

# NEWHAM PHARMACEUTICAL NEEDS ASSESSMENT (PNA) 2023.

---



Pharmaceutical Needs Assessment 2023

**WE ARE NEWHAM.**

Document Details	
Title	Newham PNA Report 2023
Version:	30
Date of Issue:	May 2023
Project description:	Report created by the Public Health Action Support Team (PHAST)

Commissioner Lead Contact Details	
Name:	Jonathan Cox
Role:	Assistant Director of Public Health London Borough of Newham

PHAST Contact Details	
Name	Dr C Pyper
Role:	Project Lead
Email:	<a href="mailto:cecilia.pyper@phast.org.uk">cecilia.pyper@phast.org.uk</a> <a href="mailto:c@pyper.net">c@pyper.net</a>
Address:	Public Health Action Support Team CIC Westlington Farm Dinton Bucks HP17 8UL

PHAST PNA TEAM
Dr Cecilia Pyper MBBS MFPH
Sarah Seager
Tasmin Harrison BSc Medical Sciences

## Table of Contents

<b>1</b>	<b><i>Introduction</i></b>	<b>11</b>
1.1	Background	11
1.2	Purpose of the PNA	11
1.3	Scope of the PNA	11
1.4	Process for developing the PNA	12
1.5	Localities for the purpose of the PNA	12
<b>2</b>	<b><i>PNA Context</i></b>	<b>14</b>
2.1	National policies on pharmacy services	14
2.2	Joint Strategic Needs Assessment (JSNA) Review	18
2.3	Health and Wellbeing Strategy (HWS) Review	22
2.4	North East London Health and Care Partnership (NEL HCP)	23
2.5	Public Health Outcomes Framework Review	24
2.6	The potential role of pharmacists in addressing priority areas	27
2.7	Implications for pharmacy services	31
<b>3</b>	<b><i>Population characteristics</i></b>	<b>33</b>
3.1	Current population	33
3.2	Population distribution by localities	35
3.3	Population density	37
3.4	Ethnicity	38
3.5	Deprivation	39
3.6	Population projections	42
3.7	Health and lifestyles	43
3.8	Life expectancy and mortality	48
<b>4</b>	<b><i>Newham housing trajectory</i></b>	<b>50</b>
<b>5</b>	<b><i>Pharmaceutical service provision within Newham</i></b>	<b>52</b>
5.1	NHS England pharmaceutical services currently commissioned from community pharmacies	52
5.2	Dispensing appliance contractor	55
5.3	Distance-selling pharmacies	55
5.4	Self-care pharmacy initiative	55
5.5	Community pharmaceutical services for people from special groups	55
5.6	Community pharmacies in Newham	55
5.7	Choice of community pharmacies	56
5.8	Intensity of current pharmacy providers	56

5.9	Access to pharmacy services _____	57
<b>6</b>	<b><i>Stakeholder Engagement</i></b> _____	<b>66</b>
6.1	General stakeholder engagement _____	66
6.2	Outline methodology of stakeholder engagement _____	66
6.3	Pharmacy/Contractor Survey _____	67
6.4	Public Survey: have your say on pharmacy services _____	70
6.5	Meeting the needs of specific populations within society _____	77
6.6	The value of community Pharmacy _____	78
6.7	Responses to Newham PNA Surveys _____	78
<b>7</b>	<b><i>Conclusions</i></b> _____	<b>79</b>
<b>8</b>	<b><i>Appendix A – PNA Formal Consultation Methodology</i></b> _____	<b>82</b>
8.1	PNA Formal Consultation Methodology _____	82
8.2	Summary of the formal consultation findings _____	82
8.3	Newham Formal PNA Consultation Questionnaire _____	84
8.4	Newham Formal PNA Consultation - Communications Action Plan _____	91
<b>9</b>	<b><i>Appendix B – Consultation Log</i></b> _____	<b>94</b>
<b>10</b>	<b><i>Appendix C – Pharmacy opening hours and services</i></b> _____	<b>112</b>
<b>11</b>	<b><i>Appendix D – Pharmacy PNA Survey Results</i></b> _____	<b>118</b>
<b>12</b>	<b><i>Appendix E – Public PNA Survey Results</i></b> _____	<b>129</b>
<b>13</b>	<b><i>Appendix F – GP &amp; Dental service providers</i></b> _____	<b>143</b>
<b>14</b>	<b><i>Appendix G – Maps of Newham Health Services</i></b> _____	<b>146</b>
<b>15</b>	<b><i>Appendix H – Draft Statutory PNA Consultation Process</i></b> _____	<b>155</b>
<b>16</b>	<b><i>Appendix I – Terms of Reference</i></b> _____	<b>157</b>
16.1	Newham PNA – Steering Group Terms of Reference _____	157
16.2	Newham PNA – Stakeholder Advisory Group Terms of Reference _____	159
<b>17</b>	<b><i>Appendix J – Gantt chart</i></b> _____	<b>162</b>
<b>18</b>	<b><i>Appendix K – Acknowledgements</i></b> _____	<b>163</b>
<b>19</b>	<b><i>Appendix L – Glossary of Abbreviations &amp; Terms</i></b> _____	<b>164</b>



## 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 Newham PNA was published in 2018, no major changes to pharmaceutical provision have been observed and provision is generally good. There are 70 community pharmacies in Newham (as of April 2022) for a population of 355,266. This is an average of 19.7 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5). All localities have at least thirteen community pharmacies, however the rate varies across the borough with North East locality having a higher number per resident compared to the rest of the borough.

The adult population is 75% of the total population at 256,100 for resident population and 249,000 for registered population. The estimated projections based on natural change (births and deaths) and internal and international migration suggest an increase of 15% for adult population from a baseline of 256,200 in 2016 to 294,000 in 2026.

The expected housing developments in parts of the borough will have a great impact on the population size and structure and this information should be kept under review.

Overall access is good. By using a car, 100% of residents can access to their nearest pharmacy within 4 minutes, and for 80% of residents, the nearest pharmacy can be reached within 5 minutes of walking. There are three 100-hour pharmacies across the borough and at least four pharmacies provide Sunday opening, of which one opens from 8am to 9pm. 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 Newham borough has increased. Analysis of housing data shows that there are likely to be population increases in parts of the borough, with population projections showing an increase of 21.5% 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.

PHAST have identified pharmacies in Newham have been adequately responding to the changing needs of the community it serves. We have also identified pharmacies in Newham are willing to provide many additional services if commissioned. Many are also willing to provide additional services privately and some are already doing so.

Throughout COVID, Newham Community Pharmacies remained open and went above and beyond to support their local community. They had a number of pharmacy vaccination sites step up and administer COVID vaccinations. This has shown what Community Pharmacy can deliver when it is commissioned and remunerated appropriately.

The current climate post COVID shows the value of Community Pharmacy within their community. Community Pharmacy is often the gateway to the NHS for many patients and you don't need to make an appointment to see them, you can just walk in. They are accessible with respect to location and opening hours as many pharmacies open extended hours. In London there are a high number of pharmacies within a small area and a low number of prescriptions being issued compared to areas outside of London. Newham is rapidly developing and we know that there will be an increase in the population in the future. According to the CEO of the NEL LPC all pharmacies currently have the capacity to take on an additional workload with respect to services and prescriptions.

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 Newham'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 Newham 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 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.

Newham should be congratulated on achieving 100% pharmacy survey response, and a very good public survey response rate. In addition, they should be congratulated in the way they targeted key populations with relevant protected characteristics to achieve a more representative sample.

## Conclusions

The Newham 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 Newham. The PNA is required to clearly state what is considered to constitute essential 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 essential services in Newham, the following have been considered:

- The maps showing the location of pharmacies within Newham and the Index of Multiple Deprivation
- The number, distribution and opening times of pharmacies within Newham
- Pharmacy locations across the border
- Population density in Newham
- Projected population growth
- The ethnicity of the population
- Neighbourhood deprivation in Newham
- 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).

### Essential Services

No gaps have been identified in Essential 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 essential services during normal working hours across the whole borough.
- There are no gaps in the provision of essential services outside of normal working hours across the whole borough.

### Advanced Services

- No gaps have been identified that if provided either now or in the future would secure improvements, or better access to advanced services across the whole borough.
- There are no gaps in the provision of advanced services across the whole borough.
- It should be noted that no pharmacies reported they were providing stoma appliance customisation; this could be seen as a gap in Advanced services; however, 6 pharmacies said they were able to do so if there was a need.

### 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 relevant 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 Newham.

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

Newham 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

- **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 ICBs in response to the needs of the local population.

## Results of the Newham PNA Report - Formal Consultation

A formal consultation and a wider resident survey on local pharmacies was conducted between January and 31 March 2023. 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 Newham PNA report.
- The Newham 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 the appendices.

### Summary of the formal consultation findings

- 26 individuals responded to the formal Newham PNA consultation. In addition, the NHSE lead for PNAs nationally gave detailed written feedback rather than completing the formal consultation questionnaire. Therefore, the total number of individuals responding was 27. Most of the respondents were members of the public who were residents in Newham (16/27). The following results will only describe the 26 respondents who completed the consultation questionnaire.



- There were more females 70% completing the questionnaire. 15% of responders were male and 5% were non-binary. In addition, 10% preferred not to state their gender. There was a good distribution of age range over the age of 35. A larger number of the respondents were white 60% compared to Newham population structure that has 29% white. Only 15% of the responders were Asian whereas Newham has about 43% Asian across the localities.
- Overall, in response to the majority of the PNA consultation questions around 40% responded – “I don’t know/I am not sure about this”
- In response to the question how much do you agree or disagree with the final recommendations of the Newham PNA Report? - 50% of the respondents strongly agreed or mostly agreed with the final recommendations of the PNA (10/20).25% neither agreed nor disagreed, 20% did not know or were not sure about this and only one individual mostly disagreed, - no one strongly disagreed.
- In response to the question asking how much do you think the PNA accurately identifies any possible gaps in pharmaceutical services that might exist up to March 2025 due to the growing population and housing developments their response was 45% stating the PNA gives an accurate description of possible gaps, 40% stating I don’t know/I am not sure about this and 15% stating no I think much of the PNA does not give an accurate description of possible gaps.
- In response to the question how much do you think the PNA accurately describes community pharmacy services as they exist at present within Newham? 45% percent consider the PNA gives an accurate description of this 40% stated I don’t know/I am not sure about this and 15% stated no I think much of the PNA does not give an accurate description of this.
- In response to the question regarding whether they think that the PNA shows a good understanding or not of the health and well-being needs of people in Newham and its localities, - 45% considered the PNA shows a good understanding of this 40% stated I don’t know/I am not sure about this and 15% stated no I think much of the PNA does not show a good understanding of this.
- In response to the question about whether the right methods had been used to create the PNA, - 40% stated yes I think all the right methods have been used, 50% stated I don’t know/I am not sure about this and 10% stated no I think many of the methods are not quite right.
- In response to the question asking whether overall the PNA gives sufficient information for the NHS, Local Authority, and other organisations to use the PNA to commission to make their commissioning decisions for the next three years 40% stated yes, I think overall the PNA gives sufficient information for this, 45% stated I don’t know I am not sure about this and 15% stated I think much of the PNA does not give sufficient information for this.

# 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 Newham 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 essential 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 essential 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 (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. The terms of reference for the group are in

### 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.

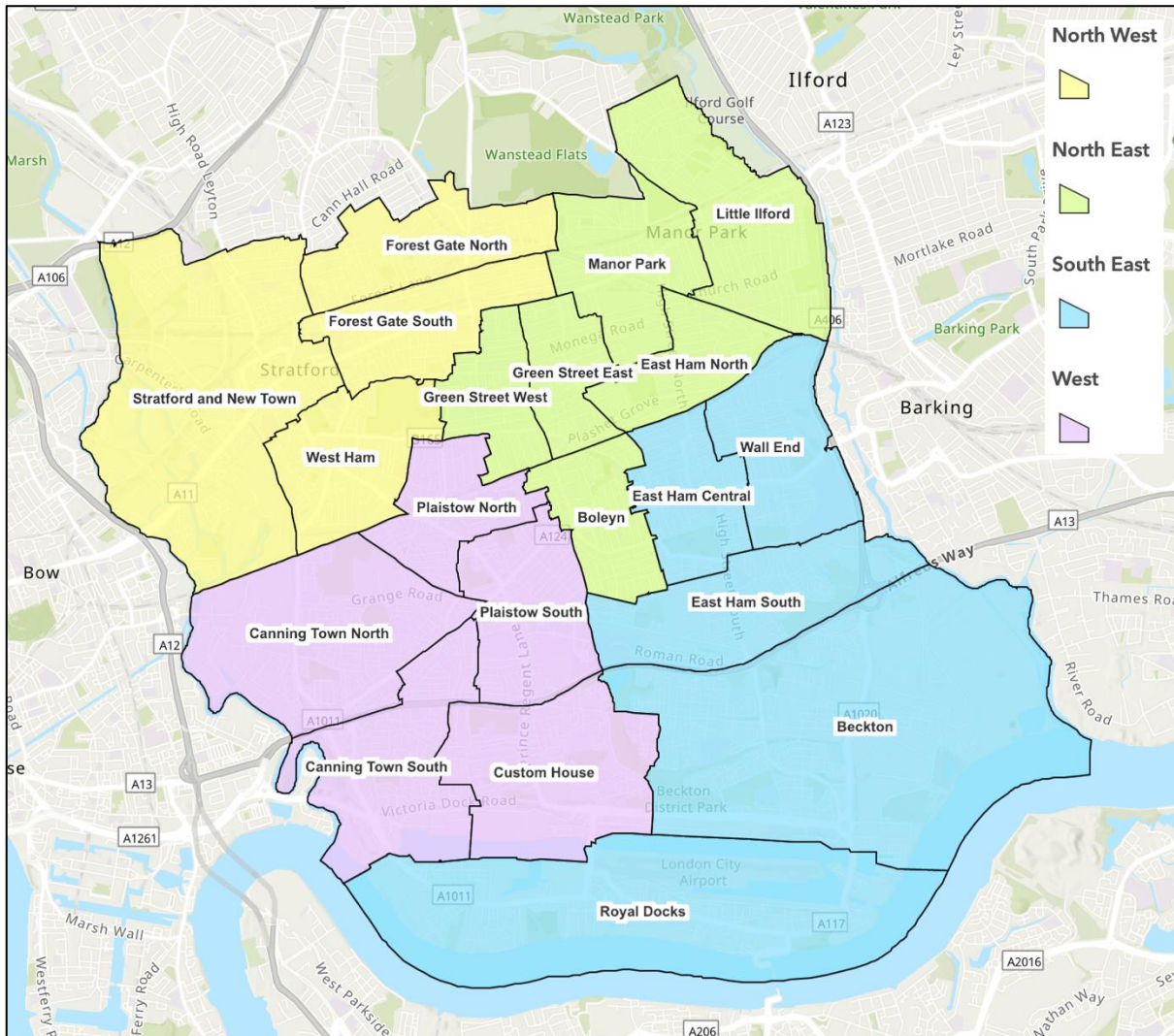
Following this consultation, the comments will be assessed by the steering group and the final PNA will be published in 2023.

## 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 10 Primary Care Networks (PCNs) existing within Newham, which are: Leaside, Stratford, North Newham, North West 2, North East 1, North East 2, Newham Central, Central 1, South One Newham and Docklands.

Figure 1 Newham localities and wards



Newham has 4 localities and 20 wards as illustrated above and, in the table, below.

Table 1 Localities in Newham

Locality	Ward
North West	Stratford & New Town
	West Ham
	Forest Gate South
	Forest Gate North
North East	Green Street East
	Green Street West
	Boleyn
	Little Ilford
	East Ham North
	Manor Park

South East	East Ham Central
	Wall End
	East Ham South
	Beckton
	Royal Docks
West	Custom House
	Canning Town North
	Canning Town South
	Plaistow North
	Plaistow South



## 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 essential 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 (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. CCGs 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 3<sup>rd</sup> year on the agreement. The CPCF is made up of three different service types:

- Essential services (sometimes referred to necessary services) are commissioned by NHS England/Improvement and are provided by all pharmacy contractors (including distance selling pharmacies). Essential 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 to 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 CCGs. 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

Newham's Health and Wellbeing Board is a group of people from different organisations who work together in partnership to improve the health of people in Newham. The organisations that work on this Board include the London Borough of Newham council officers who manage Adults and Health, Children Services, Public Health, NHS North East London Integrated Care Board (NEL ICB) (previously Clinical Commissioning Group, (CCG)), Newham University Hospital (part of Barts Health NHS Trust) and HealthWatch Newham, who provides a voice for residents.

The Board work with the Newham Clinical Commissioning Group to prepare the Joint Strategic Needs Assessment. The document sets out the health and wellbeing needs of Newham residents now and in the future, based on a number of factors including:

- Population
- Use of health and social care services
- Patterns of illness and poor health
- Factors that affect health, including housing, poverty, employment and the environment

The London Borough of Newham JSNA can be viewed via [here](#).

### 2.2.2 Selected data and analysis

#### 2.2.2.1 Demography

Newham has a young and diverse population. With an estimated resident population of 340,700 (in 2016) Newham is the 18th largest borough in the country and fourth largest in London.

The population served by Newham NHS North East London Integrated Care Board (NEL ICB) (previously Clinical Commissioning Group, (CCG)), is estimated to be 332,800.

The adult population is 75% of the total population at 256,100 for resident population and 249,000 for registered population. The estimated projections based on natural change (births and deaths) and internal and international migration suggest an increase of 15% for adult population from a baseline of 256,200 in 2016 to 294,000 in 2026.

The expected housing developments in parts of the borough will have a great impact on the population size and structure and this information will be under review.

#### 2.2.2.2 Age distribution

The median age of Newham residents is 30.8 years making it the fifth youngest borough in the country (median age of 39.8 years for England) and second youngest in London (median population age of 34.6 years).

The population is growing older. Estimated projections suggest an increase of 15% for adult population from 2016 to 2026 with the greatest percentage increase expected in the 65 -74 years age group (27%) and lowest in the 18-49 years group (8%).



### 2.2.2.3 Ethnicity

Newham is the most ethnically diverse community with 75% of the population from Black and Asian communities which is the highest in the country. For the adult population communities form 70% of the population. The rest of the population is White British (15%) and White other 14%).

Estimated projections suggest an increase of 15% for adult population from 2016 to 2026. The greatest increase is expected to occur in the other ethnicities, (28%) British Asian (20%) with other White (15%) and all mixed (14%) and British Black (6%). The British White are estimated to decrease by 14%.

The 2011 Census showed that 58.6% of Newham residents stated English as their main language. At the time, this was the lowest proportion in England and Wales. The 3 most common languages (other than English) spoken in Newham are Bengali, Urdu and Gujarati.

### 2.2.2.4 Wider Determinants of Health

Newham has moved its ranking from being the second most deprived borough in England in 2010 to the 25th most deprived in 2015, which now places it in the second most deprived decile (20% most deprived) compared with most deprived decile (10% most deprived) as measured by the Index of multiple deprivation (IMD). As these measures are relative and not suitable for time trends, it cannot be said for certain how much of it is absolute change.

Based on the 2015 IMD, Newham is performing well on education similar to other London boroughs, and falls in the middle range for employment and health based on proportion of small areas in Newham falling in the 10% most deprived decile in the country. It ranks lower in the income and ranks the worst for crime and barriers to goods and services.

About 20% of all adults and 25% of all older people were income poor. The median annual household income in Newham was £28,780 (2012/13) which was £10,000 lower than the London average but comparable to that of North West England. Historically, Newham has had very low median income and even with the 60% increase in income from 2002/3, it remains comparatively low.

The low income combined with higher house prices in London results in poor housing affordability for most of the residents. Newham ranked 4th worst in the country for housing deprivation. Newham along with its neighbouring Tower Hamlets and the City of London had the highest proportion of households living in overcrowded conditions. About half of all the households living in private housing live in overcrowded conditions and 20% in social housing.

### 2.2.2.5 Children & Young People

In 2020, there were 136,000 children and young people aged 0-25 years in Newham, accounting for 37% of the Newham population (52% male and 48% female). It is anticipated that the 0-25 year old population will increase by 18% to 161,000 by 2030.

The number of annual live births has been decreasing in Newham in recent years and is forecast to reduce to around 5,200 annually over the next 10 years.

The proportion of children and young people aged 0 to 20 years varies from 22% (Stratford) to 34% (Little Ilford) by ward. There are no major differences in the age structure between wards.

Overall, 89.5% of children and young people are from an ethnic background other than White British. The proportions of Black African, Pakistani, Indian and Bangladeshi residents age 0-25 years are higher compared to London. The proportion of Black Caribbean children in Newham is similar to that of London. The proportion of children of Mixed or White ethnicity are less than that of London (substantially less in the case of White children). The proportions of these broad ethnic groups making up Newham's population are not forecast to change substantially by 2030

In Newham, around 4% of full term babies are recorded to have low birth weight, this has remained fairly constant over time. The number of neonatal deaths in the Asian Population is 6% above the Asian child population (excluding mixed ethnicity) in Newham. This may be related to monitoring of risks during pregnancy.

NHS England targets for vaccinations are set at 90%, the Newham CCG target is set at 95%. Vaccination rates among CYP in Newham currently sit well below these thresholds.

#### 2.2.2.6 Maternal Health

Annual flu vaccination is recommended in pregnancy for protecting health, and there is a large variation in uptake at Primary Care Network (PCN) level, especially for those at clinical risk.

In Newham, the percentage of mothers smoking at the time of delivery is lower than England average (4.5% compared to 10.4%). However, it is higher among 15- 24 years old (10%) and white women (13%). The percentage of mothers Smoking in early pregnancy (at the time of the maternity booking appointment) is higher than London but lower than England.

Vitamin D deficiency is most common in people with darker skin and/or those who cover their skin when outside. Newham is home to many different cultures and religions – many of which may increase the risk of vitamin D deficiency.

#### 2.2.2.7 Older People

The estimated projections suggest an increase of 15% for adult population from 2016 to 2026 with the greatest percentage increase is expected in the 65 -74 years age group (27%)

Babies born in Newham between 2013 and 2015 can expect to have higher life expectancies (79.0 years for men and 82.5 years for women) compared with those born a decade ago (74.8 years for men and 78.8 years for women). The health inequality gap between Newham and England as measured by life expectancy has narrowed from 2.1 to 0.2 years for men and 2.2 to 0.6 for women in the last decade with Newham having figures comparable to England. However, the gap between Newham and London has remained significant in 2013-2015 (1.2 for men and 1.6 for women), although it has reduced from 2.0 and 2.5 years for men and women in 2003 -2005.

### 2.2.2.8 Wellbeing & Quality of Life

Residents of Newham reported on average better personal wellbeing compared with London. About 81.2% reporting very high to high satisfaction with life, 83.6% reporting that the things they do in their lives were worthwhile, 77.6% were happy and 32.5% were anxious the day before they participated in the survey.

People with long term conditions (LTC) living in Newham reported better health related quality of life (HRQoL) compared with that reported on average in England or London. People with multi-morbidity reported lower HRQoL. Carers in Newham reported similar HRQoL compared with London or England. About 54% of people with LTC felt that they were supported to manage their condition compared with 64% in England.

### 2.2.2.9 Healthy Lifestyle

The proportion of Newham residents that have lifestyle behaviours that protect against the risk of chronic conditions such as diabetes and heart disease is lower compared with England or London. About 42% of adults in Newham meet the 5 A Day fruit and vegetable recommendations compared with 52% in England and 56% in London. About 60% of Newham adults were estimated to meet the Chief Medical Officers 's guidelines for physical activity, 5% lower than the England and London estimate of 65%.

A higher proportion of Newham residents have behaviours that increase the risk of chronic conditions compared with England. About 20% of Newham residents smoke compared with 17% in England and 16% in London. A higher proportion of residents in Newham work in occupations which have higher smoking rates such as routine and manual occupations. About 29% of people in these occupations in Newham smoke which is comparable with England but higher than London. The rates for male alcohol specific hospital admissions were higher for Newham compared with London, although similar to England.

The proportion of people with clinical risk such as excess body weight, non-diabetic hyperglycaemia and hypertension is high in Newham with 63% adults with excess weight and 10% clinically obese, 11% pre-diabetic and 10.6% have hypertension. These figures are comparable to England.

## 2.3 Health and Wellbeing Strategy (HWS) Review

### 2.3.1 Introduction

The Health and Wellbeing Board's *50 Steps to a Healthier Borough Health and Wellbeing Strategy 2020-2023* sets out its commitments to improving the health and wellbeing of people and communities within the borough as well as the challenges faced by Newham. The published HWS can be viewed via [link](#).

### 2.3.2 Priorities

A number of principles run across the strategy:

- To use all the levers, the borough have at their disposal to improve physical and mental health and wellbeing, including working in partnership wherever possible
- To understand and address issues of equity and inclusivity in our work
- To involve those impacted in decision making whether at an individual or community level, ensuring our residents are at the heart of everything we do
- To use evidence to invest in long term and lasting change, focusing both on immediate impact but also recognising that some of the benefits will be years into the future

The health challenges section covers the evidence base that underpins the need for the 50 steps: "We consider people's whole life journey from pregnancy through to older age. We look at both mental and physical health, at the wider determinants of health such as inequalities and the environment but also more immediate influences on health such as smoking, physical activity and access to services".

The priorities of this strategy do not sit in isolation, they are part of a wider set of ambitions that may also benefit health (including community wealth building, developing an inclusive economy, good jobs and addressing the climate emergency).

#### 2.3.2.1 Proposed strategic direction

The strategy is not about particular conditions or health issues but focused more on drivers and determinants. "Changemakers" are individuals and organisations who have been chosen to sit at the heart of the campaign representing each of the 50 steps. They demonstrate how a change in mind set and a focus on health and wellbeing can be adopted by all.

The commitments section is divided into 12 priority areas and covers the "50 steps" planned to improve health and wellbeing over three years. Some are about the services delivered to people, children, young people, adults, and families. Many are about creating a healthier social and physical environment.

#### 2.3.2.2 The 12 priority areas of the 50 steps

1. Enabling the best start through pregnancy and early years
2. Supporting young people to be healthy and ready for adult life
3. Supporting people around the determinants of their health
4. Developing high quality inclusive services, ensuring equity and reducing variation
5. Meeting the needs of those most vulnerable to the worst health outcomes
6. Creating a healthier food environment

7. Supporting active travel and improved air quality
8. Creating an active borough
9. Communities where people are better connected and supported
10. Working towards a smoke free Newham
11. Building a borough of health promoting housing
12. Building an inclusive economy and tackling

## 2.4 North East London Health and Care Partnership (NEL HCP)

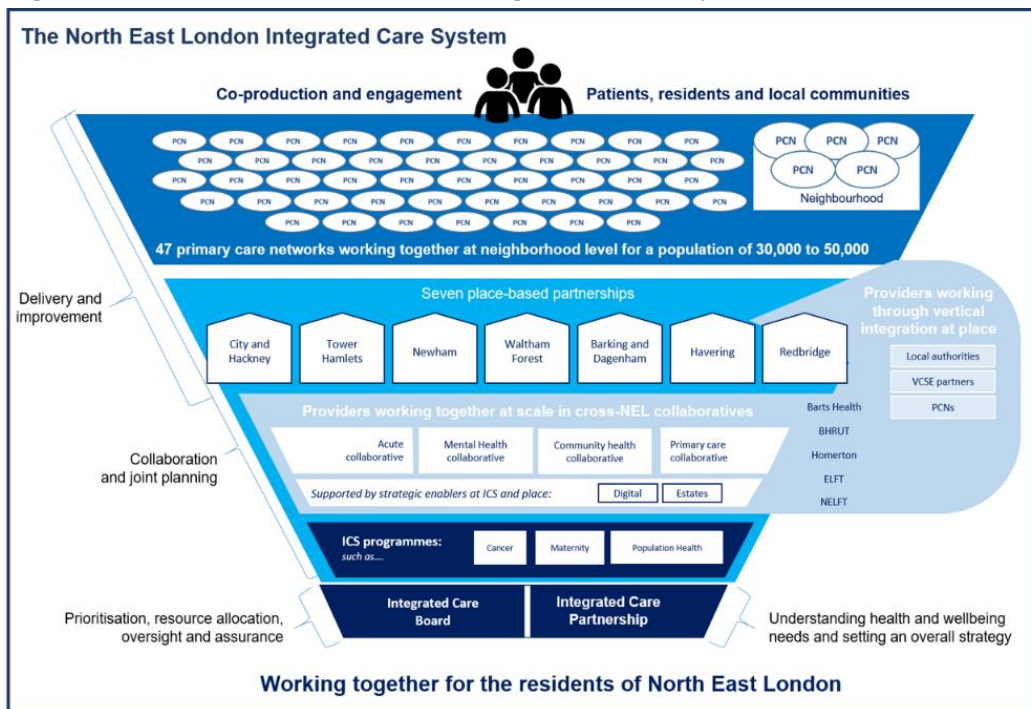
### 2.4.1 Introduction

North East London is a vibrant, diverse and distinctive area of London steeped in history and culture. NHS North East London serves over two million people across eight local authority areas: Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.

### 2.4.2 Partnership

North East London Health and Care Partnership (NEL HCP) is a formal alliance of partners with a role in improving the health, wellbeing and equity of residents. It achieves this by bringing together health partners, local authorities and the voluntary, community and social enterprise sector, with residents, patients and service users to improve planning and delivery of care and support services. Together it sets the overall strategy that will guide collective work and hold the wider health and care system to account for how services are delivered in a more joined up way.

**Figure 2 The North East London Integrated Care System**





### 2.4.3 Ambitions and Priorities

The partnership has agreed an agreed ambition: to work with and for all the people of north east London to create meaningful improvements in health, wellbeing and equity. To help guide its work, together they have agreed four priorities where they want to create measurable change. These are:

1. **Employment and workforce** – to work together to create meaningful work opportunities and employment for people in north east London now and in the future.
2. **Long term conditions** – to support everyone living with a long-term condition in north east London to live a longer, healthier life and to work to prevent conditions occurring for other members of our community
3. **Children and young people** – to make north east London the best place to grow up, through early support when it is needed and the delivery of accessible and responsive services.
4. **Mental health** – to transform accessibility to, experience of and outcomes from mental health services and well-being support for the people of north east London.

## 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 Newham (accessed in Oct 2022) highlights poor performance as compared to the London average for the following indicators:

#### 2.5.2.1 Domain: Overarching

- Healthy life expectancy at birth (Male)
- Life expectancy at birth (Male, 1 Year Range)
- Healthy life expectancy at 65 (Male)
- Life expectancy at 65 (Male, 1 Year Range)
- Disability-free life expectancy at 65 (Male)

#### 2.5.2.2 Domain: Wider determinants of health

- Children in absolute low-income families (under 16s)

- Children in relative low-income families (under 16s)
- Pupil absence
- First time entrants to the youth justice system
- Adults in contact with secondary mental health services who live in stable and appropriate accommodation
- The percentage of the population who are in contact with secondary mental health services and on the Care Plan Approach, that are in paid employment (aged 18 to 69)
- Killed and seriously injured (KSI) casualties on England's roads
- Violent crime - hospital admissions for violence (including sexual violence)
- The rate of complaints about noise
- Homelessness - households in temporary accommodation
- Social Isolation: percentage of adult social care users who have as much social contact as they would like
- Loneliness: Percentage of adults who feel lonely often / always or some of the time
- Children in low-income families (all dependent children under 20)

#### 2.5.2.3 Domain: Health improvement

- Low birth weight of term babies
- Year 6: Prevalence of overweight (including obesity)
- Percentage of physically active children and young people
- Proportion of the population meeting the recommended '5-a-day' on a 'usual day' (adults)
- Percentage of physically active adults
- Percentage of physically inactive adults
- Successful completion of drug treatment - non-opiate users
- Successful completion of alcohol treatment
- Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison
- Percentage of cancers diagnosed at stages 1 and 2
- Cancer screening coverage: breast cancer
- Cancer screening coverage: cervical cancer (aged 25 to 49 years old)
- Cancer screening coverage: cervical cancer (aged 50 to 64 years old)
- Cancer screening coverage: bowel cancer
- Newborn Hearing Screening: Coverage
- Newborn and Infant Physical Examination Screening Coverage

#### 2.5.2.4 Domain: Health Protection

- New STI diagnoses (exclude chlamydia aged under 25) per 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 - Flu (2-3 years old)
- 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 - Flu (at risk individuals)
- Population vaccination coverage - Flu (aged 65+)
- Population vaccination coverage - PPV
- Population vaccination coverage – Shingles vaccination coverage (71 years)
- TB incidence (three-year average)

#### 2.5.2.5 Domain: Healthcare and Premature Mortality

- Estimated dementia diagnosis rate (aged 65 and over)
- Percentage of 5-year-olds with experience of visually obvious dental decay
- Under 75 mortality rate from all cardiovascular diseases
- Under 75 mortality rate from cardiovascular diseases considered preventable (2019 definition)
- Premature mortality in adults with severe mental illness (SMI)

## 2.6 The potential role of pharmacists in addressing priority areas

Section 2.2 to 2.5 discuss Newham's priorities identified in JSNA, HWS, North East London Health and Care Partnership, 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

#### Overarching factors that challenge Newham:

- Newham has one of the youngest populations
- More children and young people (CYP) than any other London borough
- Deprivation in Newham is high
- Disproportionately affected by Covid-19 (linked to demographics)

#### Areas where Newham is under performing compared to London average:

- Lifestyle Behaviours - pharmacists' role in improving lifestyle behaviours (healthy diet, physical activity, smoking and alcohol consumption) that help protect against risk of chronic conditions
  - Proportion of residents that have lifestyle behaviours that protect against risk of chronic conditions such as diabetes and heart disease is lower
  - Lower % of adults meet '5 a day' fruit and vegetable recommendation
  - Lower % of adults meet CMO's guidelines for physical activity
  - A higher proportion of residents have behaviours that increase risk of chronic conditions
  - A higher proportion of Newham residents are smokers
  - Rate of male alcohol related hospital admissions higher
- Clinical Risk Factors - pharmacists' role in identifying and supporting those with clinical risk factors (e.g., excess body weight, non-diabetic hyperglycaemia, hypertension) for chronic conditions
  - The proportion of people with clinical risk (such as excess body weight, non-diabetic hyperglycaemia, hypertension) is high
- Burden of disease – pharmacists' role in targeting conditions that contribute most highly to disease burden in Newham (mental health, cancers, cardiovascular disease, musculoskeletal diseases and respiratory diseases)
  - Applying age specific data on DALYS for UK to Newham indicates that mental health, cancers, cardiovascular disease, musculoskeletal diseases and respiratory diseases contribute to the highest burden of disease
  - In younger age groups burden from mental health and musculoskeletal diseases is higher compared to England
  - In older age groups, the burden from cancer and cardiovascular disease is higher compared to England

### Children & Young People

- Percentage of mothers smoking in early pregnancy – pharmacists’ role in identifying mothers smoking in early pregnancy
- Higher proportion of low-birth-weight term babies – pharmacists’ role in supporting low birth weight babies
- Immunisations -pharmacists’ role in improving childhood vaccination rates
  - Substantial numbers of unvaccinated children
  - Low immunisation coverage for Flu (2-3 years), MMR one dose (2 years), MMR one dose (5 years), MMR two doses (5 years)
- Oral Health– pharmacists’ role in identifying and managing poor oral health
  - High decay experience (decayed, missing, filled teeth) among 5-year-olds
  - High hospital admissions for dental caries in 0–5-year-olds
  - High number of 6–10-year-olds admitted for dental extractions
  - 3 wards where oral health was significantly worse than the Newham average: Canning Town North, Canning Town South, and West Ham
- Safeguarding – pharmacists’ role in identifying children in need
  - High number of referrals to children’s social care from Local Authority services other than health services
  - More transient population than other London boroughs impacting upon ability to effectively track and intervene on a child’s behalf when need and harm identified
  - Fewer children are on child protection plans for emotional abuse
  - Second highest borough in terms of volume and rates of domestic abuse
  - High rate of children in need in Newham (371 per 10,000 under 18s)
- Physical Activity – pharmacists’ role in preventing childhood obesity
  - Third most inactive borough (30.6% aged 19+ inactive)
  - Significantly lower percentage of active CYP
  - Low overall level of physical activity in school children 5-16
- Healthy Weight – pharmacists’ role in preventing childhood obesity
  - Obesity is an issue in Newham School children
  - 8<sup>th</sup> highest borough for proportion of overweight pupils in Reception (24%)
  - 2<sup>nd</sup> highest borough for proportion of overweight pupils in Year 6 (43%)
- Asthma: higher rates for hospital admissions in under 19s – *pharmacists’ role in identifying and managing asthma in CYP*
- Mental Health – pharmacists’ role in identifying and managing psychosis
  - Higher prevalence of psychosis
  - Deprivation can be a variable in developing mental illness
  - Psychosis is higher in certain ethnic groups such as Black and Caribbean
  - Rates are higher in first and second-generation immigration populations



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

PNA relevant priority areas to improve health and wellbeing include:

- Enabling the best start through pregnancy and early years – pharmacists’ role in pregnancy and early years health education and support initiatives including promoting and delivering immunisations
- Supporting young people to be healthy and ready for adult life - pharmacists’ role in delivering health education and improvement services to young people
- Supporting people around the determinants of their health – supportive role of pharmacists’ in addressing determinants of patient health
- Developing high quality inclusive services, ensuring equity and reducing variation - pharmacists’ role in ensuring equity through improving accessibility and provision of services targeting hard to reach groups
- Meeting the needs of those most vulnerable to the worst health outcomes - pharmacists’ role in identifying those most vulnerable to poor health outcomes and tailoring health improvement services accordingly
- Creating a healthier food environment - pharmacists’ role in creating a healthier food environment
- Supporting active travel and improved air quality - pharmacists’ role in supporting active travel
- Creating an active borough - pharmacists’ role in promoting physical activity
- Communities where people are better connected and supported - pharmacists’ role in patient support and community connectivity
- Working towards a smoke free Newham - pharmacists’ role in promoting smoking cessation
- Building an inclusive economy and tackling poverty - pharmacists’ role in advocating for the community they serve

### 2.6.3 The potential role of pharmacists in addressing the key themes identified by the North East London Health and Care Partnership

PNA relevant priority areas where the partnership wants to create measurable change:

#### Long Term Conditions

- To support everyone living with a long-term condition in north east London to live a longer, healthier life and to work to prevent conditions occurring for other members of our community – *pharmacists’ role in both prevention and support initiatives addressing long term health conditions*

#### Children and Young People

- To make north east London the best place to grow up, through early support when it is needed and the delivery of accessible and responsive services -

*pharmacists' role in delivering accessible, responsive health initiatives aimed at supporting children and young people*

### Mental Health

- To transform accessibility to, experience of and outcomes from mental health services and well-being support for the people of north east London - *pharmacists' role in improving access to mental health services*

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

**PNA relevant areas where Newham is performing lower than London average:**

### Wider Determinants of Health

- Loneliness: Percentage of adults who feel lonely often/ always or some of the time - pharmacists' role in signposting isolated individuals to relevant groups/organisations within the community

### Health Improvement

- Year 6: Prevalence of overweight (including obesity)- pharmacists' role in promoting good nutrition and signposting to healthy eating initiatives within the borough to parents and carers of children and young people
- Percentage of physically active children and young people - pharmacists' role in promoting exercise and signposting to activity initiatives within the borough to parents and carers of children and young people
- Proportion of the population meeting the recommended '5-a-day' on a 'usual day' (adults) - pharmacists' role in promoting a balanced diet that includes '5-a-day' fruit and vegetable intake
- Percentage of physically active adults - pharmacists' role in promoting exercise and signposting adults to activity initiatives within the borough
- Successful completion of drug treatment in non-opiate users - pharmacists' role in signposting and supporting delivery of drug treatment services
- Successful completion of alcohol treatment - pharmacists' role in supporting people to reduce their alcohol intake
- Cancer screening coverage: breast, cervical and bowel - pharmacists' role in promoting screening

### Health Protection

- New STI diagnoses (exclude chlamydia aged under 25) - pharmacists role in promoting sexual health and STI testing to relevant populations and signposting individuals to sexual health services
- Population vaccination coverage 18 areas (see PHOF chapter above) where Newham has worse vaccination coverage compared to London - pharmacists role in prevention, promoting and delivering a wide range of vaccinations
- TB incidence (three-year average)

### Healthcare and Premature Mortality

- Estimated dementia diagnosis rate (aged 65 and over) - pharmacists role in early diagnosis of dementia and signposting individuals to health and social care
- Percentage of 5 year olds with experience of visually obvious dental decay - pharmacists' role in identifying and managing poor oral health including signposting to dental services
- Under 75 mortality rate from cardiovascular diseases considered preventable- pharmacists' role in screening for cardiovascular disease through NHS health checks, monitoring blood pressure and advanced Hypertension case finding service
- Premature mortality in adults with severe mental illness (SMI) - pharmacists' role in supporting individuals with mental health problems and signposting them to mental health and other social services

## **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<sup>1</sup> (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<sup>2</sup>. Pharmacists may form part of an integrated care pathway working alongside GPs and other community practitioners to deliver optimal, integrated care closer to home.

---

<sup>1</sup> The community pharmacy offer for improving the public's health. Local Government Association. 2016

<sup>2</sup> 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 mid-2020, the population of Newham was 355,266 (47% female and 53% male). Table 2 and Table 3 show the age breakdown of the current population. The borough’s age structure is generally younger than the London and England average. The over 65s are 8% of the population, lower than London at 12% and England at 18%.

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

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

Population Estimate By Age and Gender 2020								
Population	Newham						ONS-Mid-2020	
Age Range	Male			Female			Total	
	Number	% of Total Population		% of Total Population	Number	Number	%	
	0-4yrs	13,591	3.83%			13,302	26,893	7.57%
5-19yrs	34,716	9.77%			32,864	67,580	19.02%	
20-49yrs	103,343	29.09%			79,867	183,210	51.57%	
50-64yrs	24,842	6.99%			24,777	49,619	13.97%	
65-84yrs	11,291	3.18%			13,439	24,730	6.96%	
85+yrs	1,356	0.38%			1,878	3,234	0.91%	
<b>All Ages</b>	<b>189,139</b>	<b>53.24%</b>			<b>166,127</b>	<b>355,266</b>	<b>100%</b>	

Population Estimate By Age and Gender 2020								
London	London						ONS-Mid-2020	
Age Range	Male			Female			Total	
	Number	% of Total Population		% of Total Population	Number	Number	%	
	0-4yrs	305,415	3.39%			290,384	595,799	6.62%
5-19yrs	838,323	9.31%			793,219	1,631,542	18.12%	
20-49yrs	2,147,946	23.86%			2,044,512	4,192,458	46.57%	
50-64yrs	729,552	8.10%			754,684	1,484,236	16.49%	
65-84yrs	434,616	4.83%			525,142	959,758	10.66%	
85+yrs	58,526	0.65%			93,954	152,480	1.69%	
<b>All Ages</b>	<b>4,514,378</b>	<b>50.15%</b>			<b>4,488,110</b>	<b>9,002,488</b>	<b>100%</b>	

Population Estimate By Age and Gender 2020								
England	England						ONS-Mid-2020	
Age Range	Male			Female			Total	
	Number	% of Total Population		% of Total Population	Number	Number	%	
	0-4yrs	1,577,153	2.79%			1,577,153	3,239,447	5.73%
5-19yrs	4,913,221	8.69%			4,913,221	10,090,908	17.84%	
20-49yrs	10,902,844	19.28%			10,902,844	21,921,818	38.77%	
50-64yrs	5,501,546	9.73%			5,501,546	10,833,946	19.16%	
65-84yrs	4,791,876	8.47%			4,791,876	9,057,609	16.02%	
85+yrs	880,680	1.56%			880,680	1,406,410	2.49%	
<b>All Ages</b>	<b>28,567,320</b>	<b>50.52%</b>			<b>28,567,320</b>	<b>56,550,138</b>	<b>100%</b>	



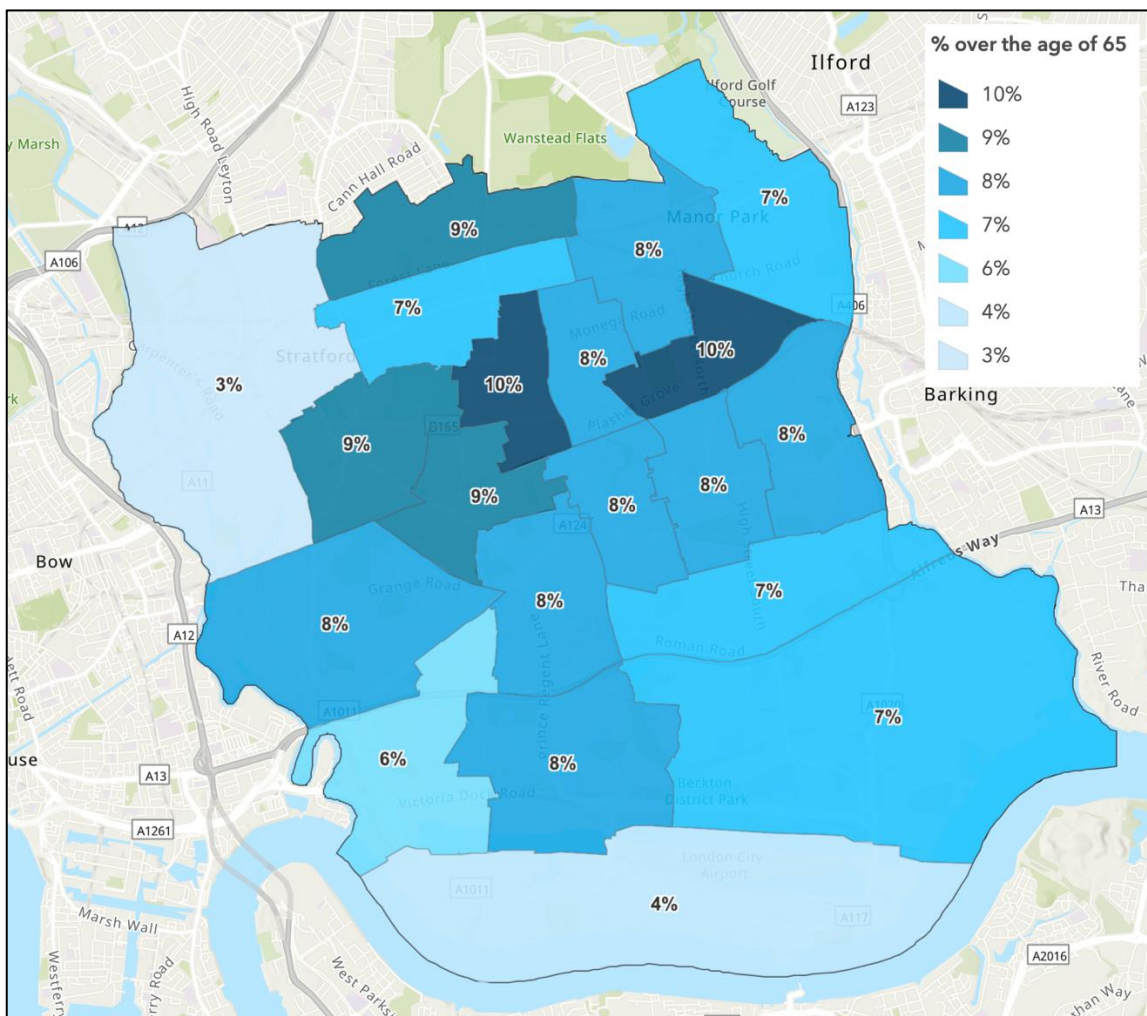
**Table 3 MYE2 - Population estimates by age for Newham, London and England: mid-2020**

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

Age Range	Newham %	London%	England%
0-4yrs	7.57%	6.62%	5.73%
5-19yrs	19.02%	18.12%	17.84%
20-49yrs	51.57%	46.57%	38.77%
50-64yrs	13.97%	16.49%	19.16%
65-84yrs	6.96%	10.66%	16.02%
85+yrs	0.91%	1.69%	2.49%

**Figure 3 Percentage of the ward population over the age of 65 in Newham**

<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. North East is the largest of the localities, with South East the smallest. North West has a lower proportion of children than the other localities, and North East has a higher proportion of over 65s.

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

Area	Neighbourhoods	Age Range %						Gender %		Population Number
		0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male	Female	
Newham	North West	6.4%	14.7%	59.8%	12.3%	6.0%	0.7%	47,244	41,148	88,392
Newham	North East	8.33%	21.83%	46.39%	14.43%	7.90%	1.12%	52,633	44,683	97,316
Newham	South East	8.10%	20.38%	50.16%	14.10%	6.46%	0.80%	44,275	39,162	83,437
Newham	West	7.43%	18.93%	50.31%	15.03%	7.33%	0.96%	44,987	41,134	86,121
Newham		7.57%	19.02%	51.57%	13.97%	6.96%	0.91%	53%	47%	355,266
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/Neighbourhood	0-4yrs	5-19yrs	20-49yrs	50-64yrs	65-84yrs	85+yrs	Male	Female	Population No
<b>North West</b>									
Stratford & New Town	2,030	4,397	27,099	3,135	1,310	143	47,244	41,148	38,114
West Ham	1,013	2,687	8,163	2,599	1,398	153			16,013
Forest Gate South	1,419	3,103	9,497	2,506	1,262	179			17,966
Forest Gate North	1,165	2,846	8,130	2,623	1,361	174			16,299
<b>Total</b>	<b>5,627</b>	<b>13,033</b>	<b>52,889</b>	<b>10,863</b>	<b>5,331</b>	<b>649</b>			<b>88,392</b>
<b>Total%</b>	<b>6%</b>	<b>15%</b>	<b>60%</b>	<b>12%</b>	<b>6%</b>	<b>1%</b>			<b>100%</b>
<b>North East</b>									
Green Street East	1,349	3,672	8,081	2,343	1,242	165	52,633	44,683	16,852
Green Street West	1,219	3,000	7,255	2,012	1,361	173			15,020
Boleyn	1,441	3,751	8,051	2,704	1,322	245			17,514
Little Ilford	1,594	4,558	7,573	2,491	1,241	153			17,610
East Ham North	1,267	2,952	6,903	2,204	1,362	177			14,865
Manor Park	1,237	3,307	7,281	2,287	1,162	181			15,455
<b>Total</b>	<b>8,107</b>	<b>21,240</b>	<b>45,144</b>	<b>14,041</b>	<b>7,690</b>	<b>1,094</b>			<b>97,316</b>
<b>Total%</b>	<b>8%</b>	<b>22%</b>	<b>46%</b>	<b>14%</b>	<b>8%</b>	<b>1%</b>			<b>100%</b>
<b>South East</b>									
East Ham Central	1,400	3,629	8,129	2,442	1,389	148	44,275	39,162	17,137
Wall End	1,197	3,545	6,909	2,308	1,159	129			15,247
East Ham South	1,415	4,219	7,355	2,600	1,141	198			16,928
Beckton	1,188	3,162	8,269	2,607	1,090	117			16,433
Royal Docks	1,556	2,451	11,188	1,811	614	72			17,692
<b>Total</b>	<b>6,756</b>	<b>17,006</b>	<b>41,850</b>	<b>11,768</b>	<b>5,393</b>	<b>664</b>			<b>83,437</b>
<b>Total%</b>	<b>8%</b>	<b>20%</b>	<b>50%</b>	<b>14%</b>	<b>6%</b>	<b>1%</b>			<b>100%</b>
<b>West</b>									
Custom House	1,055	2,755	6,061	2,388	995	99	44,987	41,134	13,353
Canning Town North	1,218	3,298	8,819	2,738	1,372	181			17,626
Canning Town South	1,492	3,326	12,470	2,487	1,338	140			21,253
Plaiestow North	1,209	3,122	7,564	2,489	1,325	232			15,941
Plaiestow South	1,429	3,800	8,413	2,845	1,286	175			17,948
<b>Total</b>	<b>6,403</b>	<b>16,301</b>	<b>43,327</b>	<b>12,947</b>	<b>6,316</b>	<b>827</b>			<b>86,121</b>
<b>Total%</b>	<b>7%</b>	<b>19%</b>	<b>50%</b>	<b>15%</b>	<b>7%</b>	<b>1%</b>	<b>100%</b>		

### 3.3 Population density

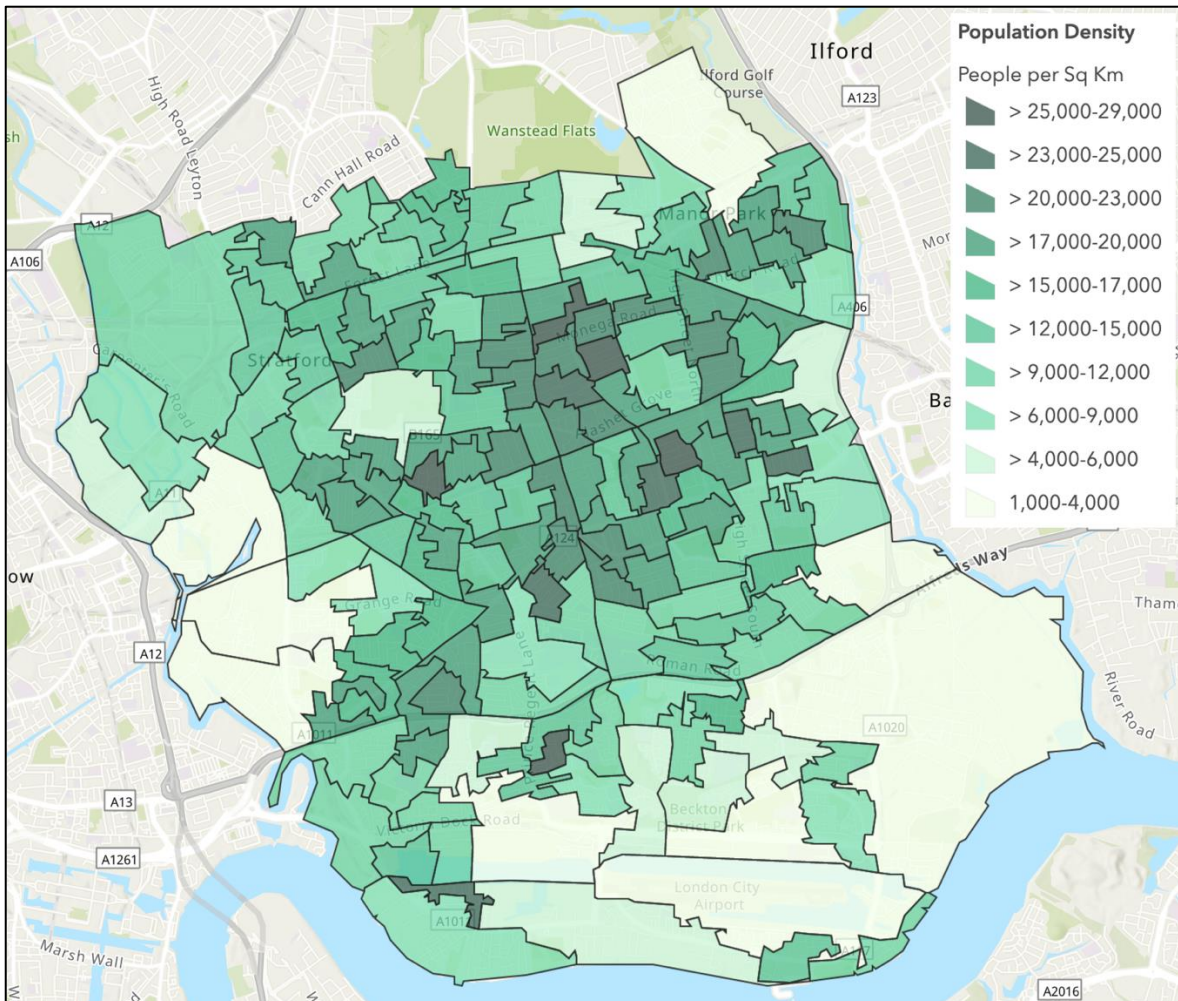
Table 5 shows the population density (people per Sq. Km) by locality and compared with London and England. The borough has a higher population density to London, but within the borough, the North East locality has more people per square kilometre than the other three localities. All figures are considerably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

Table 5 Ward level population density (mid-2020)

Area	Neighbourhood	Population	sq.km	People per sq.km
Newham	North West	88392.0	7.9	11188.9
	North East	97316.0	6.6	14744.8
	South East	83437.0	15.3	5453.4
	West	86121.0	8.8	9786.5
<b>Newham</b>		<b>355,266</b>	<b>38.6</b>	<b>9203.8</b>
<b>London</b>		<b>9,002,488</b>	<b>1,572.1</b>	<b>5726.2</b>
<b>England</b>		<b>56,550,138</b>	<b>130,259.7</b>	<b>434.1</b>

Figure 5 LSOA population density (mid-2020)

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



### 3.4 Ethnicity

Table 6 indicates that the percentage of the population that is white (including white others) is 29.0%, lower than both London (59.8%) and England (85.4%). There is a large Asian population spread across the borough, particularly in North East and South East.

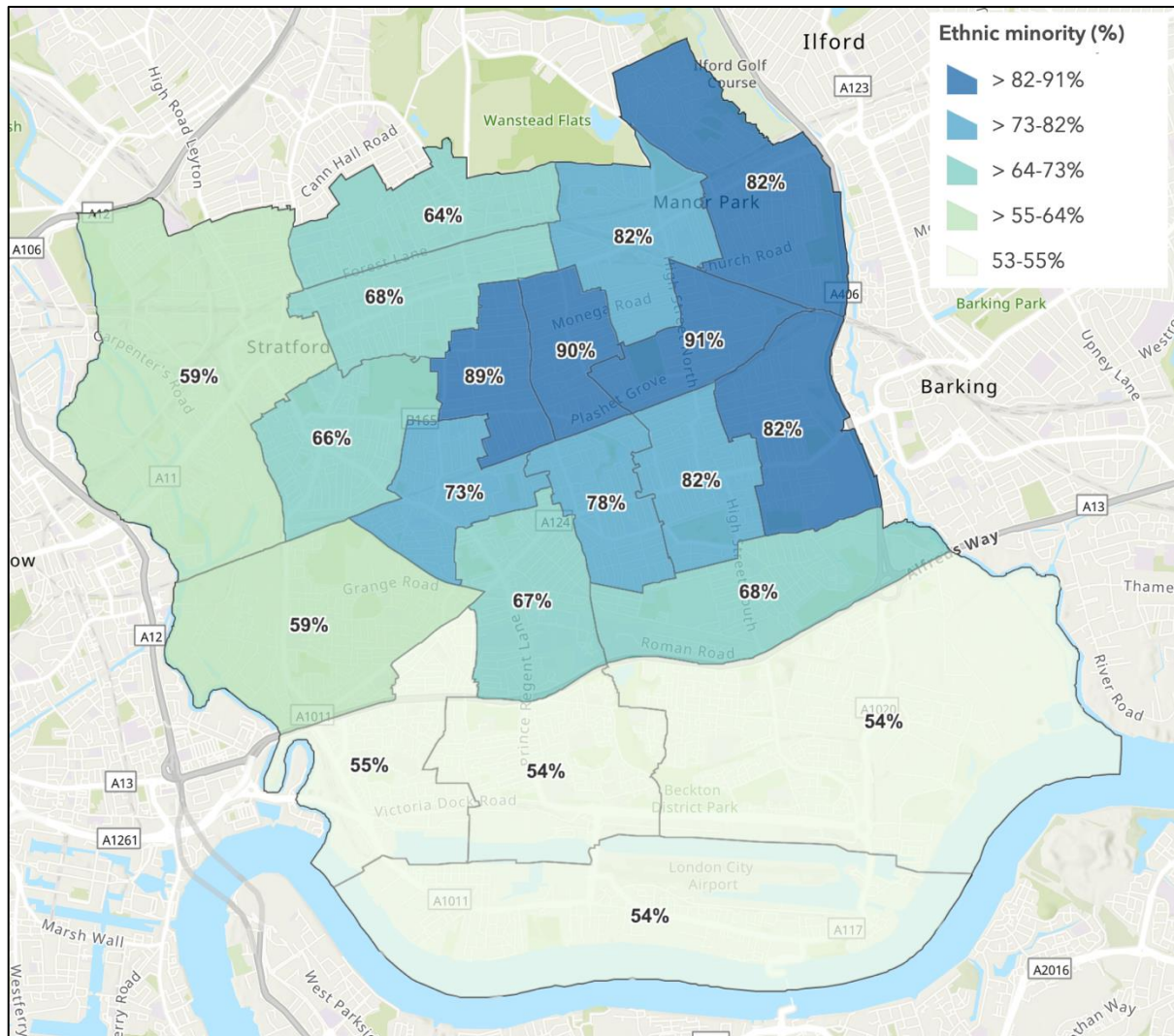
**Table 6 Ethnicity by locality**

Area	Newham	Ethnicity%					Population Number
		White	Black	Asian	Mixed	Other	
Newham	North West	35.8%	22.9%	31.9%	5.5%	3.9%	66,938
Newham	North East	14.9%	13.8%	65.0%	3.2%	3.1%	92,797
Newham	South East	31.0%	17.5%	43.4%	4.4%	3.6%	72,158
Newham	West	38.2%	25.7%	27.4%	5.4%	3.5%	76,091
Newham		29.0%	19.6%	43.5%	4.5%	3.5%	307,984
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, West locality shows high percentage of total population in deprivation Decile 1-3. Table 7 shows the distribution of deprivation Decile for each ward of Newham.

For Newham, Canning Town North (ward) and Manor Park have the highest percentage (100% living in deprivation Decile 1-3) 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 Newham**

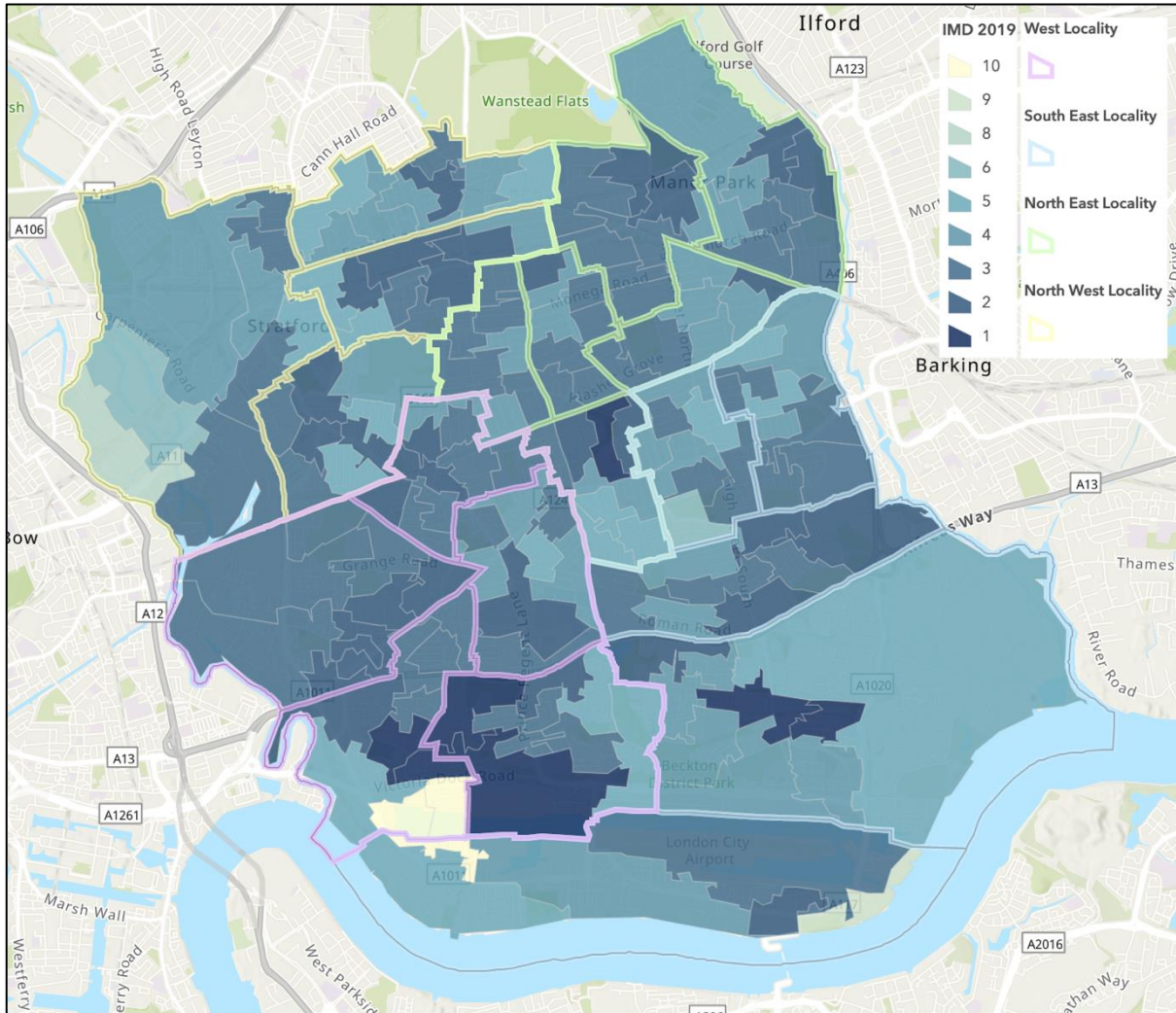


Table 7 English Indices of Deprivation - 2019 - each ward in Newham

Beckton			Boleyn			Canning Town North			Canning Town South		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	7.28%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	5.53%	
Decile 2	16.91%		Decile 2	23.11%		Decile 2	81.11%		Decile 2	62.02%	
Decile 3	42.77%		Decile 3	39.17%		Decile 3	18.89%		Decile 3	0.00%	
Decile 4	33.04%		Decile 4	11.85%		Decile 4	0.00%		Decile 4	16.95%	
Decile 5	0.00%		Decile 5	25.87%		Decile 5	0.00%		Decile 5	7.57%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	7.92%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Custom House			East Ham Central			East Ham North			East Ham South		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	24.99%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	38.57%		Decile 2	0.00%		Decile 2	0.00%		Decile 2	22.32%	
Decile 3	12.00%		Decile 3	88.40%		Decile 3	39.31%		Decile 3	64.50%	
Decile 4	24.44%		Decile 4	11.60%		Decile 4	60.69%		Decile 4	13.17%	
Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Forest Gate North			Forest Gate South			Green Street East			Green Street West		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	10.90%		Decile 2	54.27%		Decile 2	0.00%		Decile 2	0.00%	
Decile 3	33.98%		Decile 3	9.67%		Decile 3	71.54%		Decile 3	84.51%	
Decile 4	43.17%		Decile 4	21.65%		Decile 4	28.46%		Decile 4	15.49%	
Decile 5	11.95%		Decile 5	14.41%		Decile 5	0.00%		Decile 5	0.00%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Little Ilford			Manor Park			Plaistow North			Plaistow South		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	23.92%		Decile 2	25.36%		Decile 2	22.50%		Decile 2	25.34%	
Decile 3	63.75%		Decile 3	74.64%		Decile 3	55.40%		Decile 3	39.38%	
Decile 4	12.33%		Decile 4	0.00%		Decile 4	22.11%		Decile 4	35.28%	
Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%		Decile 5	0.00%	
Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%		Decile 10	0.00%	
Royal Docks			Stratford and New Town			Wall End			West Ham		
Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population		Deprivation	% of Total Population	
Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%		Decile 1	0.00%	
Decile 2	10.37%		Decile 2	12.01%		Decile 2	11.81%		Decile 2	11.59%	
Decile 3	11.58%		Decile 3	82.39%		Decile 3	55.44%		Decile 3	48.20%	
Decile 4	25.88%		Decile 4	0.00%		Decile 4	21.47%		Decile 4	23.89%	
Decile 5	30.74%		Decile 5	5.60%		Decile 5	11.28%		Decile 5	16.32%	
Decile 6	10.10%		Decile 6	0.00%		Decile 6	0.00%		Decile 6	0.00%	
Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%		Decile 7	0.00%	
Decile 8	11.34%		Decile 8	0.00%		Decile 8	0.00%		Decile 8	0.00%	
Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%		Decile 9	0.00%	
Decile 10	0.00%		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 6.1% up to 2025 (the time frame for this PNA) rising to 16.9% in 10 years. Locality projections show the highest rises in North West locality.

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

Area	Neighbourhoods	Population 2022	Year										Population 2032	
			2022	2023	2024	2025	2026	2027	2028	2029	2030	2031		2032
Newham	North West	91,527	0.0%	3.6%	7.3%	11.4%	15.5%	19.7%	24.0%	28.3%	31.2%	34.0%	36.8%	125,181
Newham	North East	94,575	0.0%	-0.2%	-0.4%	-0.8%	-1.1%	-1.4%	-1.5%	-1.6%	-2.0%	-2.3%	-2.6%	92,135
Newham	South East	85,439	0.0%	2.9%	5.7%	7.6%	9.4%	11.4%	13.4%	15.4%	21.0%	26.6%	32.4%	113,142
Newham	South West	88,491	0.0%	2.0%	4.1%	6.6%	9.1%	11.8%	14.5%	17.2%	18.5%	19.8%	21.1%	107,128
Newham		360,032	0.0%	2.1%	4.1%	6.1%	8.1%	10.3%	12.4%	14.7%	16.9%	19.2%	21.5%	437,586
London		9,008,268	0.0%	0.8%	1.5%	2.1%	2.6%	3.3%	4.0%	4.7%	5.4%	6.0%	6.7%	9,608,996



### 3.7 Health and lifestyles

Table 9 Office for Health Improvement and Disparities – Newham

<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	79.0	Cannot be calculated	Similar	Worse
Life expectancy at birth	Male	All ages	2020	76.5	Cannot be calculated	Worse	Worse
Life expectancy at birth	Female	All ages	2018 - 20	83.1	Cannot be calculated	Similar	Worse
Life expectancy at birth	Female	All ages	2020	82.1	Cannot be calculated	Similar	Worse
Under 75 mortality rate from all causes	Persons	<75 yrs	2018 - 20	385.2	Cannot be calculated	Worse	Worse
Under 75 mortality rate from all causes	Persons	<75 yrs	2020	459.7	No significant change	Worse	Worse
Under 75 mortality rate from all cardiovascular diseases	Persons	<75 yrs	2017 - 19	94.0	Cannot be calculated	Worse	Worse
Under 75 mortality rate from all cardiovascular diseases	Persons	<75 yrs	2020	102.2	No significant change	Worse	Worse
Under 75 mortality rate from cancer	Persons	<75 yrs	2017 - 19	124.4	Cannot be calculated	Similar	Similar
Under 75 mortality rate from cancer	Persons	<75 yrs	2020	110.7	No significant change	Similar	Similar
Suicide rate	Persons	10+ yrs	2018 - 20	6.0	Cannot be calculated	Better	Similar
Killed and seriously injured (KSI) casualties on England's roads	Persons	All ages	2020	178.4	Cannot be calculated	Worse	Similar
Emergency Hospital Admissions for Intentional Self-Harm	Persons	All ages	2020/21	69.3	Decreasing and getting better	Better	Better
Hip fractures in people aged 65 and over	Persons	65+ yrs	2020/21	316.8	No significant change	Better	Better
Percentage of cancers diagnosed at stages 1 and 2	Persons	All ages	2019	49.9	No significant change	Worse	Not compared
Estimated diabetes diagnosis rate	Persons	17+ yrs	2018	80.9	Cannot be calculated	Similar	Better
Estimated dementia diagnosis rate (aged 65 and over)	Persons	65+ yrs	2022	58.2	No significant change	Similar	Worse
Admission episodes for alcohol-specific conditions - Under 18s	Persons	<18 yrs	2018/19 - 20	9.6	Cannot be calculated	Better	Better
Admission episodes for alcohol-related conditions (Narrow): New method	Persons	All ages	2020/21	330.7	Decreasing and getting better	Better	Similar
Smoking Prevalence in adults (18+) - current smokers (APS)	Persons	18+ yrs	2019	13.8	Cannot be calculated	Similar	Similar
Smoking Prevalence in adults (18+) - current smokers (APS) (2020 definition)	Persons	18+ yrs	2020	14.1	Cannot be calculated	Similar	Similar
Percentage of physically active adults	Persons	19+ yrs	2020/21	59.1	Cannot be calculated	Worse	Worse
Percentage of adults (aged 18+) classified as overweight or obese	Persons	18+ yrs	2020/21	61.2	Cannot be calculated	Similar	Worse
Under 18s conception rate / 1,000	Female	<18 yrs	2020	10.3	Decreasing and getting better	Similar	Similar
Smoking status at time of delivery	Female	All ages	2020/21	4.6	No significant change	Better	Similar
Baby's first feed breastmilk	Persons	Newborn	2018/19	72.3	Cannot be calculated	Better	Worse
Infant mortality rate	Persons	<1 yr	2018 - 20	4.1	Cannot be calculated	Similar	Similar
Year 6: Prevalence of obesity (including severe obesity)	Persons	10-11 yrs	2019/20	27.9	No significant change	Worse	Worse
Deprivation score (IMD 2019)	Persons	All ages	2019	29.6	Cannot be calculated	2nd highest quintile	Highest quintile
Smoking prevalence in adults in routine and manual occupations (18-64) - current smokers (APS)	Persons	18-64 yrs	2019	17.3	Cannot be calculated	Similar	Similar
Smoking prevalence among adults aged 18-64 in routine and manual occupations (APS) (2020 definition)	Persons	18-64 yrs	2020	33.3	Cannot be calculated	Similar	Similar
Inequality in life expectancy at birth	Male	All ages	2018 - 20	8.1	Cannot be calculated	2nd lowest quintile	2nd highest quintile
Inequality in life expectancy at birth	Female	All ages	2018 - 20	6.6	Cannot be calculated	Middle quintile	Highest quintile
Children in relative low income families (under 16s)	Persons	<16 yrs	2020/21	25.1	No significant change	Worse	Worse
Children in absolute low income families (under 16s)	Persons	<16 yrs	2020/21	21.1	No significant change	Worse	Worse
Average Attainment 8 score	Persons	15-16 yrs	2020/21	54.4	Cannot be calculated	Better	Similar
Percentage of people in employment	Persons	16-64 yrs	2020/21	76.9	No significant change	Similar	Similar
Violent crime - hospital admissions for violence (including sexual violence)	Persons	All ages	2018/19 - 20	58.9	Cannot be calculated	Worse	Worse
Excess winter deaths index	Persons	All ages	Aug 2019 - J	7.7	Cannot be calculated	Similar	Similar
TB incidence (three year average)	Persons	All ages	2018 - 20	43.1	Cannot be calculated	Worse	Worse

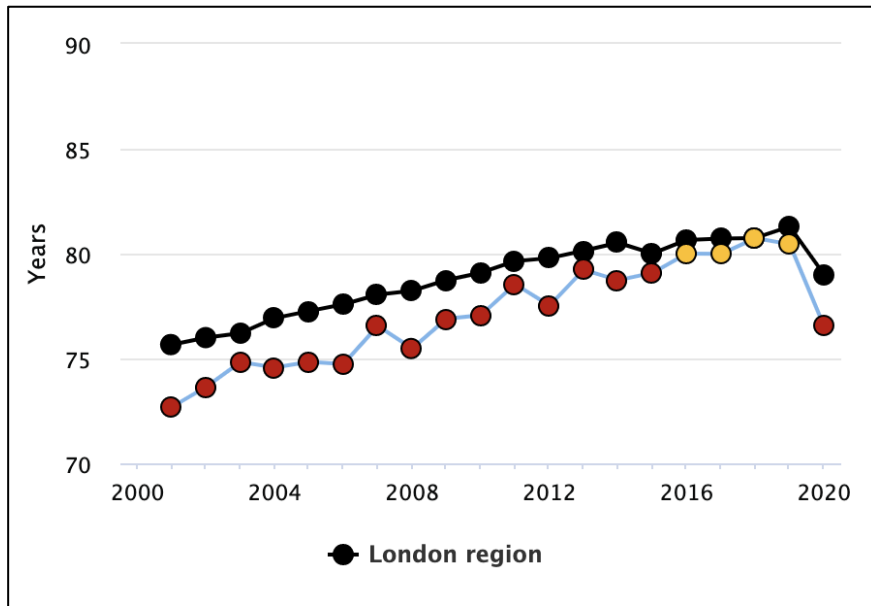


Full analysis of the health of the people of Newham is available on the council’s website in the 50 steps to a healthier borough update report 2021 via this [link](#), and in this JSNA via this [link](#). Key figures for the borough are also available on Public Health England’s fingertips system via this [link](#).

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

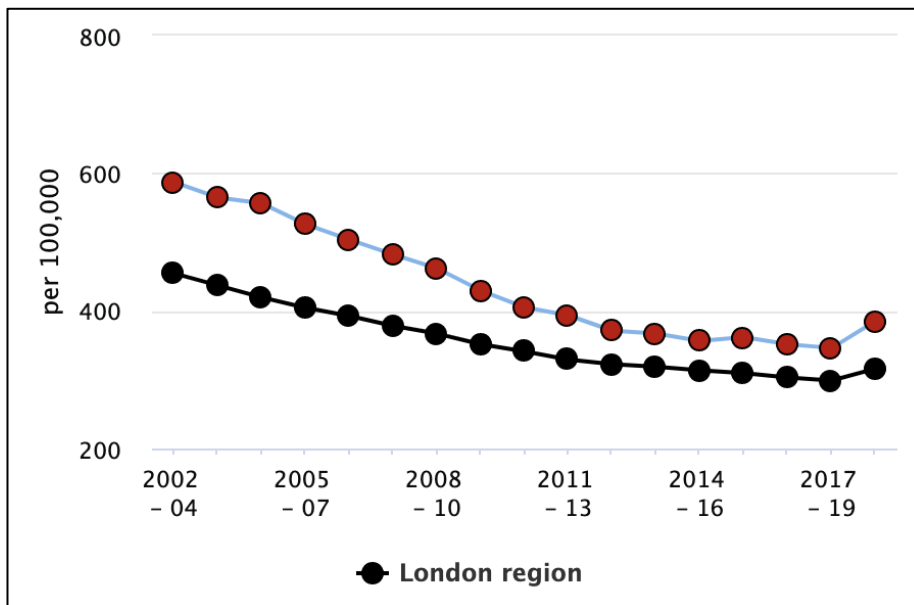
1. Life expectancy at birth (Male) – 1 year range (2020)

**Figure 8 Life expectancy at birth (Male) – 1 year range for Newham: trend from 2001-2020**



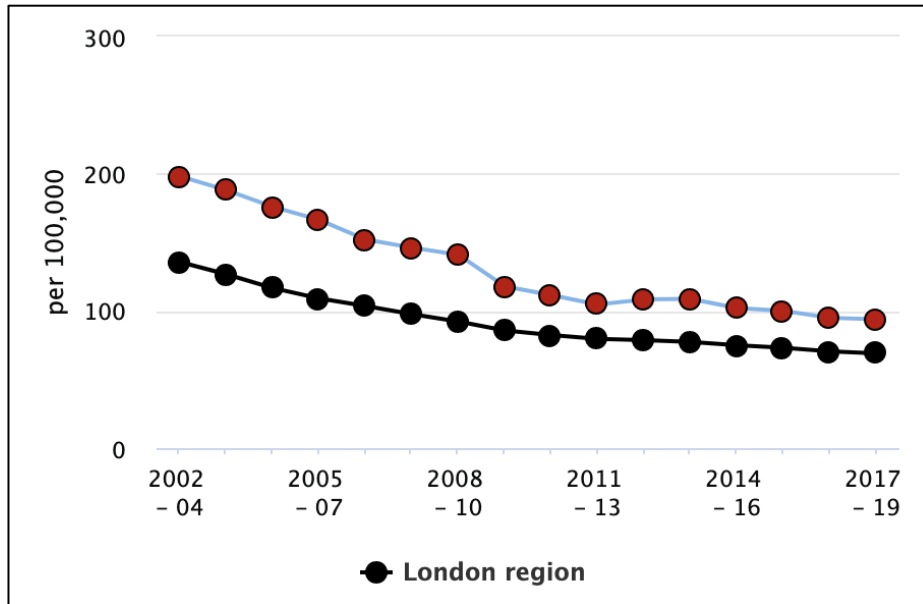
2. Under 75 mortality rate from all causes – 3 year range (2018-20)

**Figure 9 Under 75 mortality rate from all causes – 3 year range for Newham: trend from 2002/04-2018/20**



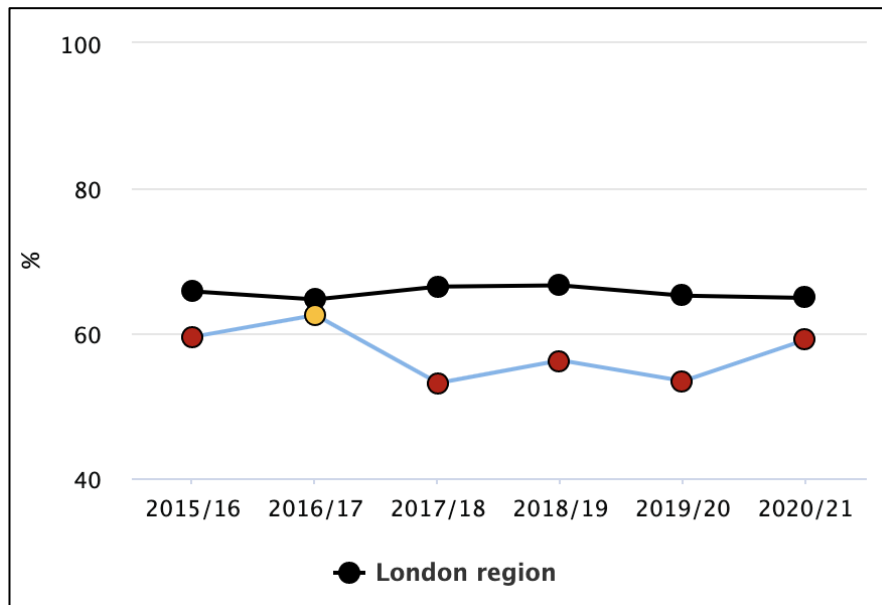
3. Under 75 mortality rate from all cardiovascular diseases – 3 year range (2017-19)

**Figure 10 Under 75 mortality rate from all cardiovascular diseases – 3 year range for Newham: trend from 2002/04-2017/19**



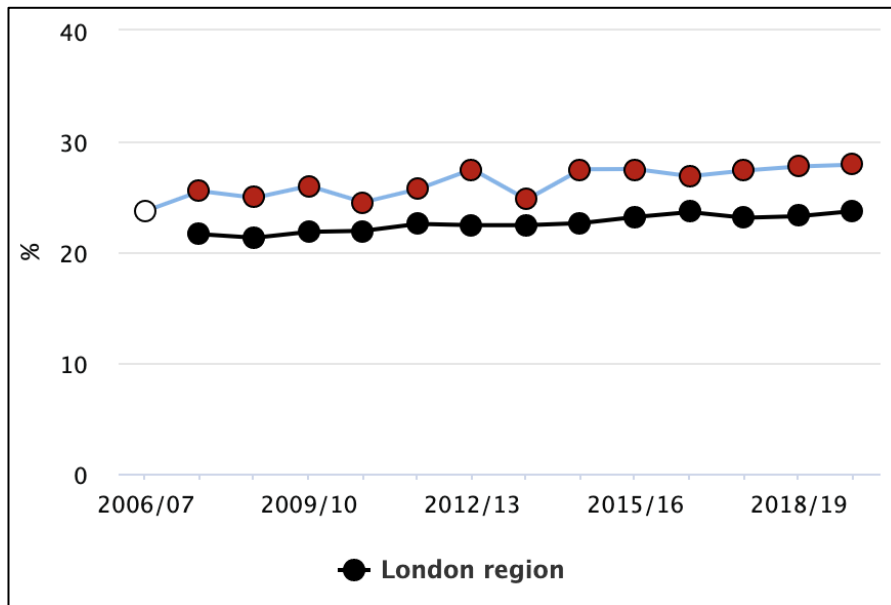
4. Percentage of physically active adults (2020/21)

**Figure 11 Percentage of physically active adults for Newham: trend from 2015/16-2020/21**



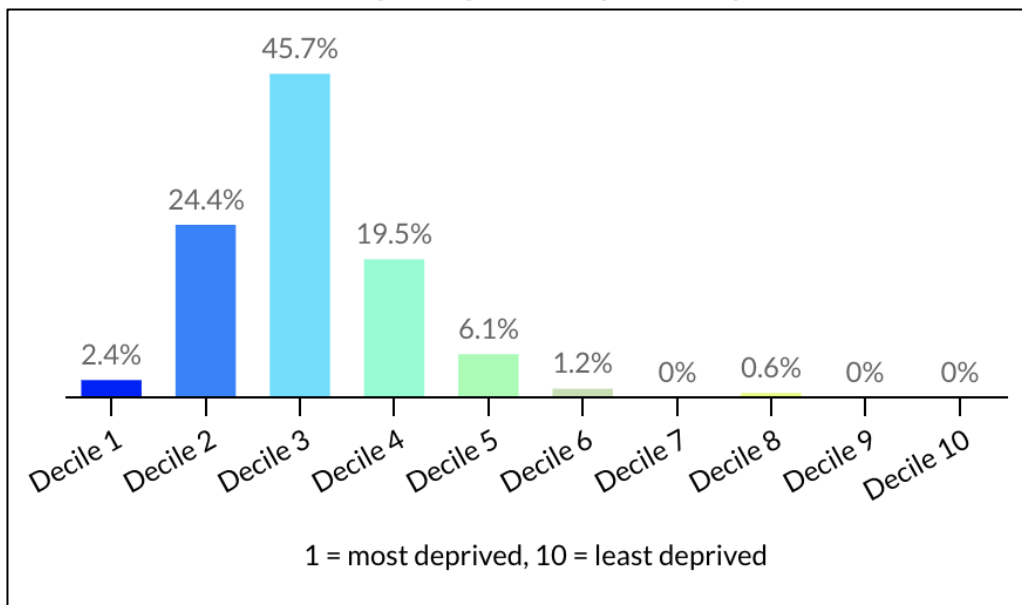
5. Year 6: Prevalence of obesity (including severe obesity) (2019/20)

**Figure 12 Year 6: Prevalence of obesity (including severe obesity) for Newham: trend from 2006/07-2019/20**



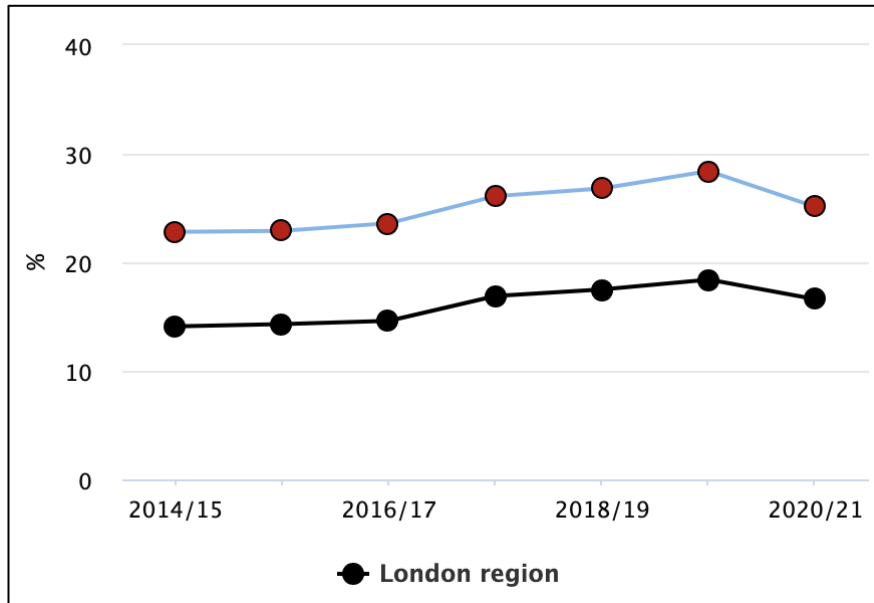
6. Deprivation score (IMD 2019)

**Figure 13 Newham Index of Multiple Deprivation (IMD 2019)**



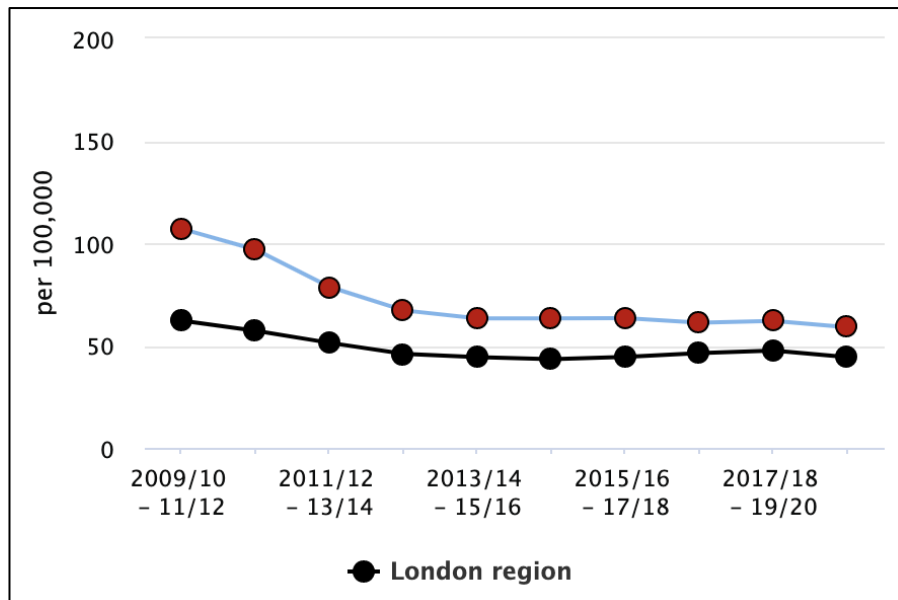
7. Children in relative low-income families (under 16s) (2020/21)

**Figure 14 Children in relative low-income families (under 16s) for Newham: trend from 2014/15-2020/21**

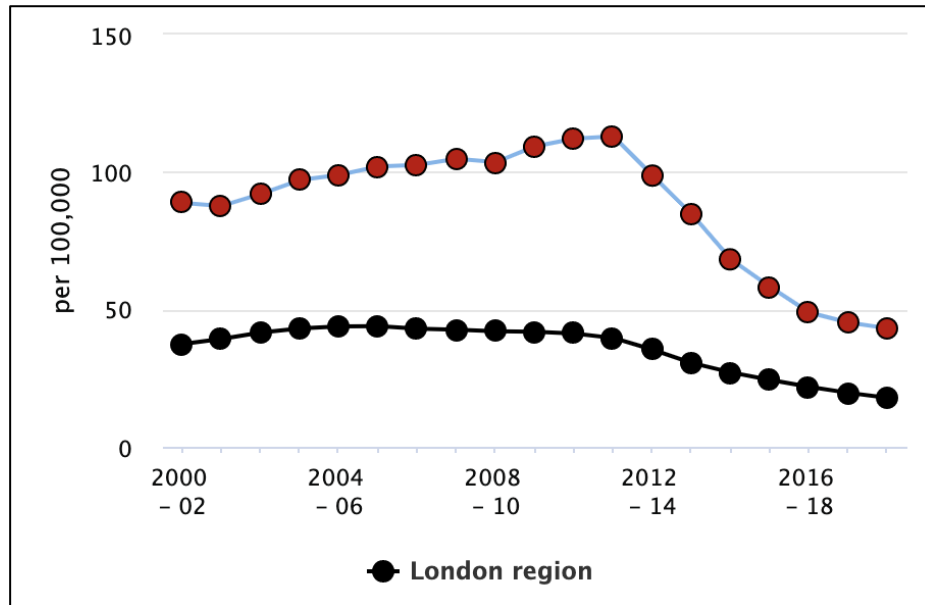


8. Violent crime - hospital admissions for violence (including sexual violence) (2018/19-20)

**Figure 15 Violent crime - hospital admissions for violence (including sexual violence) for Newham: trend from 2009/10-11/12 to 2018/19-20/21**



9. TB incidence (three-year average) (2018-20)

**Figure 16 TB incidence (three-year average) for Newham: trend from 2002/02-2018/20**


### 3.8 Life expectancy and mortality

Male Life Expectancy (2020) in Newham (76.5) was lower than London (80.3) and England (78.7). Female Life Expectancy (2020) was Newham (82.1) is lower than London (84.3) and England (78.0). Healthy life expectancy at 65 (2018/20) was higher in Female (11.5) than Male (5.9), meaning women have better health at age 65 than men in Newham. Male healthy life expectancy at 65 in Newham (5.9) was lower than both London (10.3) and England average (10.5).

**Table 10 Life expectancy and healthy life expectancy**

Life Expectancy & Healthy Life Expectancy Newham					
Indicator	Year	Gender	Newham	London	England
Life Expectancy	2020	Male	76.5	80.3	78.7
	2020	Female	82.1	84.3	78.0
Healthy Life Expectancy at 65	2018/20	Male	5.9	10.3	10.5
	2018/20	Female	11.5	11.2	11.3
Life Expectancy at 65 (1 year)	2020	Male	16.5	18.3	18.1
	2020	Female	20.4	21.3	20.7

Figure 17 below shows mortality rates by all ward (all causes, all ages), indicating variations that exist across the borough. East Ham South and Manor Park have the highest mortality rates. Mortality data was gathered from the Primary Care Mortality Database. Mortality rates in certain wards may be underrepresented due to the data source not providing deaths for all Newham residents - the data source does not include deaths of Newham residents who are registered to a GP practice outside of Newham. The 3-year mortality rates were calculated by dividing the number of deaths in each ward for the combined 2019-2021 period by the 2019 population size

(x3) of each ward. Please note the presented data are crude rates so the rates do not account for age structures in the population.

**Figure 17 Mortality rates by ward (Year-Year)**

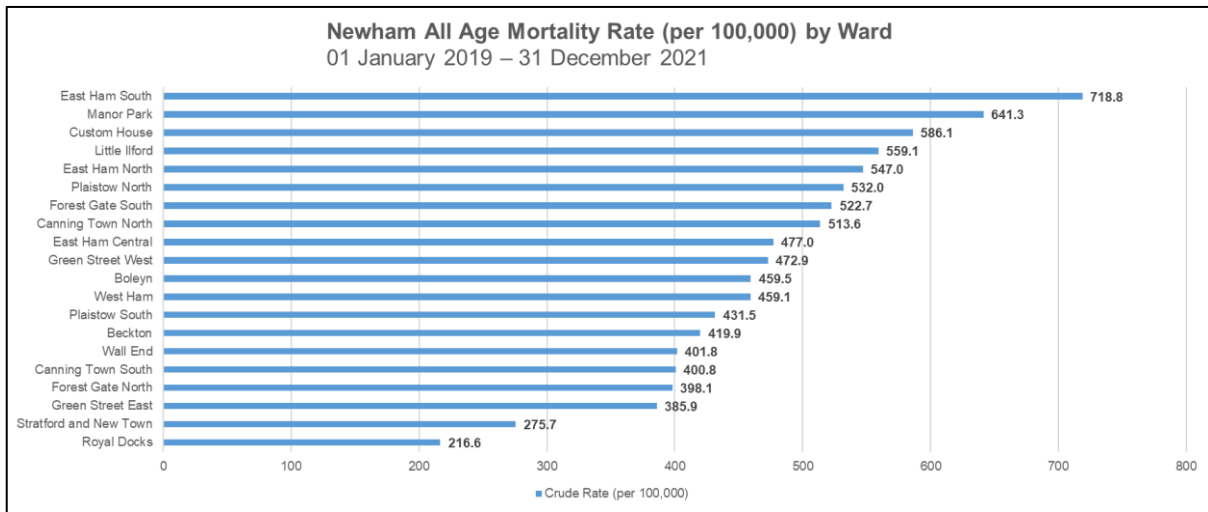


Table 11 shows the key mortality rates for Newham, which are higher than the London and England rates for all indicators.

**Table 11 Key mortality rates for Newham**

Key Mortality Rates Newham					
Community Indicators	Year	Newham		London	England
Indicator		Count	Value	Value	Value
Under 75 mortality rates from causes considered preventable (2019 definition)	2020	295	148	122.7	140.5
Mortality under 75 from CVD (1 year range)	2020	186	102.2	72.3	73.8
Mortality under 75 from cancer (1 year range)	2020	208	110.7	111.3	125.1
Mortality under 75 from respiratory disease (1 year range)	2020	61	33.5	26.7	29.4



## 4 Newham housing trajectory

The proposed developments to Newham's Town Centre Network<sup>3</sup> following on from the recommendations of Newham's Retail and Leisure Study (2022) seeks to add eight new town centres in addition to the existing twelve.

The approach to updating the Town Centre Network, seeks to deliver key objectives from the draft Newham Local Plan. One of these key objectives, as outlined in the Draft Local Plan policy HS1 is to ensure all homes within Newham have easy access to a range of shops, services and leisure opportunities within a 15-minute walk, with at least one designated location within 400m (circa 5 minutes) distance or at least two designated locations within a 15-minute walk.

The network consists of Town Centres, Local Centres and Neighbourhood Parades, as designated through the Newham Local Plan (2018) and the LLDC Local Plan (2020) is listed in the table below:

**Table 12 Newham's Existing Town Centre Network**

Name	Current Scale	Name	Current Scale
Stratford Metropolitan	Metropolitan Town Centre (LBN and LLDC)	Greengate	Local Centre
East Ham	Major Town Centre	Abbey Arms	Local Centre
Forest Gate	District Town Centre	North Woolwich	Local Centre
Green Street	District Town Centre	Freemasons Road	Local Centre
Canning Town	District Town Centre	Jack Cornwell Street	Neighbourhood Parade
East Beckton	District Town Centre	Kathrine Road	Neighbourhood Parade
East Village	Local Centre (LLDC)	Plaistow High Street	Neighbourhood Parade
Manor Park	Local Centre	Vicarage Lane (E6)	Neighbourhood Parade
Maryland	Local Centre	West Ham Memorial Parade	Neighbourhood Parade
High Street North	Local Centre	Prince Regent Lane North	Neighbourhood Parade
Vicarage Lane	Local Centre	Tollgate Road	Neighbourhood Parade
Church Street	Local Centre	Fife Road	Neighbourhood Parade
Plaistow Road	Local Centre	Cundy Road	Neighbourhood Parade
Terrace Road	Local Centre	East Ham Manor Way	Neighbourhood Parade
High Street South	Local Centre	Albert Road	Neighbourhood Parade
Boleyn	Local Centre	Western Gateway	Neighbourhood Parade

**Table 13 Newham's New Town Centres**

Name	Current Scale
Becton Riverside	New Town Centre
Pudding Mill (LLDC)	New Local Centre
Plaistow North	New Local Centre
Twelvetrees	New Local Centre
Thames Wharf	New Local Centre
Lyle Park	New Local Centre
Silvertown	New Local Centre
Albert Basin	New Local Centre

<sup>3</sup> Accessed on 20<sup>th</sup> December 2022: <https://www.newham.gov.uk/downloads/file/5377/town-centre-network-review-methodology-paper-reg18-02-12-22>

**Table 14 Newham's Housing Projections by ward, 2022/23 to 2026/27**

Ward	22/23	23/24	24/25	25/26	26/27
Beckton	369	124	119	0	0
Canning Town North	347	725	661	405	243
Canning Town South	300	188	132	0	0
Custom House	0	18	150	0	0
Plaistow West & Canning Town East	32	129	123	0	0
Royal Victoria	263	640	1521	648	200
Royal Albert	0	106	243	140	0
Stratford Olympic Park (LBN & LLDC)	842	1278	549	216	484
Stratford Olympic Park (Just LBN)	0	0	0	0	0
Stratford Olympic Park (Just LLDC)	842	1278	549	216	484
Stratford (LBN & LLDC)	72	790	575	1118	143
Stratford (Just LBN)	7	0	116	466	0
Stratford (Just LLDC)	65	790	459	652	143
Maryland	73	39	0	0	0
West Ham Ward	-14	62	0	70	0
East Ham	134	180	15	0	0
East Ham South	0	27	48	0	0
East Ham Wall End	0	0	11	0	0
Forest Gate North	7	9	0	0	0
Forest Gate South	28	193	4	78	0
Green Street Boleyn	138	0	79	0	0
Green Street East	7	7	0	0	0
Green Street West	9	125	0	0	0
Plashet	0	13	0	0	0
Manor Park Little Ilford	29	0	72	0	0
Manor Park	0	31	81	27	0
Plaistow North	0	100	0	0	0
Plaistow South	64	43	38	0	0

Newham's housing developments are also due to expand over the next coming years, seeing an extra 22,000 houses in 2027/28-2031/32 and another 21,000 in the aggregated five-year proceeding.

**Table 15 Newham's Housing Projections**

	2027/28 to 2031/32	2032/33 to 2037/38
<b>Newham</b>	22,166	21,470

## 5 Pharmaceutical service provision within Newham

### 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 essential services offered by all pharmacy contractors are specified by a national contractual framework that was agreed in 2005.

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/uksi/2013/349/pdfs/uksi\\_20130349\\_en.pdf](http://www.legislation.gov.uk/uksi/2013/349/pdfs/uksi_20130349_en.pdf)

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

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

examples may include promotion of flu vaccination uptake or advice on increasing physical activity.

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

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

### 5.1.3 Advanced Services

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

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

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

- Community Pharmacy Anticoagulation Monitoring Service
- Latent TB Infection Screening Service
- End of Life Care

## 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 Newham will be receiving pharmaceutical services from a distance-selling pharmacy from outside the borough. Currently, there are five distance-selling pharmacies in the Newham 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 Newham

There are 65 community pharmacies in Newham (as of April 2022) (excluding 4 Newham distance-selling pharmacies (DSP)) for a population of 355,266. This is an average of 18.3 pharmacies per 100,000 population, lower than the London (20.7) and England (20.5). The highest rate was in North East at 19.52 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.



**Table 16 Breakdown of average community pharmacies per 100,000 population in Newham**

	Area	Number of community pharmacies	Total population (mid-2020 estimates)	Average number of community pharmacies per 100,000 population
Locality	North East	19	97,316	19.52
	North West	17	88,392	19.23
	West	13	86,121	15.10
	South East	16	83,437	19.18
	Newham (Apr 2022)	65	355,266	18.30
	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 17 shows a breakdown of community pharmacy ownership in the borough. The data shows that there are lower proportion are multiple chains (10+) in Newham (29%) than for London (39%) and England (60%). There remains a good selection of pharmacy providers well spread across the localities.

**Table 17 Community Pharmacy ownership in Newham**

	Area	Multiples (10+)	Multiples (<10)	Independent	Multiples (10+) %
Locality	North East	4	6	9	21%
	North West	5	6	6	29%
	West	4	7	2	31%
	South East	6	6	4	38%
	Newham (Apr 2022)	19	25	21	29%
	London (2020/21)	726	1,137		39%
	England (2020/21)	6,960	4,640		60%

## 5.8 Intensity of current pharmacy providers

For most pharmacy providers, dispensing provides the majority of their activity.

Table 18 shows their average monthly dispensing activity. The data shows that the average activity in Newham is lower than the average for London and England. This may reflect the average age of the residents.

**Table 18 Average number of monthly dispensed item per pharmacy (including DSP)**

Number of items dispensed per pharmacy per month (2021-22)	
Newham	5,910
London	6,337
England	7,544

## 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.

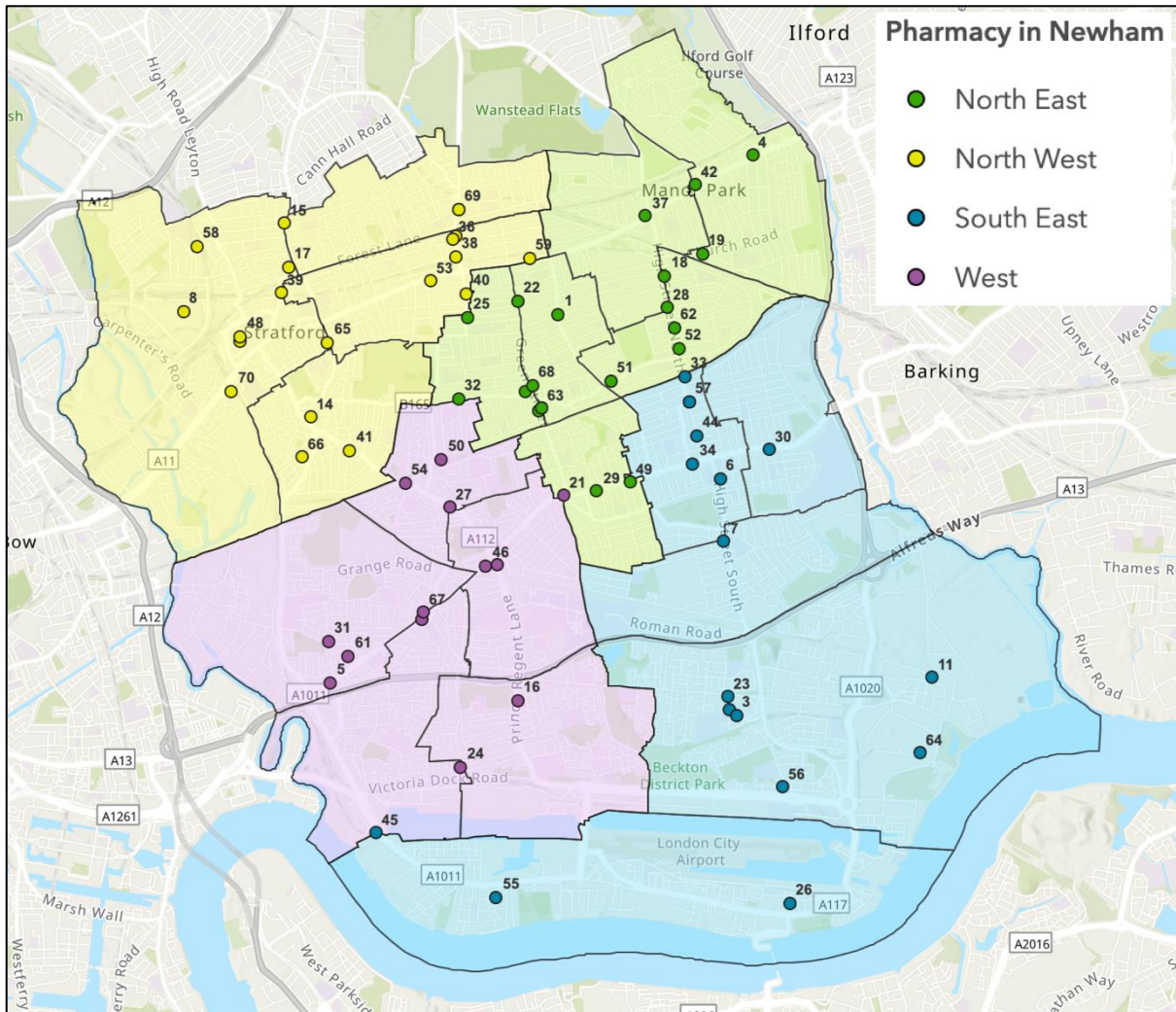
There are three 100-hour community pharmacies in the borough (4.6% of the total), lower than to the figure for London (5.6%) and England (9.4%). Table 17 shows the spread across the borough.

**Table 19 Number of 100-hour community pharmacies in Newham**

	Area	Number of community pharmacies	Number of 100-hour pharmacies	Percentage of 100-hour pharmacies
Locality	North East	19	1	5.3%
	North West	17	1	5.9%
	West	13	0	0.0%
	South East	16	1	6.3%
	<b>Newham (Apr 2022)</b>	65	3	4.6%
	<b>London (2020/21)</b>	1,863	104	5.6%
	<b>England (2020/21)</b>	11,600	1094	9.4%

**Figure 18 Location of pharmacies (including DSP) in Newham by locality**

The pharmacies shown below are the pharmacies open on weekdays.



**Table 20 Pharmacy Look-up List (sorted by map ID and Pharmacy Name)**

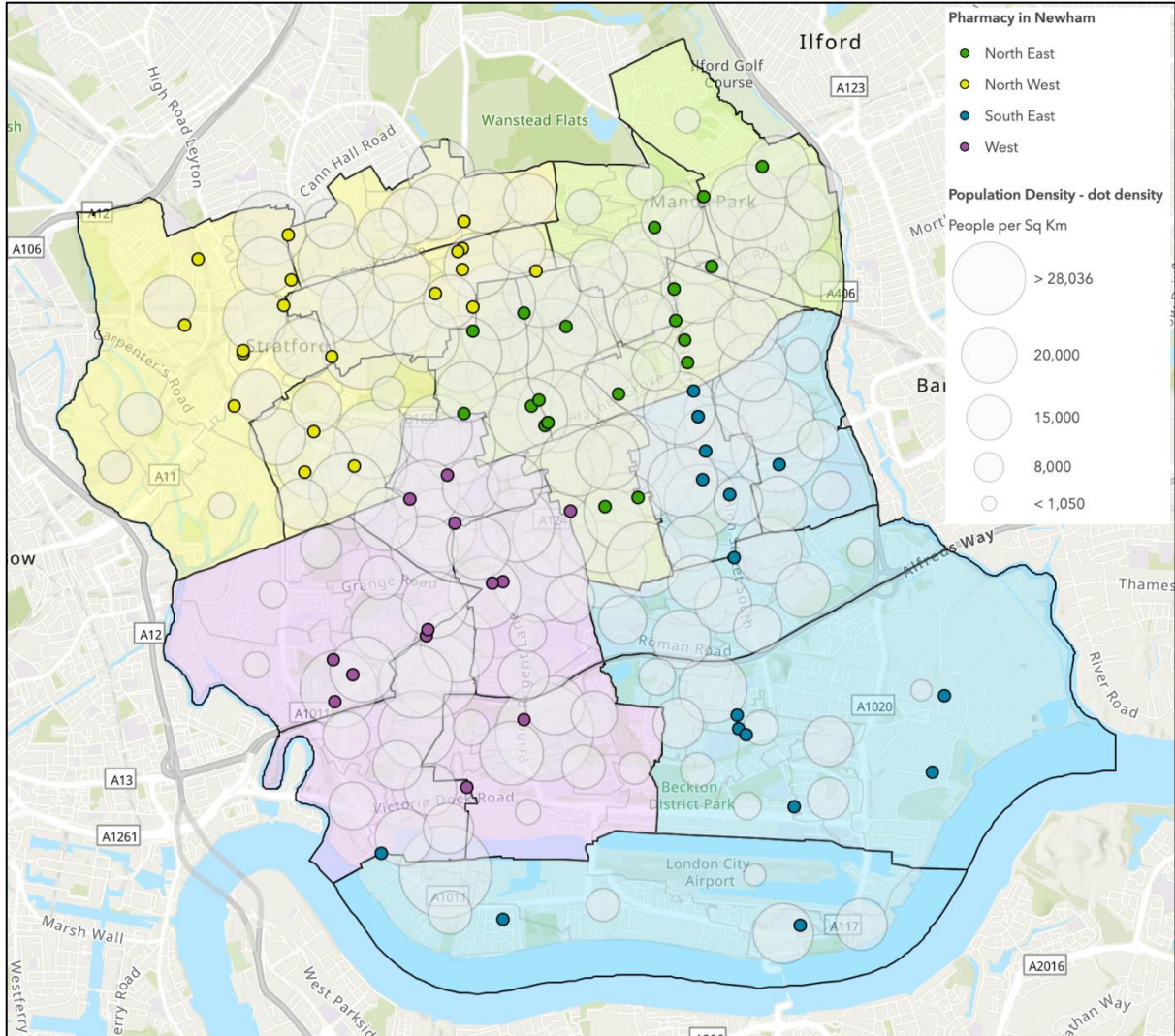
Map ID	Name	Postcode	ODS Code	Ward Name	Locality	Map ID	Name
5	Berg's Pharmacy	E16 1EH	FE672	Canning Town North	West	1	Akro Pharmacy
13	Britannia Pharmacy	E13 8QG	FEJ78	Plaistow South	West	2	Asda Pharmacy
16	Carehealth Pharmacy	E16 3JL	FNW15	Custom House	West	3	Beckton Pharmacy
21	Clockwork Pharmacy Ltd	E13 9ER	FVA70	Plaistow North	West	4	Bell Pharmacy
24	Day Lewis Pharmacy	E16 3AR	FF672	Custom House	West	5	Berg's Pharmacy
27	Daystar Pharmacy	E13 9HH	FQG36	Plaistow North	West	6	Blakeberry Ltd
31	Jetsol Pharmacy	E16 4PZ	FQF62	Canning Town North	West	7	Blakeberry Ltd
46	Newmans Pharmacy	E13 8QE	FLJ82	Plaistow South	West	8	Boots The Chemist
47	Newmans Pharmacy	E13 8HL	FTM85	Canning Town South	West	9	Boots UK Limited
50	Pharmaram Chemist	E13 0PB	FJD81	Plaistow North	West	10	Boots UK Limited
54	Rohpharm Limited	E13 0AL	FE652	Plaistow North	West	11	Boots UK Limited
61	Sherman Chemists	E16 4HP	FNJ57	Canning Town North	West	12	Boots UK Limited
67	Weston Ltd	E13 8EE	FTW53	Canning Town North	West	13	Britannia Pharmacy
2	Asda Pharmacy	E6 5JP	FF650	East Ham South	South East	14	Britannia Pharmacy
3	Beckton Pharmacy	E6 5LX	FAX79	Beckton	South East	15	Britannia Pharmacy
6	Blakeberry Ltd	E6 6EN	FE474	East Ham South	South East	16	Carehealth Pharmacy
7	Blakeberry Ltd	E6 3RL	FF788	East Ham South	South East	17	Cartwrights Pharmacy
9	Boots UK Limited	E6 2HT	FEV46	East Ham Central	South East	18	Catto Chemist
11	Boots UK Limited	E6 7ER	FMC69	Beckton	South East	19	Church Road Pharmacy
23	Day Lewis Pharmacy	E6 5JS	FEH02	Beckton	South East	20	Click Pharmacy
26	Day Lewis Pharmacy	E16 2LL	FXQ92	Royal Albert	South East	21	Clockwork Pharmacy Ltd
30	Ghir Limited	E6 2SA	FL753	Wall End	South East	22	Crailmay Pharmacy
33	Kingsway Chemist	E6 2JA	FL521	East Ham	South East	23	Day Lewis Pharmacy
34	Kingsway Chemists	E6 3BA	FXQ63	East Ham	South East	24	Day Lewis Pharmacy
44	Munro Pharmacy	E6 1HS	FQX93	East Ham	South East	25	Day Lewis Pharmacy
45	Mychemistonline	E16 1AH	FF694	Royal Victoria	South East	26	Day Lewis Pharmacy
55	Royal Dock Pharmacy	E16 2TQ	FD513	Royal Victoria	South East	27	Daystar Pharmacy
56	Royal Docks Pharmacy	E6 5NA	FGX30	Beckton	South East	28	Duncans Pharmacy
57	Sai Pharmacy	E6 2HT	FHH62	East Ham	South East	29	Frank Mays Pharmacy
64	Tesco Instore Pharmacy	E6 7FB	FQC93	Beckton	South East	30	Ghir Limited
1	Akro Pharmacy	E7 8NP	FMT53	Green Street East	North East	31	Jetsol Pharmacy
4	Bell Pharmacy	E12 5JR	FVH94	Little Ilford	North East	32	Kalhan Ltd
12	Boots UK Limited	E13 9AP	FPG12	Green Street West	North East	33	Kingsway Chemist
18	Catto Chemist	E12 6RH	FNM10	Plashet	North East	34	Kingsway Chemists
19	Church Road Pharmacy	E12 6AQ	FWR56	Manor Park	North East	35	Lrm Dispensing Chemist
22	Crailmay Pharmacy	E7 8JG	FW547	Green Street West	North East	36	Malchem
25	Day Lewis Pharmacy	E7 9PB	FK366	Green Street West	North East	37	Manor Park Pharmacy
28	Duncans Pharmacy	E12 6PQ	FPW04	Manor Park	North East	38	Mansons Chemists
29	Frank Mays Pharmacy	E6 3BP	FR584	East Ham	North East	39	Mayors Chemist
32	Kalhan Ltd	E13 0QA	FFF99	Green Street West	North East	40	Mayors Dispensing Chemist
35	Lrm Dispensing Chemist	E13 0QU	FM116	Green Street West	North East	41	Medina Pharmacy
37	Manor Park Pharmacy	E12 5AD	FC272	Manor Park	North East	42	Muhammads Pharmacy
42	Muhammads Pharmacy	E12 6EA	FE374	Little Ilford	North East	43	Munro Pharmacy
43	Munro Pharmacy	E13 9AR	FEP12	Green Street East	North East	44	Munro Pharmacy
49	Pharmacy Republic	E6 3BD	FGT06	Boleynt	North East	45	Mychemistonline
51	Plashet Pharmacy	E6 1BX	FCR54	Plashet	North East	46	Newmans Pharmacy
52	Prime Pharmacy	E12 6SB	FRK52	Plashet	North East	47	Newmans Pharmacy
62	Solanky Mk	E12 6SA	FQX57	Plashet	North East	48	Osbon Pharmacy
63	Superdrug Pharmacy	E13 9AR	FHV01	Green Street East	North East	49	Pharmacy Republic
68	Weston Ltd	E7 8LQ	FVW81	Green Street East	North East	50	Pharmaram Chemist
8	Boots The Chemist	E20 1EH	FN420	Stratford and New Town	North West	51	Plashet Pharmacy
10	Boots UK Limited	E15 1XD	FJE68	Stratford and New Town	North West	52	Prime Pharmacy
14	Britannia Pharmacy	E15 3HX	FHP29	West Ham	North West	53	Push Pharmacy
15	Britannia Pharmacy	E15 1LH	FX075	Stratford and New Town	North West	54	Rohpharm Limited
17	Cartwrights Pharmacy	E15 1JA	FJM53	Stratford and New Town	North West	55	Royal Dock Pharmacy
20	Click Pharmacy	E7 0QH	FN869	Forest Gate South	North West	56	Royal Docks Pharmacy
36	Malchem	E7 0EL	FV542	Forest Gate South	North West	57	Sai Pharmacy
38	Mansons Chemists	E7 8BA	FL163	Forest Gate South	North West	58	Salus Pharmacy
39	Mayors Chemist	E15 1EN	FAK87	Stratford and New Town	North West	59	Shan Chemist
40	Mayors Dispensing Chemist	E7 9PA	FKQ97	Forest Gate South	North West	60	Sherman Chemists
41	Medina Pharmacy	E15 3ET	FCP18	West Ham	North West	61	Sherman Chemists
48	Osbon Pharmacy	E15 1XE	FJ753	Stratford and New Town	North West	62	Solanky Mk
53	Push Pharmacy	E7 9HZ	FFD95	Forest Gate South	North West	63	Superdrug Pharmacy
58	Salus Pharmacy	E20 1AS	FVM47	Stratford and New Town	North West	64	Tesco Instore Pharmacy
59	Shan Chemist	E7 8AB	FCC45	Forest Gate South	North West	65	Vicarage Pharmacy
60	Sherman Chemists	E7 0EW	FK684	Forest Gate North	North West	66	Wagpharm Chemist
65	Vicarage Pharmacy	E15 4EF	FGR40	Stratford and New Town	North West	67	Weston Ltd
66	Wagpharm Chemist	E15 3JF	FG493	West Ham	North West	68	Weston Ltd
69	Woodgrange Pharmacy	E7 0EW	FLW84	Forest Gate North	North West	69	Woodgrange Pharmacy
70	www.your-chemist.com	E15 2SP	FWC46	Stratford and New Town	North West	70	www.your-chemist.com

Pharmacy number 58 is a LPS contract due to end in August 2024. There may be an opportunity to extend the contract for another 5 years or to revert the pharmacy to the pharmaceutical list so the pharmacy can receive standard pharmacy funding.



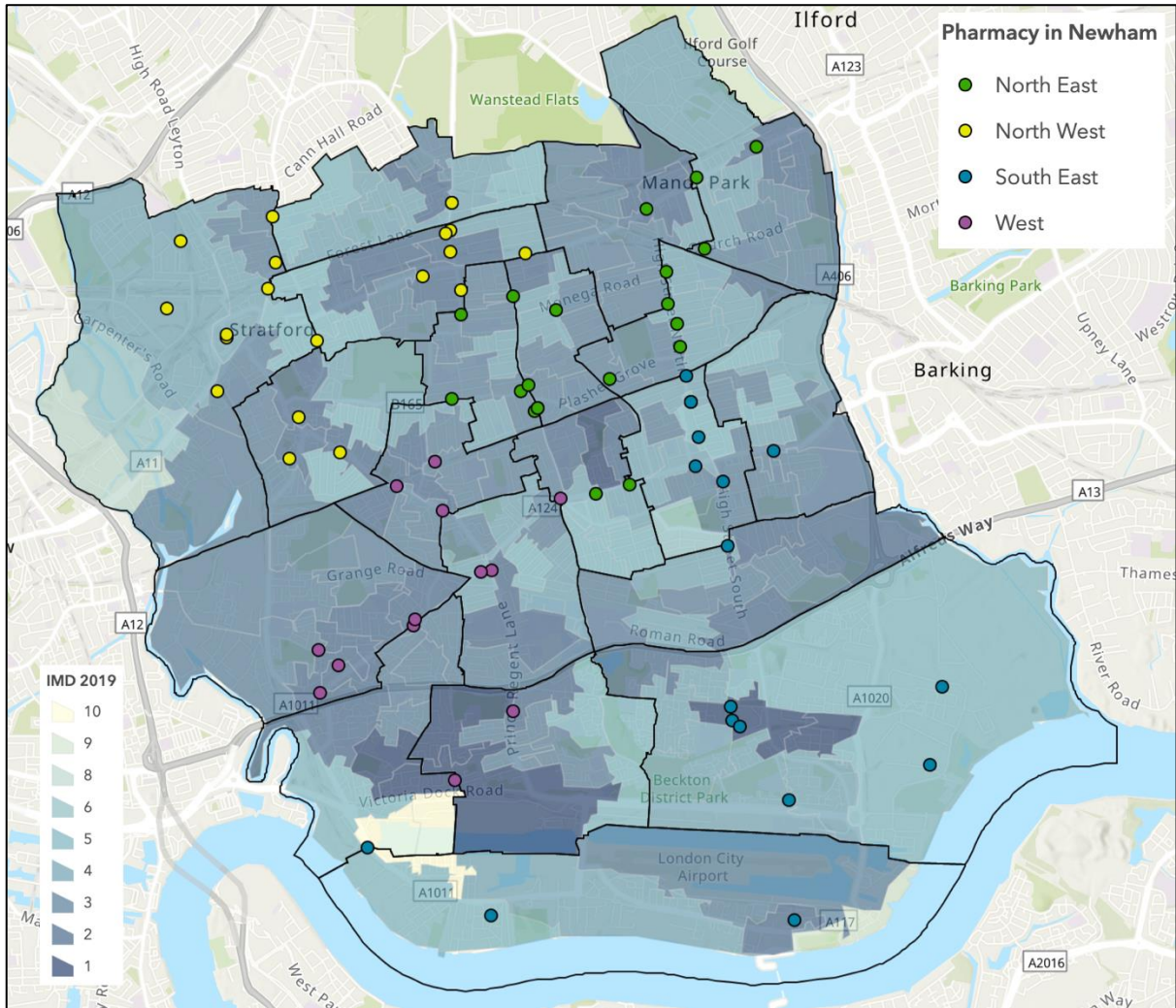
**Figure 19 Location of pharmacies (including DSP) in Newham with Population Density for LSOA (dot density)**

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

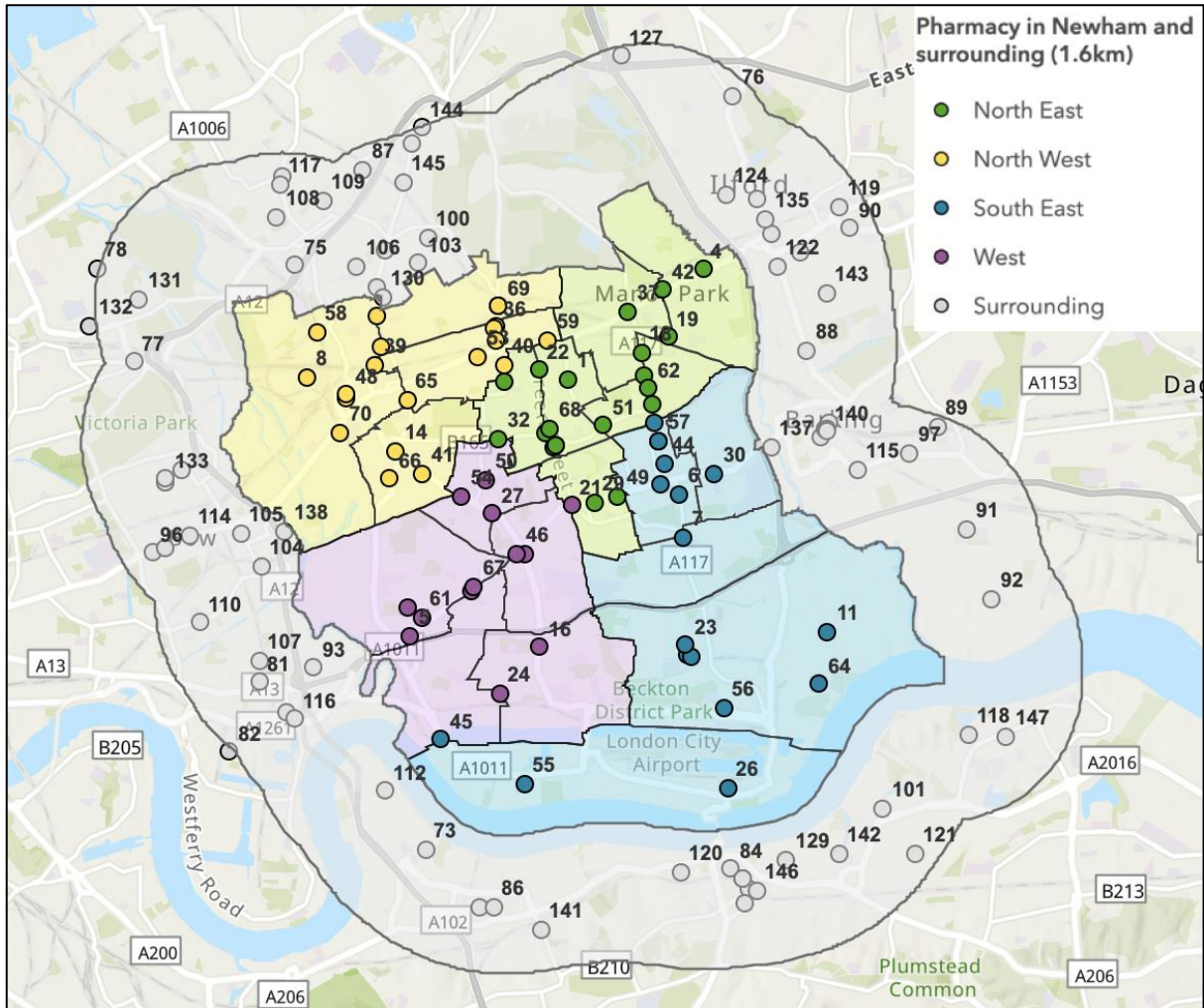




**Figure 20 Location of pharmacies (including DSP) in Newham with LSOA Deprivation Decile**



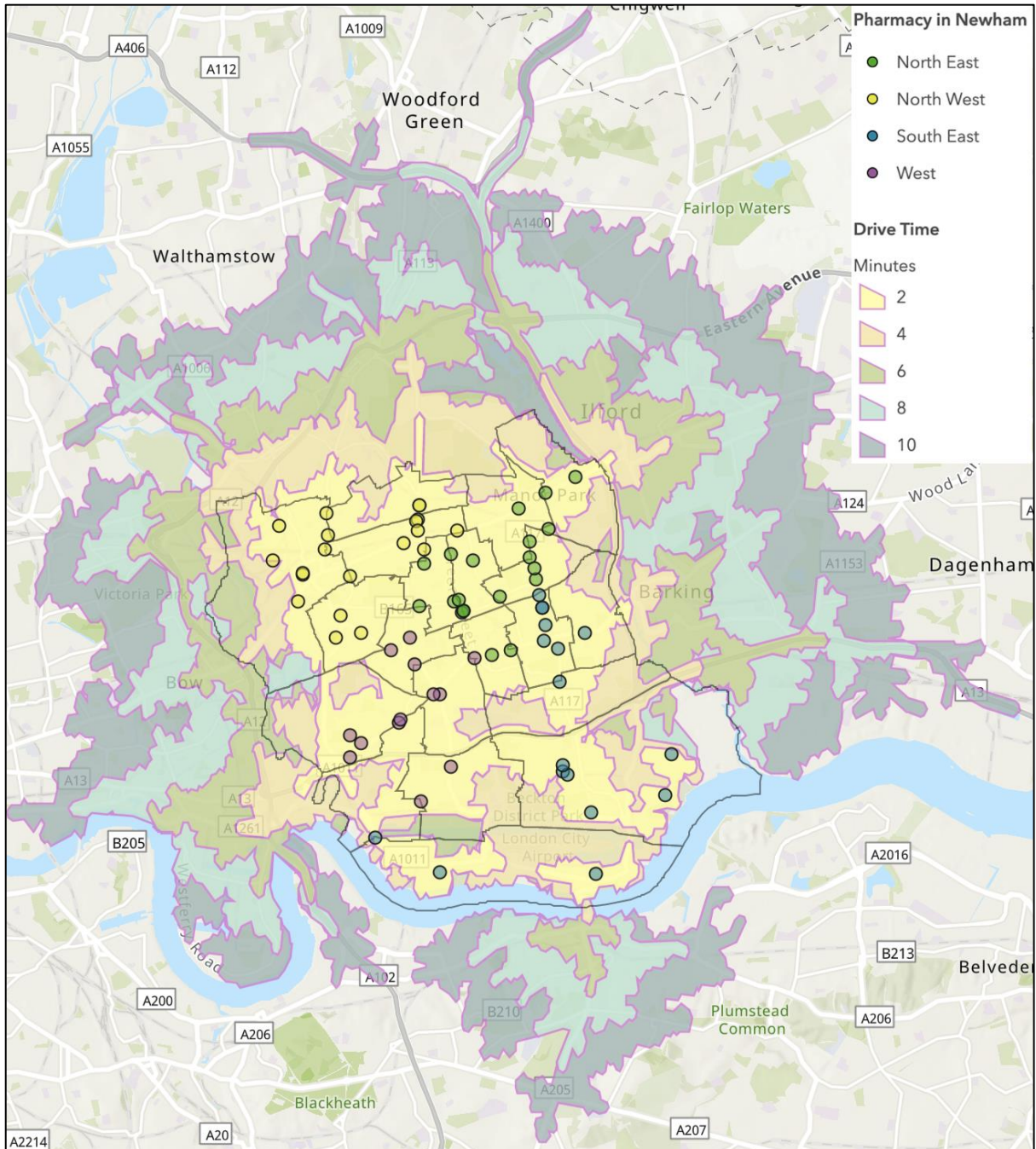
**Figure 21 Location of pharmacies (including DSP) by locality in Newham and surrounding areas**





**Figure 22 The territories of pharmacies (including DSP) inside and outside Newham 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.



There are 355,266 Newham residents and 100% of them can access to their nearest pharmacy by car in 4 minutes. Of those living in neighbouring areas, 63,748 residents can access their nearest pharmacy in Newham by car in 4 minutes.

**Figure 23 Walk time to nearest pharmacy (including DSP) in Newham or surrounding areas (minutes)**

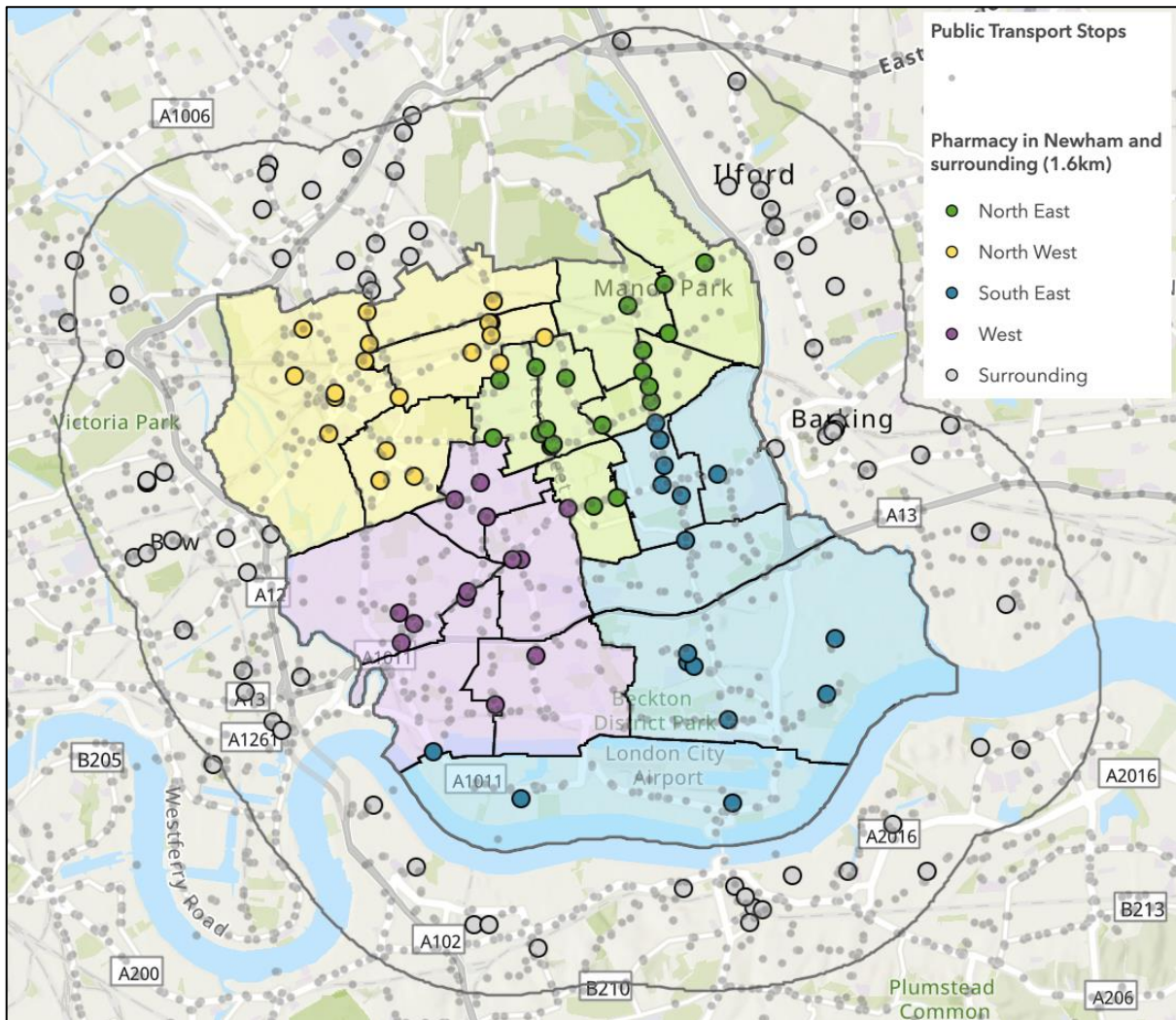
Walking Time use a fixed speed of 5 kilometres per hour (3.1 miles per hour) and follow pedestrian walkways as well as designated streets (while ignoring rules that affect automobiles, such as one-way streets).



There are 355,266 Newham residents and 80% of them (282,480) can access to their nearest pharmacy in 5 minutes by walking, and 97% of them (344,687) can access to their nearest pharmacy in 10 minutes by walking. 100% of the Newham residents can access to their nearest pharmacy in 20 minutes by walking. Of those living in neighbouring areas, 11,841 residents can access their nearest pharmacy in Newham in 10 minutes by walking.



**Figure 24 Public transport stops and nearest pharmacy (including DSP) in Newham or surrounding areas (1.6 km)**



Public transport stops are available near to all pharmacies in Newham. If a resident wishes to travel by public transport on a weekday afternoon, 80% of total Newham residents (283,003) will be able to reach to the nearest pharmacy in 5 minutes, and 100% (355,266) will be able to reach in 15 minutes.

## 6 Stakeholder Engagement

### 6.1 General stakeholder engagement

#### 6.1.1 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.

#### 6.1.2 Why public engagement and consultation is important?

PHAST was commissioned by the Newham 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), CCGs 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.

### 6.2 Outline methodology of stakeholder engagement

#### 6.2.1 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.

#### 6.2.2 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.

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.



## 6.3 Pharmacy/Contractor Survey

The Newham 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 (NEL LPC) team, with PHAST project manager's support.

All Newham 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 mid-July 2022 – mid-Oct 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 70 pharmacies in Newham. Total of 70 pharmacies completed the survey (including 4 DSP), giving the overall response rate of 100%.

The survey findings were as follows:

### Pharmacy details and contact details

- Out of 70 pharmacies that completed the survey, 13 were from West, 17 were from South East, 20 were from North East, 20 were from North West.
- 10/70 pharmacies reported to be entitled to Pharmacy Access Scheme payments and 1/70 pharmacy hold a Local Pharmaceutical Services (LPS) contract. Newham has an LPS contract due to end in 2025 in August 2024. There may be an opportunity to extend the contract for another 5 years or to revert the pharmacy to the pharmaceutical list so the pharmacy can receive standard pharmacy funding.

### Staff languages spoken

- No information was collected around fluency of foreign languages of staff at the pharmacies. No pharmacies offered a language access service but two thirds (45/70) said they would be willing to provide if commissioned.

### Services

- More than half of the pharmacies (43/70) dispense all types of appliances. A few pharmacies (7/70) do not dispense any appliances.

### Advanced services: non-covid

- Almost all pharmacies provide New Medicine Service (68/70), Seasonal Influenza Vaccination Service Vaccination (60/70) and Community Pharmacist Consultation Service (67/70).
- More than half of pharmacies provide Hypertension Case-Finding Service (42/70), and more than a quarter (18/70) intend to begin within next 12 months.
- More than one-third of pharmacies (24/70) provide Stop Smoking Service. Almost half of pharmacies intend to begin within next 12 months.
- Other advanced services that were only provided by some pharmacies were: Appliance Use Review (8/70), Stoma Appliance Customisation (7/70) and Hepatitis C Antibody Testing Service (2/70). Though many pharmacies intend to begin these advanced services within next 12 months: Appliance Use Review

(13/70), Stoma Appliance Customisation (9/70), Hepatitis C Antibody Testing Service (24/70).

### Enhanced services

- Following enhanced services are currently provided under contract with local NHS England Team: London flu vaccination service, Bank Holiday Service (Christmas and Easter Sunday), Bank Holiday Service (other bank holidays), Covid vaccinations.
- More than two-thirds of pharmacies (48/70) provide London flu vaccination service.
- Two pharmacies (2/70) provide Bank holiday service for Christmas and Easter Sunday and Bank holiday service for other bank holidays.
- Some pharmacies (6/70) provide Covid vaccinations. More than a quarter of pharmacies (19/70) used to provide Covid vaccinations, however, 13 pharmacies have paused providing this enhanced service. A large number of pharmacists (60/70) stated that they would be willing to provide Covid vaccinations, if commissioned.
- Pharmacists were asked whether they would be willing to provide some of the enhanced services (general) in the future. More than three-quarter of pharmacists stated that they would be willing to provide following services, if commissioned: Anticoagulant Monitoring Service (59/70), Antiviral Distribution Service for Influenza (56/70), Body Weight Assessment (61/70), Chlamydia Testing Service (59/70), Chlamydia Treatment Service (59/70), Contraceptive service (not EC) (58/70), Emergency Contraception Service (66/70), Emergency Supply Service (66/70), Home Delivery Service (not appliances) (56/70), Medication Review Service (67/70), Medicines Assessment and Compliance Support Service (58/70), Minor Ailment Scheme (66/70), Medicines Optimisation Service (61/70), Obesity management (adults and children) (60/70), Not Dispensed Scheme (52/70), Prescriber Support Service (52/70), Supervised Administration Service (opioid substitution) (53/70), and Vascular Risk Assessment Service (NHS Health Check) (52/70).
- Pharmacists were asked whether they would be willing to provide some of the enhanced services (Disease Specific Management Service) in the future. More than three-quarter of pharmacists stated that they would be willing to provide following services, if commissioned: Allergies (61/70), Asthma (63/70), coronary heart diseases (CHD) (57/70), COPD (60/70), Depression (54/70), Diabetes type I (59/70), Diabetes type II (61/70), Epilepsy (52/70), Heart Failure (54/70), and Hypertension (62/70).
- Pharmacists were asked whether they would be willing to provide some of the enhanced services (vaccination) in the future. More than three-quarter of pharmacists stated that they would be willing to provide following services, if commissioned: Hepatitis (at risk workers or patients) vaccinations (58/70), HPV vaccinations (55/70), Meningococcal vaccinations (58/70), Pneumococcal vaccinations (61/70), and Travel vaccinations (60/70).

### Locally commissioned services

- Many pharmacies provide locally commissioned services under contract with NHS North East London Integrated Care Board (NEL ICB) (previously CCG) or local authority: Supervised consumption of medication (23/70), Needle exchange (23/70), Emergency Hormonal Contraception (EHC) (18/70), Sexual health C-card and Sexually Transmitted Infections (STI) testing (47/70), and Smoking cessation (47/70)

### Non-commissioned services

- Most of pharmacies (60/70) provide collection of prescriptions from GP practices and provide monitored dosage systems (excluding those provided under the Equality Act) free of charge on request (57/70).
- Only some pharmacies provide monitored dosage systems with charge (19/70).
- Most of pharmacies deliver dispensed medicines to vulnerable patient groups (59/70), and deliver dispensed medicines free of charge on request (50/70). Many pharmacies deliver dispensed medicines with charge (24/70).

### All wards in Newham have at least 16 pharmacies that deliver the dispensed Covid-19 specific services

- Pandemic delivery service (62/70) and Covid-19 lateral flow device distribution service (67/70) were provided during the Covid-19 pandemic by most pharmacies. 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.

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

## 6.4 Public Survey: have your say on pharmacy services

The public survey: have your say on pharmacy services in Newham was held between August - November 2022. The Newham PNA public survey communications plan is outlined below.

### 6.4.1 Communications Plan Newham Pharmaceutical Needs Assessment Public Survey

#### Introduction

The Pharmaceutical Needs Assessment (PNA) survey was launched across the borough to gauge the current and future pharmaceutical needs of the local population.

#### Objectives

- To obtain the views of Newham residents on the pharmaceutical provision in the borough
- To gather information on services offered by pharmacy contractors.
- To acquire sufficient data from a wide range of residents to produce a PNA to go out to consultation and eventual publication by the Health and Wellbeing Board.

#### Target Audiences

##### External

- Residents
- Families
- Carers
- Residents with chronic or acute healthcare needs

##### Stakeholders

- GPs surgeries
- Clinics
- Local hospitals
- Local pharmacies

#### Implementation

The following tools were used to draw attention to the survey and boost response numbers:

Tool	Action	Schedule
Website	<ul style="list-style-type: none"> <li>- Survey live on a dedicated council webpage</li> <li>- A news item will be posted to the council homepage announcing the survey and linking to the webpage.</li> </ul>	- First week of survey -
Council media	<ul style="list-style-type: none"> <li>- Entries in resident e-newsletter</li> <li>- Posters and leaflets designed and distributed amongst GPs surgeries and pharmacies</li> </ul>	- First & final week of survey

Social media	<ul style="list-style-type: none"> <li>- Regular schedule of posts linking to the survey and explaining its purpose</li> <li>- Cabinet Member video for social media channels announcing the survey and encouraging residents to take place</li> </ul>	- Ongoing throughout survey window
External assets	<ul style="list-style-type: none"> <li>- Share survey link with partner organisations</li> <li>- Include survey link and Cabinet Member video in Compost newsletter, which is shared with a large number and wide range of local organisations.</li> <li>- Survey link &amp; Cabinet Member video to be shared with Newham Health Champions</li> </ul>	- Throughout survey window

The Public Health Outreach Team visited community spaces such as libraries, shopping centres and food banks four days a week to tell residents about the support available to improve their health. They took the opportunity to tell residents about the public PNA survey as part of these conversations and helped residents fill in the survey if they had limited digital access. As a result, the PH Outreach team helped 51 residents fill in the public survey.

Below is a summary of the additional communication channels and partners involved in raising awareness of the public survey to residents:

- Outreach team – helped 51 people fill in the survey.
- 100 charities, community and faith groups in Newham.
- Health Champions
- LBN neighbourhood groups
- NHS comms colleagues
- Carers First
- Domiciliary care users
- Peer support carers
- Independent Living Service
- Dementia Service
- Healthwatch Newham

### 6.4.2 Newham Pharmaceutical Needs Assessment Public Survey

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 Newham with protected characteristics that were related to ability to read and complete surveys. Newham Co-create was used to collect responses.

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

Overall, 130 participants completed the survey, and more than 96% were Newham residents. Majority of the respondents were female (66.2%) and age group of 55-64 (23.8%). About 47% of the respondents identified themselves as White British. Around 26% of the respondents consider themselves to have a disability and mobility disability was declared from 48% of the respondents who said to have a disability.

Newham should be congratulated on achieving a very good public survey response rate. In addition, they targeted key populations with relevant protected characteristics to achieve a more representative sample.

The survey findings were as follows:

- The majority (73.1%) of the respondents use a pharmacy in Newham. Using a pharmacy one a month was the most common usage by the respondents (50.8%).
- Most of the respondents said they use the local pharmacy to collect prescribed medication (90%). Many used their local pharmacy for advice (33.8%) and to buy medication that doesn't need a prescription (over the counter medicines) (46.2%).
- More than half of the respondents use the same pharmacy on a regular basis (66.9%).
- More than half of the respondents usually walk to their pharmacy (61.5%), and it takes no more than 10 minutes (58.5%)
- Over a third of the respondents said there is a more convenient or closer pharmacy that they do not use (39.2%).
- For weekdays, mornings and afternoon (43.1%) were the most convenient time for respondents to access as pharmacy.
- For Saturday, mornings and afternoon (53.1%) were the most convenient time for respondents to access as pharmacy.
- For Sunday, mornings and afternoon (70%) were the most convenient time for respondents to access as pharmacy.
- The most important reasons for choosing a pharmacy that were chosen by the most respondents were: it is close to my home (69.2%), staff are friendly (49.2%) and staff are knowledgeable (43.1%).
- Collecting prescriptions or repeat prescriptions (90%), buying over the counter medicines (73.1%) and advice and information on medication (50.8%) were the most selected services that the respondents have used from the pharmacy.
- Just under half of the respondents were satisfied or very satisfied with the opening times (49.2%), consultation rooms (49%), and medicines review and advice (60.8%).

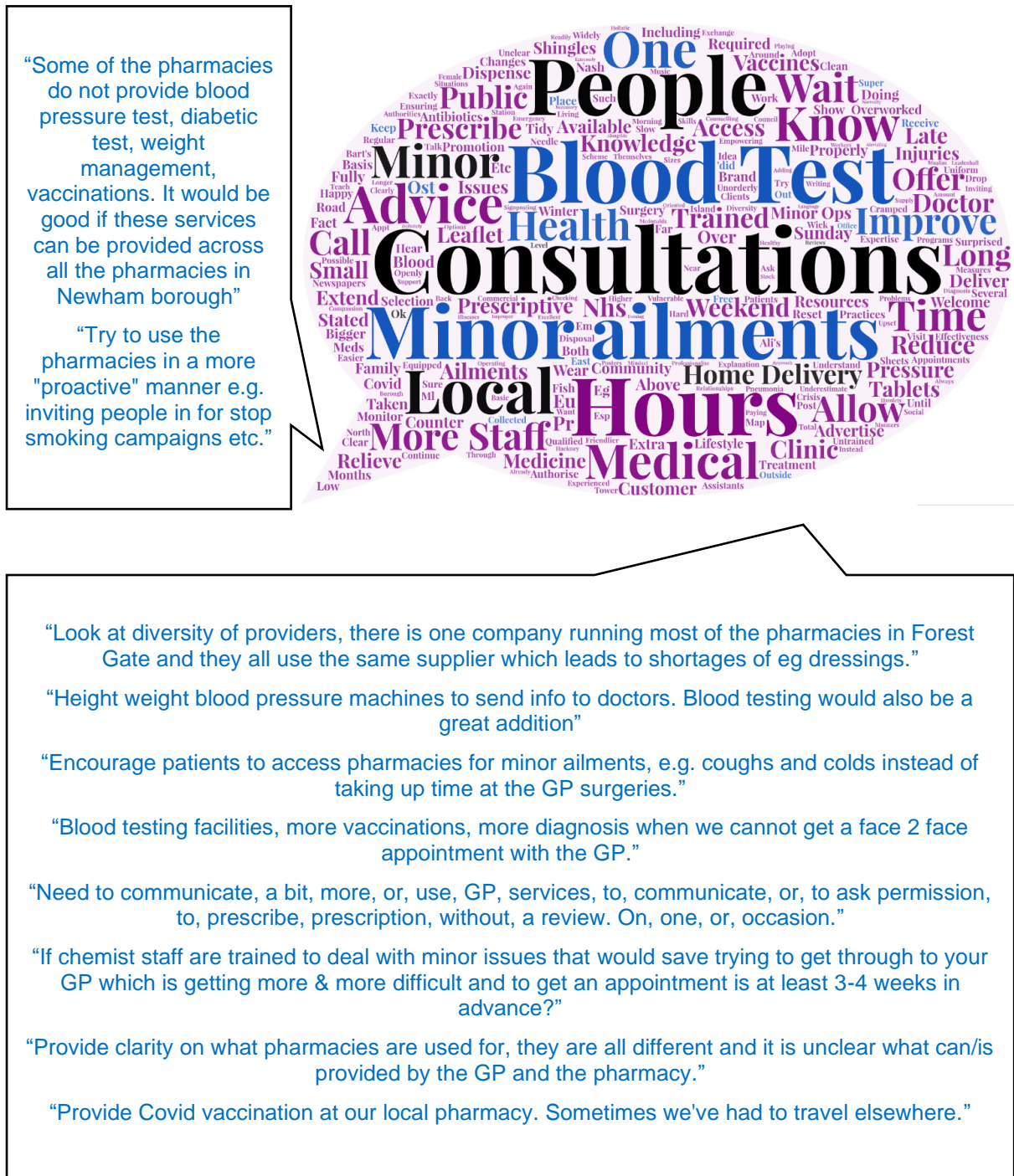
When we asked the respondents of the public survey if they have any other comments, they wished to make about any other service provision, many commented: shorter waiting time, small consultation rooms, text-services when prescription is ready to be collected, more staff provision, friendlier/more knowledgeable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





When we asked the respondents of the public survey how could we make better use of pharmacies in Newham as a local health resource, many comments proposed: better promotion of health conditions and public health campaigns, efficient services, better opening times (e.g., opening during lunchtime), wider range of health tests and more signposting to the pharmacy (rather than the GP surgery or A&E).

**Figure 26 Feedback: How could we make better use of pharmacies in Newham as a local health resource?**







## 6.5 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.

## 6.6 The value of community Pharmacy

The current climate post COVID shows the value of Community Pharmacy within their community. Community Pharmacy is often the gateway to the NHS for many patients and you don't need to make an appointment to see them, you can just walk in. They are accessible with respect to location and opening hours as many pharmacies open extended hours. In London there are a high number of pharmacies within a small area and a low number of prescriptions being issued compared to areas outside of London. Newham is rapidly developing and we know that there will be an increase in the population in the future. According to the CEO of the NEL LPC, all pharmacies currently have the capacity to take on an additional workload with respect to services and prescriptions.

## 6.7 Responses to Newham PNA Surveys

Newham should be congratulated on achieving 100% contractor survey response and a very good public survey response rate. In addition, they should be congratulated in the way they targeted key populations with relevant protected characteristics to achieve a more representative sample.



## 7 Conclusions

The Newham 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 Newham. The PNA is required to clearly state what is considered to constitute essential 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 essential services in Newham, the following have been considered:

- The maps showing the location of pharmacies within Newham and the Index of Multiple Deprivation
- The number, distribution and opening times of pharmacies within Newham
- Pharmacy locations across the border
- Population density in Newham
- Projected population growth
- The ethnicity of the population
- Neighbourhood deprivation in Newham
- 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).

### Essential Services

- No gaps have been identified in 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 essential services during normal working hours across the whole borough.
- There are no gaps in the provision of essential services outside of normal working hours across the whole borough.

### Advanced Services

- No gaps have been identified that if provided either now or in the future would secure improvements, or better access to advanced services across the whole borough.
- There are no gaps in the provision of advanced services across the whole borough.
- No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Newham 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 Newham, 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

- 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 relevant 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 Newham.

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

Newham 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

- **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's in response to the needs of the local population.

The majority of the responders to the consultation (45%), considered the Newham PNA Report gives an accurate description of Newham community pharmacy services and that the that the PNA report shows a good understanding of the health and well-being needs of people in Newham and its localities. Several responders stated “do not know/I am not sure (40%) and a few disagreed with the statements (15%).

## 8 Appendix A – PNA Formal Consultation Methodology

### 8.1 PNA Formal Consultation Methodology

A formal consultation and a wider resident survey on local pharmacies was conducted between January and 31 March 2023.

The PNA formal consultation process including the formal consultation questionnaire was approved by the PNA steering group.

The Formal Consultation questionnaire are provided below (8.3).

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 Newham 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 21 and Table 22 respectively.

### 8.2 Summary of the formal consultation findings

- 26 individuals responded to the formal Newham PNA consultation. In addition, the NHSE lead for PNAs nationally gave detailed written feedback rather than completing the formal consultation questionnaire. Therefore, the total number of individuals responding was 27. Most of the respondents were members of the public who were residents in Newham (16/27). The following results will only describe the 26 respondents who completed the consultation questionnaire.
- There were more females 70% completing the questionnaire. 15% of responders were male and 5% were non-binary. In addition, 10% preferred not to state their gender. There was a good distribution of age range over the age of 35. None of the respondents were aged under 35 years. A larger number of the respondents were white 60% compared to Newham population structure that has 29% white. Only 15% of the responders were Asian whereas Newham has about 43% Asian across the localities.
- There were 8 respondents (40%) who considered themselves to have a disability. 4 individuals had a hidden disability, 2 had diabetes, 2 had a mobility disability, 1 had a mobility disability and 1 had a hearing disability. Two individuals preferred not to say.

- Overall, in response to the majority of the PNA consultation questions around 40% responded – “I don’t know/I am not sure about this”
- In response to the question how much do you agree or disagree with the final recommendations of the Newham PNA Report? - 50% of the respondents strongly agreed or mostly agreed with the final recommendations of the PNA (10/20).25% neither agreed nor disagreed, 20% did not know or were not sure about this and only one individual mostly disagreed, - no one strongly disagreed.
- In response to the question asking how much do you think the PNA accurately identifies any possible gaps in pharmaceutical services that might exist up to March 2025 due to the growing population and housing developments their response was 45% stating the PNA gives an accurate description of possible gaps, 40% stating I don’t know/I am not sure about this and 15% stating no I think much of the PNA does not give an accurate description of possible gaps.
- In response to the question how much do you think the PNA accurately describes community pharmacy services as they exist at present within Newham? 45% percent consider the PNA gives an accurate description of this 40% stated I don’t know/I am not sure about this and 15% stated no I think much of the PNA does not give an accurate description of this.
- In response to the question regarding whether they think that the PNA shows a good understanding or not of the health and well-being needs of people in Newham and its localities, - 45% considered the PNA shows a good understanding of this 40% stated I don’t know/I am not sure about this and 15% stated no I think much of the PNA does not show a good understanding of this.
- In response to the question about whether the right methods had been used to create the PNA, - 40% stated yes I think all the right methods have been used, 50% stated I don’t know/I am not sure about this and 10% stated no I think many of the methods are not quite right.
- In response to the question asking whether overall the PNA gives sufficient information for the NHS, Local Authority, and other organisations to use the PNA to commission to make their commissioning decisions for the next three years 40% stated yes, I think overall the PNA gives sufficient information for this, 45% stated I don’t know I am not sure about this and 15% stated I think much of the PNA does not give sufficient information for this.
- A detailed account of the responses from the formal consultation questionnaire are given in Appendix B - Formal PNA Consultation Log

### 8.3 Newham Formal PNA 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 Newham  
Member of the public who works in Newham  
Member of the Newham 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 Newham 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 Newham? (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 Newham 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. Newham Clinical Commissioning Group (NCCG) and Newham 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)

## 8.4 Newham Formal PNA Consultation - Communications Action Plan

In the tables below the Newham Formal Consultation Action Plan is described.

**Table 21 Newham Joint Communications action plan**

Stakeholders	Channel	Description	Responsible lead
Local Area HWB	The Board Secretary	Board paper with draft report attached Board members and email link to consultation or collective feedback through secretary	Jonathan Cox
Neighbouring HWB	The Board Secretary	Email with PDF report and link to consultation	Jonathan Cox
Local Pharmaceutical Committee	The Secretary	Email with PDF report and link to Joint consultation	Jonathan Cox
NHS North East London Integrated Care Board (NEL ICB) (previously CCG)	NEL ICB Board secretary	Email with PDF report and link to Joint consultation	Jonathan Cox
Local Pharmacists	CEO NEL LPC	Email with PDF report and link to consultation	Jonathan Cox

Local Medical Committee	LMC Secretary	Email with PDF report and link to Joint consultation	Jonathan Cox
GP practices	Practice manager	Email with PDF report and link to consultation	Jonathan Cox
Acute Trusts	Chief Pharmacist and Chief Executive	Mail with PDF report and link to Joint consultation	Jonathan Cox
Local HealthWatch	HealthWatch Rep on MASG	Mail with PDF report and link to consultation Presentation if asked at a HealthWatch Board meeting	Aine Fuller
Patient Groups	HealthWatch	Mail with PDF and link to consultation	Aine Fuller
NHSE Area Team	NHSE lead for area	Mail with PDF and link to consultation	Jonathan Cox
North East London ICB	Board Secretary	Mail with PDF and link to Joint consultation	Jonathan Cox

**Table 22 Wider Engagement and consultation starting 20/01/2023**

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 Newham Co-create Survey link  We will use a standard Slide deck for presentation at Forums when requested and appropriate	HealthWatch	Through Newham Co-create Survey link  We will make PDF of questionnaire available but the data will need to be entered in Newham Co-create Survey link by the organiser
Resident population	Through the LA consultation channel <ul style="list-style-type: none"> <li>• Advert on Council Website</li> <li>• Resident Bulletin</li> <li>• Libraries</li> <li>• Screens</li> <li>• Social Media</li> </ul>	LA communication lead	Through Newham Co-create Survey link
Registered population	Through LA consultation channel <ul style="list-style-type: none"> <li>• Advert on Council Website</li> <li>• GP screens</li> <li>• Social Media</li> </ul>	LA communication lead	Through Newham Co-create Survey link
Voluntary and community sector	Any stakeholder groups	LA communication lead	Through Newham Co-create Survey link

## 9 Appendix B – Consultation Log

Table 23 London Borough of Newham PNA Consultation Log showing questionnaire responses 2022

<b>Please select the most relevant description of yourself from this list: (Select all of your choices)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Member of the public who is resident in Newham	16	61.5%
Voluntary or community sector organisation	2	7.7%
A healthcare or social care professional	2	7.7%
Member of the public who works in Newham	2	7.7%
A healthcare or social care professional	1	3.8%
Ambulance Service	1	3.8%
Councillor	1	3.8%
GP	1	3.8%
<b>TOTAL</b>	<b>26</b>	

<b>To help us locate the area that your comments make reference to, please provide us with the first half of your postcode?</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
E6	5	25.0%
E13	4	20.0%
Unknown	3	15.0%
E15	2	10.0%
E16	2	10.0%
E7	2	10.0%
E12	1	5.0%
Eastham	1	5.0%
<b>TOTAL</b>	<b>20</b>	

<b>Has the purpose of the Pharmaceutical Needs Assessment (PNA) been explained?</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Yes	14	70.0%
Partly	2	10.0%
No	4	20.0%
<b>TOTAL</b>	<b>20</b>	



**Please explain your answer: (please write in box below)**

Response
As member of the public the PNA does not mean much to me. I do not have any influence or concern on it hence what it is trying to do is give a job role to people when that money can be utilised in reducing the taxes.
Don't know
Have just read the Summary provided.
I knew nothing about this until today....
N/A

**How much do you think we have used or not used the right methods to create the PNA? (Tick one option)**

Response	Count	%
Yes, I think all the right methods have been used	8	40.0%
No, I think many of the methods are not quite right	2	10.0%
I don't know/I am not sure about this	10	50.0%
<b>TOTAL</b>	<b>20</b>	

**Please tell us what we have got wrong in our methods or which better methods we could have used.**

Response
Poor engagement across the community

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

Response	Count	%
Yes, I think overall the PNA shows a good understanding of this	9	45.0%
No, I think much of the PNA does not show a good understanding of this	3	15.0%
I don't know/I am not sure about this	8	40.0%
<b>TOTAL</b>	<b>20</b>	

**Please tell us what we have missed out or misunderstood**

**Response**

More need for locally accessible service every day

there is too much emphasis on supporting people who are causing harm to their own health knowingly, then they are given benefits and then services to get them to improve their health which they have damaged intentionally. if they can afford to buy cigarettes, alcohol and drugs, then they should be paying for the treatments as well. The NHS is giving out the wrong message to the public. The message should not be "abuse your health as the NHS is there to pick up the mess for free". when will a spade be called a spade.

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

Response	Count	%
Yes, I think overall the PNA gives an accurate description of this	9	45.0%
No, I think much of the PNA does not give an accurate description of this	3	15.0%
I don't know/I am not sure about this	8	40.0%
<b>TOTAL</b>	<b>20</b>	

**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.**

**Response**

The document states that there have been no major changes, yet hours of operation of some pharmacies have changed significantly, e.g., Custom house no longer doing weekend services at all.

the PNA should consider why services are not accessible across all the pharmacies and who is responsible for the discrepancy and failure of service provision. furthermore, the PNA should also analyze whether the funding of the service is appropriate and in line with funding across the country. or are Newham pharmacies being underpaid to deliver the same high levels of service that is expected nationally.

**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)**

Response	Count	%
Yes, I think overall the PNA gives an accurate description of possible gaps	9	45.0%
No, I think much of the PNA does not give an accurate description of possible gaps	3	15.0%

I don't know/I am not sure about this	8	40.0%
<b>TOTAL</b>	<b>20</b>	

**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.**

**Response**

Pharmacy maps show weekday services, but not those providing sat / sun services, which have recently changed

the growing population cannot be accurately envisioned hence is not a definite figure. therefore how can provision be put in place for developments that are going to take place. the existing infrastructures should be support with funding to be able to meet the demands of the probable growth.

**Do you consider that the PNA properly highlights other relevant issues and challenges which people in Newham might face in using a community pharmacy?**

<b>Response</b>	<b>Count</b>	<b>%</b>
Yes, I think overall the PNA shows a good understanding of these	10	50.0%
No, I think much of the PNA does not show a good understanding of these	5	25.0%
I don't know/I am not sure about this	5	25.0%
<b>TOTAL</b>	<b>20</b>	

**Newham Clinical Commissioning Group (NCCG) and Newham 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)**

<b>Response</b>	<b>Count</b>	<b>%</b>
Yes, I think overall the PNA gives sufficient information for this	8	40.0%
No, I think much of the PNA does not give sufficient information for this	3	15.0%
I don't know/I am not sure about this	9	45.0%
<b>TOTAL</b>	<b>20</b>	

<b>How much do you agree or disagree with the final recommendations of the PNA? (Tick any one option)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
["Strongly agree. I think overall the PNA gets these right"]	5	25%
["Mostly agree. I think mostly the PNA gets these right"]	5	25%
["Neither agree nor disagree"]	5	25%
["Mostly disagree. I think the PNA gets most of these wrong"]	1	5%
["I don't know/I am not sure about this"]	4	20%
<b>TOTAL</b>	<b>20</b>	

<b>Please give any other comments you may have here (please write in box below)</b>
don't know
Free prescription delivery
I have not seen the PNA. Why didn't you show this before my entering the survey?
I think PNA are going in the right direction. Time will tell.
I think the method of this survey is problematic. I'm willing to respond to an open-questioned survey, but not to read a complex document before the survey. This would take too much time and is not convenient.
More focus is needed in the West area for out of hours / weekend provision, especially in light of proposed additional housing - something that is omitted from the report, but needs consideration for the Mills development as well
The pharmacy I use is very good and offers help if/when needed.
the PNA has not considered the covid vaccination provision from pharmacy. That needs to be included which the ICB can then look at when they commence the spring booster programme.

"To ensure that the survey is representative of the population of the borough, please help us by filling in the following 7 questions. This will only be used for the purposes of monitoring and will not be passed on for use by third parties.

<b>What is your gender? (Please select only one option)"</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Female	14	70%
Male	3	15%
Non-binary	1	5%
Prefer not to say	2	10%
<b>TOTAL</b>	<b>20</b>	

<b>Is your gender identity the same as the sex you were assigned at birth? (Please select only one option)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
No	1	5%
Prefer not to say	1	5%
Yes	18	90%
<b>TOTAL</b>	<b>20</b>	

<b>How would you define your sexual orientation? (Please select one option)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Heterosexual/straight	16	80%
Prefer not to say	4	20%
<b>TOTAL</b>	<b>20</b>	

<b>What age group are you in? (Please select one option)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
35-44 years	4	20%
45-54 years	4	20%
55-64 years	2	10%
65-74 years	5	25%
74-85 years	2	10%
Prefer not to say	3	15%
<b>TOTAL</b>	<b>20</b>	

<b>What is your ethnic group? (Please select only one option)</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Asian British	1	5%
Asian Indian	2	10%
Black British	1	5%
Prefer not to say	4	20%
White British	11	55%
White Irish	1	5%
<b>TOTAL</b>	<b>20</b>	

<b>Do you consider yourself to have a disability?</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
No	10	50%
Prefer not to say	2	10%
Yes (please answer Q26)	8	40%
<b>TOTAL</b>	<b>20</b>	

<b>If 'yes' please tick all that apply that best describes your impairment. This information helps us to improve access to our services.</b>		
<b>Response</b>	<b>Count</b>	<b>%</b>
Hearing impaired	1	8%
Hidden disability	4	33%
Epilepsy	1	8%
Diabetes	2	17%
Mobility disability	2	17%
Prefer not to say	2	17%
<b>TOTAL</b>	<b>20</b>	

<b>"Please tell us what we have missed out or misunderstood. "</b>
<b>Response</b>
Mobility is an issue for me. I don't think my pharmacist is aware of these problems. However, they are brilliant over vaccines and prescriptions better than surgeries.
Signposting to connected services. Basic health checks.
the PNA is completed skewed towards making the public dependent on pharmacy rather than empowering the public to be responsible of their own health.

<b>If responding on behalf of a business or organisation, please tell us its name (please write in box below)</b>
<b>Response</b>
Don't know
LBN
N/A
People participation



The majority of the responders to the consultation (45%), considered the Newham PNA Report gives an accurate description of Newham community pharmacy services and that the that the PNA report shows a good understanding of the health and well-being needs of people in Newham and its localities. Several responders stated “do not know/I am not sure (40%) and a few disagreed with the statements (15%).

Table 24 - Detailed NHSE Responses

<b>London Region Pharmaceutical Services Regulations Committee March 2023 – Virtual Meeting</b> <b>Consultation report on a new PNA</b>		
<b>Name of HWBB</b>	Newham	
<b>Consultation response to be sent to:</b>		
<b>Address of HWBB</b>		
<b>Consultation response deadline:</b>	20 March 2023	
<b>Relevant regulations and guidance</b>	The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013, Part 2.	
<b>Ref</b>	<b>NHSE Comment</b>	<b>PNA Report revisions amended/resolution</b>
<b>Does the PNA include a statement outlining this provision?</b>	<b>NHS England Response</b>	
A statement of the pharmaceutical services that the HWB has identified as services that are provided: (a) in the area of the HWB and which	<b>Page 7 and page 78</b>  For the purposes of this PNA, necessary services are defined as essential services.	No revision required

<p>are necessary to meet the need for pharmaceutical services in its area; and</p>		
<p>(b) outside the area of the HWB but which nevertheless contribute towards meeting the need for pharmaceutical services in its area (if the HWB has identified such services).</p>	<p>The PNA mentions in the conclusions that it has taken into account pharmacies across the border, but these have not been listed.</p>	<p>Pharmacies across the border have been listed</p>
<p><b>Schedule 1, paragraph 2 – necessary services: gaps in provision</b></p> <p>2. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied-</p> <p>(a) need to be provided (whether or not they are located in the area of the HWB) in order to meet a current need for pharmaceutical services, or pharmaceutical services of a specified type, in its area;</p>	<p><b>Page 79</b></p> <p>Necessary Services (Essential Services)</p> <p>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.</p> <p>There is no gap in the provision of necessary services (essential services) during normal working hours across the whole borough.</p> <p>There are no gaps in the provision of necessary services (essential services) outside of normal working hours across the whole borough</p>	<p>No revision required</p>
<p>(b) will, in specified future circumstances, need to be provided (whether or not they are located in the area of the HWB) in order to meet a future need for pharmaceutical services, or pharmaceutical services of</p>	<p><b>Page 79</b></p> <p>Necessary Services (Essential Services)</p> <ul style="list-style-type: none"> <li>No gaps have been identified in necessary services (essential services) that if provided either now or</li> </ul>	<p>No revision required</p>

<p>a specified type, in its area.</p>	<p>over the next three years would secure improvements, or better access, to essential services across the whole borough.</p> <ul style="list-style-type: none"> <li>• There is no gap in the provision of necessary services (essential services) during normal working hours across the whole borough.</li> <li>• There are no gaps in the provision of necessary services (essential services) outside of normal working hours across the whole borough.</li> </ul>	
<p><b>Schedule 1, paragraph 3 – other relevant services: current provision</b></p> <p>3. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are provided-</p> <p>(a) in the area of the HWB and which, although they are not necessary to meet the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access to pharmaceutical services in its area;</p>	<p><b>Page 7 and page 78</b></p> <p>The advanced, enhanced and locally commissioned services are considered relevant services as they contribute towards improvement in provision and access to pharmaceutical services.</p>	<p>No revision required</p>
<p>(b) outside the area of the HWB and which, although they do not contribute towards meeting the need for pharmaceutical services in its area, nevertheless have secured improvements, or better access, to pharmaceutical services in its area;</p>	<p>The PNA mentions in the conclusions that it has taken into account pharmacies across the border, but these have not been listed.</p>	<p>Pharmacies across the border have been listed</p>

<p>(c) in or outside the area of the HWB and, whilst not being services of the types described in sub-paragraph (a) or (b), or paragraph 1, they nevertheless affect the assessment by the HWB of the need for pharmaceutical services in its area.</p>	<p>None identified.</p>	<p>No revision required</p>
<p><b>Schedule 1, paragraph 4 – improvements and better access: gaps in provision</b></p> <p>4. A statement of the pharmaceutical services that the HWB has identified (if it has) as services that are not provided in the area of the HWB but which the HWB is satisfied-</p> <p>(a) would, if they were provided (whether or not they were located in the area of the HWB), secure improvements, or better access to pharmaceutical services, or pharmaceutical services of a specific type, in its area,</p>	<p><b>Page 79</b></p> <p><i>Advanced Services</i></p> <ul style="list-style-type: none"> <li>• No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Newham 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 Newham, 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.</li> </ul> <p><i>Enhanced Services</i></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• There are no gaps in the provision of enhanced services across the whole borough.</li> </ul>	<p>No revision required</p>

<p>(b) would, if in specified future circumstances they were provided (whether or not they were located in the area of the HWB), secure future improvements, or better access, to pharmaceutical services, or pharmaceutical services or a specified type, in its area.</p>	<p><b>Page 79</b></p> <p><i>Advanced Services</i></p> <ul style="list-style-type: none"> <li>No pharmacies reported they were providing Stoma Appliance Customisation, this could be seen as a gap in Advanced services; however, 6 pharmacies in Newham 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 Newham, 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.</li> </ul> <p><i>Enhanced Services</i></p> <ul style="list-style-type: none"> <li>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.</li> <li>There are no gaps in the provision of enhanced services across the whole borough.</li> </ul>	<p>No revision required</p>
<p><b>Schedule 1, paragraph 5 – other services</b></p> <p>5. A statement of any NHS services provided or arranged by the HWB, NHS CB, a CCG, an NHS trust or an NHS foundation trust to which the HWB has had regard in its</p>	<p><b>Page 79</b></p> <p><i>Locally Commissioned Services</i></p> <ul style="list-style-type: none"> <li>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</li> </ul>	<p>No revision required</p>



<p>assessment, which affect- affect-</p> <p>(a) the need for pharmaceutical services, or pharmaceutical services of a specified type, in its in its area; or</p>	<p>services across the whole borough.</p> <ul style="list-style-type: none"> <li>• There are no gaps in the provision of locally commissioned services across the whole borough.</li> </ul>	
<p>(b) whether further provision of pharmaceutical in its area would secure improvements, or better access, to pharmaceutical services, or pharmaceutical services of a specified type, in its area.</p>	<p><b>Page 79</b></p> <p><i>Locally Commissioned Services</i></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• There are no gaps in the provision of locally commissioned services across the whole borough.</li> </ul>	<p>No revision required</p>
<p><b>Schedule 1, paragraph 6 – how the assessment was carried out</b></p> <p>6. An explanation of how the assessment has been carried out, in particular –</p> <p>(a) how it has determined what are the localities in its area;</p>	<p><b>Page 11.</b></p> <p>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 10 Primary Care Networks (PCNs) existing within Newham, which are: Leaside, Stratford, North Newham, North West 2, North East 1, North East 2, Newham Central, Central 1, South One Newham and Docklands.</p> <p>Newham has 4 localities and 20 wards as illustrated</p>	<p>No revision required</p>

<p>(b) how it has taken into account (where applicable)- the different needs of different localities in its area, and the different needs of people in its area who share a protected characteristic; and</p>	<p><b>Page 79</b></p> <p>The conclusions reached in this PNA report include assessments that have addressed relevant 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 Newham.</p>	<p>No revision required</p>
<p>(c) a report on the consultation that it has undertaken.</p>	<p>Being undertaken now.</p>	<p>Consultation responses have been analysed</p>
<p>What is the current level of access within the locality to NHS pharmaceutical services?</p>	<p>The HWBB in the conclusion have determined that current pharmacy services are adequate and have a good geographical spread particularly covering those areas of higher population density.</p>	<p>No revision required</p>
<p>What is the extent to which services in the locality already offer people a choice, which may be improved by the provision of additional facilities?</p>	<p><b>Page 80</b></p> <p>Whether there is sufficient choice of pharmacy in Newham has been reviewed, it was decided there was sufficient choice of pharmacy in Newham. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.</p>	<p>No revision required</p>
<p>What is the extent to which there is sufficient choice of providers in the locality, which may be improved, by additional providers?</p>	<p><b>Page 80</b></p> <p>London boroughs have a greater choice of pharmacy provider compared to many other areas in England.</p>	<p>No revision required</p>

What is the extent to which current service provision in the locality is adequately responding to the changing needs of the community it serves?	Not identified	No revision required
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?	None identified	No revision required
What is the HWB's assessment of the overall impact on the locality in the longer- term?	The overall assessment of the PNA is that there is sufficient coverage currently and, in the future, despite some new developments on the horizon.	No revision required
What is the current level of access within the locality to NHS pharmaceutical services?	The HWBB in the conclusion have determined that current pharmacy services are adequate and have a good geographical spread particularly covering those areas of higher population density.	No revision required
What is the extent to which services in the locality already offer people a choice, which may be improved by the provision of additional facilities?	<b>Page 80</b>  Whether there is sufficient choice of pharmacy in Newham has been reviewed, it was decided there was sufficient choice of pharmacy in Newham. London boroughs have a greater choice of pharmacy provider compared to many other areas in England.	No revision required

<b>Additional information from NHS England</b>	
<p>The opening hours listed in the PNA at pages 91 to 94 are largely incorrect as these are the core hours and not the total hours that pharmacies are open. The only ones that are correct are the 100 hour pharmacies and those with no supplementary hours. We will include a full list of total opening hours so that these can be amended. We have also noted that Day Lewis pharmacy has been mispelt as Day Lewish Pharmacy, this will need to be amended.</p> <p>It is not clear if this is just a typographical error or if these hours were used in making the assessments, however the HWBB has not identified any gaps in services so the changes to opening hours should not have any effect as this will increase the availability of services if the core hours had been used for this assessment. It may however mean that some of the tables may need to be updated.</p> <p>The PNA states that the data is as at April 2022 and that there were 65 pharmacies and 5 DSPs at that time. This is incorrect. There were four DSPs at that time, these were: Mychemistonline, Push Pharmacy, Click Pharmacy and Pharmaclinic.. As at February 2023 an additional DSP has been opened New Gen Pharmacy, so that there are now 66 pharmacies and 5 DSPs, making a total of 71.</p> <p>There are also 4 x 100-hour pharmacies and 1 with an LPS contract. These should be noted in the PNA. We will send a separate file with this information noted so that the PNA can be updated accurately.</p> <p>Attached is a spreadsheet with the information correct as at today with names, addresses and total opening hours, those marked in green are correct within the PNA the others are not. Unfortunately, we are unable to roll this back to April 2022, other than to say that there have been some change of ownerships, no closures and one new DSP since that date to today.</p>	<p>Opening hours have been revised to updated information sent by NHSE</p> <p>Number of pharmacies has been revised according to spreadsheet provided by NHSE</p>

<b>NHS England Recommendations</b>	
<ul style="list-style-type: none"> <li>• There are a number of typos that need to be addressed.</li> </ul>	Revisions made
<ul style="list-style-type: none"> <li>• The opening hours of pharmacies need to be corrected to the total hours and not just their core hours.</li> </ul>	Revisions made
<ul style="list-style-type: none"> <li>• The number of DSPs needs to be amended depending on the data used for the data.</li> </ul>	Revisions made
<ul style="list-style-type: none"> <li>• The details of the LPS needs to be added to the PNA as this is a different contract.</li> </ul>	Revisions made
<ul style="list-style-type: none"> <li>• The PNA should be more specific about plans indicating possible need for new pharmacies between now and 2025, from the plans it seems that the council seem to be proposing a reconfiguration of the borough towards easier accessibility to shopping by foot which MIGHT require a different pattern of pharmacy provision - or might not. This is not related to population increase.</li> </ul>	Revisions made
<ul style="list-style-type: none"> <li>• There are a number of areas where no information has been identified. The HWBB needs to be certain that there is nothing further to add in these areas and may consider making statements to that effect.</li> </ul>	Revisions made where appropriate

## 10 Appendix C – Pharmacy opening hours and services

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 2022. This information is updated from time to time. Current information on individual pharmacies can be found on the NHS Choices website.

**Table 25 Opening times by pharmacy – locality: North West**

ODS Code	Trading Name	Locality	Postcode	Standard H	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hours/Mins
					Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	
FJE68	Boots	North West	E15 1XD	40	8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		9:00 AM	6:00 PM		11:00 AM	3:00 PM		73
FN420	Boots	North West	E20 1EH	40	9:00 AM	10:00 PM		9:00 AM	10:00 PM		9:00 AM	10:00 PM		9:00 AM	10:00 PM		9:00 AM	10:00 PM		9:00 AM	10:00 PM		12:00 PM	6:00 PM		84
FHP29	BRITANNIA PHARMACY	North West	E15 3HX	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	5:00 PM		9:00 AM	7:00 PM		9:00 AM	1:00 PM		Closed			52
FX075	BRITANNIA PHARMACY	North West	E15 1LH	40	9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	1:00 PM		9:00 AM	6:00 PM		9:00 AM	1:00 PM		Closed			44
FJMS3	CARTWRIGHTS	North West	E15 1JA	40	9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	4:00 PM		9:00 AM	8:00 PM		9:00 AM	4:00 PM		Closed			58
FN869	Click Pharmacy	North West	E7 0QH	40	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm							40
FV542	MALCHEM PHARMACY	North West	E7 0EL	40	8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		9:00 AM	6:00 PM		Closed			59
FL163	MANSONS CHEMIST	North West	E7 8BA	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		Closed			56
FAK87	Mayors Chemist	North West	E15 1EN	40	9:00 AM	7:00 PM	1-2pm	9:00 AM	7:00 PM	1-2pm	9:00 AM	7:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	7:00 PM	1-2pm	9:00 AM	2:00 PM		Closed			49
FCP18	MEDINA PHARMACY	North West	E15 3ET	40	9:30 AM	6:30 PM		9:30 AM	6:30 PM		9:30 AM	6:30 PM		9:30 AM	2:00 PM		9:30 AM	6:30 PM		10:00 AM	2:00 PM		Closed			44.5
FJ753	OSBON PHARMACY	North West	E15 1XE	40	9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	12:00 PM		Closed			48
FWC46	Pharmalinc Ltd	North West	E15 2SP	40	9:30 AM	5:30 PM		9:30 AM	5:30 PM		9:30 AM	5:30 PM		9:30 AM	5:30 PM		9:30 AM	5:30 PM		Closed			Closed			40
FFD95	Push Pharmacy	North West	E7 9HZ	40	9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM								40
FCG45	SHAN CHEMIST	North West	E7 8AB	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		Closed			Closed			50
FK684	SHERMAN CHEMIST	North West	E7 0EW	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		Closed						47.5
FGR40	VICARAGE PHARMACY	North West	E15 4ES	40	9:00 AM	7:30 PM		9:00 AM	7:30 PM		9:00 AM	7:30 PM		9:00 AM	7:00 PM		9:00 AM	7:30 PM		9:00 AM	5:00 PM		Closed			58
FG493	WAGPHARM CHEMIST	North West	E15 3JF	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	5:30 PM		Closed			58.5
FLW84	WOODGRANGE PHARMACY	North West	E7 0EW	100 hours	8:00 AM	10:30 PM		8:00 AM	10:30 PM		8:00 AM	10:30 PM		8:00 AM	10:30 PM		8:00 AM	10:30 PM		8:00 AM	10:30 PM		8:00 AM	9:00 PM		100

The North West locality has one pharmacy that is an LPS:

ODS Code	Trading Name	Locality	Postcode	Standard H	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hours/Mins
					Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	
FVM47	Salus Pharmacy	North West	E20 1AS	LPS	8:00 AM	8:30 PM		8:00 AM	8:30 PM		8:00 AM	8:30 PM		8:00 AM	8:30 PM		8:00 AM	8:30 PM		8:00 AM	2:00 PM		8:00 AM	2:00 PM		



**Table 26 Opening times by pharmacy – locality: North East**

ODS Code	Trading Name	Locality	Postcode	Standard H	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hours/Mins
					Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	
FMT53	AKRO	North East	E7 8NP	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	2:00 PM		Closed			55
FVH94	BELL PHARMACY	North East	E12 5JR	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	4:00 PM		9:00 AM	7:00 PM		Closed			Closed			47
FPG12	Boots	North East	E13 9AP	40	9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		11:00 AM	4:00 PM		51
FNM10	CATTO CHEMISTS	North East	E12 6RH	40	9:30 AM	8:00 PM		9:30 AM	8:00 PM		9:30 AM	8:00 PM		9:30 AM	8:00 PM		9:30 AM	8:00 PM		9:30 AM	10:00 AM		Closed			60.5
FWR56	CHURCH ROAD PHARMACY	North East	E12 6AQ	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		9:00 AM	6:30 PM		10:00 AM	1:00 PM		Closed			50
FMN00	CRAILMAY Pharmacy	North East	E7 8JG	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		Closed			Closed			50
FK366	DAY LEWIS PHARMACY	North East	E7 9PB	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM					Closed			47.5
FPW04	DUNCANS PHARMACY	North East	E12 6PQ	40	9:30 AM	7:00 PM		9:30 AM	7:00 PM		9:30 AM	7:00 PM		9:30 AM	7:00 PM		9:30 AM	7:00 PM		10:00 AM	4:00 PM		Closed			53.5
FR584	FRANK MAYS PHARMACY	North East	E6 3BP	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	1:00 PM		Closed			51.5
FF999	KALHAN LIMITED	North East	E13 0QA	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		10:00 AM	2:00 PM		Closed			54
FM116	LRM DISPENSING CHEMIST	North East	E13 0QU	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	2:00 PM		9:00 AM	6:30 PM		10:00 AM	2:00 PM		Closed			47
FC272	MANOR PARK CHEMIST	North East	E12 5AD	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:00 PM		Closed			59
FE374	MUHAMMED'S PHARMACY	North East	E12 6EA	100 hours	7:00 AM	10:00 PM		7:00 AM	10:00 PM		7:00 AM	10:00 PM		7:00 AM	10:00 PM		7:00 AM	10:00 PM		7:00 AM	10:00 PM		8:00 AM	6:00 PM		100
FQJ73	MUNRO PHARMACY	North East	E13 9AR	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:30 PM		11:00 AM	5:00 PM		65.5
FGT06	PHARMACY REPUBLIC	North East	E6 3BD	100 hours	09:00	23:00		09:00	23:00		09:00	23:00		09:00	23:00		09:00	23:00		09:00	12:00 AM		09:00	12:00 AM		100
FW225	PLASHET PHARMACY	North East	E6 1BX	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	2:00 PM		Closed			52.5
FRK52	PRIME PHARMACY	North East	E12 6SB	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:00 PM		9:00 AM	7:00 PM		9:00 AM	6:00 PM		Closed			58
FQX57	SOLANKY CHEMIST	North East	E12 6SA	40	9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	7:00 PM		9:00 AM	8:00 PM		9:00 AM	5:00 PM		Closed			62
FHV01	Superdrug Pharmacy	North East	E13 9AR	40	9:00 AM	7:00pm	1-2pm	9:00 AM	7:00 PM	2-2.30pm	9:00 AM	19:00	2-2.30pm	9:00 AM	7:00 PM	2-2.30pm	9:00 AM	19:00	2-2.30pm	9:00 AM	5:30 PM	2-2.30pm				60
FWW81	WESTON LTD	North East	E7 8LQ	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:00 PM		Closed			59

**Table 27 Opening times by pharmacy – locality: South East**

ODS Code	Trading Name	Locality	Postcode	Standard H	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hours/Mins
					Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	
FF650	ASDA PHARMACY	South East	E6 5JP	100 hours	8:00 AM	11:00 PM		7:00 AM	11:00 PM		7:00 AM	11:00 PM		7:00 AM	11:00 PM		7:00 AM	11:00 PM		7:00 AM	10:00 PM		11:00 AM	5:00 PM		100
FAX79	BECKTON PHARMACY	South East	E6 5LX	40	9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		9:00 AM	8:00 PM		Closed			66
FE474	BLAKEBERRY PHARMACY	South East	E6 6EN	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:30 PM		Closed			59.5
FF788	BLAKEBERRY PHARMACY	South East	E6 3RL	40	8:30 AM	7:00 PM		8:30 AM	7:00 PM		8:30 AM	7:00 PM		8:30 AM	7:00 PM		8:30 AM	7:00 PM		9:00 AM	6:30 PM		Closed			62
FEV46	Boots	South East	E6 2HT	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		10:00 AM	5:00 PM		67
FMC69	Boots	South East	E6 7ER	40	10:30	6:30 PM		10:30	6:30 PM		10:30	6:30 PM		10:30	6:30 PM		10:30	6:30 PM		10:30	6:00 PM		10:00 AM	3:00 PM		52
FEH02	DAY LEWIS PHARMACY	South East	E6 5JS	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		Closed						47.5
FXQ92	DAY LEWIS PHARMACY	South East	E16 2LL	40	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm	9:00 AM	6:00 PM	1-2pm				Closed			40
FL753	GHIR LTD	South East	E6 2SA	40	9:00 AM	18:30		9:00 AM	18:30		9:00 AM	18:30		9:00 AM	18:30		9:00 AM	18:30		Closed			Closed			47.5
FL521	KINGSWAY PHARMACY	South East	E6 2JA	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	6:00 PM		Closed			59
FXQ63	KINGSWAY PHARMACY	South East	E6 3BA	40	8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		9:00 AM	1:00 PM		Closed			54
FGA29	MUNRO PHARMACY	South East	E6 1HS	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		11:00 AM	5:00 PM		61.5
FF694	Mychemistonline	South East	E16 1EH	40	9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		Closed			40
FD513	ROYAL DOCKS PHARMACY	South East	E16 2TQ	40	10:00 AM	8:00 PM		10:00 AM	8:00 PM		10:00 AM	8:00 PM		10:00 AM	8:00 PM		10:00 AM	8:00 PM		Closed			10:00 AM	2:00 PM		49
FGX30	ROYAL DOCKS PHARMACY	South East	E6 5NA	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		Closed			Closed			47.5
FEJ51	SAI PHARMACY	South East	E6 2HT	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		Closed			56.5
FQC93	TESCO INSTORE PHARMACY	South East	E6 7FB	40	8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		11:00 AM	5:00 PM		78

**Table 28 Opening times by pharmacy – locality: West**

ODS Code	Trading Name	Locality	Postcode	Standard H	Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total Hours/Mins	
					Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch	Open	Close	Lunch		
FE672	BERG PHARMACY	West	E16 1E	40	9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		9:00 AM	5:30 PM		Closed			51	
FEJ78	BRITANNIA PHARMACY	West	E13 8QS	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		Closed							50
FNW15	Carehealth Pharmacy	West	E16 3JL	40	9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	1:00 PM						45
FVA70	CLOCKWORK PHARMACY	West	E13 9ER	40	8:45 AM	7:00 PM		8:45 AM	7:00 PM		8:45 AM	7:00 PM		8:30 AM	6:00 PM		8:45 AM	7:00 PM		9:00 AM	4:00 PM		Closed				57.5
FF672	DAY LEWIS PHARMACY	West	E16 3AR	40	8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		Closed				50
FQG36	Daystar Pharmacy	West	E13 9HH	40	8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		8:30 AM	6:30 PM		9:00 AM	1:00 PM		Closed				54
FQF62	JETSOL PHARMACY	West	E16 4PZ	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	5:00 PM			58
FLJ82	Newmans Pharmacy	West	E13 8QE	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	1:00 PM		9:00 AM	6:30 PM		9:00 AM	6:00 PM		Closed				51
FTM85	NEWMANS Pharmacy	West	E13 8HL	40	9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	6:00 PM		9:00 AM	5:30 PM			53.5
FJD81	PHARMARAM CHEMIST	West	E13 0PB	40	9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	7:00 PM		9:00 AM	2:00 PM			55
FE652	ROHPHARM	West	E13 0AL	40	8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM		8:00 AM	8:00 PM			72
FNJ57	SHERMAN CHEMIST	West	E16 4HP	40	9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		9:00 AM	6:30 PM		Closed							47.5
FTW53	WESTON LTD	West	E13 8EE	40	9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	5:00 PM		9:00 AM	1:00 PM		Closed				44

Table 29 Pharmacy services offered per pharmacy by locality (advanced services)

ODS	Name	Postal	Locality	AUR	SAC	FLU ADI	MAS	FLU ENH	Palativ	ADV CH
FM153	Akra Pharmacy	E7 8NP	North East	No	No	No	Yes	No	No	No
FF650	ASDA Pharmacy	E6 5JP	South East	No	No	Yes	Yes	Yes	No	No
FA879	Beckton Pharmacy	E6 5LX	South East	No	No	No	Yes	No	No	No
FVH94	Bell Pharmacy	E12 5JR	North East	No	No	Yes	Yes	Yes	No	No
FE672	Berg Pharmacy	E16 1E	West	No	No	Yes	Yes	Yes	No	No
FE474	Blackberry Pharmacy	E6 6EN	South East	No	No	Yes	Yes	Yes	No	No
FF788	Blackberry Pharmacy	E6 3RL	South East	No	No	Yes	Yes	Yes	No	No
FEV46	Boatr	E6 2HT	South East	No	No	Yes	No	Yes	No	No
FJE68	Boatr	E15 1KD	North West	No	No	Yes	No	Yes	No	No
FMC64	Boatr	E6 7ER	South East	No	No	Yes	Yes	Yes	No	No
FN420	Boatr	E20 1EH	North West	No	No	Yes	No	Yes	No	No
FFG12	Boatr	E13 9AP	North East	No	No	Yes	No	No	No	No
FEJ78	Britannia Pharmacy	E13 8QS	West	No	No	Yes	Yes	Yes	No	No
FHP24	Britannia Pharmacy	E15 3HX	North West	No	No	Yes	Yes	Yes	No	No
FR075	Britannia Pharmacy	E15 1LH	North West	No	No	Yes	Yes	Yes	No	No
FJM53	Cartwright	E15 1JA	North West	No	No	No	Yes	Yes	No	No
FNM10	Catto Chemist	E12 6RH	North East	No	No	No	Yes	Yes	No	No
FRP34	Charpharm Ltd	E16 3JL	North West	No	No	Yes	Yes	Yes	No	No
FWR54	Church Road Pharmacy	E12 6AQ	North East	No	No	No	Yes	Yes	No	No
FVA70	Clackwark Pharmacy	E13 9ER	West	No	No	Yes	Yes	Yes	No	No
FW547	Crailmay Pharmacy	E7 8JG	North East	No	No	Yes	Yes	Yes	No	No
FEH02	Day Leuirh Pharmacy	E6 5JS	South East	No	No	Yes	No	Yes	No	No
FF672	Day Leuirh Pharmacy	E16 3AR	West	No	No	Yes	Yes	Yes	No	No
FK366	Day Leuirh Pharmacy	E7 9PB	North East	No	No	Yes	Yes	No	No	No
FRQ92	Day Leuirh Pharmacy	E16 2LL	South East	No	No	Yes	Yes	No	No	No
FQG36	Daystar Pharmacy	E13 9HH	West	No	No	No	No	No	No	No
FWJ05	Duncan Pharmacy	E12 6PQ	North West	No	No	Yes	Yes	Yes	No	No
FR584	Frank Mayr Pharmacy	E6 3BP	North East	No	No	Yes	Yes	Yes	No	No
FL753	Ghir Ltd	E6 2SA	South East	No	No	No	Yes	Yes	No	No
FQF62	Jezral Pharmacy	E16 4P2	West	No	No	Yes	Yes	Yes	No	No
FFF99	Kalhan Ltd	E13 0QA	North East	No	No	Yes	Yes	Yes	No	No
FL521	Kingsway Chemist	E6 2JA	South East	No	No	No	Yes	No	No	No
FRQ63	Kingsway Chemist	E6 3BA	South East	No	No	No	Yes	No	No	No
FKX28	Lloyd Pharmacy	E6 6JF	North West	No	No	Yes	No	No	No	No
FM116	LRM Dispensing Chemist	E13 0QU	North East	No	No	Yes	Yes	Yes	No	No
FW542	Malchem Pharmacy	E7 0EL	North West	No	No	Yes	Yes	Yes	No	No
FG272	Manar Park Chemist	E12 5AD	North East	No	No	No	No	No	No	No
FL163	Manranr Chemist	E7 8BA	North West	No	No	Yes	Yes	Yes	No	No
FD880	Mayarr Chemist	E15 1EN	South East	No	No	Yes	Yes	Yes	No	No
FKQ97	Mayarr Dispensing Chem	E7 9PA	North West	No	No	Yes	Yes	No	No	No
FCP18	Medina Pharmacy	E15 3ET	North West	No	No	No	Yes	No	No	No
FTW68	Mintcare Pharmacy	E6 1BX	West	No	No	No	No	No	No	No
FE374	Muhammed's Pharmacy	E12 6EA	North East	No	No	Yes	Yes	Yes	No	No
FQX93	Munra Pharmacy	E6 1HS	South East	No	No	Yes	Yes	Yes	No	No
FF694	Mychemistonline	E16 1EH	South East	No	No	No	No	No	No	No
FLJ82	Neumanr Pharmacy	E13 8QE	West	No	No	Yes	Yes	Yes	No	No
FTM85	Neumanr Pharmacy	E13 8HL	West	No	No	Yes	Yes	Yes	No	No
FJ753	Orban Pharmacy	E15 1KE	North West	No	No	No	Yes	No	No	No
FGT08	Pharmacy Republic	E6 3BD	North East	No	No	No	Yes	No	No	No
FJD81	Pharmaram Chemist	E13 0PB	West	No	No	Yes	Yes	Yes	No	No
FCR54	Plarhot Pharmacy	E6 1BX	North East	No	No	No	Yes	No	No	No
FRK52	Prime Pharmacy	E12 6SE	North East	No	No	Yes	Yes	Yes	No	No
FE652	Rahpharm	E13 0AL	West	No	No	Yes	Yes	Yes	No	No
FD513	Royal Daackr Pharmacy	E16 2TQ	South East	No	No	Yes	Yes	Yes	No	No
FGX30	Royal Daackr Pharmacy	E6 5NA	South East	No	No	Yes	Yes	Yes	No	No
FHH62	Sai Pharmacy	E6 2HT	South East	No	No	Yes	Yes	Yes	No	No
FVM47	Salur Pharmacy	E20 1AS	North West	No	No	Yes	Yes	Yes	No	No
FCG45	Shan Chemist	E7 8AB	North West	No	No	Yes	Yes	Yes	No	No
FK684	Sherman Chemist	E7 0EW	North West	No	No	Yes	Yes	Yes	No	No
FNJ57	Sherman Chemist	E16 4HP	West	No	No	Yes	Yes	Yes	No	No
FQX57	Salanky Chemist	E12 6SA	North East	No	No	No	Yes	No	No	No
FHW01	Superdrug Pharmacy	E13 9AR	North East	No	No	Yes	No	Yes	No	No
FGC93	Torca Intare Pharmacy	E6 7FB	South East	No	No	Yes	No	Yes	No	No
FGR40	Vicarage Pharmacy	E15 4ES	North West	No	No	No	Yes	No	No	No
FG493	Wagpharm Chemist	E15 3JF	North West	No	No	Yes	Yes	Yes	No	No
FTW53	Wortan Ltd	E13 8EE	West	No	No	Yes	Yes	No	No	No
FWW81	Wortan Ltd	E7 8LQ	North East	No	No	Yes	Yes	Yes	No	No
FLW84	Woodgrange Pharmacy	E7 0EW	North West	No	No	No	Yes	No	No	No
FW825	Your Local Boatr	E12 6EA	North East	No	No	Yes	No	Yes	No	No
FEF12	Munra Pharmacy	E13 9AR	North East	No	No	Yes	Yes	Yes	No	No

**Table 30 Pharmacy services offered by locality (advanced services)**

Locality	NMS	AUR	SAC	FLU ADV	FLU Enh	Palative	ADV CHs
South East	14	0	0	12	12	0	0
North East	18	0	0	13	13	0	0
North West	17	0	0	14	13	0	0
West	12	0	0	12	11	0	0

**Table 31 Number of pharmacies open in each locality (weekdays, Saturday and Sunday) in Newham**

		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	11-Midnight
<b>Weekdays</b>	North East	1	1	20	20	20	20	19	20	20	20	20	19	4	2	2	1	
	North West		4	19	19	19	19	17	19	19	19	18	14	6	3	2	1	
	South East	1	4	15	17	17	17	17	17	17	17	17	16	15	4	1	1	1
	West		4	11	11	11	11	11	11	11	11	10	9	1				
	<b>Newham</b>	<b>2</b>	<b>13</b>	<b>65</b>	<b>67</b>	<b>67</b>	<b>67</b>	<b>64</b>	<b>67</b>	<b>67</b>	<b>67</b>	<b>64</b>	<b>57</b>	<b>15</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>0</b>
<b>Saturday</b>	North East	1	1	12	17	17	17	15	10	11	10	9	3	2	2	2	1	1
	North West		2	13	14	14	13	11	8	8	7	6	2	2	2	2	1	
	South East	1	2	10	11	11	11	10	10	10	10	10	8	3	1	1		
	West		1	10	10	10	10	7	6	6	5	4	1	1				
	<b>Newham</b>	<b>2</b>	<b>6</b>	<b>45</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>43</b>	<b>34</b>	<b>35</b>	<b>32</b>	<b>29</b>	<b>14</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>
<b>Sunday</b>	North East		1	2	2	4	4	4	4	4	3	2	1	1	1	1	1	1
	North West		2	2	2	3	4	4	3	2	2	2	1	1	1			
	South East				2	6	6	6	5	4	4							
	West																	
	<b>Newham</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>14</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>

## 11 Appendix D – Pharmacy PNA Survey Results

At the time of survey, there were 70 pharmacies in Newham. Total of 70 pharmacies completed the survey (including 4 DSP), giving the overall response rate of 100%.

Newham should be congratulated on achieving a 100% PNA Pharmacy Survey response rate.

The survey findings were as follows:

























### Pharmacy details and contact details



















- Out of 70 pharmacies that completed the survey, 13 were from West, 17 were from South East, 20 were from North East, 20 were from North West.






















<b>Is this pharmacy one which is entitled to Pharmacy Access Scheme payments? (N=70)</b>	<b>%</b>	<b>Responses</b>
Yes	14.3%	10
No	85.7%	60
<b>Is this pharmacy a 100-hour pharmacy? (N=70)</b>	<b>%</b>	<b>Responses</b>
Yes	5.7%	4
No	94.3%	66
<b>Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (N=70)</b>	<b>%</b>	<b>Responses</b>
Yes	40.0%	28
No	60.0%	42
<b>Is this pharmacy a Distance Selling Pharmacy? (N=70)</b>	<b>%</b>	<b>Responses</b>
Yes	7.1%	5
No	92.9%	65
<b>Does the pharmacy dispense appliances? (N=70)</b>	<b>%</b>	<b>Responses</b>
Yes – All types	61.4%	43
Yes, excluding stoma appliances	2.9%	2
Yes, excluding incontinence appliances	4.3%	3
Yes, excluding stoma and incontinence appliances	0.0%	0
Yes, just dressings	20.0%	14
None	10.0%	7
Other - please describe	1.4%	1
Prescription based		1






























Does the pharmacy provide the following services? (N=70)	%	Responses
<b>New Medicine Service</b>		
Yes	97.1%	68
Intending to begin within next 12 months	2.9%	2
No - not intending to provide	0.0%	0
<b>Appliance Use Review service</b>		
Yes	11.4%	8
Intending to begin within next 12 months	18.6%	13
No - not intending to provide	70.0%	49
<b>Stoma Appliance Customisation service</b>		
Yes	10.0%	7
Intending to begin within next 12 months	12.9%	9
No - not intending to provide	77.1%	54
<b>Seasonal Influenza Vaccination Service Vaccination Service</b>		
Yes	85.7%	60
Intending to begin within next 12 months	10.0%	7
No - not intending to provide	4.3%	3
<b>Community Pharmacist Consultation Service (GPCPCS, 111/IUC CPCS)</b>		
Yes	95.7%	67
Intending to begin within next 12 months	1.4%	1
No - not intending to provide	2.9%	2
<b>Hepatitis C Antibody Testing Service</b>		
Yes	2.9%	2
Intending to begin within next 12 months	34.3%	24
No - not intending to provide	62.9%	44
<b>Hypertension Case-Finding Service</b>		
Yes	60.0%	42
Intending to begin within next 12 months	25.7%	18
No - not intending to provide	14.3%	10
<b>Stop Smoking Service (introduced early 2022)</b>		
Yes	34.3%	24
Intending to begin within next 12 months	47.1%	33
No - not intending to provide	18.6%	13
<b>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=70)</b>		
<b>Anticoagulant Monitoring Service</b>		
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	84.3%	59
Not able or not willing to provide	15.7%	11
Willing to provide privately	11.4%	8
<b>Antiviral Distribution Service for Influenza</b>		
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	80.0%	56
Not able or not willing to provide	20.0%	14
Willing to provide privately	12.9%	9
<b>Body Weight Assessment</b>		
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	87.1%	61
Not able or not willing to provide	12.9%	9
Willing to provide privately	18.6%	13






















<b>Care Home Service (advice and support visit)</b>			
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		64.3%	45
Not able or not willing to provide		32.9%	23
Willing to provide privately		14.3%	10
<b>Chlamydia Testing Service</b>			
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		84.3%	59
Not able or not willing to provide		14.3%	10
Willing to provide privately		17.1%	12
<b>Chlamydia Treatment Service</b>			
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		84.3%	59
Not able or not willing to provide		14.3%	10
Willing to provide privately		18.6%	13
<b>Contraceptive service (not EC)</b>			
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		82.9%	58
Not able or not willing to provide		15.7%	11
Willing to provide privately		21.4%	15
<b>Emergency Contraception Service</b>			
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		94.3%	66
Not able or not willing to provide		5.7%	4
Willing to provide privately		20.0%	14
<b>Emergency Supply Service</b>			
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		94.3%	66
Not able or not willing to provide		5.7%	4
Willing to provide privately		18.6%	13
<b>Gluten Free Food Supply Service (i.e. not via FP10)</b>			
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		65.7%	46
Not able or not willing to provide		32.9%	23
Willing to provide privately		14.3%	10
<b>Home Delivery Service (not appliances)</b>			
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		80.0%	56
Not able or not willing to provide		17.1%	12
Willing to provide privately		15.7%	11

<b>Independent Prescribing Service</b>			
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		68.6%	48
Not able or not willing to provide		28.6%	20
Willing to provide privately		15.7%	11
<b>If currently providing an Independent Prescribing Service, what therapeutic areas are covered?</b>		4.3%	3
Travel, respiratory			1
Asthma			1
Stop smoking services, weight loss service			1
<b>Language Access Service</b>			
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		64.3%	45
Not able or not willing to provide		32.9%	23
Willing to provide privately		10.0%	7
<b>Medication Review Service</b>			
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		95.7%	67
Not able or not willing to provide		5.7%	4
Willing to provide privately		12.9%	9
<b>Medicines Assessment and Compliance Support Service</b>			
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		82.9%	58
Not able or not willing to provide		17.1%	12
Willing to provide privately		12.9%	9
<b>Minor Ailment Scheme</b>			
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		94.3%	66
Not able or not willing to provide		5.7%	4
Willing to provide privately		12.9%	9
<b>Medicines Optimisation Service</b>			
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		87.1%	61
Not able or not willing to provide		12.9%	9
Willing to provide privately		12.9%	9
<b>If currently providing a Medicines Optimisation Service, what therapeutic areas are covered?</b>		2.9%	2
Asthma			1
Emergency Hormonal Contraception, Stop smoking service, Chlamydia testing, Controlled drugs supervised service, C-cards, Needle exchange			1

<b>Needle and Syringe Exchange Service</b>			
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		67.1%	47
Not able or not willing to provide		31.4%	22
Willing to provide privately		5.7%	4
<b>Obesity management (adults and children)</b>			
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		85.7%	60
Not able or not willing to provide		15.7%	11
Willing to provide privately		11.4%	8
<b>Not Dispensed Scheme</b>			
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		74.3%	52
Not able or not willing to provide		25.7%	18
Willing to provide privately		5.7%	4
<b>On Demand Availability of Specialist Drugs Service</b>			
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		70.0%	49
Not able or not willing to provide		30.0%	21
Willing to provide privately		7.1%	5
<b>Out of Hours Services</b>			
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		51.4%	36
Not able or not willing to provide		45.7%	32
Willing to provide privately		12.9%	9
<b>Patient Group Direction Service (name the medicines and associated indications)</b>			
Salbutamol, asthma, Finasteride, hair loss, Saxenda weight loss, Travel vaccinations, Covid vaccinations and flu, Travel medicine, malaria tablets, Childhood vaccinations			1
Saxenda on Patient Group Direction salbutamol, Vareciline for stop smoking clinics (commissioned)			1
Norethisterone- period delay, Malaria prophylaxis, Travel vaccines			1
<b>Phlebotomy Service</b>			
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		70.0%	49
Not able or not willing to provide		27.1%	19
Willing to provide privately		17.1%	12
<b>Prescriber Support Service</b>			
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		74.3%	52
Not able or not willing to provide		24.3%	17
Willing to provide privately		14.3%	10

<b>Schools Service</b>			
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		60.0%	42
Not able or not willing to provide		35.7%	25
Willing to provide privately		15.7%	11
<b>Sharps Disposal Service</b>			
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		72.9%	51
Not able or not willing to provide		25.7%	18
Willing to provide privately		10.0%	7
<b>Supervised Administration Service (opioid substitution)</b>			
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		75.7%	53
Not able or not willing to provide		22.9%	16
Willing to provide privately		10.0%	7
<b>Vascular Risk Assessment Service (NHS Health Check)</b>			
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		74.3%	52
Not able or not willing to provide		22.9%	16
Willing to provide privately		17.1%	12
<b>Supplementary Prescribing Service (name therapeutic areas)</b>			
			0

























Disease Specific Medicines Management Service: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=70)		%	Responses
<b>Allergies</b>			
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		87.1%	61
Not able or not willing to provide		10.0%	7
Willing to provide privately		15.7%	11
<b>Alzheimer's/dementia</b>			
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		72.9%	51
Not able or not willing to provide		25.7%	18
Willing to provide privately		12.9%	9
<b>Asthma</b>			
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		90.0%	63
Not able or not willing to provide		8.6%	6
Willing to provide privately		12.9%	9
<b>CHD</b>			
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		81.4%	57
Not able or not willing to provide		17.1%	12
Willing to provide privately		12.9%	9
<b>COPD</b>			
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		85.7%	60
Not able or not willing to provide		12.9%	9
Willing to provide privately		12.9%	9

<b>Depression</b>			
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		77.1%	54
Not able or not willing to provide		22.9%	16
Willing to provide privately		14.3%	10
<b>Diabetes type I</b>			
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		84.3%	59
Not able or not willing to provide		14.3%	10
Willing to provide privately		12.9%	9
<b>Diabetes type II</b>			
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		87.1%	61
Not able or not willing to provide		11.4%	8
Willing to provide privately		14.3%	10
<b>Epilepsy</b>			
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		74.3%	52
Not able or not willing to provide		24.3%	17
Willing to provide privately		12.9%	9
<b>Heart Failure</b>			
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		77.1%	54
Not able or not willing to provide		21.4%	15
Willing to provide privately		12.9%	9
<b>Hypertension</b>			
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		88.6%	62
Not able or not willing to provide		10.0%	7
Willing to provide privately		14.3%	10
<b>Parkinson's disease</b>			
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		72.9%	51
Not able or not willing to provide		25.7%	18
Willing to provide privately		12.9%	9



Other vaccinations: Which of the following other services does the pharmacy provide, or would be willing to provide? (N=70)		%	Responses
<b>Childhood vaccinations</b>			
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		71.4%	50
Not able or not willing to provide		30.0%	21
Willing to provide privately		14.3%	10
<b>COVID-19 vaccinations</b>			
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		85.7%	60
Not able or not willing to provide		15.7%	11
Willing to provide privately		12.9%	9
<b>Hepatitis (at risk workers or patients) vaccinations</b>			
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		82.9%	58
Not able or not willing to provide		18.6%	13
Willing to provide privately		17.1%	12
<b>HPV vaccinations</b>			
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		78.6%	55
Not able or not willing to provide		21.4%	15
Willing to provide privately		17.1%	12
<b>Meningococcal vaccinations</b>			
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		82.9%	58
Not able or not willing to provide		14.3%	10
Willing to provide privately		21.4%	15
<b>Pneumococcal vaccinations</b>			
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		87.1%	61
Not able or not willing to provide		14.3%	10
Willing to provide privately		20.0%	14
<b>Travel vaccinations</b>			
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		85.7%	60
Not able or not willing to provide		11.4%	8
Willing to provide privately		31.4%	22
<b>Other – (please state)</b>			
Travel vaccinations			1
All others if commissioned			1
<b>Does the pharmacy provide collection of prescriptions from GP practices? (N=70)</b>		<b>%</b>	<b>Responses</b>
Yes		85.7%	60
No		14.3%	10

Does the pharmacy provide monitored Dosage systems excluding those provided under the Equality Act – Free of charge on request (N=69, 1 skipped)		%	Responses
Yes		81.4%	57
No		17.1%	12
Monitored Dosage Systems – with charge (N=70)		%	Responses
Yes		27.1%	19
No		72.9%	51
Is there a particular need for a locally commissioned service in your area? (N=67, 3 skipped)		%	Responses
Yes		44.3%	31
No		51.4%	36
If there is a particular need for a locally commissioned service in your area, what is the service requirement and why?			
	Minor Ailments Scheme		7
	Free delivery service		6
	Emergency Hormonal Contraception		5
	Free phone advice service		2
	Repeat medication management		2
	Monitored Dosage Systems		3
	Smoking cessation service		2
	Provision of salbutamol inhaler		1
	Supervised consumption of opioids		1
	Quick acces to medicine		1
	Diabetes and cholesterol testing		1
	Hypertension and blood glucose monitoring		1
	Compliance support		1
	Anticoagulant Service		1
Does the pharmacy provide delivery of dispensed medicines? (N=70)		%	Responses
Delivery of dispensed medicines to vulnerable patient groups			
Yes		84.3%	59
No		15.7%	11
Delivery of dispensed medicines – Free of charge on request			
Yes		71.4%	50
No		28.6%	20
Delivery of dispensed medicines – with charge			
Yes		34.3%	24
No		65.7%	46

Select wards if you provide delivery of dispensed medicines (Select all) (N=70)		%	Responses
North West: Stratford & New Town		38.6%	27
North West: West Ham		34.3%	24
North West: Forest Gate South		40.0%	28
North West: Forest Gate North		40.0%	28
North East: Green Street East		45.7%	32
North East: Green Street West		44.3%	31
North East: Boleyn		34.3%	24
North East: Little Ilford		28.6%	20
North East: East Ham North		47.1%	33
North East: Manor Park		41.4%	29
South East: East Ham Central		48.6%	34
South East: Wall End		24.3%	17
South East: East Ham South		40.0%	28
South East: Beckton		35.7%	25
South East: Royal Docks		22.9%	16
West: Custom House		27.1%	19
West: Canning Town North		30.0%	21
West: Canning Town South		30.0%	21
West: Plaistow North		44.3%	31
West: Plaistow South		42.9%	30
Other (please specify)			2
Redbridge			1
Dagenham, Ilford, Leyton, Leytonstone, Walthamstow, Whitechapel, Poplar			1
Did your pharmacy offer any additional/new services during the COVID-19 pandemic? (N=70)		%	Responses
<b>Pandemic delivery service</b>			
Yes		88.6%	62
No		11.4%	8
<b>Covid-19 lateral flow device distribution service</b>			
Yes		95.7%	67
No		4.3%	3
<b>Covid-19 Antiviral treatments to eligible patients such as Molnupiravir</b>			
Yes		0.0%	
No		0.0%	
<b>Other (please specify)</b>			
Covid Vaccination			5
Stayed open during Covid, including bank holidays			3
COVID testing: PCR/antigen			1

## 12 Appendix E – Public PNA Survey Results

Do you live in Newham?	Responses	%
Yes	126	96.9%
No	4	3.1%

Do you usually use out-of-the borough pharmacy or distance-selling pharmacy?	Responses	%
Yes – out-of-the borough (surrounding borough of Newham)	18	13.8%
Yes – out-of-the borough (not in the surrounding borough of Newham, e.g. Greenwich, Tower Hamlet, Redbridge)	11	8.5%
Yes – distance-selling pharmacy (online/internet pharmacy)	6	4.6%
No	95	73.1%

How often do you use a pharmacy?	Responses	%
A few times a month	28	21.5%
More than once a week	9	6.9%
Once a month	66	50.8%
Once a week	12	9.2%
Once in 3 months	13	10.0%
Once in 6 months	2	1.5%

What do you usually use your local pharmacy for?	Responses	%
For advice	44	33.8%
To collect prescribed medication	117	90.0%
To buy toiletries like shampoo or toothpaste	25	19.2%
To buy medication that doesn't need a prescription (over the counter medicines)	60	46.2%
To get support long-term conditions (for example, diabetes or high blood pressure)	13	10.0%
If I can't get a GP appointment	22	16.9%
To find out about service available	10	7.7%
For specialised services (for example, stop smoking services)	3	2.3%

Do you use the same pharmacy on a regular basis?	Responses	%
Yes - I use the same pharmacy all of the time	87	66.9%
Yes - I use the same pharmacy most of the time	27	20.8%
Yes - I use online pharmacies all of the time	1	0.8%
No - I use several different pharmacies	12	9.2%
No - I use a combination of pharmacies and online pharmacies	3	2.3%

How do you usually travel to your pharmacy?	Responses	%
Walk	80	61.5%
Cycle	5	3.8%
Drive by car, motorbike or van	12	9.2%
Public transport	20	15.4%
Taxi	0	0.0%
I have my medicine delivered	12	9.2%

How long does it take for you to travel to your pharmacy?	Responses	%
Less than 5 minutes	28	21.5%
5 - 10 minutes	48	36.9%
10 - 15 minutes	23	17.7%
15 - 20 minutes	17	13.1%
20 - 25 minutes	4	3.1%
25 - 30 minutes	1	0.8%
More than 30 minutes	1	0.8%
I have my medicine delivered	8	6.2%

Is there a more convenient or closer pharmacy that you don't use?	Responses	%
Yes	51	39.2%
No	79	60.8%

**Please explain why you do not use this pharmacy**

Because am used to that one and the staff are nice

Because this pharmacy does not have the service that my pharmacy offer.

Concerns about availability of prescription medicine

Condescending pharmacy staff.

Cost cutting, they don't provide the brand medicine I am used to

Do not like the service they provide, do not listen to the customer

Doesn't have the same level of staffing or direct prescriptions from GP facility

Don't want, to, use, it. Need permission.

Further from GP

Had trouble with them around getting g it bluster pack for my son medicine

I commute for work. This is the closest to the station that is open when I come home

I have registered with 3 different pharmacies much closer to me over the past year. They were a complete disaster ... one could never get hold of my correct monthly prescription, one another have me a collection timeline for a medicine and turned out that it was triple that ... which should have advised and called me to informed me in a timely manner as I would have outsourced elsewhere but then could not as they took part of my prescription sheet... another one was unreliable and with rude staff

I like this one

I prefer longer opening hours. Also am collecting controlled medication and prefer a larger more impersonal pharmacy tbh

I use pharmacy next to my gp

I use the most convenient pharmacy to me as it's closer

I use the pharmacy in the same building as my GP.

I'm not always happy with their service

it is the nominated pharmacy

It is too busy. The staff are unfriendly

It's in a supermarket and not very friendly/helpful

Its not open longer hours

Looks unkept and tired

More personal

My current pharmacy is next to my current GP

My nominated pharmacy is next door to the doctor surgery

On my first visit when I moved here they were helpful

Prefer brand I use

Prefer the staff - knowledgeable and helpful

Registered

Some of the smaller pharmacies do not have a wide enough range of products. Some are very outdated.

The closest chemist was not there in 1986 when I needed regular medication.

The one I use is close to my workplace

The pharmacy I use is connected to the GP practice

The pharmacy is near my workplace

The pharmacy is the one my surgery uses

The pharmacy staff at the one I use know me and my various illnesses and chat to me

They are closed on sunday. Half day on Saturday..

They are even more chaotic than the one I travel to.

They are on the high street which is about 30 minutes away

They are rude & order my medication when I don't need it

They are rude, not discreet and price gouged during covid

They are unable to provide my regular medication in the brand I request.

They constantly messed up my prescriptions and were often rude as if you didn't know what you yourself was talking about so I now use online prescription service and go to other pharmacies

They never have all the medication that I need, they always have to order in part of the prescription

This one is local to my surgery

This pharmacy is not linked to my GP surgery

Vey busy.

When my son's prescription changed the closets pharmacies were not prepared to order the medication, they were most unhelpful. I had to phone 17 pharmacies to get one with part of the prescription in stock and prepared to order the rest. They have been extremely helpful at the out of borough pharmacy, polite and friendly.

What are the most important things you consider when choosing a pharmacy?	Responses	%
It's close to my home	90	69.2%
It's close to my GP surgery	47	36.2%
It's close to my workplace	11	8.5%
It's in my local supermarket	4	3.1%
It has good parking facilities nearby	14	10.8%
It has disabled access	4	3.1%
Staff are friendly	64	49.2%
Staff are knowledgeable	56	43.1%
I trust the pharmacist who works there	45	34.6%
Staff speak my first language	10	7.7%
I am served quickly	26	20.0%
It sells the things I need	21	16.2%
It has convenient opening times	40	30.8%
It delivers medication to my home	28	21.5%
It has a private consultation area	22	16.9%
It has the prescriptions that I need	39	30.0%
It uses an electronic prescription service (EPS)	45	34.6%
It offers a prescription collection service from my GP surgery	37	28.5%
It offers lifestyle/behaviour change services	6	4.6%
It offers weight management services	1	0.8%
It offers stop smoking services	1	0.8%
Other (please specify)	6	4.6%
<i>Advice</i>		
<i>Cycle parking nearby</i>		
<i>Discreet and respectful</i>		
<i>I get other medicine.</i>		
<i>I have been using the same one for years</i>		
<i>Was recommended by GP surgery</i>		

What are the most convenient times on weekdays for you to access a pharmacy?	Responses	%
Afternoon	20	15.4%
Afternoon,Evening	2	1.5%
Afternoon,Evening,Early Mornings (before 9AM)	1	0.8%
Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Afternoon,Lunchtime	1	0.8%
Early Mornings (before 9AM)	7	5.4%
Early Mornings (before 9AM),Evening	1	0.8%
Early Mornings (before 9AM),Evening,Late Nights (after 7PM)	1	0.8%
Early Mornings (before 9AM),Late Nights (after 7PM)	1	0.8%
Early Mornings (before 9AM),Late Nights (after 7PM),Evening	1	0.8%
Early Mornings (before 9AM),Late Nights (after 7PM),Evening,Afternoon	1	0.8%
Early Mornings (before 9AM),Mornings	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon,Evening	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	3	2.3%
Evening	8	6.2%
Evening,Afternoon	1	0.8%
Evening,Late Nights (after 7PM)	4	3.1%
Evening,Late Nights (after 7PM),Early Mornings (before 9AM)	1	0.8%
Evening,Late Nights (after 7PM),Lunchtime	1	0.8%
Late Nights (after 7PM)	2	1.5%
Late Nights (after 7PM),Early Mornings (before 9AM)	3	2.3%
Late Nights (after 7PM),Evening	2	1.5%
Lunchtime	4	3.1%
Lunchtime,Afternoon	1	0.8%
Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Lunchtime,Afternoon,Evening,Mornings	1	0.8%
Lunchtime,Afternoon,Mornings	1	0.8%
Lunchtime,Early Mornings (before 9AM),Mornings,Afternoon	1	0.8%
Lunchtime,Evening,Late Nights (after 7PM)	2	1.5%
Lunchtime,Mornings,Late Nights (after 7PM)	1	0.8%
Mornings	27	20.8%
Mornings,Afternoon	9	6.9%
Mornings,Afternoon,Evening	2	1.5%
Mornings,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Mornings,Afternoon,Evening,Lunchtime	1	0.8%
Mornings,Early Mornings (before 9AM)	2	1.5%
Mornings,Evening	1	0.8%
Mornings,Lunchtime,Afternoon	4	3.1%
Mornings,Lunchtime,Afternoon,Early Mornings (before 9AM)	1	0.8%
Mornings,Lunchtime,Afternoon,Early Mornings (before 9AM),Evening,Late Nights (after 7PM)	1	0.8%
Mornings,Lunchtime,Afternoon,Evening	4	3.1%
Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM),Early Mornings (before 9AM)	1	0.8%



What are the most convenient times on Saturday for you to access a pharmacy?	Responses	%
Afternoon	21	16.2%
Afternoon,Evening	1	0.8%
Afternoon,Lunchtime	1	0.8%
Afternoon,Lunchtime,Mornings	2	1.5%
Early Mornings (before 9AM)	6	4.6%
Early Mornings (before 9AM),Late Nights (after 7PM)	1	0.8%
Early Mornings (before 9AM),Mornings	3	2.3%
Early Mornings (before 9AM),Mornings,Evening,Late Nights (after 7PM)	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon,Evening	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Evening	6	4.6%
Evening,Afternoon	1	0.8%
Evening,Afternoon,Mornings	1	0.8%
Evening,Late Nights (after 7PM)	2	1.5%
Evening,Mornings,Lunchtime,Afternoon	1	0.8%
Late Nights (after 7PM)	2	1.5%
Late Nights (after 7PM),Early Mornings (before 9AM)	1	0.8%
Late Nights (after 7PM),Evening	1	0.8%
Late Nights (after 7PM),Evening,Early Mornings (before 9AM)	2	1.5%
Late Nights (after 7PM),Mornings	1	0.8%
Lunchtime	8	6.2%
Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Lunchtime,Afternoon,Mornings	1	0.8%
Mornings	40	30.8%
Mornings,Afternoon	4	3.1%
Mornings,Afternoon,Evening	1	0.8%
Mornings,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Mornings,Early Mornings (before 9AM)	1	0.8%
Mornings,Early Mornings (before 9AM),Lunchtime,Afternoon,Evening	1	0.8%
Mornings,Lunchtime	2	1.5%
Mornings,Lunchtime,Afternoon	5	3.8%
Mornings,Lunchtime,Afternoon,Early Mornings (before 9AM),Evening,Late Nights (after 7PM)	1	0.8%
Mornings,Lunchtime,Afternoon,Evening	3	2.3%
Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	2	1.5%
Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM),Early Mornings (before 9AM)	1	0.8%
Mornings,Lunchtime,Early Mornings (before 9AM),Afternoon	1	0.8%

What are the most convenient times on Sunday for you to access a pharmacy?	Responses	%
Afternoon	20	15.4%
Afternoon,Evening	1	0.8%
Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Afternoon,Lunchtime	2	1.5%
Afternoon,Lunchtime,Mornings	3	2.3%
Afternoon,Mornings	1	0.8%
Early Mornings (before 9AM)	8	6.2%
Early Mornings (before 9AM),Late Nights (after 7PM)	2	1.5%
Early Mornings (before 9AM),Mornings	1	0.8%
Early Mornings (before 9AM),Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	2	1.5%
Evening	5	3.8%
Evening,Afternoon	1	0.8%
Evening,Afternoon,Lunchtime,Mornings	1	0.8%
Evening,Afternoon,Mornings	1	0.8%
Evening,Late Nights (after 7PM)	2	1.5%
Evening,Late Nights (after 7PM),Early Mornings (before 9AM),Mornings	1	0.8%
Evening,Mornings,Lunchtime,Afternoon	1	0.8%
Late Nights (after 7PM)	3	2.3%
Late Nights (after 7PM),Evening	3	2.3%
Late Nights (after 7PM),Evening,Afternoon,Lunchtime,Mornings,Early Mornings (before 9AM)	1	0.8%
Late Nights (after 7PM),Evening,Early Mornings (before 9AM)	1	0.8%
Late Nights (after 7PM),Mornings	1	0.8%
Lunchtime	6	4.6%
Lunchtime,Afternoon	1	0.8%
Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Mornings	45	34.6%
Mornings,Afternoon	2	1.5%
Mornings,Afternoon,Evening,Late Nights (after 7PM)	1	0.8%
Mornings,Lunchtime	4	3.1%
Mornings,Lunchtime,Afternoon	3	2.3%
Mornings,Lunchtime,Afternoon,Evening	1	0.8%
Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM)	3	2.3%
Mornings,Lunchtime,Afternoon,Evening,Late Nights (after 7PM),Early Mornings (before 9AM)	1	0.8%

What services have you used from your pharmacy?	Responses	%
Collecting prescriptions or repeat prescriptions	117	90.0%
Buying over the counter medicines that do not need a prescription	95	73.1%
Flu vaccinations	44	33.8%
Travel vaccinations	6	4.6%
Buying over-the-counter medical devices and other health-related products (for example, plasters and bandages)	63	48.5%
Advice and information on medication	66	50.8%
Advice and information on healthy lifestyles and disease prevention	11	8.5%
Advice and information on minor ailments or injuries	30	23.1%
Blood pressure, cholesterol and/or weight checks	11	8.5%
Screening check (for example, diabetes)	5	3.8%
Sexual health checks (for example, chlamydia and HIV)	2	1.5%
H-Pylori testing (stomach ulcer breath test)	0	0.0%
Contraception	5	3.8%
Emergency contraception (the morning after pill)	2	1.5%
Disposing of old or unwanted medicines	28	21.5%
Support for drug problems	0	0.0%
Support for alcohol problems	0	0.0%
Accessing needle and syringe programmes (NSPs)	0	0.0%
Other (please specify)	0	0.0%

What services would you like to see provided by your local pharmacy?	Responses	%
Dispensing of prescriptions	118	90.8%
Repeat dispensing of prescriptions	117	90.0%
Home delivery and prescription collection services	108	83.1%
Need exchange	39	30.0%
Advice from your pharmacist	114	87.7%
Sale of over-the-counter medicines	114	87.7%
Disposal of unwanted medicines	106	81.5%
Minor ailments service	107	82.3%
Flu vaccination	98	75.4%
Detailed discussion with your pharmacist on how to take your existing and newly prescribed medicines	104	80.0%
Stopping smoking/nicotine replacement therapy	48	36.9%
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)	54	41.5%
Immediate access to specialist drugs (for example, end of life care medicines)	65	50.0%
Supervised consumption of methadone and buprenorphine	32	24.6%
Emergency supply of prescription medicines	103	79.2%

Is there any other services would you like to see provided by your local pharmacy?
24 hr service
A health lifestyle. Health check, Blood Preshers check. Weight check. check
Able to issue prescriptions
Advice on minor issues, possibly passing on to GP if necessary
Blood pressure check
Comms app.
Covid 19 vaccination and blood testing for diabetes and cholesterol
Covid vaccinations
Covid vaccinations, blood pressure checks, vaccination boosters due, minor infections, advice regarding minor ailments, hearing tests, blood tests prescribed by GP.
Covid vaccine
Dentist
Dressing minor injuries
Faster friendly service
Faster receipt of prescribed medicine from the GP to process
Flu, vaccine
free health checks
I am happy by my pharmacy
I can't find a local pharmacy that delivers prescription medication. It's very surprising. I'm disabled. They did during shutdown but don't anymore. I tried a national pharmacy that delivers through the mail, Lloyds, but i kept not getti ng my meds, they never had them in stock, so went back to local pharmacies and have to find someone to collect each time. I'm having chemo soon and will have to shield, but we're still going to have to go to the pharmacy for my meds. I'll have to risk my life because no pharmacy will deliver here. Where i used to live on Yorkshire, most pharmacies delivered.
If unable to get GP appointment, atleast to see pharmacist
Longer opening hours, digital repeat prescription service
minor ailments brought back
NHS vaccinations for all recommended complaints. Medication consistency service to ensure that tablet size, colour, shape and identification marks are dispensed each patient. If your only take a couple this is not too much of a problem but when you take twenty or so different tablets daily confusion does arise even when you are careful.
No very pleased with the service
Not sure ... maybe weight management advise, BP device, BMI weigh machine Boots the chemist used to but not any more.
Not that I can think of
Phlebotomy tests
Polite, friendly service and understanding of hidden disabilities. No requests to write details on a piece of paper with a shared pen.
Prescribing antibiotics
Repeat digital service for prescription..
Repeat prescription
sharps bin disposal
Supply of vaccinations when they are required and certainty about when they receive supplies.
Them to order repeat prescriptions
they provide a good service
Yes if we carers are listened too to push for us on getting g the appropriate care a d support for our loved ones

How satisfied or dissatisfied are you with the current service provision of *opening times*?	Responses	%
Very satisfied	41	31.5%
Satisfied	59	45.4%
Neither satisfied nor dissatisfied	19	14.6%
Dissatisfied	10	7.7%
Very dissatisfied	1	0.8%

Any other comments you would like to make about the current service provision of *opening times*?
bigger consultation room
Could be a bit bigger
Does not look like a consulting room more a store room
Good private space
Haven't used them
I had blood taken once and the room was very small. These rooms should be spacious, with information leaflets rather than
I have never used it
I love my pharmacy
I've never used one or seen in one so I can't give a fair evaluation.
I've only used this service once. They are busy and I believe someone has to be free for you to be seen
I'd rather speak with my GP
It is a little back room
Ive never had a pharmacist help me so it doesn't matter.
Need to offer consultation, if, needed.
Not sure if they have
Only 1 available
Save us going to the hospital.
The rooms are normally quite small and a bit claustrophobic but they do provide a necessary element of confidentiality which is convenient. I think chemists would benefit from ensuring that they can provide this element of confidentiality. If they are taking on more work that is usually delivered by a doctor then they must ensure that they offer the same level of confidentiality as the NHS.
There are no proper facilities at Malchems for consulting
They often seem very small and full of other stuff
This is quite difficult for some small pharmacies but to maintain medical confidentiality is essential.
Very small pharmacy with limited space.
very useful for private consultations
We need to use this in stead of visiting the gp, has there are very goods,more power need to be giving has there know what to do?
When I received a vaccination at my pharmacy, I once was taken into a corridor for their building. It wasn't busy, but that came
Would like that

How satisfied or dissatisfied are you with the current service provision of *medicines review and advice*?	Responses	%
Dissatisfied	9	6.9%
Neither satisfied nor dissatisfied	40	30.8%
Satisfied	47	36.2%
Very dissatisfied	2	1.5%
Very satisfied	32	24.6%

Any other comments you would like to make about the current service provision of *medicines review and advice*?
Am not aware of this service
Because I am a carer, this pharmacy is the best so far that I have encountered, they deliver my medications on time,I do not have to travel,I do not have to fight with them
Could be more regular
Don't offer reviews, always's refered, back, to, GP, won't, give, medicine, otherwise, could, have, already, been, reviewed, by GP.
Effecient
Good
have not had one for several years
how to put a stop to prescribed medicine by the GP because the patient has too much of the medicine
I have been taking my medications for chronic ailments for a number of years now and I normally growl and say "oh not again" but I do see the value in this service and attend them. It does at least refresh my memory of what each medication is used for what ailment and does give the opportunity to ask questions and find out if there are new treatments available.
I have sensitivity to certain brands of meds. The GP is happy to prescribe specific brands but if the pharmacy doesn't have it they the start arguing to try and get you to use a different brand. Shouldn't have to debate my repeat prescriptions with the pharmacist!
I was surprised to find that my GP had a review service it is not advertised I had to book an appointment for this. Dies ghd chrmist otivide tj st service
I would like to have access to the same manufacture of medicines instead of a different one each month
Ive never had a pharmacy who could do that.
My pharmacy is very helpful, especially in delivering medicine to my home. It would be nice if I could also contact them online, especially when they are too busy to answer the phone.
Never been offered this
Not 100% sure what this is
Not sure if they do
OTC should mean OTC not dependant on who requires the medicine
Pharmacist always explains when new medicine given
Since switching to an out of borough pharmacy, I am very confident and satisfied. I can phone the pharmacy if I need advice or ask when I'm in. I trust them.
The pharmacy doesn't provide medicine review service, would welcome this service integrated within the pharmacy.
The quality of the Medine is Foor ?
They need more power to provide an alternative if manufacturer problems
They need to support cares more
When you have chronic illnesses and multi-medications and have been on them for years they can be a bit tiresome.
Would be better if chemist did all reviews as never able to make appointments at doctors so also late with reviews at present.
Yes, more better-quality Medicine. more nature vitamin.

**Any other comments you would like to make about the current service provision of \*any pharmaceutical services\*?**

All good
Always a challenge to get repeat prescriptions sorted between GP and pharmacy- needs better system
Excellent service
For the fre I have visited I find staff tend to take very long and not very approachable.
Generally across Newham borough, the pharmacy services need to be improved and innovated than current services being provided.
Good service
I am going to stop using my local Pharmacy, what they are doing is because of cost savings, they are giving lesser brands medicine. I am now using boots at my workplace for my medicine
I think services are much better now they can prescribe medicines
I'd like to know more about delivery of medicines as I can not always go to the shop
Inefficient, poor management. Often have to return for promised prescriptions not there when promised
Like anything else there is always room for improvement but I think the best people to make useful comments are the good people who work in this area on a daily basis.
Medication is never ready even after a few days
More advised for young and sick people how to stay fit and health.
MORE PEOPLE NEED WORK THERE AS IT IS BUSY ?
My pharmacy is really busy but still proffessional
My present pharmacist is close to retirement and I am not sure whether it will remain open when he does
Our local Pharmacy is pretty good and the only complaint I have is not down to them. During the vaccination drives caused by Covid-19 my shots and boosters was badly delayed because they could not get the supplies of vaccines,
Pharmacy Republic Barking Road opens late and if very effective for the whole family which is why I only use them
See previous comment.
seems to make a request for medication on patient's behalf even if the patient has not requested it
The provision in Stratford is poor. Not friendly and helpful, always long waits, requests to write details on a piece of paper because of an electronic system. I don't have to write things down at my out of borough pharmacy.
They are good but sometimes, we run out of medicine and we are having to wait too long. They should be given more authorities to order medication online by doctors surgery when doctors are too busy to sign papers to
They do not hold some medicines. They do not send repeat prescription.
They should bring back minor aliment back
Very knowledgeable and helpful staff
Very limited.
When i've needed emergency access to my usual prescription medications, no pharmacy would help. Also, i used to sometimes get free medications on the Minor Ailment Scheme, but that seems to be gone now.
Work with carers as equal partners was
Would prefer not 2 have 2 register with a specific pharmacy

### How could we make better use of pharmacies in Newham as a local health resource?

As mentioned treat minor injuries  
Become more friendly  
better liaison between gp/pharmacist/patient  
Blood testing facilities, more vaccinations, more diagnosis when we cannot get a face 2 face appointment with the GP.  
bring back minor ailments  
By offering more services to ease pressure on GPs.  
Cannot think of any, the service as it is, is adequate  
Classes on common ailments etc  
condom distribution for young people  
Continue to update staff knowledge and training.  
Despite IT communication between surgeries and chemists could be improved  
do not know  
Don't know  
Due to continuing issues with access to doctors to continue the services offered by chemists and the pharmacist  
Encourage patients to access pharmacies for minor ailments, e.g. coughs and colds instead of taking up time at the GP surgeries.  
Encourage people to use them rather than go to a GP or hospital A+E Taking up valuable time for a minor ailment  
Encouraging people to have confidence in their pharmacists to take pressure off A&E  
English speaking & trained professionals  
Give staff customer service training. Have the ability to do height, weight, pulse and blood pressure in one place with a text or email confirmation of results. Remove the lollipops, other junk food and processed baby foods and make them about health not sales.  
Have a leaflet about all the service we can assess from them  
Height weight blood pressure machines to send info to doctors. Blood testing would also be a great addition  
If GP appointments are unavailable, things like blood pressure and weight measurement should not come at a charge at pharmacies - and currently they do.  
Include more services  
information on health, help with appointments with gp  
Introducing new services  
Leave them doing the job they do very well and do not burden them with things that divert them from the good service they already provide.  
Look at diversity of providers, there is one company running most of the pharmacies in Forest Gate and they all use the same supplier which leads to shortages of eg dressings.  
Make sure they are adequately resourced for any additional services they are invited to provide and that they s  
Make them more welcoming  
Medication reviews, blood tests  
Minor elements  
More consultation?  
More consultations for minor ailments  
More education on information .  
More flu vaccination services. Greater use of pharmacists for Covid vaccinations  
More home delivery  
More minor operations could be performed  
More pharmacies  
More sensitive advice from receptionists at GPs to use pharmacy expertise  
More services should be rendered  
More space, more staff available to serve and a refurbishment, always seems outdated  
More staffs  
My pharmacy already most of the services listed  
My recent experience, changing my medicine brand with lesser cost effective brand, doesn't work that well. They need to listen to the patient and there interest and talk to the doctor if need be.  
  
Need to communicate, a bit, more, or, use, GP, services, to, communicate, or, to ask permission, to, prescribe, prescription, without, a review. On, one, or, occasion.  
Not exactly sure, but if chemist staff are trained to deal with minor issues that would save trying to get through to your GP which is getting more & more difficult and to get an appointment is at least 3-4 weeks in advance ?  
Open longer hours and weekend service  
Opening times to be longer..  
Organise and promote common services and access such as parking  
Pharmacies do not help with health problems, they never helped me. Please have them deliver.  
Promote information about support groups and social prescribing.  
Provide clarity on what pharmacies are used for, they are all different and it is unclear what can/is provided by the GP and the pharmacy.  
Provide Covid vaccination at our local pharmacy. Sometimes we've had to travel elsewhere.  
Satisfied  
Some of the pharmacies do not provide blood pressure test, diabetic test, weight management, vaccinations. It would be good if these services can be provided across all the pharmacies in Newham borough  
Stagger opening times and opening on Sundays too.  
They are not equally spread. You have many on High Street North and in close proximity and only a few Manor Park. This needs to be looked at  
They could carry information on local social events and schemes for health improvement. Some such as walking or cycling with others might be a good idea as it gives a chance for the group to socialise which also has positive mental benefits.  
They should be reviewed. Some are in appalling conditions, not hygienic as they are in dirty/old/messy spaces. Also staff training should be reviewed to be able to give customers support.  
They should do all reviews and consultations with patients with minor illnesses.  
To make sure all pharmacies are open at a weekend as well as in the week.  
try to use the pharmacies in a more "proactive" manner e.g. inviting people in for stop smoking campaigns etc.  
use them for minor conditions instead of A&E



**What new services would you like pharmacies in Newham to provide in the future?**

Access to physiotherapy and podiatry on their premises.  
actually provide the services they advertise, such as Covid vaccines for children, or having medication available when sent by the GP - not having systems that deny a prescription was sent  
All reviews and be able to give medication to minor illnesses.  
Blood pressure  
Wieth and  
blood pressure reviews, diabetes tests, phlebotomy services. Introduce innovative ways than current services  
Blood testing  
Covid vaccinations. Medication reviews acceptable to GP practices  
Deliver prescription meds.  
Delivery service in all pharmacies for the vulnerable and carers  
Do the basics first: open at convenient times for customers; and dispense exactly what's prescribed (which substitution).  
Flu jab, minor ailment  
Friendly, prompt service with a smile.  
Full health check up for men over 40  
Gp type of services  
Home delivery  
Improved Sexual health services  
minor ailments  
Minor Ailments medication via chemist  
Minor elements  
Minor operations  
More consultation ?  
More herbal tincture ?  
More information services  
More reproductive health services and awareness  
More routine vaccinations - especially for children and young people.  
Blood tests to save GP/nurse time.  
More support for carers of Ld and autism  
More vaccinations, blood tests and clinical advice, especially in case of emergencies.  
open later for health advice not use A&E  
Outside usual hours access  
Pharmacies should be present at GP surgeries so patients can see they can be equal to GPs for minor ailments by referring cold and coughs to pharmacies within the GP surgery  
Provide Online service  
quicker collection of prescriptions  
Sharps bin disposal. Currently, only the council provide this service, and I have trouble getting through. Having this facility at pharmacies  
stop Smoking, drug, alcohol, counseling on depression. What Medicine is goods to take.  
Taking Blood tests for the NHS with script from doctors. It is often very much more convenient than getting it done at a hospital which is  
The services I've already previously mentioned!  
Treatment of minor injuries  
Weight management support, blood tests?, bmi, general classiness advise and posters,  
Promotion of newer improved products

**Please tell us how your use of your pharmacy has changed since the COVID-19 pandemic?**

Always their, is, a missing, item, and, they, don't inform, you. Just, gives, it, to, you. When it was ordered.
Back to normal now, but during lock down my meds were delivered.
Been there for jabs rather than GP Or other clinic.
Better services
Everything back to normal
Has not changed much
having to stand outside in a queue
health and safety awareness has improved
home delivery of prescription
I always wear a mask when I visit, and I only go if I have to. Usually I just phone to get advice, or to speak to the pharmacist if I have a question about one of my medications.
I do not collect my descriptions but have them delivered and I am no longer able to make the walk there,
I go more frequently
I have always seen them as important
I have my medication delivered now whereas before I had to rely on my friend collecting it for me.
I now have my medication delivered
I rarely used the pharmacy before Covid-19 except to check my son's height and weight, since the pandemic, he has been on prescription medication for approx 2 years with frequent changes to medication and dose. So either he or I have been in at least once a month for medication.
I rely more on deliveries of prescriptions
I use it more often now
IT HAS NOT CHANGED
It is back to normal now
It is better now that repeat prescriptions can be dispensed quickly.
I've been getting my COVID-19 jabs there
Just wear a mask
Keep distance from customers
Last year, they were able to offer Covid 19 vaccines but they stopped this year which is a pity.
Less restrictions
More accessible
More frequent
More home delivery needed to keep us safe
Mostly always have medication delivered.
My health and fitness has deteriorated since Covid-19 and have to rely on the delivery service.
Nothing, it's still as bad as it was before Covid
Pharmacy's have been good it's the GPs
stayed the same
The only thing that has changed is that they deliver my prescription has before I went and picked it up
The staff do not wear masks, there is no social distancing, I have not seen any changes since the pandemic.
They are very good and helpful to us
They deliver my prescription
They delivered. Now they don't.
Took vaccine at pharmacy.
Use less
Was having medication delivered by pharmacy during lockdown.
Wearing of face masks

How old are you?	Responses	%
16-24 years	3	2.3%
25-34 years	10	7.7%
35-44 years	23	17.7%
45-54 years	24	18.5%
55-64 years	31	23.8%
65-74 years	23	17.7%
74-85 years	11	8.5%
85 years or over	1	0.8%
Prefer not to say	4	3.1%

<b>Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Please include any problems related to old age.</b>	<b>Responses</b>	<b>%</b>
Yes	71	54.6%
No	112	86.2%
Prefer not to say	8	6.2%

<b>Please select the type(s) of health problem or disability that applies to you (please tick all that apply).</b>	<b>Responses</b>	<b>%</b>
Sensory impairment (such as being blind / having a visual impairment or being deaf / having a hearing impairment)	10	7.7%
Physical impairment (such as using a wheelchair to get around and / or difficulty using your arms)	21	16.2%
Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment	5	3.8%
Mental health condition (such as depression or schizophrenia)	18	13.8%
Long-standing illness or health condition (such as cancer, HIV, diabetes, chronic)	33	25.4%
Prefer not to say	7	5.4%
Prefer to self-describe (please specify)	7	5.4%

<b>Which of the following best describes your gender?</b>	<b>Responses</b>	<b>%</b>
Man	43	33.1%
Woman	86	66.2%
Non-binary	1	0.8%

<b>Is your gender identity the same as the sex you were assigned at birth? Yes</b>	<b>Responses</b>	<b>%</b>
Yes	127	97.7%
No	2	1.5%
Prefer not to say	1	0.8%

<b>How would you best describe your ethnic group?</b>	<b>Responses</b>	<b>%</b>
Any other Asian background	6	4.6%
Any other Black/African/ Caribbean Black background	1	0.8%
Any other mixed background	1	0.8%
Any other White background	12	9.2%
Arab British	1	0.8%
Asian Bangladeshi	4	3.1%
Asian British	6	4.6%
Asian Chinese	1	0.8%
Asian Indian	7	5.4%
Asian Pakistani	8	6.2%
Black African	5	3.8%
Black British	3	2.3%
Black Caribbean	3	2.3%
Prefer not to say	6	4.6%
White and Asian	2	1.5%
White British	61	46.9%

<b>Which of the following describes your sexual orientation?</b>	<b>Responses</b>	<b>%</b>
Bi/bisexual	8	6.2%
Heterosexual/straight	109	83.8%
Homosexual/gay/lesbian	6	4.6%
Prefer not to say	7	5.4%

<b>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.</b>	<b>Responses</b>	<b>%</b>
Yes	34	26.2%
No	87	66.9%
Prefer not to say	35	26.9%

## 13 Appendix F –GP & Dental service providers

Table 32 GP practices in Newham (Apr 2022)

Organisation Code	Organisation Name	Postcode
F84004	MARKET STREET HEALTH GROUP	E6 2RA
F84006	THE SHREWSBURY CENTRE	E7 8QP
F84009	STRATFORD VILLAGE SURGERY	E15 4BZ
F84010	ST. BARTHOLOMEWS SURGERY	E6 3BA
F84014	UPTON LANE MEDICAL CENTRE	E7 9PB
F84017	STAR LANE MEDICAL CENTRE	E16 4QH
F84022	STRATFORD HEALTH CENTRE	E15 1EN
F84047	CUSTOM HOUSE SURGERY	E16 3NA
F84050	BOLEYN MEDICAL CENTRE	E6 3BD
F84052	ESSEX LODGE	E13 0AS
F84053	GREENGATE MEDICAL CENTRE	E13 8PS
F84070	LATHOM ROAD MEDICAL CENTRE	E6 2DU
F84074	THE GRAHAM PRACTICE	E12 6SU
F84077	NEWHAM VICARAGE PRACTICE	E15 4ES
F84086	THE FOREST PRACTICE	E7 0EP
F84088	PLASHET ROAD MEDICAL CENTRE	E13 0QT
F84092	GLEN ROAD MEDICAL CENTRE	E13 8RU
F84093	TOLLGATE MEDICAL CENTRE	E6 5JS
F84097	CLAREMONT CLINIC	E7 8AB
F84111	ABBEY ROAD MEDICAL PRACTICE	E15 3LT
F84121	E12 HEALTH	E12 6AQ
F84124	THE PROJECT SURGERY	E13 0LN
F84641	BIRCHDALE ROAD MEDICAL CENTRE	E7 8AR
F84642	LUCAS AVENUE PRACTICE	E13 0QP
F84657	CUMBERLAND MEDICAL CENTRE	E13 8LS
F84658	SANGAM PRACTICE	E12 5JF
F84660	DR CM PATEL'S SURGERY	E7 8LZ
F84666	THE RUIZ MEDICAL PRACTICE	E16 1HT
F84669	NEWHAM MEDICAL CENTRE	E13 9DA
F84670	WESTBURY ROAD MEDICAL PRACTICE	E7 8BU
F84672	FIRST 4 HEALTH GROUP - E7 HEALTH	E7 0EP
F84673	ESK ROAD MEDICAL CENTRE	E13 8LJ
F84677	EAST END MEDICAL CENTRE	E13 0QA
F84681	BALAAM STREET PRACTICE	E13 8AF
F84717	ROYAL DOCKS MEDICAL PRACTICE	E6 5NA
F84724	WOODGRANGE MEDICAL PRACTICE	E7 0QH
F84729	THE MANOR PARK PRACTICE	E12 5JG
F84730	THE VICARAGE LANE SURGERY	E15 4ES
F84735	THE AZAD PRACTICE	E6 3BD

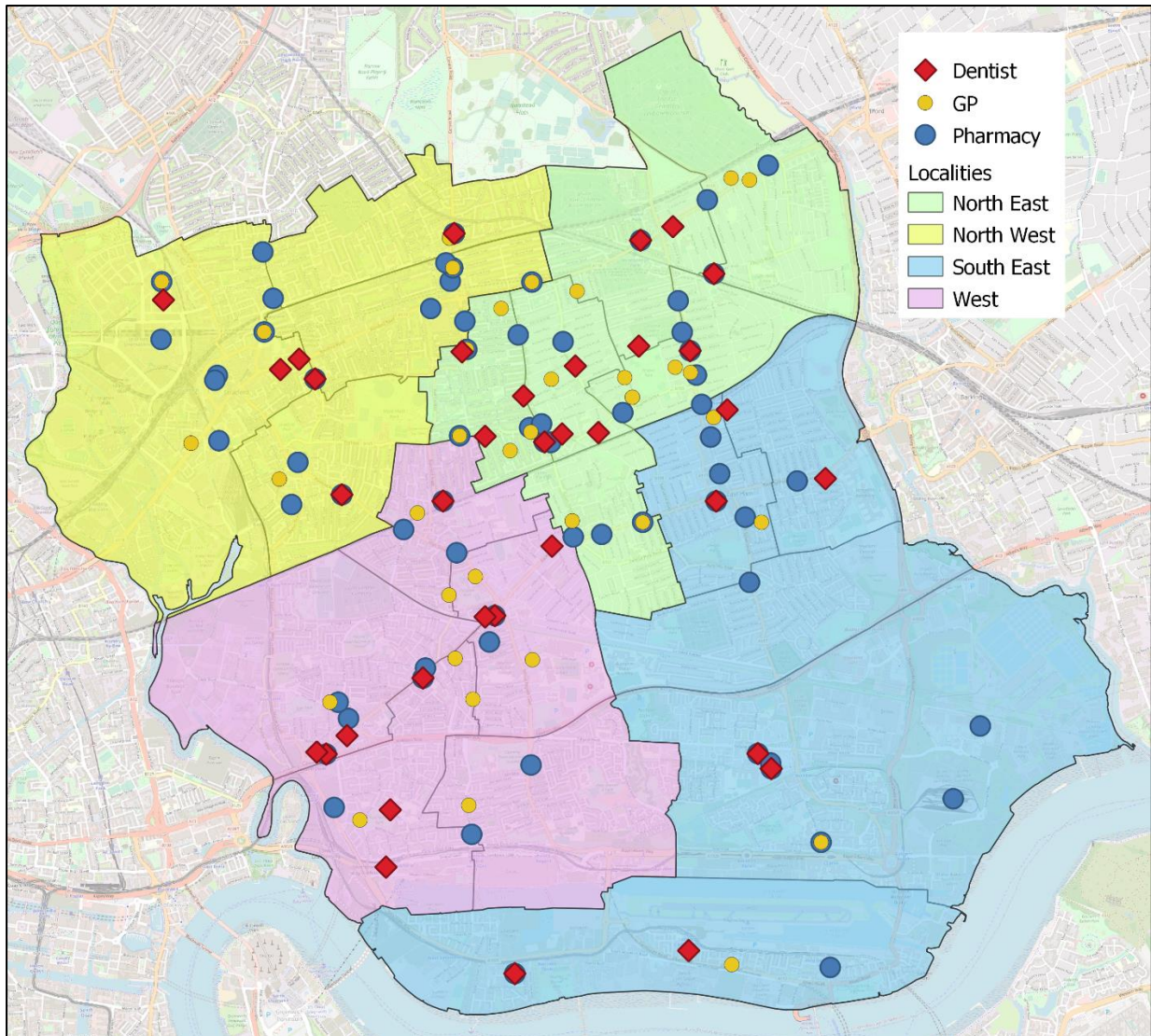
F84739	E12 MEDICAL CENTRE	E12 6SJ
F84740	NEWHAM TRANSITIONAL PRACTICE	E12 6AQ
F84741	DR T KRISHNAMURTHY	E7 8QR
F84742	THE SUMMITT PRACTICE	E7 8QR
F84749	CARPENTERS PRACTICE	E15 2JA
Y02928	THE PRACTICE ALBERT ROAD	E16 2DY
Y04273	LIBERTY BRIDGE ROAD PRACTICE	E20 1AS

**Table 33 Dental practices in Newham (Apr 2022)**

ODS Code	Name	PostCode
V03109	STRATFORD VILLAGE DENTAL	E15 4BZ
V03141	ABBEY ARMS DENTAL PRACTICE	E13 8HL
V03156	WISTERIA HOUSE DENTAL PRACTICE	E15 4LY
V03159	DENTAL SURGERY	E16 1EN
V03202	PHOENIX ORTHODONTIC PRACTICE	E6 5LX
V82776	ROYAL WHARF DENTAL	E16 2TQ
V43463	SHREWBURY CENTRE	E7 8QN
V43462	APPLEBY CENTRE	E16 1LN
V83417	UK SMILES DENTAL PRACTICE LTD	E15 4ES
V42652	EAST VILLAGE DENTAL	E20 1BX
V03100	NEWHAM DENTAL CARE	E6 2BH
V03102	GREEN STREET DENTAL SURGERY	E7 8LE
V03106	THE PRINCIPAL DENTIST	E13 0RQ
V03111	COLOSSEUM DENTAL (BECKTON)	E6 5JS
V03114	DENTAL SURGERY	E6 2LT
V03116	DENTAL SURGERY	E6 1AD
V03122	DENTAL SURGERY	E6 3BA
V03124	WOODGRANGE DENTAL SURGERY	E7 0EW
V03125	DENTAL SURGERY	E7 8NW
V03132	ROMFORD ROAD DENTAL CENTRE	E12 5AD
V03134	MR JL VARA DR NJ VARA DR RJ VARA	E12 6SA
V03136	MANOR PARK DENTAL PRACTICE	E12 5AQ
V03139	TERRACE ROAD (DENTAL SURGERY)	E13 0PB
V03143	GREENGATE DENTAL SURGERY	E13 8QE
V03148	BARKING ROAD (DENTAL SURGERY)	E13 9EU
V03151	DENTAL SURGERY	E13 8PS
V03154	UPTON PARK DENTAL CARE	E13 9AP
V03162	CITY AIRPORT DENTAL SURGERY	E16 2DS
V205855	RATHBONE MARKET (DENTAL SURGERY)	E16 1EH
V09311	CHURCH ROAD DENTAL PRACTICE	E12 6AQ
V10760	APPLES & SPICE DENTAL SURGERY	E15 3ET
V12684	FOREST DENTAL SURGERY	E7 9LW
V08803	DENTAL SURGERY	E6 1AB
V84013	ICARE DENTAL	E16 1YL
V03161	DOCKLANDS DENTAL HOUSE LIMITED	E16 4HB

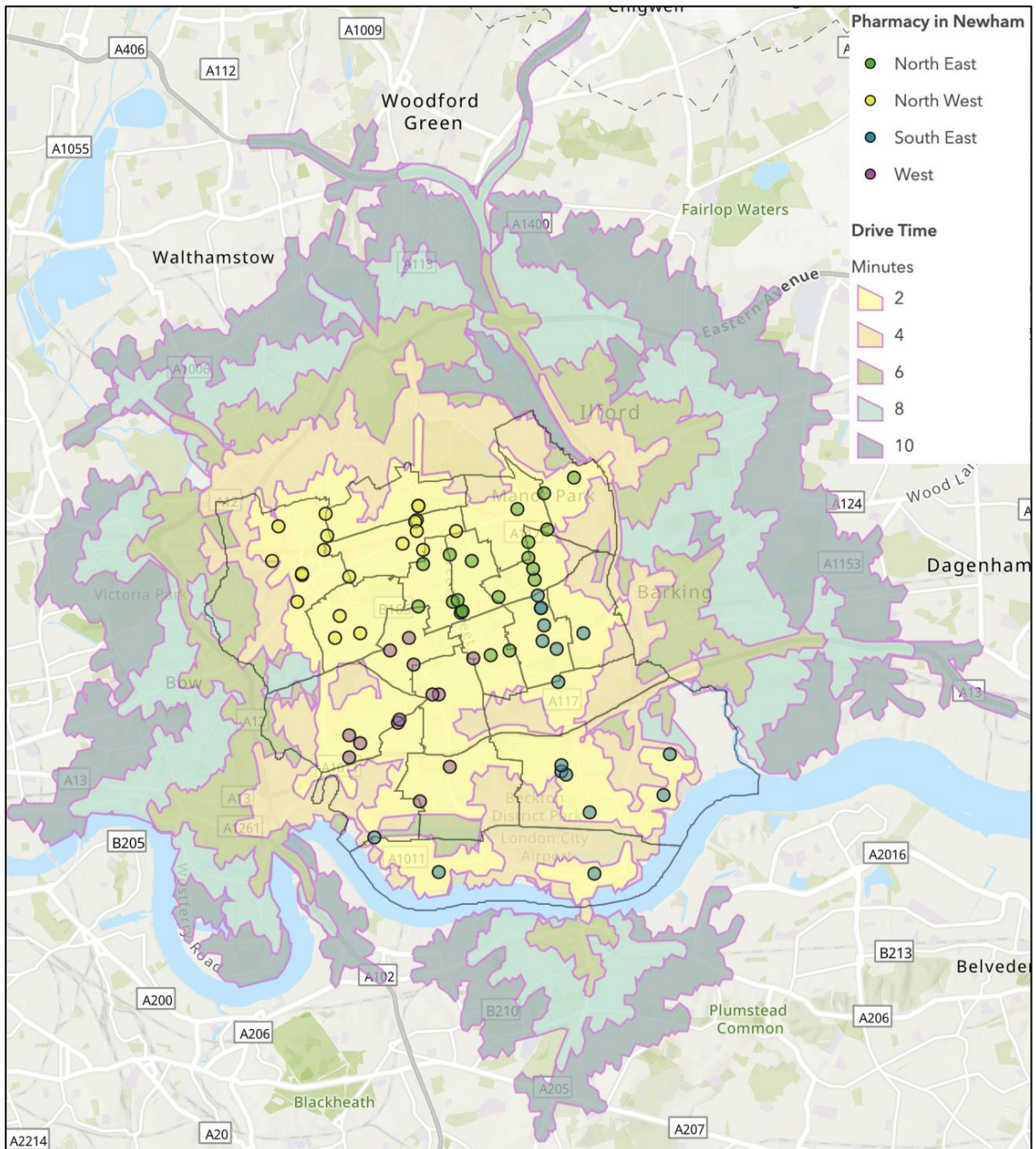
# 14 Appendix G – Maps of Newham Health Services

Figure 29 The location of health services in the Newham borough

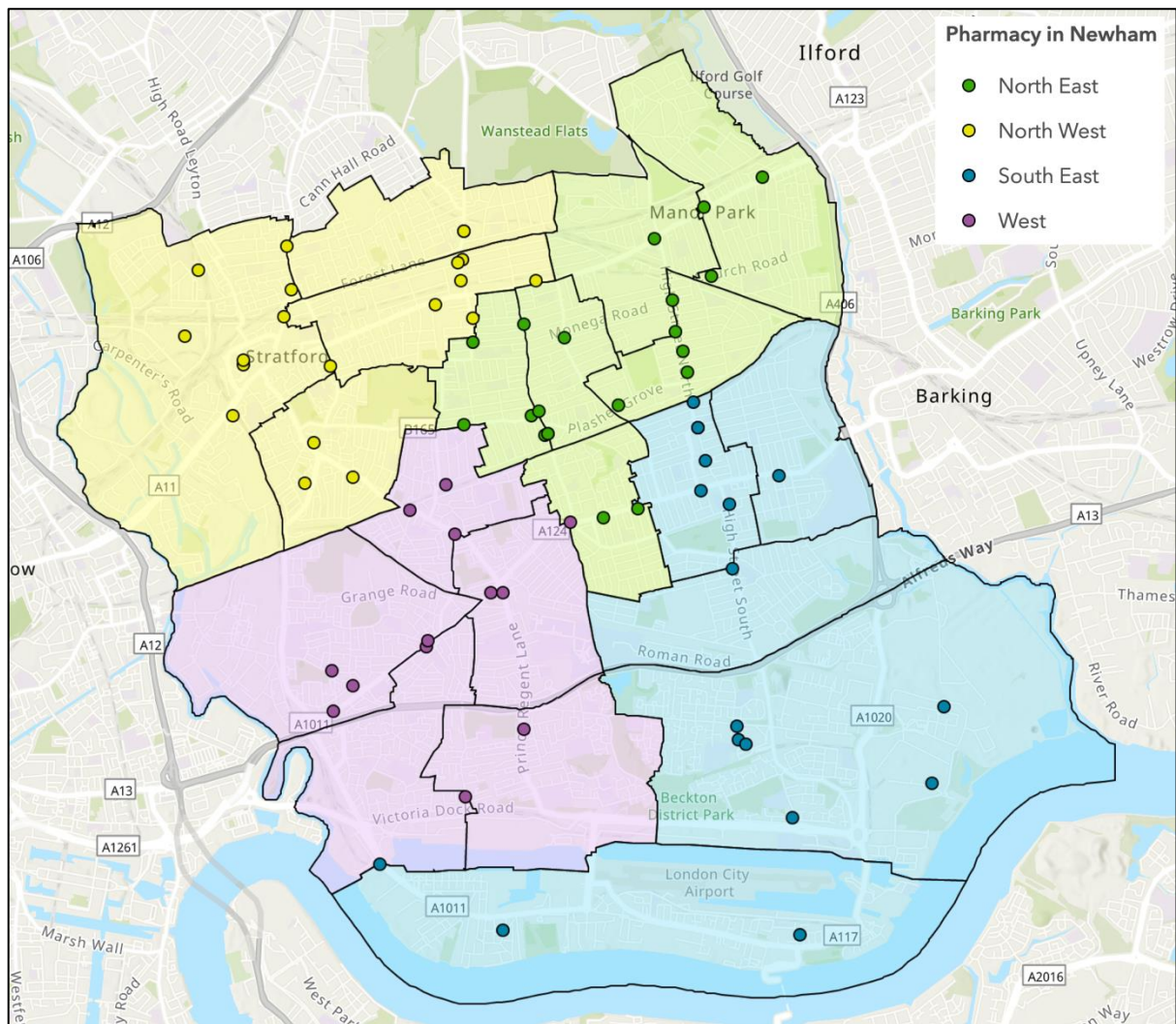




**Figure 30 Drive time to nearest pharmacy in Newham (minutes)**

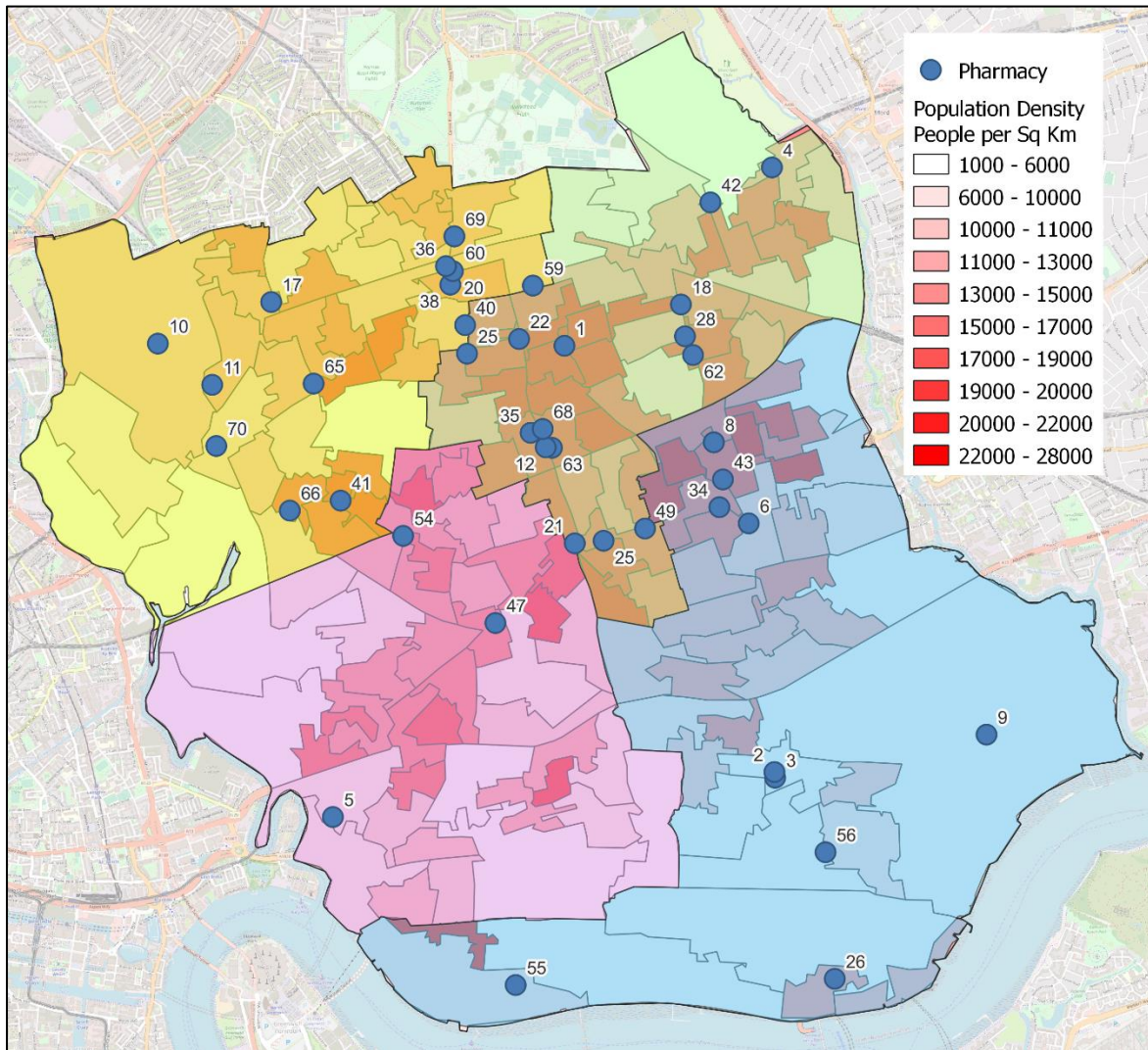


**Figure 31 Location of pharmacies by locality in Newham open on weekdays**

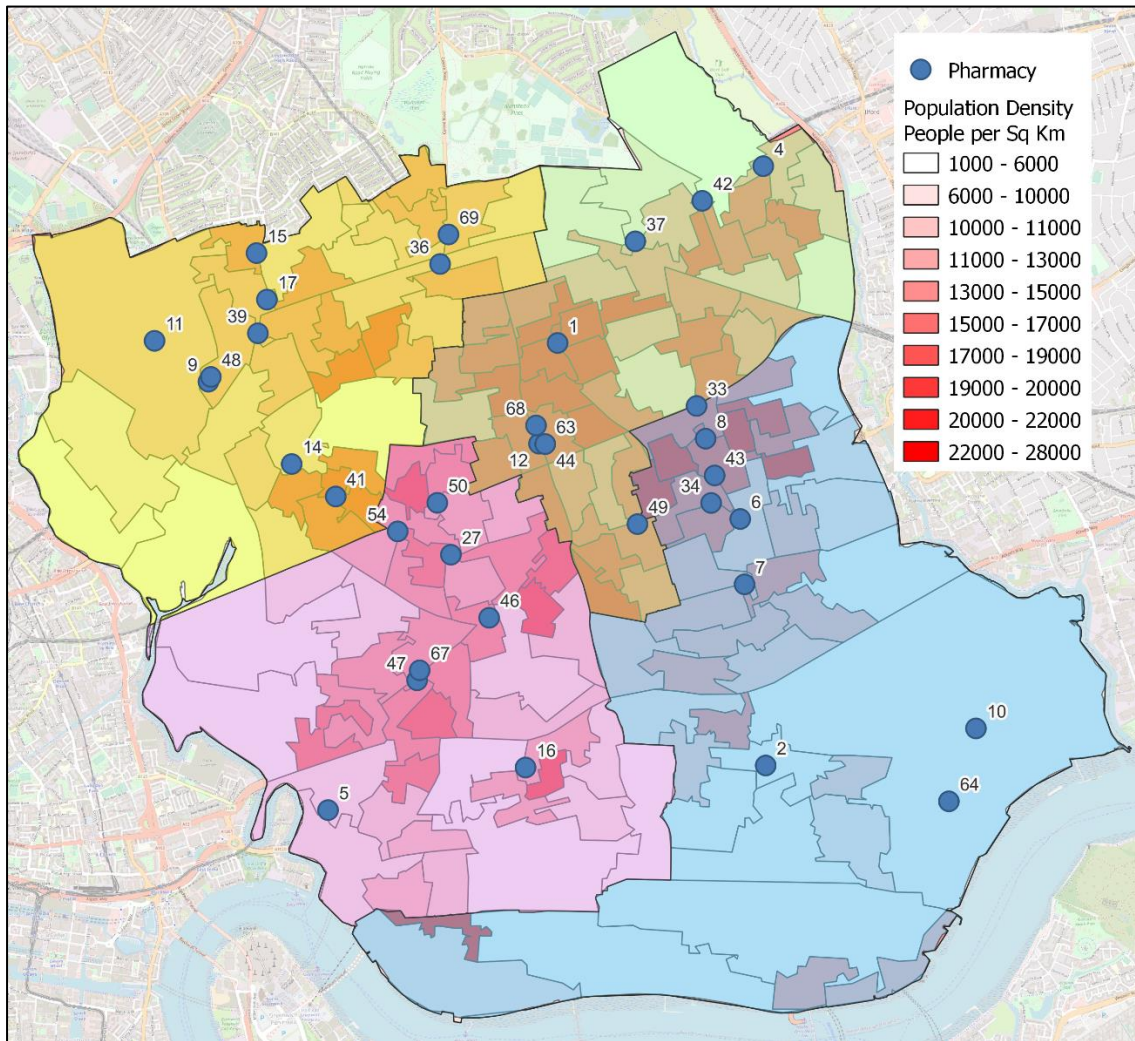




**Figure 32 Location of pharmacies by locality in Newham open on weekday evenings (after 5pm) with Population Density for LSOA**

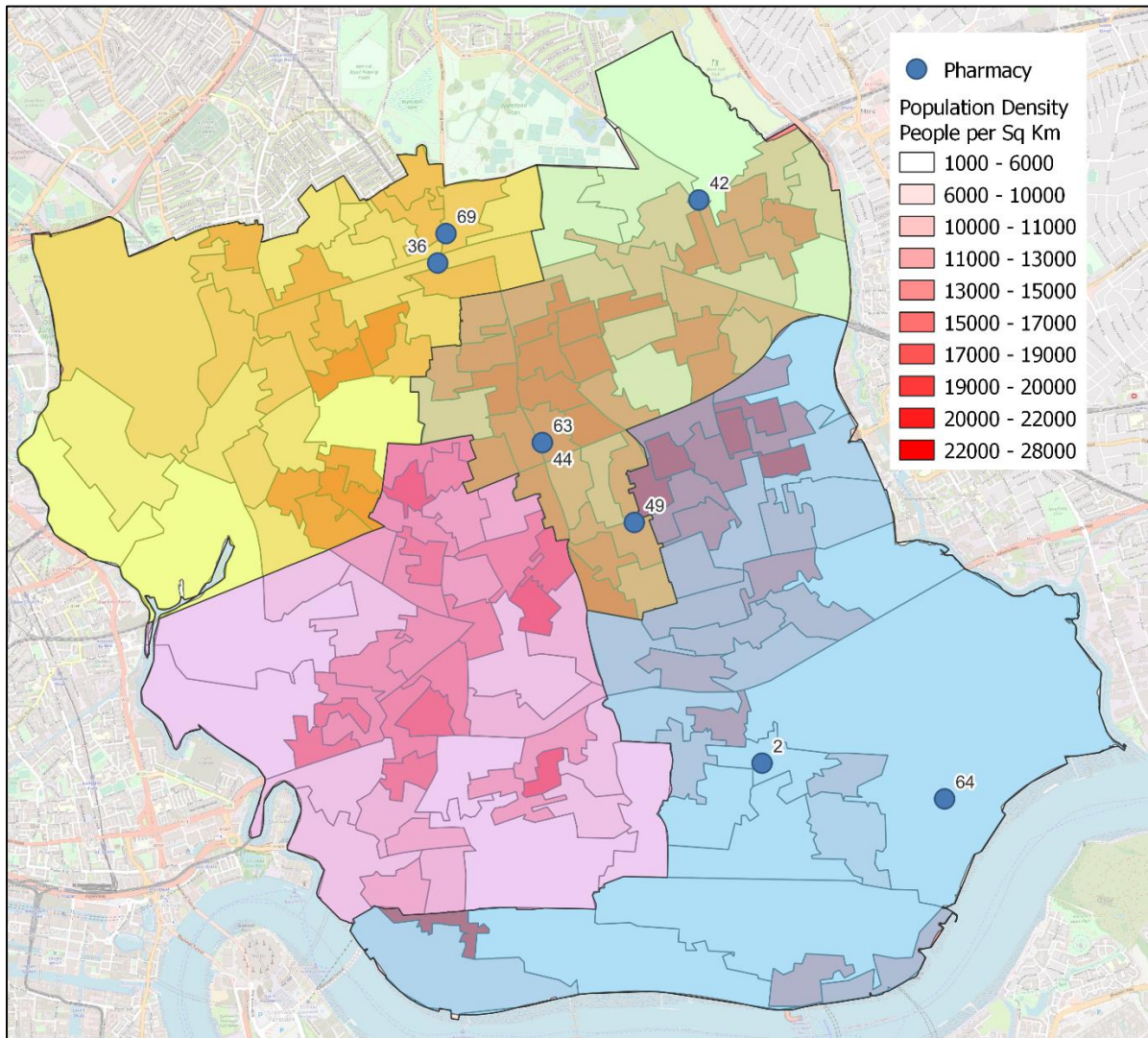


**Figure 33 Location of pharmacies by locality in Newham open on Saturdays with Population Density for LSOA**

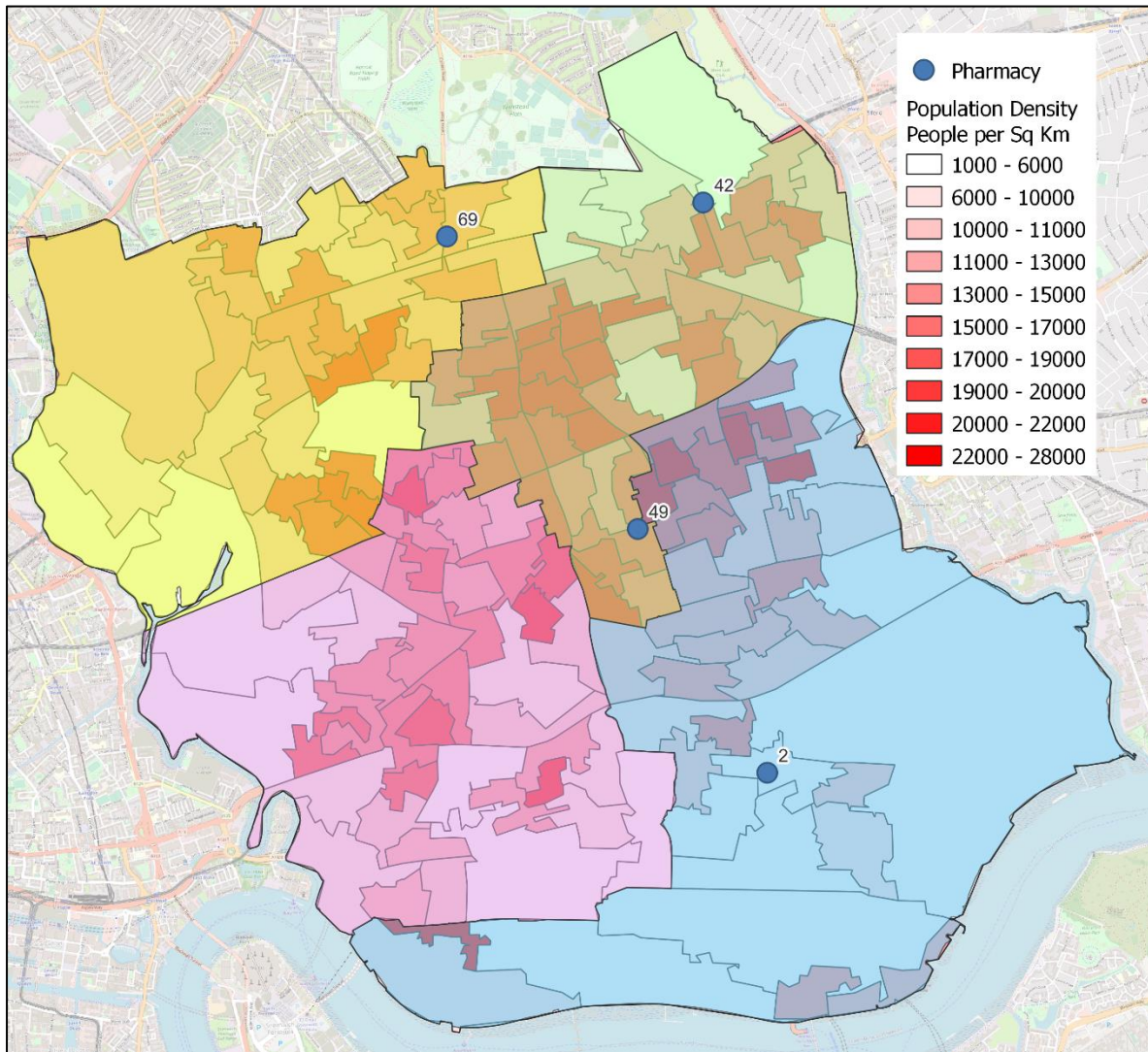




**Figure 34 Location of pharmacies by locality in Newham open on Saturday evening (after 5pm) with Population Density for LSOA**

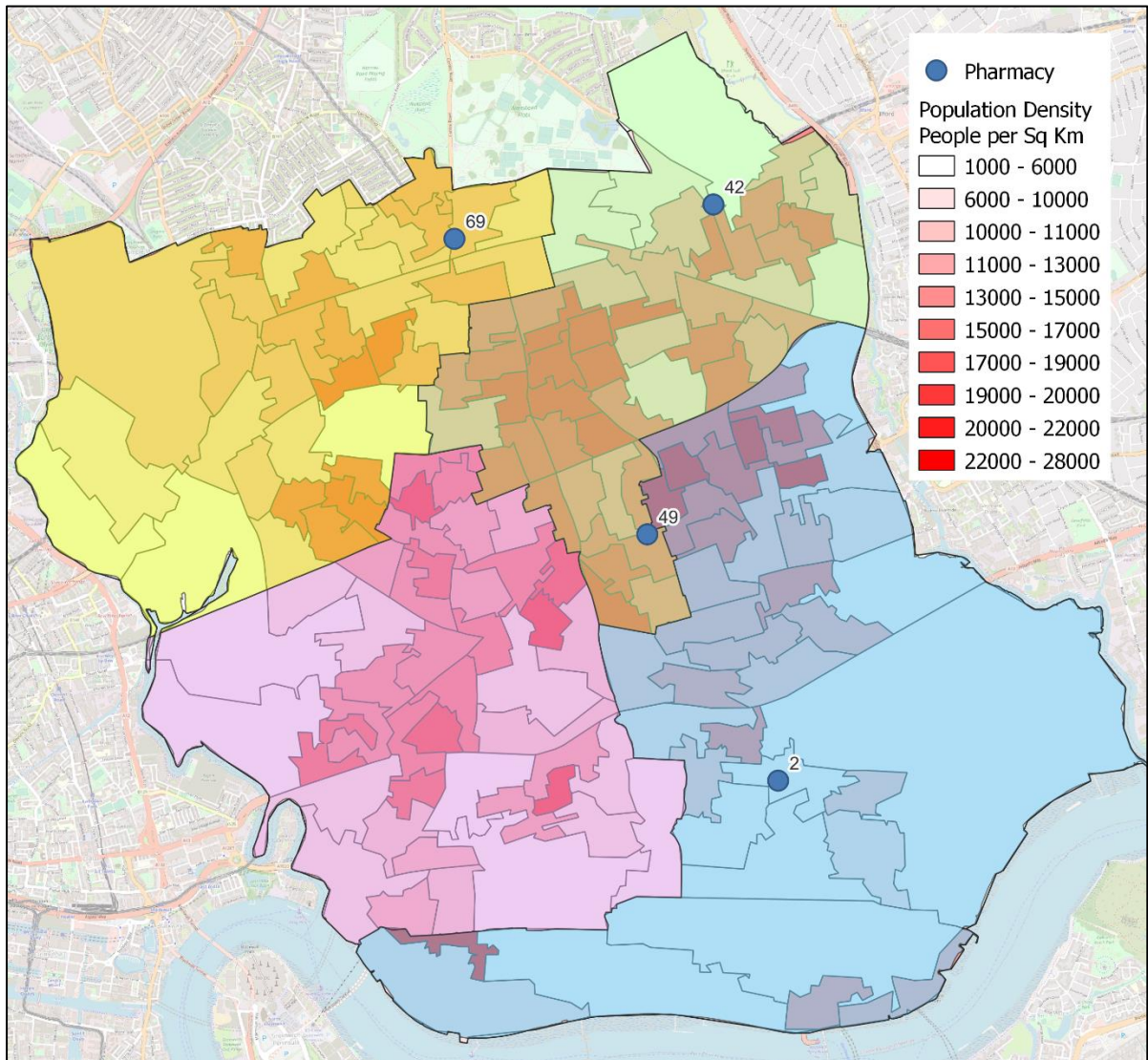


**Figure 35 Location of pharmacies by locality in Newham open on Sunday with Population Density for LSOA**



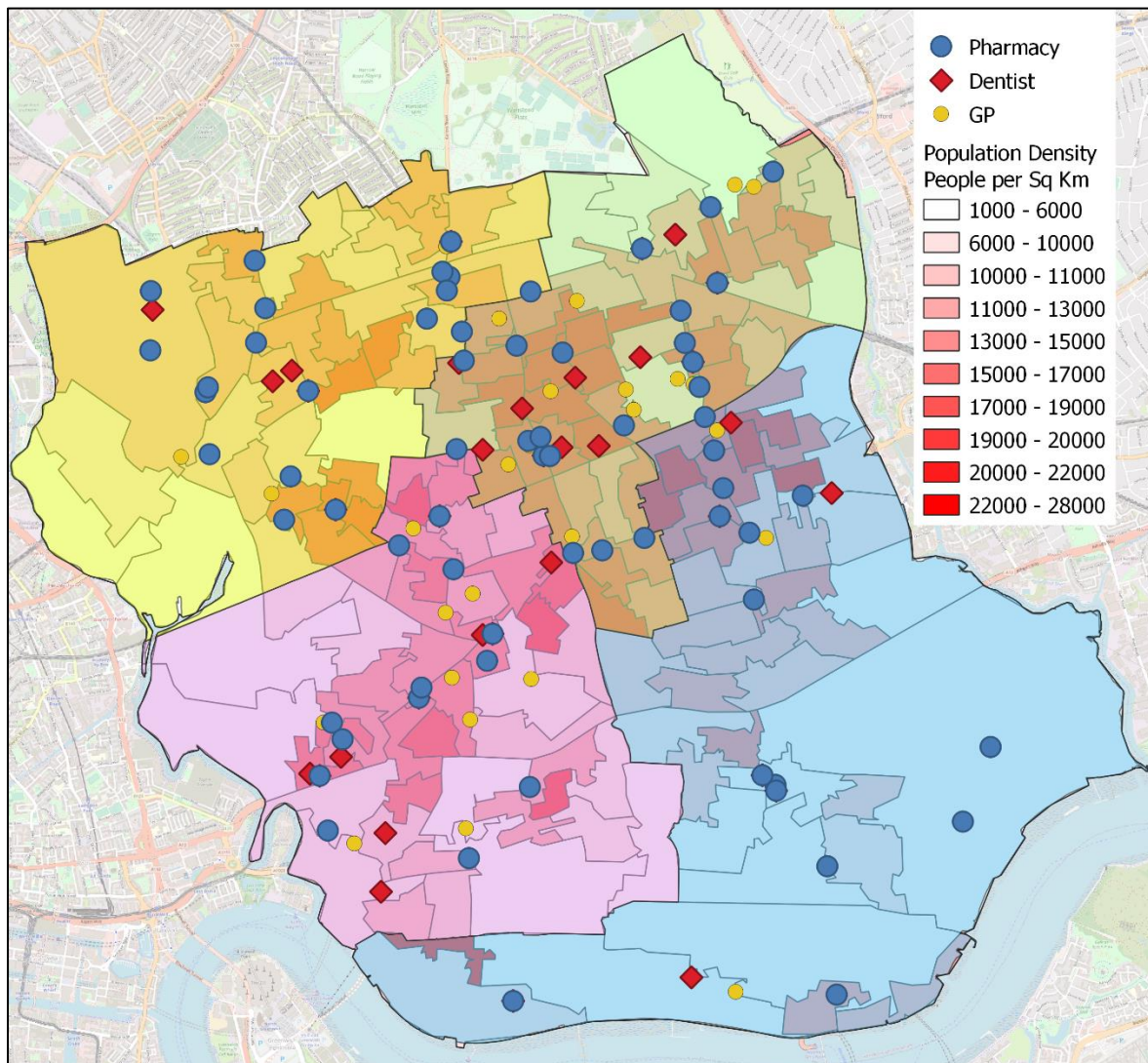


**Figure 36 Location of 100-hour pharmacies by locality in Newham with Population Density for LSOA**





**Figure 37 Location of pharmacies and other health services in Newham with Population Density for LSOA**



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.

## 15 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 XX and end on XX.

How are we consulting?

The survey for consultation is being conducted using a structured questionnaire using Newham Co-create (see Appendix A).

The survey is advertised through:

- the Newham local authority consultation channels
- the NHS NEL 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 NHS ICBs (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 Newham Co-create

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.

## 16 Appendix I – Terms of Reference

### 16.1 Newham 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 Newham, 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 Newham PNA Steering Group (PNA SG) has been established to:

- Oversee and drive the formal process required for the development of a PNA for Newham
- 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's (previously CCG) 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 essential 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 Newham 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

## Steering Group Membership

Delegate	Job title	Organisation
Jonathan Cox	Consultant in Public Health, PNA Chair	Public Health Newham, London Borough of Newham
Aine Fuller	Public Health Principal	Public Health Newham, London Borough of Newham
Nicholas Sowemimo	Senior Communications Officer	London Borough of Newham
Veronica Awuzudike	Healthwatch Newham Manager	Healthwatch Newham
Shilpa Shah	Chief Executive Officer	NEL LPC
Bobby Sandhu	Chief Pharmacist	NHS North East London (NEL)
Cecilia Pyper	PNA Project Lead	PHAST

### **Frequency of meetings**

Every 4-6 weeks

### **Quorum**

Chair (or nominated deputy)<sup>[1]</sup><sub>[SEP]</sub>

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

Three other members

## **16.2 Newham 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 Newham 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
Jonathan Cox	Lead PNA Management
Nicholas Sowemimo	Lead PNA Stakeholder Engagement
Aine Fuller	Consultant in Public Health
Cecilia Pyper	PNA lead - PHAST
Shilpa Shah	CEO NEL LPC
Bobby Sandhu	LMC representative
Veronica Awuzudike	HealthWatch Newham
Anne Pordes Bowers	Community Champions Co-ordinators Lead
Stella Kamangirira	Sensory Impairment Team
Hannah Leask	Care Homes
Gerry O'Kello	Dementia Service
Harrison Gould, Kulbinder Mann	NHS NEL Comms
Sally-Anne Keyes	NHS England
Aine McCarthy	Barts Health NHS Trust

### 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's 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
  - 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

# 17 Appendix J – Gantt chart

Table 34 Gantt chart

PHAST Project Plan for the Newham PNA 2022			Week																																					
			Week Start (Monday)							Week End (Friday)																														
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21																	
			10-06-22	17-06-22	24-06-22	01-07-22	08-07-22	15-07-22	22-07-22	29-07-22	05-08-22	12-08-22	19-08-22	26-08-22	02-09-22	09-09-22	16-09-22	23-09-22	30-09-22	07-10-22	14-10-22	21-10-22	28-10-22																	
PNA Stage	PNA Activity	Planned Dates	Date	Week	Duration	June-22							Jul-2022							Aug-22							Sept - 2022							Oct 2022						
						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21														
Establish a PNA steering group to oversee development of the PNA	1. Launch / Management	I.1	Initial Client Meeting	06-06-22	1	1																																		
		I.2	Develop the PNA framework	06-06-22	1	1																																		
		I.3	Organise the overall project management and governance	06-06-22	1	1																																		
		I.4	Identify key stakeholders for steering group and reference group	06-06-22	1	1																																		
		I.5	Set up and facilitate the PNA steering group	06-06-22	1	1																																		
		I.6	Develop plan with timeline, work plan meeting schedule and risk register	06-06-22	1	2																																		
		I.7	Agree project plan	06-06-22	1	2																																		
Work with the LHB to identify information required to draft the PNA and where it can be sourced from review, Scoping and Acquisition	2. Data Review, Scoping and Acquisition	II.1	Create a data request framework	07-06-22	2	1																																		
		II.2	Identify a key contact with the Local Health Board (LHB)	07-06-22	2	1																																		
		II.3	Identify a key contact the Local Pharmaceutical Committee (LPC)	07-06-22	2	1																																		
		II.4	Agree data requirements to analyse Newham pharmacies activities	07-06-22	2	3																																		
		II.5	Start data collection	07-06-22	2	3																																		
		II.6	Scope geography and areas	07-06-22	2	3																																		
		II.7	Scope demographics (at MSDQA/Ward and CCG level)	07-06-22	2	3																																		
		II.8	Scope population projections including demographic change	07-06-22	2	3																																		
		II.9	Agree geographic localities based on commissioning or other area divisions	07-06-22	2	3																																		
		II.10	Review health profile and health improvements relevant to pharmacies	08-06-22	2	3																																		
		II.11	Review current and future pharmaceutical service provisions	09-06-22	2	3																																		
		II.12	Review pharmaceutical service provisions in surrounding areas	10-06-22	2	3																																		
		II.13	Review pharmaceutical service provision at key times throughout the week	11-06-22	2	3																																		
		II.14	Review nationally commissioned pharmaceutical services	12-06-22	2	3																																		
		II.15	Review Locally commissioned services, including public health services	13-06-22	2	3																																		
		II.16	Scope other relevant services that may impact on local pharmaceutical needs	14-06-22	2	3																																		
3. Document Review		III.1	Review previous PNA and JSNA	03-01-22	2	3																																		
		III.2	Review national policy documents	04-01-22	2	3																																		
		III.3	Review Health profile	05-01-22	2	3																																		
		III.4	Review housing developments that may impact on local pharmacy needs	06-01-22	2	3																																		
		III.5	Address ways to improve equity in access to pharmaceutical services	07-01-22	2	3																																		
Develop and conduct the contractor and patient/public questionnaires	4. Wider Stakeholder Engagement	IV.1	Finalise Contractor Survey	10-01-22	2	3																																		
		IV.2	Create Public Surveys and engage with people in Newham	10-01-22	2	3																																		
		IV.3	Work with Healthwatch to engage with hard to reach groups	14-01-22	2	4																																		
		IV.4	Send out surveys including reminders to improve response rate	10-01-22	2	4																																		
		IV.5	Survey return deadline	04-07-22	5	1																																		
Analyse the service provision and health needs and draft a template PNA including the production of maps required	5. Data Analysis	V.1	Analyse PNA data to assess the adequacy of existing services	20-06-22	3	3																																		
		V.2	Population analysis to identify any gaps in current need	20-06-22	3	3																																		
		V.3	Housing Development analysis to identify any gaps for future need	20-06-22	3	3																																		
		V.4	Analyse pharmaceutical services offered and opening times	20-06-22	3	3																																		
		V.5	Produce a series of GIS maps that have been agreed by the steering group	20-06-22	3	3																																		
		V.6	Analyse all survey data	20-06-22	3	3																																		
		V.7	Review if pharmacy location and services impacts on health inequalities	20-06-22	3	3																																		
6. Produce final draft PNA Report for sign off for public consultation		VI.1	Finalise draft PNA Report for consultation	27-06-22	4	2																																		
		VI.2	Draft PNA reports circulated to steering and stakeholder reference group	04-07-22	5	1																																		
		VI.3	Stakeholder Reference Group meeting / review	04-07-22	5	1																																		
		VI.4	Produce final version of draft Consultation Report ready for formal consultation	08-07-22	5	2																																		
8. Formal 60 Day Consultation		VII.1	Stakeholder consultation communications agreed	11-07-22	6	1																																		
		VII.2	Dissemination list of key stakeholders finalised	11-07-22	6	1																																		
		VII.3	Consultation questionnaire agreed	11-07-22	6	1																																		
		VII.4	Start Formal 60 day Consultation	11-07-22	6	9																																		
		VII.5	Complete Formal 60 day Consultation	05-09-22	14	1																																		
9. Produce Final PNA Report		IX.1	Analyse Responses and produce Final PNA Report	12-09-22	15	1																																		
		IX.2	Stakeholder Reference Group meeting / review	12-09-22	15	1																																		
		IX.3	Produce final PNA Report	12-09-22	15	1																																		
		IX.5	Submit final report to authorising officer	16-09-22	15	1																																		
		IX.6	Steering group meeting to sign off Final PNA Report	12-09-22	15	1																																		
		IX.7	Stakeholder Reference Group to sign off FINAL PNA Report	19-09-22	16	1																																		
Updates and Meetings		M.1	Phone check-ins with the Authorised Officer																																					
		M.2	Steering Group meeting / review																																					
						Every 2 Weeks																																		
						When required																																		
						When required																																		

## **18 Appendix K – Acknowledgements**

We thank all those who have helped us to produce this PNA plan through signposting, contribution during engagement 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.

## 19 Appendix L – Glossary of Abbreviations & Terms

**Table 35 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.

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)