Lewisham Pharmaceutical Needs Assessment
2018
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• Future Provision of Pharmacy Services in Lewisham
• This document provides an assessment of the need for pharmaceutical services within Lewisham; as well as outlining the current provision of such services and considering what may be required in the future
• Currently Lewisham has 55 pharmacies and 1 Dispensing Appliance Contractor (DAC)
• Lewisham is a fast growing diverse borough in the south east of London
• It has particular health needs including high levels of obesity and disparity in life expectancy
• Lewisham’s HWB considers pharmacies have a crucial role to play in Lewisham Neighbourhood Care Networks and the development of Integrated Health and Social Care
• The board also supports Public Health England (Pharmacy: A Way Forward for Public Health) and NHS England (Five Year Forward Plan) which both recognise the key role pharmacy has in supporting healthy living, support to self care as part of integrating local care models
• Remain committed to the Healthy Living Pharmacy initiative
## Essential Services

### Minimum requirement of all Community Pharmacies

<table>
<thead>
<tr>
<th>Services</th>
<th>Current Service Level</th>
<th>Gaps Identified</th>
<th>Potential Improvements 2018-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispensing</td>
<td>• Lewisham has 55 community pharmacies, two less than in 2015</td>
<td>• The pharmacy to population ratio varies across the borough.</td>
<td>• Work towards equity of distribution of pharmacy services which are open on Sunday and weekday evenings</td>
</tr>
<tr>
<td>Repeat dispensing</td>
<td>• There is one Dispensing Appliance Contractor</td>
<td>• Although there are 10 pharmacies open past 7pm on Weekdays, there is a cluster in the New Cross area, meaning the far south west of the borough, namely Crofton Park Forest Hill, Perry Vale and Sydenham wards do not have a late night pharmacy</td>
<td></td>
</tr>
<tr>
<td>Disposal of unwanted medicines</td>
<td>• 6 pharmacists based in GP Surgeries</td>
<td>• Sunday opening is also more concentrated at the north of the borough</td>
<td></td>
</tr>
<tr>
<td>Promotion of healthy lifestyles</td>
<td>• No distance selling pharmacies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signposting</td>
<td>• 54 pharmacies (98%) have the standard 40 hours contract</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support for self-care</td>
<td>• There is variation in provision of pharmacies between electoral wards</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The vast majority (98%) are open on a Saturday for at least part of the day</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 10 pharmacies are open on a Sunday for at least part of the day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Executive Summary - Essential Services

Lewisham has 55 community pharmacies, two less than in 2015. There is one Dispensing Appliance Contractor. 6 pharmacists based in GP Surgeries. No distance selling pharmacies. 54 pharmacies (98%) have the standard 40 hours contract. There is variation in provision of pharmacies between electoral wards. The vast majority (98%) are open on a Saturday for at least part of the day. 10 pharmacies are open on a Sunday for at least part of the day. The pharmacy to population ratio varies across the borough. Although there are 10 pharmacies open past 7pm on Weekdays, there is a cluster in the New Cross area, meaning the far south west of the borough, namely Crofton Park Forest Hill, Perry Vale and Sydenham wards do not have a late night pharmacy. Sunday opening is also more concentrated at the north of the borough. Work towards equity of distribution of pharmacy services which are open on Sunday and weekday evenings. The majority of the population growth is anticipated in the north of the borough. Liaise with relevant pharmacies to understand if greater demand on services can be met.
<table>
<thead>
<tr>
<th>Services</th>
<th>Current Service Level</th>
<th>Gaps Identified</th>
<th>Potential Improvements 2018-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advanced Services</strong></td>
<td><strong>Services that pharmacists can choose to provide in addition to essential services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicine Use Review</td>
<td>The vast majority (89%) of pharmacies provide this service. 16,808 were carried out by pharmacies in 2016-17, however there was great variation in the number carried out by individual pharmacies.</td>
<td>This service is unevenly used across the borough.</td>
<td>Encourage those pharmacies who offer the service but have low uptake/use to expand.</td>
</tr>
<tr>
<td>New Medicine Service</td>
<td>The vast majority (89%) of pharmacies provide this service, conducting 4,834 in 2016-17. 12 of the pharmacies who stated they provide this service did not undertake any in 2016-17.</td>
<td>12 of the pharmacies who stated they provide this service did not undertake any in 2016-17.</td>
<td>Encourage higher uptake from pharmacists that provide this service.</td>
</tr>
<tr>
<td>Appliance Reviews</td>
<td>Available in 8 pharmacies, each Neighbourhood has at least one provider, however there is a bias to the north of the borough. Neighbourhoods 3 and 4 only have one pharmacy offering the service.</td>
<td>The south of the borough has less access to this service than the north.</td>
<td>5 more pharmacies are interested in providing this service, this allow further provision of the service.</td>
</tr>
</tbody>
</table>
### Advanced Services

*Services that pharmacists can choose to provide in addition to essential services*

<table>
<thead>
<tr>
<th>Services</th>
<th>Current Service Level</th>
<th>Gaps Identified</th>
<th>Potential Improvements 2018-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seasonal Flu Vaccine</td>
<td>The majority (83%) of pharmacies provide this service. In 2016-17 pharmacists administered 5,189 vaccines. However overall seasonal influenza vaccine uptake falls below the national target of 75%.</td>
<td>This service provides adequate coverage.</td>
<td>Better promotion of this service being so widely available in Lewisham pharmacies may boost Lewisham’s overall flu vaccine uptake.</td>
</tr>
<tr>
<td>Stoma Appliance Customisation</td>
<td>Ten pharmacies provide this service.</td>
<td>Only one provider is located in neighbourhood 2.</td>
<td>A further five pharmacies have expressed interest in providing this service, which would allow expanded provision. However this is a specialised service.</td>
</tr>
<tr>
<td>NHS Urgent Medicine Supply Advanced Service</td>
<td>27 pharmacies, located across the borough provide this service.</td>
<td>This service provides adequate coverage.</td>
<td>An additional 12 pharmacies have expressed interest in providing this service, which would allow further provision.</td>
</tr>
</tbody>
</table>
## Executive Summary - Advanced Services
(Commissioned by Lewisham Council)

### Advanced Services - Locally commissioned by Lewisham Council

<table>
<thead>
<tr>
<th>Services</th>
<th>Current Service Level</th>
<th>Gaps Identified</th>
<th>Potential Improvements 2018-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Health Checks</td>
<td>16 pharmacies providing. The overall uptake of NHS Health Checks was 38.6% in 2016-17, (7,766 completed). 21% of Health Checks were undertaken at a pharmacy (1,610). The service is also undertaken by GPs (72%) and Community Outreach (7%)</td>
<td>Only two of the pharmacies are located in neighbourhood 4.</td>
<td>Consider how pharmacies could help improve the overall uptake of Health Checks in Lewisham and relieve pressure on GP Practices</td>
</tr>
<tr>
<td>Emergency Hormonal Contraception</td>
<td>Offered in 18 pharmacies. Heavy bias towards the pharmacy in New Cross which is co-located with a sexual health clinic</td>
<td>None</td>
<td>Through the contractor consultation a large number of pharmacies expressed an interest in providing this service</td>
</tr>
<tr>
<td>Supervised Consumption of Methadone</td>
<td>28 pharmacies offer this service across the borough. Highest concentration of usage in Rushey Green, New Cross &amp; Lewisham Central</td>
<td>Use of the service varies across providers</td>
<td>Commissioners to review if the use of the service matches where there is known need</td>
</tr>
<tr>
<td>Needle Exchange</td>
<td>8 pharmacies provide this service. There is some but not extensive variation of use between pharmacies</td>
<td>Only one of the eight pharmacies is in Neighbourhood 2. This pharmacy had the highest use of all eight pharmacies.</td>
<td>Undertake research to understand if expansion into a 2nd pharmacy in Neighbourhood 2 would be viable.</td>
</tr>
<tr>
<td>Vitamin D Distribution</td>
<td>48 pharmacies provide this service across the borough. Use of the service varies.</td>
<td>The highest distributing pharmacy (located in neighbourhood 1), distributes more than double the quantity than the second highest. Some pharmacies are only distributing very low amounts.</td>
<td>Shared learning from high using pharmacies about how they are promoting the service to encourage wider uptake of Vitamin D borough wide</td>
</tr>
<tr>
<td>Services</td>
<td>Current Service Level</td>
<td>Gaps Identified</td>
<td>Potential Improvements 2018-2021</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------</td>
<td>----------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>Advanced Services - Locally Commissioned by Lewisham Clinical Commissioning Group</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacy First (Minor Ailments)</td>
<td>Provided by 50 pharmacies</td>
<td>No gaps identified</td>
<td>-</td>
</tr>
<tr>
<td>Monitored Dosage System</td>
<td>Provided by all 55 pharmacies</td>
<td>No gaps identified</td>
<td>-</td>
</tr>
</tbody>
</table>

Executive Summary - Advanced Services
(Commissioned by Lewisham Clinical Commissioning Group)
What is a PNA

• The PNA is an assessment of current and future pharmaceutical need
• It is developed through consultation with the population and with those who provide services
• Each Health & Wellbeing Board (HWB) in England is responsible for producing a PNA every three years
• It supports decisions on applications to open a new pharmacy or to adjust the opening hours of an existing pharmacy
• It also informs local plans for the commissioning of specific and specialised pharmaceutical services
• For more information please see Appendix A
The below process was followed to produce this PNA:

- Information and data gathering
- Mapping of pharmaceutical services
- Consultation with the public and service providers
- Multi-agency steering group of relevant stakeholders and partners
- Statutory 60 day consultation on the draft report
Lewisham - Place, Health and Strategy
Lewisham is a fast growing, diverse inner London borough

- Resident Population of 306,000
- GP Patient Register of 324,000
- 13th largest London borough
- Population estimated to continue to increase by 4,000-5,000 residents per year
- Younger than average population
- 14th most ethnically diverse area of England
- Over 160 languages spoken
- 48th most deprived local authority in England
- 15,700 children live in low income families

Lewisham - the Place
(for further information please see Appendix B)
Key health issues in Lewisham include:

• High smoking rate
• High levels of obesity
• Higher rates of serious mental illness
• Low cancer screening uptake
• Lower than average uptake of certain vaccines
• Disparity in life expectancy between the most and least deprived areas of the borough
• The **Lewisham Health and Wellbeing Strategy** was produced in 2013, jointly between the council and the Clinical Commissioning Group

• The strategy outlines the key health and wellbeing challenges Lewisham faces, as well as the assets, skills and services that are available locally to support people to stay healthy and be happier

• Nine priorities were identified

• The strategy was then refreshed in **2015**
• Lewisham Health and Care Partners (LHCP) are Lewisham Council, Lewisham Clinical Commissioning Group, Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Foundation Trust and One Health Lewisham (GP Federation)

• LHCP are working to deliver a sustainable health and care system that will better support people:
  – to maintain and improve their physical and mental wellbeing
  – to live independent and fulfilled lives
  – to access high quality care when needed

• Lewisham’s Neighbourhood Care Networks bring together local care networks (delivered by LHCP) and the networks of voluntary and community sector organisations within the same model

• Pharmacies have a crucial role to play in this
Neighbourhood Care Networks -
The development of Neighbourhood Care Networks is a key strand of the work taking place to build a viable and sustainable health and care system for Lewisham.
Pharmacies in Lewisham
At a Glance: Pharmacies in Lewisham

- The borough is home to 55 Pharmacies plus 1 Dispensing Appliance Contractor (DAC)
- This equates to 18.3 pharmacies per 100,000 population, which is similar to neighbouring boroughs and slightly above the national average of 18 per 100,000 population
- 3 pharmacies are open for 100 hours a week
- 6 Pharmacists working within GP Practices, providing clinical advice and support, with more planned. This role will be reviewed and developed for future needs
- 5 pharmacies are co-located with GP Practices
- Three core levels of services are offered: Essential and commissioned Advanced and Enhanced
- There is a further tier of ‘Other Services’ which are specifically commissioned
As a minimum all community pharmacies are required to provide Essential Services:

– dispensing
– repeat dispensing
– disposal of unwanted medicines
– promotion of healthy lifestyles
– signposting
– support for self-care
Advanced Services are services that pharmacists can choose to provide in addition to Essential Services and include:

- medicines-use reviews and prescription intervention service
- new medicine service
- appliance-use review service
- stoma appliance customization service
- seasonal flu vaccination service
- NHS Urgent Medicine Supply Advanced Service
Advanced Services can also be those services commissioned, developed and negotiated locally based on the needs of the local population. Advanced services commissioned by Lewisham Clinical Commissioning Group (CCG) are:

- Monitored Dosage System
- Minor Ailments (Pharmacy First)
Lewisham Council commissions pharmacies to provide the additional advanced services:

- Free Vitamin D to Pregnant and Breastfeeding Women, and children under four
- Needle Exchange
- Substance Misuse Service
- Sexual Health Service
- NHS Health Checks
The Lewisham Integrated Medicines Optimisation Service (LIMOS) is provided by Lewisham and Greenwich NHS Trust. It operates outside of community pharmacy but is closely linked.

The service adopts a joined up approach which enables medication support needs for housebound patients to be assessed and onward referrals to community pharmacy as they are key to ongoing provision of medicines support needs once patients have been reviewed.

The service integrates across primary and secondary care and also health and social care.

Support is provided for those unable to access community pharmacy in the usual way to undertake either Medicine Use Reviews or New Medicine Service.

Transfer of care: In 2018 a support pathway will start, allowing electronic referral of patients who require ongoing medicines support to community pharmacy following discharge from hospital.

There is also an Anticoagulation Service - this is a privately run service by six pharmacies.

Other Commissioned Services
Map of Pharmacies - the 55 pharmacies are distributed across the four neighbourhoods.
Lewisham is comprised of 18 Electoral Wards, which have been grouped for the provision of health services into four neighbourhoods

<table>
<thead>
<tr>
<th>Neighbourhood</th>
<th>Ward</th>
<th>Pharmacies/ward</th>
<th>Ratio per 10,000 population</th>
<th>Pharmacies/neighbourhood</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Brockley</td>
<td>1</td>
<td>0.5</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>Evelyn</td>
<td>3</td>
<td>1.6</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Cross</td>
<td>4</td>
<td>2.3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telegraph Hill</td>
<td>3</td>
<td>1.7</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Blackheath</td>
<td>1</td>
<td>0.7</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Ladywell</td>
<td>3</td>
<td>2.0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lee Green</td>
<td>6</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lewisham Central</td>
<td>6</td>
<td>2.9</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Catford South</td>
<td>2</td>
<td>1.2</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Downham</td>
<td>5</td>
<td>3.1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Grove Park</td>
<td>3</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rushey Green</td>
<td>2</td>
<td>1.5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Whitefoot</td>
<td>2</td>
<td>1.3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Bellingham</td>
<td>3</td>
<td>1.9</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Crofton Park</td>
<td>3</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Forest Hill</td>
<td>2</td>
<td>1.2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Perry Vale</td>
<td>1</td>
<td>0.7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sydenham</td>
<td>4</td>
<td>2.3</td>
<td></td>
</tr>
</tbody>
</table>
GP Practices in Lewisham - Forest Hill Ward is the only ward which does not have a GP Practice
• In 2016-2017 a total of 3,593,880 prescriptions originated from Lewisham primary care
• Of these 3,593,880 prescriptions 3,065,672 (85%) were dispensed by pharmacies within the borough
• Around 70,920 (2%) of the prescriptions were for items, mainly injections which were supplied and administered by a practitioner
• The remaining 457,288 (13%) items were dispensed from pharmacies outside the borough
• In total these items were dispensed in 3,149 pharmacies
• Almost half of the prescriptions dispensed outside of the borough occurred within 26 pharmacies/DAC’s in neighbouring boroughs
The core external dispensing activity occurred in these 18 pharmacies located across neighbouring boroughs.
• As **Slide 25** shows, the 55 pharmacies are distributed across the borough
• The public consultation indicated that access to pharmacies was good
• The ‘100 hour pharmacies’ are located in Catford South, Lee Green and Telegraph Hill wards. There is not a pharmacy with this contract type in Neighbourhood 4
• 10 pharmacies are open past 7pm on week days. The majority of the ten are in the north of the borough
• 10 Pharmacies are currently open on Sundays. Again, the majority of the ten are in the north of the borough
• All pharmacies either currently have or are planning wheelchair access
• Almost three quarters (73%) of respondents to the providers survey stated that disabled parking is available near to their premises. This was deemed to be within 10 metres of the pharmacy
• Language - There was some overlap between languages spoken by customers and those spoken by staff. However this is an area that could be improved. Ten pharmacies stated they needed access to an interpreter
Pharmacies in Lewisham that are open past 7pm during the week

Pharmacies Open after 7pm on Weekdays
The south east and far south west of the borough have less choice of a Lewisham pharmacy which is open on a Sunday.

Bank holiday opening hours sit with NHS England who assess for each Bank Holiday and arrange cover where required.
The Providers survey found that the vast majority of pharmacies had private and fully accessible consultation areas. This is crucial for pharmacies to play a developing role in provision of health services.

Ten pharmacies have access to a hearing loop, and a further 16 plan to install this within the next 12 months.

The vast majority of pharmacies have access to NHS IT facilities such as the NHS Summary Care Record, which is an electronic patient record which provides a summary of patient data and NHS Mail, which allows the secure sharing of sensitive information.
• The vast majority of pharmacies are providing the Advanced Services of Medicines Reviews Service and the New Medicines Service

• The public survey showed that almost a quarter of respondents used their pharmacist for vaccinations. The flu vaccine was also offered in over 80% of pharmacies, indicating good provision of this service

• Further services which respondents to the public consultation mentioned they used were ‘Managing a health condition’ and ‘NHS Health Checks’

• Encouragingly where services were not currently offered, there was an appetite to provide these in the future. This is crucial for pharmacies to play a developing role in the provision of health services, however is reliant on funding being available
Providers Survey

Q. Which Advanced Services does your pharmacy offer?

<table>
<thead>
<tr>
<th>Name of Advanced Service</th>
<th>Number of Pharmacies Providing</th>
<th>Number of Pharmacies Willing or Planning to Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicines Use Reviews*</td>
<td>51</td>
<td>0</td>
</tr>
<tr>
<td>New Medicine Service</td>
<td>51</td>
<td>0</td>
</tr>
<tr>
<td>Appliance Review Service</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Stoma Appliance Customisation Service</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Flu Vaccine</td>
<td>47</td>
<td>2</td>
</tr>
<tr>
<td>NHS Urgent Medicine Supply Advanced Service</td>
<td>27</td>
<td>12</td>
</tr>
</tbody>
</table>

The majority of pharmacies are offering most Advanced Services, Appliance Service Reviews is a potential area for expansion.

Advanced Services Provision

(Data relates to survey respondents)
* Off site consultation for MURs can only be approved with NHS England permission
Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

<table>
<thead>
<tr>
<th>Name of Enhanced Service</th>
<th>Number of Pharmacies Providing</th>
<th>Number of Pharmacies Willing to Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-viral distribution service</td>
<td>-</td>
<td>48</td>
</tr>
<tr>
<td>Emergency Contraception</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>Needle Exchange</td>
<td>10</td>
<td>27</td>
</tr>
<tr>
<td>Supervised Administration Service</td>
<td>35</td>
<td>11</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>16</td>
<td>33</td>
</tr>
<tr>
<td>Free Vitamin D Scheme</td>
<td>42</td>
<td>8</td>
</tr>
<tr>
<td>Condom demonstration and supply (Voluntary Service - not commissioned)</td>
<td>6</td>
<td>43</td>
</tr>
<tr>
<td>Chlamydia and Gonorrhoea Screening</td>
<td>2</td>
<td>44</td>
</tr>
<tr>
<td>Progesterone Only Pill</td>
<td>11</td>
<td>38</td>
</tr>
</tbody>
</table>

(Data relates to survey respondents)
Providers Survey: Q. Which Advanced Services does your Pharmacy provide or would be willing to provide?

<table>
<thead>
<tr>
<th>Name of Enhanced Service</th>
<th>Number of Pharmacies Providing</th>
<th>Number of Pharmacies Willing to Provide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy First (Minor Ailment Scheme)</td>
<td>39</td>
<td>12</td>
</tr>
<tr>
<td>Monitored Dosage System</td>
<td>55</td>
<td>-</td>
</tr>
<tr>
<td>Lewisham Integrated Medicines Optimisation Service (LIMOS)</td>
<td>10</td>
<td>32</td>
</tr>
<tr>
<td>Community anticoagulation service*</td>
<td>6</td>
<td>34</td>
</tr>
</tbody>
</table>

37 Pharmacies are also providing the Enhanced Flu Vaccine Service commissioned by NHS England

*privately run
The HWB has concluded that essential services are necessary to meet the pharmaceutical needs of our population for the following reasons:

– Dispensing is a fundamental service which ensures that patients can access prescribed medicines in a safe, reliable and timely manner

– Through supporting health promotion campaigns; and a proactive approach to delivering health promotion and sign posting advice, community pharmacy plays a valuable role in addressing the health needs and tackling the health inequalities of Lewisham’s population

The HWB has concluded that the current level of provision is sufficient for supplying a necessary pharmaceutical service in the borough.

Improvements to access could be made by increasing evening (post 7pm) and Sunday opening hours in the wards in the south of the borough which do not currently have a pharmacy open in either their own or a neighbouring ward (including wards of neighbouring boroughs).
The following advanced services are classed as ‘Other Relevant Services’:

- Medicine Use Review service (MURs)
- New Medicine Service (NMS)
- National NHS England Flu Service
- NHS Urgent Medicines Supply Advanced Service

The majority of Lewisham pharmacies are providing MURs, NMSs and The Flu Service, with almost half providing NHS Urgent Medicines Supply Advanced Service. The provision of these services is therefore adequate, however uptake needs to be encouraged in certain areas.

For all additional services provided comments have been made in the executive summary.
Pharmacy: A Way Forward for Public Health was published by Public Health England in September 2017. It acknowledges the pivotal role community pharmacists have as a community and health asset and identifies opportunities for action under the following areas:

- NHS Health Checks
- Blood Pressure & Atrial Fibrillation
- Sexual & Reproductive Health & HIV
- Diet & Obesity
- Smoking
- Physical Activity
- Dementia
- Falls
- Alcohol
- Substance Misuse
- Mental Health
- Health & Work
- Maternity & Early Years
- Oral Health
Key suggested actions include pharmacies and their teams:

- Delivering more NHS Health Checks
- Providing services to tackle high blood pressure, such as providing opportunistic blood pressure checks and pulse rhythm checks for their patients and clients
- Making pharmacies a key component of the local sexual health economy and encouraging pharmacies to participate in national and local sexual health and HIV prevention campaigns
- Promotion of healthy eating using the Eatwell Guide and promote weight management services
- Routinely discussing stopping smoking with people presenting prescriptions related to respiratory and cardiovascular illnesses
- Asking about physical activity and giving brief advice routinely into consultations
- Becoming upskilled so that they feel able to support people with their work aspirations
- Improving preconception health for women of child bearing age, by embedding opportunistic enquiries to encourage healthy choices before pregnancy to improve wellbeing and resilience and reduce risk factors related to pregnancy and infant health
In addition the **NHS Five Year Forward View** has recognised the key role of pharmacy, highlighting that there should be far greater use of pharmacists in prevention of ill health, support for healthy living, support to self-care for minor ailments and long term conditions, medication review in care homes, and as part of more integrated local care models.

In addition to their medicines optimisation function examples of pharmacist’s potential future role include:

- promoting prevention and identifying patients who are at risk of developing long term conditions
- managing people with long term conditions such as hypertension and diabetes
- ensuring medicines are being used safely and appropriately
- advice on healthy living and lifestyle
- advising people who are eligible for NHS Health Checks and informing them of what it involves
- signposting to public health services e.g. NHS Health Checks, Healthy Living Pharmacies
- providing specialist knowledge on all public health programmes available to general public e.g. flu vaccines, child immunisations and smoking cessation
The Healthy Living Pharmacies (HLP) initiative encourages pharmacies to support health and wellbeing of residents.

In January 2013, all community pharmacies in Lewisham were invited to apply to become a Quality Marked Healthy Living Pharmacy, which requires the following services to be delivered:

- wellbeing and self-care including
- active health promotion campaigns,
- optimising medicines
- other enhanced services

There are now 46 designated HLPs in Lewisham

Successful Free Vitamin D provision through pharmacies is an example of HLP work in action and dramatically increased uptake
What is a Healthy Living Pharmacy?

- A health and wellbeing ethos
- Local stakeholder engagement
- Consistent high-quality service delivery
- A community hub
- Innovative initiatives and delivery
- Health-promoting environment
- Trained health champions on site
- Proactive, friendly, approachable staff
- Caters to public health needs of the community
- Pharmacy leadership

Healthy Living Pharmacies
In July 2015 NHS England launched a pilot scheme to support pharmacists working in general practice with the aims of:

– providing leadership to ensure all people get the best use out of their medicines
– helping support the further integration of general practice with the wider healthcare teams
– help improve patient care and safety

Lewisham succeeded with its collaborative bid (LGT and CCG) to NHS England for wave 2 of clinical pharmacists in GP practices

This work further extends the pathway for medicines support both within and across the local care organisations

There are now 6 pharmacists in GP Practices, with more planned
Consultation
• A consultation was undertaken with both pharmacies and the public as part of this Needs Assessment
• Response from the public was predominantly positive, with the majority of respondents stating good proximity and ease of access, as well as obtaining advice on current or longer term health conditions
• Opening hours (weekends and evenings) were an area for potential improvement
• In terms of advice given by pharmacists sexual health was very low, which is an area for expansion
• The most commonly identified additional services that the public would like to use were blood tests and vaccinations
• There was very good awareness of the Electronic Prescription Service
• The providers survey was completed by 52 of the 57 pharmacies (two have subsequently closed)
• It found good provision of wheelchair access, both to pharmacies and to a consultation area
• The majority of pharmacies are already providing both Advanced Services, with interest to provide more if commissioned to do so
• The majority of pharmacies stated they had appropriate training to deliver services
• Dementia Friends and Stoptober were the most commonly promoted Public Health Campaigns
• Visited 10 sample pharmacies distributed across four different localities in Lewisham
• Research took place from February to June 2016
• An online survey was available to encourage wider participation
• In total the consultation involved 128 respondents whose demographic profile was seen to be representative of the Lewisham population
• The aim of the research was to identify which areas of the service provision are successful and highlight services that are not fully used
• Overall the findings suggest that people who use pharmacies in the borough receive high quality service with overall satisfaction ranging from good to excellent rated by 94% of the respondents surveyed
• Prescription advice, relatively short waiting times for dispensing and efficient service were amongst the highest scored responses
Findings

• Many people (67%) have sought advice on a current or a long term condition issue at the pharmacy
• A quarter (25%) of respondents used additional services provided by the pharmacy with the highest number accessing smoking cessation advice and a lower proportion using their pharmacy to obtain nutritional and physical exercise advice
• Almost a third of the respondents were collecting prescription for someone else which suggest a large number of carers including parents and people caring for someone frail, with a long standing illness or disability

Recommendations

• A higher profile given to the role of pharmacies in treating health problems and managing long term conditions
• Further promotion of the additional wellbeing services offered by pharmacies
• Increase display spaces for signposting services
• Increase awareness and understanding of safe medicine disposal
The PNA Stakeholder Group had the following representation:

- Local Medical Committee
- Public Health
- Clinical Commissioning Group
- Local Pharmacy Committee
- Lewisham Integrated Medicines Optimisation Service
- Healthwatch Lewisham
Results on Statutory Consultation on Draft PNA
• The statutory consultation period on the draft PNA ran over a 60 day period, finishing on the 20\textsuperscript{th} February 2018
• 11 responses were received
• Responses ranged from pharmacy professionals, to medics, to members of the public
As set out in the legal requirements the following organisations/groups were consulted:

- Lambeth, Southwark and Lewisham Pharmaceutical Committee (LPC)
- Lewisham Medical Committee
- All Lewisham Pharmacies
- All Lewisham GP practices (only dispensing practices were legally required)
- Lewisham Clinical Commissioning Group
- Lewisham HealthWatch
- Lewisham and Greenwich NHS Trust
- South London and Maudsley NHS Trust (SLaM)
- NHS England
- The neighbouring Health & Wellbeing Boards of Greenwich, Southwark & Bromley
- Local Dental Committee
- Local Optical Committee

The consultation link was also publicised on the Lewisham Council consultation portal and the Lewisham JSNA Website
<table>
<thead>
<tr>
<th>Received From</th>
<th>Issue Raised</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>There are no success criteria for all the activity.</td>
<td>To be considered going forward</td>
</tr>
<tr>
<td>Individual</td>
<td>Issues to be elaborated on: Greater involvement in sexual health - STI testing, pregnancy testing, condom provision, emergency contraception Specific role for minor illnesses Travel medicine Long term conditions - diabetes and hypertension, with ability to prescribe. Enhanced role in cardiovascular risk prevention More engagement in atrial fibrillation management - (almost) all anticoag should be community pharmacy led No mention of digital interface with other parts of healthcare system - this is essential - should be part of Connect Care Should be commissioned locally by CCG as GP’s are Should align to neighbourhood care networks and to GP practices/ federation</td>
<td>To be considered going forward</td>
</tr>
<tr>
<td>Individual</td>
<td>Area of pre-conception strengthened, particularly in women with long-term conditions (physical and mental health) that may be regularly visiting pharmacists as well as lifestyle issues e.g. reaching a healthy weight prior to pregnancy/ smoking etc.</td>
<td>To be considered going forward</td>
</tr>
<tr>
<td>Received From</td>
<td>Issue Raised</td>
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<tr>
<td>Local Pharmacy Committee</td>
<td>Please mention that local Pharmacy services are not commissioned at scale and only in areas of need. If Commissioners identify a need to expand services in certain areas, the current network of pharmacies will be considered to provide the service. Also as the pharmacy landscape is changing rapidly supplementary statements for PNA will need to be issued as required.</td>
<td>To be considered going forward</td>
</tr>
<tr>
<td>Sheel Pharmacy Ladywell</td>
<td>Inaccuracies in services offered</td>
<td>Corrected</td>
</tr>
<tr>
<td>Local Integrated Pharmacy Services</td>
<td>No issues raised</td>
<td>-</td>
</tr>
<tr>
<td>Perfucare Pharmacy LTD</td>
<td>We are a community pharmacy serving our community for the last 35 plus years. We are open 6 days a week Monday to Saturday but would like to increase our supplementary hours to open on Sundays and increase our weekday opening hours, as well as take up any opportunity to provide services not currently offered or commissioned to us.</td>
<td>-</td>
</tr>
<tr>
<td>X-Pharm Ltd TA Touchwood Pharmacy</td>
<td>No issues raised</td>
<td>-</td>
</tr>
<tr>
<td>Received From</td>
<td>Issue Raised</td>
<td>Action</td>
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<tr>
<td>NHS England</td>
<td>Various comments on formatting and clarification needed on the PNAs statements on necessary and other services</td>
<td>Formatting issues corrected and addition of specific slides with required statements (slide 38-39) added</td>
</tr>
<tr>
<td>Honor Oak Group Practice</td>
<td>The key thing I want to comment on is the provision of pharmacy services around Honor Oak HC. The most local pharmacist appears to provide a &quot;bare minimum&quot; service - only open in short slots morning and afternoon. There is reliance on proximity and no intention to provide a comprehensive service. The result is poor provision of services to the patients. In an age when all prescriptions are being encouraged to be electronic the local patients very often don't wish this because they never know if the local chemist is going to be open or not.</td>
<td>To be considered going forward</td>
</tr>
<tr>
<td>NHS Lewisham Clinical Commissioning Group</td>
<td>We feel that there should be better integration of community pharmacy with Lewisham Health and Care Partners and also agree with the statement that pharmacies have to play in the Accountable Care System and across the STP footprint</td>
<td>Executive Summary – Future Direction slide amended to reflect HWB work on Integrated Care and commitment to the Healthy Living Pharmacy initiative</td>
</tr>
</tbody>
</table>
Future Provision of Pharmacy Services in Lewisham
Along with many London boroughs, Lewisham is continuing to see its population rapidly grow and continue to diversify (see Appendix B). Pharmacy provision must ensure that this growing population can be served. Different parts of the care system, particularly Primary Care need to work together to achieve this. Transfer of care is also key, work needs to continue to ensure that patients receive the support of pharmacists as a workforce across care boundaries. One Health Lewisham is the federation of all 40 General Practices within the London Borough of Lewisham, working collaboratively to ensure high quality, equitable, and sustainable primary care across Lewisham. Pharmacies have a role to play in the Integrated Care System. Further provision of Advanced and Enhanced services could be crucial in supporting this.
Avenues to achieve better outcomes:

• Planning data shows the majority of population growth is expected in the north of the borough, communication with relevant pharmacies will help understand if greater demand on services can be met

• Language facilities, as the borough continues to diversify (see Appendix B) further consideration regarding languages spoken by pharmacy staff and access to translation services would be beneficial

• The public consultation undertaken as part of this PNA concurs with the findings of the 2016 Lewisham HealthWatch Consultation that a higher profile should be given to the role of pharmacies in treating health problems and managing long term conditions
• Jayesh Patel, Lambeth, Southwark and Lewisham Pharmaceutical Committee
• Brian Coutinho, Lewisham Council
• Katherine Howes, LGT NHS Trust
• Mike Hellier, Lewisham CCG
• Simon Parton, Lewisham Medical Committee
• Eileen White, Lewisham CCG
• Paul Aladenika - Lewisham Council
• James Bravin - Lewisham Council