



Pharmaceutical Needs Assessment 2018

Newham Health and Wellbeing Board

This Pharmaceutical Needs Assessment (PNA) has been produced through the PNA Steering Group for Newham Health and Wellbeing Board by the London Borough of Newham with authoring support from Soar Beyond Ltd.

Foreword

Pharmacies in Newham provide essential, high quality, accessible services to our diverse and growing population.

They provide a wide range of services and support, ensuring members of the public have easy access to the supply of medicines, appliances, professional advice and support, making them a vital part of the local healthcare system.

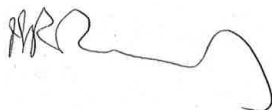
Our pharmacies play an important role in communicating and supporting the delivery of key healthcare messages across Newham. This includes people who are sick, as well as providing reassurance and advice to people who are well. This is of increasing importance and is a key strength of the service.

Pharmacies are well placed to support our local health agenda, which focuses on prevention, supporting healthy lifestyles and self-care. Their presence in the heart of our local communities and their readily accessible services provide real opportunities to make a difference, ensuring that every contact counts. We therefore need to make the most of this provision and build on it for the future.

We also need to ensure that pharmacies are able to play a stronger role in out-of-hospital care and in the management of long-term conditions. This includes supporting members of the public and signposting them to access a range of health and wellbeing, social care and voluntary sector services, in partnership with other health professionals.

I therefore welcome this Pharmaceutical Needs Assessment, which considers the need for pharmaceutical services, describes the current services available and makes recommendations for the future provision of pharmaceutical services.

I trust that NHS England and other stakeholders will find this assessment informative and useful in commissioning and developing pharmaceutical services.



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Director of Public Health

London Borough of Newham

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EXECUTIVE SUMMARY

Every Health and Wellbeing Board (HWB) is required to produce a Pharmaceutical Needs Assessment (PNA). There is also a requirement to reassess and revise the PNA within three years of its previous publication. However, the HWB must make a revised assessment after identifying any changes that have occurred since the previous assessment which may have an effect on the needs of the pharmaceutical services. The previous PNA was published in April 2015.

This mapping of pharmaceutical services against local health needs provides Newham HWB with a framework for the strategic development and commissioning of services. It will enable the local pharmacy service providers and commissioners to:

- Understand the pharmaceutical needs of the population
- Gain a clearer picture of pharmaceutical services currently provided
- Make appropriate decisions on applications for NHS pharmacy contracts
- Commission appropriate and accessible services from community pharmacies
- Clearly identify and address any local gaps in pharmaceutical services
- Target services to reduce health inequalities within local health communities

This PNA has been produced through the PNA Steering Group for Newham HWB by the London Borough of Newham (LBN), North East London Local Pharmaceutical Committee (NEL LPC), Newham Clinical Commissioning Group (CCG) and NHS England, with authoring support from Soar Beyond Ltd.

The Steering Group considered the analysis undertaken in the 2015 PNA and, building on the strengths of that PNA, decided to continue to use the eight community neighbourhoods used in the 2015 PNA as the localities for the 2018 Newham PNA. Therefore, where the term 'localities' is referred to in this document, they are the localities used for the PNA. Certain sections of the document refer to wards and/or GP clusters/quadrants, rather than the community neighbourhood localities, e.g. public health information in Section 2. In order to understand the relationship between the agreed localities, wards and quadrants/GP clusters, a table is provided in Appendix 13.

Views on the current and potential future provision of pharmaceutical services were sought from residents of Newham and current pharmaceutical service providers in Newham, through the use of questionnaires.

NHS pharmaceutical services in England

NHS pharmaceutical services are provided by contractors on the 'pharmaceutical list' held by NHS England. Types of providers are:

- Community pharmacy contractors, including distance-selling pharmacies
- Dispensing appliance contractors
- Local pharmaceutical service providers
- Dispensing doctors

Community pharmacies operate under a contractual framework agreed in 2005 which sets three levels of service:

- Essential services:** Negotiated nationally. Provided from all pharmacies.
- Advanced services:** Negotiated nationally. Provided from some pharmacies, specifically accredited.
- Enhanced services:** Negotiated locally to address local health needs. Provided from selected pharmacies, specifically commissioned.

The contract enables NHS England Area Teams to commission services to address local needs, while still retaining the traditional dispensing of medicines and access to support for self-care from pharmacies.

Health in Newham

The area

Newham is a borough in north-east London. It has borders with the other London boroughs of Barking and Dagenham, Hackney, Redbridge, Greenwich (across the River Thames), Tower Hamlets and Waltham Forest. Newham is one of the most diverse and vibrant boroughs in London and it played host to the Olympic Games in 2012. It is an Outer London borough covering an area of just under 14 square miles and is located five miles from the City of London, with good public transport links via the Docklands Light Railway, Underground, Overground and buses to Central London.

The population

The current estimated Newham population is 340,700 (mid-year estimate 2014, with figures rounded to nearest 100). This number is projected to rise by around 8% across Newham between 2015 and 2020, with the most growth expected across the south-west corridor, e.g. Stratford and West Ham and Beckton and Royal Docks localities. Newham has a predominantly young population with an average age of 32.3 years.

LBN has provided a housing trajectory that identifies plans to develop 17,562 homes during the period 2017-2022 (Appendix 12). However, it should be noted that LBN has indicated these are 'snapshot' figures which may be subject to change, e.g. as a result of planning decisions.

Newham is an ethnically diverse borough with around 74% of the population coming from black, Asian or minority ethnic communities (BAME). Asians are the largest ethnic minority group in the borough, accounting for 43% of the population. Figure 7 shows the ethnic composition of Newham resident population by locality.

Deprivation

In England, relative deprivation is measured using an index that includes seven indicators: income, employment, health deprivation and disability, education, skills and training, barriers to housing and services, crime and living environment. The higher levels of deprivation are associated with poorer lifestyle and health behaviours resulting in ill-health at a younger age. In the five years from 2010 to 2015, Newham's ranking in the index changed from being the second most deprived borough in 2010 to 21st in 2015.

Canning Town North is the most deprived ward in the borough and Royal Docks is the least deprived.

Life Expectancy

The average life expectancy at birth for males born in Newham between 2013 and 2015 is 79 years, which is only slightly lower than the England average (79.2 years) and the London average (80.2). The average life expectancy for females born during the same period is 82.5 years, which again is lower than both the London (84.1 years) and England (83.1 years) averages. There is variation in life expectancy between wards, with Manor Park having the lowest life expectancy for both males and females. Wall End has the highest for males and Forest Gate North the highest for women.

Lifestyle

Lifestyle issues are of a concern, particularly obesity. Overall, Newham has high levels of childhood obesity with 13.8% of children aged five and 27.4% of children aged 10–11 being obese. The proportion of adults classified as being obese in Newham was 11.1% in 2015-16, higher than the London average of 7.6% and higher than the England average of 9.5%. Newham also has a higher rate of drug misuse than the London average (based on 2012 data).

Pharmacies in Newham

Newham has 70 community pharmacies (as at 8th August 2017) for a population of around 340,700. Provision of current pharmaceutical services and locally commissioned services is well distributed, serving all the neighbourhood localities. There is excellent access to a range of services commissioned and privately provided from pharmaceutical service providers.

Using current population estimates, the number of community pharmacies per 100,000 population for Newham is currently 20.4, which has decreased slightly from 20.8 in 2013-14. Newham is well served with community pharmacies, although the rate of provision is currently less than the London and England averages. Table 1 shows the change in the numbers of community pharmacies compared with regional and national averages over the previous few years.

Table 1 - Number of community pharmacies per 100,000 population

Community pharmacies per 100,000 population			
	England	London SHA	Newham
2015-16	21.5	21.7	20.4
2014-15	21.5	21.7	20.1
2013-14	21.7	22.3	20.8

The majority (59%–84%) of community pharmacies in Newham are open on weekday evenings (after 6pm) and 60 (86%) are open on Saturdays. Sixteen (23%) are open on Sundays.

However, there are no pharmacies open on Sundays in the Plaistow or Custom House and Canning Town localities but there is easy access to pharmacies in the neighbouring area. There is also a much higher than national ratio of independent providers to multiples, offering a good choice of providers to local residents (national average is 38% independent providers versus 85% in Newham based on 2015-16 figures).

Feedback on pharmaceutical services

Views of pharmacy service users were gained from a questionnaire circulated for comments from the general public.

From the 360 responses received from the public questionnaire:

- **73%** have a **regular or preferred pharmacy** that they visit
- **63%** visit their pharmacy **once a month or more**
- **45%** rated as important that the pharmacy is **close to their GP surgery**; **78%** that the pharmacy is **close to their home**; **13%** that the pharmacy is **close to where they work** and **48%** that the pharmacy has **friendly staff**
- **92%** had **no difficulties travelling** to their pharmacy
- Of those who expressed a **difficulty in travelling** to their pharmacy, **36%** had **parking difficulties** and **33%** had **problems with the location** (it should be noted that respondent numbers are low for this particular question, with only 13 respondents having parking difficulties and 12 having problems with the location of the pharmacy)
- **80%** report having a journey time of **no more than 15 minutes**
- **66%** **walk** to their community pharmacy, the most popular means of travel to their chosen pharmacy; **15%** use a **car**; **10%** use **public transport**; and **1%** use a **bicycle**
- **46%** indicated that they **used pharmacies up to every month for the purchase of over-the-counter medicines**
- When asked which additional services they would like to see provided by the local pharmacy, **83%** indicated **Minor Ailments Scheme**; **89%** **emergency supply of prescription medicines**; **87%** **flu vaccination**; **76%** **Stop Smoking Service** and **86%** **a home delivery and prescription collection service**
- **78%** of respondents indicated they would be **very likely (50%)** or **likely (28%)** to utilise their pharmacist regarding advice for minor ailments in the future

- **Monday to Friday (45%)** are the most popular days to visit the pharmacy with only **6%** of respondents indicating that the most convenient day to visit the pharmacy is **Saturday or Sunday**; **44%** of respondents indicated that it **'varies'**
- When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents, **39%**, indicated that it varies; only **7%** prefer to visit between 6pm and 8pm and **4%** after 8pm
- Only **13%** (43) respondents indicated that they have used an **internet pharmacy**
- **85%** of respondents were aware that their GP practice can send their **prescription electronically** to their chosen pharmacy

Conclusions

Current provision – necessary and other relevant services

The PNA is required to clearly state what is considered to constitute necessary services as required by Paragraphs 1 and 3 of Schedule 1 to the Pharmaceutical Regulations 2013.

For the purposes of this PNA, necessary services are defined as essential services and the following advanced services; Medicines Use Review (MUR), New Medicine Service (NMS) and flu vaccination. The other advanced services, Appliance Use Review (AUR), Stoma Appliance Customisation (SAC) and NHS Urgent Medicines Supply Advanced Service (NUMSAS) are, however, considered relevant as they contribute to improvement in provision and access to pharmaceutical services.

For the purpose of this PNA, enhanced services are defined as pharmaceutical services which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Newham.

For the purpose of this PNA, locally commissioned services are those which secure improvements or better access to, or which have contributed towards meeting the need for, pharmaceutical services in Newham and are commissioned by the CCG or local authority, rather than NHS England.

Newham HWB recognise that a number of HWBs, which border Newham, contribute towards meeting the pharmaceutical needs of Newham residents and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in the Newham HWB.

Necessary services – gaps in provision

In reference to Section 6 and as required by Paragraph 2 of Schedule 1 to the Pharmaceutical Regulations 2013:

Access to essential services

In order to assess the provision of essential services against the needs of the residents of Newham, the HWB considers access (average daytime travel times by car or public transport and walking) and opening hours as the most important factors in determining the extent to which the current provision of essential services meets the needs of the population.

Access to essential services normal working hours

Newham HWB has determined that the travel times by car, public transport and walking and opening hours of pharmacies in all eight localities, and across the whole HWB area, are reasonable in all the circumstances. For the purpose of clarity, normal working hours are taken to be 9am to 6pm weekdays.

There is no gap in the provision of essential services during normal working hours across the whole HWB area.

Access to essential services outside normal working hours

There are five 100-hour contract pharmacies and a further 13 'late-night' pharmacies open until at least 8pm on weekdays or weekends. Just over one in four, or 26%, of pharmacies within the HWB area are either 100-hour or late-night pharmacies. These are geographically spread across the HWB area and are present in six of the eight localities. This is a significant proportion of pharmacies.

There are no pharmacies open on Sundays in the Custom House and Canning Town or Plaistow localities, however there are pharmacies in neighbouring localities that are easily accessible.

Based upon the results of the pharmacy user questionnaire, population density and access to pharmacies across the HWB area, there are no gaps in service which would equate to the need for access to essential services outside normal hours in this locality.

There are no gaps in the provision of essential services outside normal working hours across the whole HWB area.

Access to necessary advanced services

There is no identified gap in the provision of necessary advanced services. MURs are available in 82%–100% of pharmacies depending on the locality. NMS is available in 73%–100% of pharmacies and the flu vaccination service is available in 64%–100% of pharmacies, depending on the locality. As flu vaccination is also provided from GP practices, provision of this service is considered to be sufficient.

There are no gaps in the provision of necessary advanced services across the whole HWB area.

Access to enhanced services

There is no identified gap in the provision of enhanced services as the Minor Ailments Scheme (MAS) is accessible in 60%–100% of pharmacies and enhanced flu services are accessible in 50%–100% of pharmacies across all eight localities.

There are no gaps in the provision of enhanced services across the whole HWB area.

Future provision of necessary services

Newham HWB has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the eight localities.

No gaps in the need for pharmaceutical services in specified future circumstances have been identified across the whole HWB area.

Improvements and better access – gaps in provision

As described in Section 6 and as required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

Current and future access to essential services

Newham HWB has not identified services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the eight localities.

No gaps have been identified in essential services that if provided either now or in the future would secure improvements or better access to essential services across the whole HWB area.

Current and future access to necessary advanced services

In 2016-17, MURs, NMS and flu vaccination are available in 96%, 86% and 81%, respectively, of pharmacies across the HWB area.

There are no gaps in the provision of necessary advanced services at present or in the future that would secure improvements or better access to necessary advanced services across the whole HWB area.

Current and future access to enhanced services

NHS England commissions a minor ailment service and the London vaccination service ('enhanced flu service') from pharmacies.

Some of the enhanced services listed in the 2013 Directions are now commissioned by Newham CCG and LBN and therefore fall outside the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision on a locality basis, as identified in Section 6 either now or in specified future circumstances.

No gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across the whole HWB area.

Other NHS services

As required by Paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, Newham HWB has had regard for any other NHS services that may affect the need for pharmaceutical services in the area of the HWB.

Based on current information, no gaps have been identified in respect of securing improvements or better access to other NHS services either now or in specified future circumstances across the whole HWB area.

Locally Commissioned Services (LCS)

With regard to enhanced services and locally commissioned services, only those commissioned by NHS England are regarded as pharmaceutical services.

The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through Newham CCG (such as the anti-coagulation service) and through LBN (such as stop smoking, supervised consumption and needle exchange). This PNA identifies those as locally commissioned services (LCS).

Newham HWB notes that all enhanced services and LCS are accessible to the population in all PNA localities.

Newham HWB has not been presented with any evidence to date which concludes that any of these enhanced services or LCS should be decommissioned or that any of them should be expanded. Based on current information, the HWB has not identified a need to commission any LCS not currently commissioned.

1. INTRODUCTION

1.1 Background

The Health Act 2009¹ made amendments to the NHS Act 2006 requiring each Primary Care Trust (PCT) to assess the needs for pharmaceutical services in its area and publish a statement of its assessment and any revised assessment. The regulations required the Pharmaceutical Needs Assessment (PNA) to be published by 1st February 2011. Newham PCT produced their first PNA in February 2011.

The responsibility for the development, publishing and updating of PNAs became the responsibility of Health and Wellbeing Boards as a result of the Health and Social Care Act 2012.² The Act dramatically reformed the NHS from 1st April 2013: PCTs were abolished and Health and Wellbeing Boards (HWBs), Clinical Commissioning Groups (CCGs) and NHS England were formed:

- HWBs, hosted by each 'upper tier' local authority, have their membership drawn from local leaders (including NHS England, CCGs and local government) and are responsible for the continual improvement of the health and wellbeing of the local population
- CCGs are clinically-led NHS bodies responsible for planning, purchasing and monitoring the majority of local health services including hospital, community, emergency and mental health care
- NHS England oversees the operations of the CCGs as well as commissioning primary and specialist services (such as cancer care). Along with CCGs, it has the responsibility of improving health outcomes and reducing health inequalities

The NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013/349),³ hereafter referred to as the 'Pharmaceutical Regulations 2013', came into force on 1st April 2013. Unless required to be produced earlier, the Pharmaceutical Regulations 2013 permitted HWBs a temporary extension to the PNAs previously produced by the PCT; HWBs were then required to publish their first PNA by 1st April 2015 at the latest. The Pharmaceutical Regulations 2013 require each HWB to publish a statement of its revised assessment within three years of its previous publication, this document fulfils this regulatory requirement.

The Pharmaceutical Regulations 2013 were updated by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) (Amendment and Transitional Provision) Regulations 2014 on 1st April 2014. This PNA has considered these amendments, but the Pharmaceutical Regulations 2013 have been referenced throughout.

Since the 2015 PNA there have been a number of contractual changes affecting community pharmacies. These are considered separately below.

¹ Health Care Act 2009 - <http://www.legislation.gov.uk/ukpga/2009/21/contents>

² Health and Social Care Act 2012 - <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

³ Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/uksi/2013/349/contents/made>

Financial support for Essential Small Pharmacy Scheme (ESPS) came to an end on 31st March 2015. Arrangements had existed for many years which provided modest financial support for small pharmacies in areas where they were needed for patients, but where the level of business was otherwise too low for a pharmacy to be viable. At the time, it was estimated there were no more than 100 such pharmacies in England. Those pharmacies that remained low volume and more than 1 km from the next nearest pharmacy had a number of options:

1. Cease to provide pharmaceutical services
2. Return to the pharmaceutical list and receive standard funding
3. Agree a new LPS contract with the local NHS England team

On 20th July 2015, as part of the 2015-16 community pharmacy funding settlement, NHS England agreed to allow community pharmacies in England to offer a seasonal influenza (flu) vaccination service for patients in at-risk groups. This became the fifth Advanced Service in the English Community Pharmacy Contractual Framework (CPCF) and provision of the service commenced from 16th September 2015. The main aims of the service are:

- To sustain and maximise uptake of flu vaccination in at-risk groups by building on the capacity of community pharmacies as an alternative to GPs
- To provide more opportunities and improve convenience for eligible patients to access flu vaccinations
- To reduce variation and provide consistent levels of population coverage of community pharmacy flu vaccination across England by providing a national framework

The service has continued to be recommissioned for subsequent flu seasons. Those pharmacies which provided the service for the 2016-17 flu season are listed in Appendix 1.

On 20th October 2016, the Department of Health (DH) and NHS England announced that as part of the 2016-17 and 2017-18 community pharmacy funding settlement, money from the Pharmacy Integration Fund (PhIF) would be used to fund a national pilot for a community pharmacy NHS Urgent Medicine Supply Advanced Service (NUMSAS). This new service replaces a previously run Pharmacy Urgent Repeat Medication (PURM) service, which was launched on 1st December 2014. The service allowed pharmacies to provide emergency repeat medications, at NHS expense, without the need for a prescription or GP appointment. The service recognised that on occasion patients may mistakenly run out of urgent repeat medication when their GP surgery is closed. PURM prevented the need to access urgent care to obtain a prescription for the medication.

The NUMSAS service is commissioned to run from 1st December 2016 to 31st March 2018 with a review point to consider progress in September 2017. The service is not directly accessible and can only be accessed via a referral from an urgent care provider, e.g. NHS 111, who holds a list of providers of the service. There is no publicly available list of providers of the service.

The PNA recognises that a funded service which supports the supply of urgent medicines from pharmacies would reduce the burden on urgent care services and GPs and improve patient care. Consideration will be given to the type of commissioned service that would be most beneficial once the NUMSAS service evaluation is complete.

At the same time, the DH confirmed the introduction of a Pharmacy Access Scheme (PhAS); the aim is to ensure that a baseline level of patient access to NHS community pharmacy services is protected. The PhAS will protect access in areas where there are fewer pharmacies and higher health needs and ensure no area is left without access to NHS community pharmaceutical services. Qualifying pharmacies receive an additional payment which will protect them from the full effect of the reduction in funding which was imposed from December 2016. There is only one pharmacy in Newham funded under the PhAS:

- Day Lewis Pharmacy, 5 Woodman Parade, London E16 2LL

The Government also introduced a 'quality payment scheme'. To qualify for payment, pharmacies have to meet four gateway criteria:

- Provision of at least one advanced service
- NHS Choices entry up to date
- Staff able to send and receive NHS email
- Ongoing utilisation of the Electronic Prescription Service (EPS)

Fulfilling the gateway criteria does not earn the pharmacy the quality payment in itself. Payment depends on how many of the quality criteria the pharmacy meets and the criteria are weighted based on how difficult they are to meet. At each review point, pharmacies need to make a declaration to NHS Business Services Authority (NHS BSA) and payment will be based on how many criteria are met.

On 5th December 2016, an amendment to the Pharmaceutical Regulations 2013 came into effect, affecting 'pharmacy consolidations'. This allowed NHS pharmacy businesses to apply to consolidate the services provided on two or more sites into a single site. Applications to consolidate are dealt with as 'excepted applications' under the Pharmaceutical Regulations 2013, which means in general terms that they will not be assessed against the PNA. Instead, consolidation applications will follow a simpler procedure, the key to which is whether or not a gap in pharmaceutical service provision would be created by the consolidation. Some provision is also made in respect of continuity of services. For example, if NHS England intends to commission an enhanced service from the applicant that has been provided at or from the closing premises, then the applicant is required to provide undertakings to continue to provide those services following consolidation. If NHS England is satisfied the consolidation would create a gap in service provision, it must refuse the application.

If the HWB does not consider that a gap in service provision is created as a consequence, it must publish a supplementary statement, alongside its PNA, recording its view.

1.2 Purpose of the PNA

NHS England is required to publish and maintain 'pharmaceutical lists' for each HWB area. Any person wishing to provide NHS pharmaceutical services is required to be listed on the pharmaceutical list. NHS England must consider any applications for entry on the pharmaceutical list.

The Pharmaceutical Regulations 2013 require NHS England to consider applications to fulfil unmet needs determined within the PNA of that area, or applications for benefits unforeseen within the PNA. Such applications could be for the provision of NHS pharmaceutical services from new premises or to extend the range or duration of current NHS pharmaceutical services offered from existing premises. As the PNA will become the basis for NHS England to make determinations on such applications, it is therefore prudent that the PNA is compiled in line with the Pharmaceutical Regulations 2013, and with due process, and that the PNA is accurately maintained and up to date. Although decisions made by NHS England regarding applications to the pharmaceutical list may be appealed to the NHS Family Health Services Appeals Unit, the final published PNA cannot be appealed. It is likely the only challenge to a published PNA will be through application for a judicial review of the process undertaken to conclude the PNA.

The PNA should also be considered alongside the Local Authority's Joint Strategic Needs Assessment (JSNA).⁴ For the purpose of this PNA the 2017-19 JSNA has been used. The PNA will identify where pharmaceutical services address public health needs identified in the JSNA as a current or future need. Through decisions made by the Local Authority, NHS England and the CCG, these documents will jointly aim to improve the health and wellbeing of the local population and reduce inequalities.

1.3 Scope of the PNA

The Pharmaceutical Regulations 2013 detail the information required to be contained within a PNA. A PNA is required to measure the adequacy of pharmaceutical services in the HWB area under five key themes:

- Necessary services: current provision
- Necessary services: gaps in provision
- Other relevant services: current provision
- Improvements and better access: gaps in provision
- Other services

In addition, the PNA details how the assessment was carried out. This includes:

- How the localities were determined
- The different needs of the different localities
- The different needs of people who share a particular characteristic
- A report on the PNA consultation

⁴ Newham Joint Strategic Needs Assessment 2017-19 - <https://www.newham.gov.uk/Pages/ServiceChild/Joint-Strategic-Needs-Assessment.aspx>

As already mentioned, the PNA is aligned with the Newham JSNA 2017-19.

To appreciate the definition of 'pharmaceutical services' as used in this PNA, it is important to understand the types of NHS pharmaceutical providers comprised in the pharmaceutical list maintained by NHS England. They are:

- Pharmacy contractors
- Dispensing Appliance Contractors
- Local pharmaceutical service providers
- Dispensing doctors

For the purposes of this PNA, 'pharmaceutical services' has been defined as those services which are/may be commissioned under the provider's contract with NHS England. A detailed description of each provider type, and the pharmaceutical services as defined in their contract with NHS England, is detailed below.

1.3.1 Pharmacy contractors

Pharmacy contractors operate under the CPCF, initially agreed in 2005,⁵ which has undergone a number of contractual changes and amendments, the most recent of which covers 2016-18. The CPCF sets three levels of service under which pharmacy contractors operate.

Essential services – these are nationally negotiated and must be provided from all pharmacies:

- Dispensing of medicines
- Repeat dispensing
- Safe disposal of unwanted medicines
- Promotion of healthy lifestyles
- Signposting
- Support for self-care
- Clinical governance
- Dispensing appliances (if considered 'normal course of business'. Contractor does have the ability to make a decision not to dispense at all)

Advanced services – there are six advanced services within the CPCF. They are negotiated nationally and any contractor may provide any of these services if they meet the requirements set out in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013, the '2013 Directions'.⁶ They are:

- Medicines Use Reviews (MURs)
- New Medicine Service (NMS)
- Appliance Use Reviews (AURs)
- Stoma Appliance Customisation (SAC)
- Flu vaccination service
- NHS Urgent Medicines Supply Advanced Service (NUMSAS)

⁵ CPCF - <https://www.england.nhs.uk/commissioning/primary-care/pharmacy/framework-1618/>

⁶ 2013 Directions - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf

A full list of advanced services providers in Newham HWB area (correct as of 8th August 2017) can be found in Appendix 1.

Enhanced services – these were published alongside the 2013 Directions. They are negotiated locally by NHS England Area Teams and may only be provided by contractors directly commissioned by NHS England. They are:

- Anticoagulant monitoring service**
- Care home service
- Disease-specific management service
- Gluten-free supply service
- Independent prescribing service
- Home delivery service
- Language access service
- Medication review service
- Minor ailments service
- Needle and syringe exchange service*
- On-demand availability of specialist drugs service
- Out-of-hours service
- Patient group direction service
- Prescriber support service
- Schools service
- Screening service*
- Stop smoking service*
- Supervised administration service*
- Supplementary prescriber service

The responsibility for public health services transferred from PCTs to local authorities with effect from 1st April 2013.

In Newham HWB area these services* are currently commissioned by LBN and these services** are currently commissioned by Newham CCG. In both cases these services (marked * and **) are not considered enhanced or pharmaceutical services. The 2013 Directions, however, permit NHS England to commission them from pharmacy contractors if asked to do so by a local authority or CCG.

In this case, if commissioned by NHS England, they are enhanced services and fall within the definition of pharmaceutical services. In Newham HWB area, NHS England currently commissions two services from pharmacies: a Minor Ailments Scheme (MAS) and the London vaccination service ('enhanced flu service').

The enhanced services listed above are commissioned by NHS England where a need has been identified. Section 3.6 details the enhanced services commissioned by NHS England from pharmacies in Newham HWB area. Appendix 1 lists all providers of these services.

Pharmacy contractors comprise both those located within the Newham HWB area as listed in Appendix 1, those in neighbouring HWB areas and remote suppliers, such as distance-selling pharmacies.

Although distance-selling pharmacies may provide services from all three levels as described above, and must provide all essential services, they may not provide essential services face-to-face on the premises. Additionally, they must provide services to the whole population of England. There is one distance-selling pharmacy located within Newham HWB area:

- MyChemistOnline Ltd, Unit F63, Waterfront Studios, 1 Dock Road, London E16 1AH

It should be noted that distance-selling pharmacies throughout England (there were 266 (2.3%) in 2015-16,⁷ an increase from 211 in 2014) are capable of providing services to Newham HWB area.

1.3.2 Dispensing appliance contractors

Dispensing Appliance Contractors (DACs) operate under the Terms of Service for Appliance Contractors as set out in Schedule 5 of the Pharmaceutical Regulations 2013. They can supply appliances against an NHS prescription, such as stoma and incontinence aids, dressings, bandages etc. DACs must provide a range of essential services such as dispensing of appliances, advice on appliances, signposting, clinical governance and home delivery of appliances. In addition, DACs may provide the advanced services of Appliance Use Reviews (AURs) and Stoma Appliance Customisation (SAC).

Pharmacy contractors, dispensing doctors and Local Pharmaceutical Service (LPS) providers may supply appliances but DACs are unable to supply medicines.

There are currently no DACs in the Newham HWB area. However, residents can access DACs from elsewhere in the UK if required. There were 112 DACs in England 2015-16.⁸

1.3.3 Local Pharmaceutical Service (LPS) providers

A pharmacy provider may be contracted to perform specified services to their local population or a specific population group.

This contract is locally commissioned by NHS England and provision for such contracts is made in the Pharmaceutical Regulations 2013 in Part 13 and Schedule 7. Such contracts are agreed outside the national framework although may be over and above what is required from the national contract. Payment for service delivery is locally agreed and funded.

There is one LPS pharmacy in the Newham HWB area:

- Salus Pharmacy, 42 Liberty Bridge Road, London E20 1AS

⁷ General Pharmaceutical Services in England – NHS Digital 2015-16
<http://www.content.digital.nhs.uk/catalogue/PUB22317>

⁸ General Pharmaceutical Services in England – 2015-16
<http://www.hscic.gov.uk/searchcatalogue?productid=13373&topics=1%2fPrimary+care+services%2fCommunity+pharmacy+services&sort=Relevance&size=10&page=1#top>

1.3.4 Dispensing GP practices

The Pharmaceutical Regulations 2013, as set out in Part 8 and Schedule 6, permit GPs in certain areas to dispense NHS prescriptions for defined populations.

These provisions are to allow patients in rural communities, who do not have reasonable access to a community pharmacy, to have access to dispensing services from their GP practice. Dispensing GP practices therefore make a valuable contribution to dispensing services although they do not offer the full range of pharmaceutical services offered at community pharmacies. Dispensing GP practices can provide such services to communities within areas known as 'controlled localities'.

GP premises for dispensing must be listed within the pharmaceutical list held by NHS England and patients retain the right of choice to have their prescription dispensed from a community pharmacy, if they wish.

There are no dispensing GP practices in the Newham HWB area.

1.3.5 Other providers of pharmaceutical services in neighbouring HWB areas

There are six other HWB areas which border the Newham HWB area:

- Barking and Dagenham
- City and Hackney
- Redbridge
- Tower Hamlets
- Greenwich (across River Thames)
- Waltham Forest

In determining the needs of, and the pharmaceutical services provision to, the population of the Newham HWB area, consideration has been given to the pharmaceutical service provision from the neighbouring HWB areas. It should be noted that the HWB to the south (Greenwich) is fully divided from Newham by the River Thames, but residents may access by car or public transport.

Map 1 provides a detailed analysis of pharmacy contractors within Newham HWB and those which lie across the Newham HWB border but are within easy reach of the Newham area.

1.3.6 Other services and providers in Newham HWB area

As stated in Section 1.3, for the purpose of this PNA, 'pharmaceutical services' has been defined as those services which are, or which may be, commissioned under the provider's contract with NHS England.

The following are providers of pharmacy services in Newham HWB area but are not defined as 'pharmaceutical services' under the Pharmaceutical Regulations 2013.

NHS Hospitals – in Newham HWB, there is only one NHS hospital site.

- Newham University Hospital (NUH), Glen Road, Plaistow, London E13 8SL
In addition, residents of Newham may receive hospital services from NHS trusts outside the HWB area.

Prisons – there are no prisons in Newham HWB area.

Minor injury units and walk-in centres – there are no walk-in centres in Newham HWB area.

Urgent Care Centres (UCC) – Residents in Newham HWB have access to an UCC based at Newham University Hospital, Glen Road, Plaistow, London E13 8SL, which is open from 8am to 11pm Monday to Friday and 9am to 11pm Saturday and Sunday.

The following are services provided by NHS pharmaceutical providers in Newham HWB area, commissioned by organisations other than NHS England or provided privately, and which are therefore out of scope of the PNA.

Newham CCG-commissioned services – Newham CCG commissions the following LCS from community pharmacies in Newham HWB:

- Anticoagulant monitoring service
- Latent tuberculosis infection scheme

Local authority-commissioned services – LBN commissions the following LCS from community pharmacies in Newham HWB area:

- Sexual Health Level 1 (includes chlamydia and gonorrhoea screening, plus condom card)
- Sexual Health Level 2 (includes all of Sexual Health Level 1 services plus Emergency Hormonal Contraception (EHC))
- Stop Smoking Service
- Supervised consumption service
- Needle exchange service

Privately provided services – most pharmacy contractors and DACs will provide services by private arrangement between the pharmacy/DAC and the customer/patient. The following are examples of services and may fall within the definition of an enhanced service.

However, as these services have not been commissioned by the NHS, and are funded and provided privately, they are not pharmaceutical services:

- Care home service e.g. medicines/appliances and support Medicines Management Services to privately-run care homes
- Home delivery service e.g. direct supply of medicines/appliances to the home

Services will vary between provider and are occasionally provided free of charge e.g. home delivery.

1.4 Process for developing the PNA

The HWB has statutory responsibilities under the Health and Social Care Act 2012 to produce and publicise a revised PNA at least every three years. The last PNA for Newham HWB was published in July 2015 and is therefore due to be reassessed by March 2018.

Newham HWB accepted the content of the paper at the meeting and the recommendation to delegate responsibility of the PNA to a steering group. It also agreed to the funding necessary to research and produce the PNA.

The responsibility to oversee the production of the document on behalf of the HWB was assigned to the Public Health department of the Council. The department subsequently commissioned Soar Beyond Ltd to undertake the PNA. Soar Beyond was chosen from a selection of potential candidates due to its significant experience in providing services to assist pharmaceutical commissioning, including the production and publication of PNAs.

As part of the PNA process, an Equality Impact Assessment (EIA) was completed, to identify if there had been any impact on any group with protected characteristics. No specific needs or impact on any particular group were identified.

Step 1: Steering Group

On 21st June 2017, Newham PNA Steering Group was established. The terms of reference and membership of the PNA Steering Group can be found in Appendix 2.

Step 2: Project management

At the first meeting, Soar Beyond Ltd and the Steering Group presented and agreed the project plan and ongoing maintenance of the project plan. Appendix 6 shows an approved timeline for the project.

Step 3: Review of existing PNA and JSNA

Through the project manager, the PNA Steering Group reviewed the existing PNA⁹ and JSNA. Supplementary statements have not been produced

Step 4a: Public questionnaire on pharmacy provision

A public questionnaire to establish views about pharmacy services was produced by the Steering Group which was circulated to:

- All pharmacy contractors in Newham to distribute to the public
- All GP practices in Newham to distribute to the public
- Healthwatch Newham
- Leisure centres and libraries within Newham
- Local neighbourhood area leads
- Local authority website

⁹ Newham PNA. August 2015.

<https://www.newham.gov.uk/Documents/Health%20and%20social%20care/PharmaceuticalNeedsAssessment.pdf>

- Social media

A total of 360 responses were received. A copy of the public questionnaire can be found in Appendix 3 and the detailed responses can be found in Appendix 9.

Step 4b: Pharmacy contractor questionnaire

The Steering Group agreed a questionnaire to be distributed to the local community pharmacists to collate information for the PNA. The Local Pharmaceutical Committee (LPC) supported this questionnaire to gain responses.

A total of 42 responses were received.

A copy of the pharmacy contractor questionnaire can be found in Appendix 4 and the responses can be found in Appendix 10.

Step 4c: Commissioner questionnaire

The Steering Group agreed a questionnaire to be distributed to all relevant commissioners in Newham to inform the PNA.

A copy of the commissioner questionnaire can be found in Appendix 5 and the responses can be found in Appendix 11.

Step 5: Preparing the draft PNA for consultation

The Steering Group reviewed and revised the content and detail of the existing PNA. The process took into account the JSNA and other relevant strategies in order to ensure the priorities were identified correctly.

Step 6: Consultation

In line with the Pharmaceutical Regulations 2013, a consultation on the draft PNA was undertaken between 27th November 2017 and 28th January 2018. The draft PNA and consultation response form was issued to all identified stakeholders. These are listed in the final PNA. The draft PNA was also posted on the LBN's website.

Step 7: Collation and analysis of consultation responses

The consultation responses were collated and analysed by Soar Beyond Ltd. A summary of the responses received and analysis is noted in Appendix 8.

Step 8: Production of final PNA

The collation and analysis of consultation responses was used by the project manager to revise the draft PNA and the final PNA was presented to the PNA Steering Group.

The final PNA was presented to the Newham HWB for approval and publication before 1st April 2018.

1.5 Localities for the purpose of the PNA

The PNA Steering Group, at its first meeting, considered how the localities within Newham HWB would be defined.

While it is recognised that the CCG localities are defined by the GP practices, the local authority ward boundaries provide reasonable statistical rigour and residents will more likely use pharmacies close to where they live rather than where their GPs are located.

It was therefore agreed that localities coterminous with the council wards would be used to define the localities of the borough as per the previous PNA.

The localities used for the 2018 PNA for Newham were agreed at the first Steering Group meeting. They are:

- Beckton and Royal Docks
- Custom House and Canning Town
- East Ham
- Forest Gate
- Green Street
- Manor Park
- Plaistow
- Stratford and West Ham

A list of providers of pharmaceutical services in each locality is found in Appendix 1.

The information contained in Appendix 1 has been provided by NHS England (who is legally responsible for maintaining the pharmaceutical list of providers of pharmaceutical services in each HWB area), LBN and Newham CCG.

2. CONTEXT FOR THE PNA

2.1 Policy context for population health needs in PNA

2.1.1 Consideration of need

Regulation 9 of the Pharmaceutical Regulations 2013¹⁰ states that when making an assessment for the purposes of publishing a PNA, each HWB must have regard, in so far as it is practicable to do so, to the following matters:

- The demography of its area
- Whether in its area there is sufficient choice with regard to obtaining pharmaceutical services
- Any different needs of different localities within its area
- The different needs of people in its area who share a protected characteristic
- Likely future need by having regard to likely future changes in:
 - the number of people in its area who require pharmaceutical services,
 - the demography of its area, and
 - the risks to the health or wellbeing of people in its area

2.1.2 Joint Strategic Needs Assessment (JSNA)

The Health and Social Care Act 2012 (the '2012 Act') amends the Local Government and Public Involvement in Health Act 2007 (the '2007 Act') to introduce duties and powers for HWBs in relation to JSNAs and Joint Health and Wellbeing Strategies (JHWSs)¹¹.

The PNA is undertaken in the context of the health, care and wellbeing needs of the local population, as defined in the Newham Adult JSNA and Children and Young People JSNA¹².

The latest JSNA provides health needs at the borough level. In line with the considerations specified in Section 2.1.1 above, this chapter provides data at locality level or GP cluster level, where available.

In defining health needs, the Newham JSNA has used the Dahlgren and Whitehead model shown in Figure 1 to define health. This PNA should be read within this context as Newham residents face some challenging socio-economic conditions that impact on health.

¹⁰ Reg 9, Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/ukxi/2013/349/regulation/9/made>

¹¹ The 2007 Act, section 116 (as amended by the 2012 Act, section 192) and section 116A (as inserted by the 2012 Act, section 193).

¹² Newham JSNAs- <https://www.newham.gov.uk/Pages/ServiceChild/Joint-Strategic-Needs-Assessment.aspx>

Figure 1 - Pictorial illustration of Dahlgren and Whitehead¹³ model of health



Data source: The illustration was created by Global Health Capacity Ltd based on reference 13

2.1.3 Newham Health and Wellbeing Strategy

The Newham Health and Wellbeing Strategy¹⁴ 2013-17, had identified the following four priority areas as key to the improvement of the health of the local population and in reducing health inequalities:

- Promoting healthy behaviours, such as smoking cessation, eating healthily and partaking in regular exercise
- Tackling mental health barriers to employment to help people access and stay in employment
- Tackling/preventing long-term health conditions like cancer, cardiovascular diseases, respiratory diseases and diabetes
- Building child health and wellbeing

¹³ Dahlgren G., Whitehead M. Policies and strategies to promote social equity in health. 1991. Institute for Future Studies, Stockholm (Mimeo).

¹⁴<https://www.newham.gov.uk/Documents/Council%20and%20Democracy/Health%20and%20Wellbeing%20Strategy.pdf>

2.2 Geography and population

2.2.1 Geography

Newham is an Outer London borough in East London. It is divided into 20 electoral wards and sits just north of the River Thames with five surrounding boroughs: Tower Hamlets, Hackney, Waltham Forest, Redbridge and Barking & Dagenham. The terms 'localities', 'neighbourhoods', 'GP clusters' and 'wards' are used throughout this document and the relationship between them is shown in the table below.

Table 2 - Newham localities and wards

Quadrant	Locality/ Neighbourhood	GP Cluster	Wards
South	Beckton & Royal Docks	South 2	Beckton, Royal Docks and Custom House
South	Custom House and Canning Town	South 1	Canning Town North, Canning Town South, Plaistow South
East	East Ham	North East 2	East Ham North, East Ham Central, Wall End
West	Forest Gate	North West 2	Forest Gate North, Forest Gate South
Central	Green Street	Central 2	Green Street West, Plaistow North
East	Manor Park	North East 1	Manor Park, Green Street East, Little Ilford
Central	Plaistow	Central 1	Boleyn and East Ham South
West	Stratford and West Ham	North West 1	Stratford and New Town, West Ham

2.2.2 Population

The latest ONS Mid-Year Estimate (MYE) population¹⁵ for Newham was 340,700. The 2014-based ONS population projections¹⁶ are given in Table 3.

Table 3 - Five-year population projections

Year	Population Projection
2016	340,700
2017	347,100
2018	353,100
2019	358,500
2020	363,400

¹⁵ ONS. Population estimates analysis tool. June 2017

¹⁶ ONS. Subnational Population Projections for Local Authorities in England: Table 2. May 2016

The GLA short-term, 2016-based, population projection estimate for Newham population in 2017 is 347,500.¹⁷

Table 4 gives the estimated population size of the localities based on the GLA 2015-based ward population.¹⁸ The wards of Custom House, Royal Docks and East Ham North had the smallest populations at 13,100-14,300 (4% each of total Newham population) while Stratford and New Town had the largest population at 30,000 (9% of total Newham population). All the other wards had a resident population of about 5% of total Newham population.

Table 4 - Population estimates for localities

Locality	Wards	Population*
Beckton and Royal Docks	Beckton, Royal Docks	30,400
Custom House and Canning Town	Canning Town North, Canning Town South, Custom House	48,800
East Ham	East Ham Central, East Ham South, Wall End	49,100
Forest Gate	Forest Gate North, Forest Gate South	35,300
Green Street	Boleyn, Green Street East, Green Street West	50,100
Manor Park	East Ham North, Manor Park, Little Ilford	48,000
Plaistow	Plaistow North, Plaistow South	34,500
Stratford and West Ham	Stratford and New Town, West Ham	46,500

* Rounded to nearest 100

2.2.3 Age structure

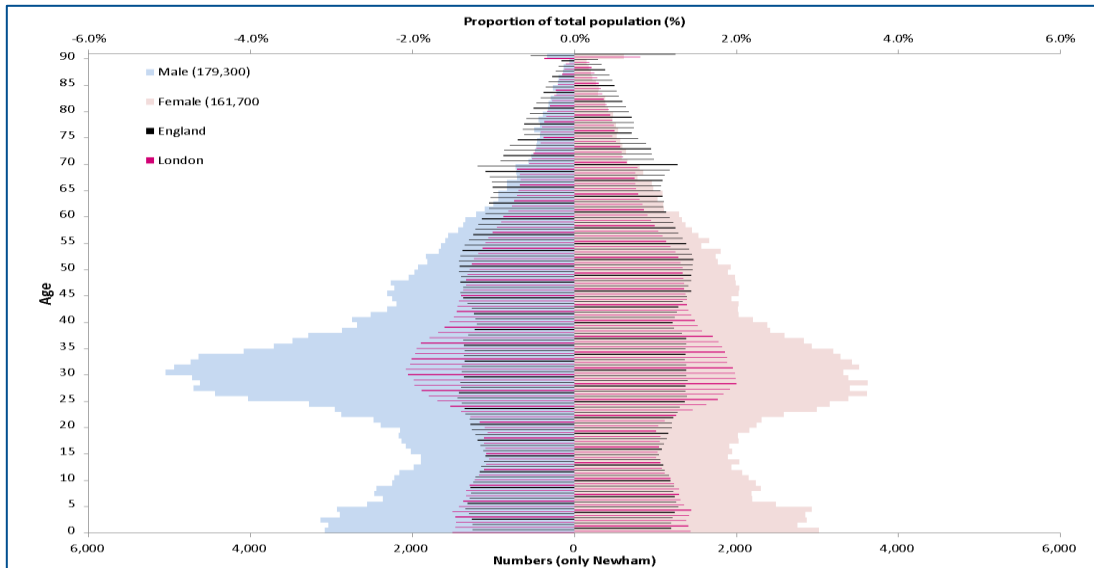
The population profile of Newham compared with London and England is shown in Figure 2. Newham has a predominantly young population with an average age of 32.3. The average ages for London and England were 36.0 and 39.8 respectively.¹⁹

¹⁷ GLA 2016-based short-term population projections for London boroughs. July 2017

¹⁸ GLA interim 2015 ward population estimates. 2017.

¹⁹ ONS. 2016 mid-year estimate.

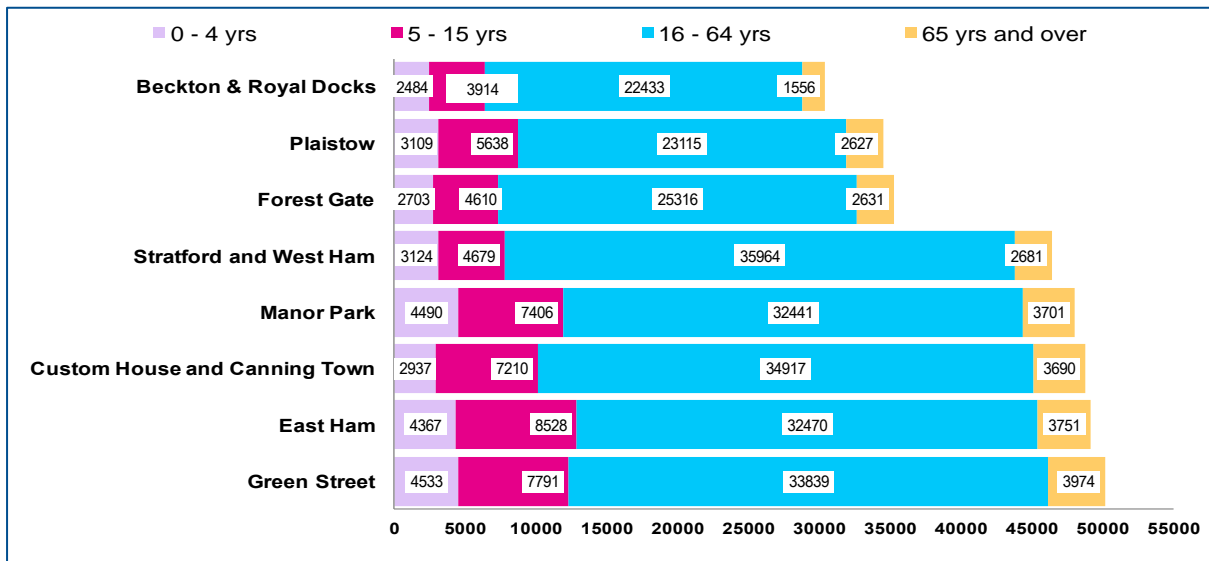
Figure 2 - Age structure of Newham compared with London and England



Source: Office for National Statistics 2016 mid-year population

Figure 3 shows the age structure of Newham localities. Stratford and West Ham has mainly working-age population (77%), whereas East Ham and Plaistow have just over a quarter of the population aged under 16 years. Beckton and Royal Docks has the lowest 65+ years (5%), compared with 8% in other localities.

Figure 3 - Age structure of Newham localities



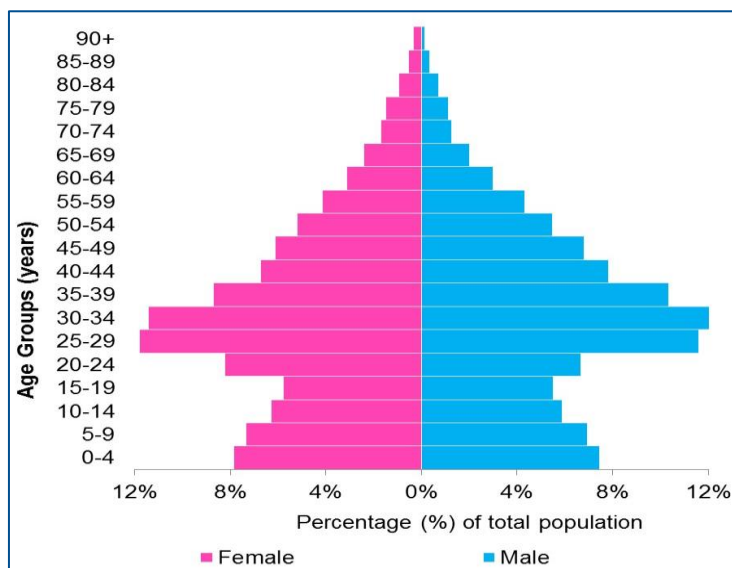
Data source: GLA estimates 2015

2.2.4 GP-registered population

The registered population for Newham CCG in 2017 was 390,900 based on NHS digital GP population tables.²⁰ Figure 4 shows the age structure of the GP-registered population for Newham CCG. The highest proportion of the GP-registered population in Newham was aged between 25 and 34 years.

²⁰ NHS digital Numbers of Patients Registered at a GP Practice. June 2017.

Figure 4 - Age structure for GP-registered population in Newham, 2016



Data source: NHS digital, 2016

The GP practices are clustered in eight GP clusters. The population size and age structure of GP clusters are shown in Figures 5 and 6.

North West 1 cluster has the largest population size, with 20% of the total CCG population in this cluster. North East is the smallest cluster with only 8% of the total CCG population.

There is some variation in age structure of the clusters, with 72% of North West 1 in the 20–59 age group and 30% of the Central 1 cluster aged 0–19 years. The South 2 cluster had the lowest (8%) 60+ age group whilst North East 1 and 2 had 11% of the population aged 60+ years.

Figure 5 - GP cluster population size (numbers) and % of total GP population (%)

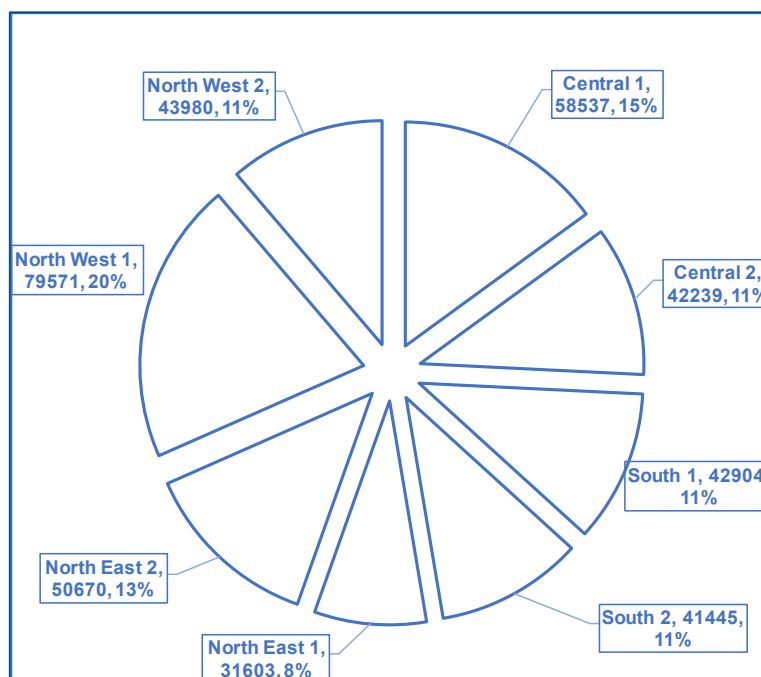
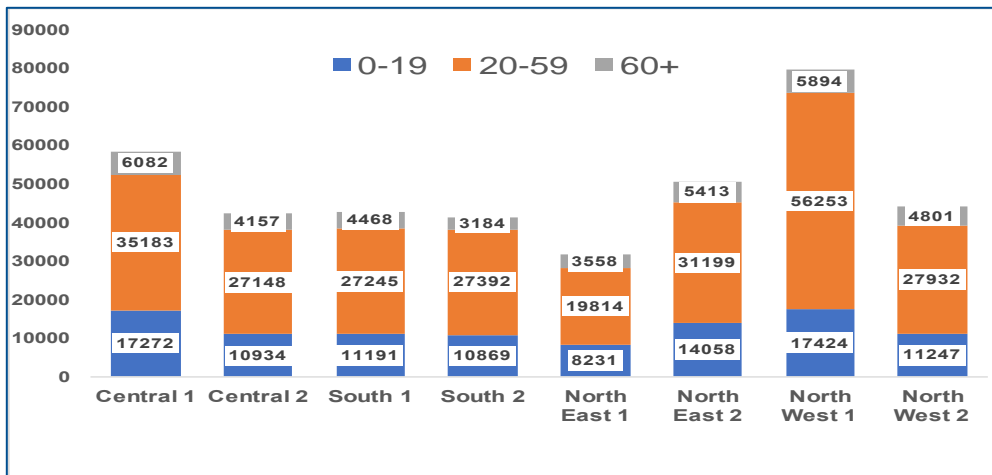


Figure 6 - Age structure GP clusters



Data source: NHS digital, 2016

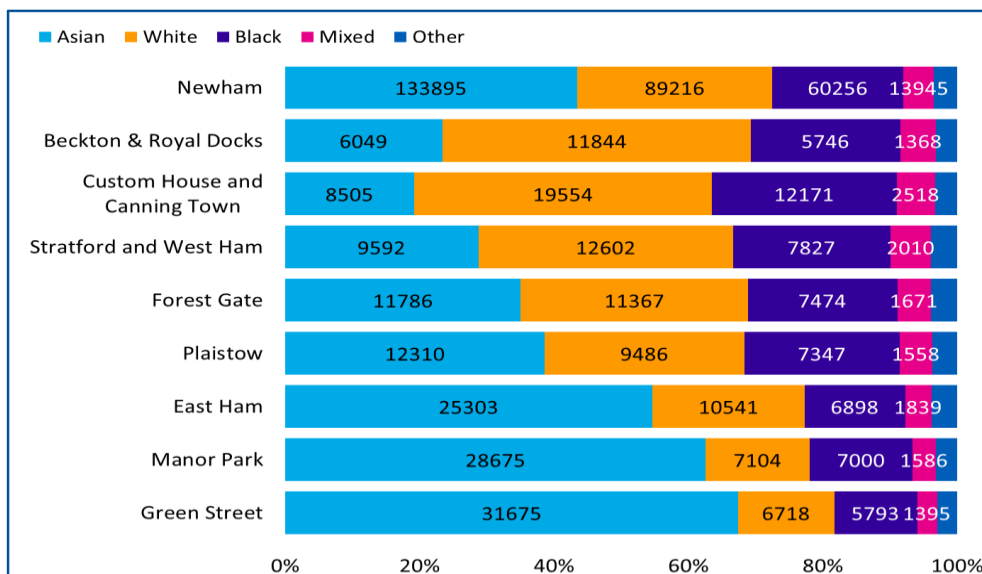
2.2.5 Population by ethnicity

Newham is an ethnically diverse borough with around 74% from black, Asian or minority ethnic communities (BAME). Asians are the largest ethnic minority group in the borough, accounting for 43% of the population. According to the 2011 Census, 41.4% of residents (aged 3 years and over) did not speak English as their main language.²¹

Figure 7 shows the ethnic composition of Newham localities and Newham.

The ethnic mix varies across all wards in the borough. East Ham, Green Street and Manor Park have the highest proportion of Asians. Custom House and Canning Town and Beckton and Royal Docks the highest proportion of white British.

Figure 7 - Ethnic composition of Newham resident population by locality



Data source: Office for National Statistics, 2011 Census

²¹ Department for Education (2013) – GLA borough profile

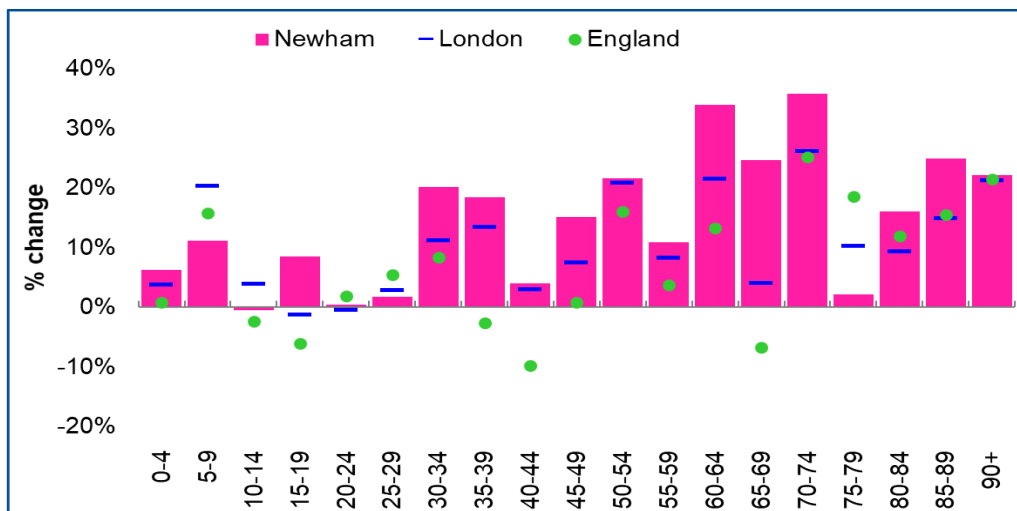
2.2.6 Population by religion

The resident population of Newham according to the 2011 Census is 40% Christian, 32% Muslim and 9% Hindu. There is variation in resident population of wards by religion. East Ham and Green Street have a higher proportion of Muslim population, while Canning Town and Custom House have a higher proportion of Christian population.

2.2.7 Predicted population growth

Figure 8 shows the predicted changes in Newham population by age from 2015 to 2021 compared with London and England. Newham is predicted to have larger growth in the older age groups (60–74) years.

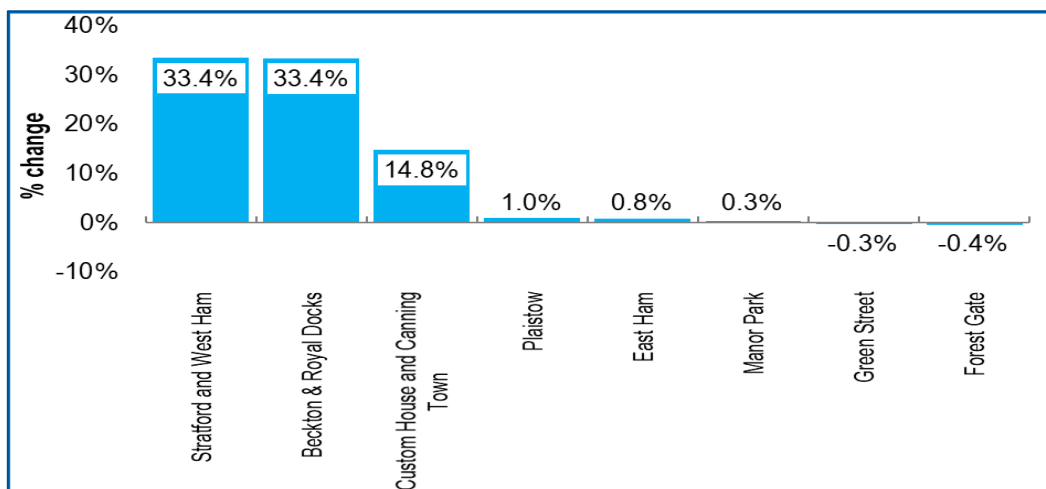
Figure 8 - Projected population change in Newham by age group, 2015-21



Data source: Office for National Statistics 2014-based subnational population projections, 2016

Figure 9 shows the predicted population growth by locality.

Figure 9 - Projected population change in Newham localities, 2015-21



Data source: Office for National Statistics 2014-based subnational population projections, 2016

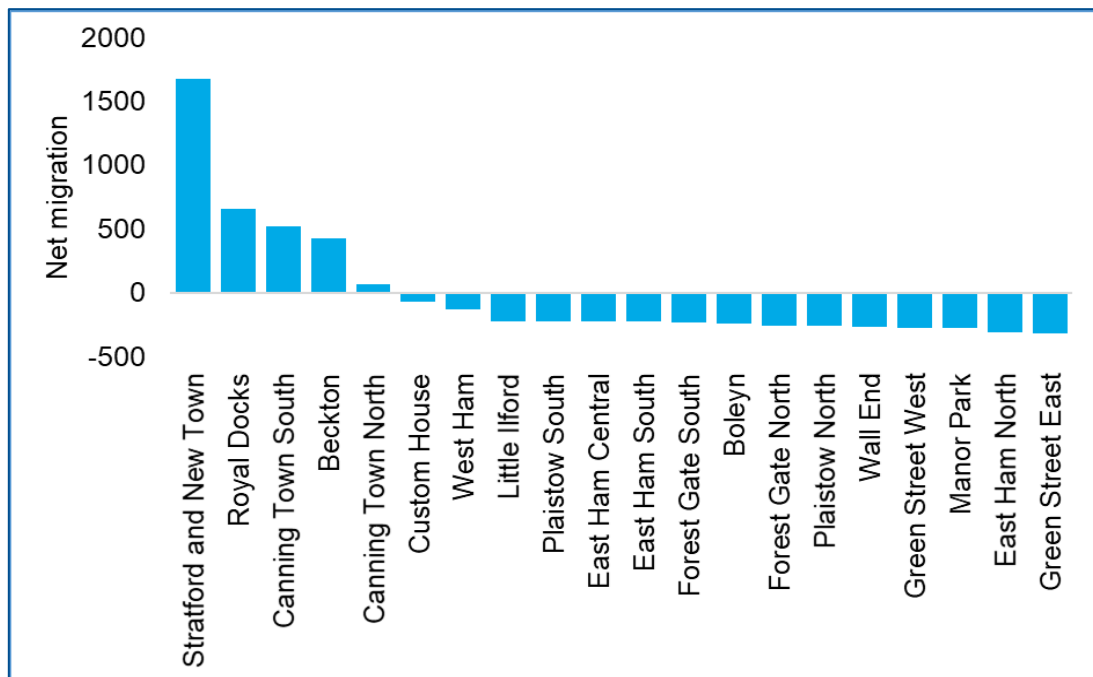
2.2.8 Newham Development Plan

Newham Development Plan proposes to build about 49,595 housing units from 2011 to 2027-28. Between 2011 and 2015-16, 8,931 new units were delivered with another 16,589 planned to be delivered by 2020-21. The GLA 2015-based projections housing linked indicate an increase of 16.9% for adult population.

2.2.9 Migration

Newham is predicted to have higher inward migration in Stratford and New Town, Royal Docks, Canning Town South and Beckton. The remainder of the borough sees a higher outward migration as demonstrated in Figure 10.

Figure 10 - Net migration in Newham, 2015

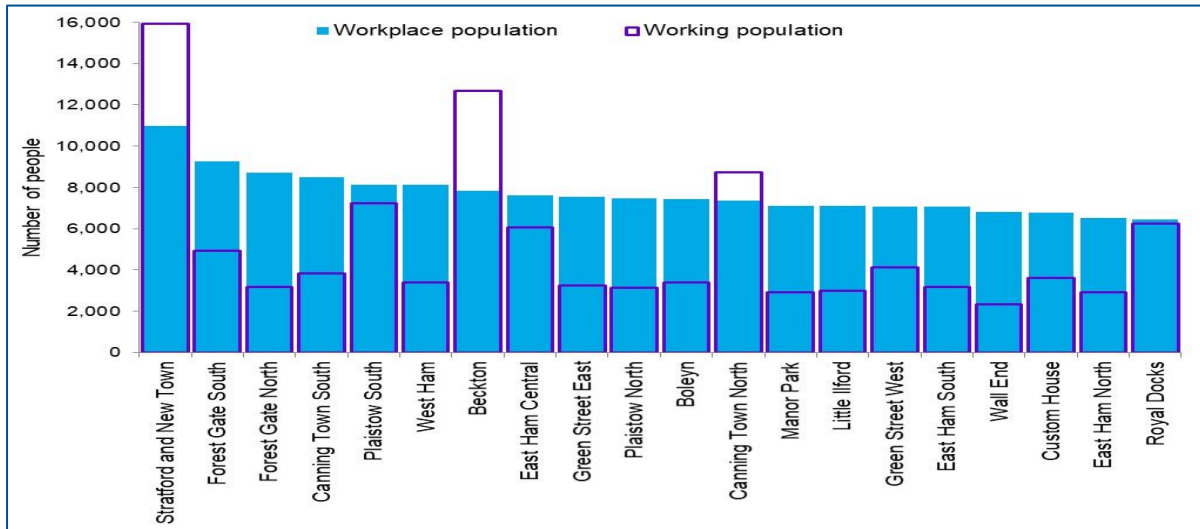


Data source: GLA 2015-based ward population projections, 2017

2.2.10 Workplace population

The 2011 Census shows that 35% of Newham residents aged 16–64 years travel outside the borough to work. According to the 2011 Census, the working-day population of the borough was 279,400, which was 9% lower than the resident population. Figures produced by the GLA for 2014 estimate that the working-day population is 274,900.

Figure 11 - Workplace and resident-working population (aged 16–64 years) by Newham wards, 2011



Data source: 2011 Census

2.2.11 Vulnerable populations

2.2.11.1 Homeless populations

In 2016-17, the rate of statutory homelessness (households accepted as being homeless and in priority need) in Newham was 10.2 households per 1,000 households, compared to a national average of 2.5 per 1,000 households and 5.0 for London. In Newham, this equates to 1,206 homeless households.²²

The total number of homeless households in the Newham area is unavailable. However, there is a Public Health Outcomes Framework (PHOF) indicator of the number of households that have presented themselves to their local authority, but which under homelessness legislation have been deemed to not be in priority need. The majority of the people that fall in this cohort are single homeless people.

2015-16 data indicates that there were 286 people recorded as eligible homeless and not in priority need in Newham, at a rate of 2.5 per 1,000 households compared to 1.2 in London and 0.9 in England. For the same year, there were 3,956 households residing in temporary accommodation across Newham at a rate of 35.0 per 1,000 households. The rate for England during the same period was 3.1 per 1,000 households (14.9 for London).

2.2.11.2 Gypsy and Traveller populations

Gypsy and Traveller populations were counted at the 2011 Census, which identified 76 households living in a caravan or other mobile or temporary structures. There are also a number of people in the borough who live in bricks-and-mortar accommodation who have Gypsy and Irish Traveller heritage. Newham's 2011 Census-recorded population of Gypsy and Irish Travellers was 462.

²² Gov.uk. Live tables on homelessness. Updated September 2017. <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#statutory-homelessness-live-tables>

2.2.11.3 Housebound populations

The ability to independently manage activities that require mobility is more difficult amongst the elderly population who, therefore, are most vulnerable to becoming housebound. This can potentially lead to the elderly experiencing isolation, declining self-care and reduced access to care.

There is no single indicator representing the number of housebound residents in Newham. However, this population is particularly vulnerable, relying heavily on support from home-visiting by voluntary carers and multiple care agencies in order to maintain independent living and avoid institutional care.

At the 2011 Census, 0.64% of the Newham population was residing in a communal establishment (1,975 people).

Working-age client group data indicates approximately 22,800 Newham residents of working age claim some sort of benefit (Disability Living Allowance, Employment Support Allowance, Personal Independent Payment or Universal Credit).

In February 2017, the total number of disability living allowance claimants was 5,717 for the working age population and 10,963 for all ages.

Attendance allowance is given to those aged 65+ for personal care due to physical or mental disability. Data for Newham indicates that, in February 2017, 3,778 residents were in receipt of attendance allowance.²³

2.2.11.4 Children and adults safeguarding population

There are groups within the population, such as the very young, the elderly and the frail, who are at risk of abuse and harm. Safeguarding is about protecting those at risk of harm (vulnerable populations) from suffering abuse or neglect. The term 'safeguarding' itself is an umbrella term that covers a range of activities intended to protect those at risk. Such activities include initiatives to prevent abuse, investigations into alleged abuse and interventions (often multidisciplinary) where abuse has occurred.

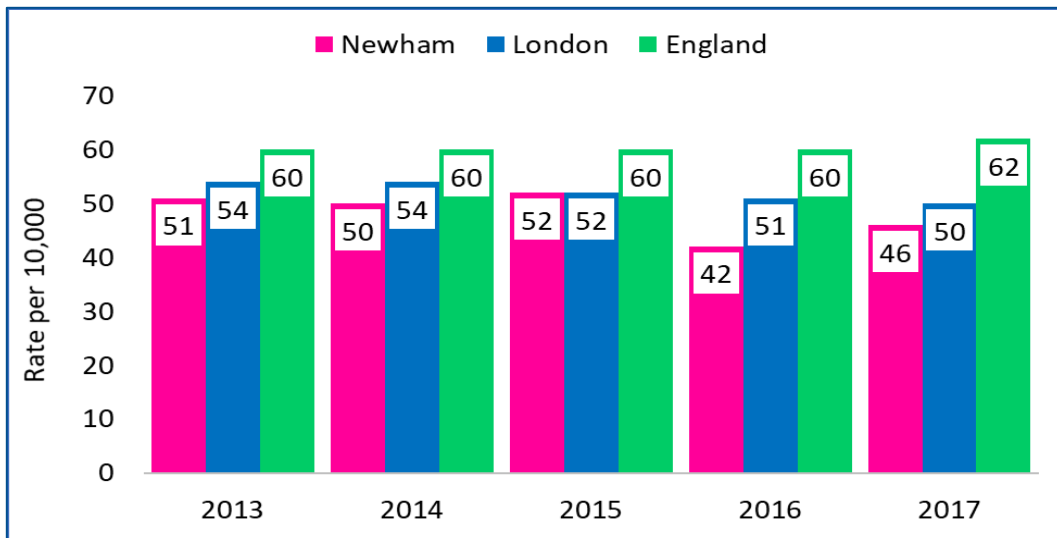
Pharmacies can play a vital role in supporting prevention of abuse by educating staff about abuse and how to identify it. Pharmacy professionals and the pharmacy team working in registered pharmacies are well placed to identify people who may be vulnerable, including children.

The Clinical Governance (CG) requirements for community pharmacy, set out in Part 4 of Schedule 1 of the National Health Service (Pharmaceutical Services) Regulations 2005, as amended, require community pharmacies to ensure that relevant staff providing pharmaceutical services to vulnerable adults and children are aware of local safeguarding guidance and reporting arrangements. Pharmacies are required to safeguard children and vulnerable adults as part of the General Pharmaceutical Council (GPhC) standards.²⁴

²³ <https://stat-xplore.dwp.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml>

²⁴ General Pharmaceutical Council, 2012

Figure 12 - Looked-after children rate per 10,000 (<18 population) 2013-17

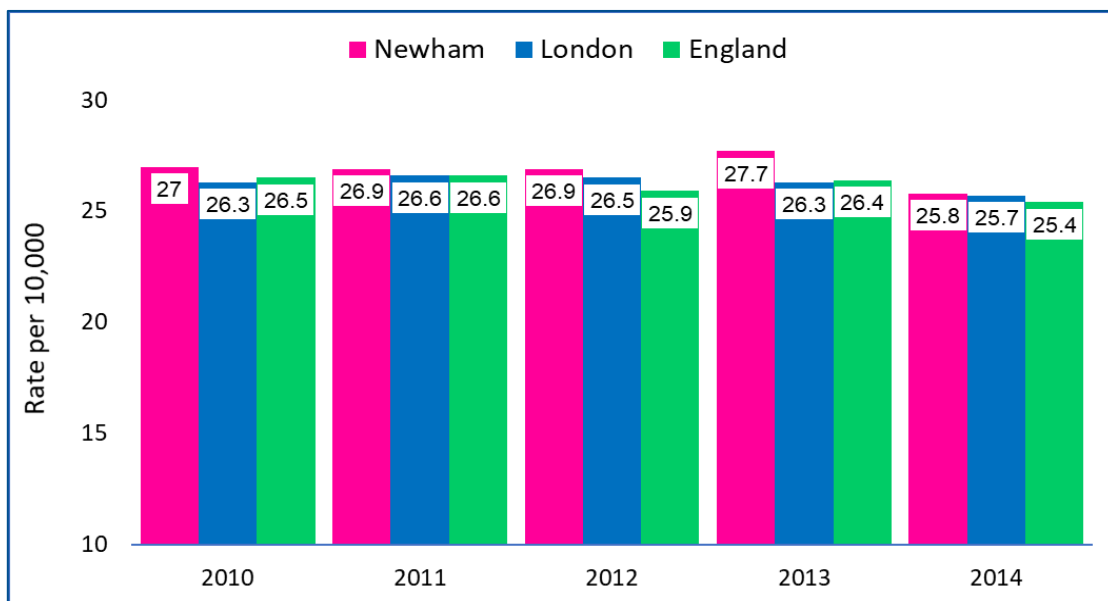


Data source: Department for Education, Children looked after in England including adoption: 2013 to 2017

2.2.11.5 Prison population including young offender detention centres

The rate for reoffending was similar in 2014 to that for England and London.

Figure 13 - Reoffending levels – percentage of offenders who reoffend



Data Source: PHE PHOF 2017

2.2.11.6 People with sensory, physical and learning challenges

The data from RNIB registers²⁵ for blind and partially-sighted people for Newham by age is given in Table 5. About 18% of the population registered as sight impaired (blind or partial) have other disabilities as well.

²⁵ RNIB Sight Loss Data Tool Version 3.5

Table 5 - People with sight impaired hearing impaired and learning disabilities, 2014

Age (Years)	Blind or partially sighted (2013/14)	Hearing impaired (2009/10)	Learning disability (2014/15)
18-64	600	520	
65-74	175	120	
75+	700	655	
Total	1,475	1,295	1,327

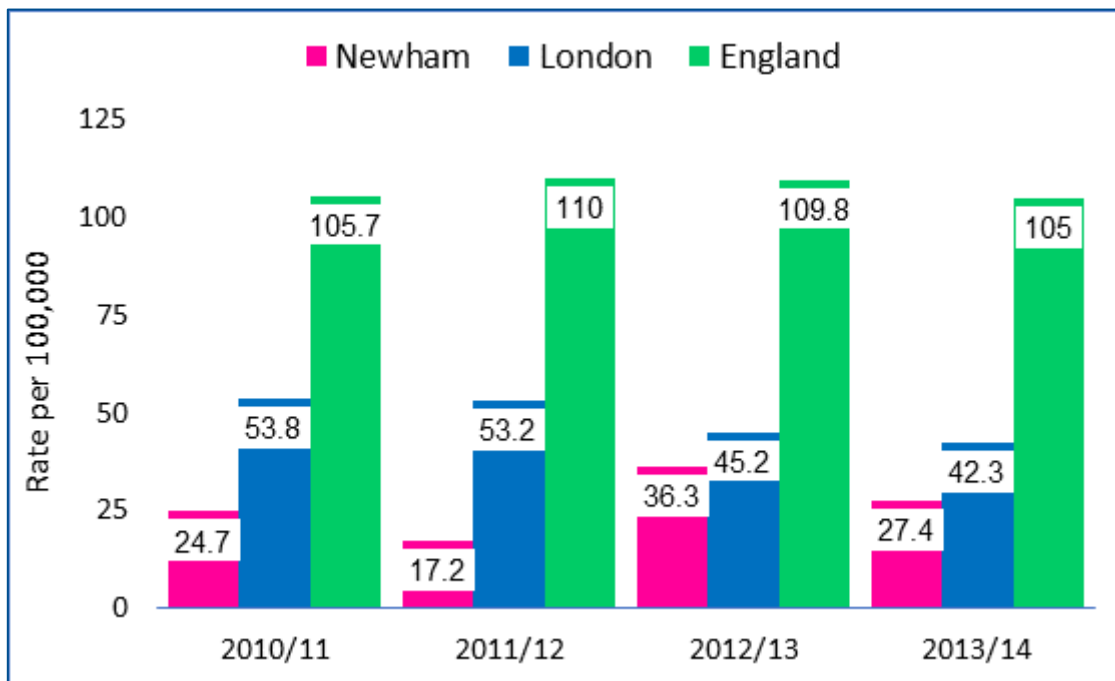
Source: PHE Adult Social Care Profiles, 2017

The number of people with hearing loss in Newham was estimated to be 29,500.²⁶

2.2.11.7 Residential and nursing home population

The lower rate of nursing and residential home admissions for Newham compared with England reflects its younger population.

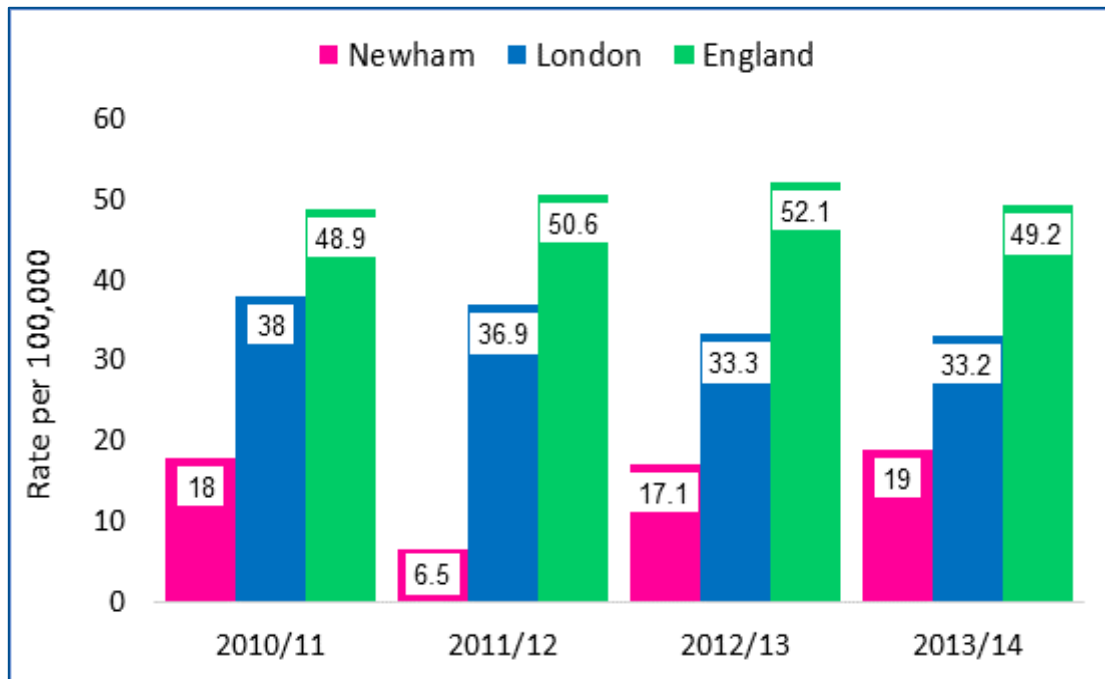
Figure 14 - Permanent admissions (18+ years) into residential care per 100,000



Data Source: PHE, PHOF 2017

²⁶ NHS England P20 Local Authority Estimated Hearing Loss. Updated June 2017

Figure 15 - Adults (18+ years) in permanent nursing care per 100,000



2.3 Wider determinants

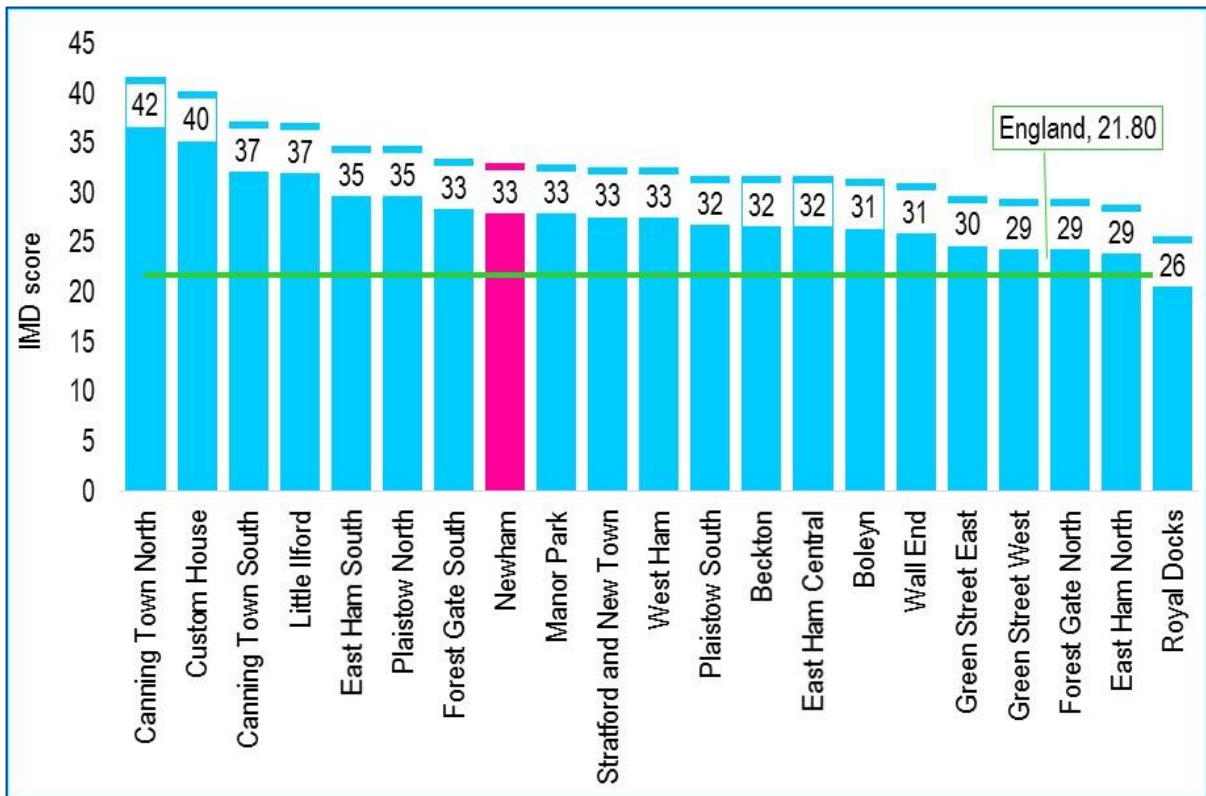
The English Indices of Multiple Deprivation (IMD) 2015 measure relative levels of deprivation in 32,844 small geographical neighbourhoods, called Lower-layer Super Output Areas (LSOAs), in England. A range of economic, social and housing indicators are combined into a single deprivation score for each LSOA.

The score is a relative measure of deprivation and allows the LSOAs in England to be ranked relative to one another. The overall Newham score for 2015 was 33; this is higher than England average of at 21.8.

The indices of deprivation also provide ranking of local authorities, where the lower the rank the more deprived the area. Over the last five years, from 2010 to 2015, Newham’s ranking in the index changed from being the second most deprived borough in 2010 to 21st in 2015.

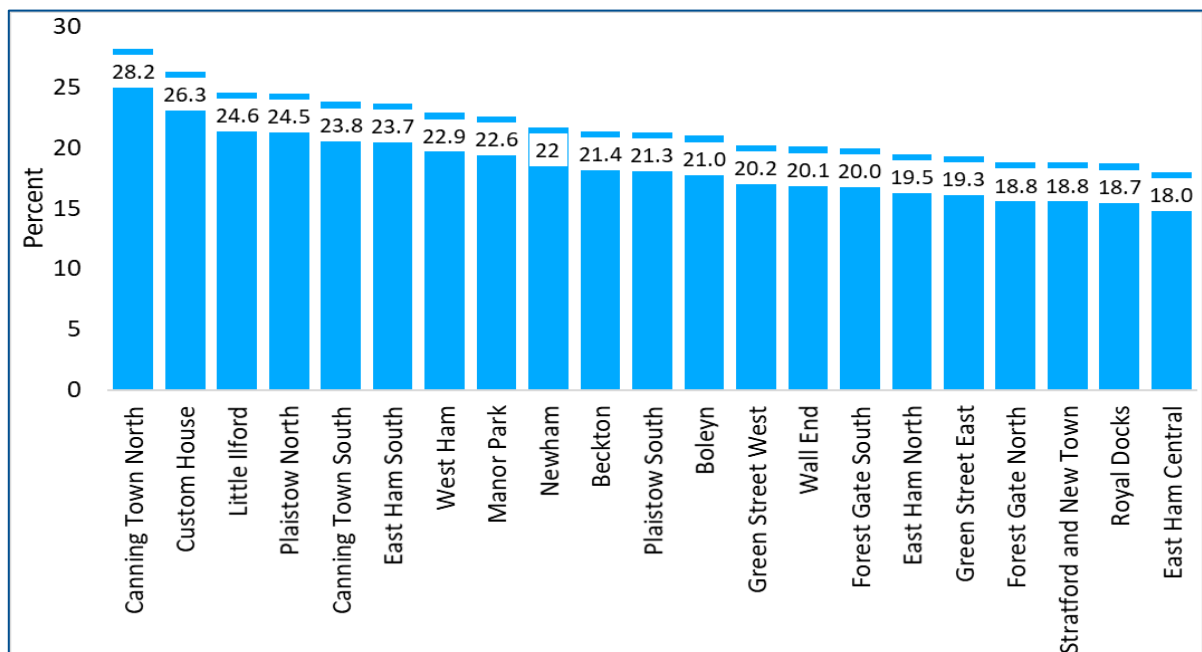
Canning Town North is the most deprived ward in the borough and Royal Docks is the least deprived, as demonstrated in Figure 16. Additionally, as demonstrated in Figure 17, Canning Town North and Custom House have the highest percentage of residents living in income-deprived households.

Figure 16 - Index of Multiple Deprivation ranking for Newham wards



Data source: Department of Local Government and Communities, 2015

Figure 17 - Percentage of people living in income-deprived households, 2015



Data source: Public Health England, Local Health 2016

2.4 Health status and causes of ill health

2.4.1 Life expectancies

The Adult JSNA describes the improvement in life expectancy in Newham but emphasises the proportion of life years spent in good health and free from disability.

On average, male babies born in Newham between 2013 and 2015 can expect to live 79 years, which is comparable to 79.2 years for England, but 1.2 years less than the London average.

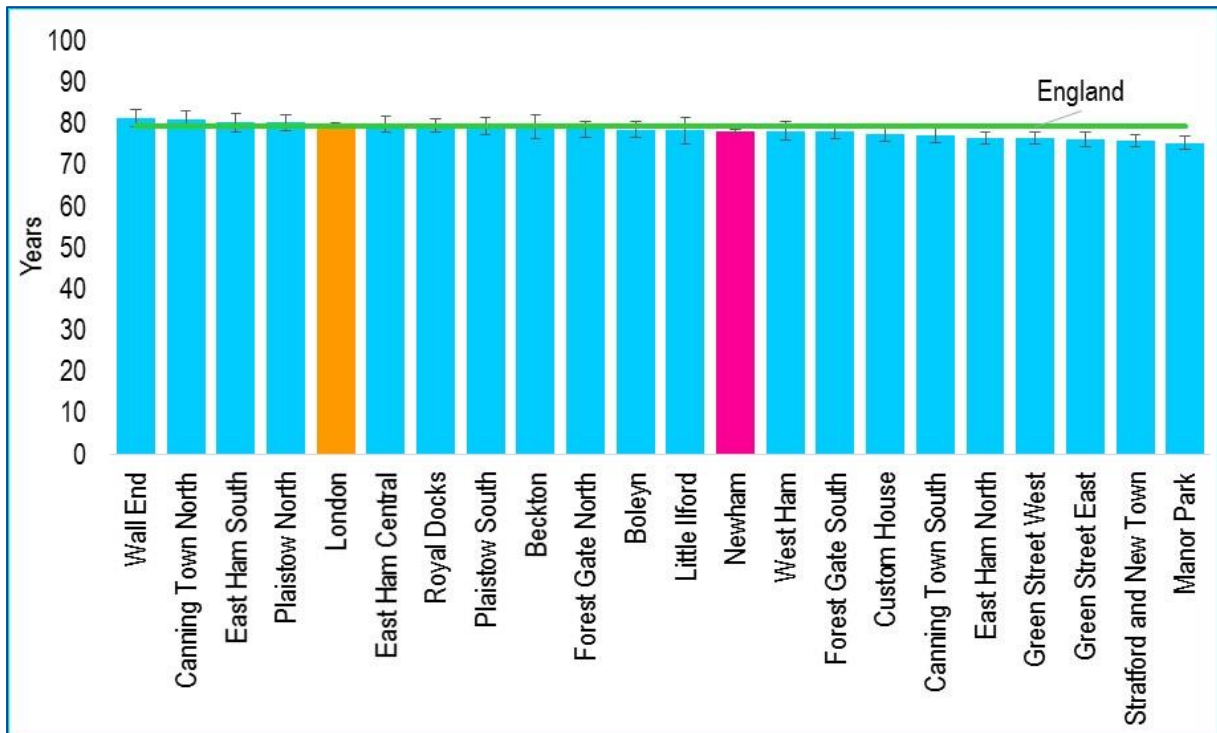
On average, female babies born in Newham between 2013 and 2015 can expect to live 82.5 years, which is 0.6 years less than the England average and 1.6 years less than London average.

However, just about 70% of the life years are spent free from disability, with disability-free life expectancy for men at 57.2 and 58.5 years for women.

Figure 18 and Figure 19 show differences in the borough at ward level. As shown in Figure 18, male babies born in Manor Park, Stratford and New Town, Green Street East, Green Street West, East Ham North and Canning Town South in the same period can expect to have shorter lives compared with the average for Newham and England.

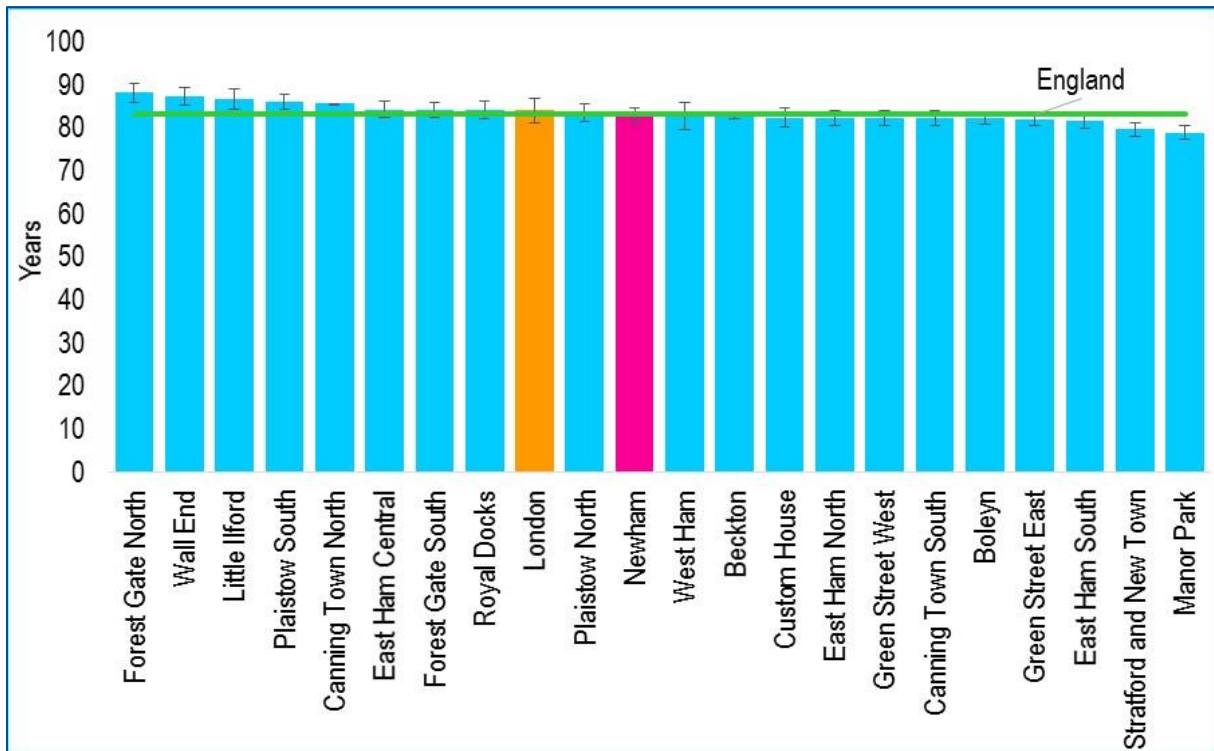
As shown in Figure 19, female babies born in Manor Park, Stratford and New Town, East Ham South and Green Street East have a lower life expectancy compared with the average observed in Newham.

Figure 18 - Male life expectancy at birth in Newham, 2010-14



Data source: GLA ward profiles, 2015

Figure 19 - Female life expectancy at birth in Newham, 2010-14



Data source: GLA ward profiles, 2015

2.4.2 Long-term conditions

Long-term conditions (LTCs) place a demand for pharmaceutical services. This section looks at key LTCs at GP cluster level. The denominator in these percentages is the practice list size. The data cannot be split by gender or age and therefore includes all practice-registered patients, unless stated otherwise.

2.4.2.1 Coronary Heart Disease

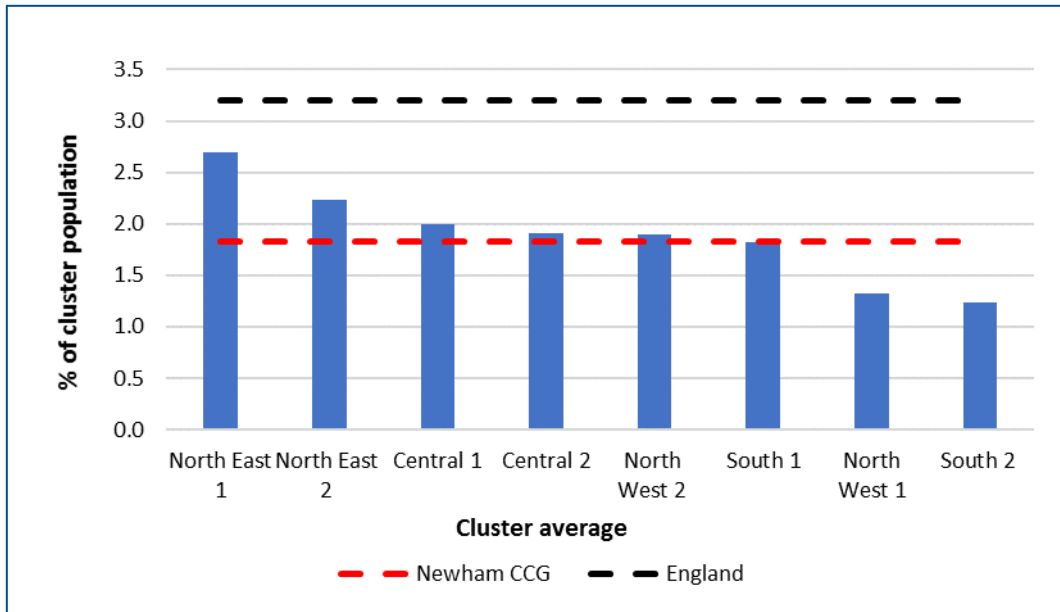
According to GP registers, the prevalence of CHD in Newham is 1.8%, lower than the national average of 3.2%.²⁷ This is to be expected since these percentages are not age-adjusted and Newham has a very young population.

Of the Newham clusters, the North East shows the highest percentage at 2.7% for North East 1 and 2.2% for North East 2. These are, however, much lower than the England value of 3.2%.

The North West 1 and South 2 clusters show the lowest percentages, 1.3% and 1.2% respectively.

²⁷ Quality and Outcomes Framework 2015-16, Recorded disease prevalence, achievements and exceptions - <http://digital.nhs.uk/catalogue/PUB22266>

Figure 20 - Percentage of CHD in Newham by GP clusters (based on QoF 2015-16)

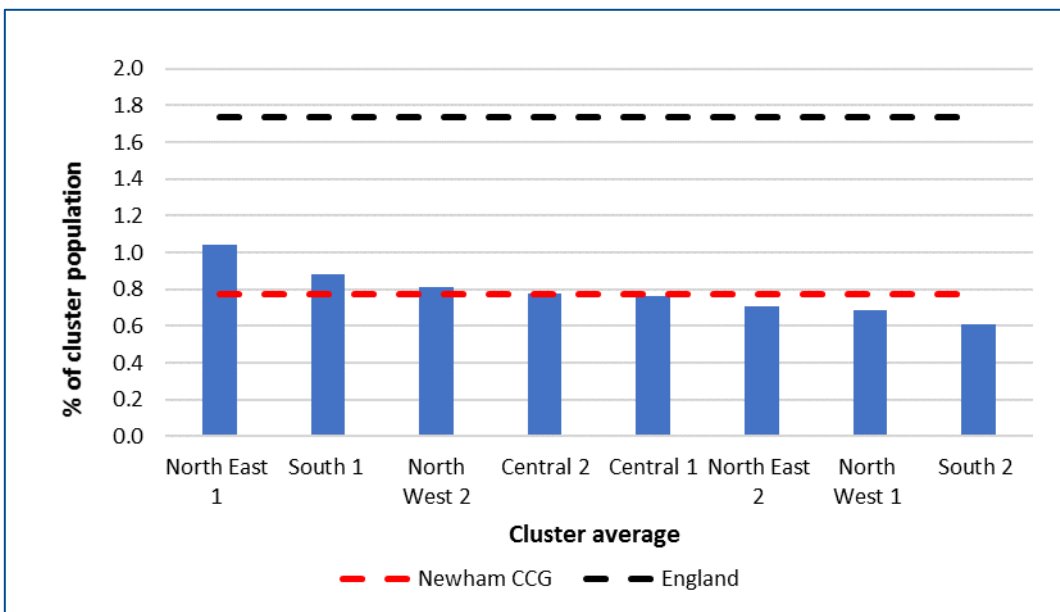


Data Source: PHE fingertips²⁸

2.4.2.2 Stroke and transient ischaemic attack (TIA)

The highest clusters are North East 1 and South 1, so there is no particular area within Newham where percentages are higher.

Figure 21 - Percentage of stroke and TIA in Newham by GP clusters (based on QoF 2015-16)



Data Source: PHE fingertips²⁹

²⁸ <https://fingertips.phe.org.uk/profile/general-practice>

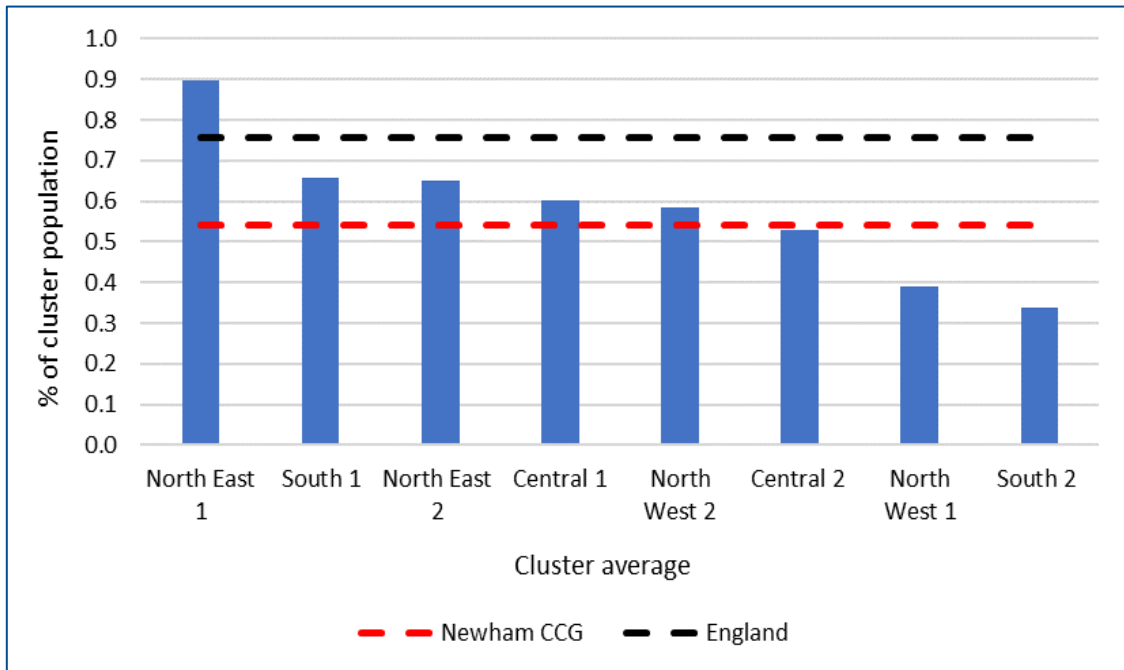
²⁹ <https://fingertips.phe.org.uk/profile/general-practice>

2.4.2.3 Heart failure and atrial fibrillation

Heart failure occurs when the heart is unable to pump blood around the body properly, due to the heart being too weak. It is a long-term condition that will gradually worsen and cannot be cured, although symptoms can be controlled.

A majority of the percentages in Newham clusters are below those of England, however, the North East 1 cluster shows values which are higher than England in 2015-16.

Figure 22 - Percentages of heart failure by GP clusters (based on QoF 2015-16)



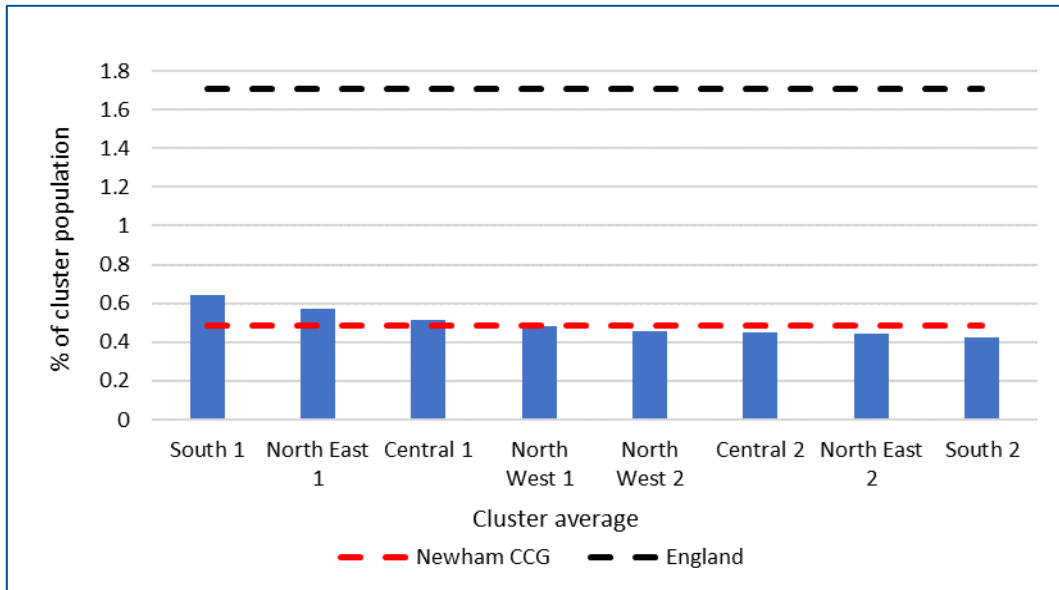
Data Source: PHE fingertips

Atrial Fibrillation (AF) is a heart condition that causes an irregular and often abnormally fast heart rate. Symptoms include dizziness, shortness of breath and palpitations. It is due to a disturbance in the heart's normal rhythm. AF tends to be more common in older people, affecting about 7 in every 100 people aged over 65. It is more common in men than women.³⁰

Looking at the cluster averages in Newham, percentages are fairly level. The two extreme clusters are situated adjacent to each other, South 1 with the highest average value at 0.6% and South 2 the lowest at 0.4%.

³⁰ <http://www.nhs.uk/conditions/atrial-fibrillation/Pages/Introduction.aspx>

Figure 23 - Percentage of atrial fibrillation by GP clusters (based on QoF 2015-16)



2.4.2.4 High blood pressure (hypertension)

Hypertension causes strain on the heart and blood vessels, which increases the risk of developing other serious health conditions, such as CVD. Under-diagnosis is pronounced due to the asymptomatic nature of the condition. Risk factors for hypertension include non-modifiable risk factors such as age and ethnicity, as well as modifiable risk factors such as diet, exercise and smoking. In Newham, the observed prevalence of hypertension is 10.6%, which is much lower than the 18.9% estimated in 2011, again indicating possible under-detection.³¹

2.4.2.5 Cancers

The data on cancer incidence for Newham and England is described in the JSNA. Breast cancer incidence rates in Newham are significantly lower compared with the England average. The incidences of all other cancers in Newham are similar to those in England.

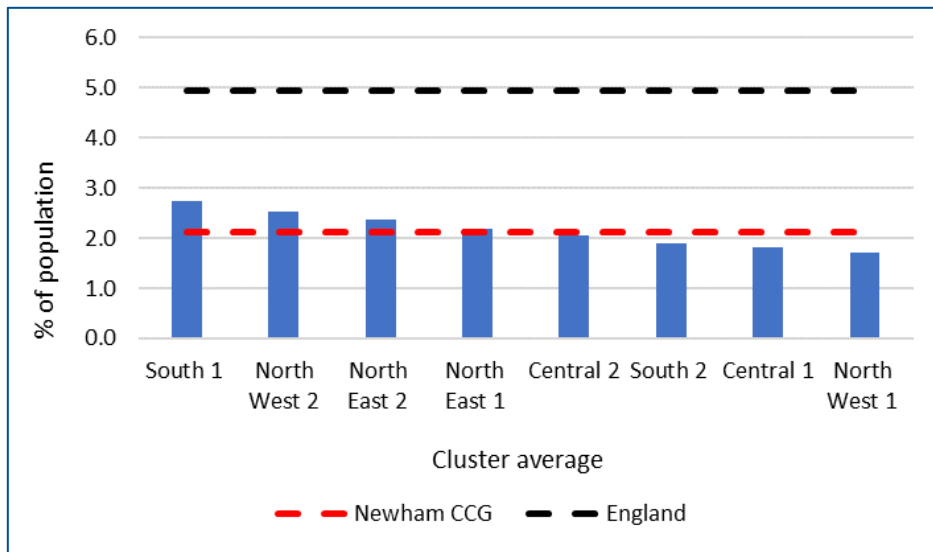
The graphs show the latest data (2013-14) of the percentage of new cancer cases.

As can be seen in the graph showing the clusters against Newham overall and England, the values for the Newham clusters are considerably lower than those of England. This is partly due to the fact that Newham has a young population and therefore theoretically a lower incidence of new cancer cases and, as the figures are not age-standardised, the results make Newham's values look even lower, as they are based on a standard population.

The clusters show that there are no particular areas within Newham where the percentage of new cancer cases is higher than other parts in the borough. South 1 cluster shows the highest value at 2.7% and the North West 1 cluster the lowest at 1.7%.

³¹ Gov.uk. Hypertension Estimated Prevalence for local populations. Oct 2016
<https://www.gov.uk/government/publications/hypertension-prevalence-estimates-for-local-populations>

Figure 24 - Percentage of new cancers by GP clusters (based on QoF 2013-14)



2.4.2.6. Diabetes

Type 2 diabetes is commonly associated with obesity, physical inactivity, raised blood pressure, disturbed blood lipid levels and a tendency to develop thrombosis, and therefore is recognised as having an increased cardiovascular risk. It is associated with long-term microvascular and macrovascular complications, together with reduced quality of life and life expectancy.³²

Prevalence is higher in people from South Asian and black ethnic groups compared with people from white, mixed or other ethnic groups, 15.2% versus 8%.³³

The prevalence of diabetes of those aged 17 and over in Newham (2015-16) was 8.5% compared with the national average of 6.4%.

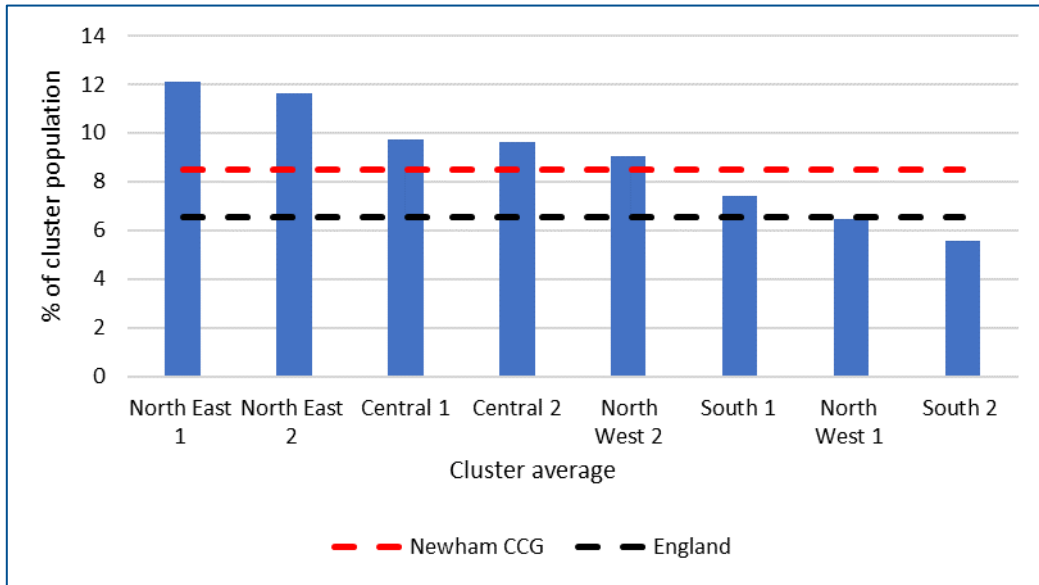
These charts show the percentage of the practice population of patients aged 17 and over with a diagnosis of diabetes mellitus. The denominator definition is patients aged 17 and over, taken from the Prescription Pricing Division practice populations (as per the download from PHE Fingertips).

The definitions do not state whether this is type 1 or type 2 diabetes, so it is assumed it is a mixture of both. However, the most common type of diabetes is type 2, at around 85% of all diabetes mellitus cases. The North East clusters show the highest rates.

³² NICE. Guideline NG28. December 2015 updated May 2017. <https://www.nice.org.uk/guidance/ng28/>

³³ PHE. Analyses of estimates of prevalence of diabetes across England. 2016

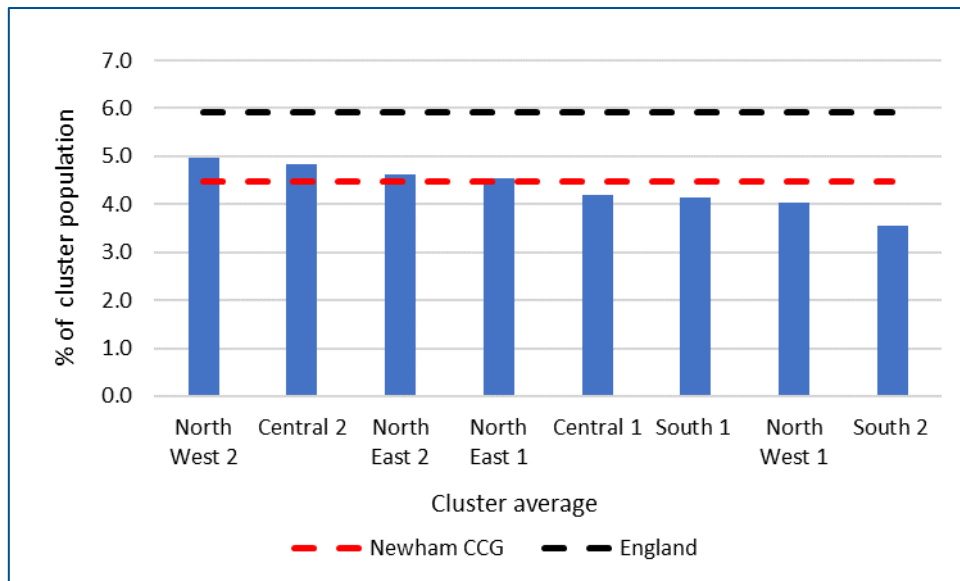
Figure 25 - Percentage of type 1 and type 2 diabetes among those aged 17+ in Newham, by GP clusters (based on QoF 2015-16)



2.4.2.7 Respiratory disease

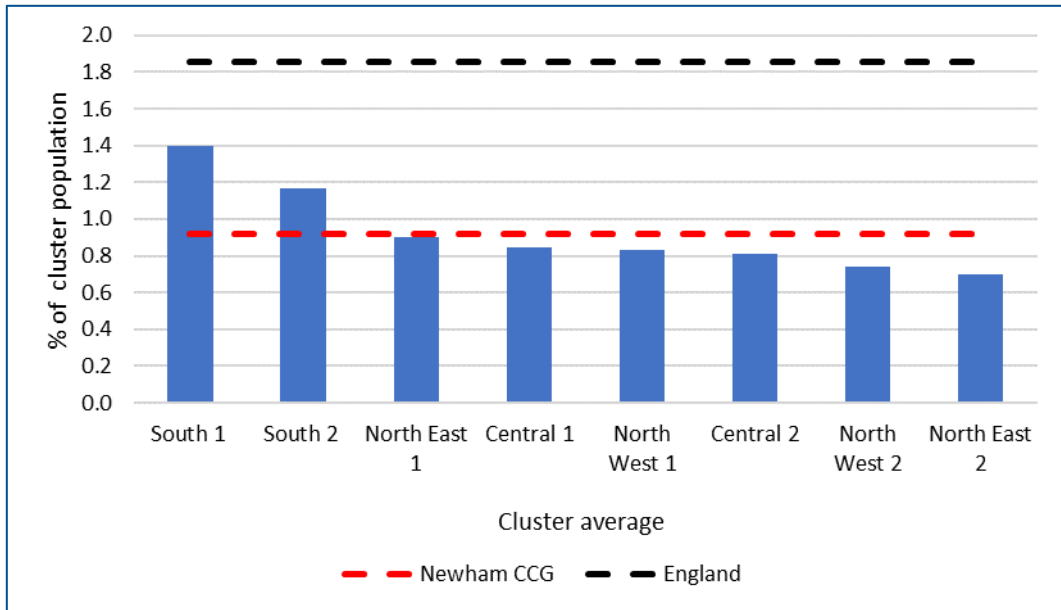
The prevalence of asthma in Newham is 4.5%, which is lower than the reported prevalence for England (5.9%).

Figure 26 - Percentage of asthma by GP clusters (based on QoF 2015-16)



The prevalence of COPD across GP practices in Newham is 0.9%. This is below the England average (1.9%), but since COPD prevalence increases with age, this is expected given the relative youth of the Newham population.

Figure 27 - Percentage of COPD in Newham by GP clusters (based on QoF 2015-16)

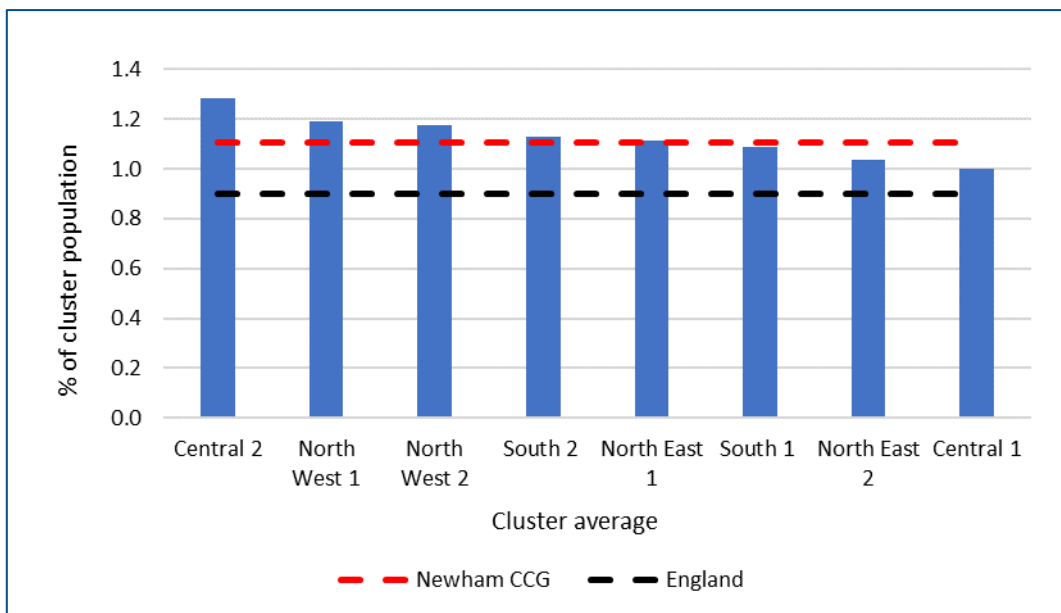


2.4.2.8 Mental Health

For the proportion of GP-registered patients with mental health problems, Newham was 1.1%, higher than the England average of 0.9% in 2016 Mental Health (QOF prevalence) and includes patients with a diagnosis of schizophrenia, bipolar affective disorder and other psychoses as recorded on practice registers. The rates are based on the total practice list size as the denominator.

The average percentage for the eight Newham clusters (1.1%) is higher than that of England (0.9%). The highest cluster is Central 2 at 1.3%.

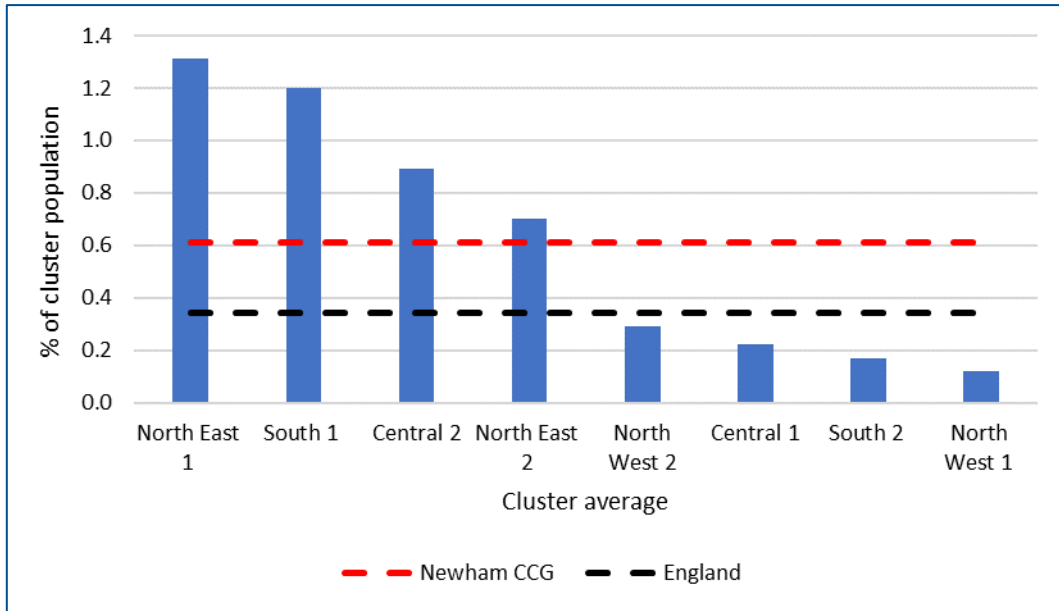
Figure 28 - Percentage of mental health problems by GP clusters (based on QoF 2015-16)



2.4.2.9 Palliative care

Ensuring patient comfort in an end-of-life situation is very important. Pharmaceutical services play a vital role in the provision of medicines, as well as in giving advice on side effects and pain management.

Figure 29 - Crude rates for palliative care by GP cluster (based on QoF 2015-16)



Comparing the average prevalence across the eight clusters, the North East 1 and South 1 clusters show the highest average percentage of practices with patients under palliative/supportive care, at an average of 1.31% and 1.20% respectively. This compares with the Newham average of 0.61% and an England average of 0.34%.

2.5 Infectious diseases

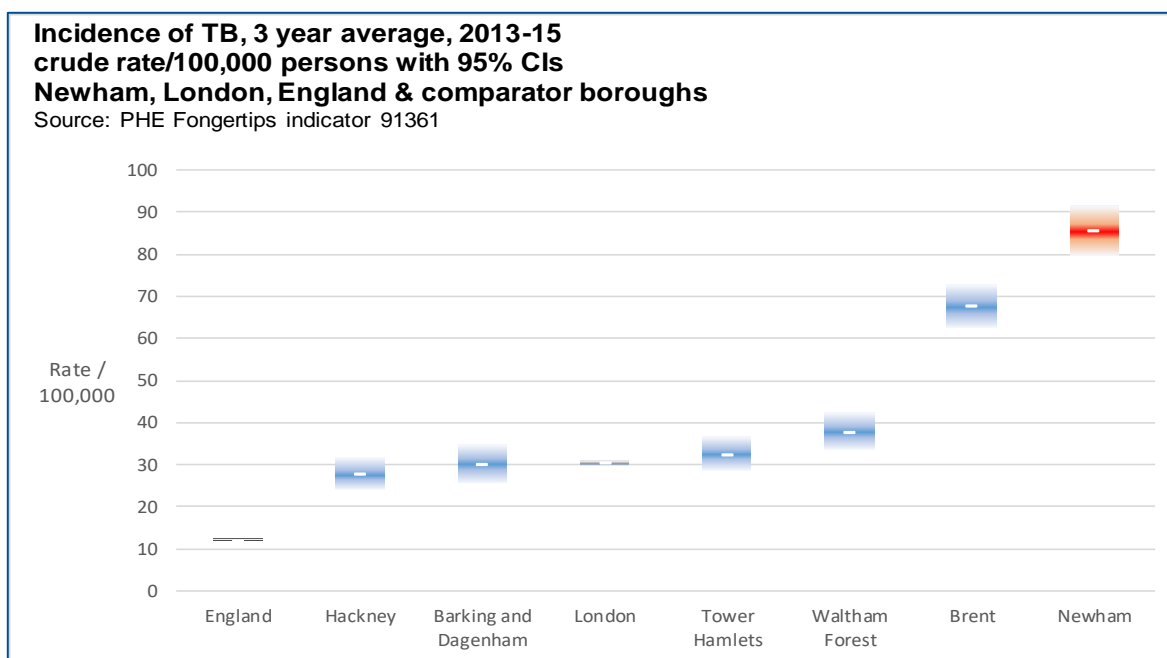
This section should be read in conjunction with the Newham Health Protection JSNA.

2.5.1 Tuberculosis (TB)

Incidence of TB in Newham is about seven times higher than the rate for England and almost three times higher than that for London, though it has fallen in recent years.

Newham’s record of starting treatment within four months of diagnosis is similar to England’s, but the most recent data shows Newham as having a higher drop-out rate, with fewer patients completing treatment than the England average. Newham CCG, working with all local GP practices and local health services, has developed a pioneering approach to identify and treat people with latent TB infection. The programme is the first of its kind to offer both testing and treatment and is now being rolled out nationally.

Figure 30 - Incidence of TB



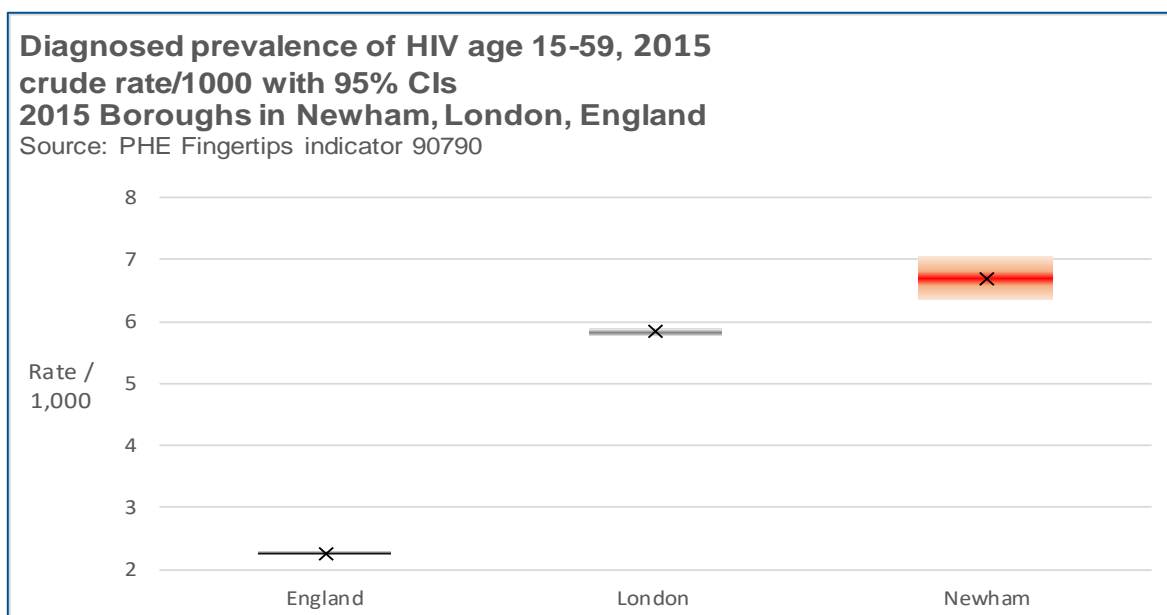
2.5.2 MRSA

Newham has lower rates of hospital-acquired Clostridium difficile, E. coli, and methicillin-susceptible Staphylococcus aureus than the England average, and higher rates of MRSA than England.

2.5.3 HIV

Newham has significantly higher rates of diagnosed HIV than the London and England averages, and higher admission rates for hepatitis B-related end-stage disease.

Figure 31 - Newham HIV prevalence compared with London and England



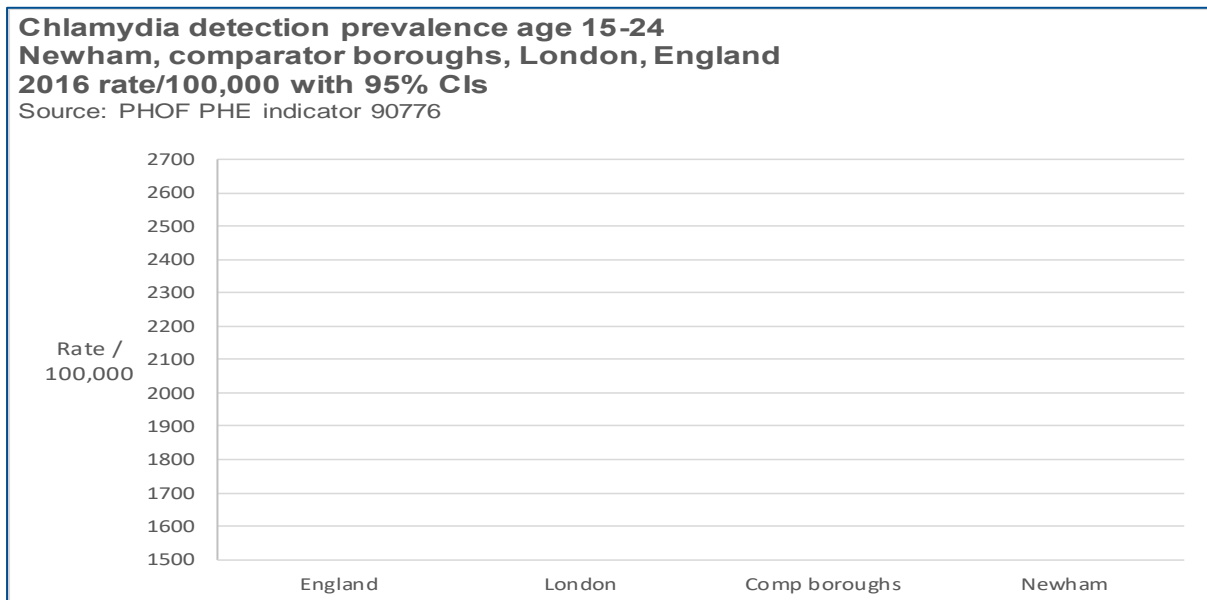
2.5.4 Substance misuse

In the most recent period, Newham’s percentage of people starting substance abuse treatment halved, and is now comparable to London and England. In the same period, Newham’s rate of testing drug injectors for hepatitis C was lower than in London and England. These recent poorer figures may reflect the consequences of budget restriction.

2.5.5 Chlamydia

Newham’s chlamydia detection rate is higher than England’s rate but lower than London’s. Newham has rates of diagnosis of syphilis, gonorrhoea, and total STIs which are higher than in England and lower than in London. Rates of syphilis and gonorrhoea have risen in recent years.

Figure 32 - Chlamydia prevalence, 2016



2.5.6 Childhood vaccination

Newham’s rates of childhood vaccinations are poor, well below the England rate and the 95% herd immunity target. Newham’s rate of HPV vaccination of adolescent girls is significantly higher than those of London and England.

2.5.7 Flu vaccination

Newham’s rate of flu vaccination of people aged 65 and over is similar to England’s, and among the highest in London. Newham’s rate of flu vaccination of other at-risk groups has been consistently higher than those of London and England.

2.5.8 PPV vaccination

Newham’s rate of PPV vaccination in the over-65s in recent years has been higher than London’s and similar to England’s.

2.5.9 Cancer screening

Newham’s rates for take-up of screening for cervical cancer, breast cancer and bowel cancer have been consistently lower than those of England. Socio-economic status and ethnicity are known to be associated with screening take-up rates, which are low for all South Asian groups, and particularly low for Muslims, while abnormal bowel screening results are higher in South Asians.

2.6 Lifestyle

2.6.1 Physical activity

Newham has significantly lower levels of population that are physically active as shown in Figure 33, below.

Figure 33 - Physical activity PHOF indicator performance for Newham

Compared with benchmark ● Better ● Similar ● Worse ● Lower ● Similar ● Higher ○ Not Compared				
Indicator	Period	Newham	England	
	Year	%	Range	
Percentage of physically active adults - current method	2015/16	58.4	64.9	●
Percentage of physically inactive adults - current method	2015/16	31.8	22.3	●
Percentage of adults doing 150+ minutes physical activity per week - historical method	2015	44.80%	57.00%	●
Percentage of adults achieving less than 30 minutes of physical activity per week - historical method	2015	39.80%	28.70%	●
Percentage of adults doing 30-149 minutes physical activity per week - historical method	2015	15.40%	14.30%	○
Percentage of 15 year olds physically active for at least one hour per day seven days a week	2014/15	10.60%	13.90%	●
Percentage of 15 year olds with a mean daily sedentary time in the last week over 7 hours per day	2014/15	69.90%	70.10%	●
Percentage of adults who do any walking, at least five times per week	2014/15	56.40%	50.60%	●
Percentage of adults who do any walking, at least once per week	2014/15	77.8	80.6	●
Percentage of adults who do any cycling, at least three times per week.	2014/15	0.80%	4.40%	●
Percentage of adults who do any cycling, at least once per month	2014/15	5.60%	14.70%	●
Utilisation of outdoor space for exercise/health reasons	Mar 2015	18.80%	17.90%	●

Source: PHE PHOF 2017

2.6.2 Obesity

2.6.2.1 Childhood obesity: Reception Year (age 4-5)

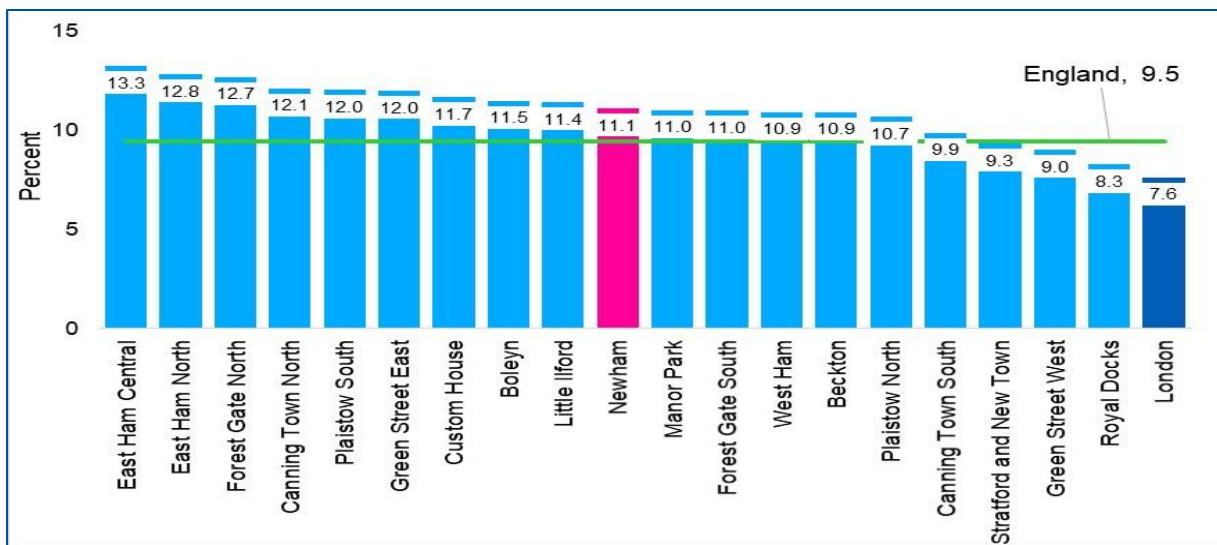
Overall, Newham has high levels of childhood obesity with 13.8% of children aged 5, and 27.4% of children aged 10–11, being obese. More detailed information is available in the Children and Young People JSNA.

2.6.2.2 Excess weight in adults in Newham

Adult obesity is not measured in the same way, or as frequently, as childhood obesity. GPs measure the height and weight of adults as part of clinical assessments for diabetes, suspected coronary heart disease and as part of NHS health checks for those aged between 45 and 74. It should be noted that excess weight recording is underestimated as not all the registered population is asked their height and weight.

The proportion of adults classified as being obese in Newham was 11.1% in 2015-16, higher than the London average of 7.6% and higher than the England average of 9.5%. Within Newham, East Ham Central had the highest proportion of adults with obesity and Royal Docks had the lowest.

Figure 34 - Registered adult obesity prevalence, 2015-16



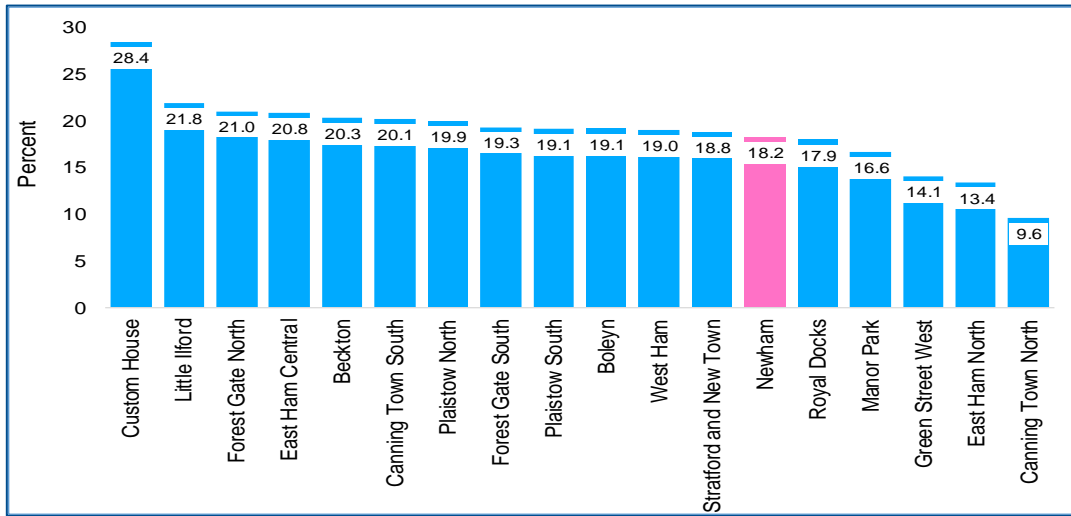
Data source: NHS Digital (Health and Social Care Information Centre – HSCIC), Quality and Outcomes Framework (QOF), 2016

2.6.3 Smoking

Smoking is a contributory risk factor for several diseases such as coronary heart disease, stroke and lung cancer, and contributes to increased demand on health care. Figure 35 shows the reported rates of smoking based on the GP survey. The definition for the rate is the percentage of all respondents to the question "Which of the following best describes your smoking habits?" who answered "Occasional smoker" or "Regular smoker".

As the figures are self-reported based on a survey, they are subject to survey limitations. However, it does indicate where patients are declaring their smoking habits and can be targeted for smoking cessation services. Patients in Custom House had the highest reported smoking rates whilst Canning Town, the lowest.

Figure 35 - Registered smoking prevalence for those aged 16+ by ward (derived from General Practice Survey), 2015-16.



Data source: PHE National General Practice Profiles, 2017

2.6.4 Drug and alcohol misuse

Newham has a higher rate of drug misuse than the London average (based on 2012 data).

- In benchmarking the prevalence of opiate and crack cocaine use, Newham has a rate of 13.1 per 1,000 population, and is the eighth highest in all London boroughs
- 0.7% (2015-16) of clients are waiting for more than three weeks for drug treatment (63rd best out of 149 boroughs)³⁴
- 7.2% (2015) have completed successful treatment for opiate use (85 of 149 boroughs)
- 33.1% (2015) have successfully completed treatment for non-opiate drug misuse

2.6.5 Alcohol-related problems

Excessive and prolonged alcohol intake contributes to mortality and morbidity. Furthermore, excessive alcohol intake can also lead to hospital admissions. The Newham Adult JSNA (2017-2019) found that Newham has similar profiles for male alcohol-specific admissions to England but higher compared with London, whereas for women it is comparable with London and lower than England.³⁵

Females in Newham had higher rates compared with Havering, Redbridge and Waltham Forest.

More information can be found in the JSNA.

³⁴ Public Health England. Co-occurring substance misuse and mental health issues profile. <http://fingertips.phe.org.uk/profile-group/mental-health/profile/drugsandmentalhealth>

³⁵ <https://www.newham.gov.uk/Documents/Health%20and%20social%20care/AdultJointStrategicNeedsAssessment.pdf>

2.6.6 Teenage conception

Teenagers have the highest rate of unplanned pregnancy and around 50% of under-18 conceptions end in abortion.

In 2015, in Newham:

- The under-18 conception rate per 1,000 females aged 15 to 17 years was 21.9, while in England the rate was 20.8. Between 1998 and 2014, Newham achieved a 62.5% reduction in the under-18 conception rate, compared with a 51.1% reduction in England
- Among the under-18 conceptions, the percentage of those leading to abortion was 57.8%, while in England the percentage was 51.2%

2.7 Immunisation uptake

2.7.1 Flu vaccinations

Flu vaccination reduces the risk of seasonal flu and decreases hospital admissions for influenza, respiratory conditions and exacerbations of other conditions. The national flu vaccination programme for adults is targeted at people most at risk of harm from this: people aged 65 years and over, people under 65 in specific clinical risk groups and pregnant women. The majority of vaccinations are given between September and January each year by the GP practice, with many pharmacists also offering the service.

70.5% of the Newham population aged over 65, 57% of at-risk patients and 49% of pregnant women were vaccinated against influenza in 2016-17.

2.7.2 Childhood vaccinations

Data from 2012-13 and 2014-15 suggests that Newham lags behind in coverage of several vaccines.

Table 6 - Newham performance of routine childhood immunisations 0-5 years

	Indicator	Year	Coverage %		
			Newham	London	England
One year	DTaP/IPV/Hib	2015-16	87.8	-	93.6
	PCV	2015-16	87.7	-	93.5
	Men C	2015-16	90.1	-	N/A
	Hep B	2014-15	98.2	-	-
Two years	DTaP/IPV/Hib	2015-16	92.5	-	95.2
	Hib/Men C Booster	2015-16	86.9	-	91.6
	MMR (one dose)	2014-15	89.1	87.3	92.3
	PCV booster	2015-16	86.2	-	91.5
	Hep B	2014-15	94.0	-	-

Indicator	Year	Coverage %		
		Newham	London	England
DTaP/IPV/Hib	-	-	-	-
DTaP/IPV/Hib booster	-	-	-	-
Five years				
Hib/Men C Booster	2014-15	87.7	87.3	92.4
MMR 1st dose	2015-16	92.4	91.1	94.8
MMR 2nd dose	2015-16	77.3	81.7	88.2
12-13 years (females)				
HPV (single dose)	2015-16	87.5	83.9	87

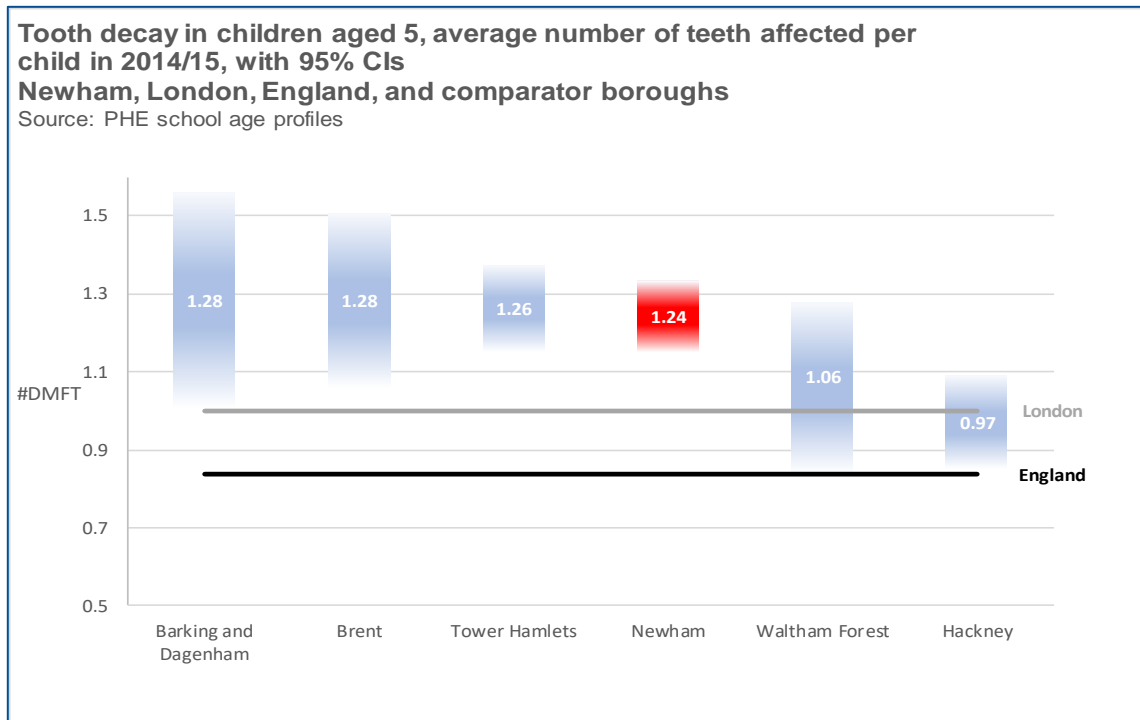
Source: Public Health England (Child Health Profiles Fingertips data)

2.8 Oral health

Tooth decay is the most common, but largely preventable, oral disease affecting children and young people. The proportion of children in Newham free from tooth decay (70.7%) is worse than England (75.2%) and London (72.6%) for 2014-15.

The average number of decayed, missing or filled teeth (DMFT), a marker of oral health, in 5-year-olds during 2014-15, was higher in Newham (1.24) than in London (1) and England (0.84). Newham’s average number of DMFT has improved since the last PNA and is now the sixth highest in London after Tower Hamlets (1.26), Brent and Barking & Dagenham (1.28), Harrow (1.39), Hillingdon (1.46) and Ealing (1.77).

Figure 36 - Tooth decay in children aged five



2.9 Conclusions

Newham has an ethnically diverse population which is young. The higher levels of deprivation are associated with poorer lifestyle and health behaviours resulting in ill-health at a younger age.

Newham has the:

- Highest rate of TB incidence in England
- Significantly higher rates of HIV prevalence and new incidence rates of HIV compared with London and England
- Significantly higher rates of recorded diabetes compared with England

The key priorities therefore are prevention, health literacy and support for self-care.

Every contact, including pharmacy contact, should be an opportunity to improve health literacy and support healthy lifestyles.

3. NHS PHARMACEUTICAL SERVICES PROVISION; CURRENTLY COMMISSIONED

3.1 Community pharmacies

There are 70 community pharmacies in Newham HWB area (as of 8th August 2017), which is an increase of one pharmacy compared with the 2015 PNA, for a population of 340,700. This equates to an average of 20.4 pharmacies per 100,000 population, which has decreased from 20.8 in the 2015 PNA, due to the increase in population. Data for 2015-16 shows the England average is 21.5 community pharmacies per 100,000 population, which has decreased slightly from the 2015 PNA when the national average was 21.7. The London average has also decreased to 21.7 community pharmacies per 100,000 population from the previous PNA figure of 22.3. London has a transient population with generally good transport links. Populations may therefore find community pharmacies in neighbouring HWB areas more accessible and/or more convenient. There is a varying rate of community pharmacies per 100,000 population in neighbouring HWB areas to Newham: Barking and Dagenham (20.4), City and Hackney (24.1), Redbridge (18.4), Tower Hamlets (16.3), Greenwich (23.5) and Waltham Forest (22.1).

The public questionnaire undertaken in the summer of 2017 received 360 responses. Results show that 73% of respondents use the same pharmacy (have a regular pharmacy they go to). When asked what factors they considered when choosing their pharmacy, over 78% indicated 'close to home' and over 45% 'close to GP surgery' as important reasons. The questionnaire also identified that 66% of respondents walk to their community pharmacy, while 15% use a car. The full results of the pharmacy user questionnaire are detailed in Section 5.

Table 7 provides a breakdown, by locality, of the average number of community pharmacies per 100,000 population. The number and rate of community pharmacies vary widely by locality. Populations in all localities have access to extensive public transport links and road networks and for some populations the nearest community pharmacy provision from their home may be in a neighbouring locality or HWB area. Maps B to F show the travel times to nearest community pharmacy for residents of Newham HWB area.

Table 7 - Breakdown of average community pharmacies per 100,000 population

Locality	Number of community pharmacies (as of 8/8/17)	Total population (mid-2015 estimates)	Average number of community pharmacies per 100,000 population (as of 8/8/17)
Forest Gate	6	35,300	17.0
Stratford and West Ham	11	46,500	23.6
Custom House and Canning Town	7	48,800	14.3
East Ham	8	49,100	16.3
Green Street	12	50,100	23.9
Manor Park	11	48,000	22.9
Plaistow	5	34,500	14.5
Beckton and Royal Docks	10	30,400	32.9
Newham HWB (2016-17)	70	342,700	20.4
London region (2015-16 data)	1,853*	8,539,000	21.7*
England (2015-16 data)	11,688*	-	21.5*

**Data includes distance-selling (internet) pharmacies, which do not provide face-to-face services*

Section 1.3 lists the essential services of the pharmacy contract. It is assumed that provision of all of these services is available from all contractors. Further analysis of the pharmaceutical service provision and health needs for each locality is undertaken in Section 6.

3.1.1 Choice of community pharmacies

Table 8 shows the breakdown of community pharmacy ownership in Newham. The data shows that independent pharmacy ownership is much higher in Newham than the rest of London or nationally. No one provider has a monopoly in any locality. People in Newham therefore have a good choice of pharmacy providers.

Table 8 - Community pharmacy ownership, 2015-16

Area	Multiples* (%)	Independent (%)
Newham HWB (2017 data)	15	85
London	39.2	60.8
England	61.9	38.1

**Multiple has been regarded as six pharmacies or more. Five or fewer is considered 'independent'*

3.1.2 Weekend and evening provision

It is estimated that, collectively, community pharmacies in England³⁶ are open approximately 150,000 hours more per week than ten years ago. This has been mainly driven through the opening of 100-hour pharmacies. There are 1,161(9.9%) community pharmacies in England open for 100 hours or more per week. This has increased significantly from 2013-14, when there were 773 (6.7%).

Table 9 shows that Newham has a lower percentage of its pharmacies open for 100 hours or more compared with nationally, but a higher rate than the regional London average. All 100-hour pharmacies are open late and at the weekends.

Table 9 - Numbers of 100-hour pharmacies (and percentage of total in locality/area)

Locality / Area	Number 100-hour pharmacies	Percentage of 100-hour pharmacies
East Ham	0	0.0%
Stratford and West Ham	0	0.0%
Custom House and Canning Town	0	0.0%
Green Street	1	8.3%
Forest Gate	1	16.6%
Beckton and Royal Docks	1	10.0%
Manor Park	2	18.2%
Plaistow	0	0.0%
Newham HWB	5	7.1%
London region	103	5.5%
England (2015-16 data)	1,161	9.9%

3.2 Dispensing Appliance Contractors (DACs)

There are no DACs in Newham HWB area.

DAC services are available to the population from elsewhere in the UK and appliances may also be dispensed from community pharmacies. From the community pharmacy contractor questionnaire, 42 responses were received and 61% of respondents reported that they provide stoma and/or incontinence appliances.

As part of the essential services of DACs, a free delivery service is available to all patients. It is therefore likely that some patients will obtain appliances delivered from DACs outside the HWB area. There were 112 DACs in England in 2015-16.

³⁶ Dispensing Health: Pharmacy Voice. 'Who do you think we are? Community Pharmacy: dispensers of health'. 2014. <http://www.dispensinghealth.org/wp-content/uploads/2014/01/DH-Launch-FINA1.pdf>

3.3 Distance-selling pharmacies

A distance-selling pharmacy provides services as per the Pharmaceutical Regulations 2013. It may not provide essential services face-to-face and therefore provision is by mail order and/or wholly internet. As part of the terms of service for distance-selling pharmacies, provision of all essential services offered must be offered throughout England.

There is currently one distance-selling pharmacy in the Newham HWB area:

- MyChemistOnline Ltd, Unit F63, Waterfront Studios, 1 Dock Road, London E16 1AH

Figures for 2015-16 show that in England there were 266 distance-selling pharmacies, accounting for 2.3% of the total number of pharmacies (London had 20 (1.1%)). This has increased significantly from 2013-14, when there were 211 distance-selling pharmacies, accounting for 1.8% of all pharmacy contractors. The London figure has increased from 0.8% to 1.1% of all pharmacy contractors.

3.4 Access to community pharmacies

The majority of community pharmacy providers in Newham HWB area are sited in areas co-located with shops, GP practices (see Map 7) or other routine destinations. Many also provide extended opening hours and, as such, they offer a high level of convenience.

The white paper, 'Pharmacy in England: Building on strengths – delivering the future'³⁷ noted that 99% of the population – even those living in the most deprived areas – can get to a community pharmacy within 20 minutes by car and 96% can get there by walking or using public transport. Maps B to F provide a travel analysis of the population of Newham to their nearest community pharmacy.

A list of community pharmacies in Newham HWB area and their opening hours can be found in Appendix 1.

3.4.1 Routine daytime access to community pharmacies

Average daytime drive time, walking and public transport travel times for percentages of the Newham HWB area population to their nearest community pharmacy can be found in Table 10.

Average drive times to community pharmacies in Newham are shown in Maps B and C. Average public transport times to community pharmacies are shown in Maps D and E. Average walking time to community pharmacies is shown in Map 6.

³⁷ Department of Health White Paper. Pharmacy in England: Building on strengths – delivering the future, April 2008. <http://www.official-documents.gov.uk/document/cm73/7341/7341.pdf>

A previously published article³⁸ suggests that over 89% of the population of England has a maximum 20-minute walk to a community pharmacy, however, this figure falls to as low as 14% in rural areas. The same study found that access is greater in areas of high deprivation.

Maps B and C illustrate that 100% of residents within the HWB area have an average off-peak drive time not exceeding ten minutes to their nearest community pharmacy and that 99.9% can reach their nearest pharmacy in ten minutes or less during peak drive times.

Maps D and E illustrate that 100% of the residents within the HWB area have an average public transport time not exceeding 15 minutes to their nearest pharmacy. Map 6 illustrates that 100% of the residents of the HWB area have an average walking time not exceeding 20 minutes to their nearest pharmacy.

Table 10 - Percentage of population of Newham HWB and average daytime travel times to nearest community pharmacy

	Average peak drive time	Average off-peak drive time	Average public transport time	Average walking time
0-5 mins	81.4%	85.3%	43%	39.8%
0-10 mins	99.9%	100%	94.6%	87.3%
0-15 mins	100.0%	100%	100.0%	99%
0-20 mins	100.0%	100%	100.0%	100%

3.4.2 Routine weekday evening access to community pharmacies

The number, location and opening hours of community pharmacy providers open beyond 6pm, Monday to Friday (excluding bank holidays), varies within each locality and they are listed in the table below. Average access is difficult given the variety of opening hours and locations. Access is therefore considered at locality level and, as can be found from Table 11, the population of Newham has good access to community pharmacies in the evening as the majority of providers in Newham HWB area are open after 6pm and there is provision in each locality. A further analysis of provision in each locality is detailed in Section 6.

³⁸ Todd A, Copeland A, Husband A. The positive pharmacy care law: an area-level analysis of the relationship between community pharmacy distribution, urbanity and social deprivation in England. *BMJ Open* 2014, Vol. 4, Issue 8. <http://bmjopen.bmj.com/content/4/8/e005764.full.pdf%20html>

Table 11 - Community pharmacy providers open Mon-Fri (excl. bank holidays (BHs)) beyond 6pm

Locality	Pharmacy name and address	Monday-Friday opening hours
	Lloyds Pharmacy, Inside Sainsbury's, 1 Claps Gate Lane, London E6 6JF	09:00-20:00
	Tesco Instore Pharmacy, 1 Armada Way, Royal Dock Road, London E6 7FB	08:00-21:00
	Day Lewis Pharmacy, 220 Tollgate Road, London E6 5JS	09:00-18:30
Beckton and Royal Docks	Beckton Pharmacy, Unit 11 Mary Rose Mall, Frobisher Road, London E6 5LX	09:00-20:00
	Asda Pharmacy, Unit 9 Mary Rose Mall, London E6 5LX	08:00-23:00
	Boots, Unit 15 Gallions Reach, 3 Armada Way, London E6 7ER	10:00-20:00
	Royal Docks Pharmacy, 23 East Ham, Manor Way, London E6 5NA	09:00-18:30
	Day Lewis Pharmacy, 17-19 Freemasons Road, London E16 3AR	09:00-18:30
Custom House and Canning Town	Berg's Pharmacy, 4 Rathbone Market, Barking Road, London E16 1EH	09:00-18:30
	Jetsol Pharmacy, The Hub, 123 Star Lane, London E16 4PZ	09:00-19:00
	Sherman Chemist, 21 Hermit Road, London E16 4HP	09:00-18:30
	Boots, 82-84 High Street North, London E6 2HT	09:00-19:00
	Ghir Ltd, 426-428 Barking Road, London E6 2SA	09:00-19:00
	Kingsway Pharmacy, 214 High Street North, London E6 2JA	09:00-19:00
East Ham	Munro Pharmacy, 5-7 High Street North, London E6 1HS	09:00-18:30
	Blakeberry Pharmacy, 9 High Street South, London E6 6EN	09:00-19:00
	Kingsway Pharmacy, 290 Barking Road, London E6 3BA	08:30-18:30
	Sai Pharmacy, 150-152 High Street North, London E6 2HT	09:00-18:30
	Blakeberry Pharmacy, 96 High Street South, London E6 3RL	08:30-19:00

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Locality	Pharmacy name and address	Monday-Friday opening hours
Forest Gate	Woodgrange Pharmacy, 116-120 Woodgrange Road, London E7 0EW	08:00-22:30
	Malchem Pharmacy, 63 Woodgrange Road, London E7 0EL	08:30-18:30
	Mansons Chemist, 15 Woodgrange Road, London E7 8BA	09:00-18:30
	Mayors Chemist, 45 Upton Lane, London E7 9PA	09:00-19:30
	Shan Chemist, 453 Romford Road, London E7 8AB	09:00-19:00
	Sherman Chemists, 100-102 Woodgrange Road, London E7 0EW	09:00-18:30
Green Street	Munro Pharmacy, 303 Green Street, London E13 9AR	09:00-20:00
	Clockwork Pharmacy Ltd, 741 Barking Road, London E13 9ER	08:45-19:00
	Crailmay Ltd, 70 Green Street, London E7 8JG	09:00-19:00
	Day Lewis Pharmacy, 79 Upton Lane, London E7 9PB	09:00-18:30
	Frank Mays Pharmacy, 30 Barking Road, London E6 3BP	09:00-18:30
	Kalhan Ltd, 75 Plashet Road, London E13 0QA	09:00-19:00
	LRM Dispensing Chemist, 229 Plashet Road, London E13 0QU	09:00-18:30
	Pharmacy Republic, 138 Barking Road, London E6 3BD	09:00-23:00
	Superdrug Pharmacy, 321-325 Green Street, London E13 9AR	09:00-19:00
	Boots, 384 Green Street, London E13 9AP	09:00-18:30
Manor Park	Weston Ltd, 3 St Stephens Parade, Green Street, London E7 8LQ	09:00-19:00
	Akro, 404 Katherine Road, London E7 8NP	09:00-19:00
	Boots, 833 Romford Road, London E12 6EA	09:00-20:00
	Bell Pharmacy, 995 Romford Road, London E12 5JR	09:00-19:00
	Church Road Pharmacy, 30 Church Road, London E12 6AQ	09:00-18:30
Duncans Pharmacy, 347 High Street North, London E12 6PQ	09:30-20:00	

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Locality	Pharmacy name and address	Monday-Friday opening hours
Manor Park	Manor Park Pharmacy, 683 Romford Road, London E12 5AD	09:00-19:00
	Mint Pharmacy, 205 Plashet Grove, London E6 1BX	07:00-22:30
	Muhammad's Pharmacy, 829 Romford Road, London E12 6EA	07:00-22:00
	Plashet Pharmacy, 169 Plashet Grove, London E6 1BX	09:00-19:30
	Prime Pharmacy, 234 High Street North, London E12 6SB	09:00-19:00
	Solanki Pharmacy, 324 High Street North, London E12 6SA	09:00-20:00
	Catto Chemist, 388 High Street North, London E12 6RH	10:00-20:00
Plaistow	Britannia Pharmacy, 10 Prince Regent Lane, London E13 8QG	09:00-19:00
	Daystar Pharmacy, 121 High Street, London E13 9HH	08:30-18:30
	Newmans Pharmacy, 524-526 Barking Road, London E13 8QE	09:00-18:30
	Pharmaram Chemist, 8-10 Terrace Road, London E13 0PB	09:00-19:00
	Rohpharm Ltd, 212 Plaistow Road, London E13 0AL	08:00-20:00
Stratford and West Ham	Boots, 31-32 Lower Ground Floor, The Arcade, London E20 1EH	09:00-21:00
	Britannia Pharmacy, 6 Church Street, London E15 3HX	09:00-19:00
	Britannia Pharmacy, 155 Leytonstone Road, London E15 1LH	09:00-19:00
	Cartwrights, 67 Leytonstone Road, London E15 1JA	09:00-20:00
	Mayors Healthcare Ltd, 127 The Grove, London E15 1EN	09:00-19:00
	Medina Pharmacy, 161 Plaistow Road, London E15 3ET	09:30-18:30
	Vicarage Pharmacy, 10 Vicarage Lane, London E15 4ES	09:00-19:00
	Wagpharm Chemist, 8 Mitre Road, London E15 3JF	09:00-19:00
Boots, 31-32 The Mall, London E15 1XD	08:00-20:00	
Salus Pharmacy, 42 Liberty Bridge Road, London E20 1AS	08:00-20:30	

3.4.3 Routine Saturday daytime access to community pharmacies

The number, location and opening hours of community pharmacy providers open on Saturdays vary within each locality. Overall, just under 86% of pharmacies in Newham HWB area are open on Saturdays, the majority of which are open into the late afternoon. Average access is difficult given the variety of opening hours and locations. Access is therefore considered at locality level. Table 12 shows that almost all of the pharmacies in Newham HWB area are open on Saturdays. A further analysis of provision is detailed in Section 6.

Table 12 - Community pharmacy providers open on Saturdays

Locality	Pharmacy name and address	Saturday opening hours
Beckton and Royal Docks	Lloyds Pharmacy, Inside Sainsbury's, 1 Claps Gate Lane, London E6 6JF	09:00-20:00
	Beckton Pharmacy, Unit 11 Mary Rose Mall, Frobisher Road London E6 5LX	09:00-20:00
	Asda Pharmacy, Unit 9 Mary Rose Mall, London E6 5LX	07:00-22:00
	Day Lewis Pharmacy, 5 Woodman Parade, London E16 2LL	09:00-13:00
	Tesco Instore Pharmacy, 1 Armada Way, Royal Dock Road, London E6 7FB	08:00-21:00
	Boots, Unit 15 Gallions Reach, 3 Armada Way, London E6 7ER	09:00-19:00
Custom House and Canning Town	Day Lewis Pharmacy, 17-19 Freemasons Road, London E16 3AR	08:30-13:00
	Berg's Pharmacy, 4 Rathbone Market, Barking Road, London E16 1EH	09:00-18:00
	Jetsol Pharmacy, The Hub, 123 Star Lane, London E16 4PZ	09:00-17:00
	Newmans Pharmacy, 376 Barking Road, London E13 8HL	09:00-17:30
	Weston Ltd, 329 Barking Road, London E13 8EE	09:00-14:00
East Ham	Boots, 82-84 High Street North, London E6 2HT	09:00-19:00
	Munro Pharmacy, 5-7 High Street North, London E6 1HS	09:00-18:00
	Blakeberry Pharmacy, 9 High Street South, London E6 6EN	09:00-18:30
	Kingsway Pharmacy, 214 High Street North, London E6 2JA	09:00-18:00
	Kingsway Pharmacy, 290 Barking Road, London E6 3BA	09:00-13:00
	Sai Pharmacy, 150-152 High Street North, London E6 2HT	09:00-18:00
	Blakeberry Pharmacy, 96 High Street South, London E6 3RL	09:00-18:30

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Locality	Pharmacy name and address	Saturday opening hours
Forest Gate	Woodgrange Pharmacy, 116-120 Woodgrange Road, London E7 0EW	08:00-22:30
	Malchem Pharmacy, 63 Woodgrange Road, London E7 0EL	09:00-18:00
	Mansons Chemist, 15 Woodgrange Road, London E7 8BA	09:00-18:00
	Mayors Chemist, 45 Upton Lane, London E7 9PA	11:00-17:30
Green Street	Munro Pharmacy, 303 Green Street, London E13 9AR	09:00-19:00
	Pharmacy Republic, 138 Barking Road, London E6 3BD	09:00-24:00
	Superdrug Pharmacy, 321-325 Green Street, London E13 9AR	09:00-17:30
	Boots, 384 Green Street, London E13 9AP	09:00-18:30
	Clockwork Pharmacy Ltd, 741 Barking Road, London E13 9ER	10:00-17:00
	Crailmay Ltd, 70 Green Street, London E7 8JG	09:00-13:00
	Day Lewis Pharmacy, 79 Upton Lane, London E7 9PB	10:00-14:00
	Frank Mays Pharmacy, 30 Barking Road, London E6 3BP	09:00-13:00
	Kalhan Ltd, 75 Plashet Road, London E13 0QA	10:00-14:00
	LRM Dispensing Chemist, 229 Plashet Road, London E13 0QU	10:00-14:00
Manor Park	Weston Ltd, 3 St Stephens Parade, Green Street, London E7 8LQ	09:00-18:00
	Akro, 404 Katherine Road, London E7 8NP	09:00-14:00
	Boots, 833 Romford Road, London E12 6EA	09:00-18:00
	Bell Pharmacy, 995 Romford Road, London E12 5JR	09:00-19:00
	Church Road Pharmacy, 30 Church Road, London E12 6AQ	10:00-13:00
	Duncans Pharmacy, 347 High Street North, London E12 6PQ	10:00-18:00
Manor Park Pharmacy, 683 Romford Road, London E12 5AD	09:00-18:00	
Mint Pharmacy, 205 Plashet Grove, London E6 1BX	07:00-22:30	

Newham 2018 PNA

Locality	Pharmacy name and address	Saturday opening hours
	Muhammad's Pharmacy, 829 Romford, London E12 6EA	07:00-22:00
	Plashet Pharmacy, 169 Plashet Grove, London E6 1BX	09:00-16:00
Manor Park	Prime Pharmacy, 234 High Street North, London E12 6SB	09:00-18:00
	Solanki Pharmacy, 324 High Street North, London E12 6SA	09:00-17:00
	Catto Chemist, 388 High Street North, London E12 6RH	10:00-18:00
	Britannia Pharmacy, 10 Prince Regent Lane, London E13 8QG	09:00-13:00
	Newmans Pharmacy, 524-526 Barking Road, London E13 8QE	09:00-18:00
Plaistow	Pharmaram Chemist, 8-10 Terrace Road, London E13 0PB	09:00-14:00
	Rohpharm Ltd, 212 Plaistow Road, London E13 0AL	08:00-20:00
	Daystar Pharmacy, 121 High Street, London E13 9HH	09:00-13:00
	Boots, 31-32 Lower Ground Floor, The Arcade, London E20 1EH	09:00-21:00
	Britannia Pharmacy, 6 Church Street, London E15 3HX	09:00-13:00
	Britannia Pharmacy, 155 Leytonstone Road, London E15 1LH	09:00-20:00
	Cartwrights, 67 Leytonstone Road, London E15 1JA	09:00-16:00
	Mayors Healthcare Ltd, 127 The Grove, London E15 1EN	09:00-17:00
Stratford and West Ham	Medina Pharmacy, 161 Plaistow Road, London E15 3ET	10:00-14:00
	Osbon Pharmacy, 54 The Mall, London E15 1XE	09:00-17:00
	Salus Pharmacy, 42 Liberty Bridge Road, London E20 1AS	08:00-14:00
	Vicarage Pharmacy, 10 Vicarage Lane, London E15 4ES	09:00-17:00
	Wagpharm Chemist, 8 Mitre Road, London E15 3JF	09:00-17:30
	Boots, 31-32 The Mall, London E15 1XD	09:00-19:00

3.4.4 Routine Sunday daytime access to community pharmacies

The number, location, and opening hours of community pharmacy providers open on Sundays vary within each locality. Fewer pharmacies are open on Sundays than on any other day in Newham HWB area. A further analysis of provision is detailed in Section 6.

Table 13 - Community pharmacy providers open on Sundays

Locality	Pharmacy name and address	Sunday opening hours
Beckton and Royal Docks	Lloyds Pharmacy, Inside Sainsbury's, 1 Claps Gate Lane, London E6 6JF	10:00-16:00
	Asda Pharmacy, Unit 9 Mary Rose Mall, London E6 5LX	11:00-17:00
	Boots, Unit 15 Gallions Reach, 3 Armada Way, London E6 7ER	11:00-17:00
	Tesco Instore Pharmacy, 1 Armada Way, Royal Dock Road, London E6 7FB	10:00-14:00
Custom House and Canning Town	None open	
East Ham	Boots, 82-84 High Street North, London E6 2HT	10:00-17:00
	Munro Pharmacy, 5-7 High Street North, London E6 1HS	11:00-17:00
Forest Gate	Woodgrange Pharmacy, 116-120 Woodgrange Road, London E7 0EW	08:00-21:00
Green Street	Munro Pharmacy, 303 Green Street, London E13 9AR	10:00-18:00
	Boots, 384 Green Street, London E13 9AP	11:00-16:00
	Pharmacy Republic, 138 Barking Road, London E6 3BD	09:00-24:00
Manor Park	Boots, 833 Romford Road, London E12 6EA	12:00-16:00
	Mint Pharmacy, 205 Plashet Grove, London E6 1BX	09:00-16:00
Manor Park	Muhammad's Pharmacy, 829 Romford Road, London E12 6EA	08:00-18:00
	Plaistow	None open
Stratford and West Ham	Boots, 31-32 The Mall, London E15 1XD	11:00-17:00
	Boots, 31-32 Lower Ground Floor, The Arcade, London E20 1EH	12:00-18:00
	Salus Pharmacy, 42 Liberty Bridge Road, London E20 1AS	08:00-14:00

3.4.5 Routine bank holiday access to community pharmacies

Community pharmacies are not obliged to open on nominated bank holidays. While many opt to close, a number of pharmacies (often those in regional shopping centres, retail parks, supermarkets and major high streets) opt to open – often for limited hours.

The number, location and opening hours of community pharmacy providers open on a bank holiday vary within each locality and on different bank holidays. Annually, NHS England requests feedback from community pharmacies on their bank holiday intentions. For most bank holidays, a number of providers have planned to open.

In addition, Salus Pharmacy, under the terms of their LPS contract is required to be open on bank holidays.

3.5 Advanced service provision from community pharmacies

Section 1.3 lists all advanced services which may be provided under the pharmacy contract. As these services are discretionary, not all providers will provide them all of the time. Data supplied from NHS England has been used to demonstrate provision of MURs, NMS and flu vaccination.

Table 14 lists a summary of the latest available data (2016-17) on provision of advanced services.

The data relating to flu vaccination relates to the 2016-17 season and only provides information for those contractors who provided the service within that period.

Table 14 - Advanced service provision

Advanced Service	Percentage of providers currently providing		
	England	London	Newham
Medicines Use Reviews (MURs)	94.4%	94.2%	95.7%
New Medicines Service (NMS)	80.8%	76.9%	85.7%
Flu vaccination	61.6%	60.2%	81.4%
NUMSAS*	-	-	-
Appliance Use Reviews (AURs)**	1.2%	0.5%	0%
Stoma Appliance Customisation (SAC)**	14.7%	4.0%	0%

*NUMSAS: No list of providers of NHS Urgent Medicines Supply Advanced Service is available publicly

**AUR and SAC data includes provision from Dispensing Appliance Contractors

The number of providers for all the advanced services in Newham HWB area exceeds regional and national levels. Appendix 1 lists those community pharmacies that have provided these services (up until 31st March 2017).

Only three community pharmacies in Newham HWB area (4.3% of providers) had not provided the MUR service, ten (14.3%) had not provided the NMS service and 13 (18.6%) had not provided the flu vaccination service.

Of those who responded to the community pharmacy contractor questionnaire, 98% indicated that they have a consultation room which complies with the requirements to perform NMS/MUR services (88% available with wheelchair access and 10% without wheelchair access).

There were no pharmacies providing the SAC or AUR service. This might be due to no demand for the service, or that residents are accessing provision of the service from community pharmacies in the neighbouring HWBs or DACs.

3.6 Enhanced service provision

Under the pharmacy contract, enhanced services are those directly commissioned by NHS England. Therefore, any locally commissioned services commissioned by CCGs or the local authority are not considered here. They are outside the scope of the PNA but are considered in Section 4.

There are currently two enhanced services commissioned by NHS England from pharmacies in Newham HWB area:

- Minor Ailments Service
- London vaccination service (top-up of national advanced flu vaccination service and pneumococcal vaccination)

NHS England (London region) currently commissions, the London vaccination service from pharmacies in Newham HWB area. This enhanced service is in addition to the National Advanced Flu Vaccination Service and includes a 'top-up' element for seasonal flu as well as pneumococcal vaccinations for certain cohorts and meningococcal ACWY (MenACWY) in 18–24-year-olds living in London permanently or temporarily.

Whereas the National Advanced service delivers a flu vaccination provision for those aged 18 years and over, the London vaccination service covers additional groups of patients, e.g. carers and the homeless, and a lower age bracket (2 to 18 years), as well as providing pneumococcal vaccine for eligible cohorts.

A list of pharmacies who provided these services are detailed in Appendix 1.

3.7 Pharmaceutical service provision provided from outside Newham HWB area

Newham HWB area is bordered by six other HWB areas:

- City and Hackney
- Redbridge
- Waltham Forest
- Greenwich
- Barking and Dagenham
- Tower Hamlets

As previously mentioned, like most London boroughs, Newham has a comprehensive transport system. As a result, it is anticipated that many residents in Newham HWB area will have reasonable access to pharmaceutical service providers in neighbouring HWB areas and beyond.

It is not practical to list here all those pharmacies outside the HWB area by which Newham residents will access pharmaceutical services. A number of providers lie within close proximity to the borders of Newham HWB area boundaries and are demonstrated on Maps A to F. Further analysis of cross-border provision is undertaken in Section 6.

4. OTHER SERVICES WHICH MAY IMPACT ON PHARMACEUTICAL SERVICES PROVISION

Community pharmacies and GP practices provide a range of other services. These are not considered pharmaceutical services under the Pharmaceutical Regulations 2013 and may be either free of charge, privately funded or commissioned by the local authority or the CCG.

Examples of such services include delivery services, allergy testing, care homes services and sexual health services, although this is not an exhaustive list.

4.1 Local authority-commissioned services provided by community pharmacies in Newham

LBN commissions the following services from community pharmacies:

- Support to stop smoking service
- Sexual Health Level 1 Service:
 - chlamydia and gonorrhoea screening
 - condom distribution
- Sexual Health Level 2 Service (includes all of the services provided in Level 1 plus EHC)
- Substance misuse service
 - supervised consumption of methadone and buprenorphine service
 - needle exchange service

Services may also be provided from other providers e.g. GP practices. A full list of services and community pharmacy providers can be found in Appendix 1.

4.2 CCG-commissioned services

Newham CCG currently commissions two services

- Anti-coagulation service
- Latent tuberculosis infection scheme

A full list of community pharmacy providers is listed in Appendix 1.

Local authority and CCG commissioners were asked for their views on which services they would consider commissioning from community pharmacy providers. Many services are already commissioned by the CCG or local authority from other providers.

There was a good response from local commissioning organisations. It is difficult to draw definite conclusions. However, of those who did respond, the results indicate the majority are unable or not willing to consider commissioning the services identified. A full list of responses can be found in Appendix 11.

4.3 Other services provided from community pharmacies

As part of the community pharmacy contractor questionnaire, found in Appendix 4, respondents were asked to indicate from a range which other services they currently provide, would be willing to provide or would not be willing to provide.

The majority of pharmacies indicated that they either currently provide these services or would be willing to provide if commissioned.

A summary of the community pharmacy contractor questionnaire results can be found detailed in Appendix 10.

4.4 Collection and delivery services

From the pharmacy contractor questionnaire, 90% of pharmacies offer a free delivery service of dispensed medicines upon request and 8% offer a chargeable delivery service. All pharmacies who responded offer a repeat prescription service to order repeat prescriptions on the patient's behalf, collect the prescription from their surgery and dispense it ready for the patient to collect/have it delivered.

4.5 Language services

Ninety-one per cent (38/42) of pharmacies that responded to the community pharmacy contractor questionnaire reported that they offer at least one additional language in addition to English. A total of 12 languages, other than English, were reported as spoken in pharmacies in Newham. The most commonly spoken additional languages were Hindi (50% of respondents), Urdu (39%), Gujarati (37%) and Punjabi (29%).

4.6 Services for disabled people

As a requirement of the Equality Act 2010, community pharmacies are required to make 'reasonable adjustments' to their services to ensure they are accessible for people with protected characteristics. Of those who responded to the pharmacy contractor questionnaire, 70% report they have a ramp to improve access.

4.7 Electronic prescription service

Many GP practices are now able to transmit prescriptions electronically to a pharmaceutical service provider (community pharmacy or DAC). This system is known as EPS Release 2 and means that the patient no longer needs to obtain a paper prescription and present it at their pharmacy for dispensing. National figures indicate that 91.6% of GP practices provide this service, whereas 100% of GP practices in Newham provide this service.

Electronic prescriptions are sent directly to the pharmacy nominated by the patient. GP practices which provide this service may transmit electronic prescriptions to a pharmacy which has a dispensing system enabled to receive electronic ('Release 2') prescriptions. All of the respondents (100%) to the community pharmacy contractor questionnaire report that they have a system which is compliant to receive electronic prescriptions.

4.8 GP practices providing extended hours

There is an out of hours (OOH) service in Newham HWB provided by a GP collaborative. It operates from a site based at Newham University Hospital and open 8am to 8pm, seven days a week.

There are no confirmed plans for GP estates in Newham during the lifetime of the PNA (2018-2021).

4.9 Dental contractors

There are a number of NHS dental contractors in Newham HWB area. Identifying these allows the HWB to determine if there is a need for additional pharmaceutical services to ensure adequate service provision for those who might access these services.

Table 15 - details of dental practices and their opening hours

Dental Practice Name / Contractor / Contact	Opening hours
N Patel, 3-5 Mirabelle Gardens, East Village, London E20 1BX	Mon-Fri 09:00-17:00
Dr Mahendra Patel, Newham Family Dental Care, 2 Burges Road, London E6 2BH	Mon-Fri 09:00-12:30, 13:30-17:00
Mr H Nagtegaal, Newham Family Dental Care, 2 Burges Road, London E6 2BH	Mon-Fri 09:00-12:30, 13:30-17:00
Dr Bagga and Dr Patel, Romford Road Dental Practice, 669 Romford Road, London E12 5AD	Tue-Wed 10:00-13:00, 14:00-17.30
Dr V Shah, Dr Y Shah and associates, Stratford Dental, 42a Romford Road, London E15 4BZ	Mon- Fri 10:00-13:00, 14:00-16:00
Drs J, N and R Vara, Vara Dental Practice, 290 High Street North, London E12 6SA	Mon-Fri 09:00-13:00, 14:00-17:00
IDH Ltd, Greengate Dental Practice, 540 Barking Road, London E13 8QE	Mon-Fri 08:30-17:30
Drs Maz and Azad Eyrumlu, Beckton Dental Centre, Tollgate Medical Centre, 220 Tollgate Road, London E6 5JS	Mon-Thu 09:00-17:00 Fri 09:00-16:00
Drs Patel and Hartington, Newham Family Dental Care, 28a Abbey Road, London E15 3LT	Mon-Fri 09:00-12.30, 13.30-17:00
IDH Ltd, Apples and Spice Dental Surgery, 119 Plaistow Road, Stratford London E15 3ET	Mon-Fri 08:30-13:00, 14:00-17:30
IDH Ltd, City Airport Dental Surgery, 1 Saville Road, London E16 2DS	Mon-Fri 08:30-13:00, 14:00-17:30
Mr H Nagtegaal, The Nightingale Clinic, 679 Barking Road, London E13 9EA	Mon-Fri 08:30-17:00

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Dental Practice Name / Contractor / Contact	Opening hours
Mrs A Kaur, East London Dental Care, 499 Barking Road, London E13 8PS	Tue-Thu 09:00-13:00, 14:00-17:30
Drs M and N Power and J Kotecha, Phoenix Orthodontics, Unit 13-14 Mary Rose Mall, Beckton, London E6 5LX	Mon-Thu 08:00-13:00, 14:00-16:30 Fri 08:00-14:00
Dr S Kanagasbai-Shakthi, Mr A Mandegaran and Mr Hannan, Bluebell Dental Practice, 55 Romford Road, London E15 4LY	Mon-Fri 09:00-13:00, 14:00-17:00
Mrs A Chagger, Sunny Smiles Dental Innovations, 51 Barking Road, London E16 4HB	Mon-Fri 08:30-13:00, 14:00-18:00
Mr SM Hussain, Grove Dental Surgery, 21 Plashet Grove, London E6 1AD	Mon-Fri 09:00-13:00, 14:00-17:00
Mr S Rajayogan, The Katherine Road Dental Surgery, 394 Katherine Road, London E7 8NW	Mon-Fri 08:30-12:30, 14:00-17:30
Dr OO Ajanaku, The Abbey Arms Dental Surgery, 370 Barking Road, London E13 8HL	Mon-Fri 09:30-13:00, 14:00-17:30
Mr GP Dindol, Green Street Dental Practice, 244 Green Street, London E7 8LE	Mon-Thu 09:15-12:45, 14:00-17:00 Fri 09:15-14:30
Mr NS Mudhar, The Mudhar Dental Practice, 76 Plashet Grove, London E6 1AB	Thu 09:30-13:00, 14:00-17:00 Sat 09:30-13:00
Mr TS Deo, East Ham Dental Care, 480 Barking Road, London E6 2LT	Mon-Fri 09:00-17:00
Mr Chaudhuri, TLC Dental Surgery, 4 Terrace Road, London E13 OPB	Mon-Fri 09:00-13:00, 14:00-17:00
Mr R Sullman, Smile Dental Surgery, 270 Barking Road, London E6 3BA	Mon-Fri 09:00-13:00, 14:00-17:00
Mr S Dodhia, Plashet Road Dental Surgery, 78 Plashet Road, London E13 ORQ	Mon, Wed-Thu 09:00-13:00, 14:00-18:00 Tue, Sat 09:00-13:00 Fri 09:00-13:00, 14:00-17:00
Mrs CO Adeloje, Forest Dental Care, 76 Upton Lane, London E7 9LW	Mon-Wed, Fri 09:00-13:00, 14:00-17:00 Thu 14:00-20:00
Mr GS Ubhi, Upton Park Dental Care, Unit 1, 386-388 Green Street, London E13 9AP	Mon-Wed, Fri 09:00-13:00, 14:00-17:00 Thu 14:00-20:00
Mr GK Malhotra, Church Road Dental Centre, 30 Church Road, London E12 6AQ	Mon-Fri 09:00-13:00, 14:00-17:00

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Dental Practice Name / Contractor / Contact	Opening hours
Mr AA Ojetunde, Woodgrange Dental Practice, 80 Woodgrange Road, London E7 0EW	Mon-Thu 09:30-13:00, 14:00-17:00 Fri 09:30-16:00
Dr Sackwild and Associates, 156 Barking Road, London E16 1EN	Mon 09:00-12:30, 13:30-17:30 Tue 08:30-12:30, 13:00-16:30 Wed 08:45-12:30, 13:30-17:00 Thu 09:00-17:30 Fri 08:00-12:30, 13:00-16:00 Sat 08:30-14:30
Dr Shraddha Innani, Manor Park Dental Practice, 620 Romford Road, London E12 5AQ	Mon-Tue 08:30-12:30, 13:30-17:00 Wed 08:30-16:30 Thu-Fri 08:30-12:30, 13:00-16:30

5. FINDINGS FROM THE PUBLIC SURVEY

A public questionnaire about pharmacy provision was developed (Appendix 3) and compiled by Newham PNA Steering Group. This was circulated to a range of stakeholders listed below:

- All pharmacy contractors in the borough to distribute to the public
- All GP practices in the borough to distribute to the public
- The local Healthwatch
- Leisure centres and libraries within the borough
- London Borough of Newham website
- Social media

A total of 360 completed questionnaires were received. A summary of the results can be found in Appendix 9.

A summary of the main findings from the survey are provided below:

- **73%** have a **regular or preferred pharmacy** that they visit
- **63%** visit their pharmacy **once a month or more**
- **45%** rated as important that the pharmacy is **close to their GP surgery**; **78%** that the pharmacy is **close to their home**; **13%** that the pharmacy is **close to where they work** and **48%** that the pharmacy has **friendly staff**
- **92%** had **no difficulties travelling** to their pharmacy
- Of those who expressed a **difficulty in travelling** to their pharmacy, **36%** had **parking difficulties** and **33%** had **problems with the location** (it should be noted that respondent numbers are low for this particular question, with only 13 respondents having parking difficulties and 12 having problems with the location of the pharmacy)
- **80%** report having a journey time of **no more than 15 minutes**
- **66%** **walk** to their community pharmacy, the most popular means of travel to their chosen pharmacy, **15%** use **car**, **10%** **public transport** and **1%** **bicycle**
- **46%** indicated that they **used pharmacies up to every month** for the **purchase of over-the-counter medicines**
- When asked which additional services they would like to see provided by the local pharmacy, **83%** indicated **Minor Ailments Scheme**; **89%** **emergency supply of prescription medicines**; **87%** **flu vaccination**; **76%** **Stop Smoking Service**; and **86%** **a home delivery and prescription collection service**
- **78%** of respondents indicated they would be **very likely (50%)** or **likely (28%)** to utilise their pharmacist regarding advice for minor ailments in the future
- **Monday to Friday (45%)** are the most popular days to visit the pharmacy with only **6%** of respondents indicating that the most convenient day to visit the pharmacy is **Saturday or Sunday**; **44%** of respondents indicated that it **'varies'**
- When asked what **time of day they prefer to visit** the pharmacy, the largest number of respondents, **39%**, indicated that it varies and only **7%** prefer to visit between 6pm and 8pm and **4%** after 8pm
- Only **13%** (43) respondents indicated that they have used an **internet pharmacy**
- **85%** of respondents were aware that their GP practice can send their **prescription electronically** to their chosen pharmacy

Table 16 - Demographic analysis of the community pharmacy user questionnaire respondents

Number of responses	Sex					
	Male	Female				
360	39.6%	60.44%				
Age						
Under 15	16-24	25-34	35-44	45-54	55-64	65+
0%	10%	22%	18%	15%	14%	21%
Do you have a disability?						
Yes		No				
20.6%		79.4%				
Ethnic origin		Survey	2011 census			
Asian/Asian British – Bangladeshi		9.4%	12.1%			
Asian/Asian British – Sri Lankan		2.0%	0.0%			
Asian/Asian British – Indian		21.3%	13.8%			
Asian/Asian British – Pakistani		10.2%	9.8%			
Asian/Asian British – other		2.0%	6.5%			
Black/African/Caribbean/Black British – Nigerian		2.9%	0.0%			
Black/African/Caribbean/Black British – Caribbean		9.0%	4.9%			
Black/African/Caribbean/Black British – Ghanaian		0.4%	0.0%			
Black/African/Caribbean/Black British – Somali		1.2%	0.0%			
Any other Black/African/Caribbean background		1.2%	14.7%			
Chinese or other ethnic group – Chinese		0.4%	1.3%			
Chinese or other ethnic group – Afghan		0.0%	0.0%			
Chinese or other ethnic group – Filipino		2.0%	0.0%			
Chinese or other ethnic group – Kurdish		0.4%	0.0%			
Chinese or other ethnic group – Other		0.0%	0.0%			
White – British		23.0%	} 16.7%			
White – English		5.3%				
White – Welsh		0.0%				
White – Scottish		0.8%				
White – Irish		0.8%	0.7%			
White – Polish		0.4%	0.0%			
White – Traveller		0.0%	0.2%			
White – other		1.6%	11.4%			
Dual heritage – White and Black Caribbean		2.5%	1.3%			
Dual heritage – White and African		2.5%	1.1%			
Dual heritage – White and Asian		0.0%	0.9%			
Dual heritage – other		0.4%	1.3%			

6. ANALYSIS OF HEALTH NEEDS AND PHARMACEUTICAL SERVICE PROVISION

6.1 Pharmaceutical services and health needs

The Newham Health and Wellbeing Strategy 2013-17 had identified the following four priority areas as key to the improvement of the health of the local population and in reducing health inequalities:

- Promoting healthy behaviours, such as smoking cessation, eating healthily and partaking in regular exercise
- Tackling mental health barriers to employment to help people access and stay in employment
- Tackling/preventing long-term health conditions like cancer, cardiovascular diseases, respiratory diseases and diabetes
- Building child health and wellbeing

Medicines optimisation is vital in the successful control of many long-term conditions, e.g. circulatory diseases, mental health and diabetes, therefore having a positive impact on morbidity and mortality. Disease-specific guidance, e.g. from National Institute for Health and Care Excellence (NICE), regularly emphasises the importance of medicines optimisation and adherence in control of conditions such as hypertension, asthma and stroke.

6.2 Essential services

The essential services (ES) of the community pharmacy contract must be provided by all contractors:

- ES 1: Dispensing of medicines
- ES 2: Repeat dispensing
- ES 3: Disposal of unwanted medicines
- ES 4: Promotion of healthy lifestyles
- ES 5: Signposting patients to other healthcare providers
- ES 6: Support for self-care
- ES 7: Clinical governance

ES1 and ES2 support patients living with long-term conditions by providing timely supply of medicines and advice to patients. ES2 may be of particular benefit to patients on lifelong medicines as part of their treatment, e.g. statins or insulin.

Using ES3, pharmacies can direct patients in the safe disposal of medicines and reduce the risk of hoarding medicines at home, which may increase the risk of error in taking medicines or the taking of out-of-date medicines.

ES4 can support local and national campaigns informing people of managing risk factors associated with many long-term conditions such as smoking, healthy diet, physical activity and alcohol consumption.

ES4 provides the ability to:

- Improve awareness of the signs and symptoms of conditions such as stroke, e.g. FAST campaign
- Promote validated information resources for patients and carers
- Collect data from the local population on their awareness and understanding of different types of disease and their associated risk factors
- Target 'at-risk' groups within the local population to promote understanding and access to screening programmes

Community pharmacy also plays a vital role in the management of minor ailments and self-care. Community pharmacists are potentially the most-accessed healthcare professionals in any health economy and are an important resource in supporting people in managing their own self-care and in directing people to the most appropriate points of care for their symptoms. Although the evidence base is currently very small in measuring the effectiveness and value of community pharmacies' contribution to urgent care, emergency care and unplanned care, there is a growing recognition of the importance of this role and of the need for further research.

Using ES5, pharmacies can signpost patients and carers to local and national sources of information and reinforce those sources already promoted.

Through ES6, pharmacy staff can advise patients and carers on the most appropriate choices for self-care and also direct queries to the pharmacist for further advice when purchasing over-the-counter medicines or general sales list products. Some over-the-counter medicines are contraindicated, e.g. decongestant use in circulatory disease, and inappropriate use could increase the risk of an unplanned hospital admission. Equally, some symptoms can be much more significant in certain long-term conditions, e.g. foot conditions in diabetes, and the attempted purchase of an over-the-counter medicine by a patient or carer could alert a pharmacist and lead to an appropriate referral.

ES7 provides the governance structure for the delivery of pharmacy services. This structure is set out within the Pharmaceutical Regulations 2013 and includes:

- A patient and public involvement programme
- A clinical audit programme
- A risk management programme
- A clinical effectiveness programme
- A staffing and staff programme
- An information governance programme

It provides an opportunity to audit pharmacy services and to influence the evidence base for the best practice and contribution of pharmacy services, especially to meet local health priorities within Newham HWB area.

6.3 Advanced services

Advanced services are not mandatory for providers to provide. In many cases, there are restrictions within the provision and/or availability of these services. For example, in the case of MURs, the pharmacy providing these services must meet the following requirements for consultation areas:

- The consultation area should be where both the patient and the pharmacist can sit down together
- The patient and pharmacist should be able to talk at normal speaking volumes without being overheard by any other person (including pharmacy staff)
- The consultation area should be clearly designated as an area for confidential consultations, distinct from the general public areas of the pharmacy

Although the HWB has determined advanced services as necessary services, for the purpose of the PNA the HWB contends that a lack of provision or access to an advanced service from a particular pharmacy does not automatically translate into a gap. Newham HWB would wish to support all existing pharmaceutical service providers to make available all advanced services where a need exists.

Evidence shows that up to half of medicines may not be taken as prescribed or simply not taken at all. Advanced services have a role in highlighting issues with medicines or appliance adherence and also in reducing waste through inappropriate or unnecessary use of medicines or appliances. Polypharmacy is highly prevalent in long-term conditions management. Advanced services provide an opportunity to identify issues with side effects, changes in dosage, confirmation that the patient understands the role of the medicine or appliance in their care and opportunities for medicine optimisation. Appropriate referrals can be made to GPs or other care settings resulting in patients receiving a better outcome from their medicines and, in some cases, cost saving for the CCG. Advanced services may also identify other issues with regard to general mental health and wellbeing, providing an opportunity to signpost to other local services or services within the pharmacy, e.g. repeat dispensing.

The inclusion of flu vaccination as one of the advanced services contributes to improved access and opportunity for the public to receive their seasonal vaccine, thus reducing demand on GP practices and helping the HWB achieve its objectives. Information from the PSNC website³⁹ indicates that a total of 950,765 vaccinations were administered nationally for the 2016-17 influenza season.

Immunisation is a key intervention to protect at-risk groups, such as older people, people living with diabetes, COPD or CVD, or carers, against diseases such as seasonal flu or shingles. These can cause additional health complications that can be associated with unplanned hospital admissions. Therefore, there is a vital need for this service.

³⁹ Pharmaceutical Services Negotiating Committee. [Accessed 1st June 2017].
<http://www.psn.org.uk/>

Promotion of self-care is an important aspect to the management of many long-term conditions and a key element to support priority three. Advanced services provide a key opportunity for the pharmacist to help support patients in reaching their goals.

6.4 Enhanced services

In Newham HWB there are two enhanced services commissioned by NHS England (Section 3.6) which are the Minor Ailments Scheme and the London vaccination service (enhanced flu service). Enhanced services are included within this assessment where they affect the need for pharmaceutical services, or where the further provision of these services would secure improvements or better access to pharmaceutical services. Appendix 1 provides details of the pharmacies providing enhanced services.

6.4.1 Enhanced flu service

In Newham, 48 pharmacies, or 69%, provided the 'enhanced flu service' in 2016-17 and 18 the pneumococcal vaccination (see Appendix 1). These were geographically spread across all eight localities.

This service is provided in addition to the National Advanced Flu Vaccination Service and includes a 'top-up' element to cover additional groups of patients e.g. carers, as well as providing vaccination for those aged 2 to 18. There is also provision for pneumococcal vaccination to eligible cohorts and MenACWY for 18–24-year-olds living permanently or temporarily in London.

There is a strong evidence base for the role of immunisation in reducing morbidity and mortality in the adult and child population. For example, seasonal flu immunisation is established as an effective and cost-effective intervention in reducing unplanned hospital admissions in many long-term conditions, e.g. respiratory disease and circulatory disease.

The additional London vaccination service will be commissioned from pharmacies by NHS England as well as the National Advanced Flu Vaccination Service.

6.4.2 Minor Ailments Scheme (MAS)

The aim of a MAS is to improve access to treatment for people with minor ailments by encouraging them to use a pharmacist and thereby decrease attendances at GP practices and other care settings, e.g. urgent care for the treatment of minor ailments. By doing so, this can increase capacity within GP practices and other care settings. There is a growing evidence base for the effectiveness of such schemes.

MASs are commissioned by NHS England on a borough basis and not on a pan-London model. It should be noted there is heterogeneity in service description across London and that some MASs are commissioned by CCGs rather than by NHS England.

As of August 2017, 57 pharmacies, or 81%, are commissioned to provide the MAS in the Newham HWB area. These pharmacies are geographically spread across the borough and the service is accessible in all eight localities.

Appendix 1 identifies those pharmacies providing the MAS.

6.5 Locally Commissioned Services (LCS)

Appendix 1 provides a summary of LCS within Newham pharmacies and Section 4.1 and Section 4.2 provide a description of those services.

LCSs are included within this assessment where they affect the need for pharmaceutical services or where the further provision of these services would secure improvements or better access to pharmaceutical services.

6.5.1 Locally commissioned services by Newham CCG

Newham CCG commissions:

- Anti-coagulation service
- Latent tuberculosis infection service

Anti-coagulation services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are commissioned by LBN.

6.5.2 Locally commissioned services by London Borough of Newham

London Borough of Newham (LBN) commissions the following services from community pharmacies:

- Support to stop smoking service
- Sexual Health Level 1 Service:
 - chlamydia and gonorrhoea screening
 - condom distribution
- Sexual Health Level 2 Service (includes all of the services provided in Level 1 plus EHC)
- Substance misuse service
 - supervised consumption of methadone and buprenorphine service
 - needle exchange service

Services may also be provided from other providers, e.g. GP practices. A full list of services and community pharmacy providers can be found in Appendix 1.

6.5.2.1 Stop smoking services

Smoking is the UK's single greatest cause of preventable illness and early death. Adults who smoke lose on average 13 to 14 years of their lives and more than 86,000 people in the UK die from smoking each year. It is a major issue highlighted in the Newham JSNA and Joint Health and Wellbeing Strategy.

Nineteen, or 27%, of the pharmacies in the borough are commissioned to provide stop smoking services. These are spread across the HWB area and the service is available in all localities with the exception of Plaistow.

Stop smoking services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service, but currently they are not in Newham.

6.5.2.2 Sexual Health Level 1 Service

Sexual health has a major focus in the Newham JSNA and Joint Health and Wellbeing Strategy, with pharmacies' role highlighted in service provision.

The Sexual Health Level 1 Service consists of chlamydia and gonorrhoea screening as well as a condom supply service.

The condom supply service is commonly known as the C-card scheme and is a free condom distribution service. The C-card scheme operates in tandem with the screening services and EHC service (see 'Sexual Health Level 2' service).

Fifty-three pharmacies (76%), are commissioned to provide this service. These are geographically spread across the HWB area and the service is accessible in all eight localities. A full list of those community pharmacies which provide the service can be found in Appendix 1.

Sexual health services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by LBN.

6.5.2.3 Sexual Health Level 2 Service

The Sexual Health Level 2 Service also includes Emergency Hormonal Contraception (EHC) as well as the services provided in the Sexual Health Level 1 Service.

Teenage conception includes all conceptions before the mother's 20th birthday, but the national focus is on conception under 18. The conception rate is the number of pregnancies that start before the mother's 18th birthday (per 1,000 young women aged 15 to 17) and includes pregnancies that end in birth or in termination.

EHC is provided as a free service to females aged 13 to 24 years old presenting at a commissioned pharmacy in the HWB area. There are 24 pharmacies (34%), commissioned to provide this service; these are geographically spread across the HWB area and are accessible in all eight localities. Nationally, pharmacies have been an established provider of EHC for a number of years.

A full list of those community pharmacies which provide the service can be found in Appendix 1.

6.5.2.4 Substance misuse services

Community pharmacies have been utilised for a number of years by drug and alcohol service providers for the provision of supervised consumption services and needle exchange services.

6.5.2.4.1 Supervised consumption

Supervised consumption involves the client consuming opioid substitute products under the direct supervision of a pharmacist in a community pharmacy.

It is a medicines adherence service which aims to:

- Reduce the risk of harm to the client by over- or under-usage of drug treatment
- Reduce the risk of harm to the local community by the inappropriate use of prescribed medicines via the illicit drug market
- Reduce the risk of harm to the community by accidental exposure to prescribed medicines

In Newham there are 16 pharmacies (23%) commissioned to provide this service. These are geographically spread across the borough and the service is accessible in all eight localities. A full list of those pharmacies which provide the service can be found in Appendix 1.

Supervised administration services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by LBN.

6.5.2.4.2 Needle exchange service

This service is an integral part of the harm reduction strategy for drug users. It aims to reduce the spread of blood-borne pathogens, e.g. hepatitis B, hepatitis C and HIV, and to act as a referral point for service users to other health and social care services.

There is established evidence to support the effectiveness of needle exchange services with long-term health benefits to drug users and the whole population.

In Newham there are 13 pharmacies (19%), commissioned to provide this service. These are geographically spread across the borough and the service is accessible in all eight localities. A full list of those pharmacies which provide the service can be found in Appendix 1.

Needle and syringe exchange services are referred to as an enhanced service within the 2013 Directions. In theory, they may be commissioned by NHS England as a pharmaceutical enhanced service but currently they are commissioned by LBN.

6.6 PNA localities

There are 70 pharmacies within the HWB area. Pharmacy opening times are listed in Sections 3.4.2, 3.4.3, 3.4.4 and Appendix 1.

As described in Section 1.5, the PNA Steering Group decided that the Newham HWB area should be divided into eight localities for the PNA:

- Beckton and Royal Docks
- Custom House and Canning Town
- East Ham
- Green Street
- Forest Gate
- Manor Park
- Plaistow
- Stratford and West Ham

Substantial health data is available at this level. Populations and their health needs vary widely between localities, this is illustrated and discussed in Section 2.

Taking the health needs highlighted in each locality into consideration, this chapter considers the pharmaceutical service provision within each locality. The location of pharmacies by locality is illustrated in Map 1.

6.6.1 Beckton and Royal Docks locality

There are ten community pharmacies in this locality for a current estimated population of 30,400. The estimated average number of community pharmacies per 100,000 population is therefore 32.9, which is well above the Newham average of 20.4, the London average of 21.7 and the England average of 21.5 and is the highest of any locality. This locality is currently the least densely populated locality, although it is predicted that this population will rise by 28.7% between 2015 and 2020. The area does, however, benefit from the highest ratio of community pharmacies per 100,000 and should therefore be able to accommodate this increase in population. Eight of the pharmacies hold a standard 40-core hour contract, four of which are open to 8pm or beyond on weekdays; there is one 100-hour contract pharmacy and one distance-selling pharmacy.

Of the ten pharmacies:

- Seven pharmacies (70%) are open after 6pm on weekdays
- Six pharmacies (60%) are open on Saturdays
- Four pharmacies (40%) are open on Sundays
- Nine pharmacies (90%) provide MURs
- Eight pharmacies (80%) provide NMS
- Eight pharmacies (80%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Six pharmacies (60%) provide MAS
- Five pharmacies (50%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- Three pharmacies (30%) provide stop smoking services
- Six pharmacies (60%) provide the Sexual Health Level 1 Service
- Three pharmacies (30%) provide the Sexual Health Level 2 Service
- Two pharmacies (20%) provide supervised consumption
- Two pharmacies (20%) provide needle exchange
- One pharmacy (10%) provides the latent tuberculosis infection service
- Three pharmacies (30%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

A number of new housing developments are planned for the Beckton and Royal Docks locality (Appendix 12).

While a number of these are significant, it is considered that there are adequate pharmaceutical service providers locally with sufficient capacity to ensure a continuity of provision to these new developments.

6.6.2 Custom House and Canning Town locality

There are seven community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 14.3, which is the lowest for any locality. This figure is less than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (Section 3.1). All seven pharmacies hold a standard 40-core hour contract. There are no 100-hour contract or late-night pharmacies in the locality.

Of the seven pharmacies:

- Four pharmacies (57%) are open after 6pm on weekdays
- Five pharmacies (71%) are open on Saturdays
- No pharmacies (0%) are open on Sundays
- Seven pharmacies (100%) provide MURs
- Seven pharmacies (100%) provide NMS
- Seven pharmacies (100%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Seven pharmacies (100%) provide MAS
- Seven pharmacies (100%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- Three pharmacies (43%) provide stop smoking services
- Six pharmacies (86%) provide the Sexual Health Level 1 Service
- Three pharmacies (43%) provide the Sexual Health Level 2 Service
- Three pharmacies (43%) provide supervised consumption
- Two pharmacies (29%) provide needle exchange
- Two pharmacies (29%) provide the latent tuberculosis infection service
- Five pharmacies (71%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Although no pharmacies are open on Sundays, there are a number of pharmacies open in surrounding localities and access for residents is considered adequate.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

A number of new housing developments are planned for the Custom House and Canning Town locality (Appendix 12). While a number of these are significant, it is considered that there are adequate pharmaceutical service providers locally with sufficient capacity to ensure a continuity of provision to these new developments.

6.6.3 East Ham locality

There are eight community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 16.3, which is less than the Newham average (20.4), the London average (21.7) and the England average (21.5) (Section 3.1). All eight pharmacies hold a standard 40-core hour contract. There are no 100-hour contract or late-night pharmacies in the locality.

Of the eight pharmacies:

- Eight pharmacies (100%) are open after 6pm on weekdays
- Seven pharmacies (87.5%) are open on Saturdays
- Two pharmacies (25%) are open on Sundays
- Eight pharmacies (100%) provide MURs
- Eight pharmacies (100%) provide NMS
- Six pharmacies (75%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Seven pharmacies (87.5%) provide MAS
- Six pharmacies (75%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- One pharmacy (12.5%) provides stop smoking services
- Six pharmacies (75%) provide the Sexual Health Level 1 Service
- Three pharmacies (37.5%) provide the Sexual Health Level 2 Service
- Three pharmacies (37.5%) provide supervised consumption
- One pharmacy (12.5%) provides needle exchange
- Two pharmacies (25%) provide the latent tuberculosis infection service
- Five pharmacies (62.5%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.4 Forest Gate locality

There are six community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 17.0, which is less than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (Section 3.1).

Five pharmacies hold a standard 40-core hour contract and there is one 100-hour contract pharmacy. There is one late-night pharmacy open weekdays and Saturdays.

Of the six pharmacies:

- Six pharmacies (100%) are open after 6pm on weekdays
- Four pharmacies (67%) are open on Saturdays
- One pharmacy (17%) is open on Sundays
- Six pharmacies (100%) provide MURs
- Five pharmacies (83%) provide NMS
- Six pharmacies (100%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Six pharmacies (100%) provide MAS
- Four pharmacies (67%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- One pharmacy (17%) provides stop smoking services
- Five pharmacies (83%) provide the Sexual Health Level 1 Service
- Three pharmacies (50%) provide the Sexual Health Level 2 Service
- One pharmacy (17%) provides supervised consumption
- One pharmacy (17%) provides needle exchange
- One pharmacy (17%) provides the latent tuberculosis infection service
- No pharmacies (0%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Although no pharmacy provides the anticoagulant service, there are a number of pharmacies in neighbouring localities that do provide the service and access for residents of Forest Gate is considered adequate.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.5 Green Street locality

There are 12 community pharmacies in this locality, which is the highest of any locality, and the estimated average number of community pharmacies per 100,000 population is 23.9. This is greater than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (Section 3.1).

Green Street is the most densely populated locality in the HWB area with a total of 50,100 residents. Eleven pharmacies hold a standard 40-core hour contract and there is one 100-hour contract pharmacy. One of the 11 40-hour pharmacies is also a late-night pharmacy (open to 8pm or beyond on weekdays).

Of the twelve pharmacies:

- Twelve pharmacies (100%) are open after 6pm on weekdays
- Twelve pharmacies (100%) are open on Saturdays
- Three pharmacies (25%) are open on Sundays
- Twelve pharmacies (100%) provide MURs
- Ten pharmacies (83%) provide NMS
- Ten pharmacies (83%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Ten pharmacies (83%) provide MAS
- Seven pharmacies (58%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- Five pharmacies (42%) provide stop smoking services
- Twelve pharmacies (100%) provide the Sexual Health Level 1 Service
- Three pharmacies (25%) provide the Sexual Health Level 2 Service
- Two pharmacies (17%) provide supervised consumption
- One pharmacy (8%) provides needle exchange
- Four pharmacies (33%) provide the latent tuberculosis infection service
- Five pharmacies (42%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

A number of new housing developments are planned for the Green Street locality (Appendix 12). While a number of these are significant, it is considered that there are adequate pharmaceutical service providers locally with sufficient capacity to ensure a continuity of provision to these new developments.

6.6.6 Manor Park locality

There are 11 community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 22.9. This estimate is also higher than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (section 3.1). Nine pharmacies hold a standard 40-core hour contract and there are two 100-hour contract pharmacies, which is the highest number for any locality. Four of the other nine pharmacies could be regarded as a late-night pharmacies.

Of the 11 pharmacies:

- Eleven pharmacies (100%) are open after 6pm on weekdays
- Eleven pharmacies (100%) are open on Saturdays
- Three pharmacies (27%) are open on Sundays
- Nine pharmacies (82%) provide MURs
- Eight pharmacies (73%) provide NMS
- Seven pharmacies (64%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Eight pharmacies (73%) provide MAS
- Seven pharmacies (64%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- Three pharmacies (27%) provide stop smoking services
- Four pharmacies (36%) provide the Sexual Health Level 1 Service
- Three pharmacies (27%) provide the Sexual Health Level 2 Service
- One pharmacy (9%) provides supervised consumption
- One pharmacy (9%) provides needle exchange
- Three pharmacies (27%) provide the latent tuberculosis infection service
- Two pharmacies (18%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.7 Plaistow locality

There are five community pharmacies in this locality and the estimated average number of community pharmacies per 100,000 population is 14.5. This estimate is lower than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (Section 3.1). All five pharmacies hold a standard 40-core hour contract. There are no 100-hour contract pharmacies. Only one pharmacy provides late-night opening on weekdays.

Of the five pharmacies:

- Five pharmacies (100%) are open after 6pm on weekdays
- Five pharmacies (100%) are open on Saturdays
- No pharmacies (0%) are open on Sundays
- Five pharmacies (100%) provide MURs
- Five pharmacies (100%) provide NMS
- Four pharmacies (80%) provide flu vaccination

Regarding access to enhanced services within the locality

- Four pharmacies (80%) provide MAS
- Four pharmacies (80%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality

- No pharmacies (0%) provide stop smoking services
- Four pharmacies (80%) provide the Sexual Health Level 1 Service
- Three pharmacies (60%) provide the Sexual Health Level 2 Service
- Two pharmacies (40%) provide supervised consumption
- One pharmacy (20%) provides needle exchange
- One pharmacy (20%) provides the latent tuberculosis infection service
- One pharmacy (20%) provides the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times. Although no pharmacy within the locality is open on Sundays, residents do have access to a number of other pharmacies in neighbouring localities and access is considered adequate.

In addition, although no pharmacy within the locality is commissioned to provide a support to stop smoking service, there are a number of pharmacies in the neighbouring localities who do provide this service and access for residents is considered adequate.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

6.6.8 Stratford and West Ham locality

There are 11 community pharmacies in this locality for an estimated population of 46,500. Therefore, the estimated average number of community pharmacies per 100,000 population is 23.6. This estimate is higher than the Newham average (20.4), the London average (21.7) and the England average of 21.5 (Section 3.1). It is predicted the population will rise by 26.7% between 2015 and 2020. However, since the locality has one of the highest ratios of community pharmacies per 100,000 population, it is considered that access to services will be sufficient despite this predicted increase in population. Ten pharmacies hold a standard 40-core hour contract and one holds a LPS contract. There are no 100-hour contract pharmacies. Three pharmacies are open late night on weekdays.

Of the 11 pharmacies:

- Ten pharmacies (91%) are open after 6pm on weekdays
- Eleven pharmacies (100%) are open on Saturdays
- Three pharmacies (27%) are open on Sundays
- Eleven pharmacies (100%) provide MURs
- Nine pharmacies (82%) provide NMS
- Nine pharmacies (82%) provide flu vaccination

Regarding access to enhanced services within the locality:

- Nine pharmacies (82%) provide MAS
- Eight pharmacies (73%) provide the enhanced flu service

Regarding access to locally commissioned services within the locality:

- Three pharmacies (27%) provide stop smoking services
- Ten pharmacies (91%) provide the Sexual Health Level 1 Service
- Three pharmacies (27%) provide the Sexual Health Level 2 Service
- Two pharmacies (18%) provide supervised consumption
- Four pharmacies (36%) provide needle exchange
- One pharmacy (9%) provides the latent tuberculosis infection service
- Five pharmacies (45%) provide the anticoagulant service

The pharmacies providing these advanced, enhanced and locally commissioned services are geographically spread across the locality and have varying opening times.

Appendix 1 contains details of pharmacy opening times, contractual status and the provision of advanced services, enhanced services and locally commissioned services.

A number of new housing developments are planned for the Stratford and West Ham locality (Appendix 12). While a number of these are significant, it is considered that there are adequate pharmaceutical service providers locally with sufficient capacity to ensure a continuity of provision to these new developments.

6.7 Necessary services – gaps in service provision

For the purposes of this PNA, necessary services are defined as essential services and the following advanced services: Medicines Use Review (MUR), New Medicine Service (NMS) and flu vaccination.

Newham HWB has considered the White Paper 'Pharmacy in England: Building on strengths – delivering the future' (2008) which states that it is the strength of the current system that community pharmacies are easily accessible. Newham HWB considers that the population of Newham currently experiences this situation in all eight PNA localities.

When assessing the provision of necessary services in Newham HWB area and each of the eight PNA localities, Newham HWB has considered the following:

- The location of pharmacies within Newham localities (Map 1)
- The proportion of locality population and BAME levels (Figure 7)
- The percentage of population of Newham HWB area and the driving and walking times to nearest community pharmacy (Table 10)
- Using average drive time, all residents can access a pharmacy by car within 15 minutes (Maps B and C)
- Using average walking times, 99% of Newham residents can access their nearest pharmacy within 15 minutes, increasing to 100% within 20 minutes (Map 6)
- Using average public transport times, 94.6% of residents can access their nearest pharmacy within ten minutes, increasing to 100% within 15 minutes (Maps D and E)
- The number, distribution and opening times of pharmacies within each of the eight PNA localities and across the whole Newham HWB area (Appendix 1)
- The choice of pharmacies covering each of the eight PNA localities and the whole Newham HWB area (Appendix 1)
- Location and opening hours of GP practices, including those providing extended opening hours (Section 4.8)
- Location and opening hours of NHS Dental contractors (Section 4.9)
- Results of the public questionnaire (Section 5)
- Proposed new housing developments (Appendix 12)
- Projected population growth (Figure 9)
- Locality and population density
- Estimate of the average number of community pharmacies per 100,000 population (Section 3)

In each locality, there are pharmacies open beyond what may be regarded as normal hours (9am to 6pm on weekdays) and they provide pharmaceutical services during supplementary hours on weekday evenings and Saturdays. Although not every locality has a pharmacy open on Sundays, there is considered to be adequate access for those residents living in these localities to access pharmacies open on Sundays in neighbouring localities. There are five 100-hour pharmacies spread across four localities (Section 3.1).

The HWB has concluded that there is no gap in necessary service provision.

The Newham Health and Wellbeing Strategic Plan refers to initiatives that could have an impact on the provision of pharmaceutical services in Newham in the next three years, e.g. relocation of secondary care-based services into primary care settings. The commissioning priorities include:

- Promoting healthy behaviours
- Long-term conditions – cancer, cardiovascular disease, respiratory conditions and diabetes
- Building child health and wellbeing

This could see an increase in demand for pharmaceutical services in primary care settings within the HWB area.

6.8 Improvements and better access – gaps in service provision

Newham HWB recognises that any addition of pharmaceutical services by location, provider, hours or services should be considered, however a principle of proportionate consideration should apply.

The public questionnaire did not record any specific themes relating to pharmacy opening times (Section 5). Newham HWB therefore concludes there is no significant information to indicate there is a gap in the current provision of pharmacy opening times. The same conclusion is reached in considering whether there is any future specified circumstance that would result in creating a gap in pharmaceutical provision at certain times based upon the current information and evidence available.

With regard to enhanced services, only those services commissioned by NHS England are regarded as pharmaceutical services.

However, since 1st April 2013, there has been a shift in commissioning arrangements for some services that would otherwise be defined as enhanced services (Section 1.3.1). Therefore, the absence of a particular service being commissioned by NHS England is, in some cases, addressed by a service being commissioned through Newham CCG (such as the anticoagulation service) and through LBN (such as in the case of sexual health services and substance misuse services). This PNA identifies these as Locally Commissioned Services (LCS).

Newham HWB notes that all enhanced services and LCS are accessible to the population in all PNA localities, and the HWB has not been presented with any evidence to date which concludes that any of these enhanced services or LCS should be decommissioned or expanded.

Accessing all information used to construct this PNA, Newham HWB considers that the location, number, distribution and choice of pharmacies covering each of the eight localities and the whole HWB area providing enhanced services and LCS provides improved access to the population for these services. Based on the current information and evidence available, this conclusion also applied when considering any future circumstances within the time horizon of the PNA.

7. CONCLUSIONS

7.1 Current provision – necessary and other relevant services

For the purposes of this PNA, necessary services are defined as essential services and the following advanced services; Medicines Use Review (MUR), New Medicine Service (NMS) and flu vaccination.

Newham HWB has identified enhanced services in Section 3.6 as pharmaceutical services which secure improvements or better access to or which have contributed towards meeting the need for pharmaceutical services in the area of Newham HWB.

Newham HWB has identified locally commissioned services in Sections 4.1, 4.2 and 6.5, which secure improvements or better access to or have contributed towards meeting the need for pharmaceutical services in the area of Newham HWB.

Newham HWB recognises that a number of HWBs, which border Newham, contribute toward meeting the pharmaceutical needs of Newham residents and their contribution has been taken into consideration where appropriate. No other relevant services have been identified from outside the HWB area which have secured improvements or better access in the Newham HWB

7.2 Necessary services – gaps in provision

In reference to Section 6, and required by Paragraph 2 of Schedule 1 to the Pharmaceutical Regulations 2013:

7.2.1 Access to essential services

In order to assess the provision of essential services against the needs of the residents of Newham, the HWB considers access (average daytime travel times and walking) and opening hours as the most important factors in determining the extent to which the current provision of essential services meets the needs of the population.

7.2.1.1 Access to essential services normal working hours

Travel time to the nearest pharmacy is considered the best parameter in assessing access to pharmaceutical services. Newham HWB has determined that the travel times by car, public transport and walking and opening hours of pharmacies in all eight localities and across the whole HWB area are reasonable in all the circumstances.

There is no gap in the provision of essential services during normal working hours across the whole HWB area.

7.2.1.2 Access to essential services outside normal working hours

Supplementary opening hours are offered by all pharmacies in each locality. There are also five 100-hour contract pharmacies and 13 late-night pharmacies open until at least 8pm on weekdays or weekends within the Newham HWB area.

Just over one in four (26%) pharmacies within the HWB area are either 100-hour or late-night opening pharmacies (open until at least 8pm on weekdays). This is a substantial proportion of pharmacies.

These are geographically spread across the Newham HWB area and present in seven of the eight localities, Custom House and Canning Town being the only locality that doesn't have a 100-hour or late-night pharmacy.

There are no pharmacies open on Sundays in the Plaistow or Custom House and Canning Town localities. However, there is good access to pharmacies in neighbouring localities on Sundays.

Based upon the results of the public questionnaire, population density and access to pharmacies across the HWB area, there is no gap in service which would equate to the need for access to essential services outside normal hours in this locality.

There are no gaps in the provision of essential services outside normal working hours across the whole HWB area.

7.2.2 Access to necessary advanced services

Section 6 defines the level of access to advanced services. There is no identified gap in the provision of advanced services as Medicines Use Reviews (MURs) are accessible in 82%–100% of pharmacies, New Medicine Service (NMS) in 73%–100% of pharmacies and flu vaccination in 64%–100% of pharmacies, across all eight localities. As flu vaccination is also provided from GP practices, provision of this service is considered to be sufficient.

There are no gaps in the provision of necessary advanced services across the whole HWB area.

7.2.3 Access to enhanced services

Section 6 identifies the level of access to enhanced services. There is no identified gap in the provision of enhanced services as minor ailments services are accessible in 60%–100% of pharmacies across all eight localities and enhanced flu vaccination services in 50%–100% of pharmacies across all eight localities.

There are no gaps in the provision of enhanced services across the whole HWB area.

7.3 Future provision of necessary services

Newham HWB has not identified any pharmaceutical services that are not currently provided but that will, in specified future circumstances, need to be provided in order to meet a need for pharmaceutical services in any of the eight localities.

The population growth, coupled with the growing ageing population, will be key drivers for the need for continued growth of pharmaceutical service provision. For each new planned housing development, listed in Appendix 12, the location and accessibility of existing pharmaceutical service provision has been reviewed by the HWB to ensure there is adequate provision for the new community. Considering the new developments planned for the borough, the HWB is satisfied that in all cases adequate provision exists for all services in all areas of new developments for the time horizon of this PNA.

No gaps in the need for pharmaceutical services in specified future circumstances have been identified across the whole HWB area.

7.4 Improvements and better access – gaps in provision

As described in Section 6 and required by Paragraph 4 of Schedule 1 to the Pharmaceutical Regulations 2013:

7.4.1 Current and future access to essential services

Newham HWB has not identified services that would, if provided either now or in future specified circumstances, secure improvements or better access to essential services in any of the eight localities.

It is recognised that commissioners have discussed strategies on how varying health and social care may be provided in the borough in the future. The HWB is not aware of any firm plans affecting the need for pharmaceutical service provision.

No gaps have been identified in essential services that if provided either now or in the future would secure improvements or better access to essential services across the whole HWB area.

7.4.2 Current and future access to necessary advanced services

In 2016-17 MURs were available in 82%–100% of pharmacies, NMS was available in 73%–100% and flu vaccination in 64%–100% of pharmacies across all localities.

There are no gaps in the provision of necessary advanced services at present or in the future that would secure improvement or better access to necessary advanced services across the whole HWB area.

7.4.3 Current and future access to enhanced services

NHS England currently commissions two enhanced services from pharmacies. The Minor Ailment Scheme and the London vaccination service (enhanced flu service). There is a good percentage of pharmacies who provide these services in each locality and access is considered adequate.

Some of the enhanced services listed in the 2013 Directions (Section 1.3.1) are now commissioned by Newham CCG or LBN and therefore fall outside the definition of both enhanced services and pharmaceutical services.

There are no gaps identified in respect of securing improvements or better access to enhanced services provision on a locality basis as identified in Section 6 either now or in specified future circumstances.

No gaps have been identified that if provided either now or in the future would secure improvements or better access to enhanced services across the whole HWB area.

7.5 Other NHS services

As required by Paragraph 5 of Schedule 1 to the Pharmaceutical Regulations 2013, Newham HWB has had regard for any other NHS Services that may affect the need for pharmaceutical services in the area of Newham HWB.

Based on current information, no gaps have been identified in respect of securing improvements or better access to other NHS services either now or in specified future circumstances across the whole HWB area.

7.6 Locally commissioned services

With regard to enhanced services and locally commissioned services, only those commissioned by NHS England are regarded as pharmaceutical services.

The absence of a particular service being commissioned by NHS England is in some cases addressed by a service being commissioned through Newham CCG (such as anti-coagulation service) and through LBN (as is the case of sexual health services, stop smoking, supervised consumption and needle exchange). The PNA identifies those as locally commissioned services (LCS).

Newham HWB has not been presented with any evidence to date which concludes that any of these enhanced services or LCS should be expanded. The HWB also notes that it is unclear if these services are meeting the needs of the local population due to a lack of activity data and a lack of service review. Based on current information, the HWB has not identified a need to commission any LCS not currently commissioned.

Regular service reviews are recommended in order to establish if currently and in future scenarios locally commissioned services secure improvement or better access across the whole HWB area.

No gaps in pharmaceutical service provision have been identified. Newham HWB recognises that the burden of health needs in Newham will continue to grow and will work with its key partners to develop a vision for community pharmacy service, although this is out of scope of the PNA.

APPENDIX 1: LIST OF PHARMACEUTICAL SERVICE PROVIDERS IN NEWHAM HWB AREA

Beckton and Royal Docks

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services					Newham CCG-Commissioned Services				NHS England Advanced Services				NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV
FF650	100 hrs	Asda Pharmacy	Unit 9, Mary Rose Mall, London E6 5LX	08:00-23:00	07:00-22:00	11:00-17:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	N
FAX79	40 hrs	Beckton Pharmacy	Unit 11 Mary Rose Mall, Frobisher Road, London E6 5LX	09:00-20:00	09:00-20:00	Closed	N	Y	N	N	N	N	Y	N	Y	N	N	N	N	Y	N	N
FMC69	40 hrs	Boots	Unit 15, Gallions Reach, 3 Armada Way, London E6 7ER	10:00-20:00	09:00-19:00	09:00-19:00	N	Y	N	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	N
FEH02	40 hrs	Day Lewis Pharmacy	220 Tollgate Road, London E6 5JS	09:00-18:30	Closed	Closed	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	Y	N	Y	N
FXQ92	40 hrs	Day Lewis Pharmacy	5 Woodman Parade, London E16 2LL	09:00-18:00	09:00-13:00	Closed	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	Y	Y	N	N
FKX28	40 hrs	Lloyds Pharmacy	Inside Sainsbury's, 1 Claps Gate Lane, E6 6JF	09:00-20:00	09:00-20:00	10:00-16:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	N	N	N
FF694	Distance-selling	MyChemist Online	Unit F63, Waterfront Studios, 1 Dock Road, E16 1AH	09:00-17:00	Closed	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
FD513	40 hrs	Royal Docks Pharmacy	65 Village Hall, London E16 1TU	08:00-16:00	Closed	Closed	N	Y	Y	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y
FGX30	40 hrs	Royal Docks Pharmacy	23 East Ham, Manor Way, London E6 5NA	09:00-18:30	Closed	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y	Y	N	Y
FQC93	40 hrs	Tesco Instore Pharmacy	1 Armada Way, Royal Dock Road, London E6 7FB	08:00-21:00	08:00-21:00	10:00-14:00	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	N	Y	Y

Custom House and Canning Town

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services						Newham CCG-Commissioned Services				NHS England Advanced Services				NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV	
FE672	40 hrs	Berg's Pharmacy	4 Rathbone Market, Barking Road, London E16 1EH	09:00-18:30	09:00-18:00	Closed	N	Y	N	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	N	
FXP34	40 hrs	Chapharm	357 Prince Regent Lane, London E16 3JL	09:00-18:00	Closed	Closed	N	N	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y	N	
FF672	40 hrs	Day Lewis Pharmacy	17-19 Freemasons Road, London E16 3AR	09:00-18:30	08:30-13:00	Closed	N	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	
FQF62	40 hrs	Jetsol Pharmacy	The Hub, 123 Star Lane, London E16 4PZ	09:00-19:00	09:00-17:00	Closed	N	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	
FTM85	40 hrs	Newmans Pharmacy	376 Barking Road, London E13 8HL	09:00-18:00	09:00-17:30	Closed	N	Y	N	N	Y	N	N	Y	Y	Y	N	N	Y	Y	Y	N	
FNJ57	40 hrs	Sherman Chemist	21 Hermit Road, London E16 4HP	09:00-18:30	Closed	Closed	N	Y	Y	Y	N	N	N	Y	Y	Y	N	N	Y	Y	Y	N	
FTW53	40 hrs	Weston Ltd	329 Barking Road, London E13 8EE	09:00-17:00	09:00-14:00	Closed	N	Y	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y	N	

East Ham

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services						Newham CCG-Commissioned Services				NHS England Advanced Services				NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV	
FE474	40 hrs	Blakeberry Pharmacy	9 High Street South, London E6 6EN	09:00-19:00	09:00-18:30	Closed	N	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	
FF788	40 hrs	Blakeberry Pharmacy	96 High Street South, London E6 3RL	08:30-19:00	09:00-18:30	Closed	N	Y	Y	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	Y	
FEV46	40 hrs	Boots	82-84 High Street North, London E6 2HT	09:00-19:00	09:00-19:00	09:00-19:00	N	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	
FL753	40 hrs	Ghir Ltd	426-428 Barking Road, London E6 2SA	09:00-19:00	Closed	Closed	N	Y	N	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	Y	
FL521	40 hrs	Kingsway Pharmacy	214 High Street North, London E6 2JA	09:00-19:00	09:00-18:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	N	Y	N	N	N	
FXQ63	40 hrs	Kingsway Pharmacy	290 Barking Road, London E6 3BA	08:30-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	N	Y	N	N	N	
FQX93	40 hrs	Munro Pharmacy	5-7 High Street North, London E6 1HS	09:00-18:30	09:00-18:00	11:00-17:00	N	Y	N	N	Y	N	N	Y	Y	N	N	Y	Y	Y	Y	N	
FHH62	40 hrs	Sai Pharmacy	150-152 High Street North, London E6 2HT	09:00-18:30	09:00-18:00	Closed	N	Y	N	N	N	N	Y	Y	Y	Y	N	N	Y	Y	Y	N	

Forest Gate

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services						Newham CCG-Commissioned Services				NHS England Advanced Services				NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV	
FV542	40 hrs	Malchem Pharmacy	63 Woodgrange Road, London E7 0EL	08:30-18:30	09:00-18:00	Closed	N	Y	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	Y	N	
FL163	40 hrs	Mansons Chemist	15 Woodgrange Road, London E7 8BA	09:00-18:30	09:00-18:00	Closed	N	Y	Y	N	N	Y	Y	N	Y	Y	N	N	Y	Y	Y	N	
FKQ97	40 hrs	Mayors Chemist	45 Upton Lane, London E7 9PA	09:00-19:30	11:00-17:30	Closed	N	Y	N	N	N	N	N	Y	Y	N	N	Y	Y	N	N		
FCG45	40 hrs	Shan Chemist	453 Romford Road, London E7 8AB	09:00-19:00	Closed	Closed	N	N	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	N		
FK684	40 hrs	Sherman Chemists	100-102 Woodgrange Road, London E7 0EW	09:00-18:30	Closed	Closed	N	Y	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y	N		
FLW84	100 hrs	Woodgrange Pharmacy	116-120 Woodgrange Road, London E7 0EW	08:00-22:30	08:00-22:30	08:00-21:00	N	Y	N	Y	N	N	N	Y	N	N	N	Y	Y	N	N		

Green Street

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services						Newham CCG-Commissioned Services		NHS England Advanced Services					NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV
FMT53	40 hrs	Akro	404 Katherine Road, London E7 8NP	09:00-19:00	09:00-14:00	Closed	N	Y	N	N	N	N	Y	N	Y	Y	N	N	N	Y	N	N
FPG12	40 hrs	Boots	384 Green Street, London E13 9AP	09:00-18:30	09:00-18:30	11:00-16:00	N	Y	N	N	Y	Y	N	Y	Y	Y	N	N	Y	N	N	N
FVA70	40 hrs	Clockwork Pharmacy Ltd	741 Barking Road, London E13 9ER	08:45-19:00	10:00-17:00	Closed	N	Y	N	N	N	N	N	N	Y	N	N	N	Y	Y	Y	Y
FW547	40 hrs	Crailmay Ltd	70 Green Street, London E7 8JG	09:00-19:00	09:00-13:00	Closed	N	Y	N	Y	N	N	Y	N	Y	Y	N	N	Y	Y	Y	N
FK366	40 hrs	Day Lewis Pharmacy	79 Upton Lane, London E7 9PB	09:00-18:30	10:00-14:00	Closed	N	Y	Y	Y	N	N	N	Y	Y	Y	N	N	Y	Y	N	N
FR584	40 hrs	Frank Mays Pharmacy	30 Barking Road, London E6 3BP	09:00-18:30	09:00-13:00	Closed	N	Y	Y	N	N	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y
FFF99	40 hrs	Kalhan Limited	75 Plashet Road, London E13 0QA	09:00-19:00	10:00-14:00	Closed	N	Y	N	Y	N	N	Y	N	Y	Y	N	N	Y	Y	Y	Y
FM116	40 hrs	LRM Dispensing Chemist	229 Plashet Road, London E13 0QU	09:00-18:30	10:00-14:00	Closed	N	Y	Y	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	N
FEP12	40 hrs	Munro Pharmacy	303 Green Street, London E13 9AR	09:00-20:00	09:00-19:00	10:00-18:00	N	Y	N	N	Y	N	N	Y	Y	Y	N	N	Y	Y	Y	N
FGT06	100 hrs	Pharmacy Republic	138 Barking Road, London E6 3BD	09:00-23:00	09:00-24:00	09:00-24:00	N	Y	N	Y	N	N	N	Y	Y	N	N	N	N	Y	N	N
FHV01	40 hrs	Superdrug Pharmacy	321-325 Green Street, London E13 9AR	09:00-19:00	09:00-17:30	Closed	N	Y	N	Y	N	N	N	N	Y	Y	N	N	Y	N	Y	N
FVW81	40 hrs	Weston Ltd	3 St Stephens Parade, Green Street, London E7 8LQ	09:00-19:00	09:00-18:00	Closed	N	Y	N	N	N	N	N	N	Y	Y	N	N	Y	Y	N	Y

Manor Park

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services					Newham CCG-Commissioned Services		NHS England Advanced Services				NHS England Enhanced Services			
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV
FVH94	40 hrs	Bell Pharmacy	995 Romford Road, London E12 5JR	09:00-19:00	09:00-19:00	Closed	N	N	N	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y	N
FNM10	40 hrs	Catto Chemist	388 High Street North, London E12 6RH	10:00-20:00	10:00-18:00	Closed	N	Y	N	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y	N
FWR56	40 hrs	Church Road Pharmacy	30 Church Road, London E12 6AQ	09:00-18:30	10:00-13:00	Closed	N	N	N	N	N	N	Y	N	Y	Y	N	N	Y	Y	Y	N
FWJ05	40 hrs	Duncans Pharmacy	347 High Street North, London E12 6PQ	09:30-20:00	10:00-18:00	Closed	N	Y	Y	Y	N	N	Y	N	Y	Y	N	N	Y	Y	Y	N
FC272	40 hrs	Manor Park Pharmacy	683 Romford Road, London E12 5AD	09:00-19:00	09:00-18:00	Closed	N	N	N	N	N	N	N	Y	Y	Y	N	N	N	N	N	N
FTW68	100 hrs	Mint Pharmacy	205 Plashet Grove, London E6 1BX	07:00-22:30	07:00-22:30	09:00-16:00	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
FE374	100 hrs	Muhammad's Pharmacy	829 Romford Road, London E12 6EA	07:00-22:00	07:00-22:00	08:00-18:00	N	Y	Y	N	N	N	N	N	Y	N	N	N	Y	Y	Y	N
FCR54	40 hrs	Plashet Pharmacy	169 Plashet Grove, London E6 1BX	09:00-19:30	09:00-16:00	Closed	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	N	N
FRK52	40 hrs	Prime Pharmacy	234 High Street North, London E12 6SB	09:00-19:00	09:00-18:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y
FQX57	40 hrs	Solanki Pharmacy	324 High Street North, London E12 6SA	09:00-20:00	09:00-17:00	Closed	N	N	N	N	N	N	N	N	Y	Y	N	N	N	Y	N	N
FW825	40 hrs	Boots	833 Romford Road, London E12 6EA	09:00-20:00	09:00-18:00	12:00-16:00	N	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	Y

Plaiستow

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services						Newham CCG-Commissioned Services				NHS England Advanced Services				NHS England Enhanced Services	
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV	
FEJ78	40 hrs	Britannia Pharmacy	10 Prince Regent Lane, London E13 8QG	09:00-19:00	09:00-13:00	Closed	N	Y	N	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	N	
FQG36	40 hrs	Daystar Pharmacy	121 High Street, London E13 9HH	08:30-18:30	09:00-13:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	N	N	N	N	N	
FLJ82	40 hrs	Rattan Dispensing Chemist	524-526 Barking Road, London E13 8QE	09:00-18:30	09:00-18:00	Closed	N	Y	Y	N	Y	N	N	Y	Y	N	N	Y	Y	Y	N		
FJD81	40 hrs	Pharmaram Chemist	8-10 Terrace Road, London E13 0PB	09:00-19:00	09:00-14:00	Closed	N	Y	Y	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y		
FE652	40 hrs	Rohpharm Ltd	212 Plaistow Road, London E13 0AL	08:00-20:00	08:00-20:00	Closed	N	Y	Y	N	Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	

Stratford and West Ham

ODS	Pharmacy type	Pharmacy name	Address	Opening hours			PhAS	London Borough of Newham-Commissioned Services					Newham CCG-Commissioned Services		NHS England Advanced Services					NHS England Enhanced Services		
				Monday-Friday	Saturday	Sunday		Sexual Health Service - Level 1	Sexual Health Service - Level 2	Support to stop smoking	Supervised consumption	Needle exchange	Latent TB service	Anti-coagulation monitoring service	MUR	NMS	AUR	SAC	Flu vaccination	Minor Ailments	Enhanced Flu Service	PPV
FJE68	40 hrs	Boots	31-32 The Mall, London E15 1XD	08:00-20:00	09:00-19:00	11:00-17:00	N	Y	N	N	N	Y	N	Y	Y	Y	N	N	Y	N	Y	N
FN420	40 hrs	Boots	31-32 Lower Ground Floor, The Arcade, London E20 1EH	09:00-21:00	09:00-21:00	12:00-18:00	N	Y	N	N	N	N	N	Y	Y	Y	N	N	Y	N	Y	N
FHP29	40 hrs	Britannia Pharmacy	6 Church Street, London E15 3HX	09:00-19:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	Y	Y	Y	N	N	Y	Y	Y	N
FX075	40 hrs	Britannia Pharmacy	155 Leytonstone Road, London E15 1LH	09:00-19:00	09:00-13:00	Closed	N	Y	N	N	N	Y	N	Y	Y	Y	N	N	Y	Y	Y	N
FJM53	40 hrs	Cartwrights	67 Leytonstone Road, London E15 1JA	09:00-20:00	09:00-16:00	Closed	N	Y	N	N	N	N	N	Y	Y	N	N	Y	Y	Y	Y	Y
FD880	40 hrs	Mayors Healthcare Ltd	127 The Grove, London E15 1EN	09:00-19:00	09:00-17:00	Closed	N	Y	Y	Y	Y	Y	N	N	Y	N	N	N	Y	Y	Y	N
FCP18	40 hrs	Medina Pharmacy	161 Plaistow Road, London E15 3ET	09:30-18:30	10:00-14:00	Closed	N	N	N	N	N	N	N	Y	Y	N	N	N	Y	N	N	N
FJ753	40 hrs	Osbon Pharmacy	54 The Mall, London E15 1XE	09:00-19:00	09:00-17:00	Closed	N	Y	N	Y	N	N	N	Y	N	N	N	N	Y	N	N	N
FVM47	LPS	Salus Pharmacy	42 Liberty Bridge Road, London E20 1AS	08:00-20:30	08:00-14:00	08:00-14:00	N	Y	Y	N	N	N	N	Y	Y	Y	N	N	Y	Y	Y	Y
FGR40	40 hrs	Vicarage Pharmacy	10 Vicarage Lane, London E15 4ES	09:00-19:00	09:00-17:00	Closed	N	Y	Y	N	Y	N	Y	N	Y	Y	N	N	Y	Y	N	N
FG493	40 hrs	Wagpharm Chemist	8 Mitre Road, London E15 3JF	09:00-19:00	09:00-17:30	Closed	N	Y	N	Y	N	N	N	Y	Y	N	N	Y	Y	Y	Y	Y

APPENDIX 2: PNA STEERING GROUP TERMS OF REFERENCE

Purpose

Ensure the development of Newham's 2018 Pharmaceutical Needs Assessment (PNA) so that Newham Health and Wellbeing Board meets its statutory responsibility for publishing the PNA in line with the National Health Service (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013.

Objectives

- To oversee the development of the PNA in accordance with, and to ensure the Newham PNA complies with, the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013
- Ensure the PNA takes into account the local demography within Newham Borough and ascertain whether there is sufficient choice and accessibility (e.g. physical access, language etc.) with regard to obtaining pharmaceutical services
- Promote integration of the PNA with other strategies and plans including the Joint Strategic Needs Assessment, the Joint Health and Wellbeing Strategy, the CCG's Commissioning Strategy Plans and other relevant strategies
- Ensure the consultation on the PNA meets the requirements of Regulation 8 of the Pharmaceutical Regulations 2013. In particular, ensure that both patients and the public are involved in the development of the PNA
- Ensure all appropriate stakeholders in Newham are aware, engaged and involved in the development of the PNA
- Present the PNA first and final drafts to the Health and Wellbeing Board
- Publish the PNA on the Council's website by April 2018
- Develop a community pharmacy vision that is integrated across health and social care spectrum, ensuring direct link to the Health and Wellbeing Vision for the borough
- Horizon-scan for future policy direction and identify system decision makers to transform the vision into a reality for Newham residents
- Ensure the vision paper has adequate and appropriate patient and public involvement along with the wider community pharmacies operating in Newham

Governance

- The Health and Social Care Act 2012 transferred the statutory responsibility for PNAs from NHS Primary Care Trusts (PCTs) to Health and Wellbeing Boards (HWB), from 1st April 2013, with a requirement to publish a revised assessment at least every three years
- This Steering Group has been established to oversee the production of the 2018 PNA for the London Borough of Newham, reporting progress and presenting the final report to the HWB on or before the March 2018 meeting
- The HWB will be informed of progress towards the production of the PNA and relevant milestones
- If a statement or decision from the HWB is needed in relation to the production of the draft PNA, the Chair of the Steering Group is welcome to draft a formal report for consideration
- The Steering Group will report directly to the Director of Public Health and is accountable to Newham HWB

Frequency of meetings

Meetings will be arranged at key stages of the project plan. The Steering Group will meet in late 2017 or early 2018 to sign off the PNA 2018 for submission to the HWB

Responsibilities

- Provide a clear and concise PNA process
- Review and validate information and data on population, demographics, pharmaceutical provision, and health needs
- To consult with the bodies stated in Regulation 8 of the Pharmaceutical 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
 - the NHSCB
 - any neighbouring HWB
- Ensure that due process is followed
- Report to Health and Wellbeing Board on both a Draft and Final PNA.
- Publish a Final PNA by end 1st April 2018.

Dates for Health and Wellbeing Board meetings, 2017-18:

- 20th July 2017
- 6th September 2017
- 1st November 2017
- 10th January 2018
- 28th March 2018

Membership:

Delegate	Job title	Organisation
Shailen Rao	Managing Director	Soar Beyond Ltd
Anjna Sharma	Associate Director	Soar Beyond Ltd
Meradin Peachey	Director of Public Health	LBN
Bola Sotubo	Assistant Director of Medicines Management	Newham CCG
Shamoly Aaron	PH Community Manager	LBN
Anne Ibezi	Head of Equality	LBN

Delegate	Job title	Organisation
Mohamed Hammoudan	Head of Community Neighbourhoods	LBN
Dyfed Thomas	Senior Public Health Analyst	LBN
Simon Hill	Communications Lead	LBN
Jane Kennedy Janaki Mahadevan	Policy and Research rep	LBN
David Foizul	Adult and Social Care rep	LBN
Dr Saidur Rahman	Clinical Director	Newham Health Collaborative
Sarah Martyn	Assistant Director of Primary Care Strategy	LMC
Hemant Patel	Secretary	NEL LPC
Selina Rodrigues	Head of Healthwatch Newham	Healthwatch Newham
Obafemi Shokoya	Pharmacist	Hospital pharmacy rep (Barts Health)
Joseph Lee	Senior Commissioning Manager	NHS Newham CCG

The meeting will be chaired by Soar Beyond. Each core member has one vote. The Director of Public Health (or Public Health representative) will have the casting vote, if required. Core members may provide a deputy to meetings in their absence. The Steering Group shall be quorate with three core members in attendance, one from each of CCG Medicines Management, LBN Public Health, and CCG Primary Care. Non-attending members are unable to cast a vote – that vote may otherwise sway the casting decision. To be included in decision-making, members' (or their nominated deputies) attendance is essential.

In attendance at meetings will be representatives of Soar Beyond Ltd who has been commissioned by London Borough of Newham to support the development of the PNA. Other additional members may be co-opted if required.

APPENDIX 3: PUBLIC QUESTIONNAIRE

Tell us what you think of pharmacy services in Newham

We want to hear what you think of pharmacy services in Newham to help us develop services in the future. Your views will help us to develop our Pharmaceutical Needs Assessment (PNA) which will look at health needs in Newham, the level and accessibility of pharmacy services and how these will be maintained and developed in the future.

We would be grateful if you could answer some questions about your own experience and views. The questionnaire should take no longer than five minutes to complete. **The information in the questionnaire you provide is confidential.** Please be honest with your answers so we can accurately assess areas where pharmacies are already performing well and areas that need improvement. Information returned in the Equalities Monitoring section will be recorded separately from your questionnaire response.

If you would like to complete this online, please go to:

<https://www.surveymonkey.co.uk/r/NEWHAMPublic>

Or scan the QR code below:



Closing date for this questionnaire is 11th August 2017

Please return the questionnaire to your pharmacist or GP practice or post back to:

Darren Hagan
Soar Beyond,
1 Marchmont Gate,
Maxted Road,
Hemel Hempstead
HP2 7BE

Please provide your full postcode:

Should you require assistance in completing this survey please contact:

public.health@newham.gov.uk

N.B. All information supplied will be kept strictly confidential, held securely and used for the purpose of planning appropriate services for all communities. It will not be passed on to any third party.

1) How often have you visited the pharmacy in the last six months?

For yourself:

- Once a week or more
- Once a month
- Once every few months
- Once in six months
- Less than once in six months

For someone else:

- Once a week or more
- Once a month
- Once every few months
- Once in six months
- Less than once in six months

2) Do you have a regular or preferred pharmacy that you visit?

- Yes
- No

If yes, and if happy to do so, please provide the name and address:

3) When considering a choice of pharmacy, which of the following helps you choose? (Please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Close to home | <input type="checkbox"/> Close to GP surgery |
| <input type="checkbox"/> Close to work | <input type="checkbox"/> Opening hours |
| <input type="checkbox"/> Access (for example disability/transport) | <input type="checkbox"/> Efficient/quick service |
| <input type="checkbox"/> They offer a specific service | <input type="checkbox"/> Expertise/quality of advice |
| <input type="checkbox"/> Friendly staff | <input type="checkbox"/> Knowledgeable staff |
| <input type="checkbox"/> It has a space I can talk in private | <input type="checkbox"/> Speak community languages |
| <input type="checkbox"/> Provide support to disabled people | <input type="checkbox"/> Provide support to elderly people |
| <input type="checkbox"/> Provide support to people with learning difficulties | |
| <input type="checkbox"/> Other, please specify _____ | |

4) If you visit a pharmacy on behalf of someone else, please give a reason why (Please select all that apply)

- Most convenient
- Housebound person
- Opening hours of the pharmacy not suitable for patient
- Access (for example disability/transport)
- English is not the first spoken language of the person visiting for
- Directed by the patient to use the usual pharmacy
- All of the above
- Other, please specify _____

5) Who would you normally visit the pharmacy for? (Please select all that apply)

- Yourself
- A family member
- Neighbour/friend
- Someone you are a carer for
- All of the above
- Other, please specify _____

6) How would you usually travel to the pharmacy?

- Car
- Taxi
- Public transport
- Walk
- Bicycle
- Other (please specify) _____

7) On average, how long does it take you to travel to a pharmacy?

- 0 to 15 minutes
- 16 to 30 minutes
- Over 30 minutes
- Varies
- Don't know

8) Do you have any difficulties when travelling to a pharmacy?

- Yes
- No

If yes, please select one of the following reasons:

- Location of pharmacy
- Parking difficulties
- Public transport availability
- Wheelchair or other access problems
- Other (please specify) _____

9) What is the most convenient day for you to visit a pharmacy?

- Monday to Friday
- Saturday
- Sunday
- Varies
- Don't know

10) When do you prefer to visit a pharmacy?

- Morning (8am-12pm)
- Lunchtime (12pm-2pm)
- Afternoon (2pm-6pm)
- Early evening (6pm-8pm)
- Late evening (after 8pm)
- Varies
- Don't know

11) How regularly do you typically buy an over-the-counter (i.e. non-prescription) medicine or medicines prescribed by your GP which are cheaper over the counter from a pharmacy?

- Daily
- Weekly
- Fortnightly
- Monthly
- Yearly
- Never
- Other (please specify) _____

12) Which of the following pharmacy services are you aware that a pharmacy may provide? (Please select all that apply)

- Dispensing of prescriptions
- Repeat dispensing services
- Needle exchange
- Advice from your pharmacist
- Buying over-the-counter medicines
- Flu vaccination services
- Disposal of unwanted medicines
- Emergency supply of prescription medicines
- Minor Ailments Service
- Travel vaccinations
- Home delivery and prescription collection services
- Stopping smoking/nicotine replacement therapy
- Supervised consumption of methadone and buprenorphine
- Detailed discussion with your pharmacist – how you take your existing and newly prescribed medicines
- Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)
- Immediate access to specialist drugs e.g. palliative care medicines
- None of the above
- Other (please specify) _____

13) What services would you like to see provided by your local pharmacy?

	Yes	No	Don't know
Dispensing of prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repeat dispensing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home delivery and prescription collection services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle exchange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from your pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying over-the-counter medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disposal of unwanted medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailments Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu vaccination services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detailed discussion with your pharmacist how to take your existing and newly prescribed medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stopping smoking/nicotine replacement therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual health services (chlamydia testing/treating, condom distribution, emergency contraception)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Immediate access to specialist drugs e.g. palliative care medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised consumption of methadone and buprenorphine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency supply of prescription medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please specify _____			

14) Is there a private space/room available where you cannot be overheard in the pharmacy you normally visit?

- Yes
- No
- Don't know

15) Have you ever used a registered internet pharmacy to obtain prescription medicines?

- Yes
- No

16) If yes, how would you rate your overall satisfaction with the internet pharmacy?

- Very good
- Good
- Poor
- Very poor

17) Are you aware your GP practice can send your prescription electronically to your chosen pharmacy?

- Yes
- No

18) If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions? (Please select all that apply)

- Paper request form to my GP practice
- Paper request form through my pharmacy
- By email to my GP practice
- Online request to my GP practice
- My pharmacy orders on my behalf
- Varies
- Other (please specify) _____

19) Your pharmacist is able to provide help and advice regarding minor ailments such as coughs, colds and sore throats, without the need for a GP appointment. How likely will you utilise your pharmacist for advice regarding minor ailments in the future?

- Very likely
- Likely
- Unsure
- Not likely
- Not very likely

20) Do you feel the principles of confidentiality are promoted and respected in the pharmacy services you receive in Newham?

- Yes
- No
- Don't know

Any other comments you would like to make about your pharmacy?

Thank you for completing this questionnaire

Your answers to this survey are private and will be kept in line with the Data Protection Act. If you wish to be kept informed about the Pharmaceutical Needs Assessment and the consultation we will be running, you can give us your contact details here:

Name: _____

Address: _____

Telephone number: _____ Email: _____

Preferred method of communication: Telephone Email Post

Newham Equalities Monitoring Form

Help us to improve access to council services by filling in the data below. Your answers will not be used to identify you. You do not have to answer the questions if you prefer not to, but the data will help us to highlight trends and patterns in access to services.

Confidentiality and Data Protection Act 1998

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not share any information where we are not legally required to do so. We will only share such information as necessary and where we are satisfied that the other organisation is entitled to receive it and will keep your information secure. We will publish the results of the data collected but individuals will not be identified. The council will take into account the implication of collecting, storing, analysing data under the Data Protection Act 1998 when publishing the data.

Please help us by answering the questions below and ticking the boxes that apply.

1) What is your age?

2) Do you have a disability?

- Yes
- No

If you have answered 'yes', please tick the boxes below that best describe your disability.

- Physical disability
- Sensory disability - is this
 - blind/sight impairment
 - deaf/hearing impairment
- Learning disability
- Mental health condition
- Long-term illness or health condition, e.g. cancer, HIV, diabetes, chronic heart disease, rheumatoid arthritis, chronic asthma
- Other (please specify) _____

3) What is your religion/belief?

- Atheist/none
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other (please specify) _____

4) What is your sexual orientation?

- Heterosexual
- Lesbian
- Gay
- Bisexual
- Other (please specify) _____

5) What is your relationship status?

- Married
- Single
- Cohabiting
- Civil partnership
- Other (please specify) _____

6) What is your sex/gender?

- Male
- Female
- Transgender/Transsexual
- Other (please specify) _____

7) What is your ethnicity?

Asian or Asian British:

- Indian
- Pakistani
- Bangladeshi
- Sri Lankan
- Other (please specify) _____

Black, African or Caribbean:

- Caribbean
- Nigerian
- Ghanaian
- Somali
- Other (please specify) _____

Chinese or other ethnic group:

- Chinese
- Afghan
- Filipino
- Kurdish
- Other (please specify) _____

Mixed heritage:

- White and Black Caribbean
- White and African
- White and Asian
- Other (please specify) _____

White:

- British
- English
- Scottish
- Welsh
- Irish
- Polish
- Traveller
- Other (please specify) _____

8) What is the first part of your postcode?

Why do you want to know more about me?

We are committed to building a community where everyone can flourish and achieve their full potential and the information you give us will help us achieve our commitment of being fair to all. We value diversity and acknowledge that our residents come from different backgrounds and have different needs, experiences and interests. It's really important we get to know you better so that we can plan and deliver fair services that are tailored to residents' needs.

The information you give us will enable us to:

- Check whether or not our services are equally accessible to everyone who is entitled to them
- Identify and address any barriers to accessing (information about) our services
- Continually improve the services we deliver

What is an Equal Opportunities Form?

London Borough of Newham monitors the age, disability, gender, race and preferred first language of our service users, as well as whether or not they have caring responsibilities for an adult or a child with a disability. Where relevant and appropriate to the service questionnaire, for example in relation to health or social care services, we also sometimes ask about the sexual orientation, marital or civil partnership status and religion or belief of service users. We collect this information by asking you to fill in an Equal Opportunities Form. The form is very straightforward to complete.

Who chooses the questions listed on the Equal Opportunities Form?

The questions in the Equal Opportunities Form are based on legislation (Equality Act 2010), advice from advisory bodies (Equality and Human Rights Commission) and best practice by other local authorities.

Is it just London Borough of Newham that carries out equal opportunities monitoring?

No. All local authorities across the country monitor characteristics such as the age, gender, disability and ethnic origin of those who use their services.

Do I have to give you this information?

No. All questions in the Equal Opportunities Form are voluntary. If you feel uncomfortable giving us this information, simply tick the 'prefer not to say' box or do not answer the question. However, we can't get things right without your help so we ask you to help us by completing this form.

I've already given you this information, why do you want it again?

We recognise that people's circumstances change all the time and we want to make sure that our services are reflective of people's changing circumstances.

Still have questions?

If you have further questions or want more information about this form, please contact public.health@newham.gov.uk.

APPENDIX 4: PHARMACY CONTRACTOR QUESTIONNAIRE

Newham Health and Wellbeing Board

Soar Beyond are supporting the London Borough of Newham to produce their 2018 Pharmaceutical Needs Assessment. We are undertaking a survey of all pharmacy contractors in Newham

We would therefore be grateful if you could spend a few minutes to complete the questions below. If you prefer, you may complete the survey online at:

<https://www.surveymonkey.co.uk/r/NEWHAMPharmacyContractor>

Please complete the questionnaire by 11th August 2017, and return any completed paper copies of the survey to:

Darren Hagan
Soar Beyond,
1 Marchmont Gate,
Maxted Road,
Hemel Hempstead
HP2 7BE

Premises Details

Contractor Code (ODS Code)	
Name of contractor (i.e. name of individual, partnership or company owning the pharmacy business)	
Trading Name	
Address of Contractor pharmacy	
Is this pharmacy one which is entitled to Pharmacy Access Scheme payments?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Possibly
Is this pharmacy a 100-hour pharmacy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does this pharmacy hold a Local Pharmaceutical Services (LPS) contract? (i.e. it is not the 'standard' Pharmaceutical Services contract)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is this pharmacy a Distance Selling Pharmacy? (i.e. it cannot provide Essential Services to persons present at or in the vicinity of the pharmacy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pharmacy email address	
Pharmacy telephone	
Pharmacy fax (if applicable)	
Pharmacy website address (if applicable)	
Can the LPC store the above information and use it to contact you?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Core Hours of Opening

Day	Open from	To	Lunchtime (from - to)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Total Hours of Opening

Day	Open from	To	Lunchtime (from - to)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Consultation Facilities

There is a consultation area (meeting the criteria for the Medicines Use Review service) (tick as appropriate)

On premises	None	<input type="checkbox"/>
	Available (including wheelchair access)	<input type="checkbox"/>
	Available (without wheelchair access)	<input type="checkbox"/>
	Planned within the next 12 months	<input type="checkbox"/>
	Other (please specify)	
Where there is a consultation area, is it a closed room?		<input type="checkbox"/> Yes <input type="checkbox"/> No

During consultations are there hand-washing facilities?	In the consultation area	<input type="checkbox"/>
	Close to the consultation area	<input type="checkbox"/>
	None	<input type="checkbox"/>

Patients attending for consultations have access to toilet facilities	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

Off-site	The pharmacy has access to an off-site consultation area (i.e. one which the former PCT or NHS England local team has given consent for use)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	The pharmacy is willing to undertake consultations in patient's home/other suitable site	<input type="checkbox"/> Yes <input type="checkbox"/> No

Access to the Pharmacy

The pharmacy is accessible for wheelchair users	Ramped access	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Wide door	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Electric door	<input type="checkbox"/> Yes <input type="checkbox"/> No

Languages spoken (in addition to English) – please list	
---	--

IT Facilities in the Pharmacy

Electronic Prescription Service Release 2 enabled	<input type="checkbox"/> Yes <input type="checkbox"/> No
NHSmil being used	<input type="checkbox"/> Yes <input type="checkbox"/> No
If 'Yes' and happy to do so, please provide NHSmil address:	
NHS Summary Care Record enabled	<input type="checkbox"/> Yes <input type="checkbox"/> No
Up-to-date NHS Choices entry	<input type="checkbox"/> Yes <input type="checkbox"/> No

Healthy Living Pharmacies (HLP)

Select the one that applies.

The pharmacy has achieved HLP status	<input type="checkbox"/>
The pharmacy is working toward HLP status	<input type="checkbox"/>
The pharmacy is not currently working toward HLP status	<input type="checkbox"/>

Services

Does the pharmacy dispense appliances?

Yes, all types	<input type="checkbox"/>
Yes, excluding stoma appliances	<input type="checkbox"/>
Yes, excluding incontinence appliances	<input type="checkbox"/>
Yes, excluding stoma and incontinence appliances	<input type="checkbox"/>
Yes, just dressings	<input type="checkbox"/>
Other (please identify)	
None	<input type="checkbox"/>

Advanced Services

Does the pharmacy provide the following services?

	Yes	Intending to begin within next 12 months	No - not intending to provide
Medicines Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Medicine Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliance Use Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoma Appliance Customisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flu Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NHS Urgent Medicine Supply Advanced Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Enhanced⁴⁰ and Other Locally Commissioned Services

Which of the following services does the pharmacy provide, or would be willing to provide?

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia and Gonorrhoea Testing Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom Card (C-Card) Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EC) ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disease-Specific Medicines Management Service:					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⁴⁰ 'Enhanced Services' are those commissioned by the local NHS England Team. CCGs and Local Authorities can commission Other Locally Commissioned Services that are equivalent to the Enhanced Services, but for the purpose of developing the PNA are called 'Other Locally Commissioned Services' not 'Enhanced Services'

⁴¹ These services are not listed in the Advanced and Enhanced Services Directions, and so are not 'Enhanced Services' if commissioned by the local NHS England Team. The local NHS England Team may commission them on behalf of the CCG or Local Authority, but when identified in the PNA they will be described as 'Other Locally Commissioned Services' or 'Other NHS Services'

Newham 2018 PNA

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Emergency Contraception Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances) ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an Independent Prescribing Service, what therapeutic areas are covered?					
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/Medicines Optimisation Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If currently providing an MUR Plus/Medicines Optimisation Service, what therapeutic areas are covered?					
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity Management – adults ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity Management – children	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Not-Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Group Direction Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name the medicines covered by the Patient Group Direction					
Phlebotomy Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other vaccinations⁽⁴¹⁾					
Childhood vaccinations	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Sharps Disposal Service ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently providing under contract with the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	Willing to provide if commissioned	Not able or willing to provide
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supplementary Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If so, what therapeutic areas are covered?					
Vascular Risk Assessment Service (NHS Health Check) ⁽⁴¹⁾	<input type="checkbox"/> ⁽⁴¹⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-commissioned Services

Does the pharmacy provide any of the following?

Collection of prescriptions from GP practices	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – free of charge on request	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – selected patient groups – list criteria:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – selected areas – list areas:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Delivery of dispensed medicines – chargeable	<input type="checkbox"/> Yes <input type="checkbox"/> No
Monitored Dosage Systems – free of charge on request	<input type="checkbox"/> Yes <input type="checkbox"/> No
Monitored Dosage Systems – chargeable	<input type="checkbox"/> Yes <input type="checkbox"/> No

<p>Is there a particular need for a locally commissioned service in your area? If yes, what is the service requirement and why?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

Details of the Person Completing this Questionnaire – if questions arise

Contact name	Contact telephone number

APPENDIX 5: COMMISSIONER QUESTIONNAIRE

Newham Health and Wellbeing Board

Soar Beyond are supporting the London Borough of Newham to produce their 2018 Pharmaceutical Needs Assessment. We are undertaking a survey of all commissioners who are responsible for commissioning services from community pharmacies in Newham (even if they do not commission services currently).

We would therefore be grateful if you could spend a few minutes to complete the questions below. You may complete the survey online at <https://www.surveymonkey.co.uk/r/NEWHAMCommissioner> if you prefer.

Please complete the questionnaire by 11th August 2017, and return any completed paper copies of the survey to:

Darren Hagan
Soar Beyond,
1 Marchmont Gate,
Maxted Road,
Hemel Hempstead
HP2 7BE

Which of the following services do you commission or may be considering commissioning from local community pharmacies?

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Anticoagulant Monitoring Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anti-viral Distribution Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Home Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia and Gonorrhoea Testing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chlamydia Treatment Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contraceptive service (not EHC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condom Card (C Card) Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of the following services do you commission or may be considering commissioning from local community pharmacies?

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Disease-Specific Medicines Management Service:					
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer's/ dementia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COPD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes type II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart Failure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Newham 2018 PNA

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Other (please state)					
Emergency Contraception Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Supply Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gluten Free Food Supply Service (i.e. not via FP10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Delivery Service (not appliances)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Prescribing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language Access Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication Review Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicines Assessment and Compliance Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Ailment Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MUR Plus/ Medicines Optimisation Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needle and Syringe Exchange Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management – adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obesity management-children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not-Dispensed Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Demand Availability of Specialist Drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out-of-Hours Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Patient Group Direction Service (name the medicines covered by the Patient Group Direction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prescriber Support Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of the following services do you commission or may be considering commissioning from local community pharmacies?

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Screening Service					
Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gonorrhoea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. pylori	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HbA1C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)					
Seasonal Influenza Vaccination Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of the following services do you commission or may be considering commissioning from local community pharmacies?

	Currently commissioned by the local NHS England Team	Currently providing under contract with CCG	Currently providing under contract with Local Authority	May consider commissioning	Not able or willing to provide
Other vaccinations					
Childhood vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis (at-risk workers or patients)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HPV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – (please state)					
Sharps Disposal Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop Smoking Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Naloxone Dispensing Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervised Administration Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vascular Risk Assessment Service (NHS Health Check)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you conducted a contract or service review of a currently commissioned service (indicated above)?

Yes No

If so, please state which service here: _____

If happy to do so, please provide a brief summary of your findings:

Details of the person completing this form:

Contact name, role and organisation of person completing questionnaire, if questions arise	Contact telephone number

APPENDIX 6: PNA TIMELINE

	May 2017	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Contract commencement date (31st May 2017)											
Kick off meeting with local authority PNA lead <ul style="list-style-type: none"> • Detailed project plan shared and agreed • Agree accountabilities • Identify and approach potential members for PNA Steering Group • Draft Terms of Reference shared • Communications Plan agreed, including frequency and mechanism for local authority checkpoint meetings • Contacts list developed for key stakeholders • RAG rated Risk and Issues Log set up • Assurance report for May HWB meeting to share Project Plan and governance update 											
Steering Group and Project Governance established <ul style="list-style-type: none"> • First PNA Steering Group meeting conducted • Project plan shared and agreed • Communications Plan and Terms of Reference agreed • PNA localities agreed • Questionnaire templates shared and agreed 		21 st									
Stakeholders identified <ul style="list-style-type: none"> • For dissemination of information • Contact details obtained and initial contact made • Share project plan and brief on what the Pharmacy Needs Assessment is 											
Checkpoint web meeting with local authority PNA lead											
Data collection and stakeholder engagement <ul style="list-style-type: none"> • Distribution of online pharmacy user questionnaire (posters advertising also sent to all pharmacies and GP practices in each borough) • Distribution of online pharmacy contractor questionnaire • Distribution of online commissioner questionnaire 											
Checkpoint web meeting with local authority PNA lead											

Newham 2018 PNA

	May 2017	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Information collection <ul style="list-style-type: none"> • Receipt and review of planning and strategy documents e.g. JSNA, Housing Strategy, Commissioning Intentions, STP etc. • List of all providers of pharmaceutical services from NHS England • List of any commissioned services by CCG e.g. minor ailment services, out-of-hours, local hospitals • Information from local authority e.g. demographics, specific health needs and any commissioned services • Second PNA Steering Group meeting – agree and finalise data for Draft PNA 				23 rd							
Deadline for questionnaires to be completed											
Current and future service provision detailing and analysis <ul style="list-style-type: none"> • Pharmacies categorised by type (40hr/100hr/internet) – map provided as per Pharmaceutical Regulations 2013, to include cross-border pharmacies • Opening times map produced • Travel access maps: drive times (average, peak, off-peak), walking, public transport – plus population numbers by travel time • Demographics analysis (supported by local authority) • Health and lifestyle analysis (supported by local authority) • Planning – housing developments and new care home developments listed and analysed for prospective impact on future pharmaceutical needs (supported by local authority) • Pharmacies who provide advanced services • Pharmacies who provide enhanced/locally commissioned services 											
Checkpoint web meeting with local authority PNA lead											
Collation and analysis of all information collected <ul style="list-style-type: none"> • Triangulate information received from duplicate sources, identifying and resolving any discrepancies and gaps • Comparison with information and recommendations from 2015 PNA 											
Review and identify gaps in service, current and future <ul style="list-style-type: none"> • Identification of any changes (service provision, current and future needs etc.) • Identify potential gaps • Make recommendations 											

Newham 2018 PNA

	May 2017	Jun 2017	Jul 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Draft PNA completed											
<ul style="list-style-type: none"> Complete the draft assessment, clearly articulating any gaps identified and propose recommendation Compile specific consultation questions Highlight any specific communities and/or providers identified as affected by the analysis of gaps 						16 th					
Third PNA Steering Group meeting – agree Draft PNA											
Consultation period (27th November – 28th January 2018)											
<ul style="list-style-type: none"> Host Draft PNA on council’s website (supported by local authority) Advertise consultation through existing consultation channels (e.g. communications and engagements leads with CCGs, Healthwatch, Patient Participation Groups etc.) Send links of Draft PNA to consultees as required by the Pharmaceutical Regulations (listed within the Communications Plan), and any specific individuals, populations and stakeholder groups identified within the stakeholder engagement undertaken in the summer Hold direct stakeholder engagement events (face-to-face meetings, webinars, online surveys etc.) with specific populations/providers identified as potentially affected by the analysis of gaps HWB Meeting 10th January 2018 											
Checkpoint web meetings with local authority PNA lead											
Consultation findings report											
<ul style="list-style-type: none"> Collate, analyse and make recommendations on the consultation responses Meeting with Meradin Peachey and Cllr Clive Furness – review consultation feedback and final report Fourth PNA Steering Group meeting – make changes necessary to the draft PNA and agree Final PNA 											
Pharmacy Strategy meeting											
Commissioner and Provider meeting to consider PNA recommendations and develop a strategy for community pharmacy in Newham											
Final PNA											
<ul style="list-style-type: none"> Produce final document in pdf format for uploading to council’s website Consultation findings report and Final PNA to HWB meeting on 28th March 2018 for approval Send links of Final PNA to consultees as required by the Pharmaceutical Regulations (listed within the Communications Plan), and any specific individuals, populations and stakeholder groups identified within the stakeholder engagement undertaken in the summer 											
Checkpoint web meeting with local authority PNA lead											
PNA published											

APPENDIX 7: CONSULTATION PLAN AND LIST OF STAKEHOLDERS

Stakeholder		Engagement during PNA production		
Role		PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public/ commissioner)
Consultee as required by Pharmaceutical Regulations 2013 Part 2 (8)	Director of Public Health	Y	Y	All
	Assistant Director of Medicines Management	Y	Y	All
	Public Health Community Manager	Y	Y	All
	Head of Commissioning	Y	Y	All
	Senior Public Health Intelligence Analyst	Y	Y	All
	Communications Lead	Y	Y	All
	Research Business Manager	Y	Y	All
	Public Policy Manager	Y	Y	All
	Adult and Social Care representative	Y	Y	All
	Head of Equality	Y	Y	All
	LMC	Y	Y	All
	LPC	Y	Y	All
	Healthwatch	Y	Y	All
	Pharmacist	Y	Y	All
	Newham CCG Primary Care Team	Y	Y	All

Stakeholder		Engagement during PNA production		
Role		PNA briefing letter sent (Y/N)	Steering Group representation (Y/N)	Questionnaire (pharmacy contractor/public/commissioner)
Other Consultees	Adult Services Commissioner	Y	Y	All
	NHSE London Region	N	N	All
	Community Neighbourhoods Commissioner	N	N	Public
	Director of Partnerships and Governance CCG	N	N	Public
	Patient and Public Engagement Manager	N	N	Public
	Beckton and Royal Docks Community Neighbourhood	N	N	Public
	Canning Town and Custom House Community Neighbourhood	N	N	Public
	East Ham Community Neighbourhood	N	N	Public
	Plaistow Community Neighbourhood	N	N	Public
	Green Street Community Neighbourhood	N	N	Public
	Manor Park Community Neighbourhood	N	N	Public
	Stratford Community Neighbourhood	N	N	Public
	Forest Gate Community Neighbourhood	N	N	Public
	Newham Sort, Thames Reach	N	N	Public
	Havering HWB	N	N	Public
	Tower Hamlet HWB	N	N	Public
	Waltham Forest HWB	N	N	Public
	Barking and Dagenham HWB	N	N	Public
	Redbridge HWB	N	N	Public
	Community Trust	N	N	Contractor
GP Practices	N	N	Contractor	

APPENDIX 8: SUMMARY OF CONSULTATION RESPONSES

As required by the Pharmaceutical Regulations 2013,⁴² Newham HWB held a 60-day consultation on the draft PNA from 27th November 2017 to 28th January 2018.

The draft PNA was hosted on the Newham Council website and invitations to review the assessment and comment were sent to a wide range of stakeholders including all community pharmacies in Newham. A number of members of the public had expressed an interest in the PNA and were invited to participate in the consultation as were a range of public engagement groups in Newham as identified by Newham Council and Newham Healthwatch. Responses to the consultation were possible via an online survey, on paper or by email.

There were, in total, 16 responses, all (100%) of which were to the internet survey; no paper surveys or email comments were received. There were eight responses (50%) received from the public, two (13%) from community pharmacies, one (6%) from a carer, two (13%) from a voluntary or community sector organisation, and two (13%) from 'other' (including the LPC). No comments were received from GPs, healthcare or social care professionals, members of Newham council (councillors), employees of Newham council, or businesses.

The following are the main themes, and the PNA Steering Group's response, to feedback received during the consultation on the draft PNA:

- Information provided in the PNA
- Consideration as to which services are 'necessary' and 'relevant'
- Issues over access to services and access outside normal working hours
- Availability of services currently, and not currently, provided by pharmacies
- Quality of service including delivery of prescriptions and advice
- Disability access into and within pharmacies
- Correction of data in the PNA

The HWB may wish to review the bullet points relating to disability access and quality of services provided by pharmacies with commissioners.

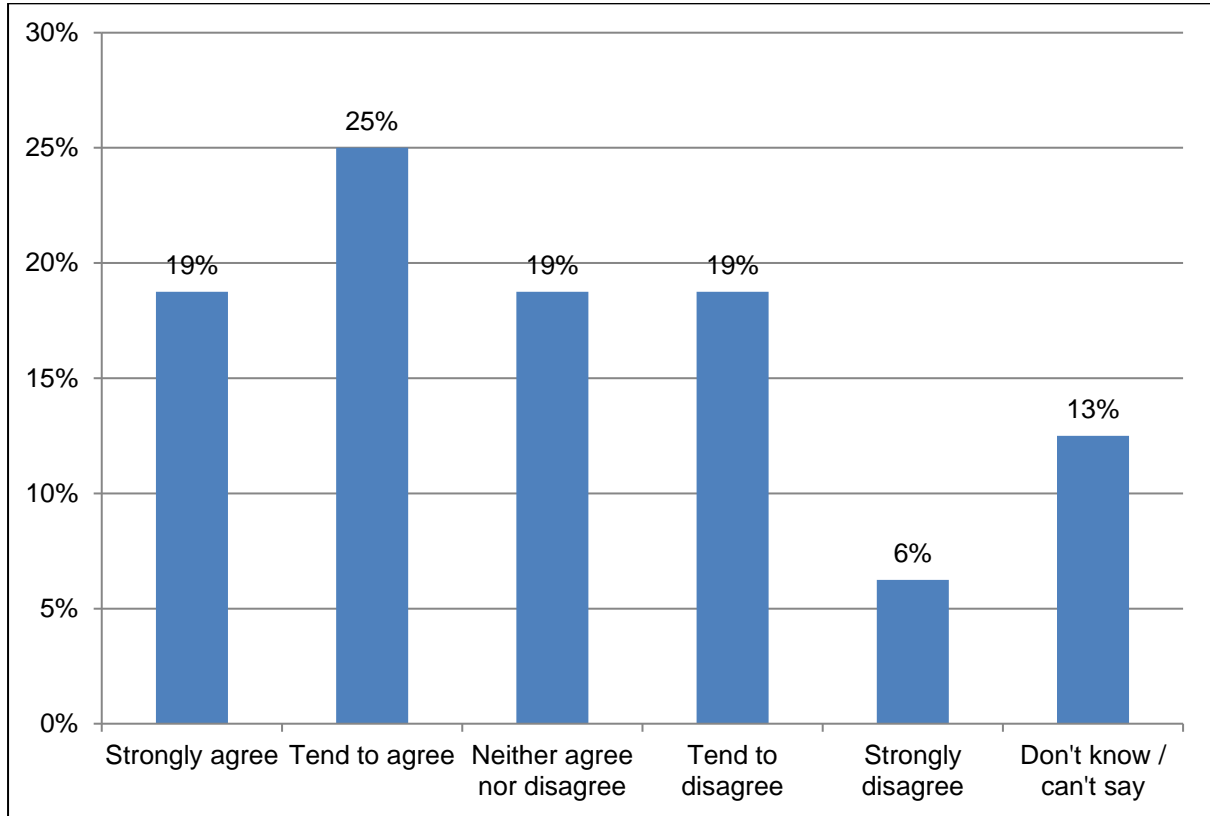
All responses were considered by the PNA Steering Group at its meeting on 5th February 2018 for the final report. A number of additional free text comments were received that were considered by the Steering Group in the production of the final PNA. Should you wish to view these comments please contact the Public Health Team, public.health@newham.gov.uk

Below is a summary of responses to the specific questions asked during the consultation.

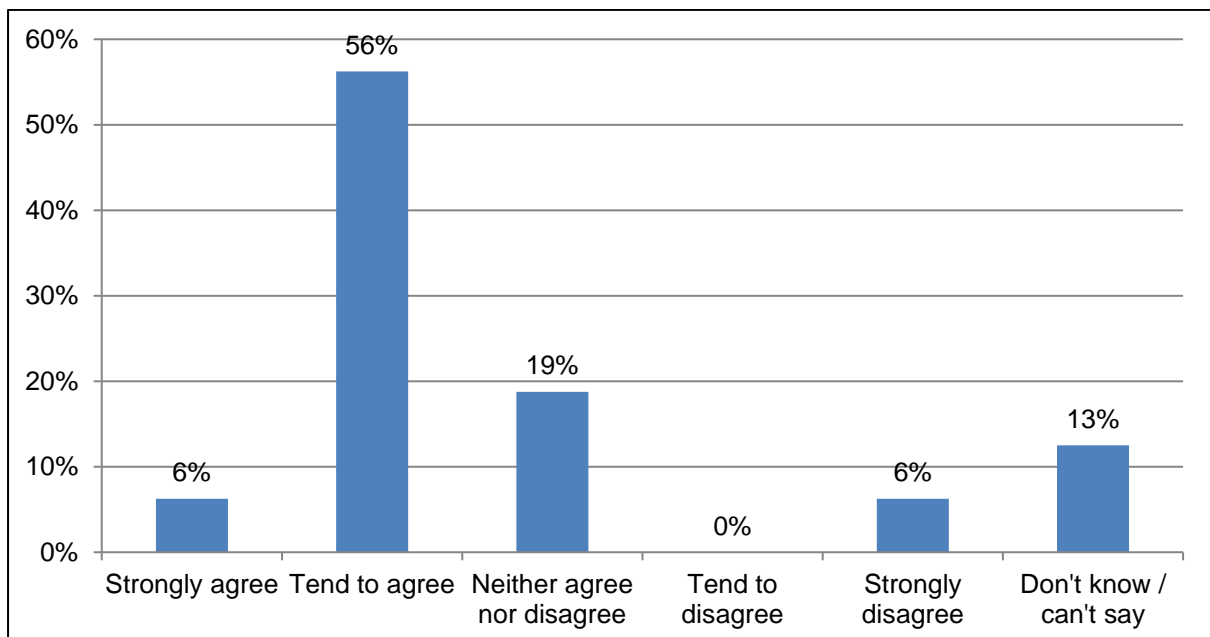
⁴² Pharmaceutical Regulations 2013 - <http://www.legislation.gov.uk/ukxi/2013/349/contents/made>

Consultation questions and responses:

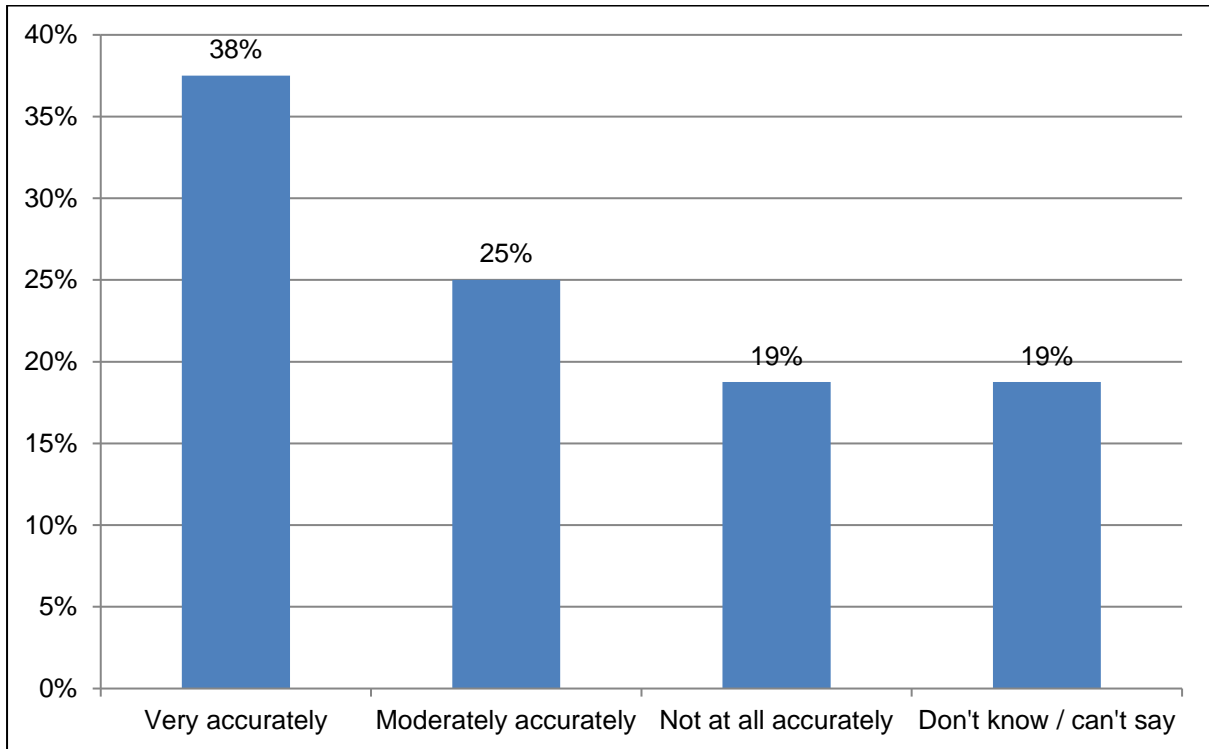
Q1. The Newham draft PNA does not identify any gaps in the provision of pharmaceutical services. To what extent do you agree or disagree with this assessment?



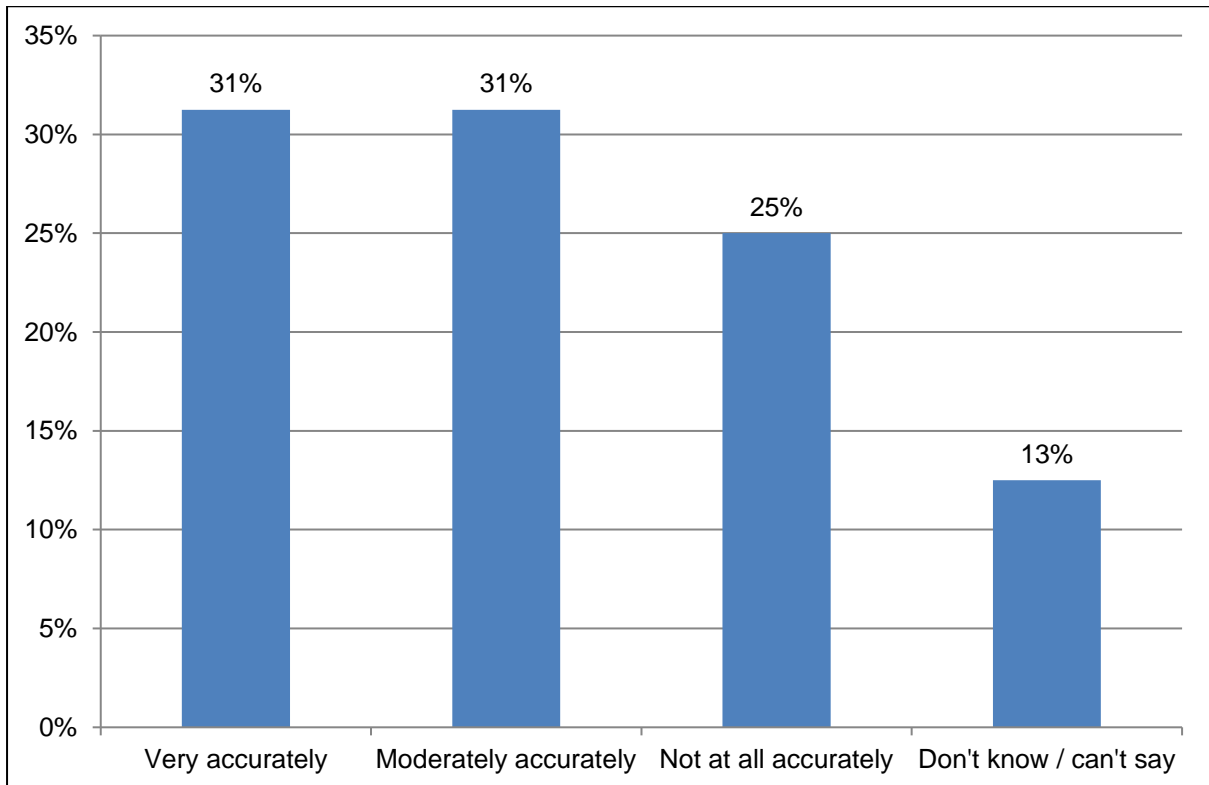
Q2. To what extent do you agree or disagree with the other conclusions contained within the draft PNA? (Please see the Executive Summary section of the document)



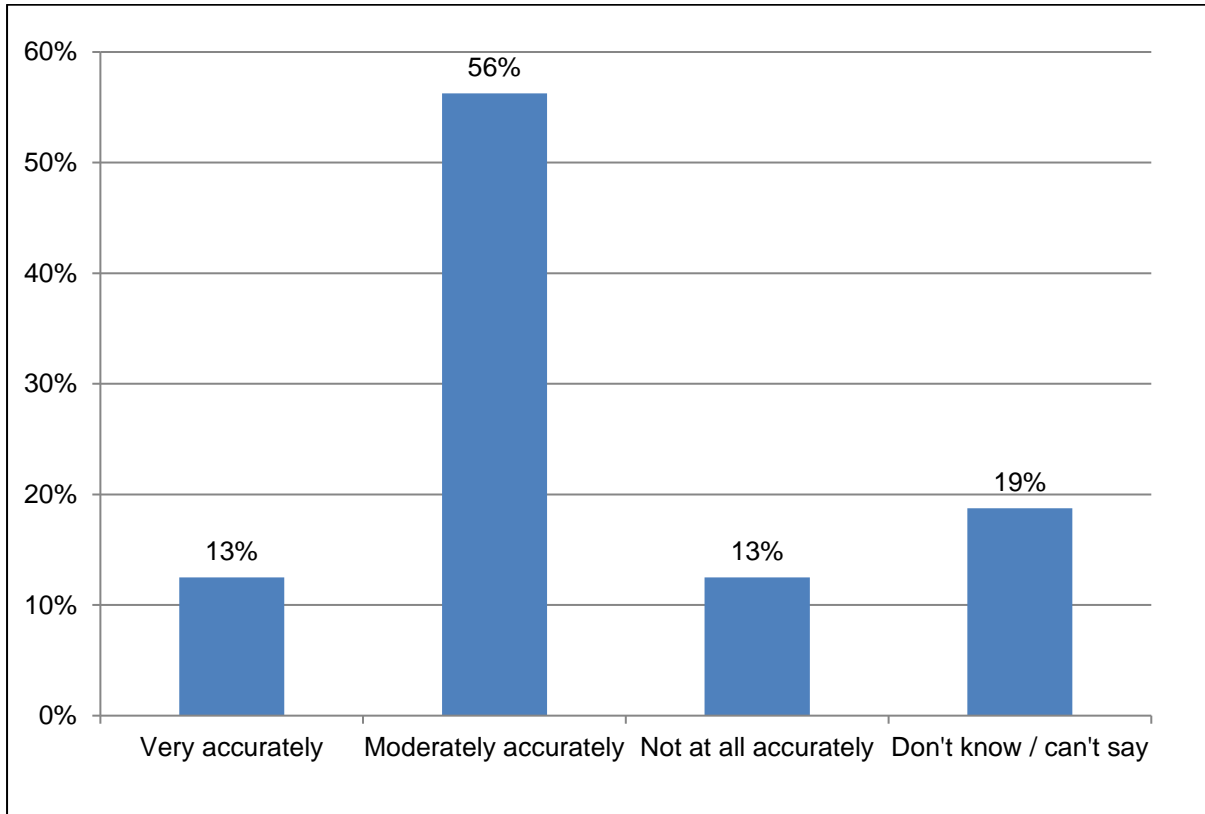
Q3. In your opinion, how accurately does the draft PNA reflect the current provision of pharmaceutical services in Newham? (See Section 3, Sections 4.1 to 4.3 and Section 7 of the draft PNA)



Q4. In your opinion, how accurately does the draft PNA reflect the current pharmaceutical needs of Newham's population? (See Section 7 of draft PNA)



Q5. In your opinion, how accurately does the draft PNA reflect the future pharmaceutical needs of Newham's population (over the next three years)?



Q6. Please use the space below to identify any groups in the community that could be affected by the PNA or pharmaceutical services in Newham

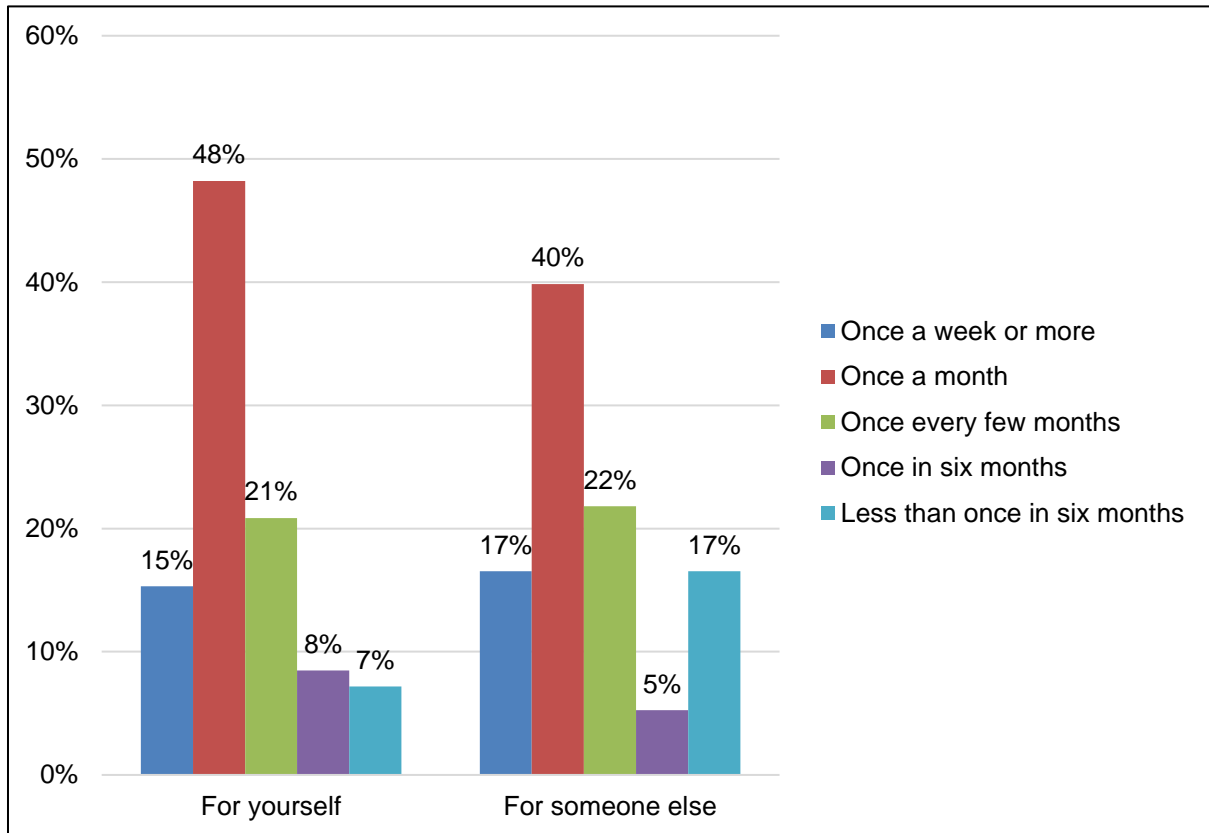
Comments received are included in the consultation report, available under request

Q7. Please use the space below to make any other comments relevant to the PNA or pharmaceutical services in Newham

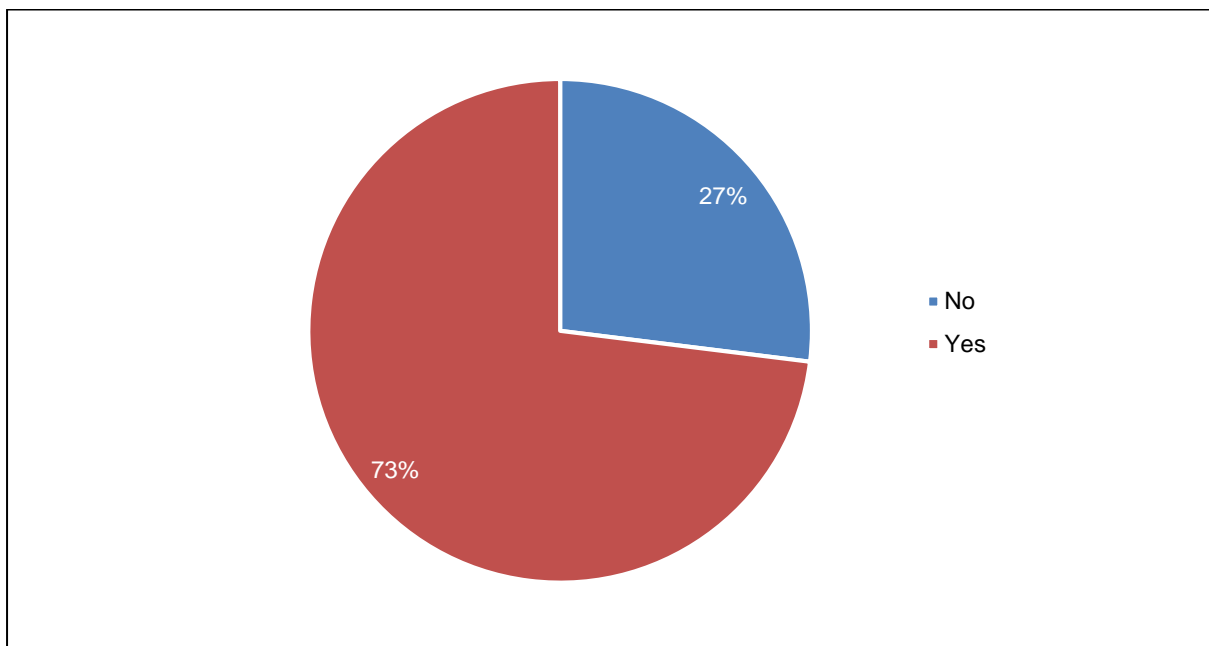
Comments received are included in the consultation report, available under request

APPENDIX 9: RESULTS OF THE PUBLIC QUESTIONNAIRE

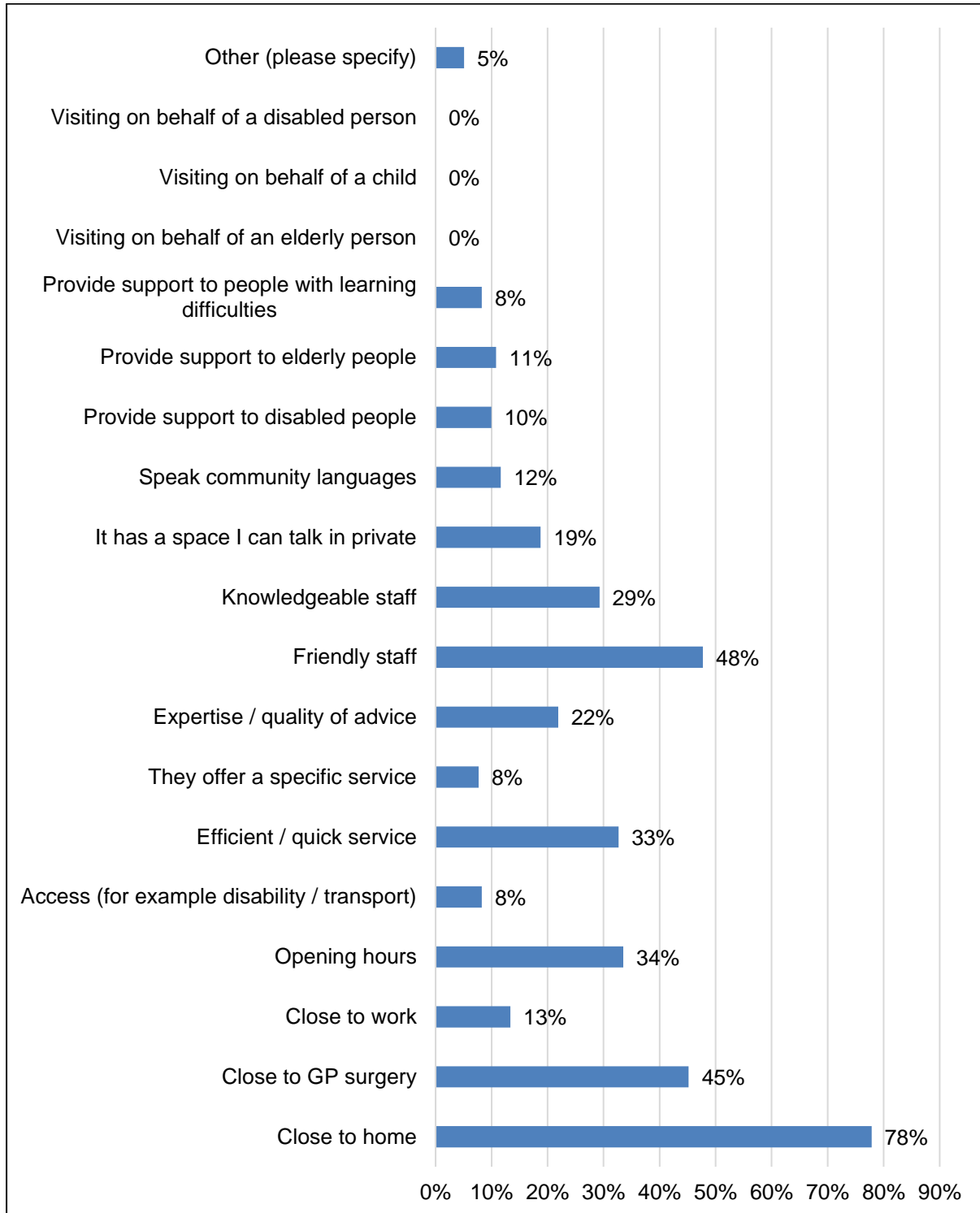
Q1. How often have you visited the pharmacy in the last six months?



Q2. Do you have a regular or preferred pharmacy that you visit?



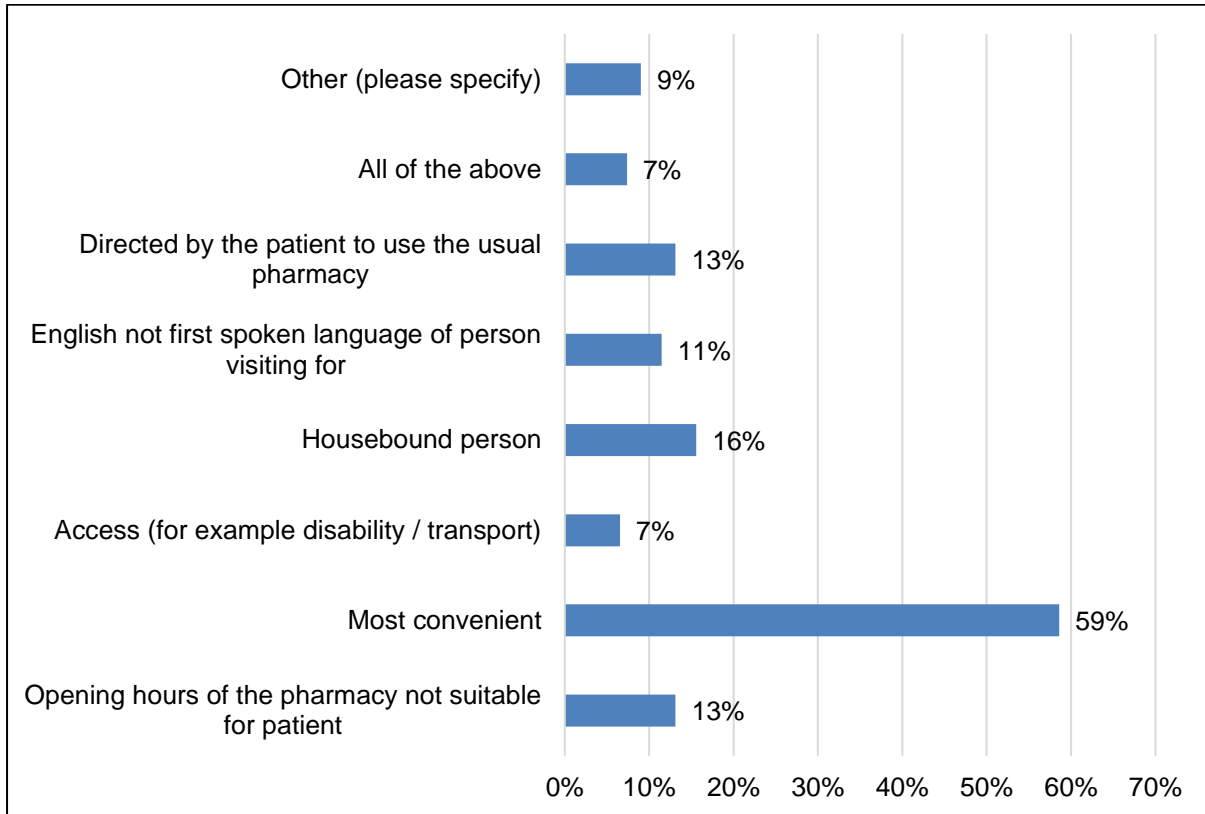
Q3. When considering a choice of pharmacy, which of the following helps you choose? (Please select all that apply)



Other responses:

Parking (2)	Knowledge of pharmacist (2)
Convenience (1)	Location (2)
Delivery Service (1)	

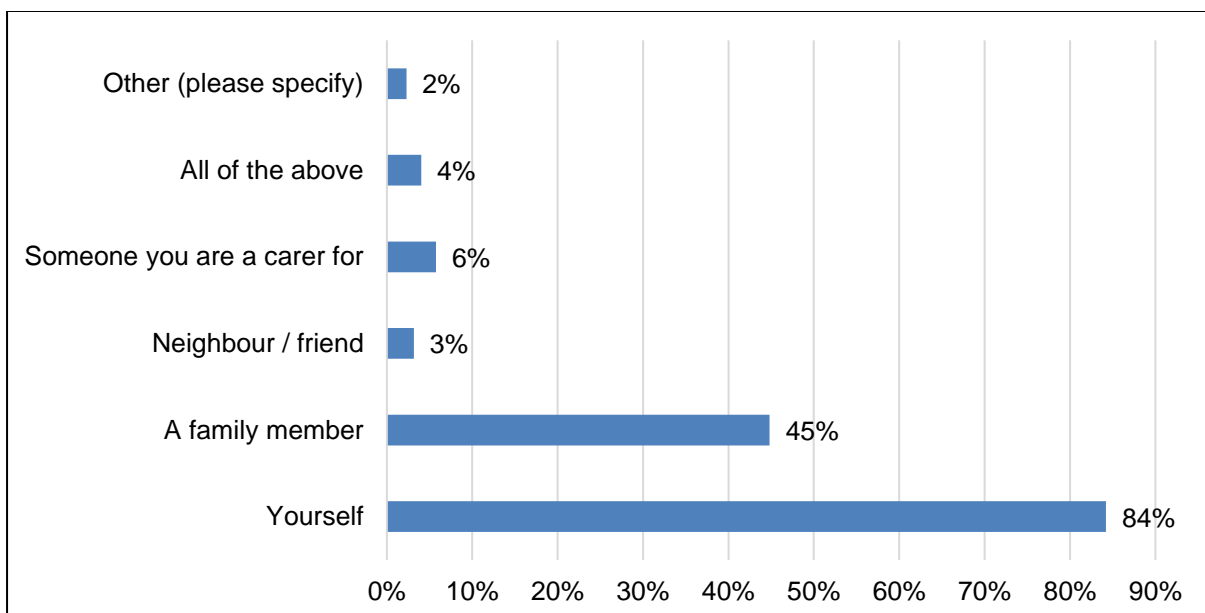
Q4. If you visit a pharmacy on behalf of someone else, please give a reason why? (You may select more than one answer)



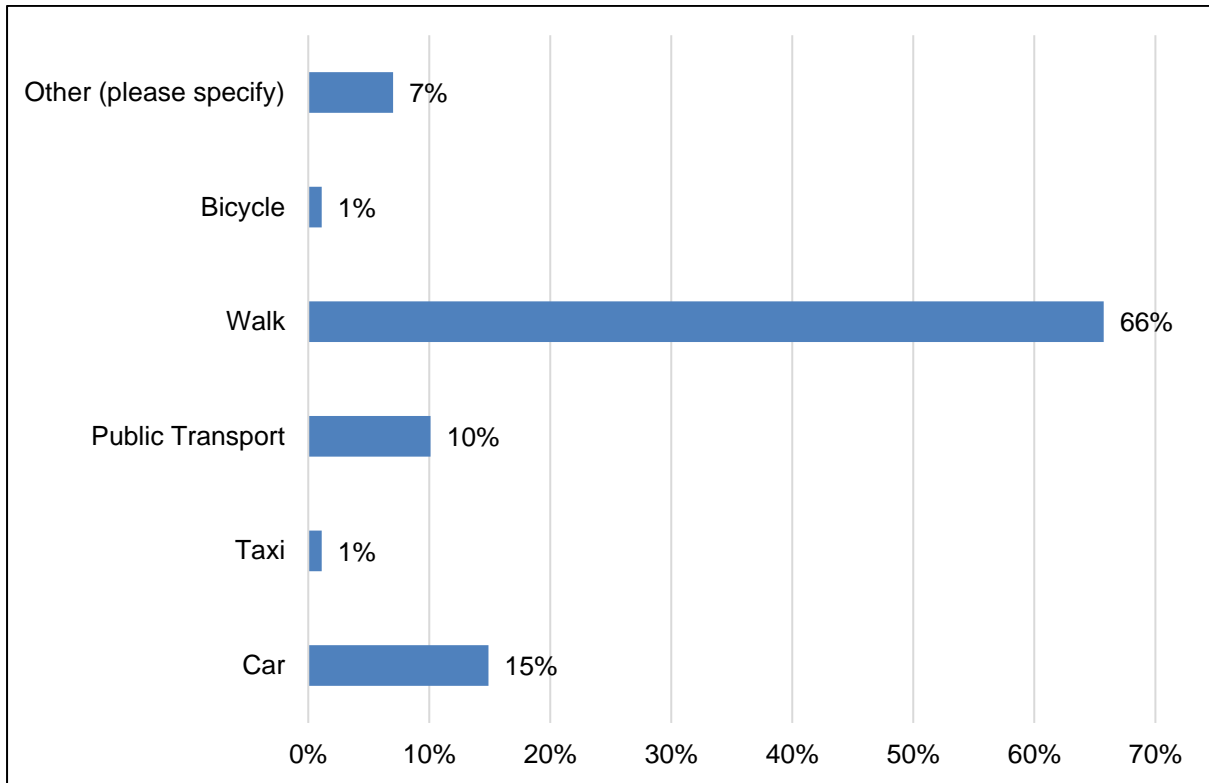
Other responses:

Elderly person (2)	Working hours (2)
Child (6)	Carer (2)
Husband (2)	

Q5. Who would you normally visit the pharmacy for? (Please select all that apply)



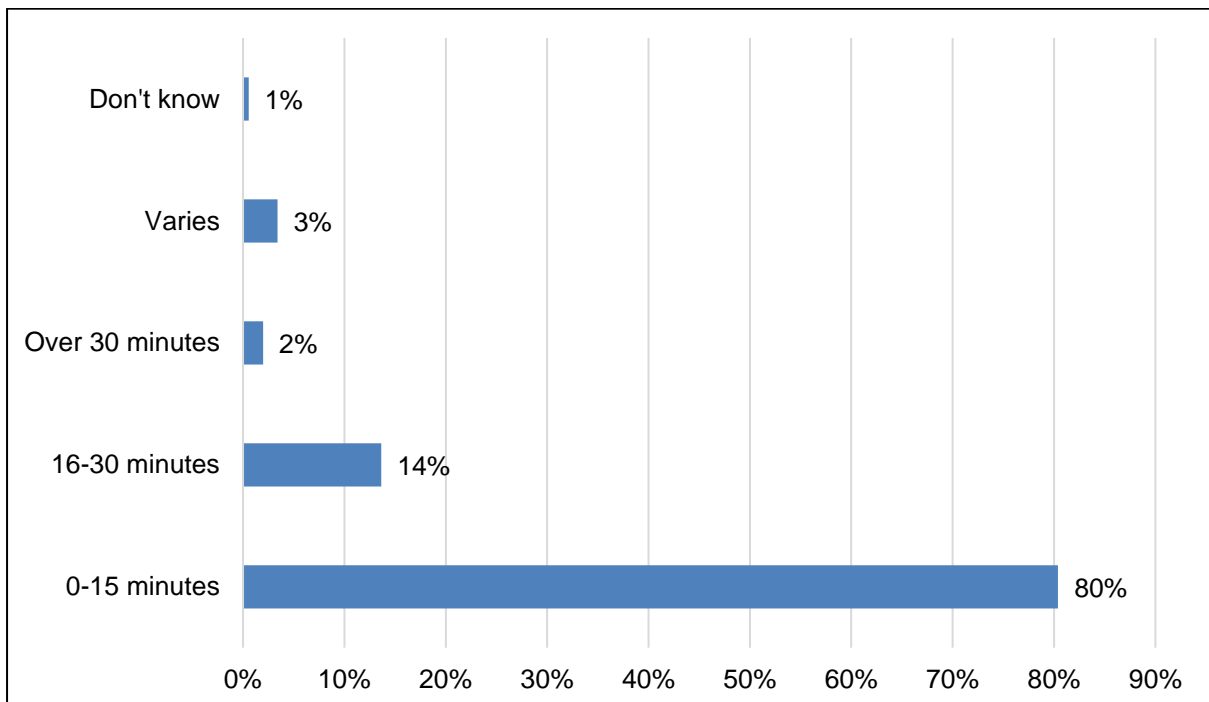
Q6. How would you usually travel to the pharmacy? (Please select one answer)



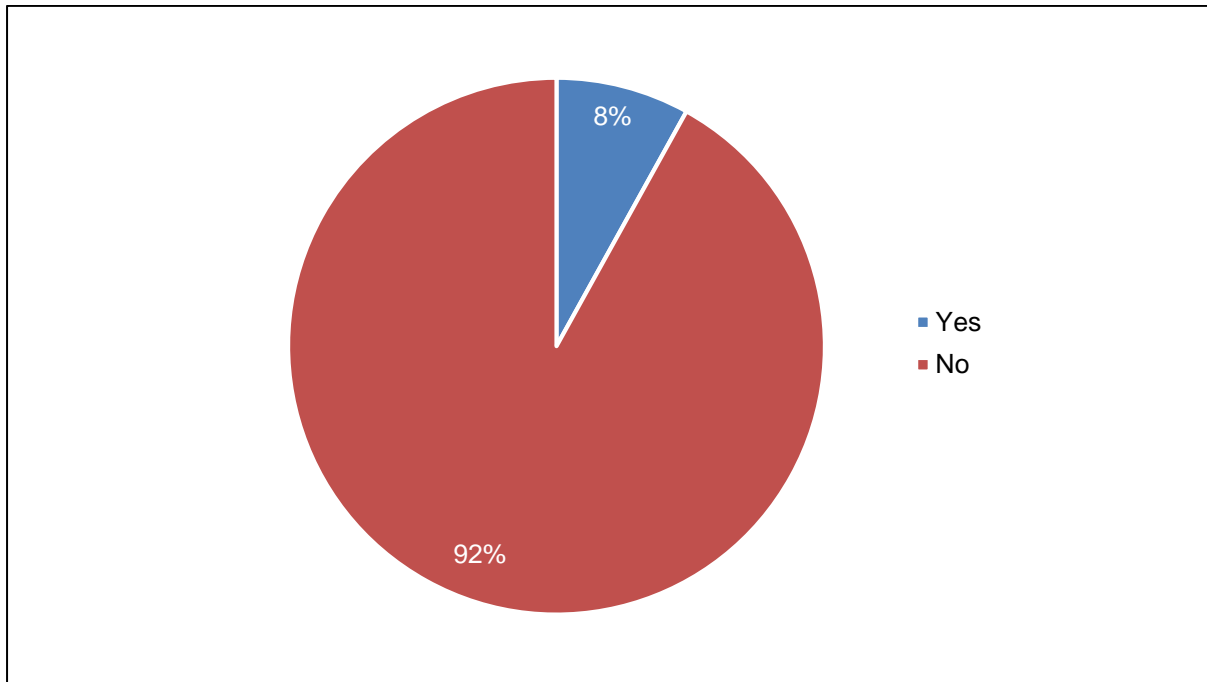
Other responses:

Bus (2)	Car (16)
Public Transport (4)	Taxi (2)

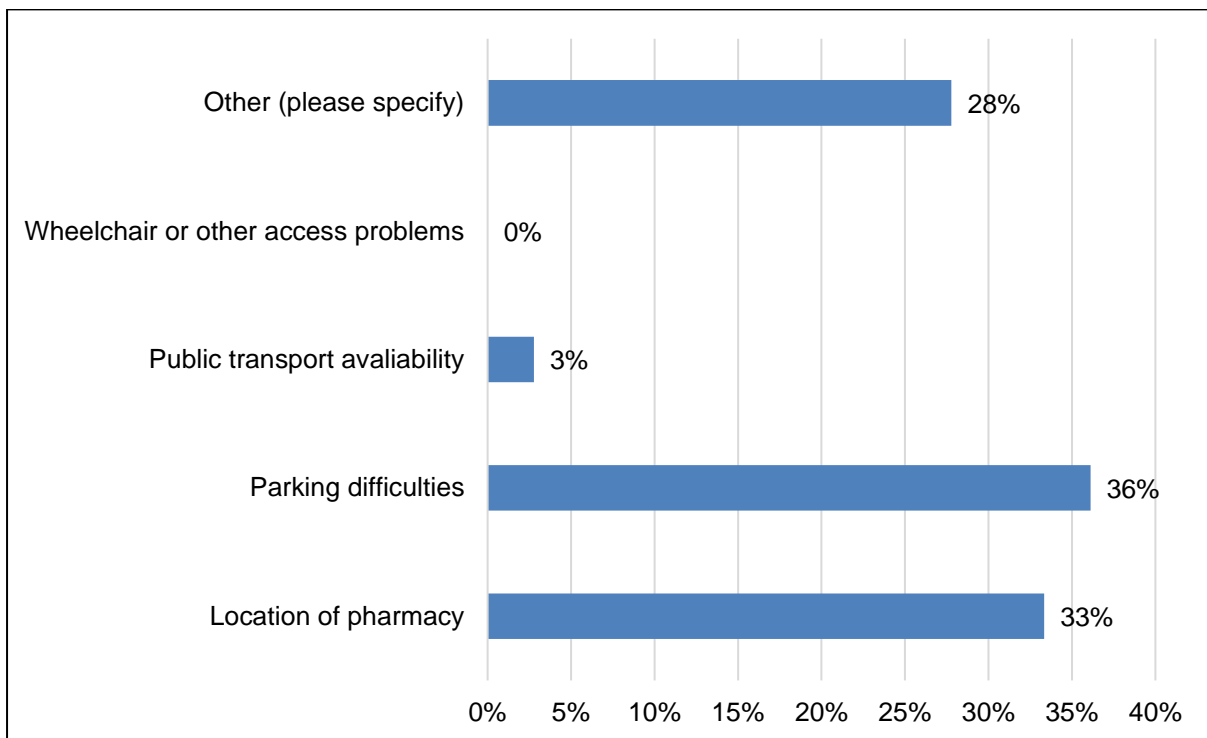
Q7. On average, how long does it take you to travel to a pharmacy? (Please select one answer)



Q8. Do you have any difficulties when travelling to a pharmacy?



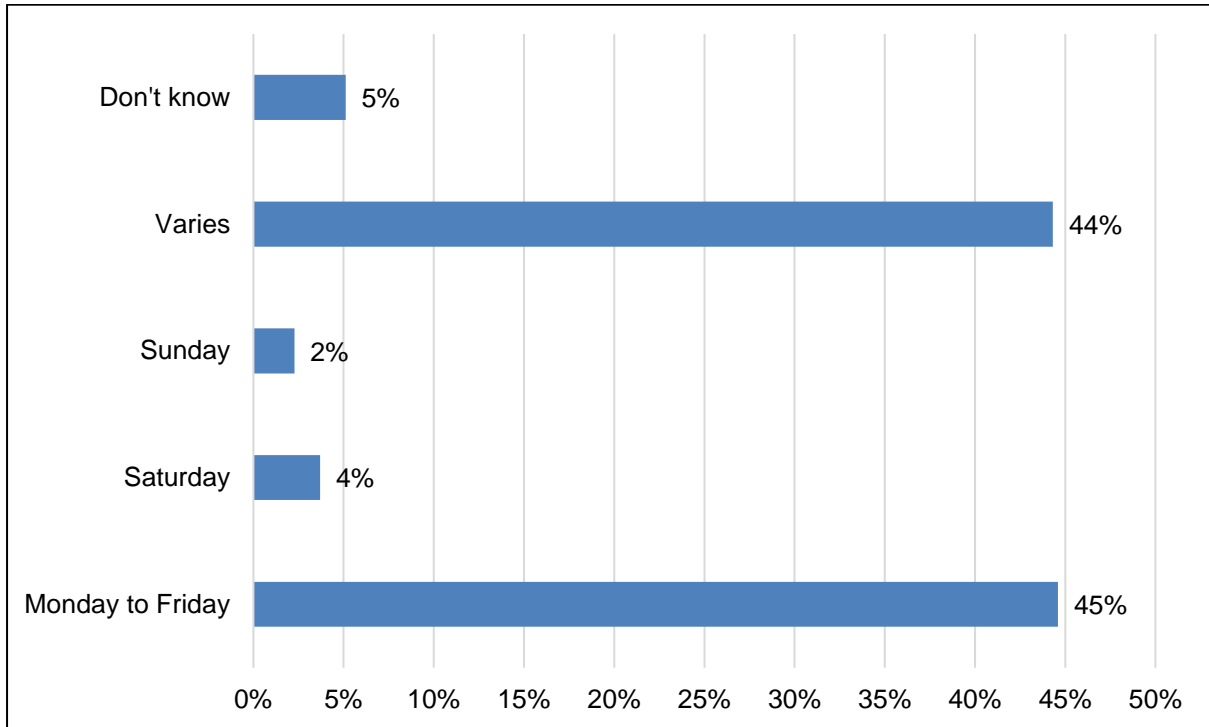
Q9. If you answered yes to the previous question, please select one of the following reasons



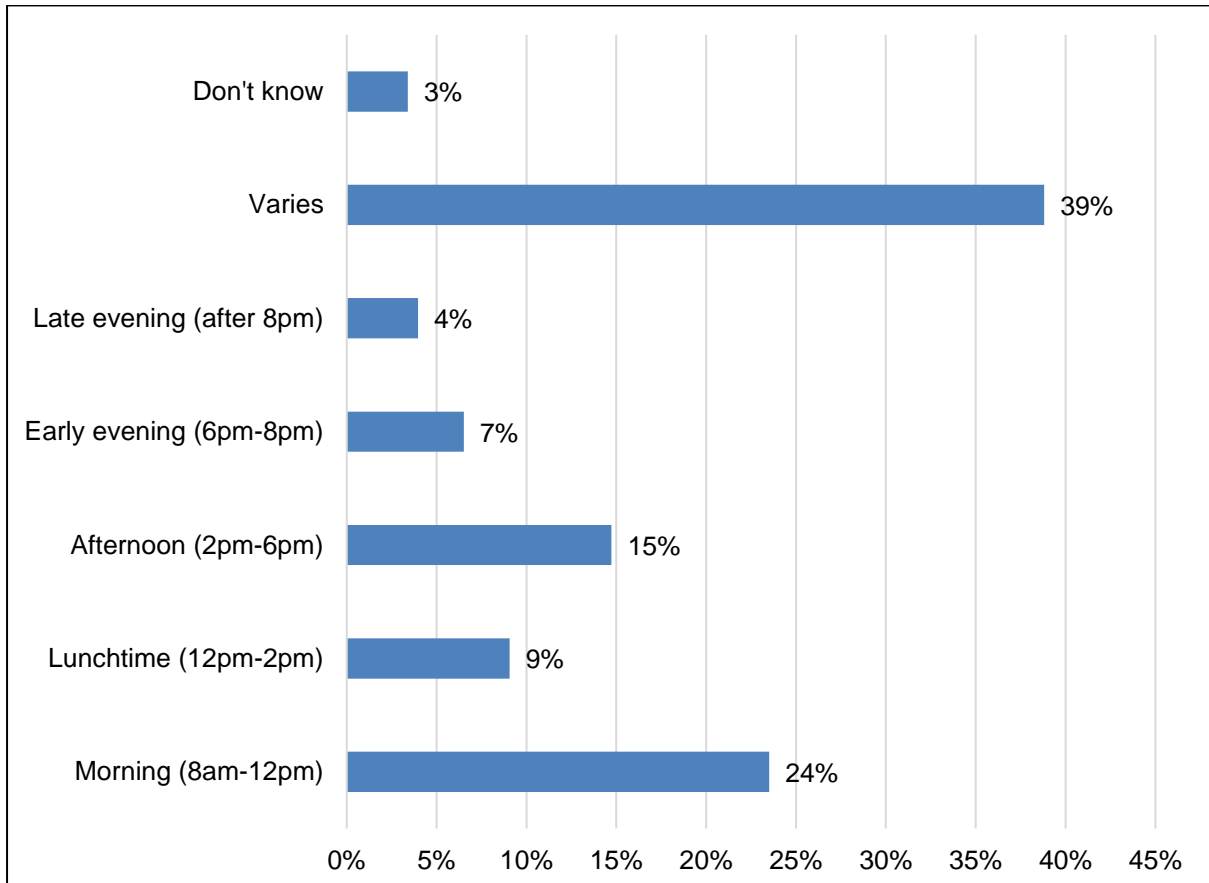
Other responses:

Disability (2)	Old age (4)
Parking (2)	

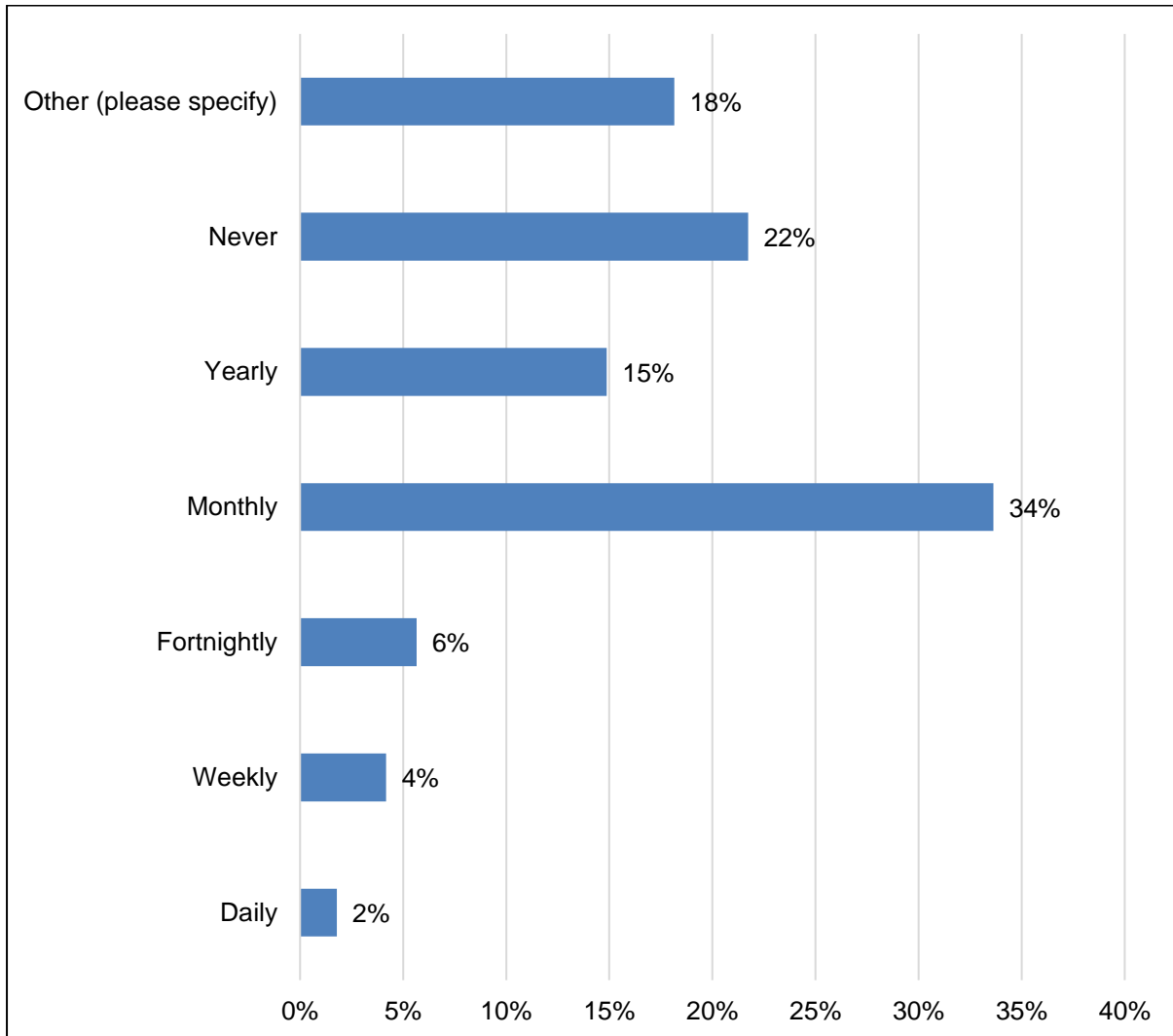
Q10. What is the most convenient day for you to visit a pharmacy? (Please select one answer)



Q11. When do you prefer to visit a pharmacy? (Please select one answer)



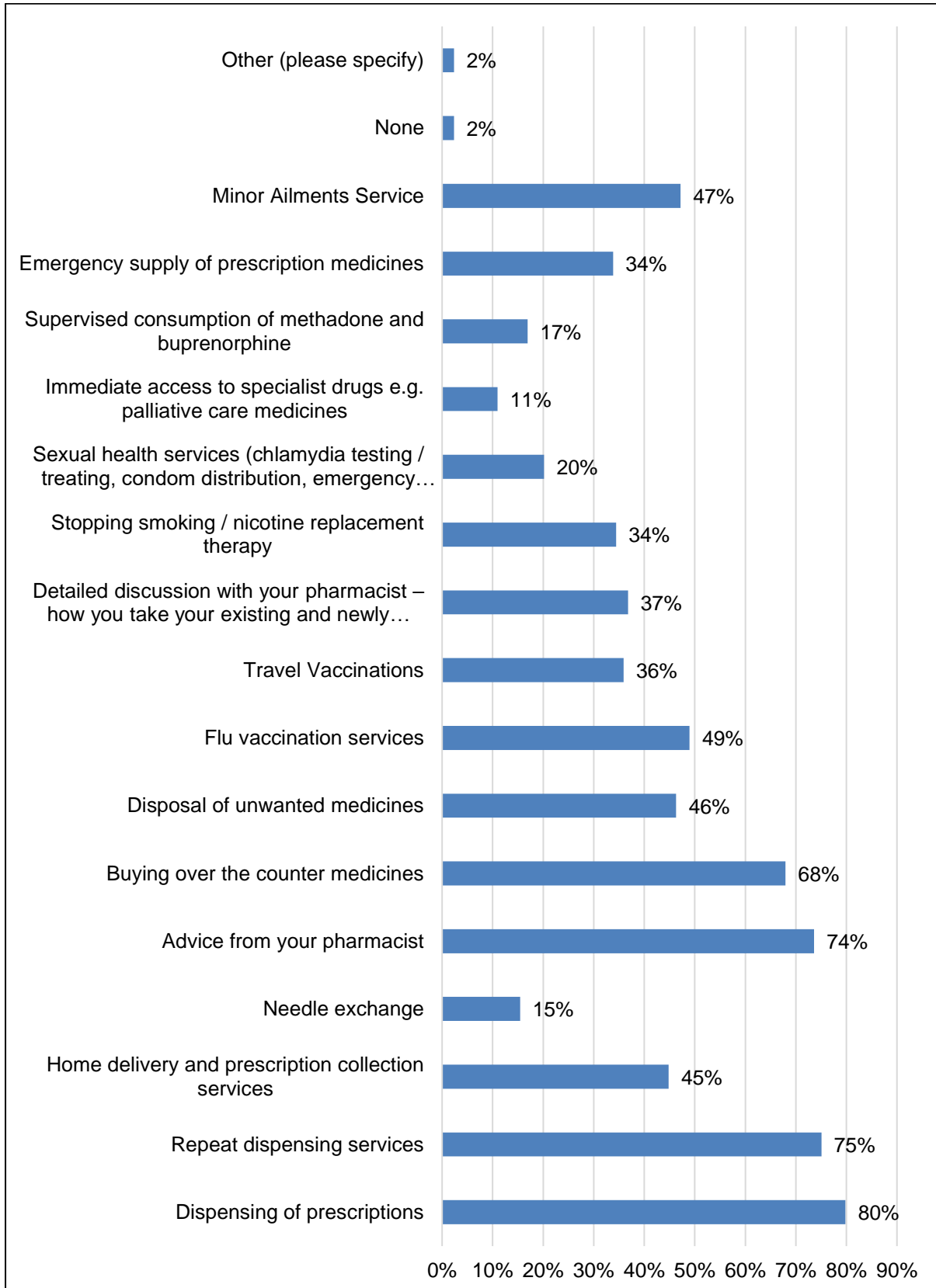
Q12. How regularly do you typically buy an over-the-counter (i.e. non-prescription) medicine or medicines prescribed by your GP which are cheaper over the counter from a pharmacy? (Please select one answer)



Other responses:

3 months (2)	6 months (2)
As and when required (32)	Occasionally (3)
Rarely (2)	Varies (7)

Q13. Which of the following pharmacy services are you aware that a pharmacy may provide? (Please select all that applies)

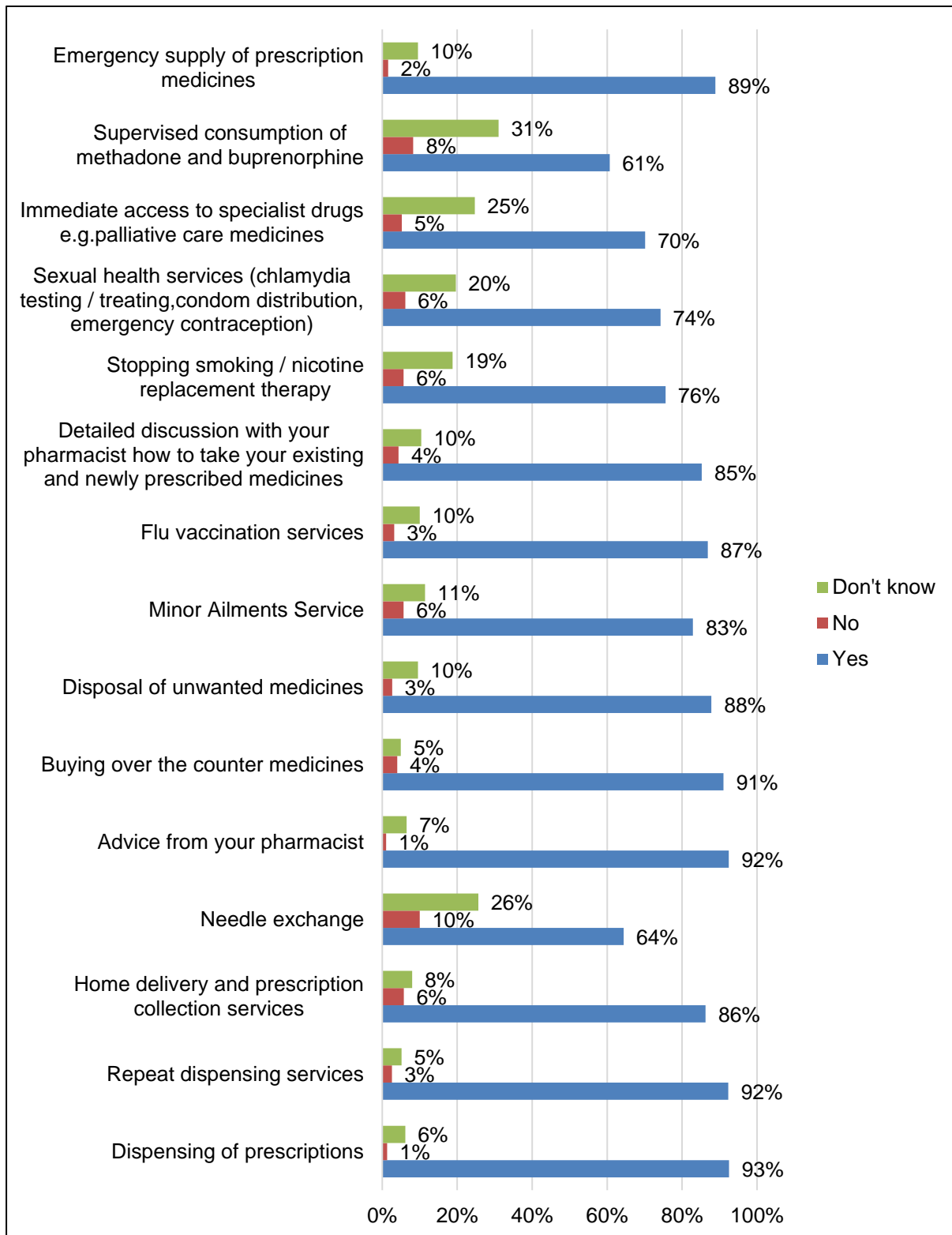


Other responses:

Dosette pack (1)

Inhaler review (1)

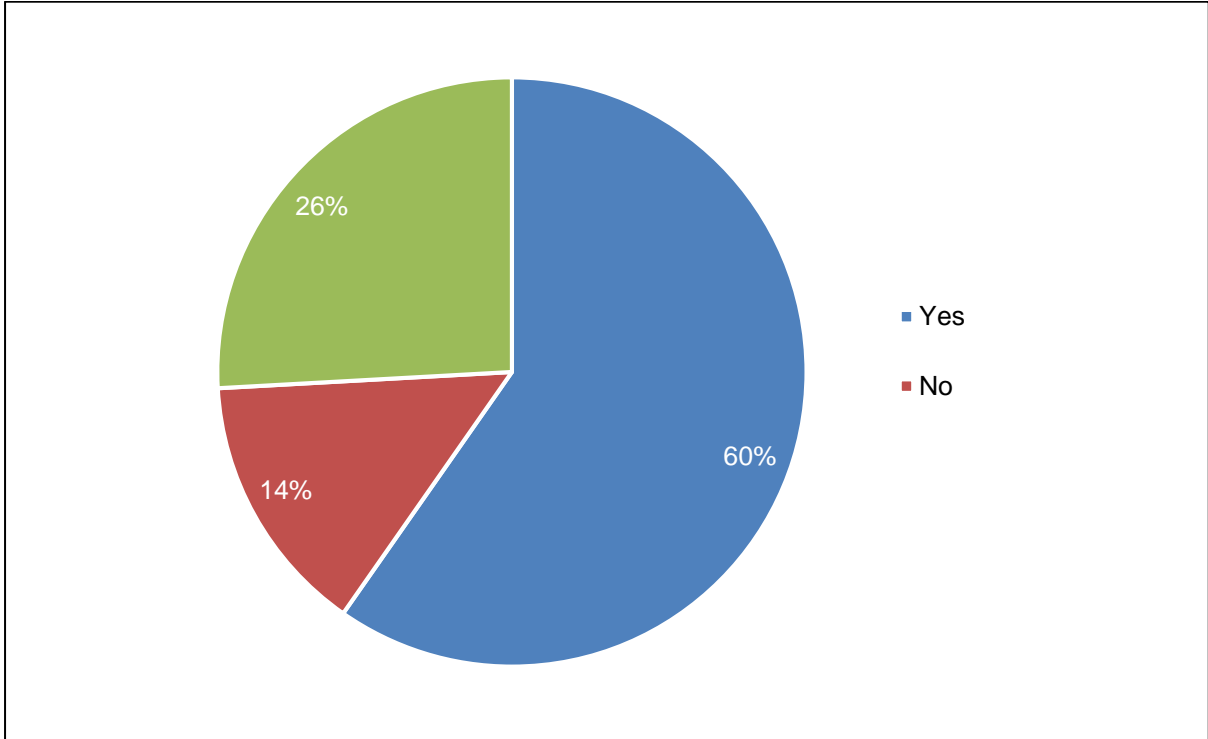
Q14. What services would you like to see provided by your local pharmacy?



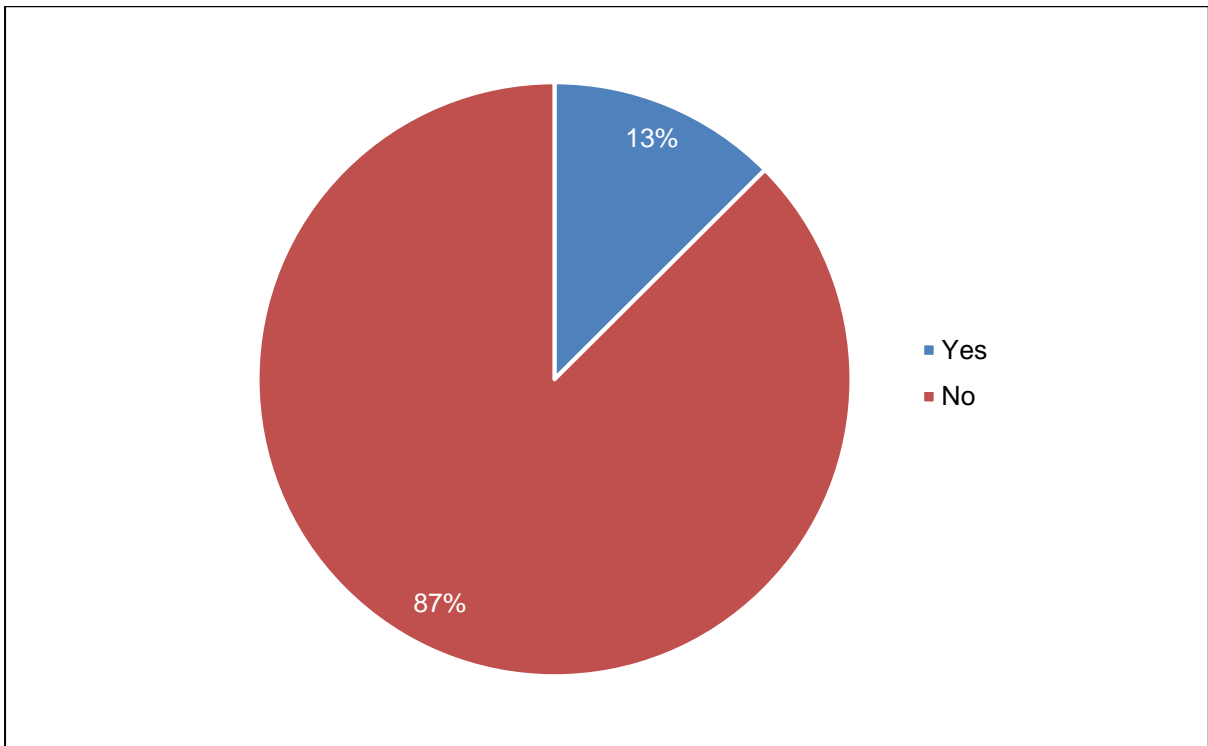
Other responses:

Emergency contraception (2)	Out-of-hours emergency medication (1)
Weekend service (1)	Minor ailments (1)
NHS travel immunisations (1)	Blood pressure testing (1)
Informed breastfeeding advice (1)	

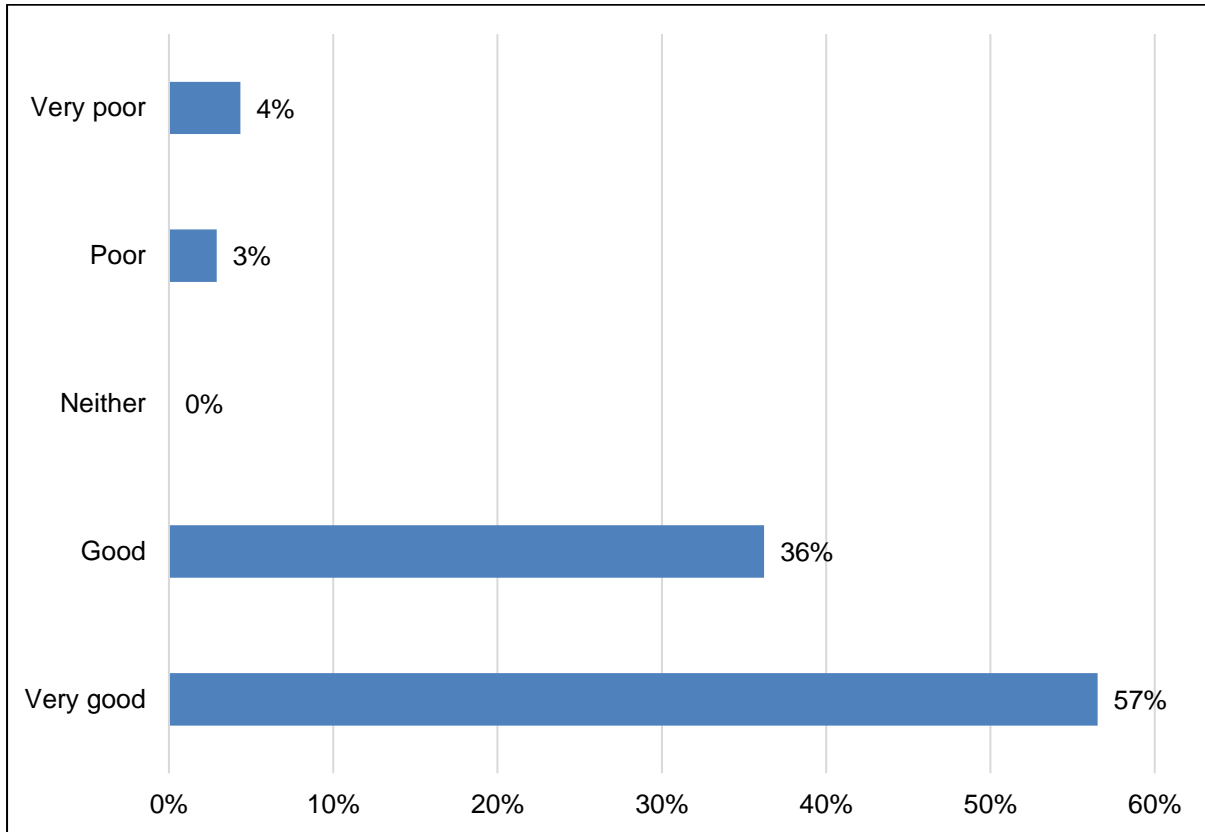
Q15. Is there a private space/room available where you cannot be overheard in the pharmacy you normally visit?



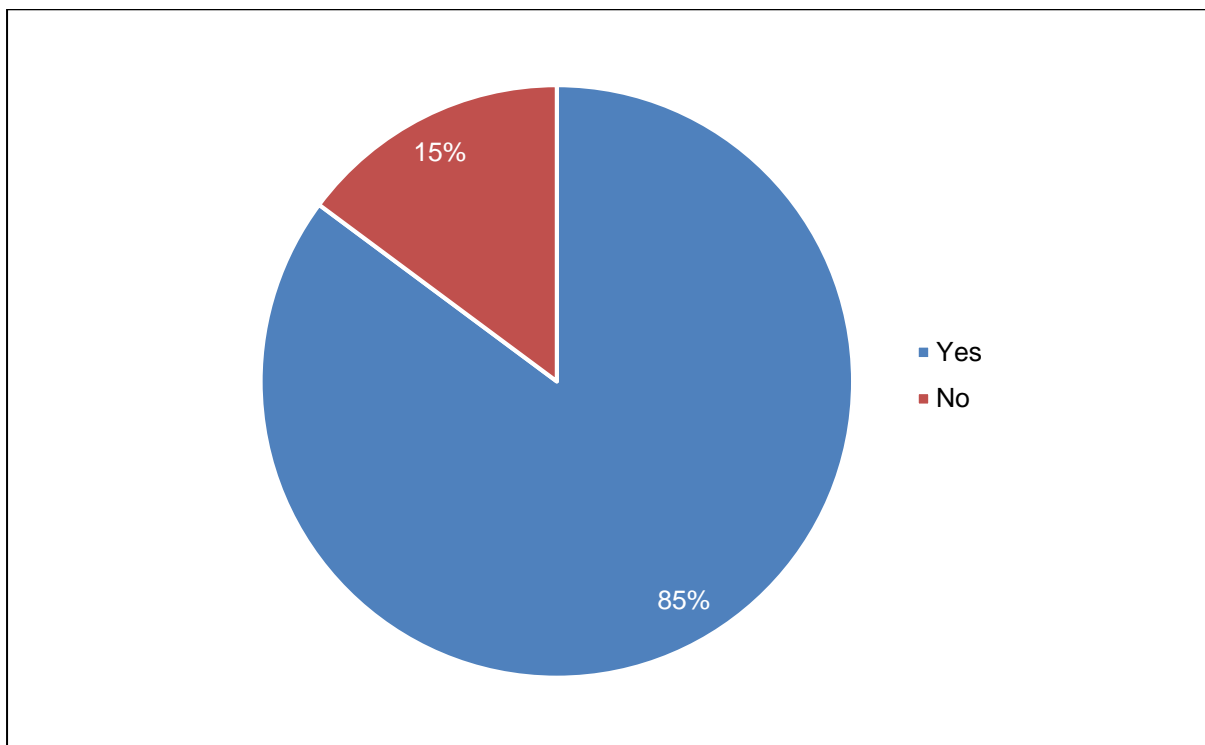
Q16. Have you ever used a registered internet pharmacy to obtain prescription medicines?



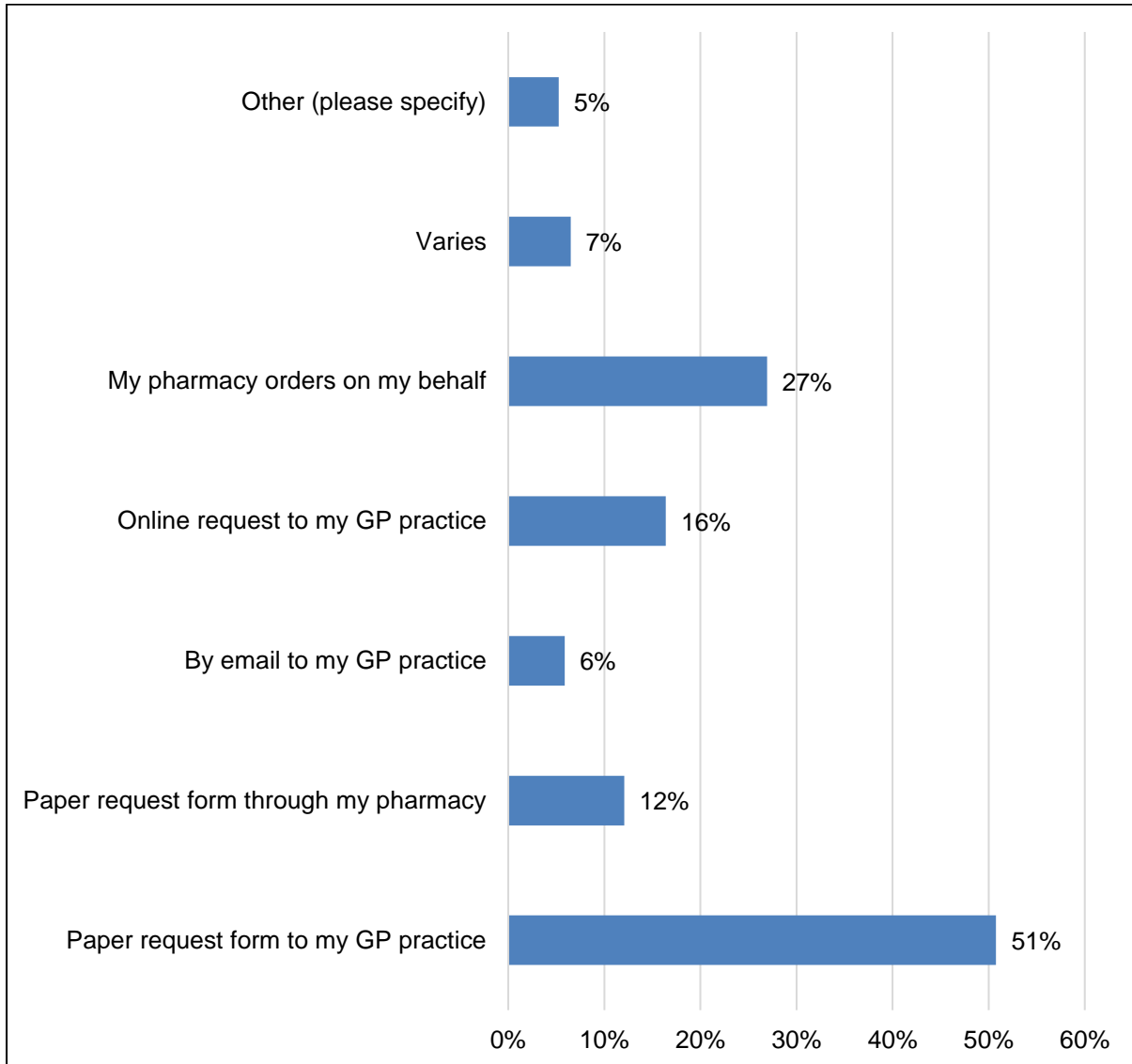
Q17. If yes, how would you rate your overall satisfaction with the internet pharmacy?



Q18. Are you aware your GP practice can send your prescription electronically to your chosen pharmacy?



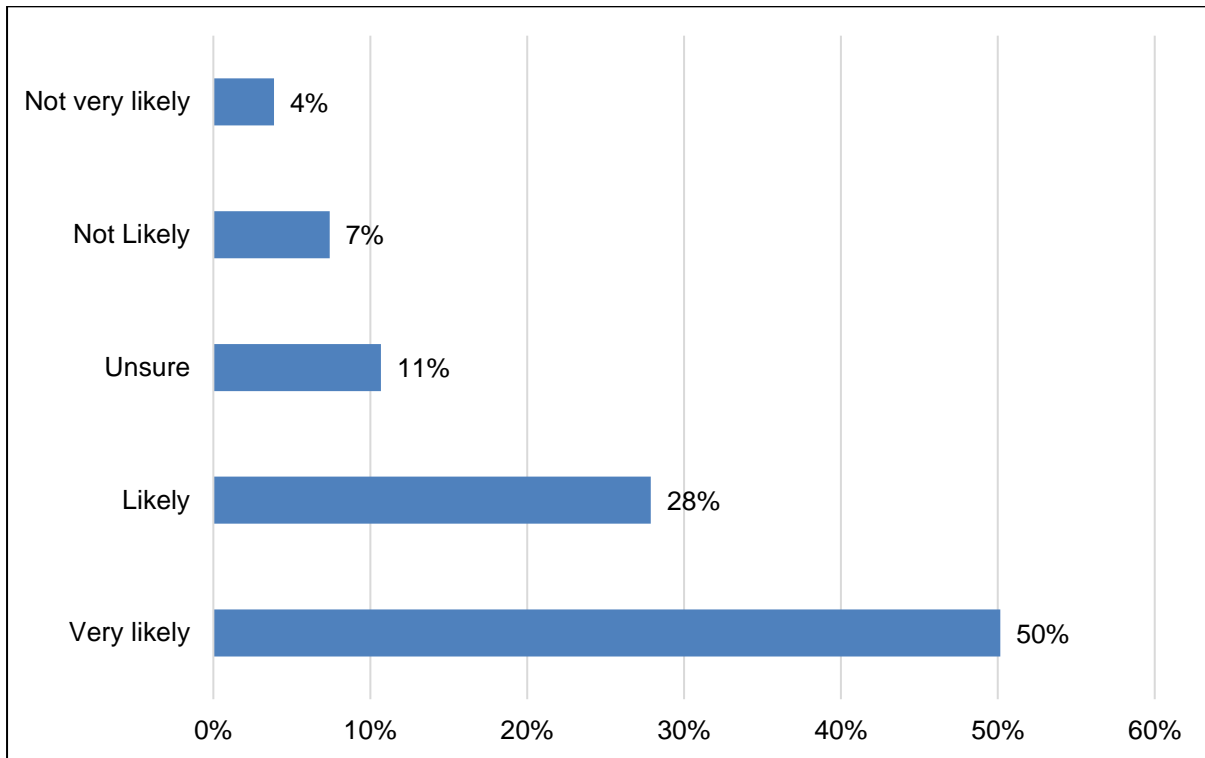
Q19. If you use your pharmacy to collect regular prescriptions, how do you order your prescriptions? (Please select all that apply)



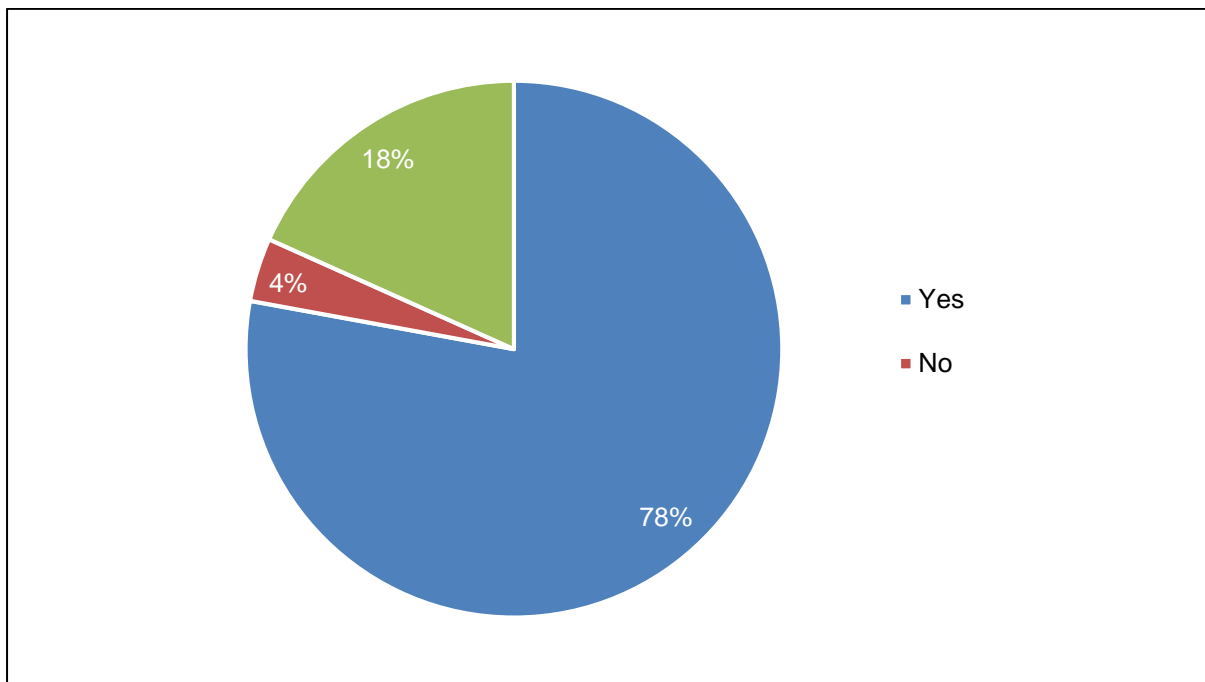
Other responses:

Telephone (10)

Q20. Your pharmacist is able to provide help and advice regarding minor ailments such as coughs, colds and sore throats, without the need for a GP appointment. How likely will you utilise your pharmacist for advice regarding minor ailments in the future?



Q21. Do you feel the principles of confidentiality are promoted and respected in the pharmacy services you receive in Newham?



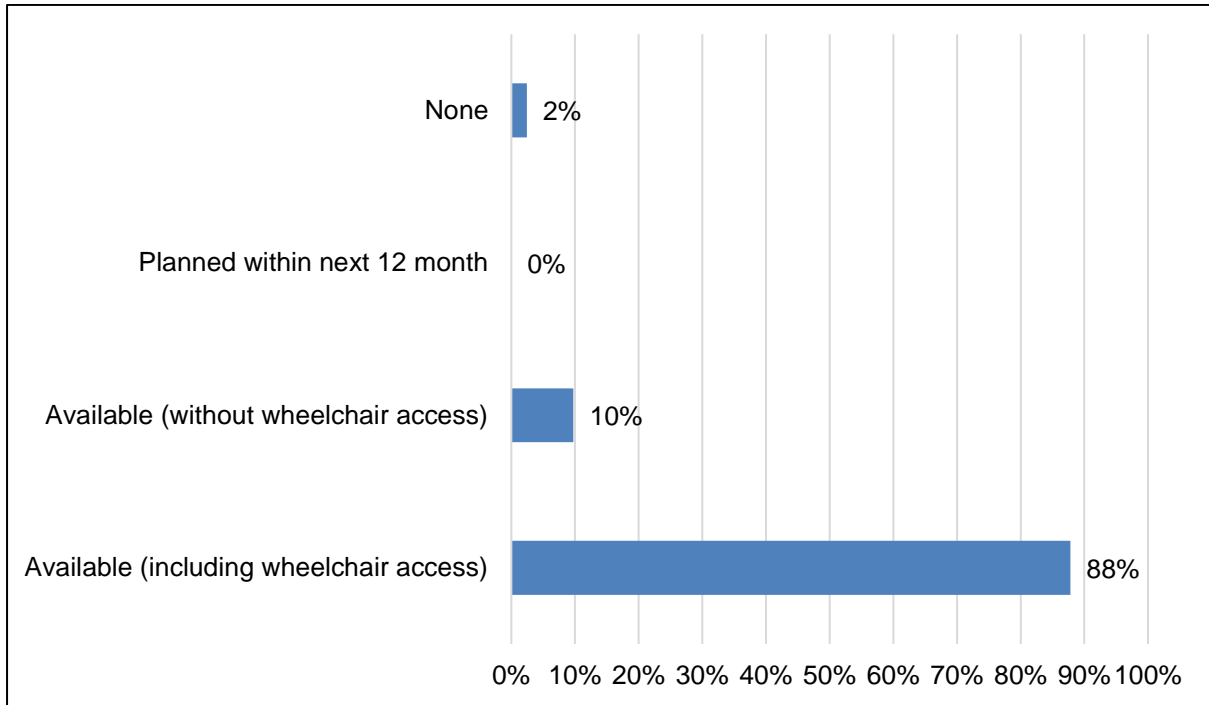
Q22. Any other comments you would like to make about your pharmacy

Excellent service (5)	Excellent staff (5)
Friendly staff (4)	Good service (3)
Helpful staff (4)	Long waiting times (5)
No disability access (1)	Polite staff (2)
Very helpful (1)	Very pleased (4)

APPENDIX 10: RESULTS OF THE PHARMACY CONTRACTOR QUESTIONNAIRE

Questions 1-3 were pharmacy-specific questions

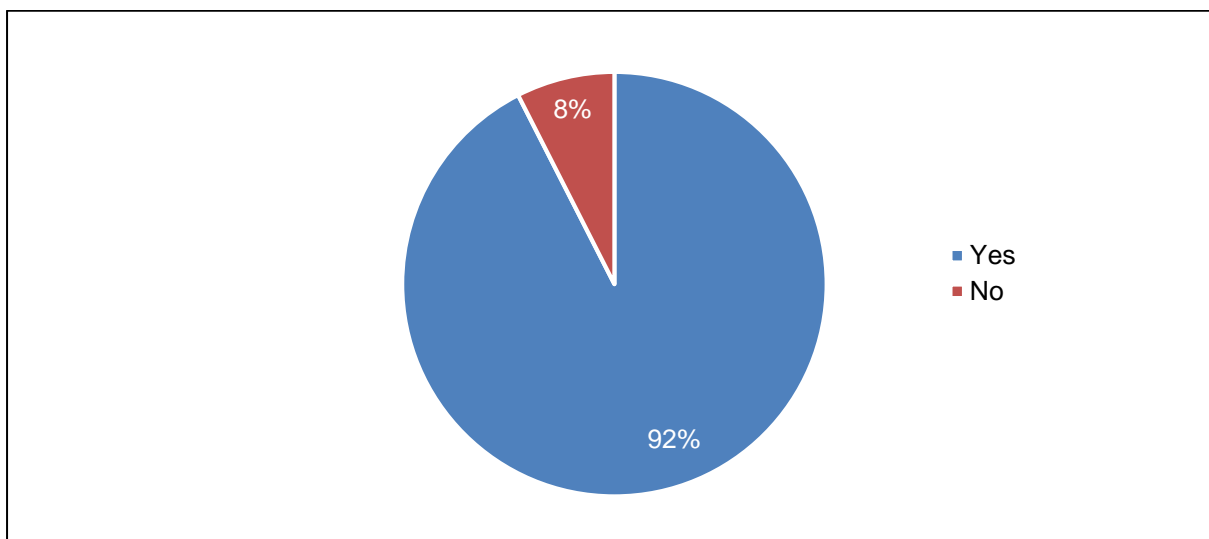
Q4. Is there a consultation area (meeting the criteria for the Medicines Use Review service)?



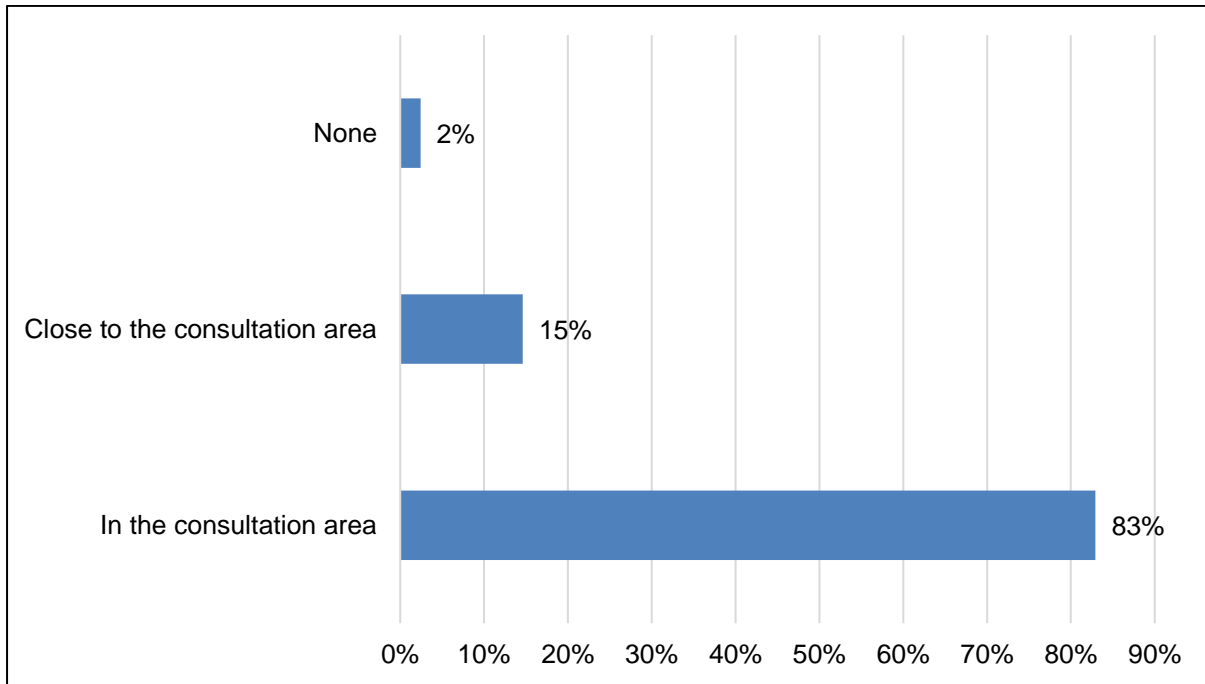
Other responses:

Pharmacy refurbishment planned in a few months (1)

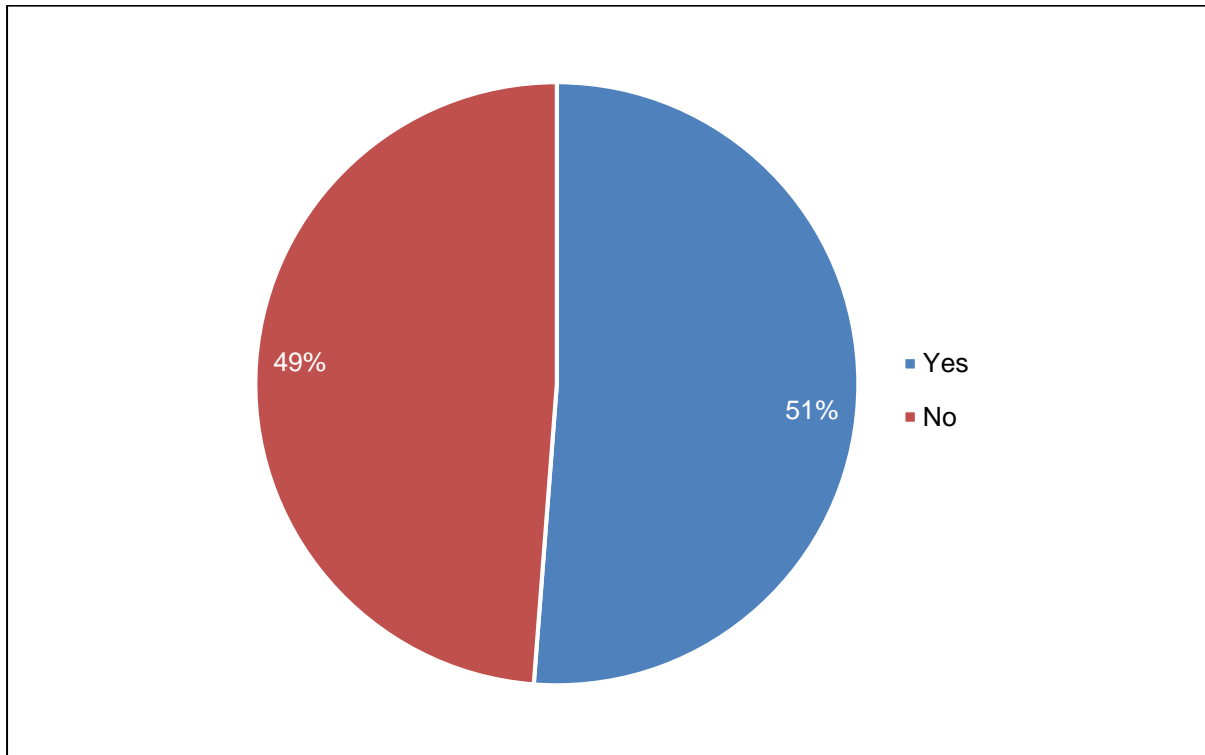
Q5. Where there is a consultation area, is it a closed room?



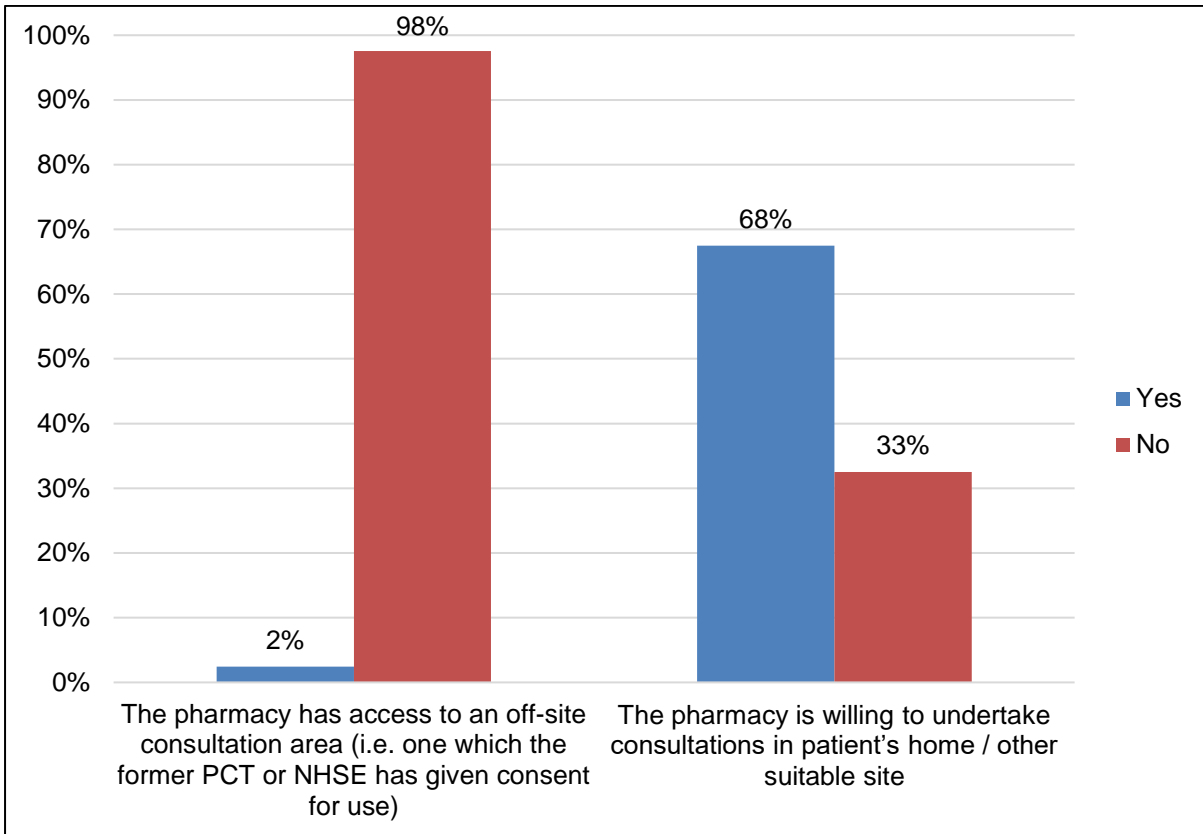
Q6. During consultations are there hand-washing facilities?



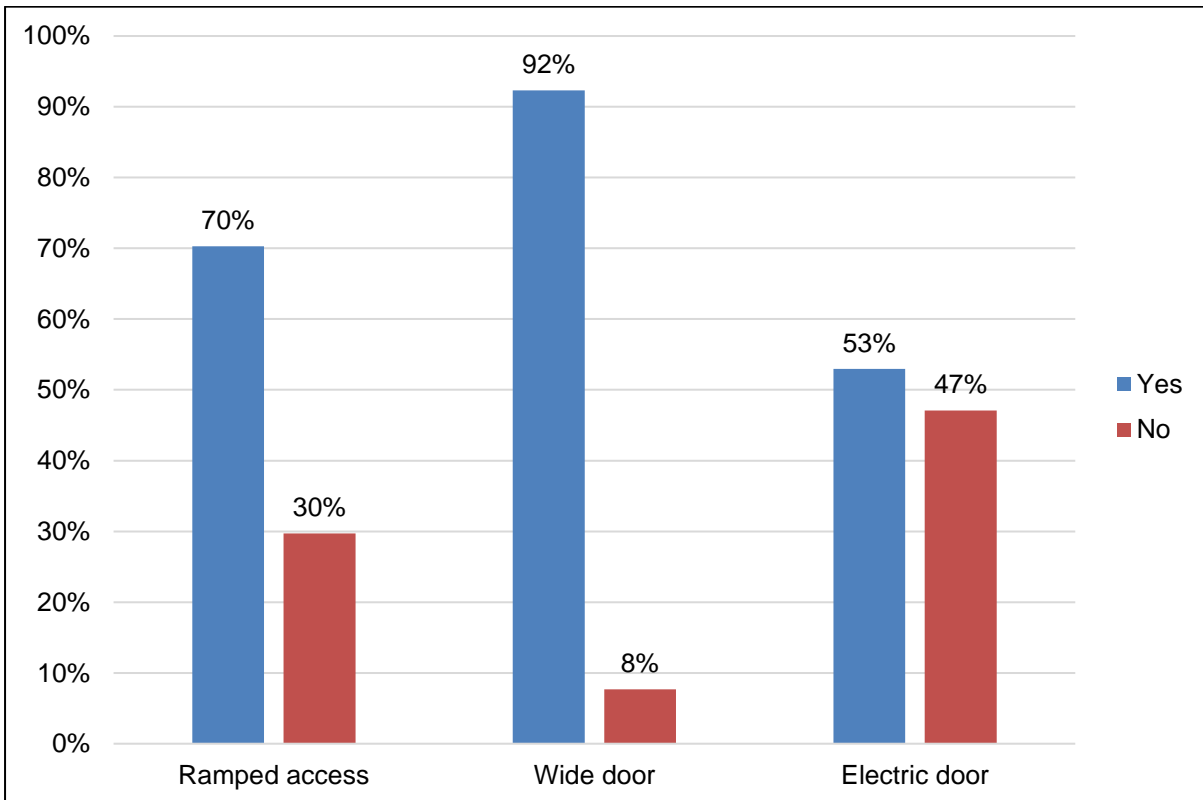
Q7. Do patients attending for consultations have access to toilet facilities?



Q8. Off-site consultation areas



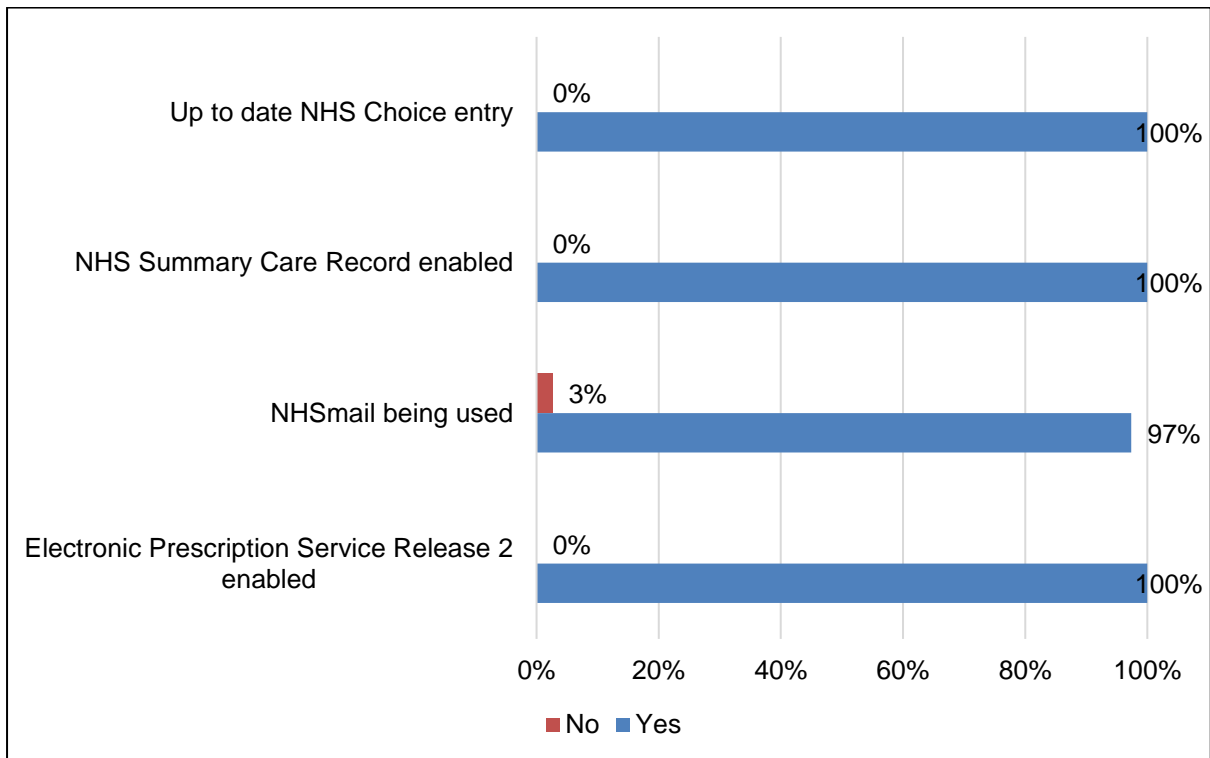
Q9. The pharmacy is accessible for wheelchair users



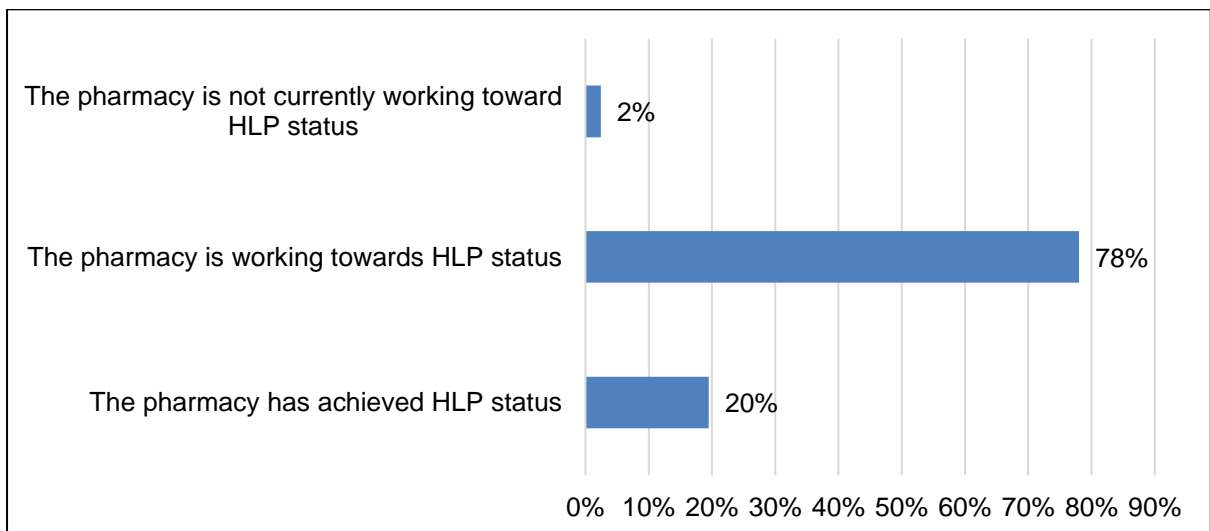
Q10. Languages spoken (in addition to English)

French (8)	Spanish (2)
Hindi (19)	Gujarati (14)
Turkish (1)	Urdu (15)
Punjabi (11)	Russian (3)
Romanian (3)	Bengali (5)
Lithuanian (2)	German (1)

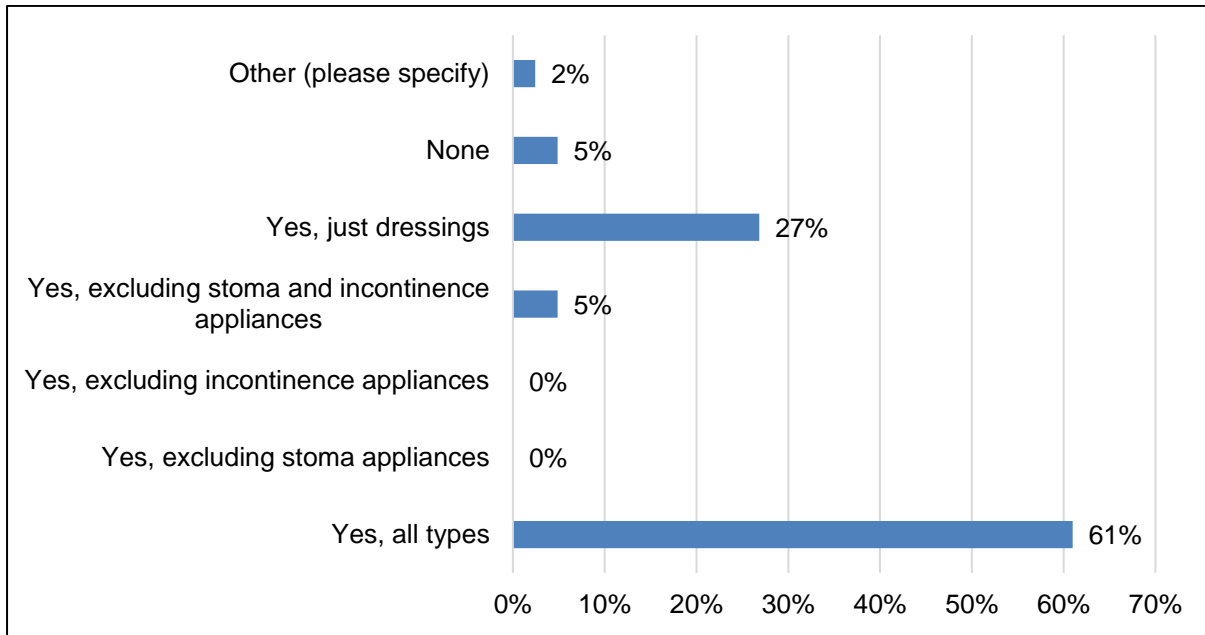
Q11. IT facilities in the pharmacy



Q12. Please read the following statements and select the one that applies



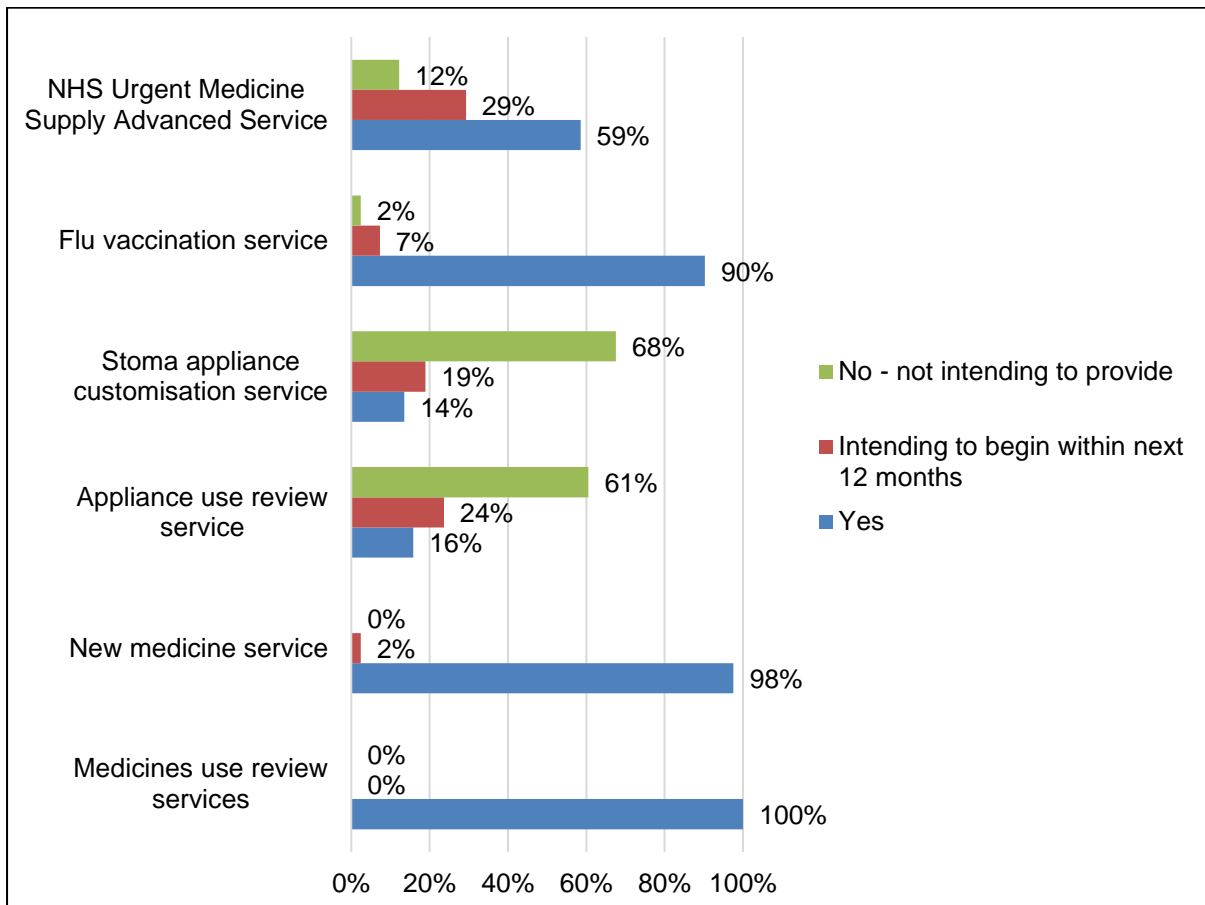
Q13. Does the pharmacy dispense appliances?



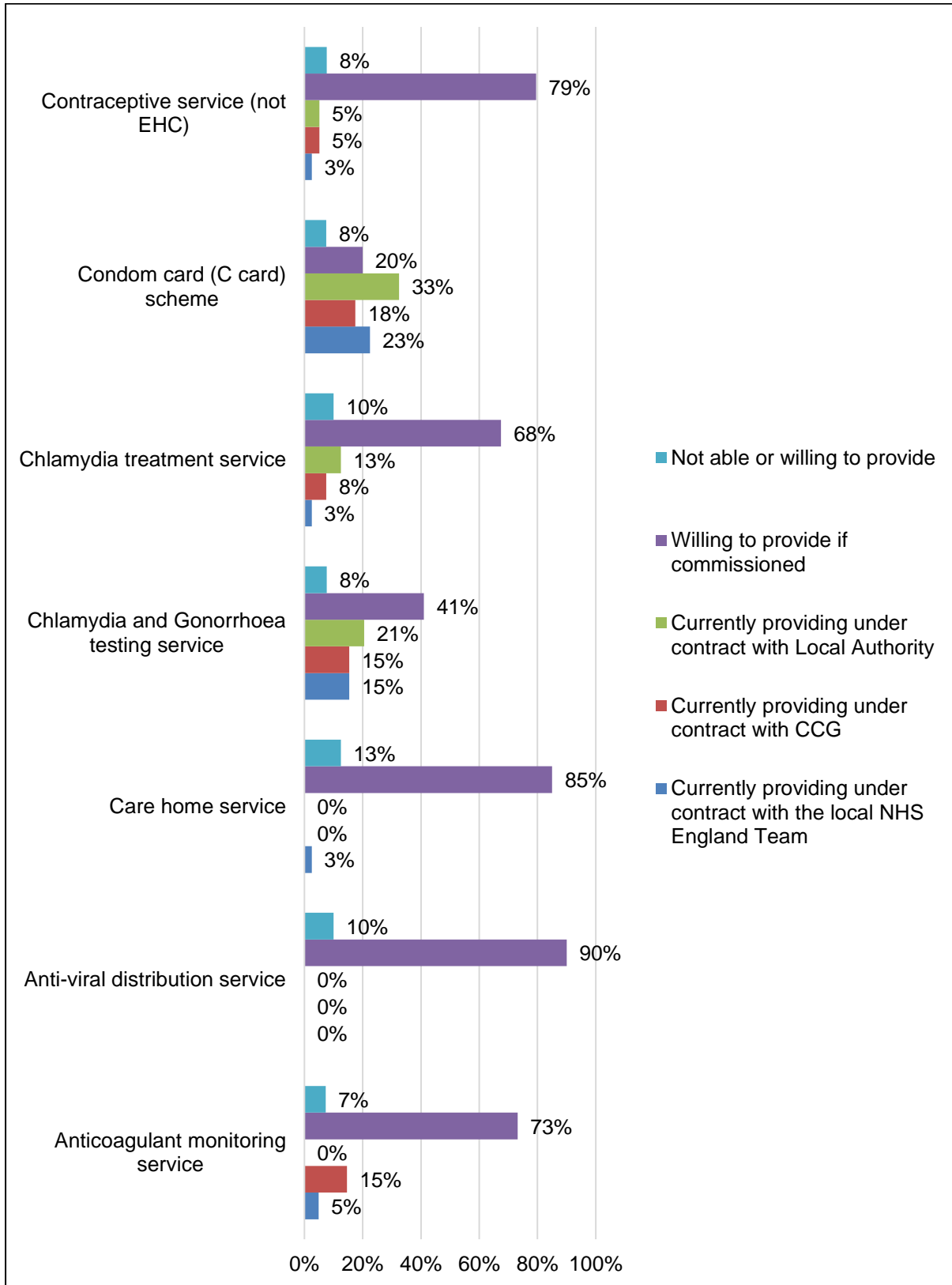
Other responses:

Yes, on prescription (1)

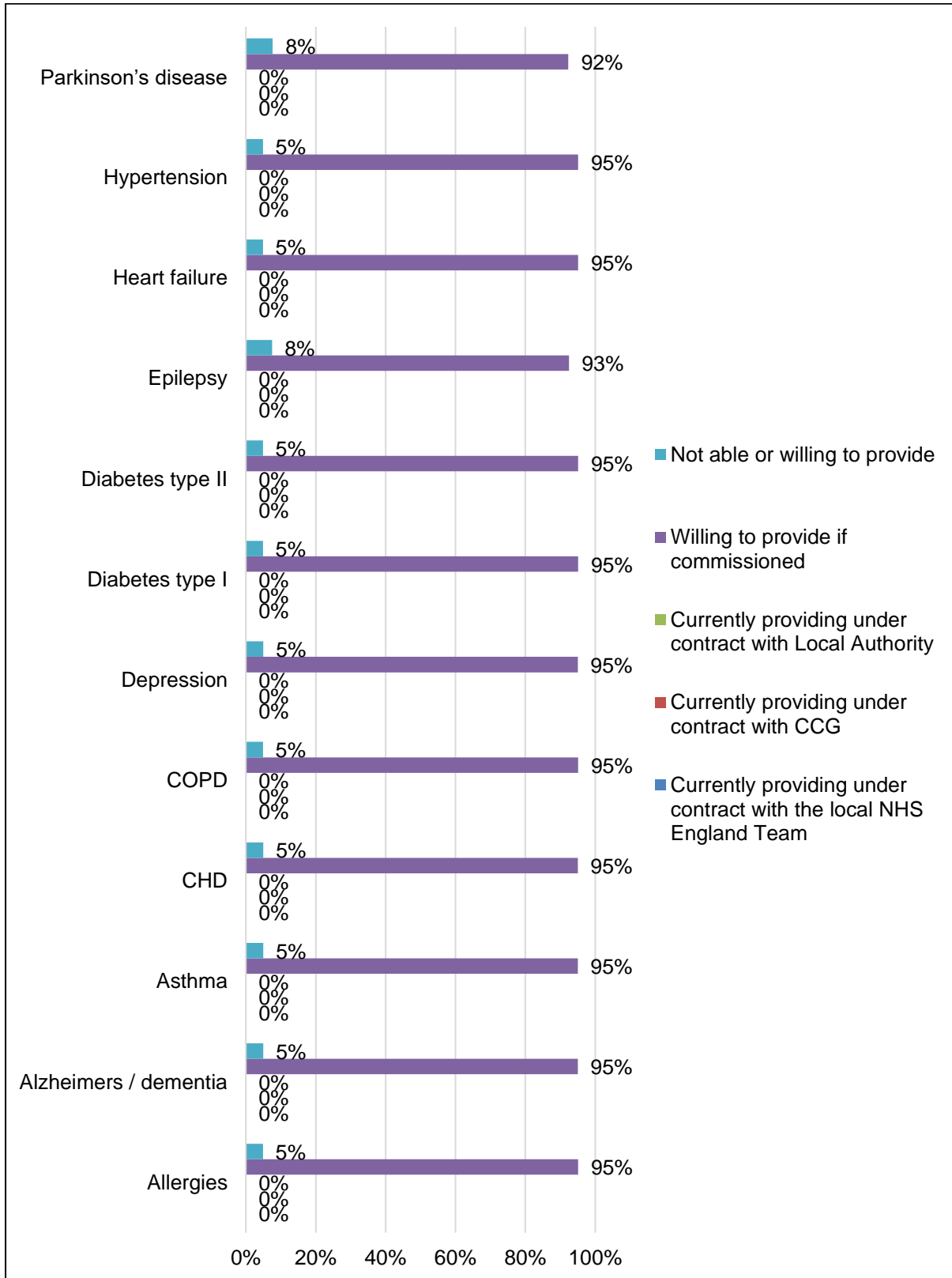
Q14. Does the pharmacy provide the following services?



Q15. Which of the following services does the pharmacy provide, or would be willing to provide?



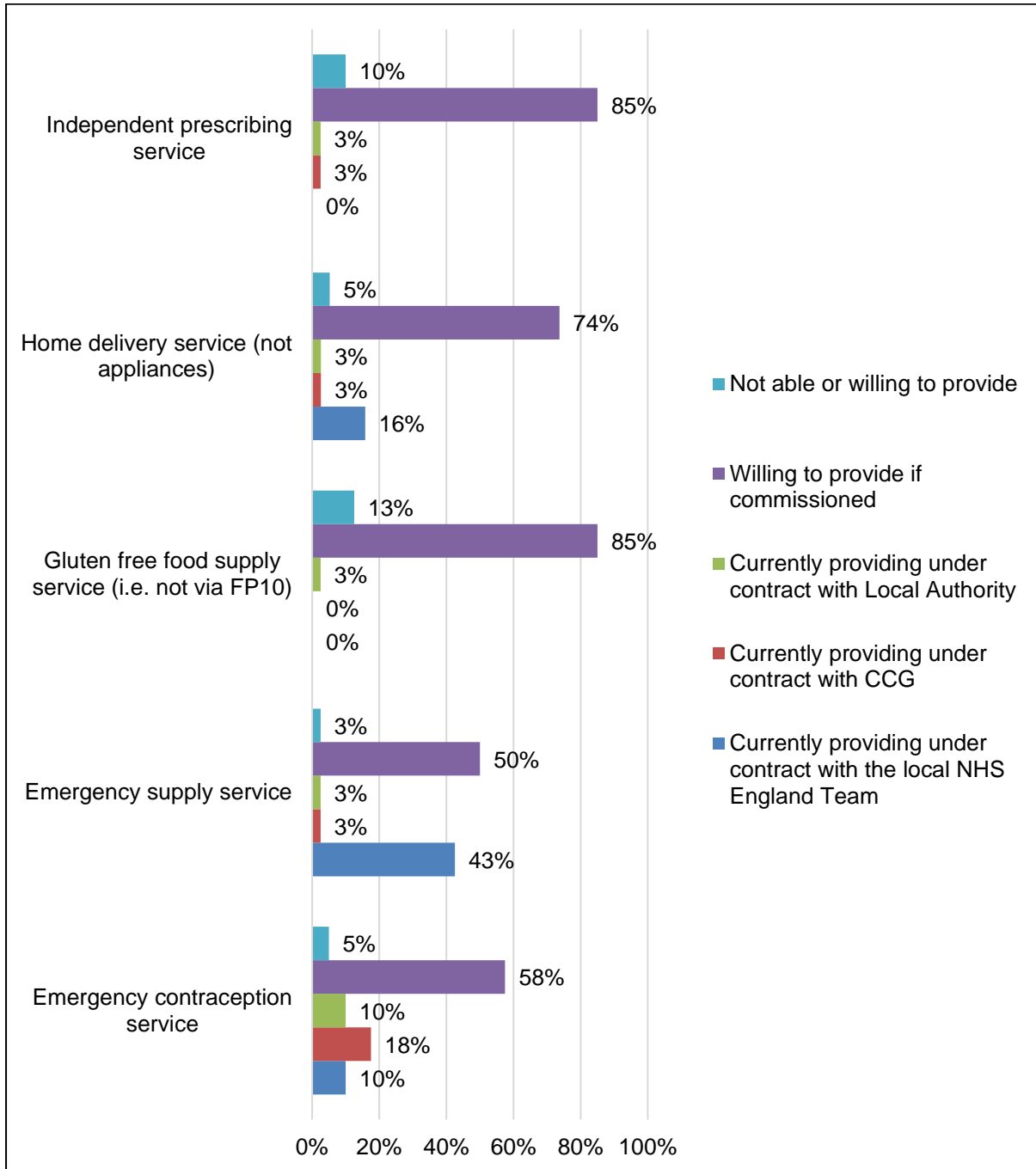
Q16. Which of the following services does the pharmacy provide or would be willing to provide?



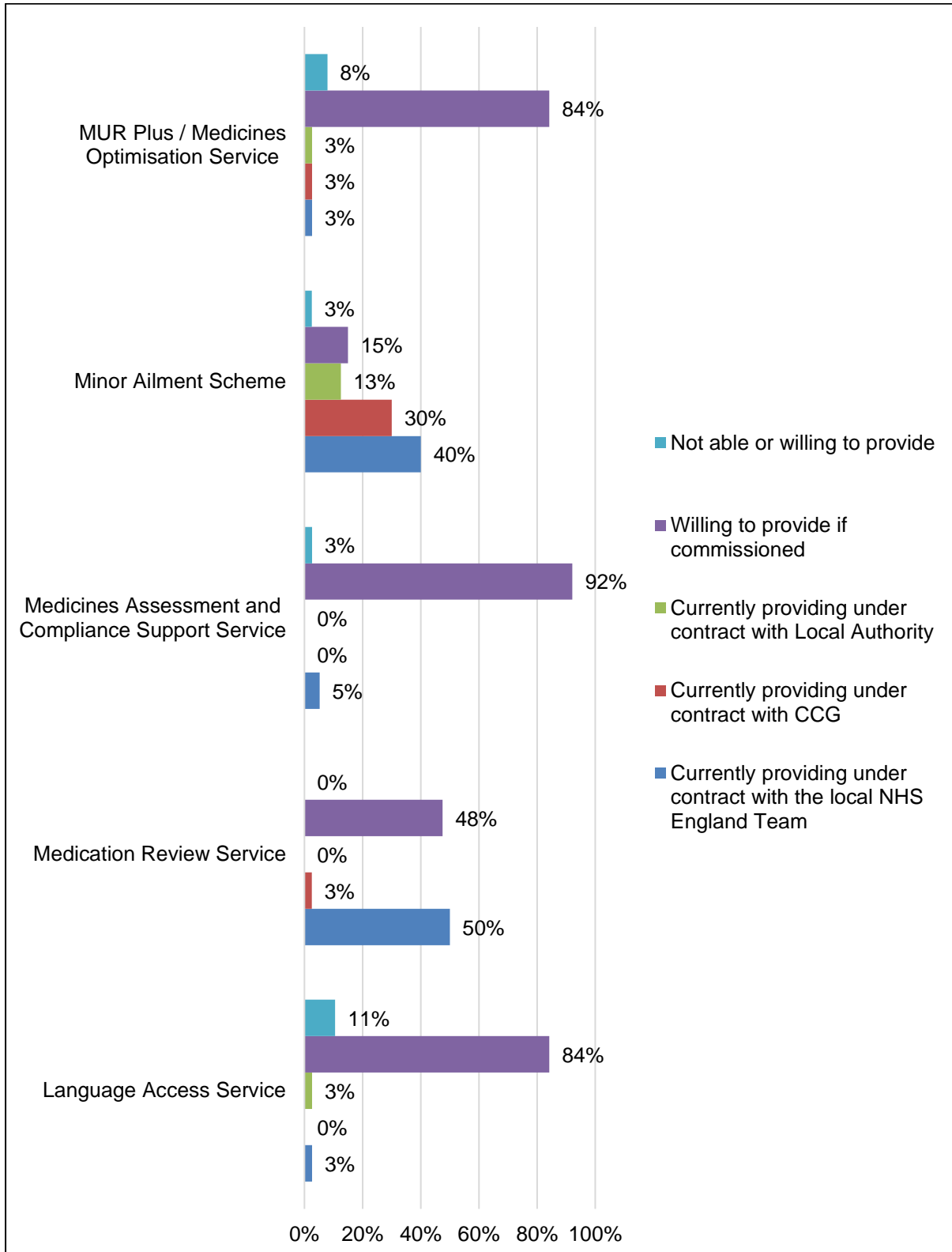
Other responses:

Hypertension private screening (1)	Diabetes private screening (2)
Mental health (1)	COPD (1)

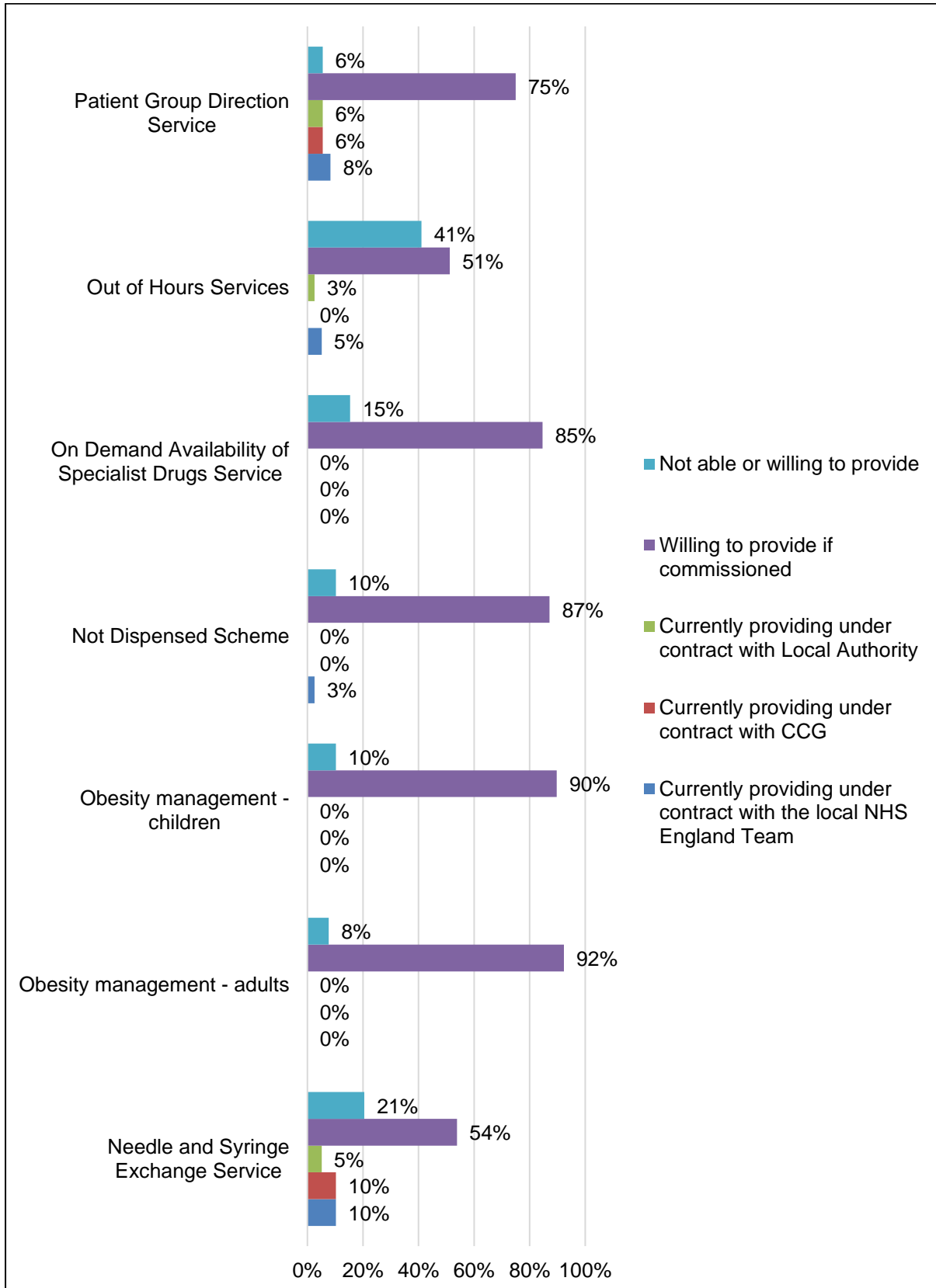
Q17. Which of the following services does the pharmacy provide, or would be willing to provide?



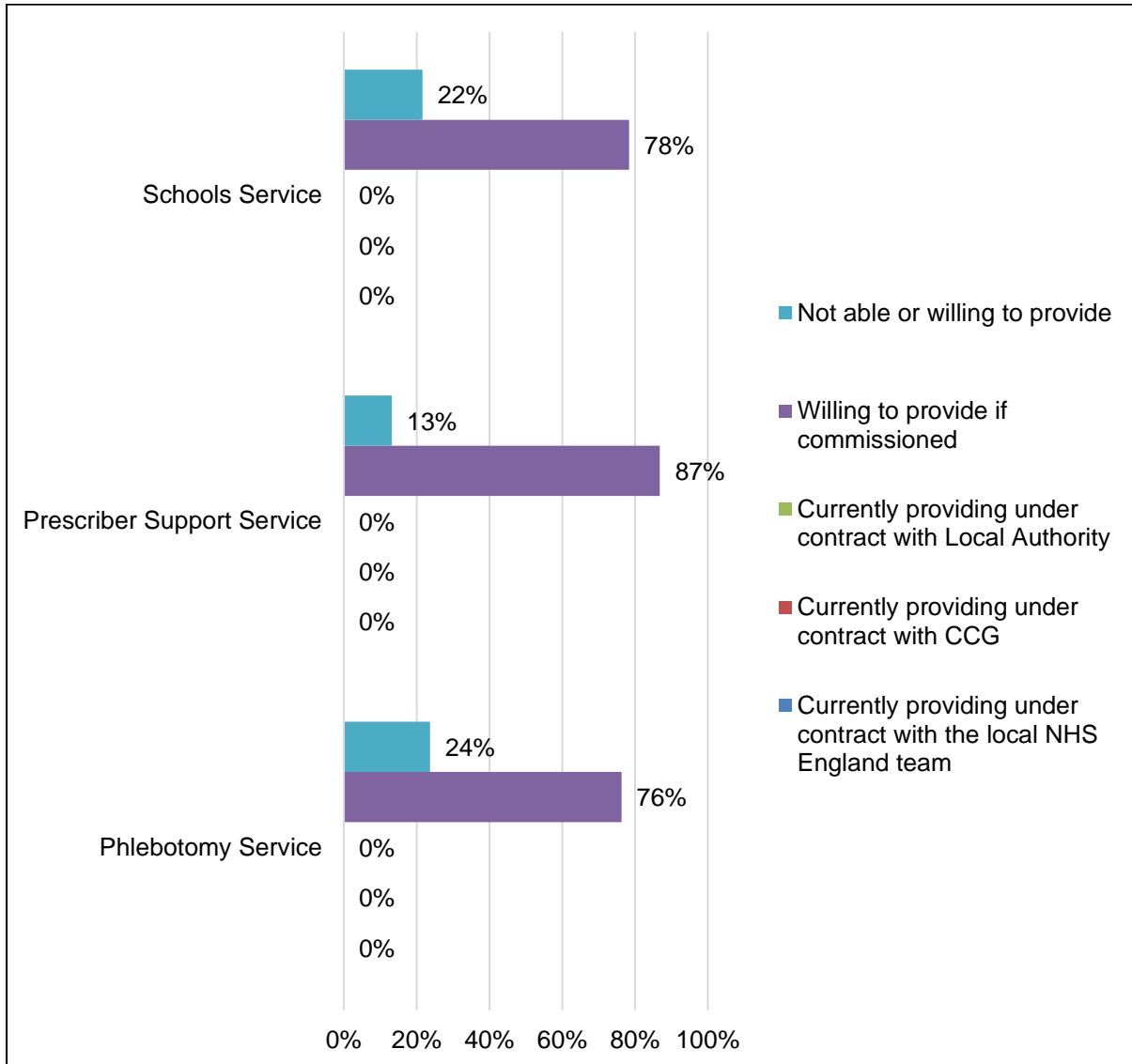
Q18. Which of the following services does the pharmacy provide, or would be willing to provide?



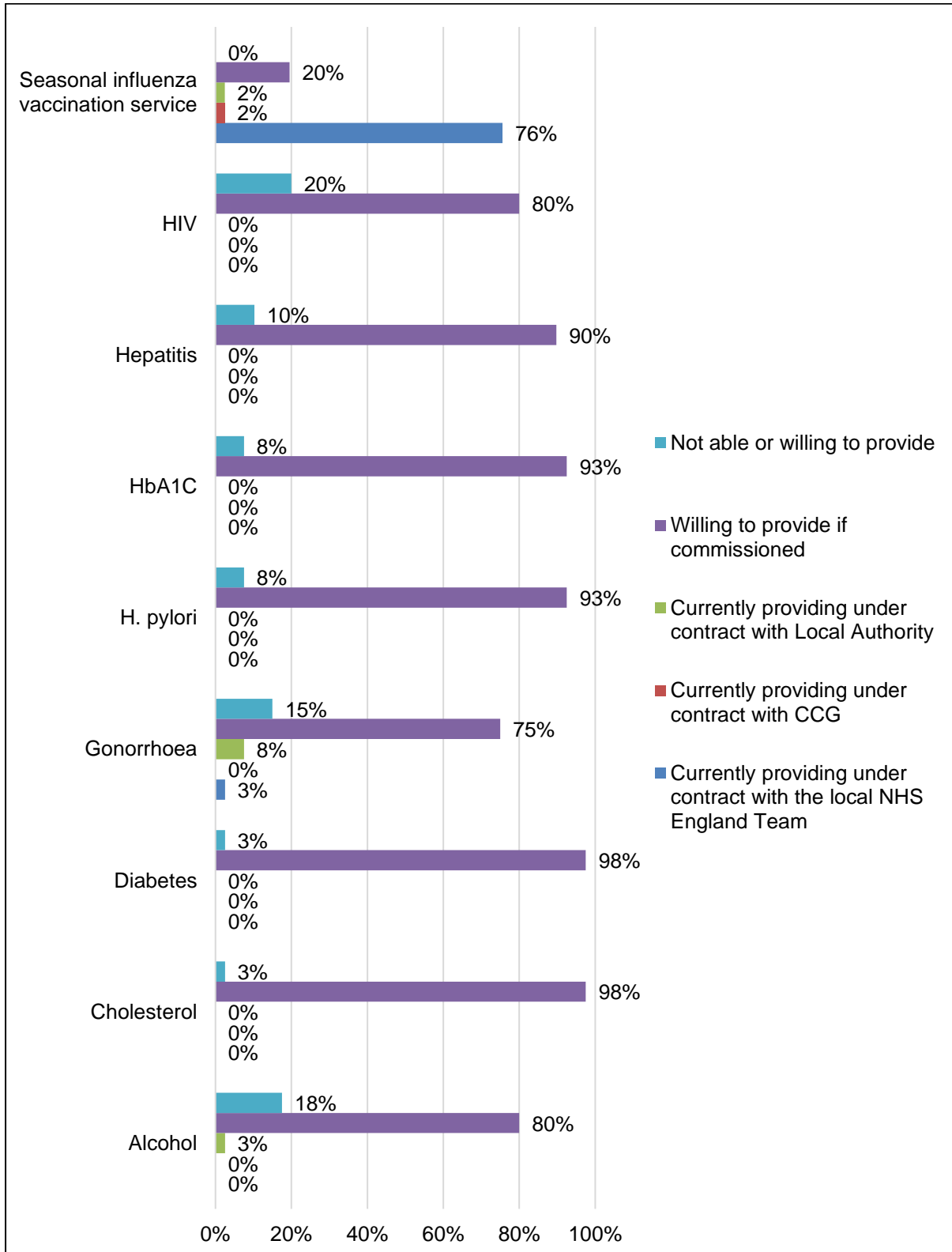
Q19. Which of the following services does the pharmacy provide, or would be willing to provide?



Q20. Which of the following services does the pharmacy provide, or would be willing to provide?



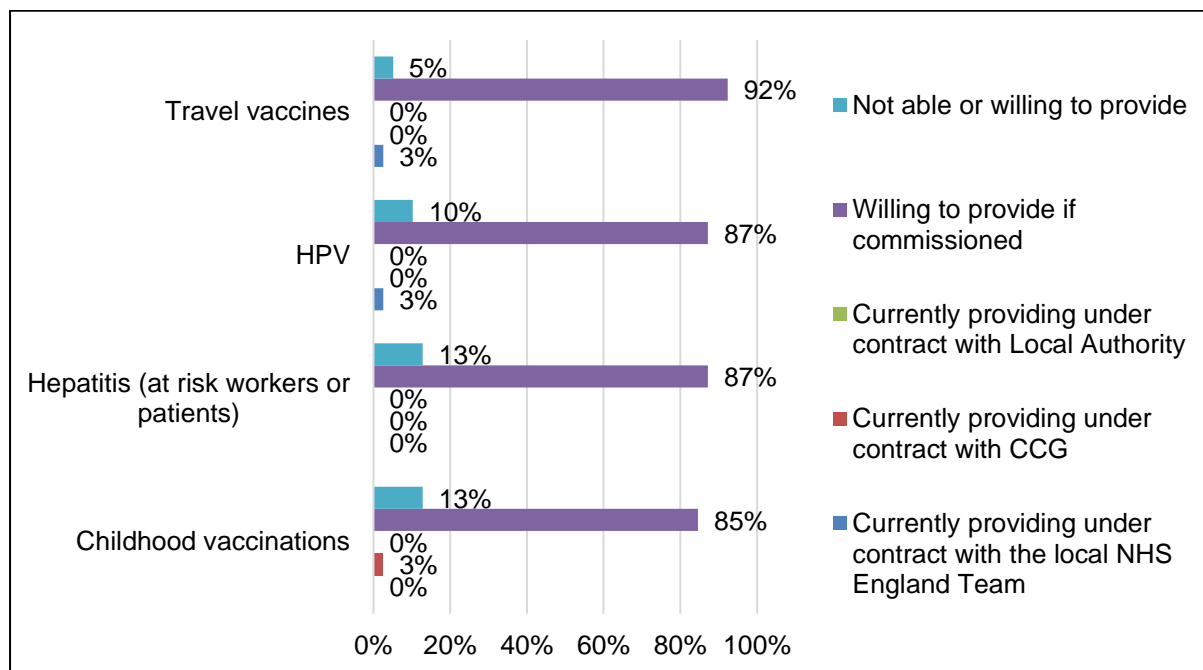
Q21. Which of the following services does the pharmacy provide, or would be willing to provide?



Other responses:

COPD (1)	BP checks (1)
Atrial fibrillation (2)	

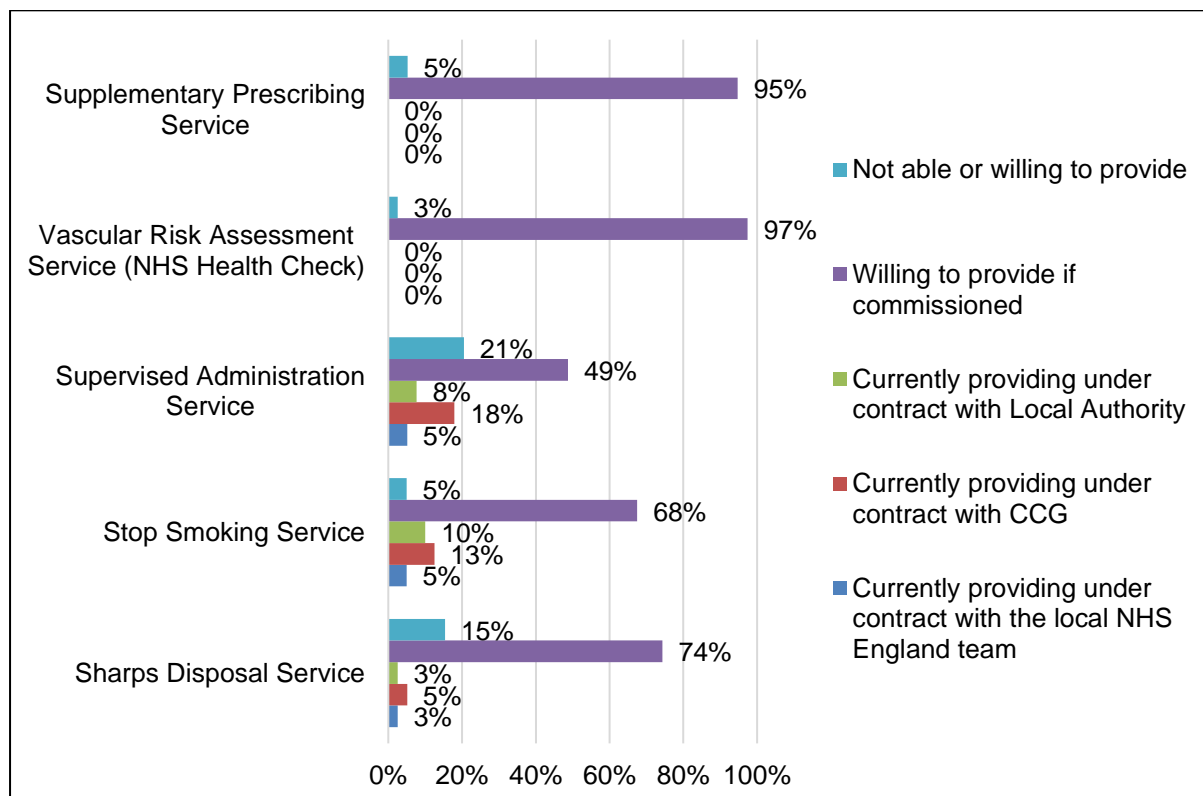
Q22. Which of the following services does the pharmacy provide, or would be willing to provide?



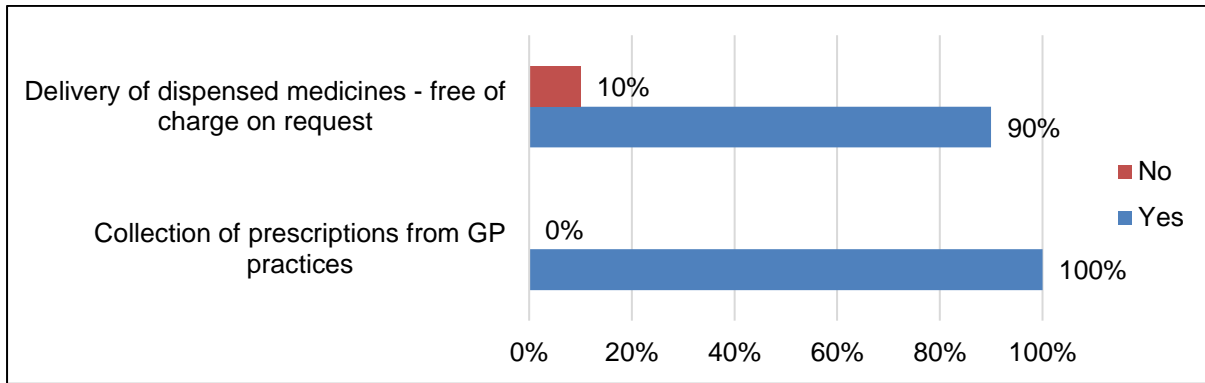
Other responses:

Travel vaccination (2)	Shingles vaccines (1)
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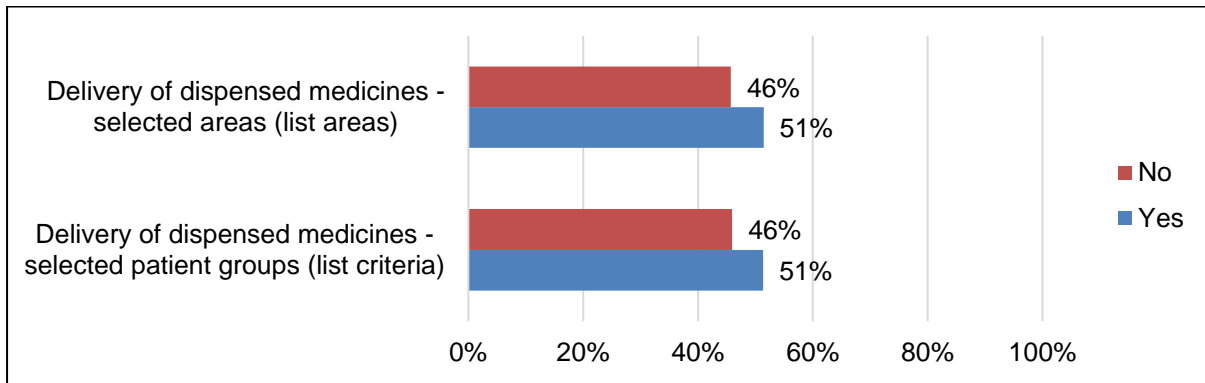
Q23. Which of the following services does the pharmacy provide, or would be willing to provide?



Q24. Does the pharmacy provide any of the following?



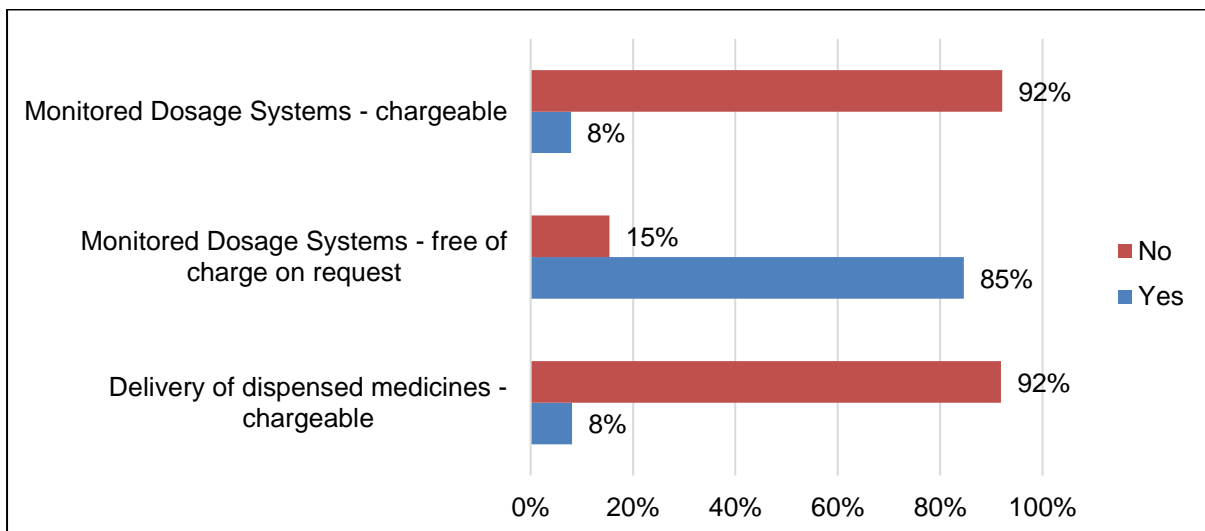
Q25. Does the pharmacy provide any of the following?



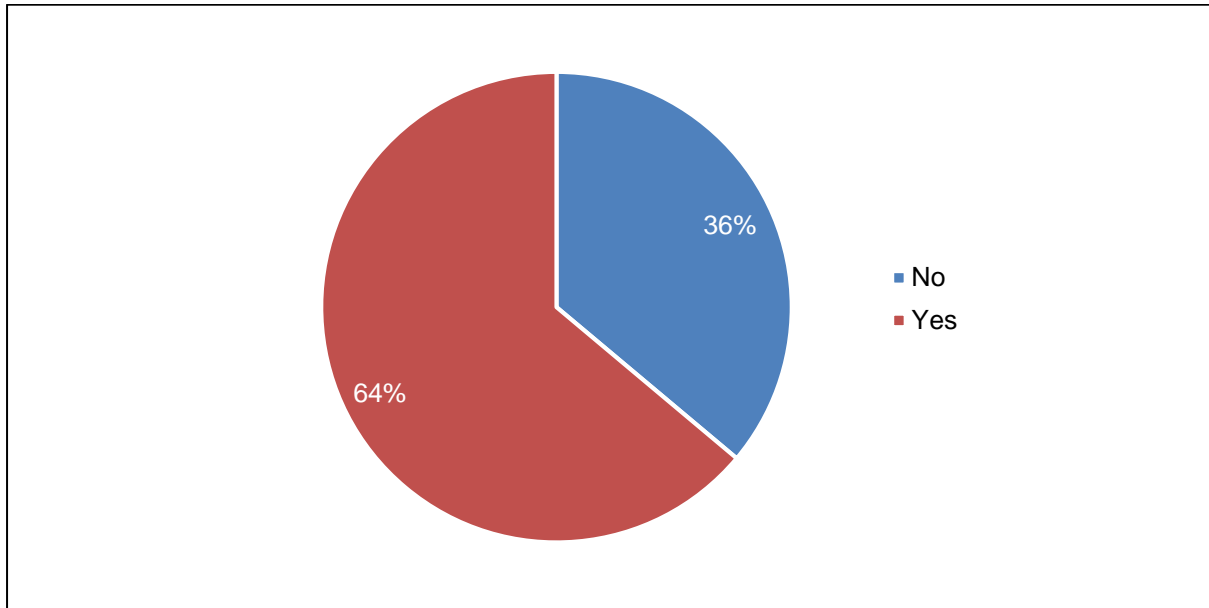
Patient groups:

Elderly (7)	Housebound (8)
At risk (1)	Dosette patients (1)
Care home patients (2)	Disabled (3)

Q26. Does the pharmacy provide any of the following?



Q27. Is there a particular need for a locally commissioned service in your area? If so, what is the service requirement and why



Responses:

EHC (4)	Chlamydia treatment (1)
Extended hours (1)	Delivery to housebound patients (2)
Pregnancy testing (1)	Stop smoking (3)
COPD (2)	MUR Service (1)
Emergency contraception (1)	Minor ailments (1)
Supervised consumption (2)	Asthma (1)
Weight management (2)	

APPENDIX 11: RESULTS OF THE COMMISSIONER QUESTIONNAIRE

Q1. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Anticoagulant Monitoring Service	0%	75%	0%	0%	25%
Anti-viral Distribution Service	0%	0%	0%	33%	67%
Care Home Service	0%	25%	0%	50%	25%
Chlamydia and Gonorrhoea Testing Service	0%	17%	50%	17%	17%
Chlamydia Treatment Service	0%	0%	60%	20%	20%
Contraceptive Service (not EHC)	0%	0%	40%	0%	40%
Condom Card (C Card Scheme)	0%	17%	50%	0%	33%

Q2. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Allergies	0%	0%	0%	33%	67%
Alzheimer's/dementia	0%	0%	0%	33%	67%
Asthma	0%	0%	0%	33%	67%
CHD	0%	0%	0%	33%	67%
COPD	0%	0%	0%	50%	50%
Depression	0%	0%	0%	33%	67%
Diabetes type I	0%	0%	0%	33%	67%
Diabetes Type II	0%	0%	0%	33%	67%
Epilepsy	0%	0%	0%	33%	67%
Heart Failure	0%	0%	0%	33%	67%
Hypertension	0%	0%	0%	33%	67%
Parkinson's disease	0%	0%	0%	33%	67%

Q3. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Emergency Contraception Service	0%	0%	75%	0%	25%
Emergency Supply Service	0%	0%	50%	0%	50%
Gluten Free Food Supply Service (i.e. not via FP10)	0%	0%	0%	0%	100%
Home Delivery Service (not appliances)	0%	0%	0%	0%	100%
Independent Prescribing Service	0%	0%	0%	0%	100%
Language Access Service	0%	0%	0%	0%	100%
Medication Review Service	0%	0%	0%	0%	100%
Medicines Assessment & Compliance Support Service	0%	0%	0%	0%	100%
Minor Ailment Scheme	67%	0%	0%	0%	33%
MUR Plus/ Medicines Optimisation Service	50%	0%	0%	0%	50%
Needle and Syringe Exchange Service	0%	0%	75%	0%	25%
Obesity management – adults	0%	0%	0%	0%	100%
Obesity management – children	0%	0%	0%	0%	100%
Not-Dispensed Scheme	0%	0%	0%	0%	100%
On-Demand Availability of Specialist Drugs Service	0%	0%	0%	0%	100%
Out-of-Hours Services	0%	0%	0%	50%	50%
Phlebotomy Service	0%	0%	0%	0%	100%

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Prescriber Support Service	0%	0%	0%	0%	100%
Schools Service	0%	0%	0%	0%	100%
Patient Group Direction Service	0%	0%	50%	0%	50%

Q4. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Alcohol	0%	0%	67%	0%	33%
Cholesterol	0%	0%	0%	0%	100%
Diabetes	0%	0%	0%	0%	100%
Gonorrhoea	0%	0%	50%	0%	50%
H. pylori	0%	0%	0%	0%	100%
HbA1C	0%	0%	0%	0%	100%
Hepatitis	0%	0%	0%	0%	100%
HIV	0%	0%	0%	50%	50%

Q5. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Seasonal influenza vaccination service	33%	0%	0%	33%	33%

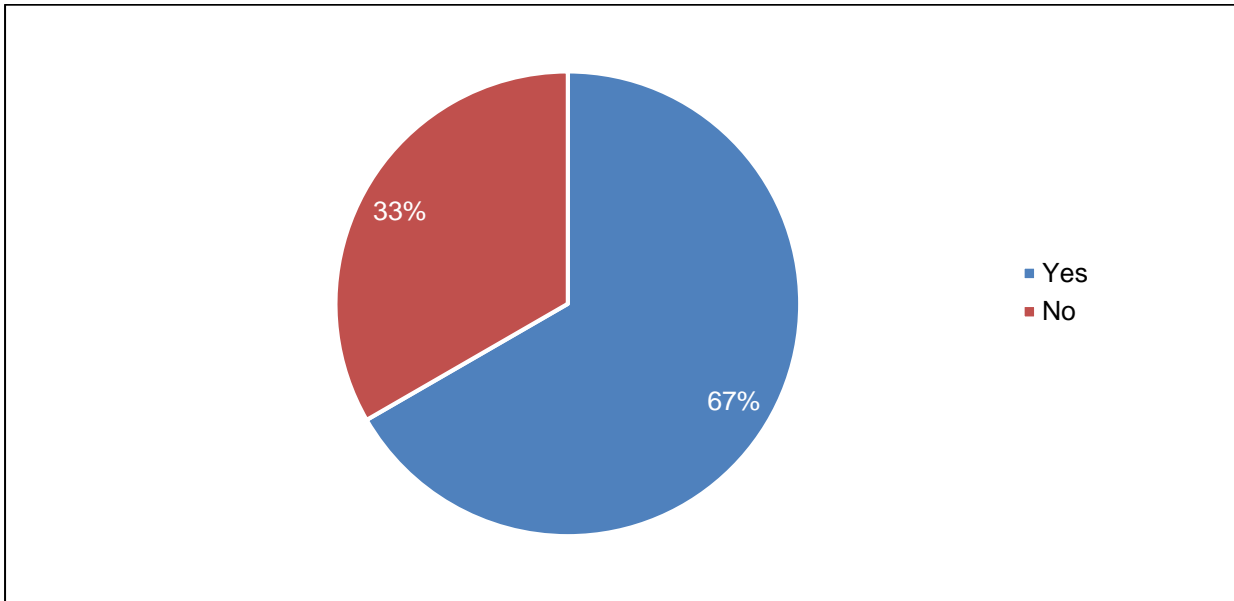
Q6. Which other vaccination services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Childhood vaccinations	50%	0%	0%	0%	50%
Hepatitis (at-risk workers or patients)	0%	0%	0%	0%	100%
HPV	0%	0%	0%	0%	100%
Travel vaccines	0%	0%	0%	0%	100%

Q7. Which of the following services do you commission or may be considering commissioning from local community pharmacies?

Service	Currently commissioned under contract with NHSE	Currently commissioned under contract with CCG	Currently commissioned under contract with LA	May consider commissioning	Not able or willing to commission
Sharps disposal service	0%	0%	50%	0%	50%
Stop smoking service	0%	0%	75%	0%	25%
Naloxone dispensing service	0%	0%	33%	33%	33%
Supervised administration service	0%	0%	75%	0%	25%
Vascular risk assessment service (NHS health check)	0%	0%	0%	0%	100%

Q8. Have you conducted a contract or service review of a currently commissioned service (indicated above)?



Q9. If so, please state which service here

Responses:

LTBI treatment
Public health pharmacy contracts
Sexual health, stop smoking, supervised consumption and needle exchange service
Needle exchange and supervised consumption completed

Q10. If happy to do so, please provide a brief summary of your findings

Responses:

Number of providers was reduced from 26 to 16 based on previous year's activity and local pattern of positive screening results
The review found sexual health and stop smoking services require promotional materials
Supervised activity has remained steady, new monitoring system has helped inform clinical management and recovery planning for service users

APPENDIX 12: NEW HOUSING PLANNED IN NEWHAM

Planned housing developments 2017-2022

Community Neighbourhood Area	2017-18	2018-19	2019-20	2020-21	2021-22	Total
Beckton	0	317	415	331	520	1,583
Custom House and Canning Town	877	319	670	805	1346	4,017
Royal Docks	470	632	701	717	861	3,381
Stratford and West Ham (including LLDC)	1,343	1,183	1,230	1,270	1,632	6,658
East Ham	20	15	79	105	150	369
Forest Gate	20	52	36	19	41	168
Green Street	79	310	328	159	218	1,094
Manor Park	19	3	5	12	32	71
Plaistow	27	37	56	40	61	221
Total	2,855	2,868	3,520	3,458	4,861	17,562

APPENDIX 13: RELATIONSHIP BETWEEN LOCALITIES, WARDS AND QUADRANTS/GP CLUSTERS

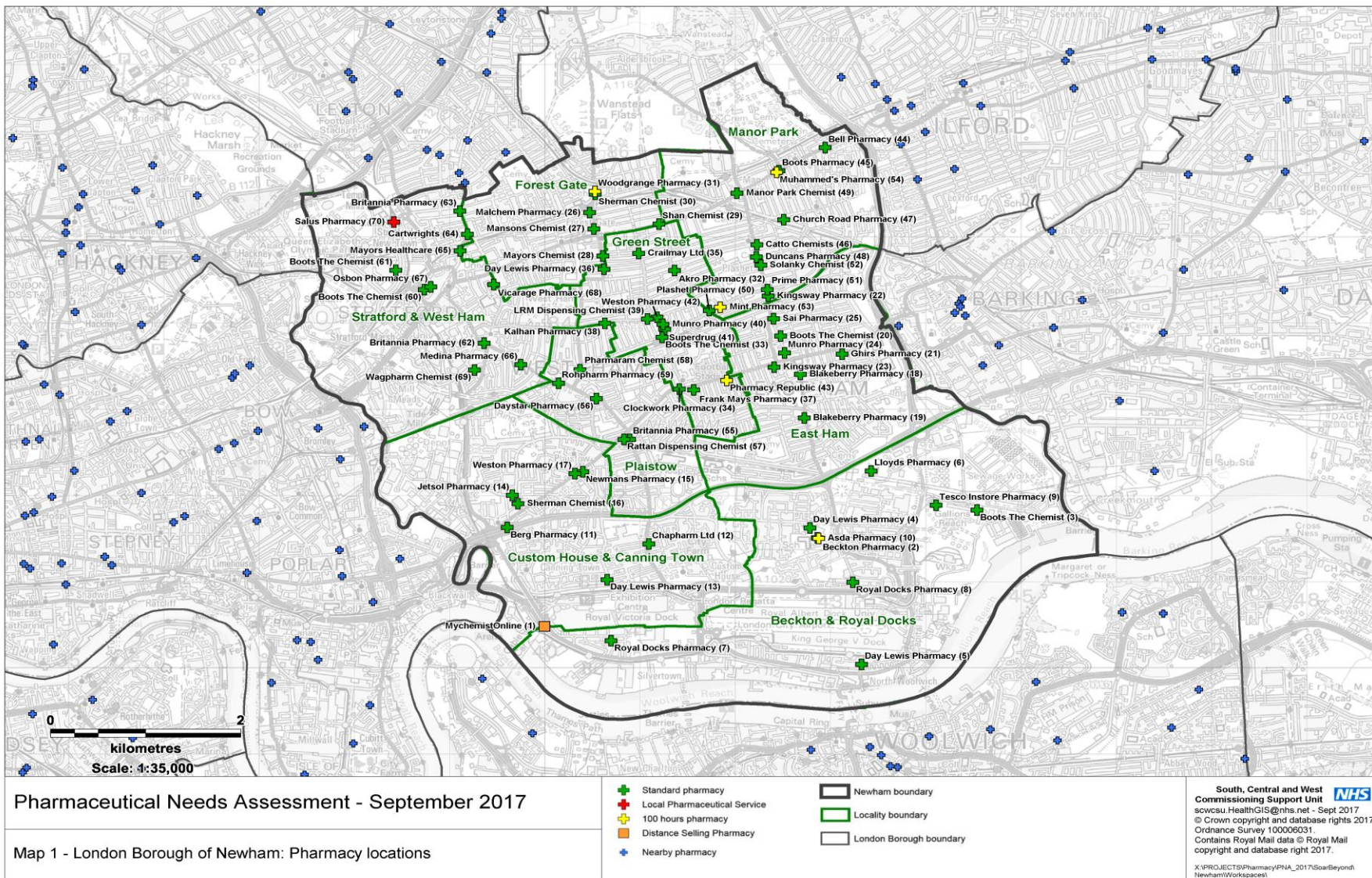
Locality	Quadrant/GP cluster 2017	Ward Name 2017
Beckton and Royal Docks	South	Beckton
		Royal Docks
Custom House and Canning Town	South	Canning Town North
		Canning Town South
		Custom House
East Ham	East	East Ham Central
		East Ham South
		Wall End
Forest Gate	West	Forest Gate North
		Forest Gate South
Green Street	Central	Boleyn
		Green Street East
		Green Street West
Manor Park	East	East Ham North
		Manor Park
		Little Ilford
Plaistow	Central	Plaistow North
		Plaistow South
Stratford and West Ham	West	Stratford and New Town
		West Ham

ABBREVIATIONS

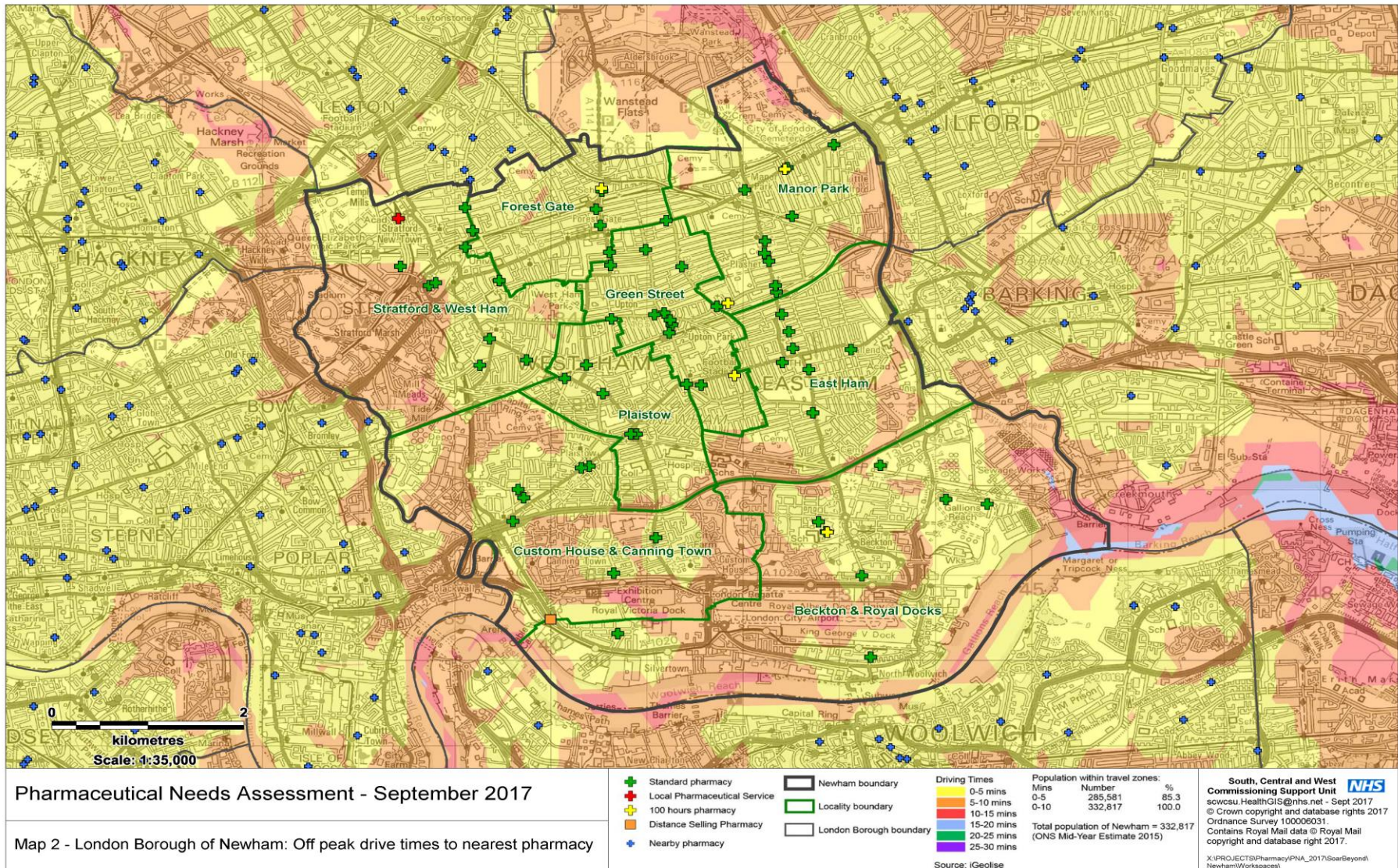
AF	–	Atrial Fibrillation
AUR	–	Appliance Use Review
BAME	–	Black, Asian and Minority Ethnic
CCG	–	Clinical Commissioning Group
CG	–	Clinical Governance
CHD	–	Coronary Heart Disease
COPD	–	Chronic Obstructive Pulmonary Disease
CPCF	–	Community Pharmacy Contractual Framework
CVD	–	Cardiovascular Disease
DAC	–	Dispensing Appliance Contractor
DH	–	Department of Health
DMFT	–	Decayed, Missing or Filled Teeth
EHC	–	Emergency Hormonal Contraception
EPS	–	Electronic Prescription Service
ES	–	Essential Services
ESPS	–	Essential Small Pharmacy Scheme
FAST	–	Face, Arms, Speech, Time
GLA	–	Greater London Authority
GP	–	General Practitioner
GPhC	–	General Pharmaceutical Council
HbA1c	–	Glycated Haemoglobin (A1c)
HIV	–	Human Immunodeficiency Virus
HLP	–	Healthy Living Pharmacy
HWB	–	Health and Wellbeing Board
IMD	–	Indices of Multiple Deprivation
JHWS	–	Joint Health and Wellbeing Strategy
JSNA	–	Joint Strategic Needs Assessment
LBN	–	London Borough of Newham
LCS	–	Locally Commissioned Service
LMC	–	Local Medical Committee
LPC	–	Local Pharmaceutical Committee
LPS	–	Local Pharmaceutical Service
LSOA	–	Lower-layer Super Output Areas

LTBI – Latent Tuberculosis Infection
LTC – Long-Term Condition
MAS – Minor Ailments Scheme
MenACWY – Meningococcal ACWY
MUR – Medicines Use Review
MYE – Mid-Year Estimate
NEL – North East London
NHS – National Health Service
NHS BSA – National Health Service Business Services Authority
NHSCB – National Health Services Commissioning Board
NHSE – National Health Service England
NICE – National Institute for Health and Care Excellence
NMS – New Medicine Service
NUH – Newham University Hospital
NUMSAS – NHS Urgent Medicine Supply Advanced Service
ONS – Office for National Statistics
OOH – Out of Hours
PCT – Primary Care Trust
PHE – Public Health England
PHOF – Public Health Outcomes Framework
PhAS – Pharmacy Access Scheme
PhIF – Pharmacy Integration Fund
PNA – Pharmaceutical Needs Assessment
PPV – Pneumococcal Polysaccharide Vaccine
PSNC – Pharmaceutical Services Negotiating Committee
PURM – Pharmacy Urgent Repeat Medication
QoF – Quality and Outcomes Framework
QR – Quick Response
RNIB – Royal National Institute of Blind People
SAC – Stoma Appliance Customisation
SHA – Strategic Health Authority
STP – Sustainability and Transformation Plan
TB – Tuberculosis
TIA – Transient Ischaemic Attack
UCC – Urgent Care Centre
UK – United Kingdom

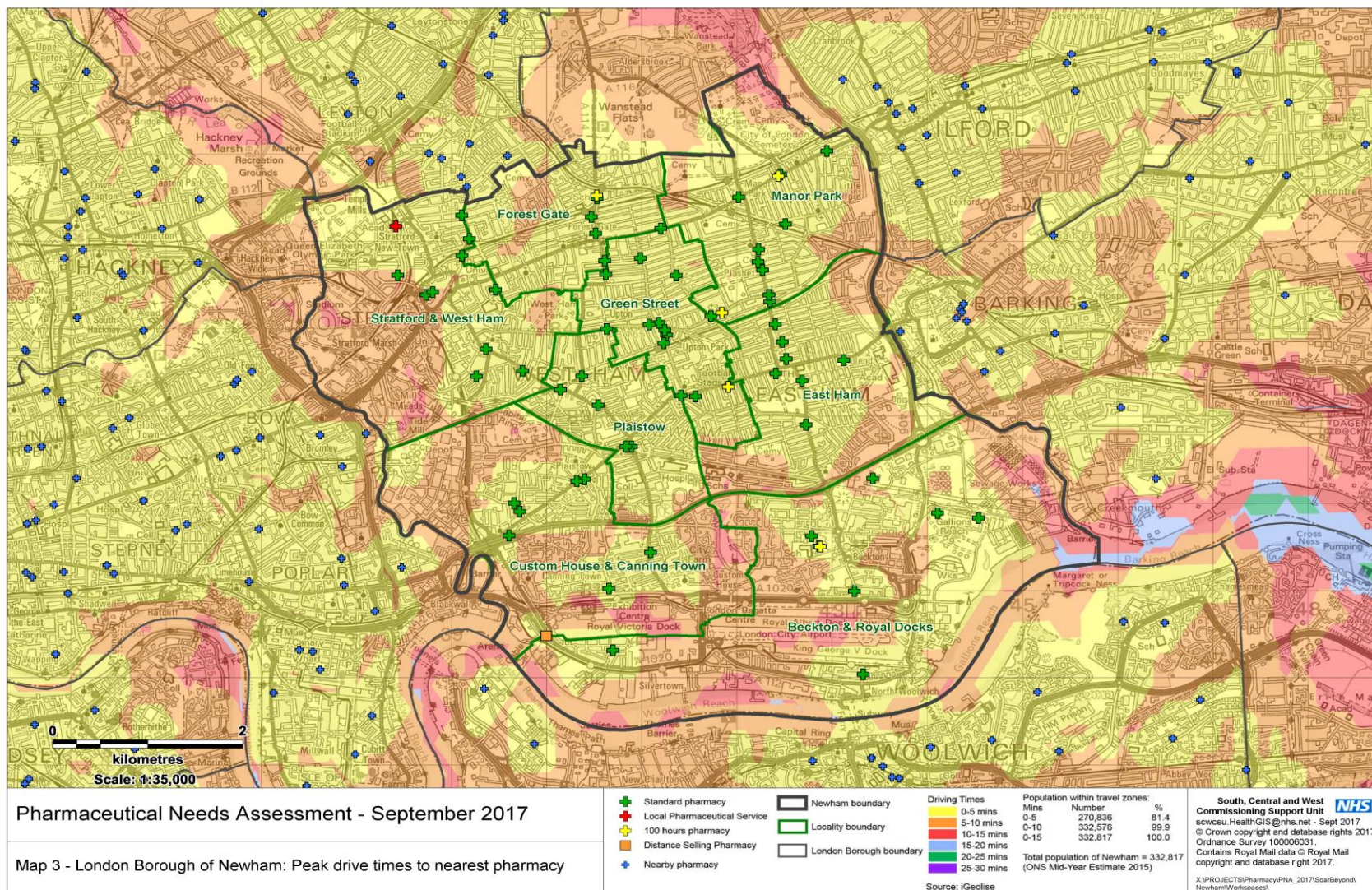
MAP 1: CONTRACTOR LOCATIONS AND LOCALITY BOUNDARIES



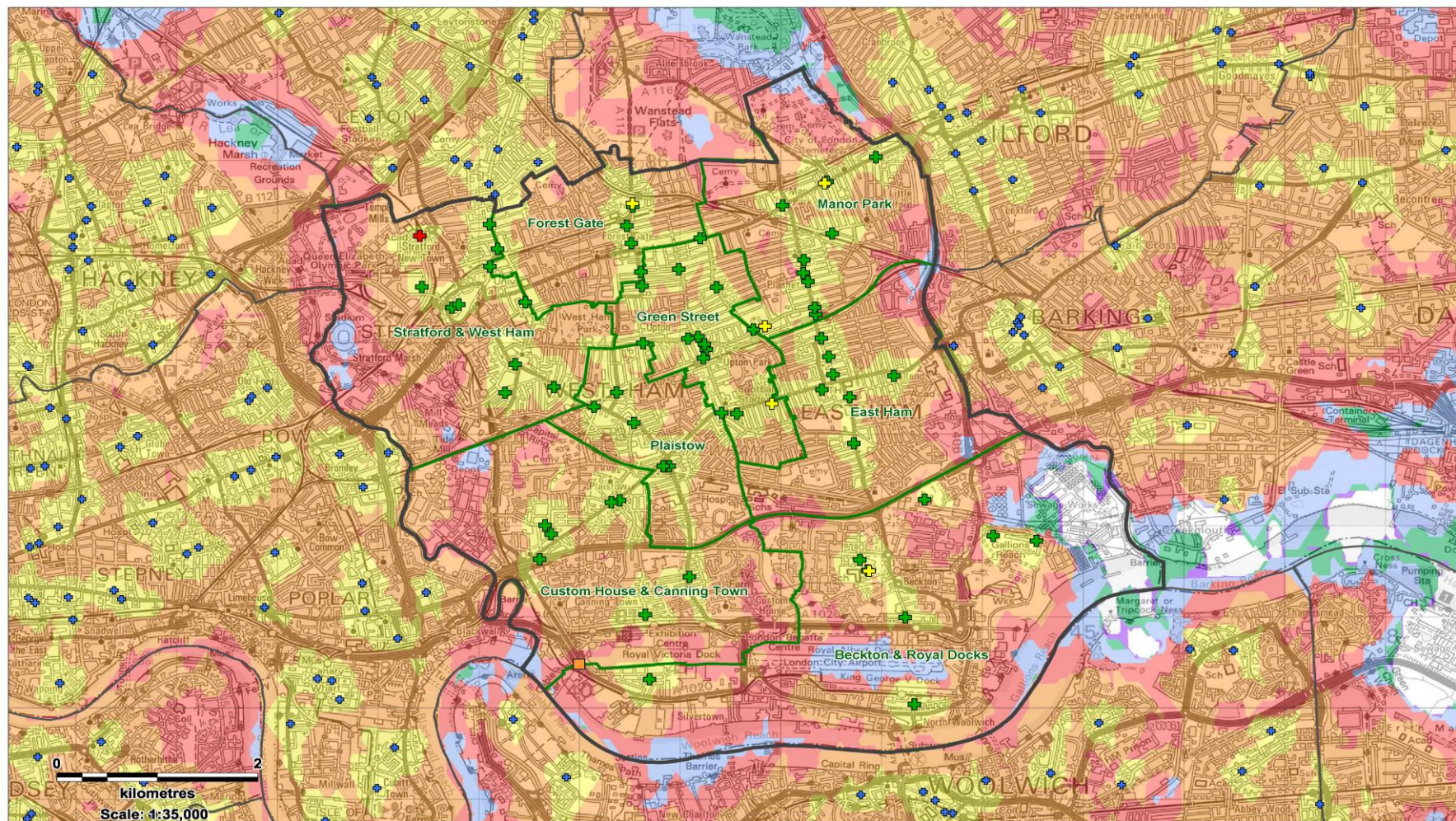
MAP 2: OFF-PEAK DRIVE TIME TO NEAREST PHARMACY



MAP 3: PEAK DRIVE TIME TO NEAREST PHARMACY



MAP 4: PUBLIC TRANSPORT TIME TO NEAREST PHARMACY (TUESDAY, 9AM TO 1PM)



Pharmaceutical Needs Assessment - September 2017

Map 4 - London Borough of Newham: Public Transport times to nearest pharmacy [Tuesday, 9am to 1pm]

- + Standard pharmacy
- + Local Pharmaceutical Service
- + 100 hours pharmacy
- + Distance Selling Pharmacy
- + Nearby pharmacy
- Newham boundary
- Locality boundary
- London Borough boundary

Public Transport Times	
0-5 mins	Population within travel zones:
5-10 mins	Mins
10-15 mins	Number
15-20 mins	%
20-25 mins	
25-30 mins	

0-5	143,987	43.3
5-10	314,808	94.6
10-15	332,817	100.0

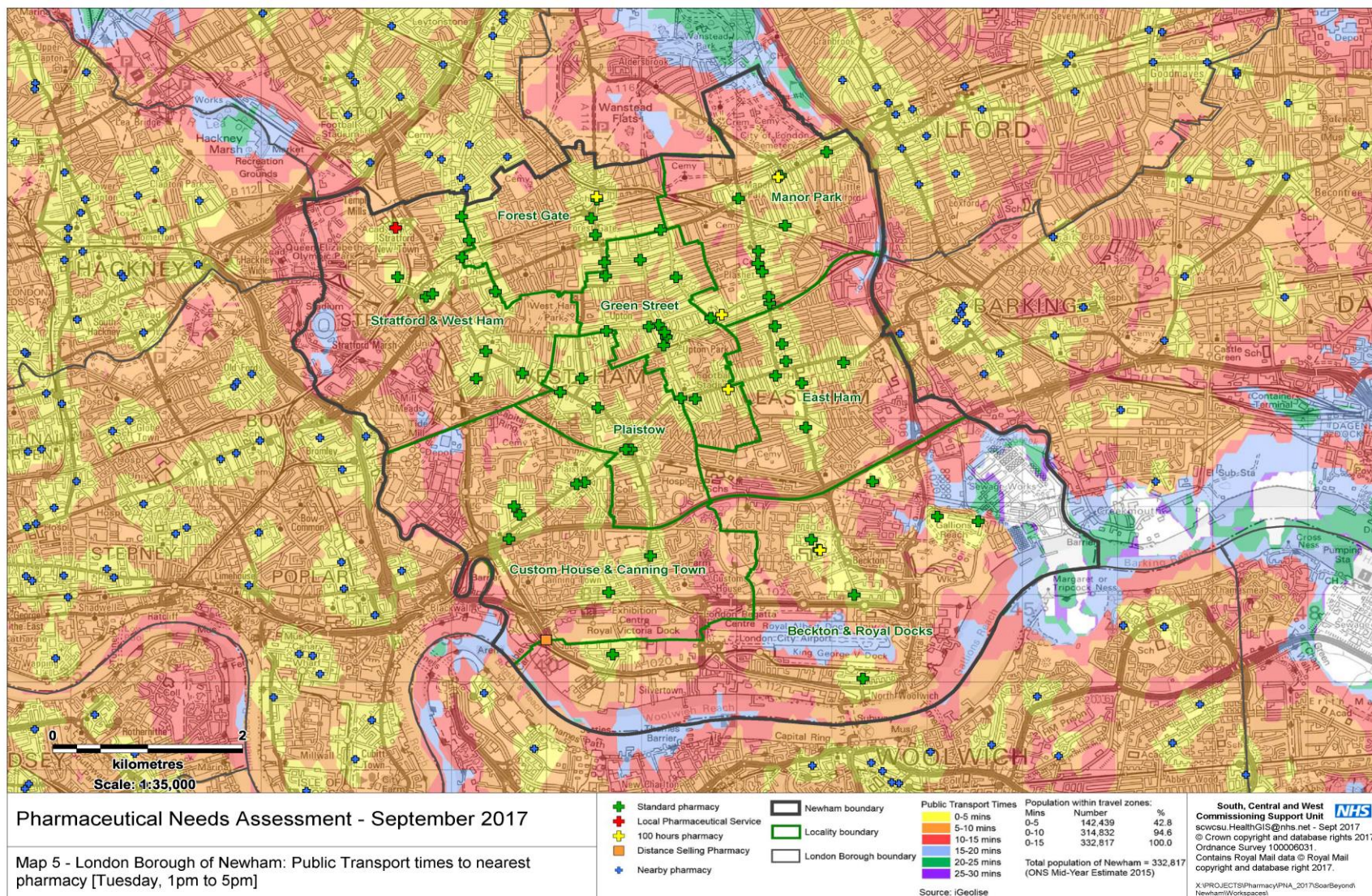
Total population of Newham = 332,817
(ONS Mid-Year Estimate 2015)

South, Central and West
Commissioning Support Unit
scwcu.health@nhs.net - Sept 2017
© Crown copyright and database rights 2017
Ordnance Survey 100006031.
Contains Royal Mail data © Royal Mail
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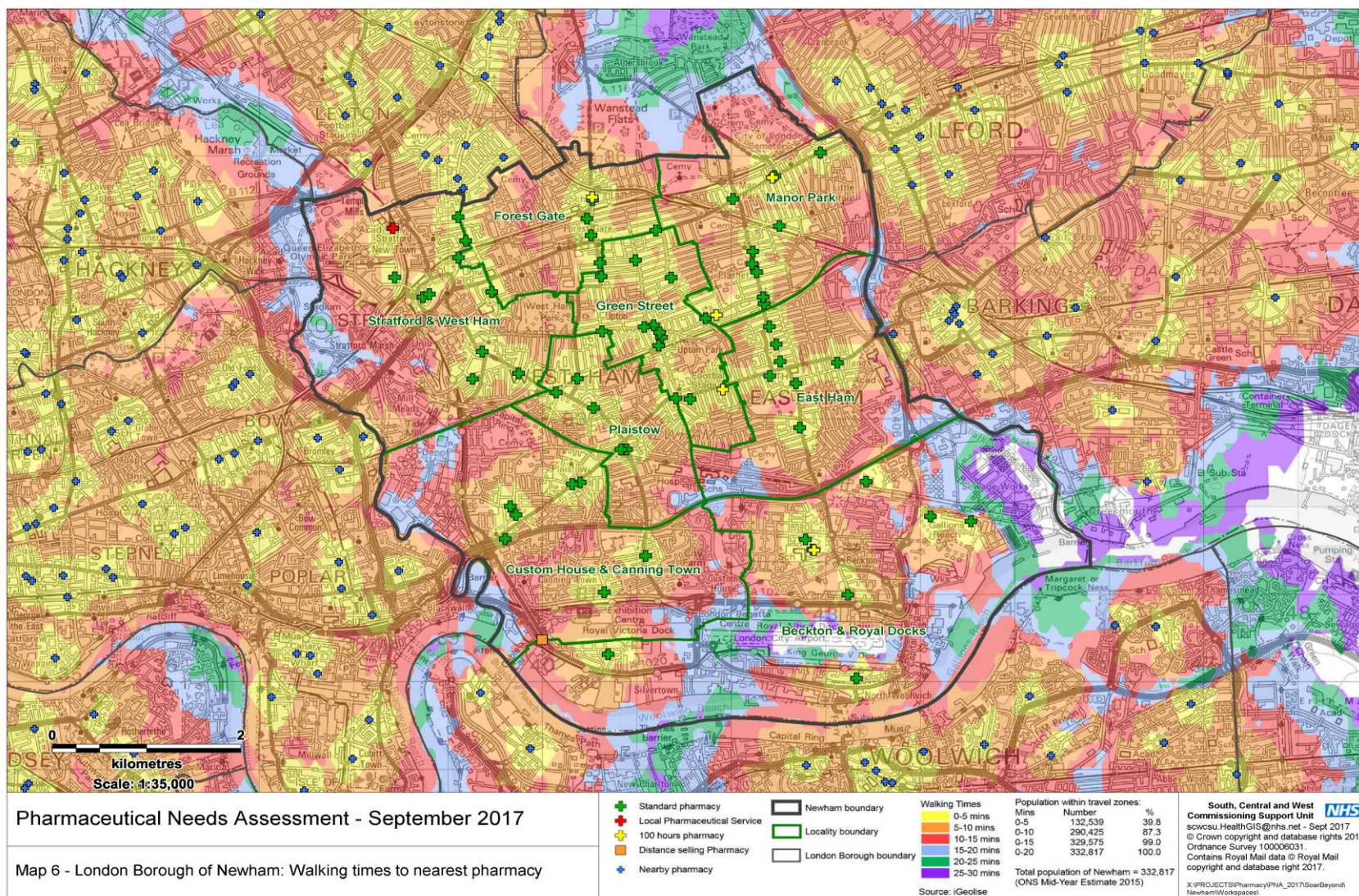
Source: iGeolise

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MAP 5: PUBLIC TRANSPORT TIME TO NEAREST PHARMACY (TUESDAY, 1PM TO 5PM)



MAP 6: AVERAGE WALKING TIMES TO NEAREST PHARMACY



MAP 7: GP PRACTICE SITES, PHARMACIES AND PRIMARY CARE CLUSTERS

