


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



Pharmaceutical Needs Assessment 2022

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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:

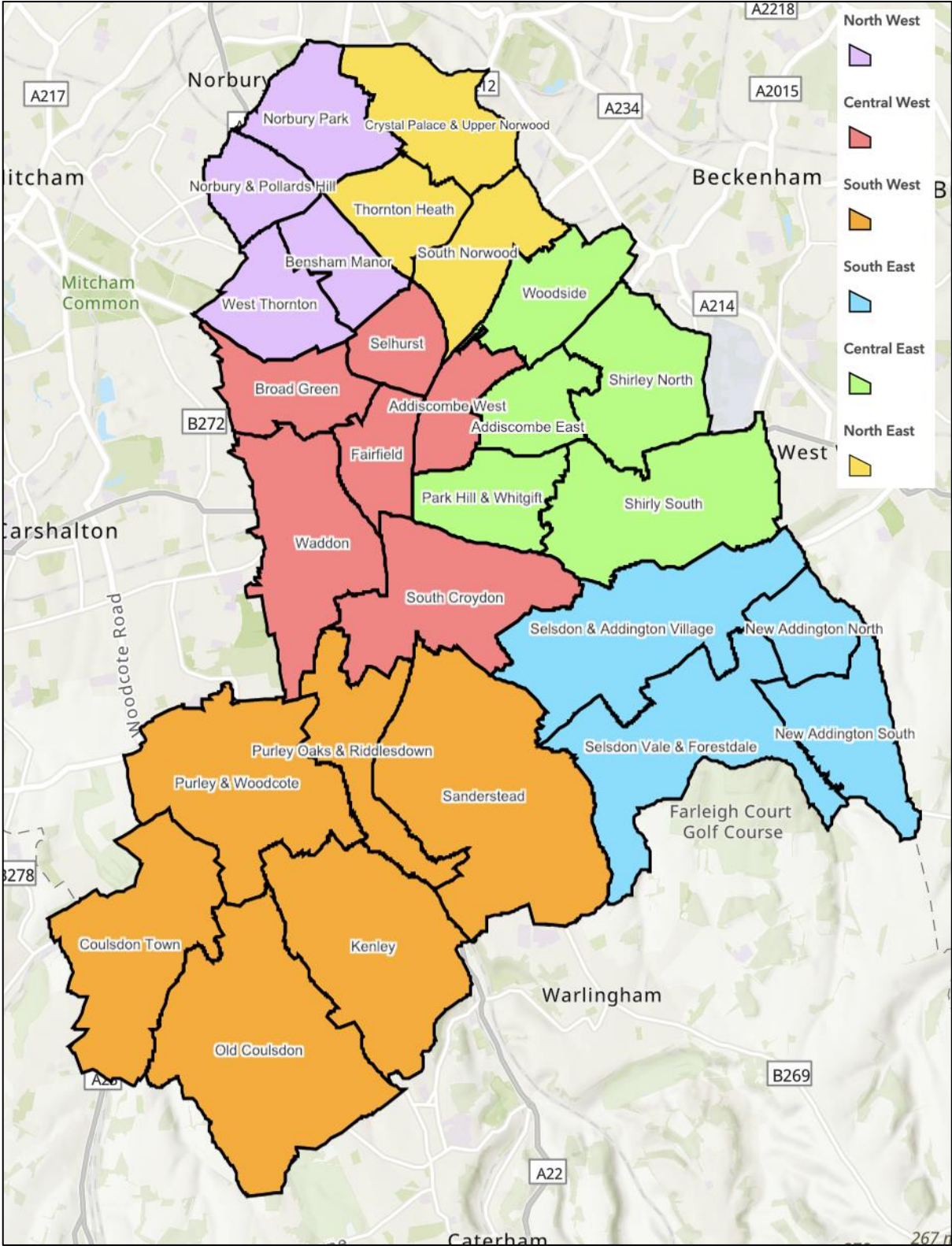
- updating information and evidence since the previous PNA, including latest priorities
- setting the scene for pharmacy services (using April 2022 as the data cut off point)
- updating information on the population of and latest health information
- conducting surveys of pharmacies, of pharmacy users 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

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

London Borough of Croydon

- 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% | |

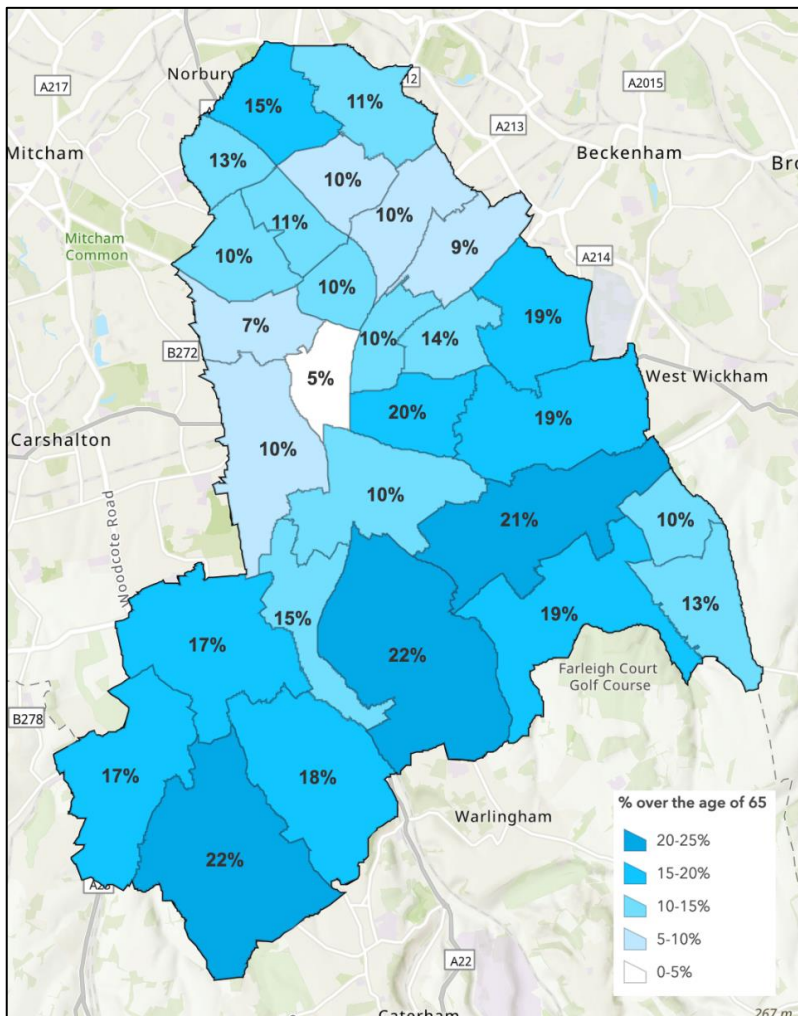
Table 3 MYE2 - Population estimates by age for Croydon, London and England: mid-2020

<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

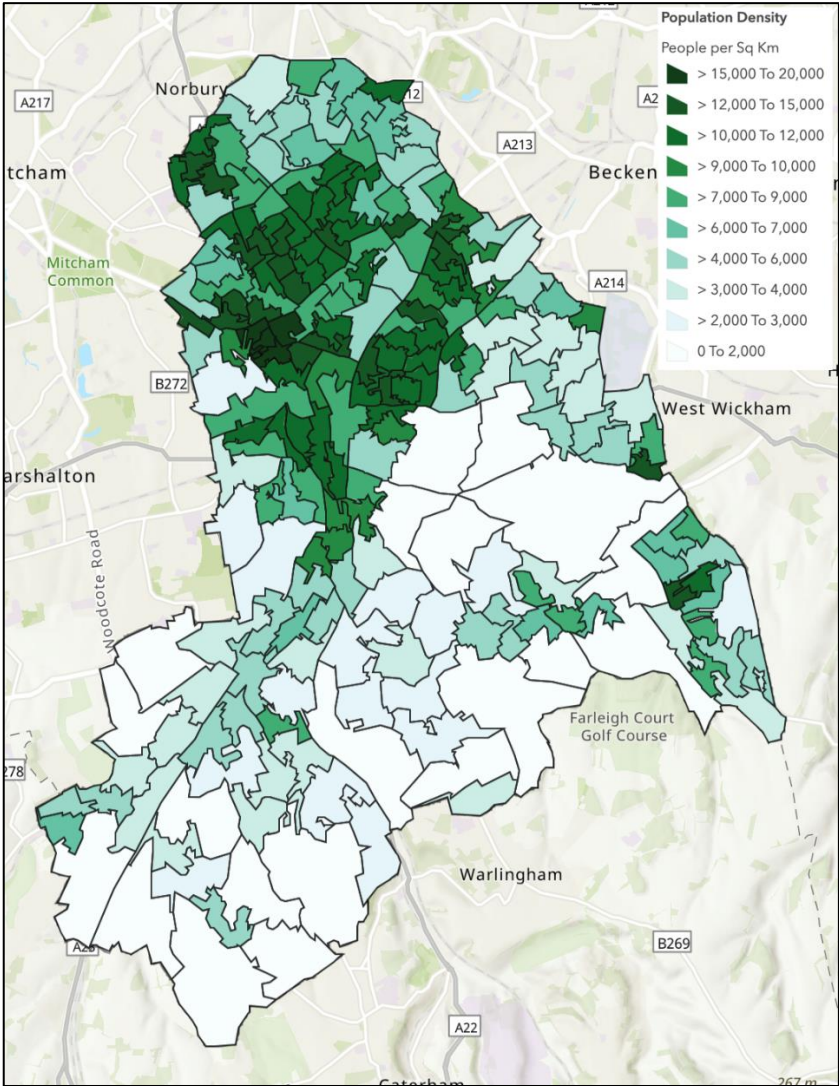
Table 5 shows the population density (people per Sq. Km) by locality and compared with London and England. The borough has a lower population density to London, but within the borough, the North West locality has more people per square kilometre than the other five localities. All figures are considerably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

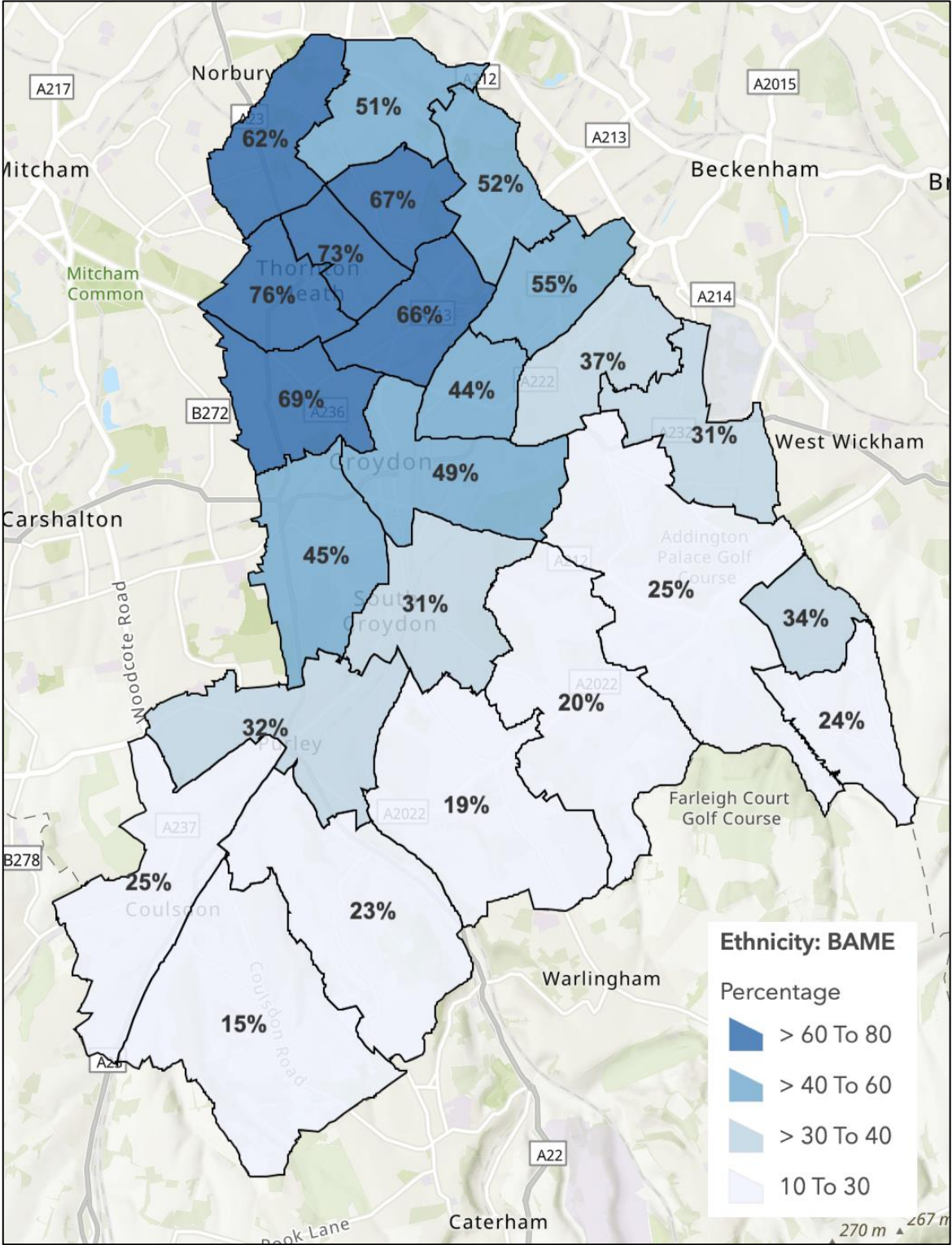
Table 6 indicates that the percentage of the population that is white (including white other) is 55%, lower than both London and England. There is a large Black population spread across the borough (except South East), particularly in North East and North West.

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

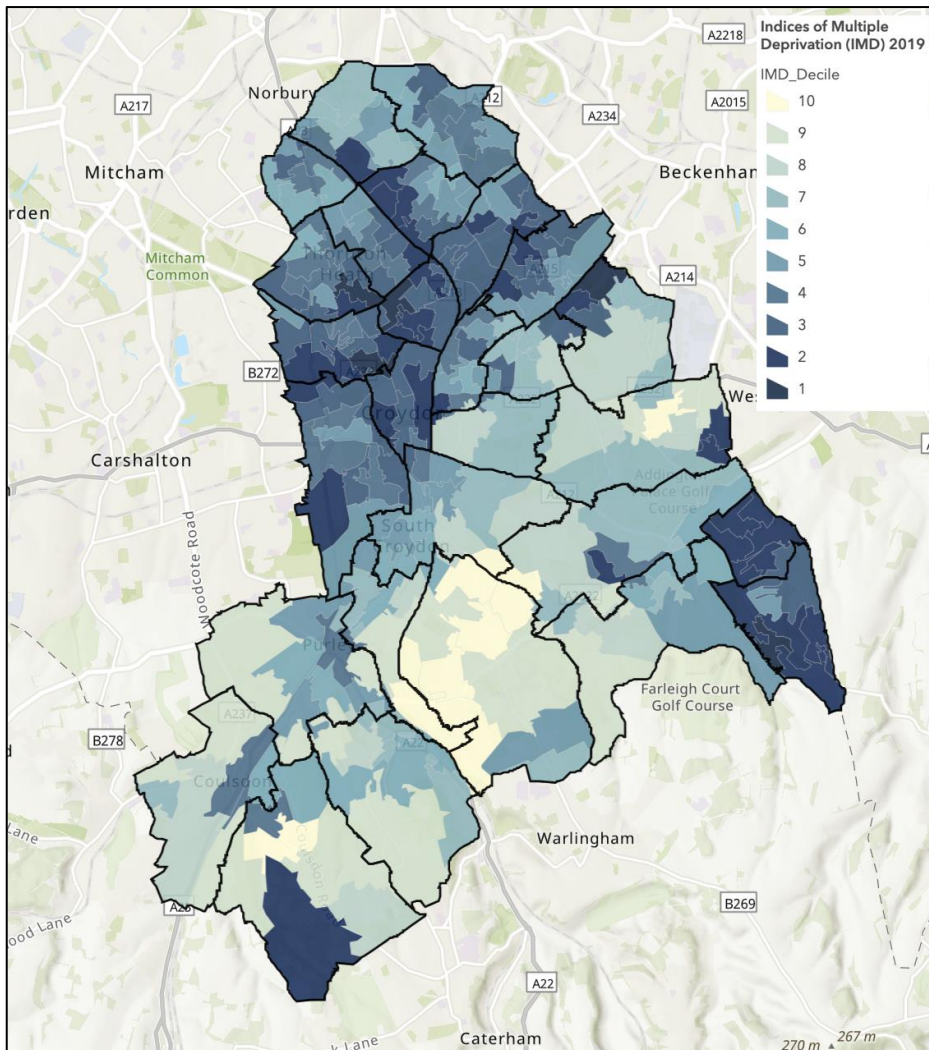


Table 7 English Indices of Deprivation - 2019 - For each ward in Croydon

| 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 | 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 | 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 | 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 | | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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>

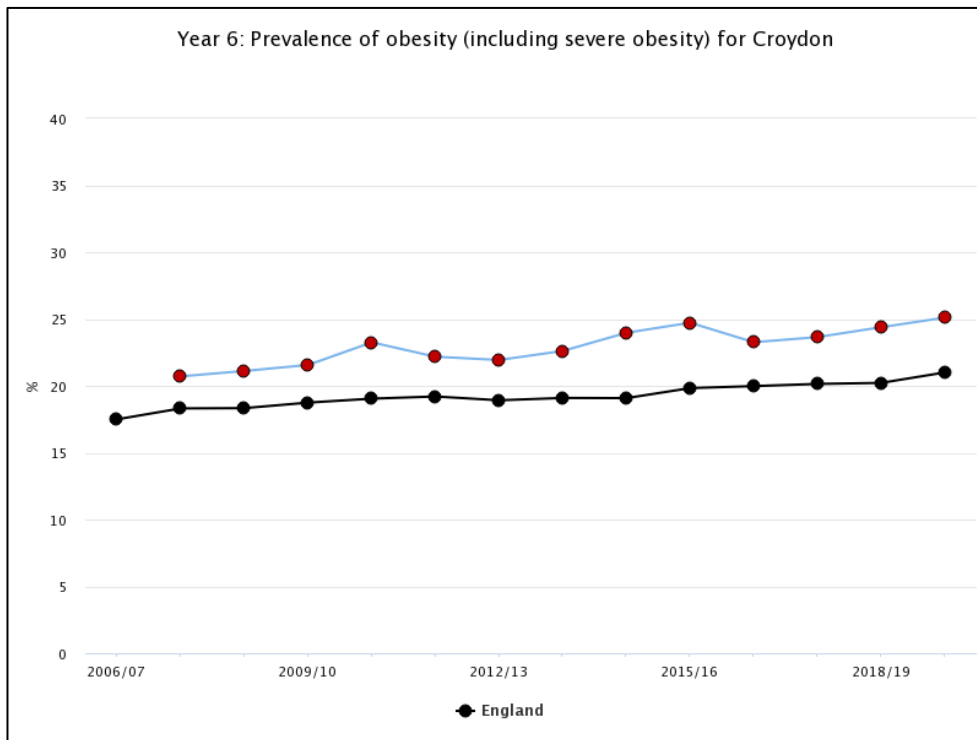
| Indicator Name | Sex | Age | Time period | Value | Recent Trend | Compared to England | Compared to London |
|--|---------|--------------|---------------------|--------|-------------------------------|---------------------|----------------------|
| Life expectancy at birth | Male | All ages | 2018 - 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:

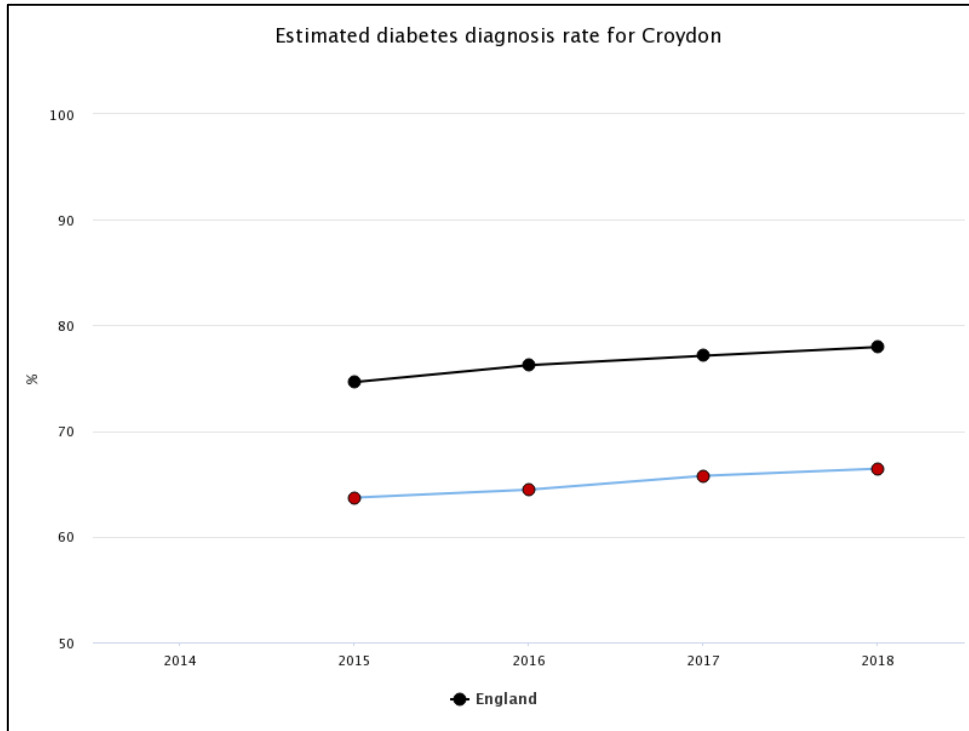
1. In Year 6, 25.1% of children are classified as obese, worse than the average for London (23.7%) and England (21.0%).

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



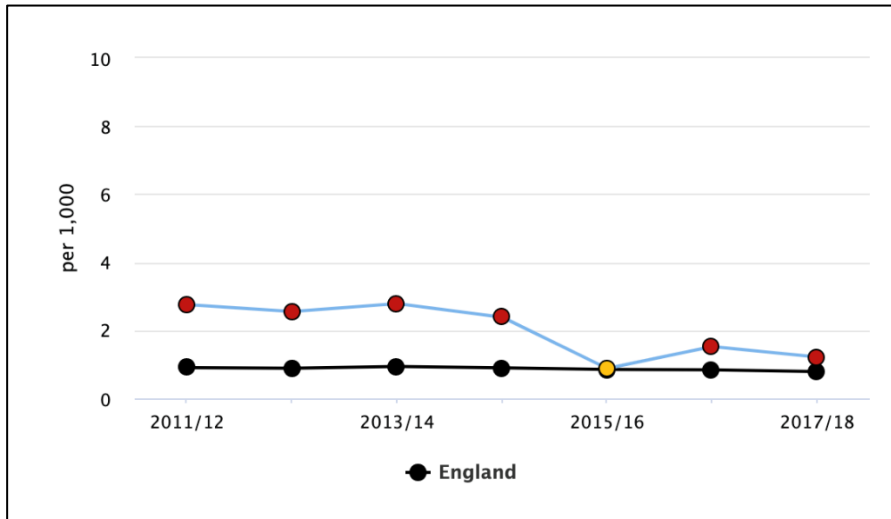
2. There were lower percentage of recorded diagnosis of diabetes as a proportion of the estimated number with diabetes in Croydon (66.4%) than in London (71.4%) and England (78.0%) average.

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

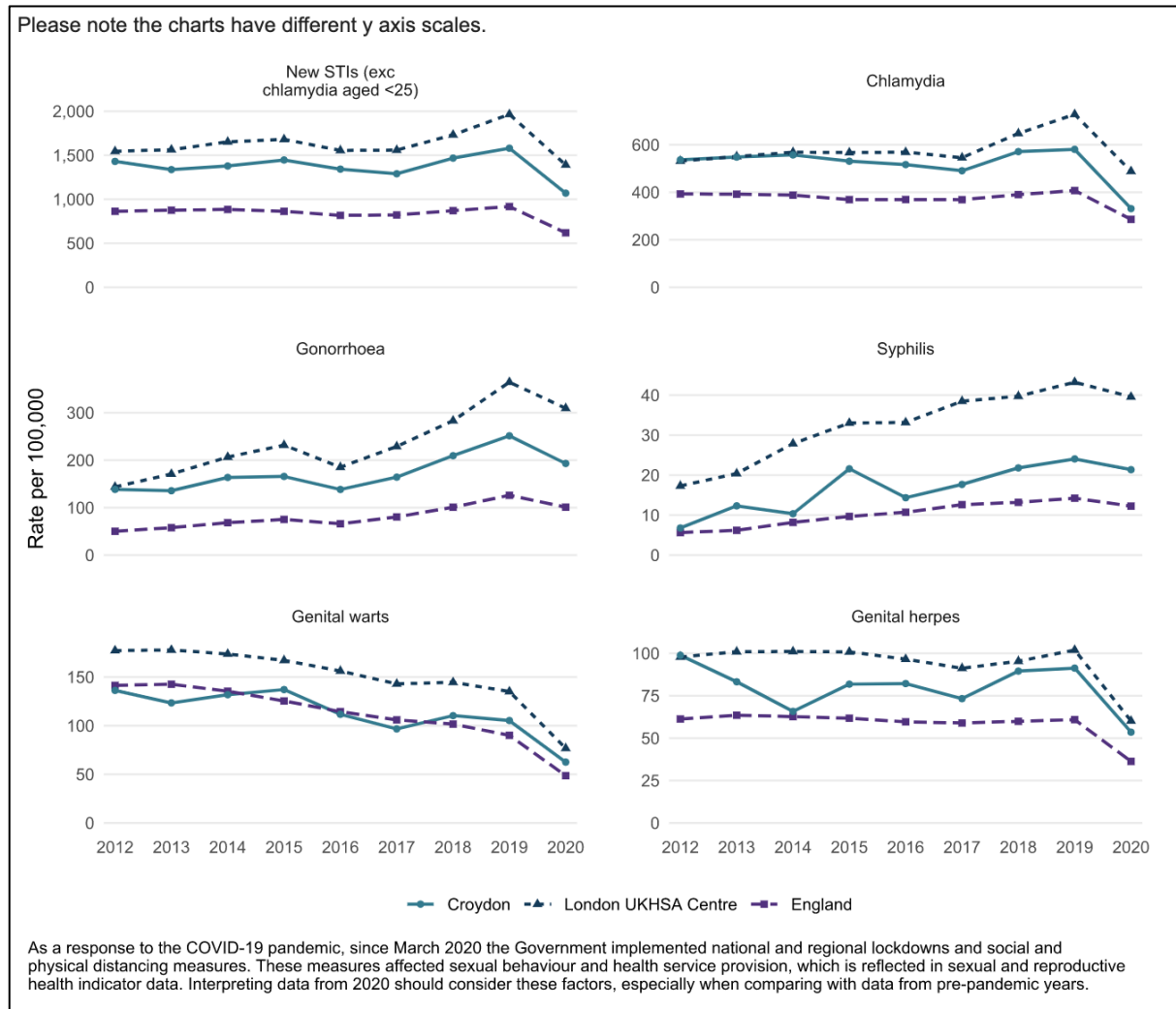


Figure 12 Map of new STI diagnoses (excluding chlamydia in under 25-year olds) per 100,000 population aged 15–64 years in Croydon by Middle Super Output Area: 2020

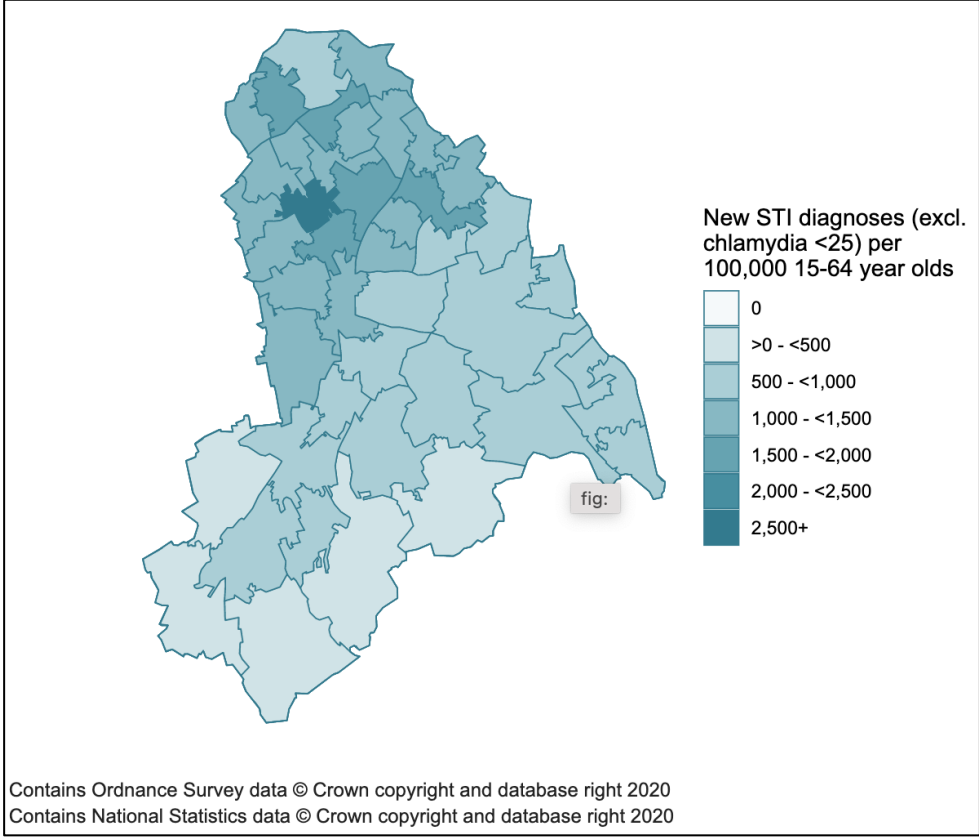
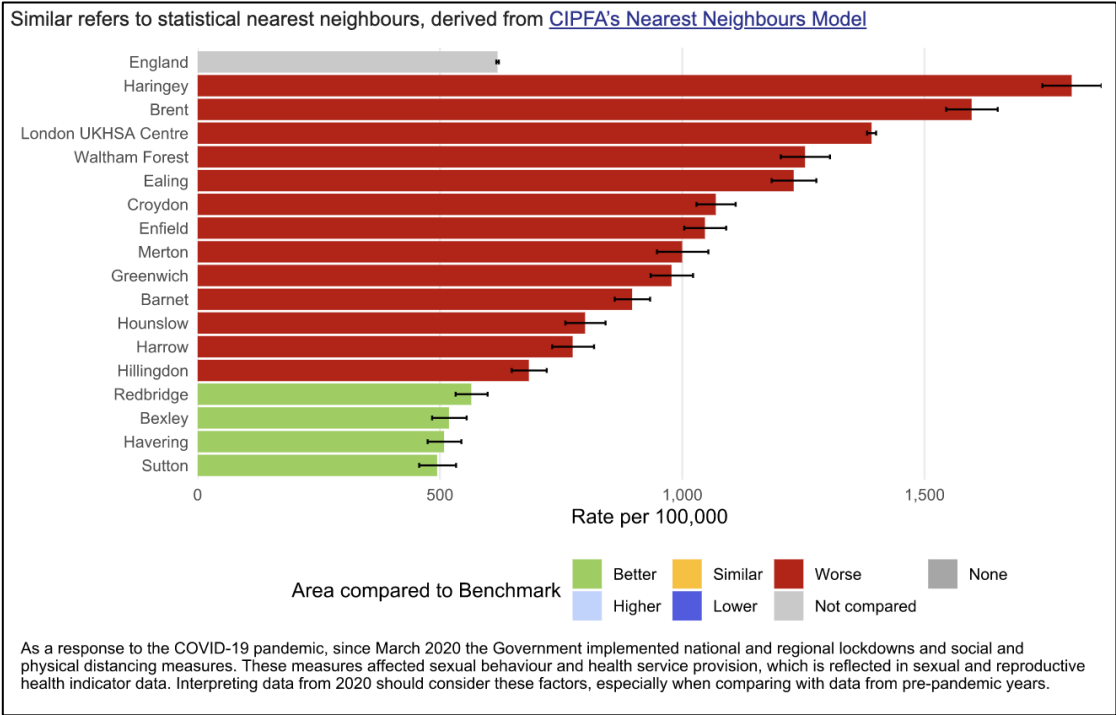
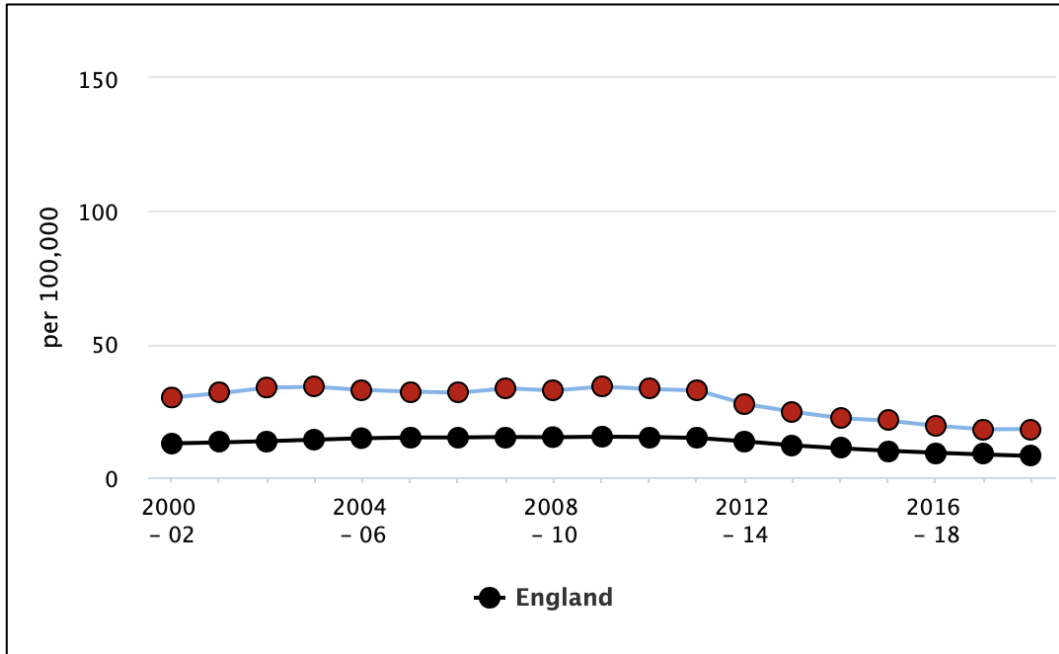


Figure 13 Rates per 100,000 population of new STIs (excluding chlamydia in under 25-year olds) in 16 similar local authorities and the London UKHSA Centre, compared to England: 2020



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.

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.

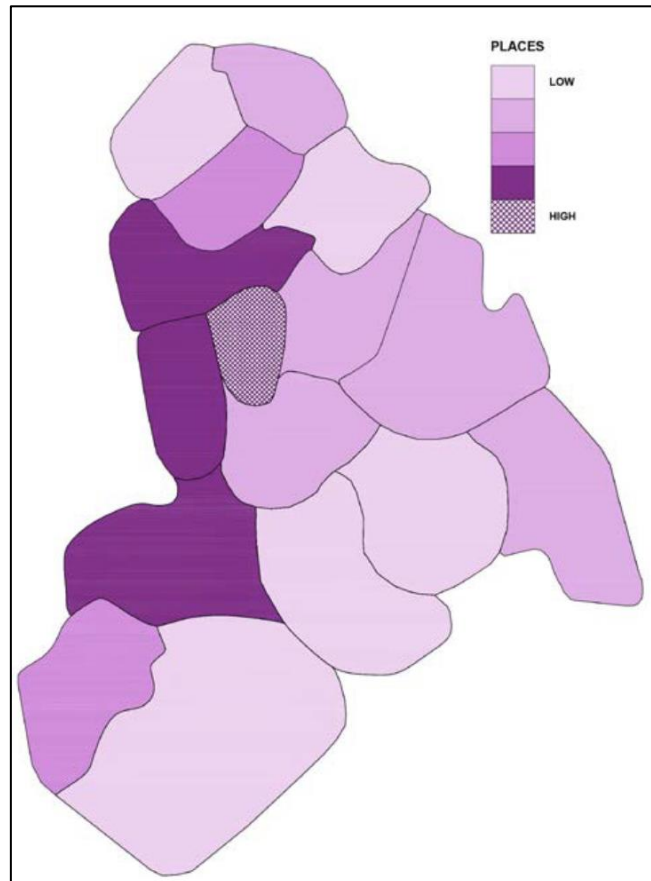
Table 11 Key mortality rates for Croydon

| 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

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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.

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.

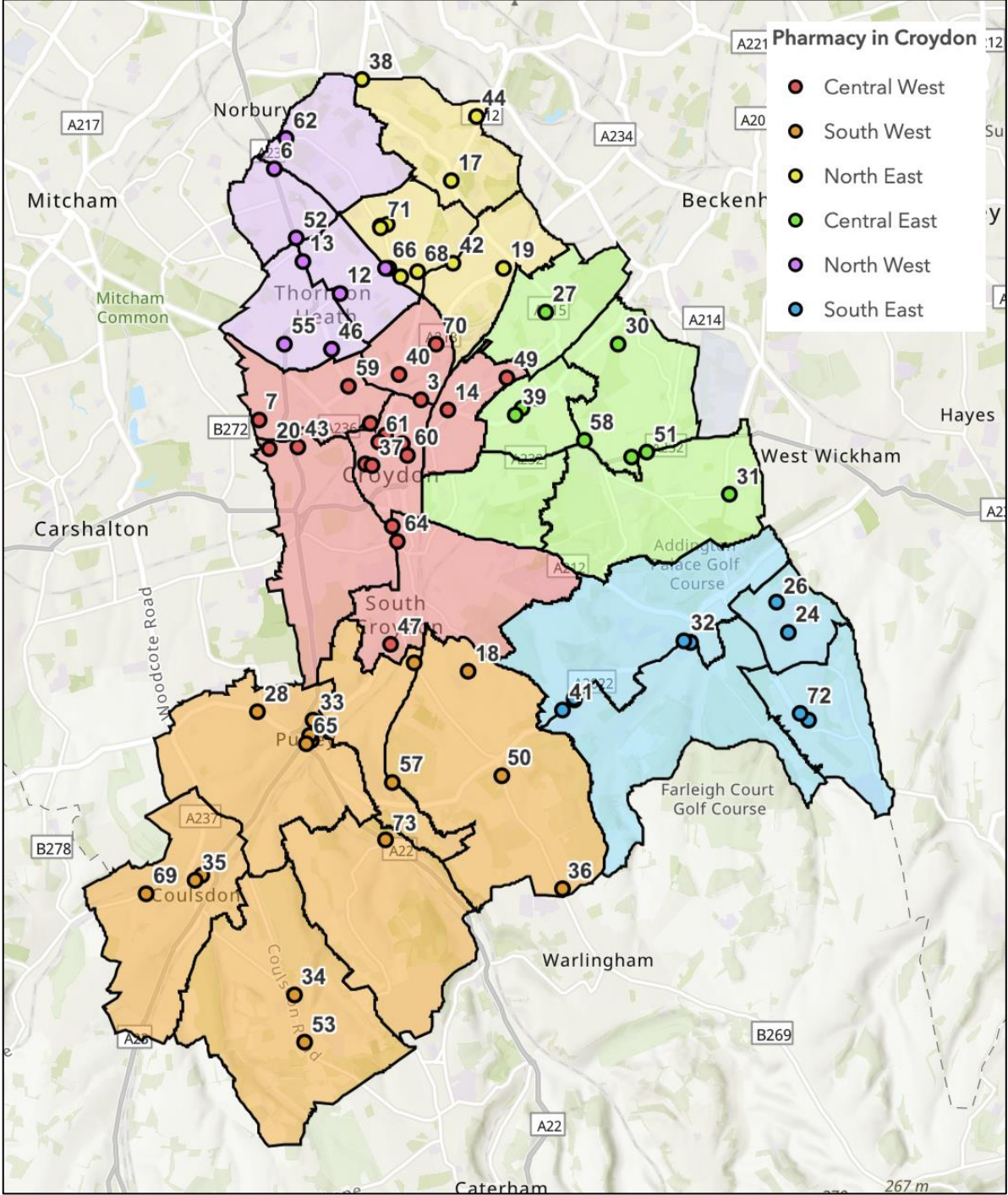
There are three 100-hour community pharmacies in the borough (4.4% of the total), slightly lower than to the figure for London and lower than the figure for England. Table 17 shows the spread across the borough.

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).



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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 2BT | 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 8LJ | 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).

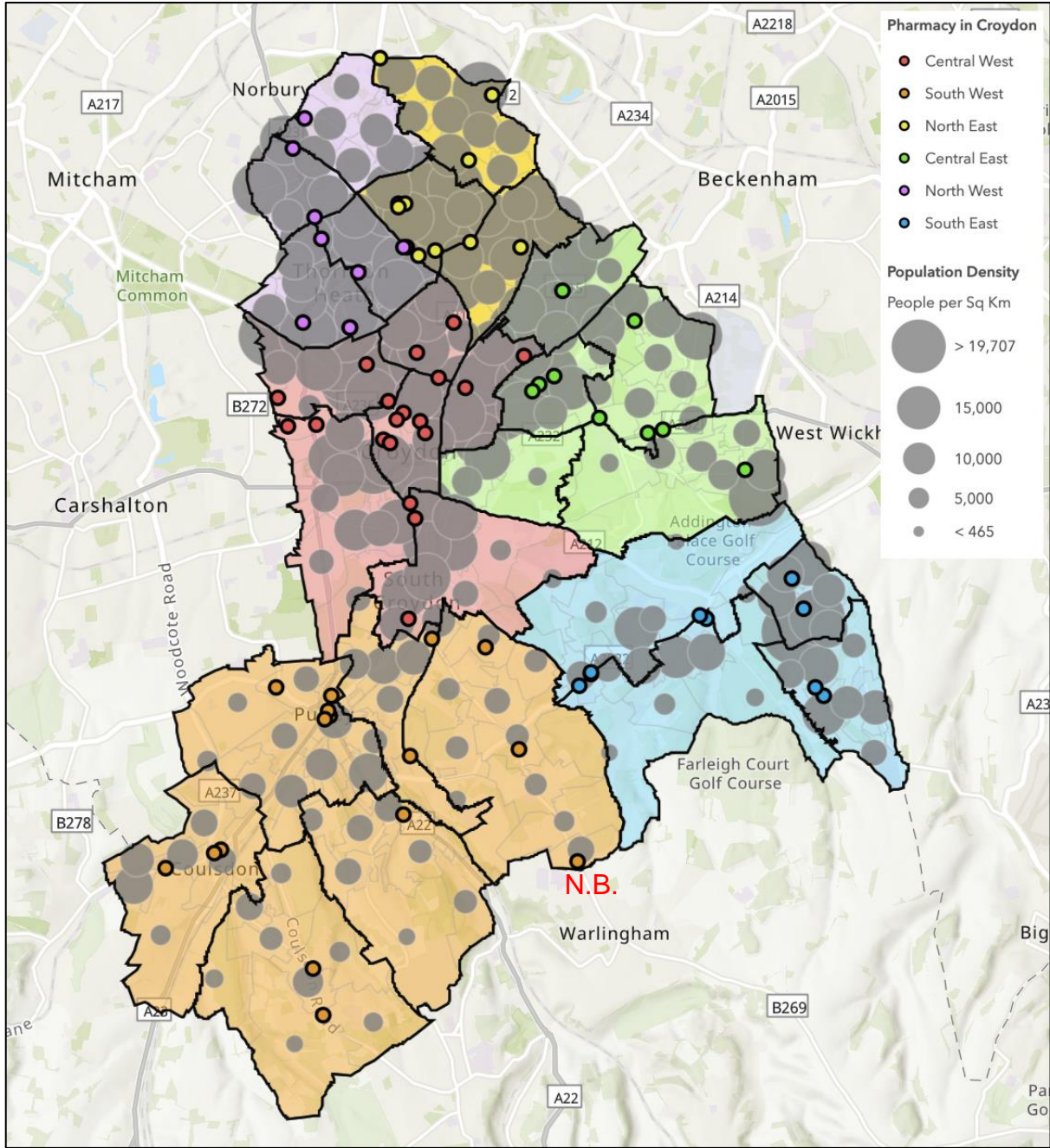


Figure 19 Location of pharmacies in Croydon with LSOA Deprivation Decile

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

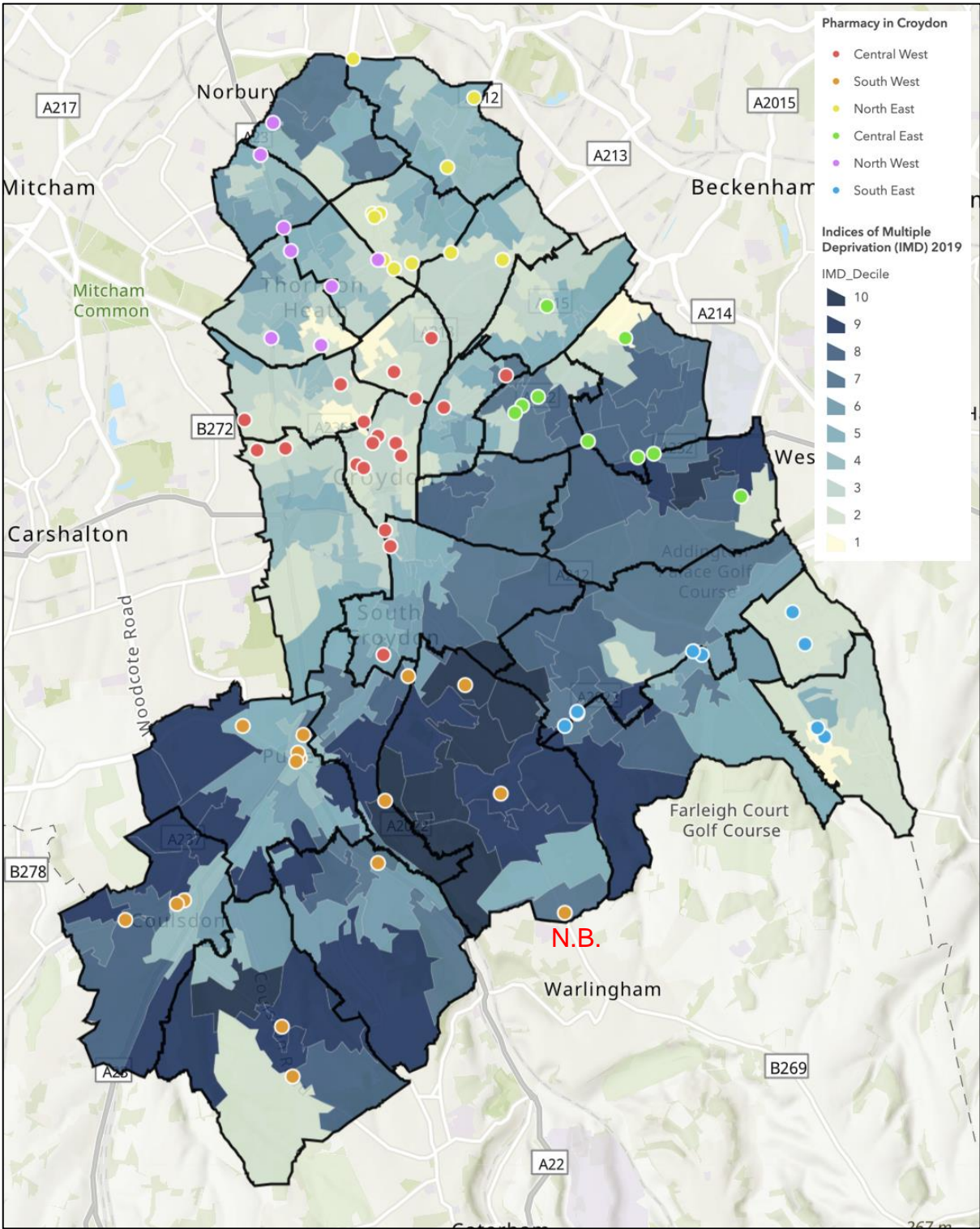


Figure 20 Location of pharmacies by locality in Croydon and surrounding areas (1.6km)

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

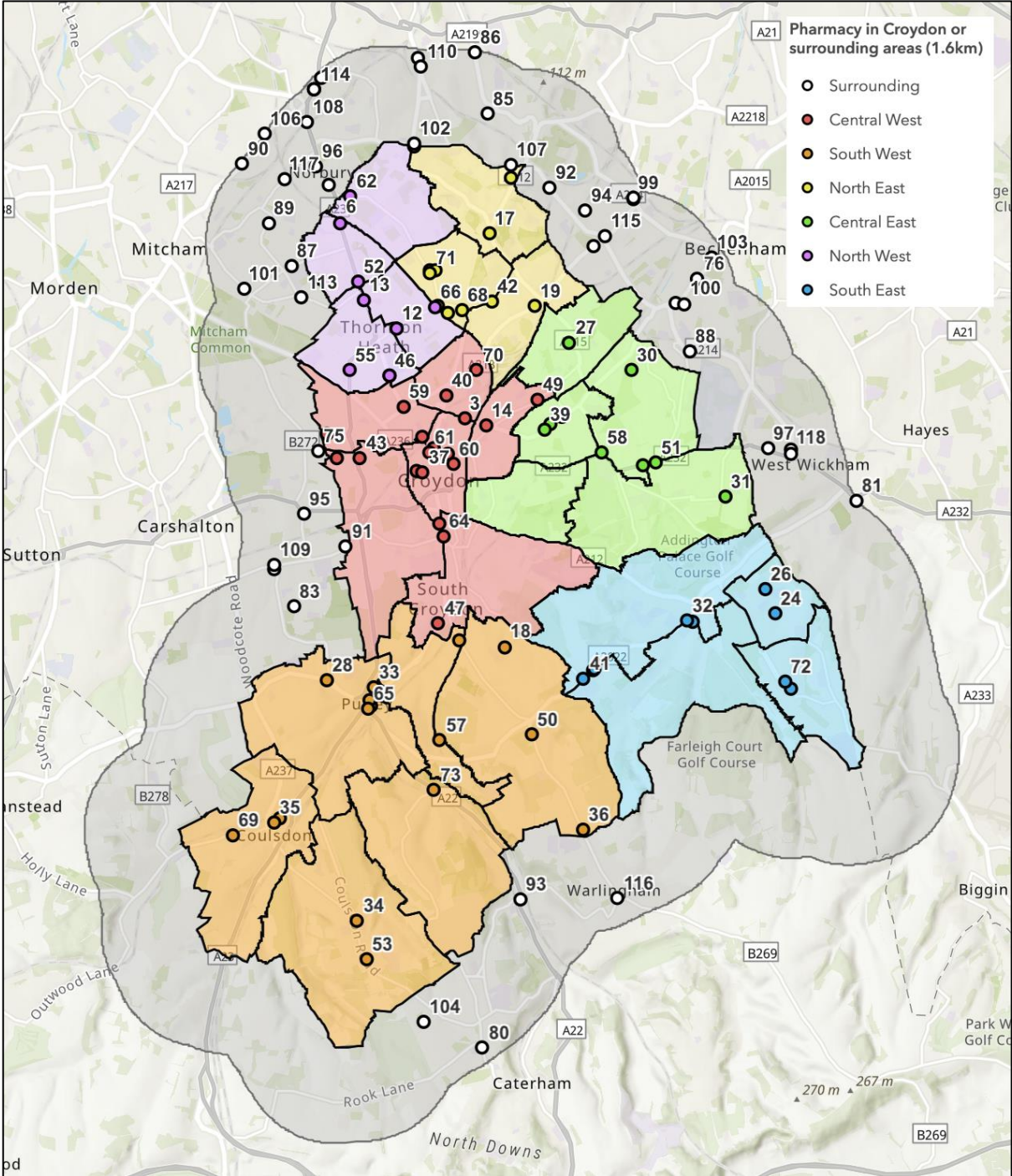
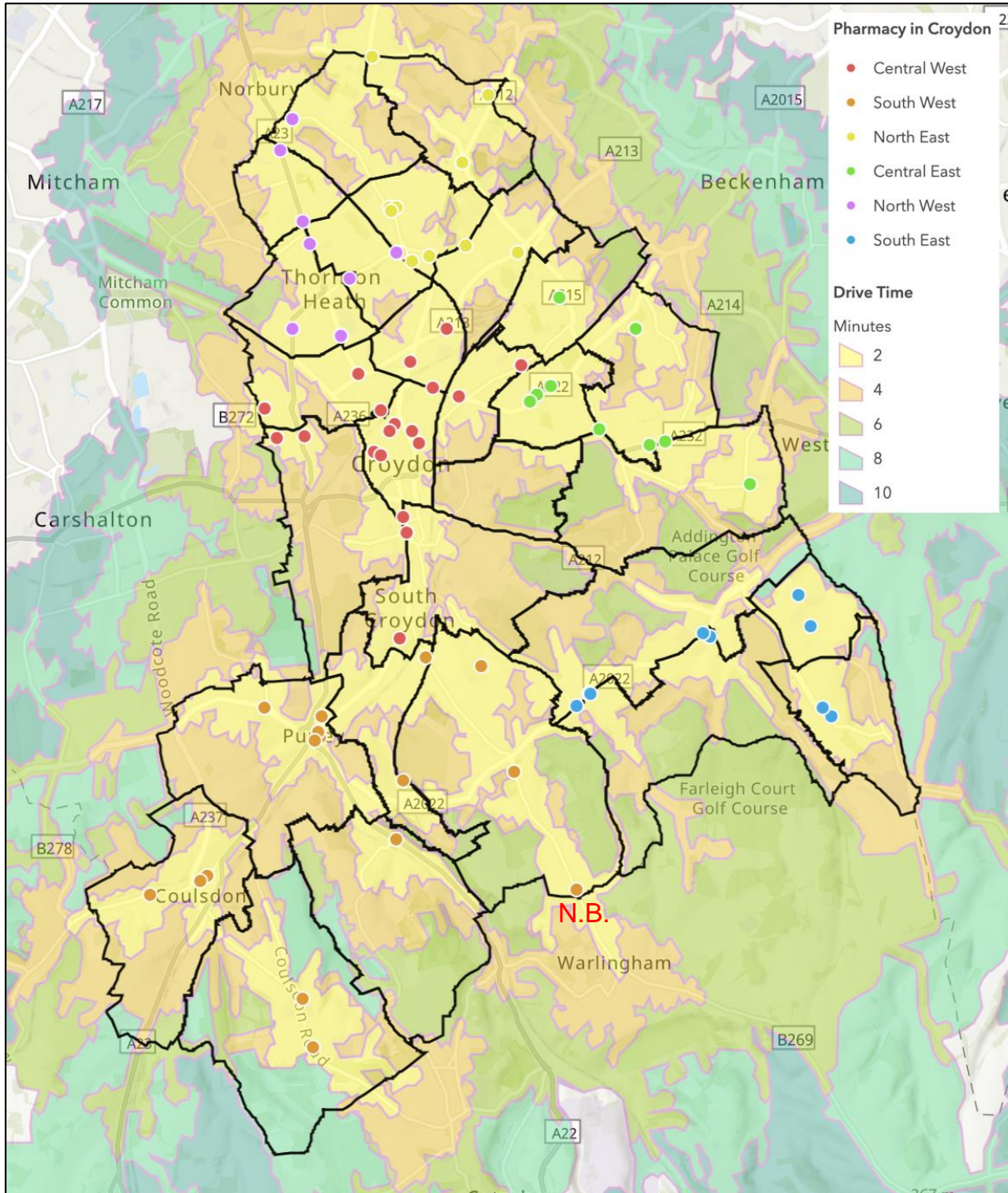


Table 17 Pharmacy Look-up List for pharmacies in surrounding areas (1.6 km) (sorted by map ID)

| 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

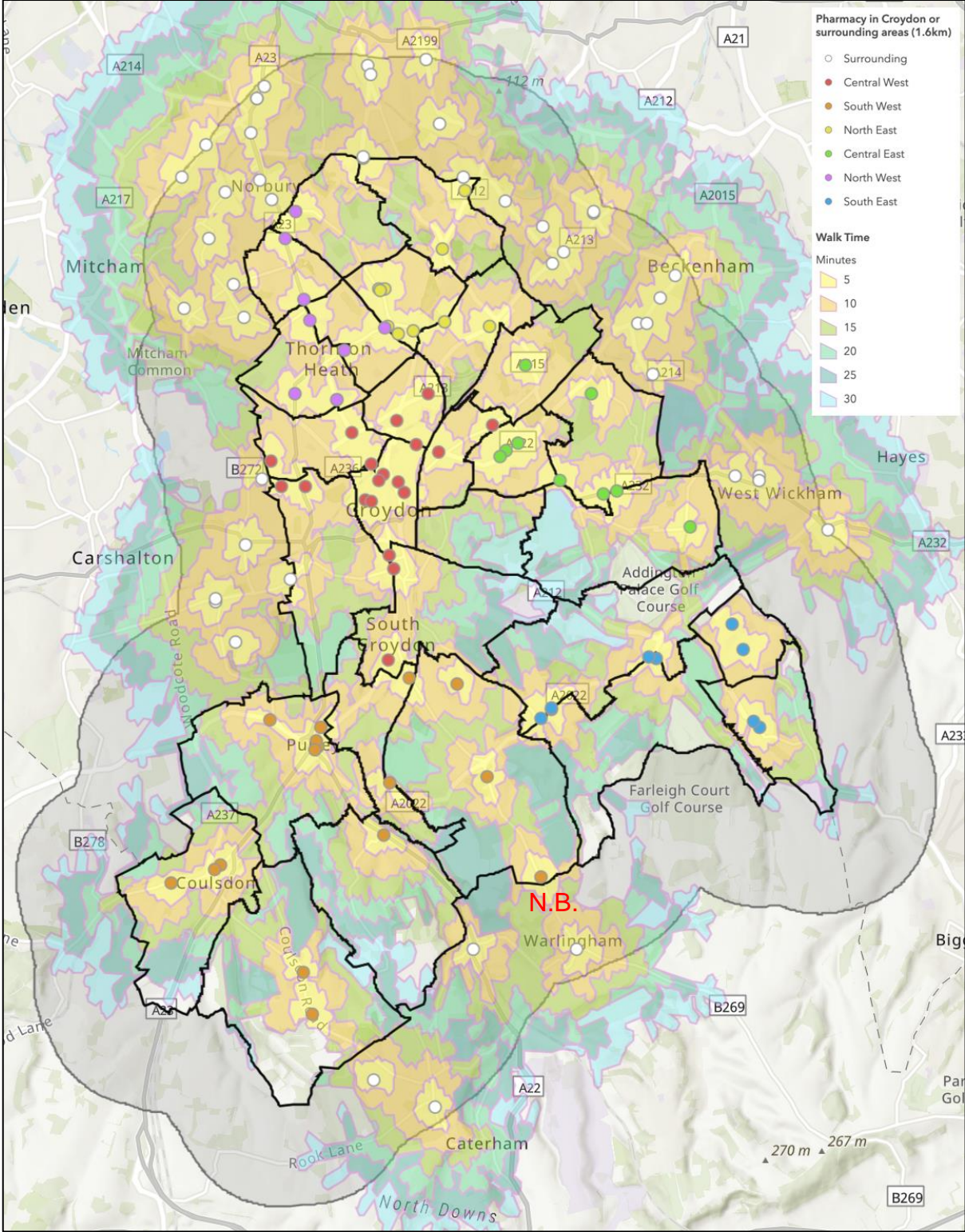
The yellow area shows where in the borough it is quicker to drive to a pharmacy inside the borough rather than outside. This is based on average travel speeds by car. N.B. Kamsons Pharmacy has closed since the data cut-off (Apr 2022).



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).



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),

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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**

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

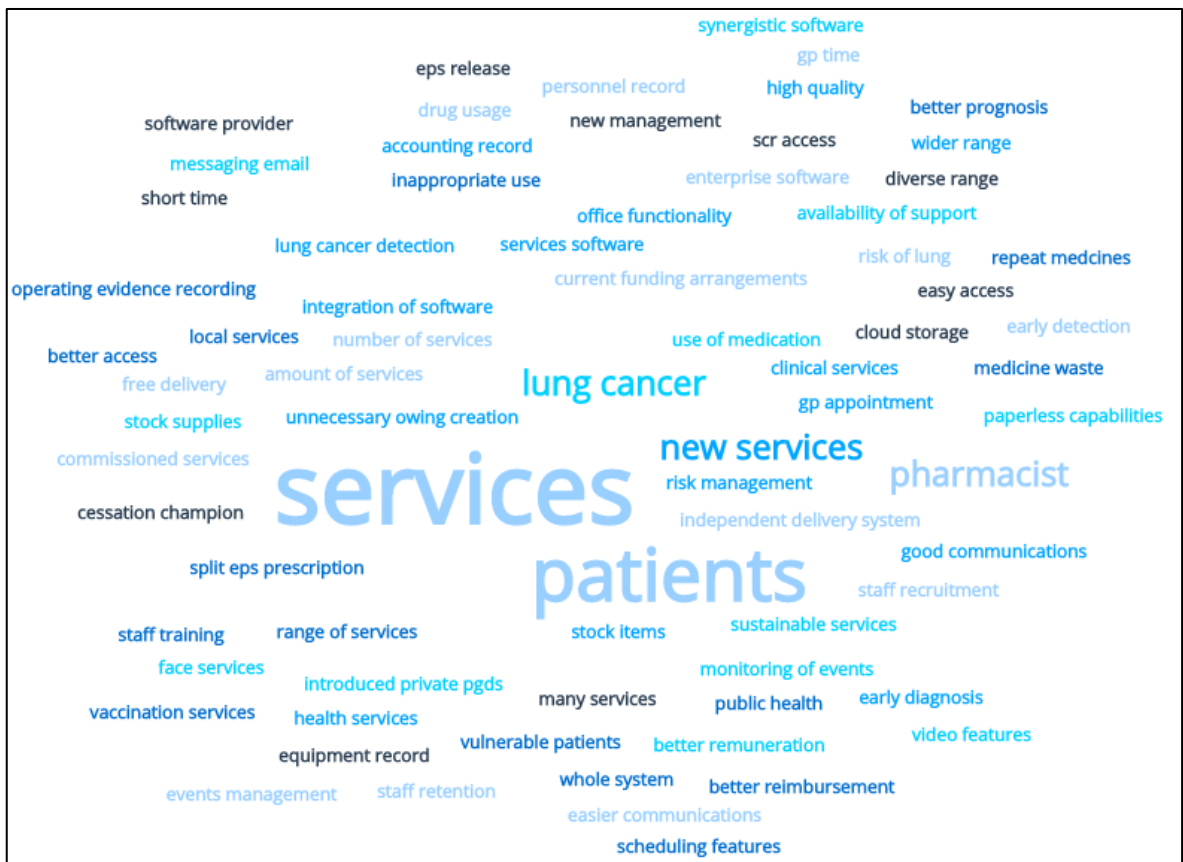
- Croydon still have not got to the “new normal” and the financial pressures are mounting. However, for now, community pharmacies are at least able to sign up for priority access to utilities. The road to recovery from Covid-19 is hard, both physically and mentally, but with the support and aid of the 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)



For a detailed review of the survey responses please see Appendix D – Pharmacy/Contractor PNA Survey.

7.4 Pharmacy users’ views - Community Pharmacy Patient Questionnaire Highlights

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

Most of the CPPQ survey were completed between 2019-2021 (48/52), and had 50-150 number of respondents (32/47). For a summary of the key findings from the pharmacies CPPQ results in Croydon, please see the word cloud on the following page.

Figure 25 CPPQ 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.

Figure 26 Feedback: Any other comments you wish to make about any other service provision?



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
Email: Rachel.Flowers@Croydon.gov.uk Soft phone 22722
Assistant Chief Executive Directorate
Bernard Weatherill House
8 Mint Walk
Croydon, CR0 1EA

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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 |

Pharmaceutical Needs Assessment 2022

| | | | | | |
|-----------------------------|--------------------------------------|---|-----------------------------|------------|-----|
| 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> | 5 |
| Equality Monitoring | |
| What is your sex assigned at birth? (Please select only one option) (N=27) | N |
| Male | 11 |
| Female | 15 |
| Prefer not to say | 1 |
| How would you describe your gender identity? (Please select only one option) (N=27) | N |
| Male | 12 |
| Female | 15 |
| Non-binary | 0 |
| Prefer not to say | 0 |
| Other (prefer to self describe) | 0 |
| Does your gender identity align with the sex assigned to you at birth? (Please select only one option) (N=26, 1 skipped) | N |
| Yes | 26 |
| No | 0 |

| | |
|---|----------|
| 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> | Amended. |
| 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> | Amended. |
| 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> | Amended. |

| | | | |
|----|--|---|-----------------|
| | <ul style="list-style-type: none"> - Is there a need for specialist or other services, which would improve the provision of, or access to, services such as for specific populations or vulnerable groups? - Are there known firm plans for changes in the number and/or sources of prescriptions i.e. changes in providers of primary medical services, or the appointment of additional providers of primary medical services in the area? - Are there known firm plans for developments which would change the pattern of local social traffic and therefore access to services, i.e. shopping centres or significant shopping developments whether these are in town, on the edge of town or out of town developments? - Are there plans for the development of NHS services? - Are there plans for changing the commissioning of public health services by community pharmacists, for example, weight management clinics, and life checks? - Are there plans for introduction of special services commissioned by clinical commissioning groups? - Are there plans for new strategies by social care/occupational health to provide aids/equipment through pharmacies or dispensing appliance contractors? | | |
| 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 | Lloyds Pharmacy | 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 | FCS06 | 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 | 3 | 1 | 1 | 1 | 0 | 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 | 1 | 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 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | |
| | Croydon | 0 | 0 | 2 | 4 | 11 | 12 | 11 | 11 | 11 | 11 | 8 | 3 | 3 | 3 | 1 | 1 | 0 |

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 |

Pharmaceutical Needs Assessment 2022

| 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 |
















































Pharmaceutical Needs Assessment 2022

| 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% |
| 5 | | |
| 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% |
| 3 | | |
| 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% |
| 3 | | |
| 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% |
| 3 | | |

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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 Thronton | 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

- 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 |

Pharmaceutical Needs Assessment 2022

| 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 perscription 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 |

Pharmaceutical Needs Assessment 2022

| 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

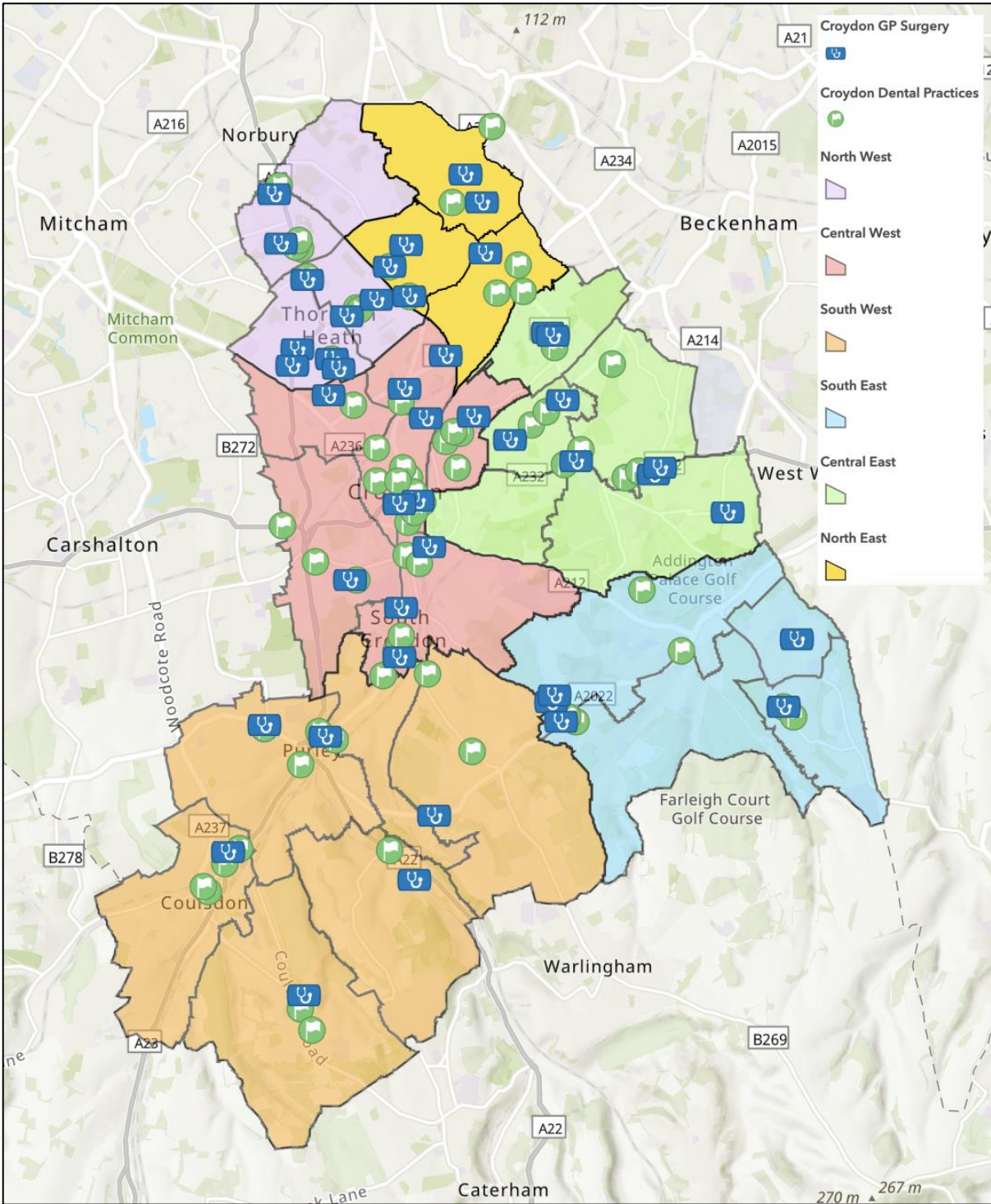
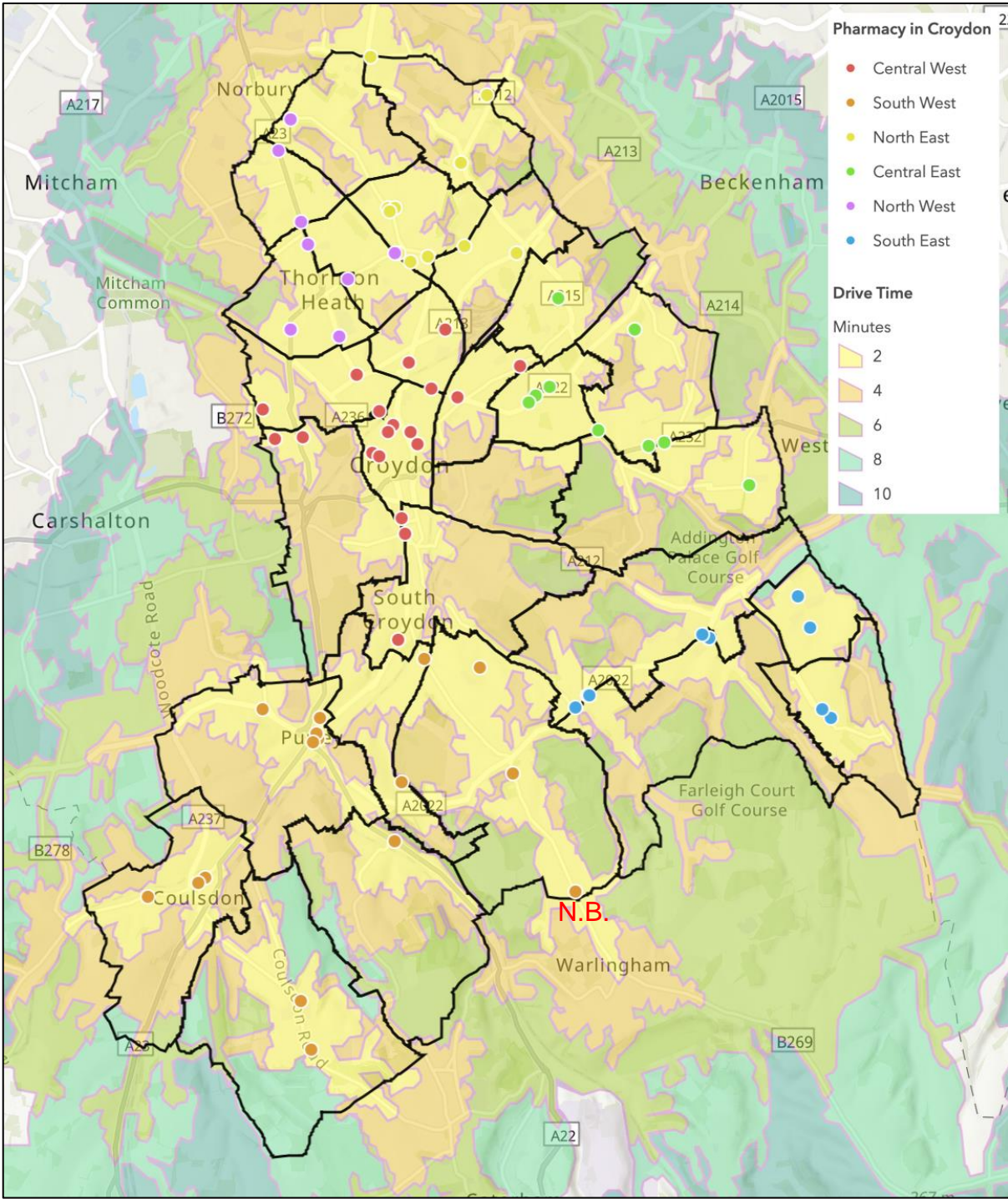
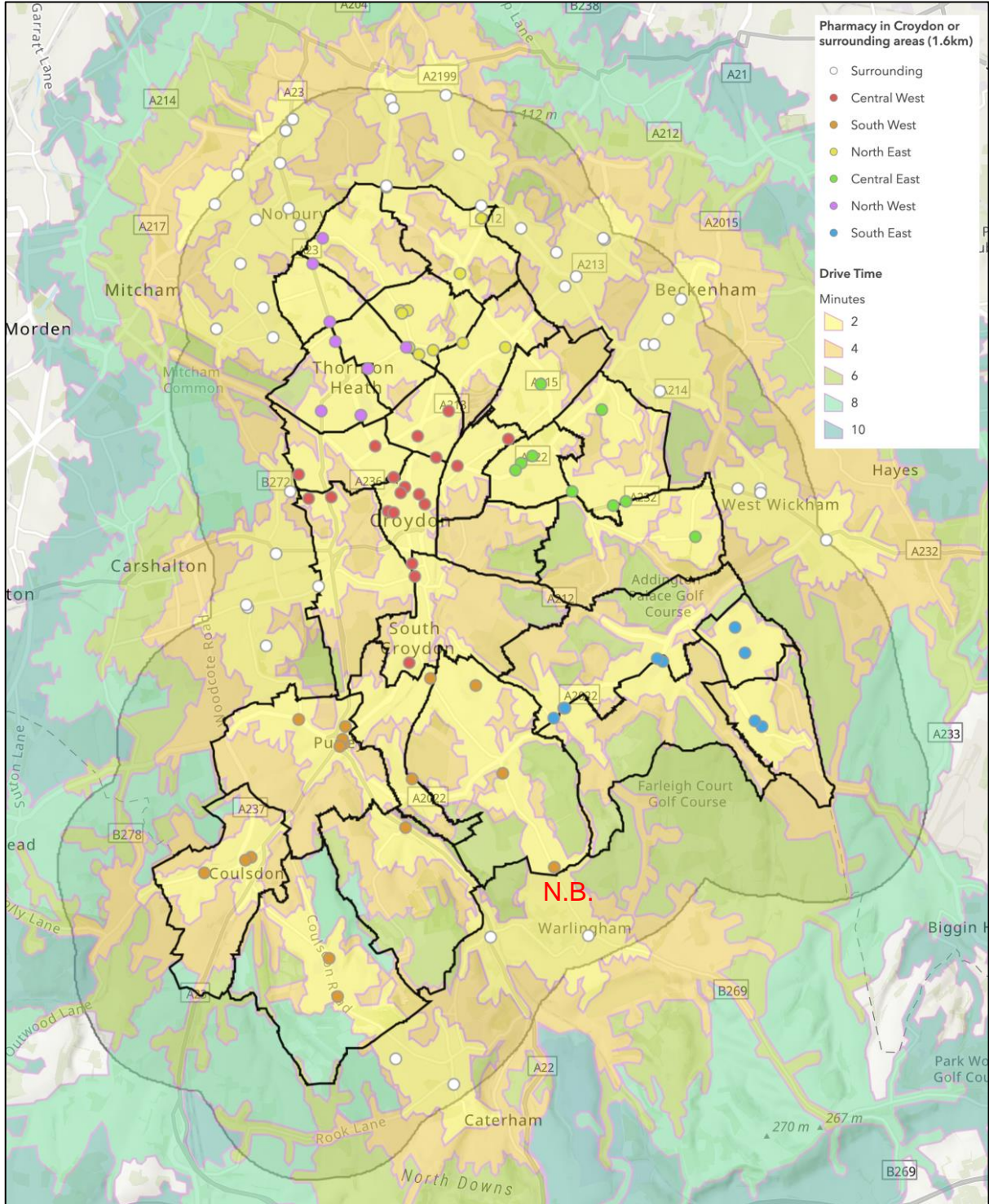


Figure 32 Drive time to nearest pharmacy in Croydon (minutes)



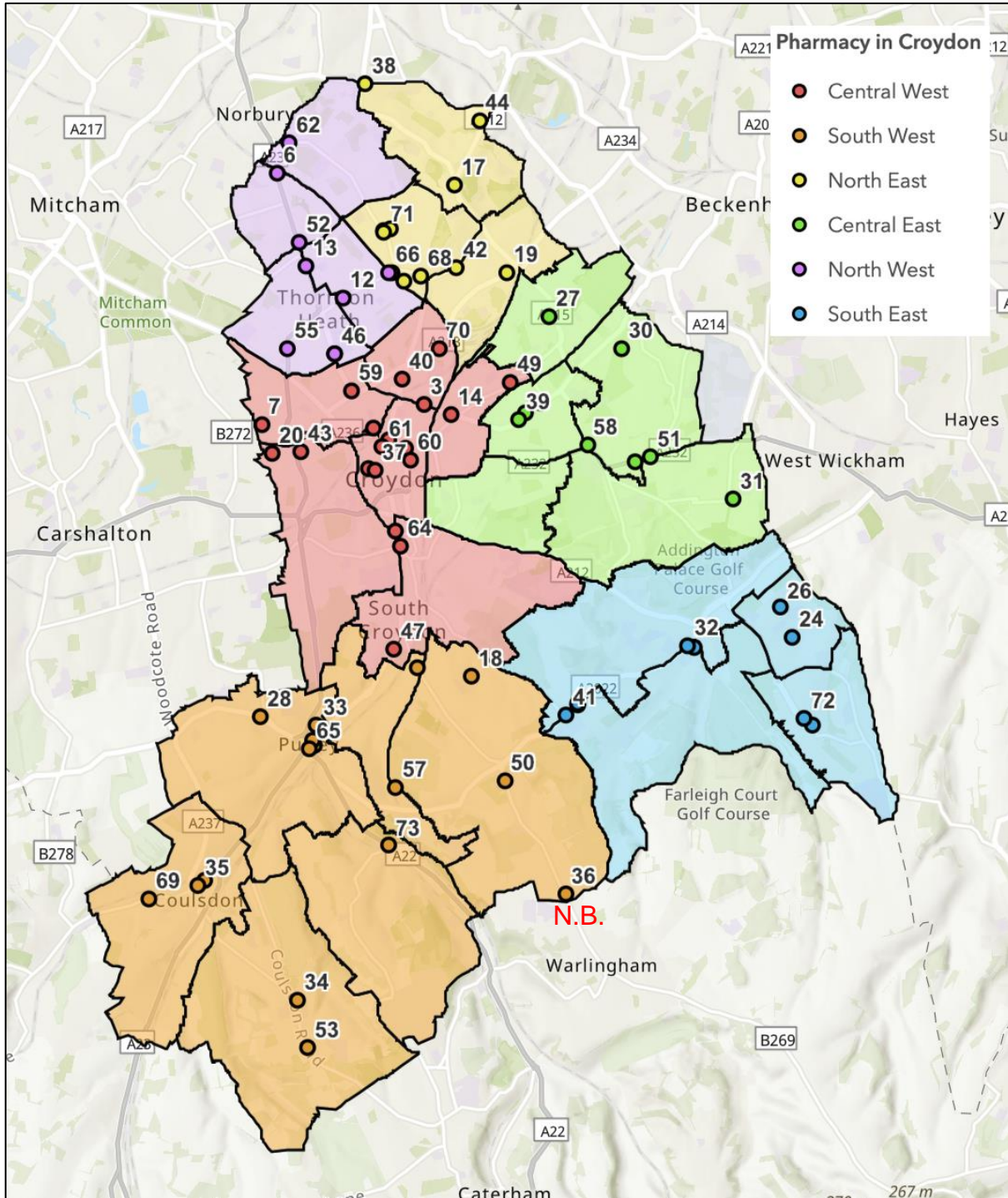
N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

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



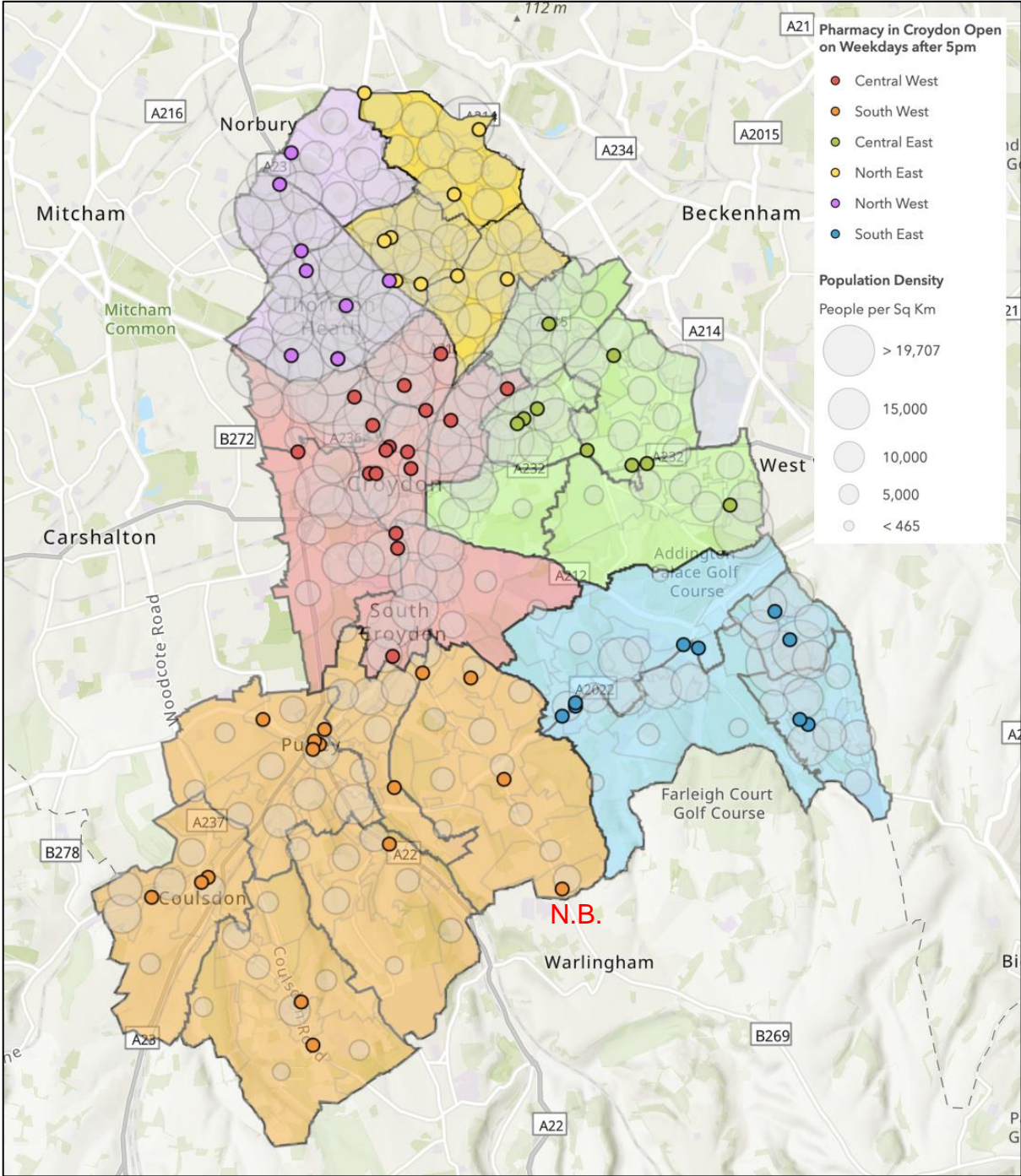
N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

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



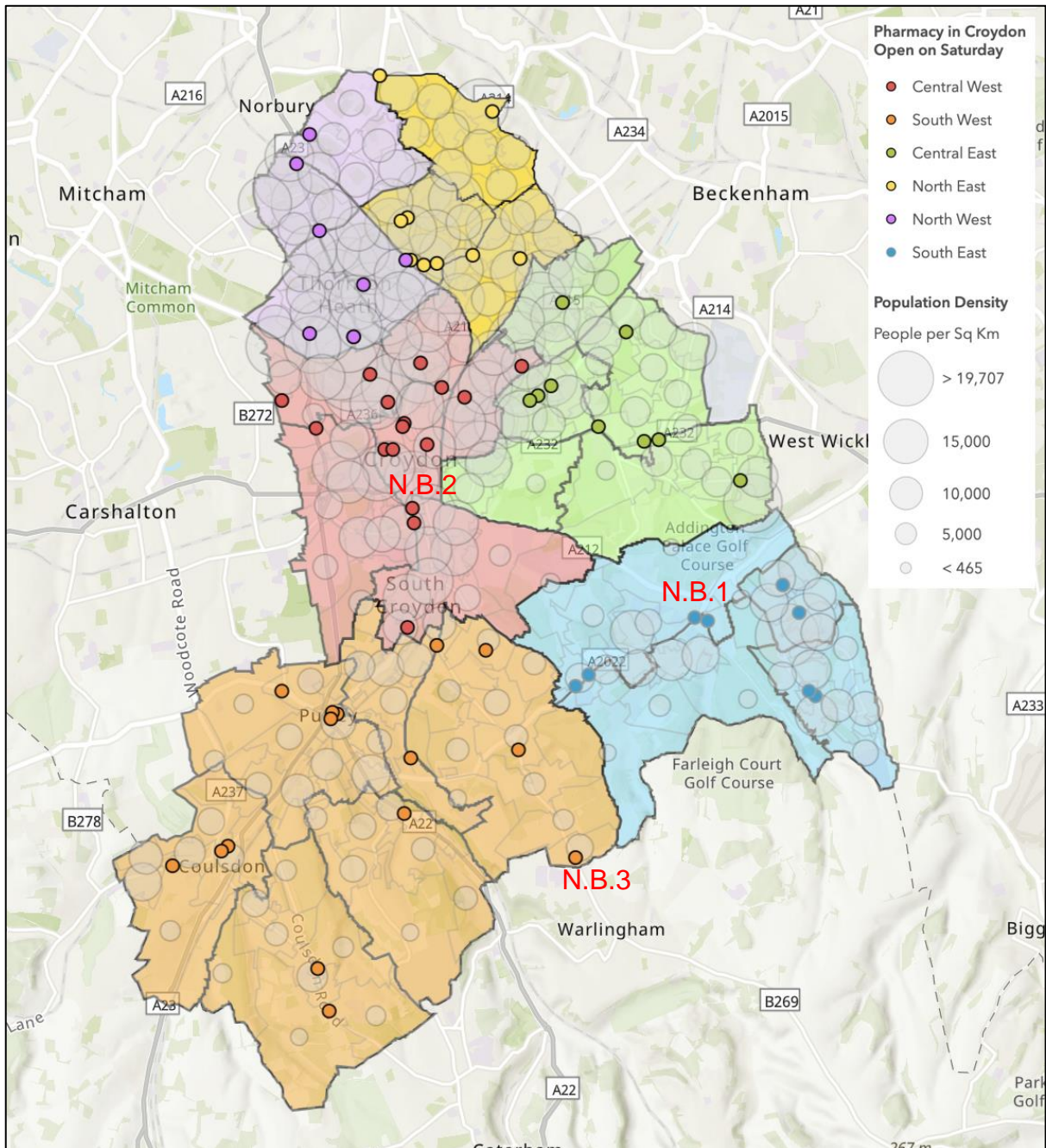
N.B. Kamsons Pharmacy (FLW02, Map ID: 36) has closed since the data cut-off (Apr 2022).

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



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

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

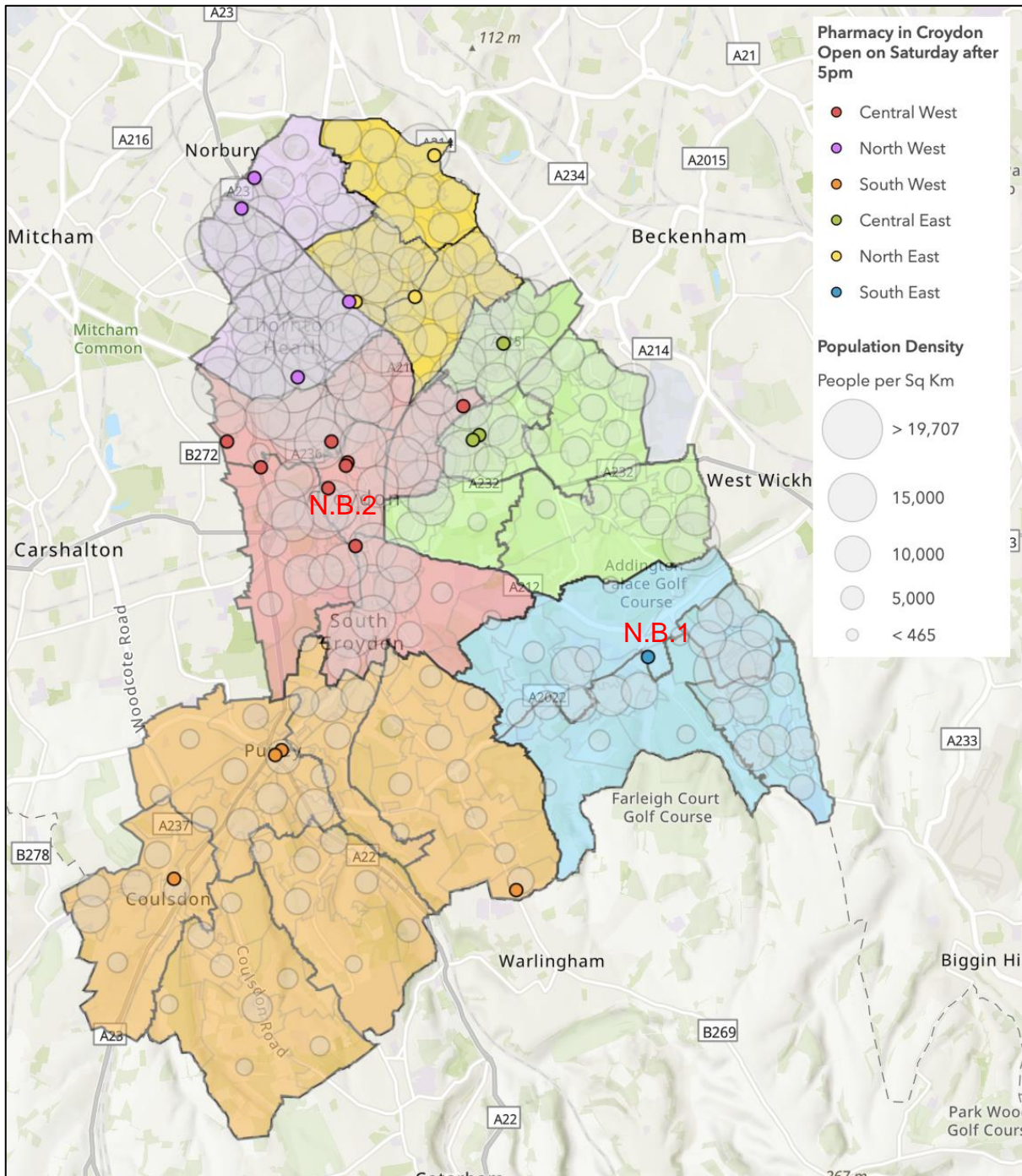


N.B.1 Goldmantle Pharmacy (FCL69, Map ID: 29) has changed their opening hours and no longer open on Saturday.

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)

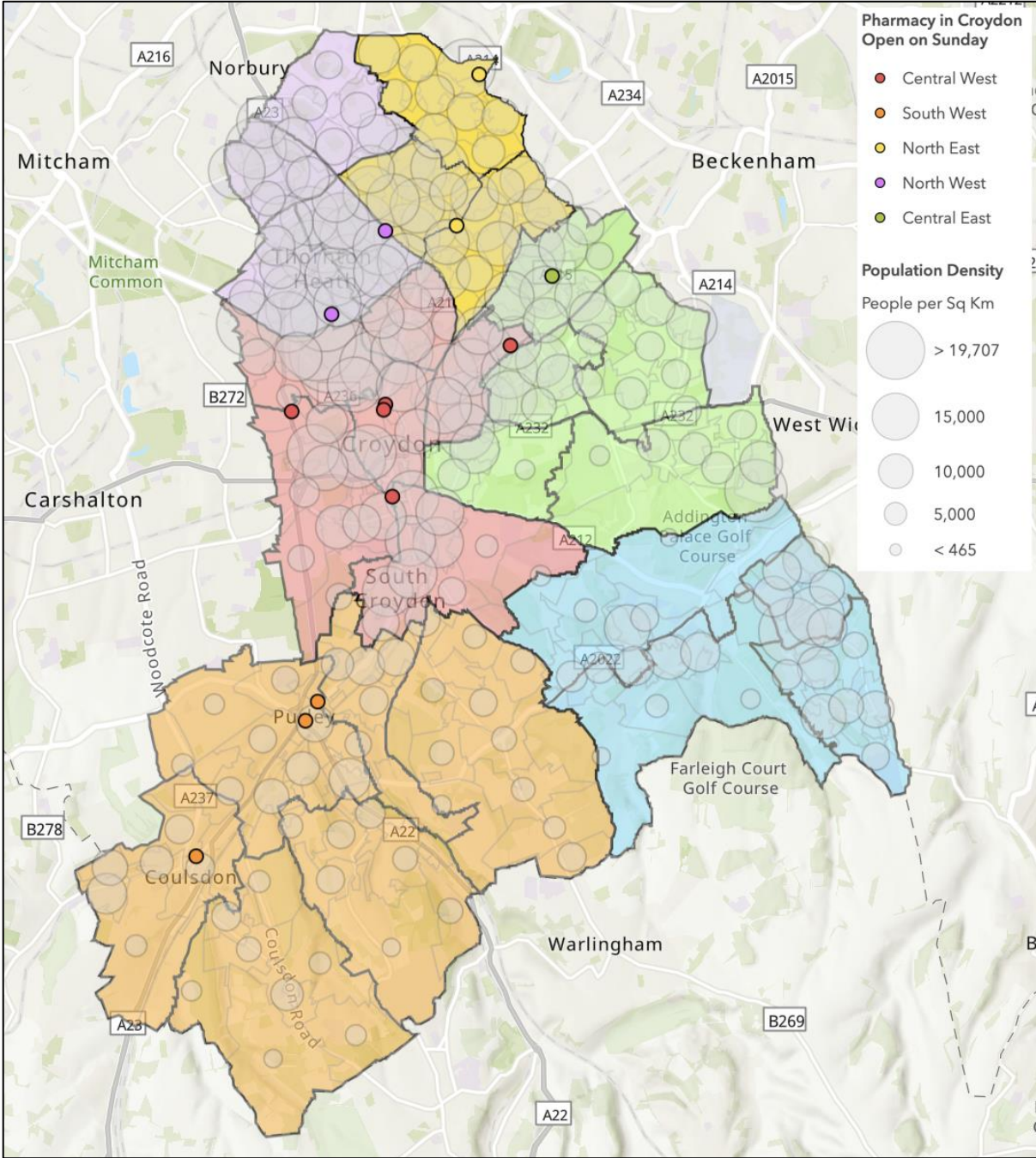


Figure 39 Location of 100-hour pharmacies by locality in Croydon with Population Density for LSOA (dot density)

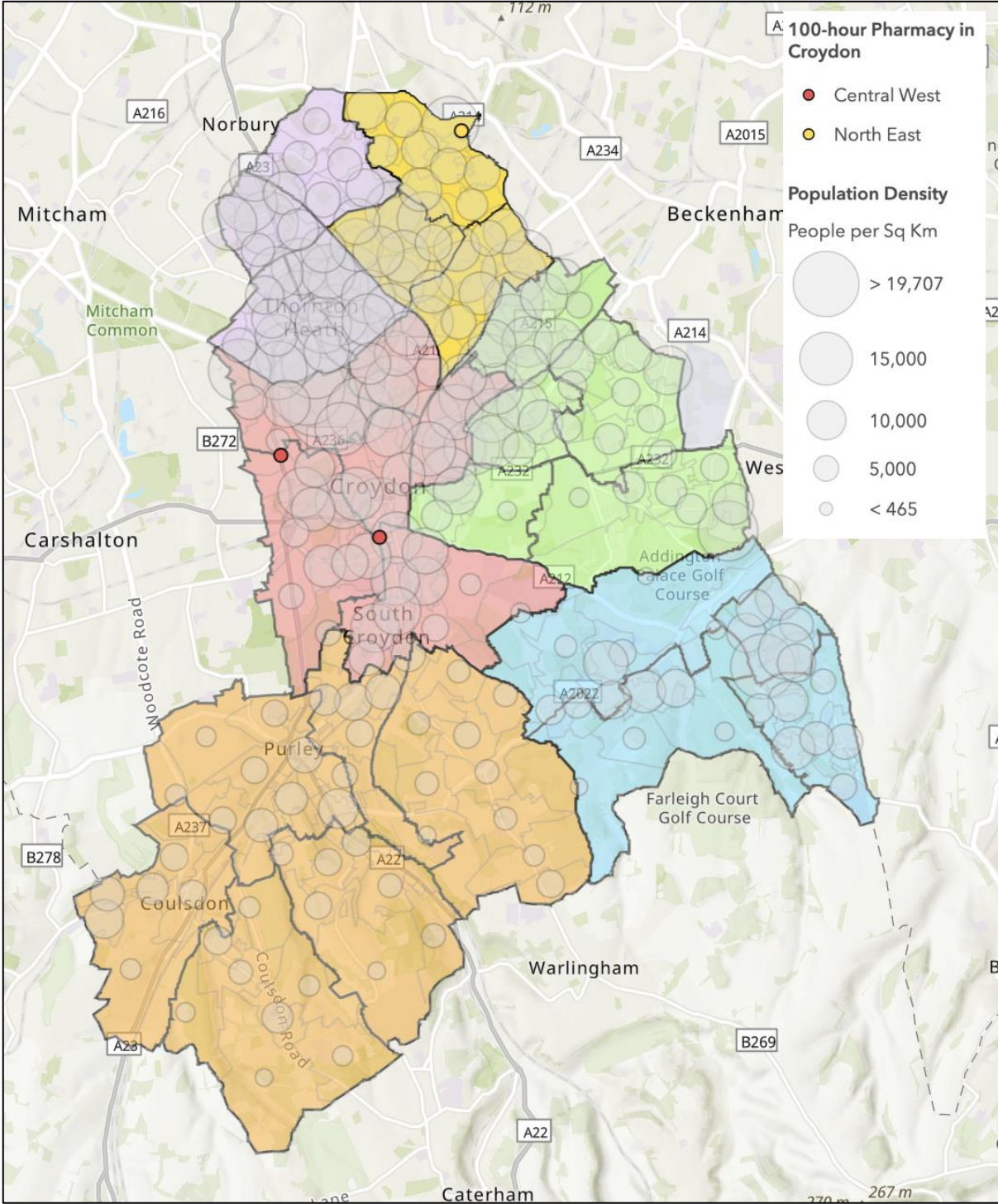
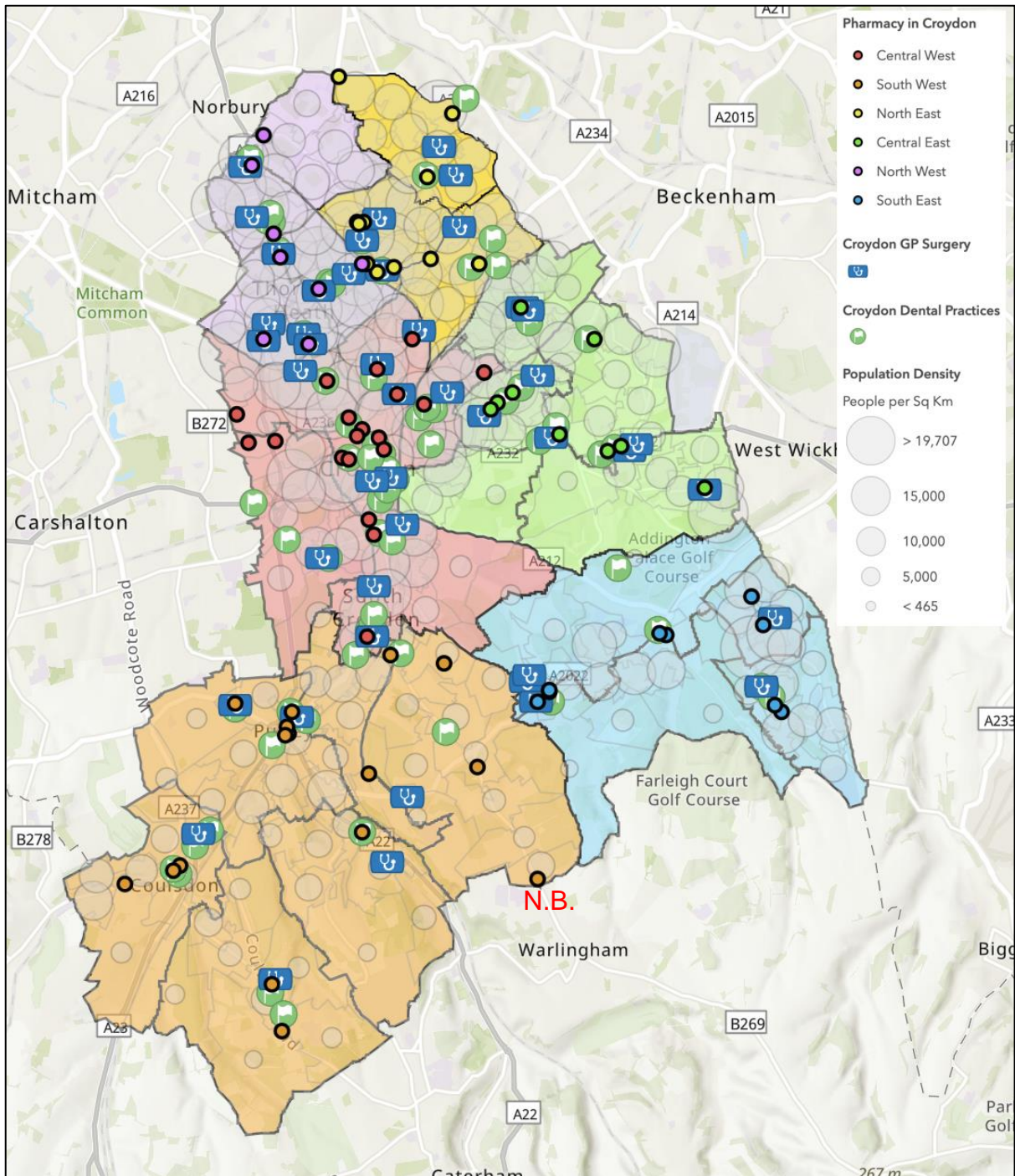


Figure 40 Location of pharmacies and other health services in Croydon with Population Density for LSOA (dot density)



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)