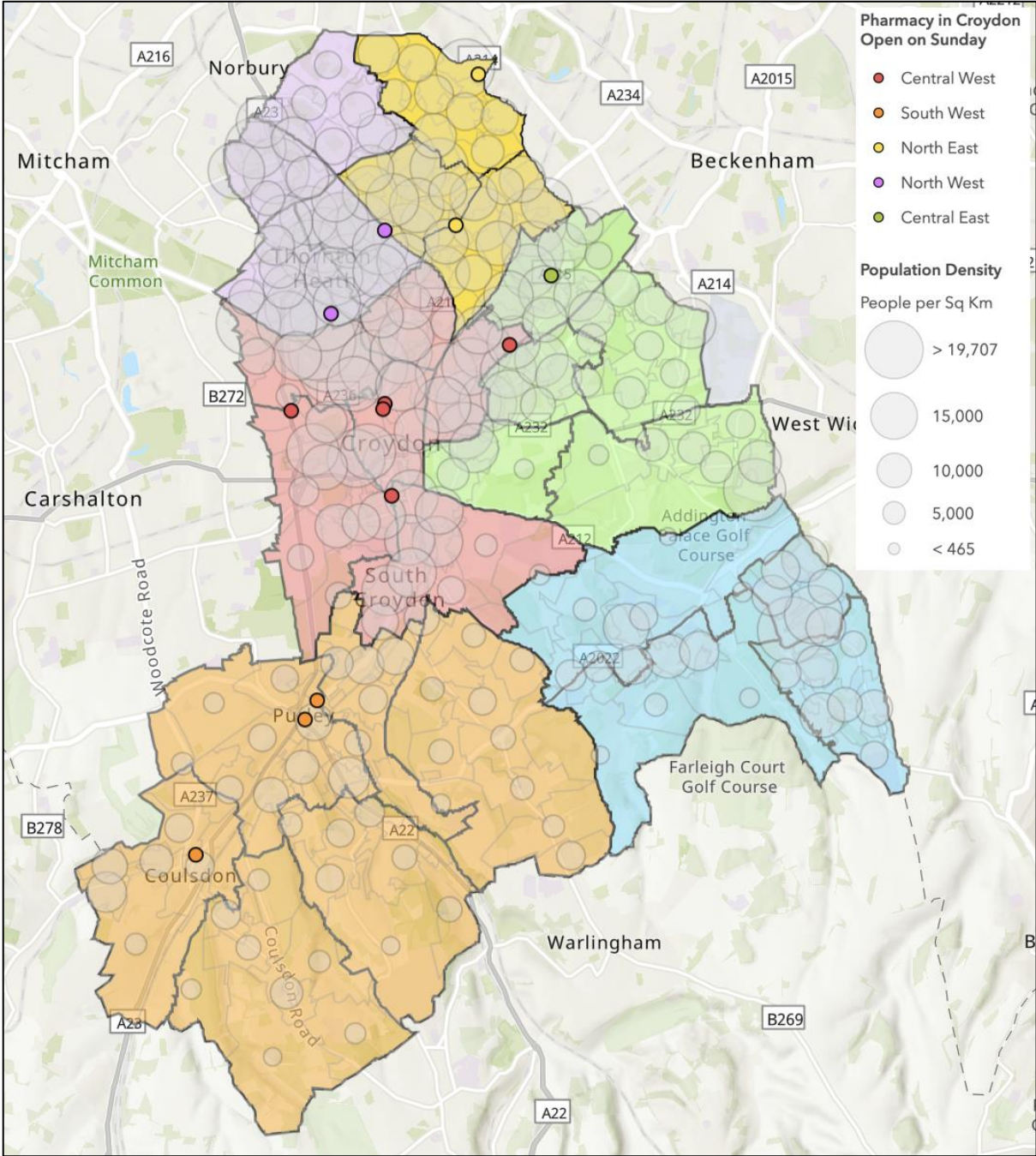


Figure 39 Location of 100-hour pharmacies by locality in Croydon with Population Density for LSOA (dot density)

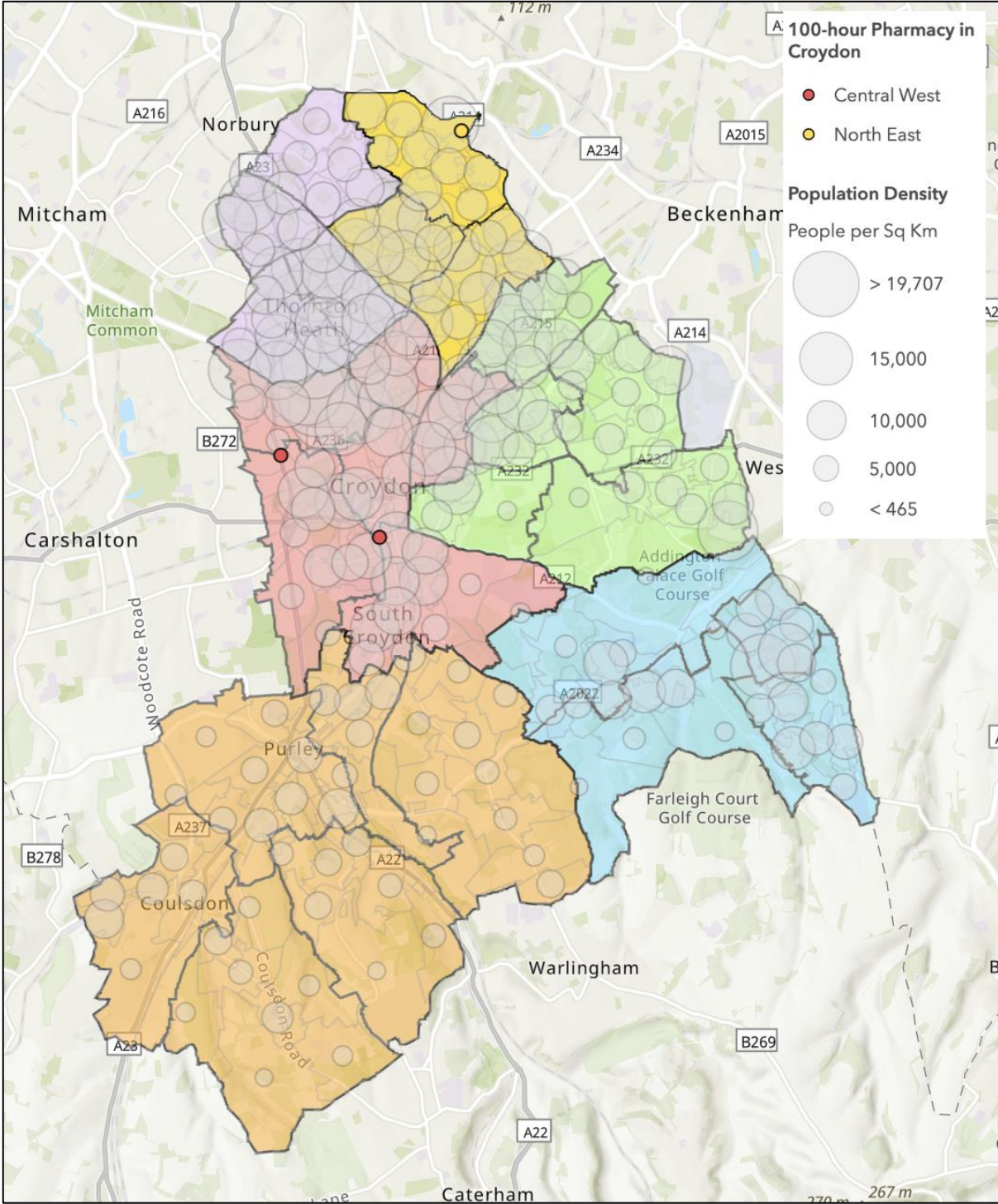
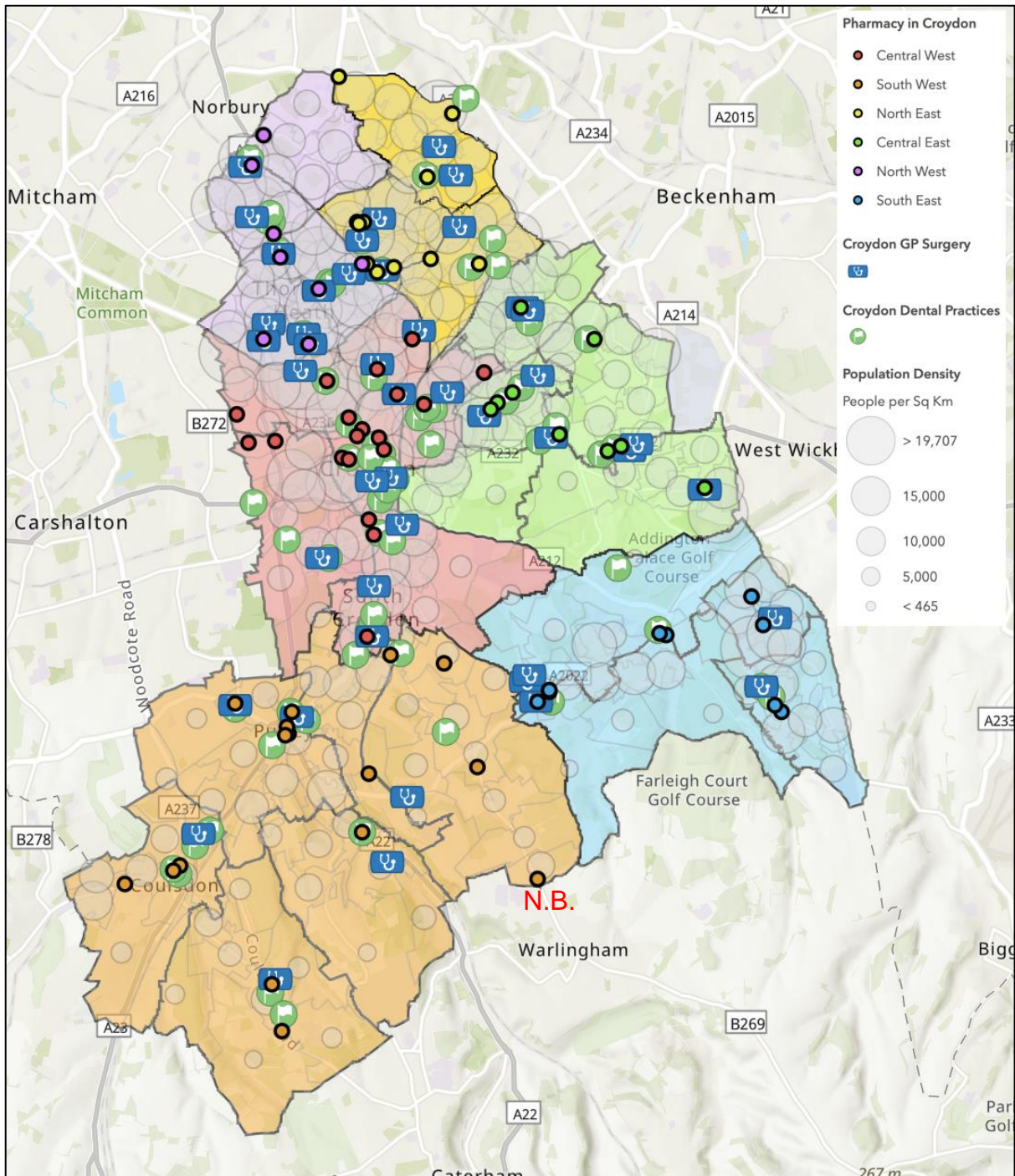


Figure 40 Location of pharmacies and other health services in Croydon with Population Density for LSOA (dot density)



N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

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

16 Appendix H – Draft statutory PNA Consultation process

The Pharmaceutical Regulations state that:

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

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

What are the statutory time requirements for the consultation?

The consultation must be for a minimum of 60 days. This consultation will start on 31st August and end on 1st November 2022.

How are we consulting?

The survey for consultation is being conducted using a structured questionnaire using Get Involved Croydon (see Appendix A).

The survey is advertised through:

- the Croydon local authority consultation channels
- the ICB (PREVIOUSLY CCG) consultation channels, including all GP practices
- the LPC to all pharmacists and the public pharmacy groups
- the Health Watch to local groups
- direct email to neighbouring ICB (PREVIOUSLY CCG) and Health and Wellbeing Boards

- direct email to Chief Pharmacist of acute and mental health trust.

Wider engagement

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

Audience

The audience for the wider engagement will be

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

Process

The questionnaire for the engagement is provided in Appendix A.

A PowerPoint slide deck explaining:

1. What is the PNA?
2. Why are we engaging with the local communities?
3. How will the data be used?
4. How will the communities receive feedback on the outcomes of the engagement process?
5. Questionnaire and link to Get Involved Croydon

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

Data analyses

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

17 Appendix I – Terms of Reference

17.1 Croydon PNA – Steering Group Terms of Reference

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

Background

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

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

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

Purpose

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

Areas of input will be on:

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

Roles and functions of the steering group

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

- Oversee and drive the formal process required for the development of a PNA for Croydon
- Ensure that the published PNA complies with all the requirements set out under the Regulations

- Promote integration of the PNA with other strategies and plans including the Joint Health and Wellbeing Strategy, the ICB (PREVIOUSLY CCG)'s Commissioning Strategy Plans and other relevant strategies.

Key Objectives

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

Membership - The Steering Group membership is as follows:

Delegate	Job title	Organisation
Mar Estupiñán	Public Health Principal	Public Health Croydon, London Borough of Croydon
Jack Bedeman	Consultant in Public Health	Public Health Croydon, London Borough of Croydon
Denise Malcolm	Senior Communications Officer	London Borough of Croydon
Gordon Kay	Healthwatch Croydon Manager	Healthwatch Croydon
Amit Patel	Chief Executive Officer	Croydon LPC
Lilian Li	Chief Pharmacist	Croydon Health Services
Louise Coughlan/Lizzie Whetnall	Head of Communications and Engagement Croydon and South West London	South West London Health and Care Partnership
Darren Tymens/Richard Brown	Medical Director	Surrey and Sussex LMCs

Carol Lewis

Public Health Intelligence
OfficerPublic Health Croydon, London
Borough of Croydon**Frequency of meetings**

Every 4-6 weeks

Quorum

Chair (or nominated deputy)

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

Three other members

17.2 Croydon PNA – Stakeholder Advisory Group Terms of Reference

Background

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

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

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

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

Objective / Purpose

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

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

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

Name	Role
Mar Estupiñán	Lead PNA Management
Jack Bedeman	Lead PNA Stakeholder Engagement
Jack Bedeman	Consultant in Public Health
Cecilia Pyper	PNA lead - PHAST
Louise Coughlan	ICB (PREVIOUSLY CCG) Medicines Management Lead
Lizzie Whetnall	Head of Communications and Engagement Croydon and South West London
Amit Patel	LPC representative
Darren Tymens/Richard Brown	LMC representative
Gordon Kay	HealthWatch Croydon
Denise McCausland	Communications and Equalities
Matthew Adedeji	Sensory Impairment Team
Stephen Hopkins and Sheryl Brand-Grant	Care Homes
Jo Austin and Joanna Blackburn	ICB (PREVIOUSLY CCG) Comms
Sally-Anne Kayes	NHS England

Frequency of meetings

Ad-hoc as needed.

Role and Responsibilities - The Stakeholder Advisory Reference Group is established to:

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

Key tasks of the Stakeholder Advisory Reference Group include to:

- Provide local support to the PHAST team by providing local intelligence – stakeholders
- Review and validate information and data on population, demographics, pharmaceutical provision, and health needs
- Ensure the PNA that is presented to the HWB is fully representative of the borough's needs.
- Oversee the consultation ensuring that this meets the requirements set out in the Regulations Regulation 8 of The NHS Regulations 2013

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- Any Local Pharmaceutical Committee for its area
- Any Local Medical Committee for its area
- Any persons on the 'Pharmaceutical Lists' and any dispensing doctors list for its area
- Any LPS chemist in its area
- Any Local Healthwatch organisation for its area
- Any NHS trust or NHS foundation trust in its area
- NHS England
- Any neighbouring HWB
- Ensure that due process is followed
- Determine the impact of changes which have occurred since the current PNA was written, including: changes to the application process which allow consolidation of contracts; the new remuneration arrangements for community pharmacy and the Pharmacy Access Scheme
- Approve the framework for the PNA
- Develop and approve a draft PNA for formal consultation with stakeholders
- Consider and act upon formal responses received during the formal consultation process, making appropriate amendments to the PNA. Develop and approve a consultation report as required by the Regulations and ensure that this is included within the final PNA

Quorum

Chair (or nominated deputy)

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

Three other members

19 Appendix K – Acknowledgements

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

20 Appendix L – Glossary of abbreviations & Terms

Table 41 Glossary of terms and phrases defined in regulation 2 of the 2013 Regulations

Term or phrase	Definition as per regulation 2 of the 2012 Regulations	Explanation
Controlled localities/controlled locality	Means an area that is a controlled locality by virtue of regulation 36(1) or is determined to be so in accordance with regulation 36(2).	A controlled locality is an area which has been determined, either by NHS England, a primary care trust a predecessor organisation or on appeal by the NHS Litigation Authority (whose appeal unit handles appeals for pharmaceutical market entry and performance sanctions matters), to be “rural in character”. It should be noted that areas that have not been formally determined as rural in character and therefore <i>controlled localities</i> , are not <i>controlled localities</i> unless and until NHS England determines them to be. Such areas may be considered as rural because they consist open fields with few houses but they are not a <i>controlled locality</i> until they have been subject to a formal determination.
Core opening hours	Is to be construed, as the context requires, in accordance with paragraph 23(2) of Schedule 4 or paragraph 13(2) of Schedule 5, or both.	Pharmacies are required to be open for 40 hours per week, unless they were approved under Regulation 13(1)(b) of the 2005 Regulations in which case they are required to open for 100 hours per week. Dispensing appliance contractors (DACs) are required to be open for not less than 30 hours per week.
Directed services	Means additional pharmaceutical services provided in accordance with directions under section 127 of the 2006 Act.	These are advanced and enhanced services as set out in Directions.
Dispensing doctor(s)	Is to be construed in accordance with regulation 46(1).	These are providers of primary medical services who provide pharmaceutical services from medical practice premises in the area of NHS England; and general practitioners who are not providers of primary medical services but who provide pharmaceutical services from medical practice premises in the area of the HWB.

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Distance selling premises	Listed chemist premises, or potential pharmacy premises, at which essential services are or are to be provided but the means of providing those services are such that all persons receiving those services do so otherwise than at those premises.	These premises could have been approved under the 2005 Regulations in which case they could be pharmacies or DACs. Under the 2012 and 2013 Regulations only pharmacy contractors may apply to provide services from distance selling premises. Distance-selling contractors are in the main internet and some mail-order, but they all cannot provide “essential services” to persons face to face at their premises and must provide a service across England to anyone who requests it.
Enhanced services	Means the additional pharmaceutical services that are referred to in direction 4 of the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013.	These are pharmaceutical services commissioned by NHS England, such as services to Care Homes, language access and patient group directions.
Essential services	Except in the context of the definition of “distance selling premises”, is to be construed in accordance with paragraph 3 of Schedule 4.	These are services which every community pharmacy providing NHS pharmaceutical services must provide and is set out in their terms of service – these include the dispensing of medicines, promotion of healthy lifestyles and support for self-care. Distance- selling pharmacy contractors cannot provide essential services face to face at their premises.
Neighbouring HWB	In relation to a HWB (HWB1), means the HWB of an area that borders any part of HWB1.	Used when, for example, an HWB is consulting on their draft PNA and needs to inform the HWBs which border their HWB area.
NHS chemist	Means an NHS appliance contractor or an NHS pharmacist.	

[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/197634/Pharmaceutical Needs Assessment Information Pack.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/197634/Pharmaceutical_Needs_Assessment_Information_Pack.pdf)