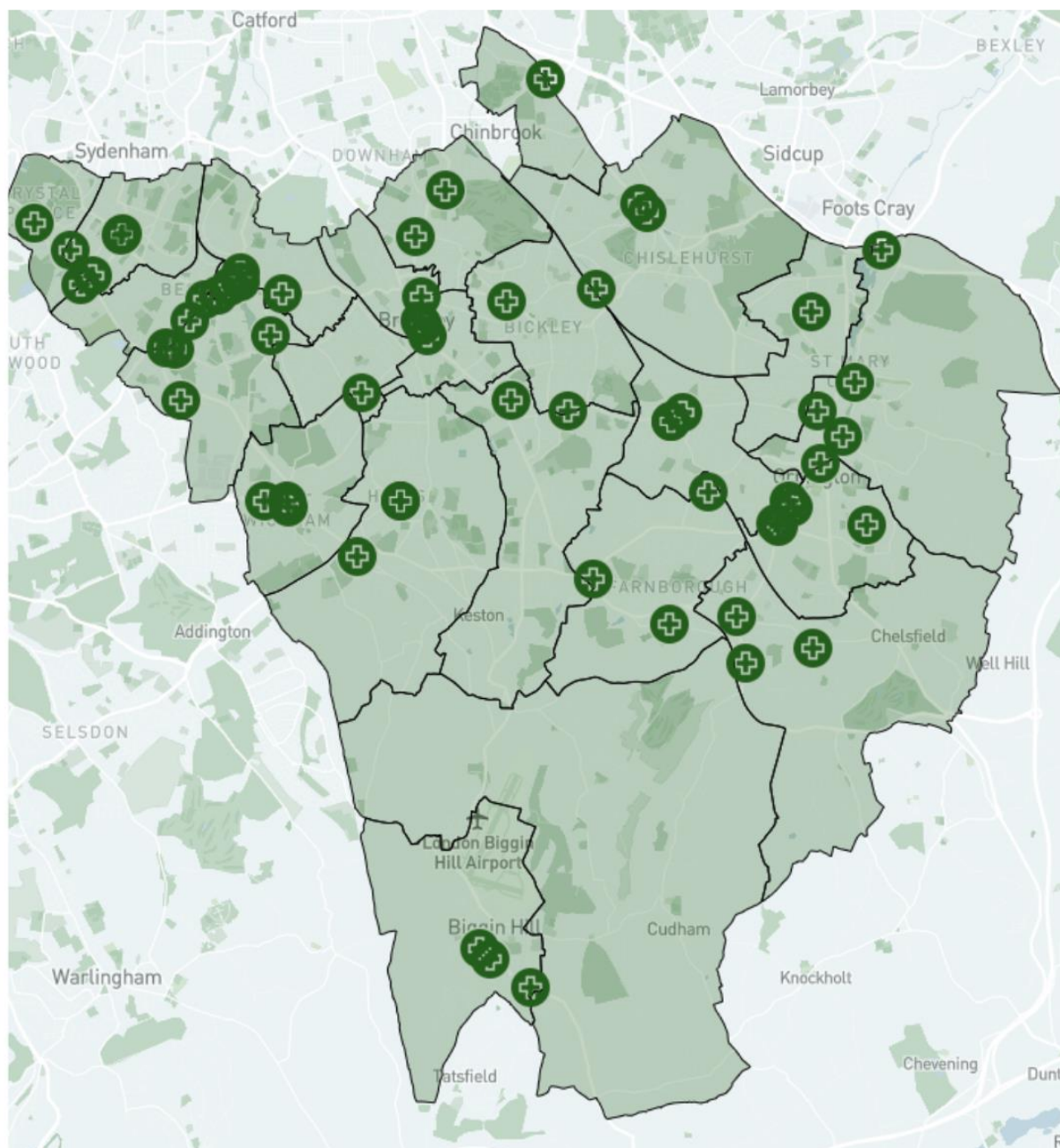


London Borough of Bromley

Pharmaceutical Needs Assessment 2022



Executive Summary

Introduction

Each Health and Wellbeing Board (HWB) has a statutory responsibility to publish and keep up to date a statement of needs for pharmaceutical services for their population. This is called the Pharmaceutical Needs Assessment (PNA). The purpose of the PNA is to:

- inform local plans for the commissioning of specific and specialised pharmaceutical services
- to support the decision-making process for applications for new pharmacies or changes of pharmacy premises undertaken by NHS England

The PNA provides an overview of the health and wellbeing needs of Bromley population, including patients' and the public's views of their pharmacy services. It assesses whether the current provision of pharmacies and the commissioned services they provide meet the needs of the Bromley residents and whether there are any gaps, either now or within the lifetime of the document, 1st October 2022 to 30th September 2025. It assesses current and future provision with respect to:

- Necessary Services, i.e., current accessibility of pharmacies and their provision of Essential Services
- Other Relevant Service and Other Services including Advanced and Enhanced Pharmacy Services. These are services commissioned by NHS England, Bromley Clinical Commissioning Group, or the London Borough of Bromley.

Methodology

In November 2021, a steering group of key stakeholders was established to oversee the development of the PNA with overall responsibility of ensuring it met the statutory regulations. The process included:

- a review of the current and future demographics and health needs of Bromley population determined on a locality basis
- a survey to Bromley patients and the public on their use and expectations of pharmacy services
- a survey to Bromley pharmacy contractors to determine their capacity to fulfil any identified current or future needs
- an assessment of the commissioned essential, advanced, and enhanced pharmacy services provided in Bromley

The PNA consultation draft was published for a 60-day formal consultation between the period of 24th March to 31st May 2022. A consultation report outlining the responses to the consultation and our responses can be found in Appendix C. This final PNA report will be presented to the Bromley Health and Wellbeing Board before the 1st October 2022.

Findings

Key demographics and health needs of Bromley

As the largest borough in London, Bromley is also the most rural with much of the borough encompassing Green Belt areas. There are an estimated 337,024 people living in Bromley. This figure is expected to increase by only 0.8% in the lifetime of this PNA, mostly in Bromley Town ward. The borough has a slightly larger proportion of older population than the rest of London. It is also mostly an affluent borough in comparison to the rest of England, although there are a few pockets of high deprivation in different parts of the borough.

Life expectancy and healthy life expectancy figures for Bromley are high in comparison to London and England. Bromley residents are also faring well in terms of major risk factors for ill health in comparison to London and England. Although there several areas of concern in for example, smoking in routine and manual workers, sexually transmitted infection rates and the hospital admissions rate for substance misuse in 15–24-year-olds which are high. Incidences of major health conditions are generally lower than London and England comparators, although Bromley does have the third highest stroke prevalence in London and the rate of admissions for people living with dementia has been increasing in recent years.

Patient and public engagement

A community survey was disseminated across Bromley. 563 people responded to tell us how they use their pharmacy and their views on specific 'necessary' pharmacy services.

Overall, participants were happy with the services their pharmacy provided. The most stated reasons people used their chosen pharmacy were that they were happy with the services provided, enjoyed the interaction with staff and found the pharmacy to be accessible. Most stated they prefer to use their pharmacies during weekdays and during normal working hours. One fifth (21%) of survey respondents preferred to use their pharmacy during the weekend.

There were no substantial differences between groups in terms of their use, reasons for their chosen pharmacy and expectations in their local pharmacy provision.



Health and Wellbeing Board Statements on Service Provision

There are 60 community pharmacies located within the London Borough of Bromley and a further 23 located within a mile of Bromley's borders.

The Health and Wellbeing Board has assessed whether the current and future pharmacy provision meets the health and wellbeing needs of the Bromley population. It has also determined whether there are any gaps in the provision of pharmaceutical service either now or within the lifetime of this document, 1st October 2022 to 30th September 2025.

The London Borough of Bromley is well served in relation to the number and location of pharmacies. The Health and Wellbeing Board has concluded that there is good access to essential, advanced and enhanced pharmaceutical services for the residents of Bromley with no gaps in the current and future provision of these services identified.

Contents

Executive Summary	1
Introduction	1
Methodology	1
Findings	2
Key demographics and health needs of Bromley.....	2
Patient and public engagement.....	2
Health and Wellbeing Board Statements on Service Provision	3
Contents	4
Chapter 1 - Introduction	7
Purpose of the Pharmaceutical Needs Assessment	7
Legislative background	7
Minimum requirements of the PNA	8
Circumstances under which the PNA is to be revised or updated	9
Chapter 2 - Strategic Context	11
National Context	11
Integration and Innovation: working together to improve health and social care for all (February 2021)	11
The NHS Long Term Plan (2019).....	12
The Public Health England strategy for 2020-2025	13
Health Equity in England: Marmot review 10 years on	14
Community Pharmacy Contractual Framework	14
Pharmacy Quality Scheme	15
The General Practice Forward View	15
Pharmacy Integration Fund	15
Regional Context	16
London Community Pharmacy: Our offer to London – Pharmacy Strategy 2020.....	16
The Health and Care Vision for London (2019)	16
Our Healthier South East London Integrated Care System (OHSEL)	17
Local Context	17
Bromley Health and Wellbeing Strategy	17
Annual Public Health Report– Talking about sex in Bromley (2020)	20
Chapter 3 - The development of the PNA	21
Methodological considerations	22
Geographical Coverage	22
Patient and Public Survey	23
Pharmacy Contractor Survey	23
Governance and Steering Group	23
Regulatory consultation process and outcomes	24
Chapter 4 – Population demographics	25
About the area	25
Demography	25
Population size and density.....	25
Age and Gender Structure	26

Ethnicity and diversity	28
Population Growth	31
Wider Determinants of Health	33
Poverty	34
Patient groups with specific needs.....	35
Homeless.....	35
Summary of the demographics of Bromley	36
Chapter 5 – Health Needs	37
Life Expectancy and Healthy Life Expectancy	37
Major Risk Factors	39
Obesity	39
Physical Activity	41
Dental Decay	41
Smoking.....	41
Sexual health.....	41
Alcohol-related illness	42
Substance Misuse	42
Flu vaccinations.....	43
Loneliness and Isolation	43
Major Health Conditions	44
Circulatory diseases	45
Cancer	47
Respiratory diseases.....	48
Mental and Behavioural disorders.....	49
Summary of Demographics and Health Needs of Bromley.....	51
Chapter 6 - Patient and Public Engagement	52
Demographics of the sample population	52
Overall use of pharmacies.....	54
Analysis of Protected characteristics.....	58
Age	58
Ethnicity	59
Pregnancy and maternity	60
Gender.....	60
Employment status	61
Disability	61
Sexual Orientation	63
Relationship status	63
Summary of Patient and Public Engagement and the Protected Characteristics	63
Chapter 7– Provision of Pharmaceutical Services	64
Pharmaceutical service providers	64
Community pharmacies.....	65
Dispensing appliance contractor (DAC)	65
GP dispensing practices.....	65
Distance selling pharmacies.....	66
Local pharmaceutical services	66
Accessibility	66
Distribution and choice	66
Essential Services.....	79
Dispensing.....	80

Summary of the accessibility pharmacy services and of essential services	80
Advanced pharmacy services	80
New Medicines Services	81
Community pharmacy seasonal influenza vaccination	82
Community pharmacist consultation service (CPCS)	84
Community pharmacy blood pressure service	87
Community pharmacy hepatitis C antibody testing service.....	87
Appliance Use Reviews (AURs).....	87
Stoma Appliance Customisation service (SAC)	87
Summary of the Advanced Pharmacy Services	88
Enhanced pharmacy services	89
London seasonal influenza vaccination service	89
Bank holiday rota service	89
COVID-19 vaccination service	89
Summary of enhanced pharmacy services	90
Other NHS pharmacy services	90
Needle exchange and supervised consumption	91
Sexual Health Services	92
Tailored Dispensing Service (TDS).....	94
Summary of other NHS pharmacy services	96
Additional considerations from Contractor Survey Responses.....	96
Languages spoken in Pharmacies	96
Chapter 8 - Conclusions	98
Current provision	98
Current access to essential services.....	98
Current access to advanced services	100
Current access to enhanced pharmacy services	100
Current access to other NHS pharmacy services.....	101
Future Provision.....	101
Future access to essential services	101
Future access to advanced services	102
Future access to enhanced services.....	102
Future access to other NHS pharmacy services.....	102
Improvements and better access.....	103
Current and future access to essential services	103
Current and future access to advanced services	103
Current and future access to enhanced pharmacy services	103
Current and future access to other NHS pharmacy services	103
Appendix A – Steering group Terms of Reference.....	105
Appendix B – Pharmacy provision within Bromley and within 1 mile of border	110
Appendix C – Consultation report	116

Chapter 1 - Introduction

Purpose of the Pharmaceutical Needs Assessment

- 1.1 Local pharmacies play a pivotal role in providing quality healthcare in Bromley communities for individuals, families and carers. They not only provide prescriptions, but they can also be patients' and the public's first point of contact and, for some, their only contact with a healthcare professional.
- 1.2 The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist, dispensing appliance contractor or dispensing doctor who wishes to provide NHS Pharmaceutical Services, must apply to NHS England be on the Pharmaceutical List.
- 1.3 The Pharmaceutical Needs Assessment (PNA) identifies the key health needs of the local population and how those needs are being fulfilled, or could be fulfilled, by pharmaceutical services in different parts of the borough. The purpose of the PNA is to:
 - Support the 'market entry' decision making process (undertaken by NHS England) in relation to applications for new pharmacies or changes of pharmacy premises.
 - Inform commissioning of enhanced services from pharmacies by NHS England, and the commissioning of services from pharmacies by the local authority and other local commissioners, for example Clinical Commissioning Groups (CCGs).
- 1.4 This document can also be used to:
 - Assist the Health and Wellbeing Board (HWB) to work with providers to target services to the areas where they are needed and limit duplication of services in areas where provision is adequate.
 - Inform interested parties of the pharmaceutical needs in the borough and enable work on planning, developing and delivery of pharmaceutical services for the population.

Legislative background

- 1.5 From 2006, NHS Primary Care Trusts had a statutory responsibility to assess the pharmaceutical needs for their area and publish a statement of their first assessment and of any revised assessment.
- 1.6 With the abolition of Primary Care Trusts and the creation of Clinical Commissioning Groups in 2013, Public Health functions were transferred to local authorities. Health and Wellbeing

Boards were introduced and hosted by local authorities to bring together Commissioners of Health Services (CCGs), Public Health, Adult Social Care, Children's services and Healthwatch.

- 1.7** The Health and Social Care Act of 2012 gave a responsibility to Health and Wellbeing Boards for developing and updating Joint Strategic Needs Assessments and Pharmaceutical Needs Assessments.
- 1.8** This PNA covers the period between 1st October 2022 and 30th September 2025. It must be produced and published by 1st October 2022. The Health and Wellbeing Board are also required to revise the PNA publication if they deem there to be significant changes in pharmaceutical services before 30th September 2025.
- 1.9** A draft PNA must be put out for consultation for a minimum of 60 days prior to its publication. The 2013 Regulations list those persons and organisations that the HWB must consult, which include:
- Any relevant local pharmaceutical committee (LPC) for the HWB area
 - Any local medical committee (LMC) for the HWB area
 - Any persons on the pharmaceutical lists and any dispensing GP practices in the HWB area
 - Any local Healthwatch organisation for the HWB area, and any other patient, consumer and community group, which in the opinion of the HWB has an interest in the provision of pharmaceutical services in its area
 - Any NHS Trust or NHS Foundation Trust in the HWB area
 - NHS England
 - Any neighbouring Health and Wellbeing board.
- 1.10** The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013 and the Department of Health Information Pack for Local Authorities and Health and Wellbeing Boards provide guidance on the requirements that should be contained in the PNA publication and the process to be followed to develop the publication. The development and publication of this PNA has been carried out in accordance with these Regulations and associated guidance.

Minimum requirements of the PNA

- 1.11** As outlined in the 2013 regulations, this PNA must include a statement of the following:

- **Necessary Services – Current Provision:** services currently being provided which are regarded to be “necessary to meet the need for pharmaceutical services in the area”. This includes services provided in the borough as well as those in neighbouring boroughs.
- **Necessary Services – Gaps in Provision:** services not currently being provided which are regarded by the HWB to be necessary “in order to meet a current need for pharmaceutical services”.
- **Other Relevant Services – Current Provision:** services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have “secured improvements or better access to pharmaceutical services”.
- **Improvements and Better Access – Gaps in Provision:** services *not* currently provided, but which the HWB considers would “secure improvements, or better access to pharmaceutical services” if provided.
- **Other Services:** any services provided or arranged by the local authority, NHS England, the CCG, an NHS trust or an NHS foundation trust which affects the need for pharmaceutical services in its area or where future provision would secure improvement, or better access to pharmaceutical services specified type, in its area.


1.12 Additionally, the PNA must include a map showing the premises where pharmaceutical services are provided and an explanation of how the assessment was made. This includes:

- How different needs of different localities have been taken into account
- How needs of those with protected characteristics have been taken into account
- Whether further provision of pharmaceutical services would secure improvements or better access to pharmaceutical services
- A report on the 60-day consultation of the draft PNA.

Circumstances under which the PNA is to be revised or updated

1.13 It is important that the PNA reflects changes that affect the need for pharmaceutical services in Bromley. For this reason, the PNA will be updated every three years.

1.14 If the HWB becomes aware of a significant change to the local area and/or its demography, the PNA may be required to be updated sooner. The HWB will make a decision to revise the PNA if required.

- 
- 1.15** Not all changes in a population or an area will result in a change to the need for pharmaceutical services. If the HWB becomes aware of a minor change that means a review of pharmaceutical services is required, the HWB will issue supplementary statements to update the PNA.

Chapter 2 - Strategic Context

- 2.1 This section summarises the key national, regional, and local policies and strategies which contribute to our understanding of the strategic context for England's community pharmacy services. Since PNAs were last updated in 2018, there have been significant changes to the wider health and social care landscape and to society. This chapter includes but is not limited to the publication of the NHS Long Term Plan, the introduction of the Community Pharmacy Contractual Framework, alongside regional and local policies which place a greater focus on integrated care.

National Context

Integration and Innovation: working together to improve health and social care for all (February 2021)¹

- 2.2 In recent years, the health and social care system has adapted and evolved to face a variety of challenges. With the population growing, people living longer, but also suffering from more long-term health conditions, and challenges from the COVID-19 pandemic, there is a greater need for the health and social care system to work together to provide high quality care. This paper sets out the legislative proposals for the Health and Care Bill which capture the learnings from the pandemic.
- **Working together to integrate care:** The NHS and local authorities will be given a duty to collaborate and work with each other. Measures will be brought forward to bring about Integrated Care Systems (ICSs) which will be comprised of an ICS Health and Care partnership, and an ICS NHS Body. The ICS NHS Body will be responsible for the day to day running of the ICS, whilst the ICS Health and Care Partnership will bring together systems to support integration and development which plan to address the system's health, public health, and social care needs. A key responsibility for these systems will be to support place-based working i.e., working amongst NHS, local government, community health including community pharmacy, voluntary and charity services. The ICS will align geographically to a local authority boundary, and the Better Care Fund plan (BCF) will provide a tool for agreeing priorities.
 - **Reducing bureaucracy:** The legislation will aim to remove barriers that prevent people from working together and put pragmatism at the heart of the system. The NHS should be

¹ Department of Health & Social Care. Policy paper: Integration and innovation: working together to improve health and social care for all (updated February 2021). Available at: <https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all/integration-and-innovation-working-together-to-improve-health-and-social-care-for-all-html-version#executive-summary>

free to make decisions without the involvement of the Competition and Markets Authority (CMA). With a more flexible approach, the NHS and local authorities will be able to meet the current future health and care challenges by avoiding bureaucracy.

- **Improving accountability and enhancing public confidence:** The public largely see the NHS as a single organisation, and the same should happen at a national level. By bringing together NHS England, and NHS Improvement together, organisations will come together to provide unified leadership. These measures will support the Secretary of State to mandate structured decisions and enable the NHS to be supported by the government. With any significant service changes, these measures will ensure a greater accountability with the power for ministers to determine service reconfigurations earlier in the process.

The NHS Long Term Plan (2019)²

- 2.3** As health needs change, society develops, and medicine advances, the NHS must ensure that it is continually moving forward to meet these demands. **The NHS Long Term Plan (2019)** (NHS LTP) introduces a new service model for the 21st century and includes action on preventative healthcare and reducing health inequalities, progress on care quality and outcomes, exploring workforce planning, developing digitally-enabled care, and driving value for money.
- 2.4** More specifically, pharmacies will play an essential role in delivering the NHS LTP. £4.5 billion of new investment will fund expanded community multidisciplinary teams aligned with the new primary care networks (PCNs). These teams will work together to provide the best care for patients and will include pharmacists, district nurses, allied health professionals, GPs, dementia workers, and community geriatricians. Furthermore, the NHS LTP stipulates that as part of the workforce implementation plan, and with the goal of improving efficiency within community health, along with an increase in the number of GPs, the range of other roles will also increase, including community and clinical pharmacists, and pharmacy technicians.
- 2.5** Research indicates that around 10% of elderly patients end up in hospital due to preventable medicine-related issues and up to 50% of patients do not take their medication as intended. PCN funding will therefore be put towards expanding the number of clinical pharmacists working within general practices and care homes, and the NHS will work with the government to ensure greater use and acknowledgement of community pharmacists' skills and better utilisation of opportunities for patient engagement. As part of preventative healthcare and

² NHS. *The NHS Long Term Plan* (2019). <https://www.longtermplan.nhs.uk/>

reducing health inequalities, community pharmacists will support patients to take their medicines as intended, reduce waste, and promote self-care.

- 2.6** Within PCNs, community pharmacists will play a crucial role in supporting people with high-risk conditions such as atrial fibrillation (AF) and cardiovascular disease (CVD). The NHS will support community pharmacists to case-find, e.g. hypertension case-finding. Pharmacists within PCNs will undertake a range of medicine reviews, including educating patients on the correct use of inhalers, and supporting patients to reduce the use of short acting bronchodilator inhalers and to switch to clinically appropriate, smart inhalers.
- 2.7** In order to provide the most efficient service, and as part of developing digitally-enabled care, more people will have access to digital options. The NHS app will enable patients to manage their own health needs and be directed to appropriate services, including being prescribed medication that can be collected from their nearest pharmacy.
- 2.8** Health and Wellbeing Boards are required to produce Health and Wellbeing Strategies to set out how partners will meet local health needs, improve outcomes and reduce health inequalities within the borough.

The Public Health England strategy for 2020-2025³

- 2.9** The Public Health England (PHE) strategy works to protect and improve the nation's health and reduce health inequalities by aiming to keep the public safe, work to prevent poor health, narrow down the health gap and support a strong economy. Guided by these aims, PHE has pledged to promote a healthier nation by creating a smoke-free society by 2030, improve healthy eating and good mental health, and reduce air pollution. PHE will also focus on improving the health within early childhood to provide the best foundations of good health and prevent ill health in later adulthood. By strengthening the health protection system, there will be reduced pressures on responding to major incidents or pandemics. Additionally, strengthening public health systems will mean utilising technology to advice interventions, improve data and strengthen the approach to disease surveillance. PHE work with partners locally, nationally and globally to help focus on reducing health inequalities.

³ Public Health England (PHE) Strategy 2020-2025. Executive summary: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/830105/PHE_Strategy_2020-25_Executive_Summary.pdf

Health Equity in England: Marmot review 10 years on⁴

- 2.10 Since the 2010 Marmot review, there have been important developments about the evidence around social determinants of health and the implementation of interventions and policies to address them. Health Equity in England: Marmot review 10 years on, summarises the developments in particular areas that have an increase importance for equity. These include:
- Giving every child the best start in life by increasing funding in earlier life and ensuring that adequate funding is available in higher deprived areas
 - Improve the availability and quality of early years' services
 - Enable children, adults and young people to maximise their capabilities by investing in preventative services to reduce school exclusions
 - Restore per-pupil funding for secondary schools and in particular in 6th form and further education
 - Reduce in-work poverty by increasing national minimum wage
 - Increase number of post-school apprenticeship's and support in-work training
 - Put health equity and well-being at the heart of local, regional and national economic planning
 - Invest in the development of economic, social and cultural resources in the most deprived communities.

Community Pharmacy Contractual Framework⁵

- 2.11 The Community Pharmacy Contractual Framework is an agreement between the government, NHS and Pharmaceutical Services Negotiating Committee (PSNC) and describes how community pharmacies will play an integral role in supporting the delivery of the NHS Long Term Plan. The CPCF commits to almost £13 billion to community pharmacies over 5 years. The CPCF plan will look at taking on referrals to community pharmacies from 111 calls by connecting patients with community pharmacies and will reduce pressures on the NHS. Furthermore, through the Healthy Living Pharmacy (HLP) framework, many community pharmacies are training staff to deliver a wide range of interventions to patients such as

⁴ Health Equity in London: The Marmot Review 10 years on. Executive summary (2020): https://www.health.org.uk/sites/default/files/2020-03/Health%20Equity%20in%20England_The%20Marmot%20Review%2010%20Years%20On_executive%20summary_web.pdf

⁵ The Community Pharmacy Contractual Framework for 2019/20- 2023/34: supporting delivery for the NHS Long Term Plan (2019) [:https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819601/cpcf-2019-to-2024.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819601/cpcf-2019-to-2024.pdf)

smoking cessation, weight management and self-care strategies. This will help to relieve pressures on the NHS.

Pharmacy Quality Scheme⁶

- 2.12** Pharmacy Quality Scheme (PQS) 2021/22 forms a part of the CPCF. It is designed to support the delivery of the NHS Long Term Plan and provide financial rewards to community pharmacists that deliver quality criteria in three areas: clinical effectiveness, patient safety, and patient experience. The aim of the scheme is to encourage community pharmacies to integrate with the wide NHS system and deliver safe and accessible healthcare to the public.

The General Practice Forward View

- 2.13** The General Practice Forward View (GPFV)⁷ outlined that a broad range of healthcare professionals, such as nurse practitioners, clinical pharmacists, physiotherapists and paramedics, can commit to providing care for struggling general practices. Staff can also navigate patients to alternative services such as social prescribing and pharmacy run ailment schemes. Pharmacists remain one of the most underutilised professional resources in the healthcare system. To reduce GP pressures, the GPFV proposes to increase clinical personnel such as pharmacists, dentists or nurses behind 111 calls. The GPFV outlines how increases in funding by £2.4 billion a year by 2020/21 will allow for these priorities to be supported.

Pharmacy Integration Fund⁸

- 2.14** The Pharmacy Integration Fund (PhIF) was set up to integrate and support the development of clinical pharmacy practice in a wider range of primary care settings. The initiatives allow for clinical pharmacy teams to spend more time delivering safe and effective clinical services for patients. The PhIF is currently providing support to the following areas:
- PhIF is working in collaboration with Health Education England (HEE) to offer education and training to pharmacists and pre-registered pharmacists
 - Ensuring urgent medication requests are sent to a community pharmacy through NHS 111, instead of an out-of-hours GP

⁶ Pharmacy Quality Scheme (2021/22): <https://www.nhsbsa.nhs.uk/provider-assurance-pharmaceutical-services/pharmacy-quality-scheme-pqs>

⁷ General Practice Forward Overview (2016):

<https://www.england.nhs.uk/wp-content/uploads/2016/04/gpfv.pdf>

⁸ Pharmacy Integration Fund:

<https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-integration-fund/>

- NHS 111 will redirect minor health concerns/ illnesses to a community pharmacy instead of a GP
- More pharmacists will be integrated into urgent care
- Pharmacists and pharmacy technicians to be integrated into social care teams to optimise medication
- System leadership developments
- ‘Stay well’ pharmacy campaigns will be used to promote the use of community pharmacies for families to go to first with minor health concerns
- The integration of clinical pharmacists into general practice settings and support the GPFV.

Regional Context

London Community Pharmacy: Our offer to London – Pharmacy Strategy 2020⁹

- 2.15** This document was developed jointly by London’s local pharmaceutical committees (LPCs), supported by NHS England and NHS Improvement – London region. It presents a service offer to PCNs, local authorities and other health, social care and public health stakeholders, and the people of London. In summary, the offer from London Community Pharmacy is to:
- Expand the range of clinical services
 - Increase the range of – and access to – wellness services
 - Develop community pharmacy as a social asset – working to increase the social capital of our communities
 - Integrate community pharmacy into primary care networks
 - Provide strong leadership within integrated care partnerships.

The Health and Care Vision for London (2019)¹⁰

- 2.16** In partnership with Public Health England, NHS, Mayor of London, and London Councils, the vision states a shared ambition to make London the healthiest global city; by making commitments in 10 key areas. The key focus areas are to:
- reduce childhood obesity
 - improve the emotional wellbeing of children and young Londoners
 - improve mental health and progress towards zero suicides

⁹ London LPCs and NHSE&I. London Community Pharmacy: Our offer to London. Pharmacy Strategy (2020). <https://psnc.org.uk/pharmacylondon/wp-content/uploads/sites/112/2020/09/Offer-to-London.pdf>

¹⁰ The London Vision (2019). <https://www.healthylondon.org/wp-content/uploads/2019/09/London-Vision-short-summary-1.pdf>

- improve air quality
- improve tobacco control and reduce smoking
- reduce the prevalence and the impact of violence
- improve the health of homeless people
- improve services and prevention for HIV and other STIs
- support Londoners with dementia to live well
- improve care and support at the end of life.

Our Healthier South East London Integrated Care System (OHSEL)¹¹

2.17 OSHEL brings together all organisations working within the 6 boroughs of South East London to deliver a clinically and financially sustainable system, and to address health inequalities within the area. With an aging population and a highly diverse area, there are significant levels of deprivation and increased risk factors that drive mortality and long-term health conditions across South East London. In response to the *NHS Long Term Plan*, OHSEL sets out specific service transformation priorities by 2024/25:

- Integrated community-based care
- Urgent and emergency care
- Planned care
- Deliver better outcomes for major health conditions; adult mental health, cancer, preventing cardiovascular and respiratory diseases, heart disease and stroke care, diabetes, learning disabilities and autism, child and young people’s outcomes, and maternity care.
- Transformation of health and social care services to meet future demand.

Local Context

Bromley Health and Wellbeing Strategy¹²

2.18 The Bromley Health and Wellbeing Strategy is the strategy for Bromley for the period of 2019-2023. It sets out plans to address gaps and health inequalities and to achieve realistic and measurable improvements in the health and wellbeing of the residents of Bromley. To

¹¹ Our Healthier South East London Integrated Care System:
<https://www.ourhealthiersel.nhs.uk/Downloads/Long%20Term%20plan%202020/SEL%20ICS%20response%20to%20the%20LTP%20final%20version.pdf>

¹² Bromley Health & Wellbeing Strategy 2019/2023:
https://www.bromley.gov.uk/downloads/download/536/bromley_health_and_wellbeing_strategy

assess and identify the potential health and wellbeing issues affecting Bromley, the Bromley Joint Strategic Needs Assessment 2017 and The Public Health England Public Health Outcomes Framework were used as sources of evidence. Based on this, there are 10 priority areas that Bromley will focus on:

1. **Cancer:** by working in partnership with NHS South East London Clinical Commissioning Group (Bromley) and Cancer working group to raise awareness around early signs and symptoms of cancers and targeting areas with higher levels of deprivation where smoking and alcohol use is higher.
2. **Obesity:** working in partnership with the Public Health team, and Pro-Active Bromley group to develop initiatives and interventions to reduce levels of obesity in Bromley.
3. **Diabetes:** working in partnership with the Diabetes Partnership group to develop initiatives to reduce the incidence and prevalence of diabetes in Bromley.
4. **Dementia:** to work with the Aging Well Strategy Group to improve awareness around dementia as well as ensuring people with dementia have equal access to health and wellbeing support.
5. **Adult Mental Health:** to work with the Mental Health Strategic Board to undertake further investigations around adult mental health issues.
6. **Homelessness:** to work with the Homelessness strategy group to help identify early on the risks of homelessness and prevent this from happening.
7. **Learning Disabilities:** to work with the Learning Disability strategy group to develop initiatives for people with learning disabilities.
8. **Drug & Alcohol use in Young People:** in working partnership with the Children's Executive Board to develop interventions to deal with high levels of consumptions and tackle drug use.
9. **Youth Violence:** in working partnership with the Children's Executive Board to tackle high levels of violence.
10. **Adolescent Mental Health:** to work with the Mental Health strategic board to train those working with children and young people around mental health issues, and ensure services are accessible for young people. To also improve pathways and receive high quality care so that children and young people are equipped with better outcomes.

2.19 Based on patient views, local health needs and other information, the **Bromley CCG Commissioning Plans**¹³ aim to commission services for the next 3 to 5 years. Through evidence-based care and research, the areas of focus will include;

- **Planned care:** such as setting up elective care centres to treat patients needing routine surgery; allowing patients to have more of a choice about where and when they are treated; helping patients to shape their own care plans; helping patients take better care of themselves through health promotion and self-care schemes.
- **Maternity services:** such as recruiting highly skilled maternity workers; providing clear and evidence-based information and personalised care; supporting women with particular needs and therefore improving specialist mental health staff for women; and targeting communities who are not in contact with early years services.
- **Children & Young people:** such as improving care provided for children with specific problems; children who have carer responsibilities will be assessed and supported appropriately; mental health teams will be embedded across all children and young people services; and to work with across South East London to improve healthy lifestyles for families.
- **Urgent and emergency services:** Bromley health and social care systems will work together to promote a wide range of healthy living; improve the use of information around patients so they can be better supported; extend GP opening hours; make sure the right mental health support is available.
- **Cancer:** community teams to target communities who are not attending cancer screenings; provide better information to patients around healthy living and those recovering from cancer; provide more support to carers; improve staff knowledge around all aspects of cancer management.
- **Primary care:** provide accessible services i.e. increasing GP hours; provide coordinated and proactive care; and ensure practices work closely together with other services such as health promotion.
- **End of life care:** increase staff training to support end of life care, and ensure it is personalised and coordinated with other care networks.
- **Mental health:** improve access to psychological therapies and improve awareness around mental ill health in schools and local communities; improve perinatal mental

¹³ Bromley CCG Commissioning Plans (2020):
<https://www.bromleyccg.nhs.uk/our-commissioning-plans.htm>

health services through specialist maternity community teams and improve quality of specialised mental health services for children and young people.

Annual Public Health Report– Talking about sex in Bromley (2020)¹⁴

- 2.20** Sexual health and sexually transmitted diseases were the central themes for the Annual Public Health report (2020). As a result of the Sexual and Reproductive health needs assessment for Bromley in 2019, the findings had shown that a total of 2,092 cases of STIs were diagnosed in the residents of Bromley in 2018.
- 2.21** The annual public health report highlights strategies to tackle this issue. For example, there is strong evidence that the transmission of STIs can be reduced by early diagnosis through the delivery of the National Chlamydia Screening Programme (NCSP), provision of online testing, messaging around early behaviour interventions and condom schemes.
- 2.22** Within Bromley, local sexual health services are being provide either in clinics or community settings such as pharmacies, or GP surgeries, as well as online testing. The annual public health report also outlines the impact of Covid-19 on sexual and reproductive health. For instance, the online services had seen a significant increase in activities with a rise in positive rates, which was concerning. The rise in positive cases however could have been due to increase in testing.
- 2.23** There was also an upward trend in abortion and conception rates during the pandemic and can perhaps be explained due to restrictions on accessing contraception clinics. Due to the COVID-19 pandemic, clinicians worked effectively to ensure that sexual health services were being delivered innovatively. Despite some of the adverse effects that the pandemic has had on sexual and reproductive health, clinicians drew up new pathways to increase the range of online provisions during the pandemic.

¹⁴ Annual Public Health Report- Talking about sex in Bromley (2020): Annual_Public_Health_Report_2020_FINAL.1.pdf

Chapter 3 - The development of the PNA

3.1 This PNA has been developed using a range of information sources to describe and identify population needs and current service provision from the network of community pharmacies (see Table 3.1). This includes:

- Nationally published data
- The Bromley Joint Strategic Needs Assessment
- Local policies and strategies such as the Joint Health and Wellbeing Strategy
- A survey to Bromley pharmacy providers
- A survey to the patients and public of Bromley
- Local Authority and NHS South East London Clinical Commissioning Group (Bromley) commissioners

Table 3.1 PNA 2022-25 data sources

Health need and priorities	<ul style="list-style-type: none"> • National benchmarking ward and borough-level data from Public Health England¹⁵ • London Borough of Bromley Joint Strategic Needs Assessment¹⁶ • A range of GLA demographic data sets • Synthesis from a range of national datasets and statistics
Current Pharmaceutical Services	<ul style="list-style-type: none"> • Commissioning data held by the NHS England • Commissioning data held by London Borough of Bromley • Commissioning data held by NHS South East London Clinical Commissioning Group (Bromley) • Questionnaire to community pharmacy providers
Patients and the Public	<ul style="list-style-type: none"> • Patient and public survey

3.2 These data have been collated to describe the Bromley population, current and future health needs and how pharmaceutical services can be used to support the Health and Wellbeing Board (HWB) to improve the health and wellbeing of our population.

¹⁵ Public Health England (2021) Public Health Profiles: <https://fingertips.phe.org.uk/>

¹⁶ LB Bromley JSNA (2022).

https://www.bromley.gov.uk/info/200048/health_and_wellbeing/1192/joint_strategic_needs_assessment

3.3 The PNA consultation draft was published for public consultation from 24th March to 31st May 2022. All comments were considered and incorporated into the final PNA final report.

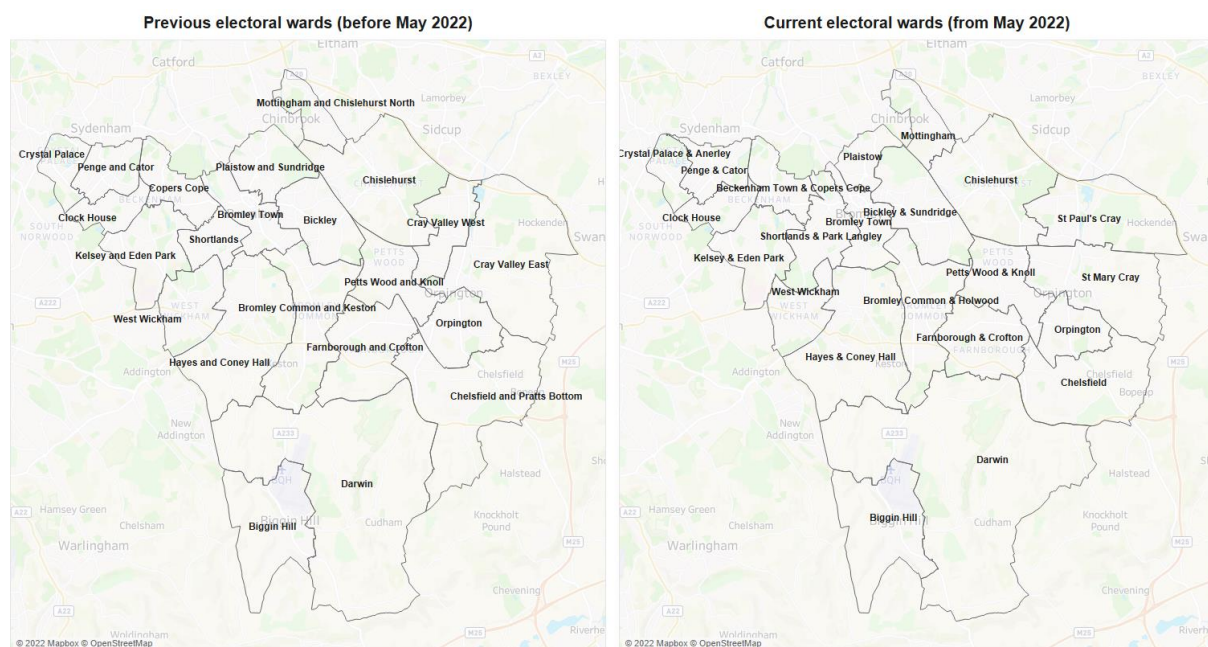
Methodological considerations

Geographical Coverage

3.4 PNA regulations require that the HWB divides its area into localities as a basis for structuring the assessment. A ward-based structure was chosen by the HWB as it is in-line with available population health needs data and enables identification of differences at ward level with respect to demography, health needs or service provision. There are 22 wards in Bromley.

3.5 The wards in the borough were redefined in May 2022, resulting in some name and boundary changes, though the number of wards remained the same. All ward-level data presented in this PNA are aligned to the ward boundaries prior to May 2022. It is not possible to update the maps in this PNA as the demographic and health data is not yet available for these new ward boundaries. Both previous and current ward boundaries are shown in Figure 3.1 below.

Figure 3.1 London Borough of Bromley Electoral Wards, previous and current



- 3.6 Provision and choice of pharmacies is determined by using 1 mile radius from the location of each pharmacy. This is approximately a 20-minute walk from the outer perimeter of the buffer zone created.
- 3.7 The 1-mile radius approach illustrates where there is pharmacy coverage and areas without coverage. The coverage distance was chosen by the Steering Group as being a reasonable measure to identify variation and choice (for example, see Figure 3.1).
- 3.8 Where areas of no coverage are identified, other factors are taken into consideration to establish if there is a need. Factors include population density, whether the areas are populated (e.g., Green Belt areas), travel time by public transport, patient demand for services (such as needle exchange) and dispensing outside normal working hours. These instances have all been stated in the relevant sections of the report.

Patient and Public Survey

- 3.9 Patient and public engagement in the form of a survey was undertaken to understand how people use their pharmacies, what they use them for and their views of the pharmacy provision. 563 Bromley residents and visitors responded to the survey, their views were explored, including detailed analysis of the Protected Characteristics. The findings from the survey are presented in Chapter 6 of this PNA.

Pharmacy Contractor Survey

- 3.10 The contractor survey was sent all to the community pharmacies within Bromley and 59 of the 60 pharmacies responded. The results from this survey are referred to throughout this document.

Governance and Steering Group

- 3.11 The development of the PNA was advised by a Steering group whose membership included representation from:
- London Borough of Bromley Public Health Team
 - Bromley Clinical Commissioning Group
 - Bexley, Bromley and Greenwich Local Pharmaceutical Committee
 - London Borough of Bromley Communications Team
- 3.12 Healthwatch Bromley and the Voluntary Sector Strategic Network were not able to attend meetings but supported and advised on the PNA process. The membership and Terms of Reference of the Steering Group is described in Appendix A.



Regulatory consultation process and outcomes

- 3.13** The draft PNA for 2022-25 was published for statutory consultation on the 8th of March 2022 for 60 days and will also be open on the borough's website for public comment. All comments were considered and incorporated into the final PNA published by 1st October 2022.

Chapter 4 – Population demographics

- 4.1** This chapter presents an overview of the population demographics of Bromley, in particular, aspects that are likely to impact on the need for pharmaceutical services. It includes an exploration of the characteristics of its residents, population growth and the wider determinants of health.
- 4.2** All the maps that follow present the size of population in relation to different factors such as population density, deprivation and life expectancy. They are displayed in gradients, where the lower the marker, the lighter the colour. The gradients are illustrated in the legends attached to each map.

About the area

- 4.3** The London Borough of Bromley is the southeasternmost borough of Greater London. It is also geographically the largest London borough, occupying 59 square miles.
- 4.4** Bromley borders several other boroughs, namely: Bexley, Croydon, Greenwich, Lambeth, Lewisham, Kent, Southwark and Surrey.
- 4.5** Bromley has the largest area of all of London designated as part of the Metropolitan Green Belt (7,660 hectares) (GLA, Area of Designated Green Belt Land). It is one of the most rural boroughs in London. Bromley benefits from a large number of green spaces, public parks and sites of nature conservation.
- 4.6** Bromley has one metropolitan town centre (central Bromley), one major town centre (Oprington) and four district town centres (Penge, Beckenham, West Wickham and Petts Wood).
- 4.7** There are 22 wards in Bromley encompassing 45 conservation areas and a wide range of historical and listed buildings.

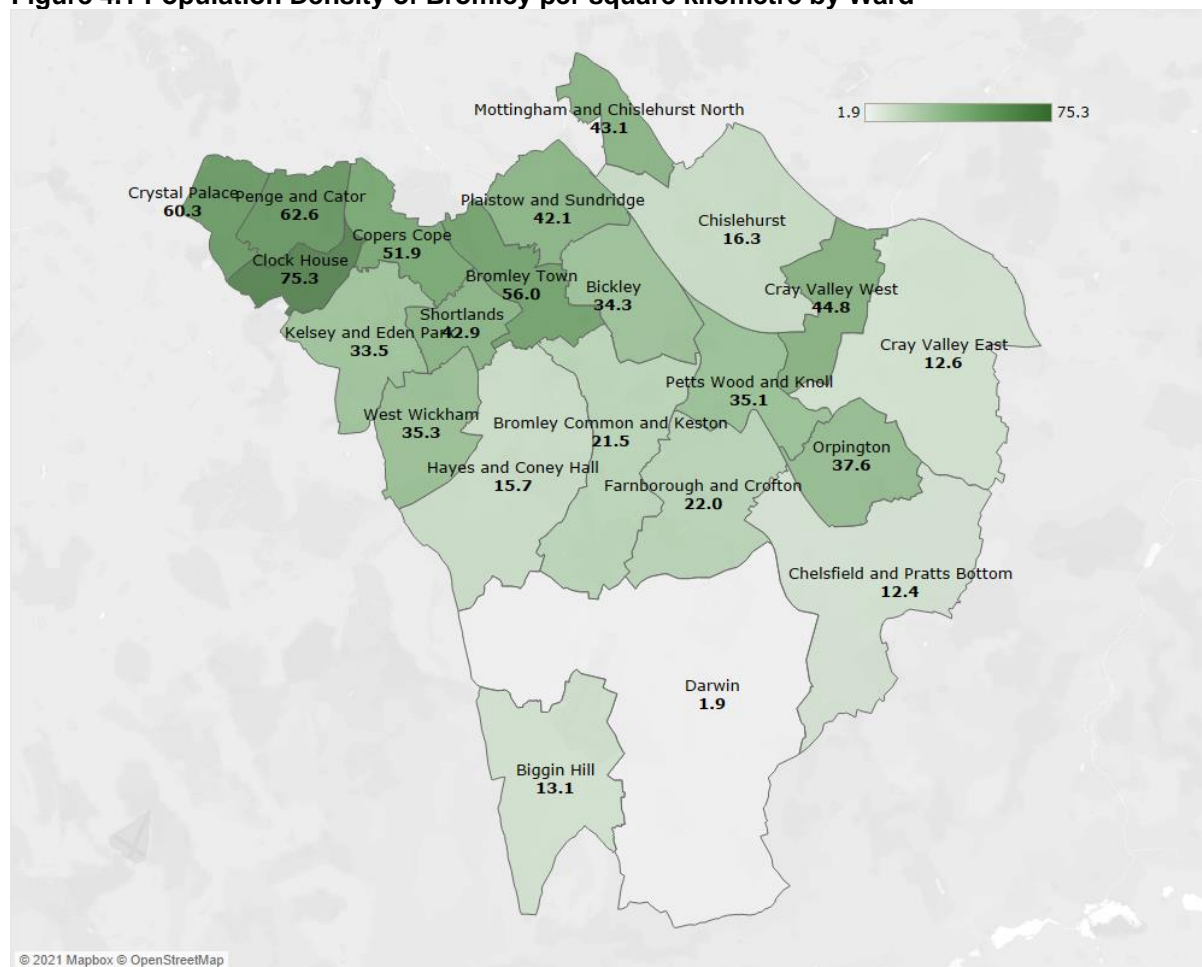
Demography

Population size and density

- 4.8** The Greater London Authority estimates that there are 337,024 residents in Bromley in 2022 (Housing-led Population Projections).
- 4.9** Bromley's population density is the lowest of London (22.8 people per hectare). This is because large parts of the borough are rural and contains more of the North Downs than any other borough.

4.10 The population density is higher among the north-western wards of Bromley, and is particularly high in Clock House, where 75.3 people reside per hectare (Figure 4.1). Darwin and Chelsfield and Pratts Bottom have the lowest population densities and large parts of them are within the Green Belt.

Figure 4.1 Population Density of Bromley per square kilometre by Ward



Source: GLA, Land Area & Population Density, 2017

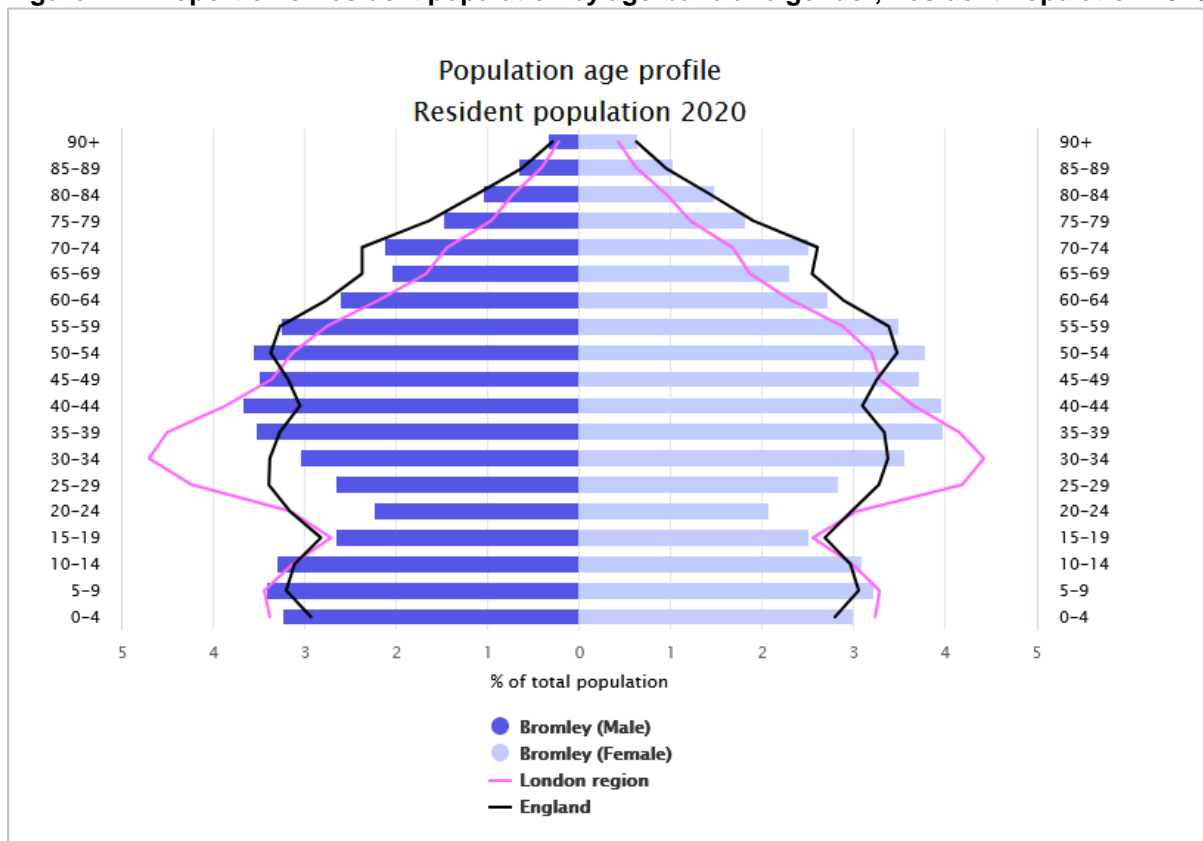
Age and Gender Structure

4.11 Overall, there is similar numbers of males and females living in the borough (52% female and 48% male). There are however a greater number of older women, likely due to longer life expectancy for females. The average age of the population is 40 years, an age higher than the London overall average age (37 years) (GLA Population estimates).

4.12 22.7% of the Bromley population are under **18 years of age**, the same proportion as London. 66% of the population in Bromley are of a working age (16-64 years).

4.13 17.5% of Bromley residents are **aged 65 and over**. This is higher than London overall (12.5%). Figure 4.2 presents a breakdown of the age and gender of Bromley residents.

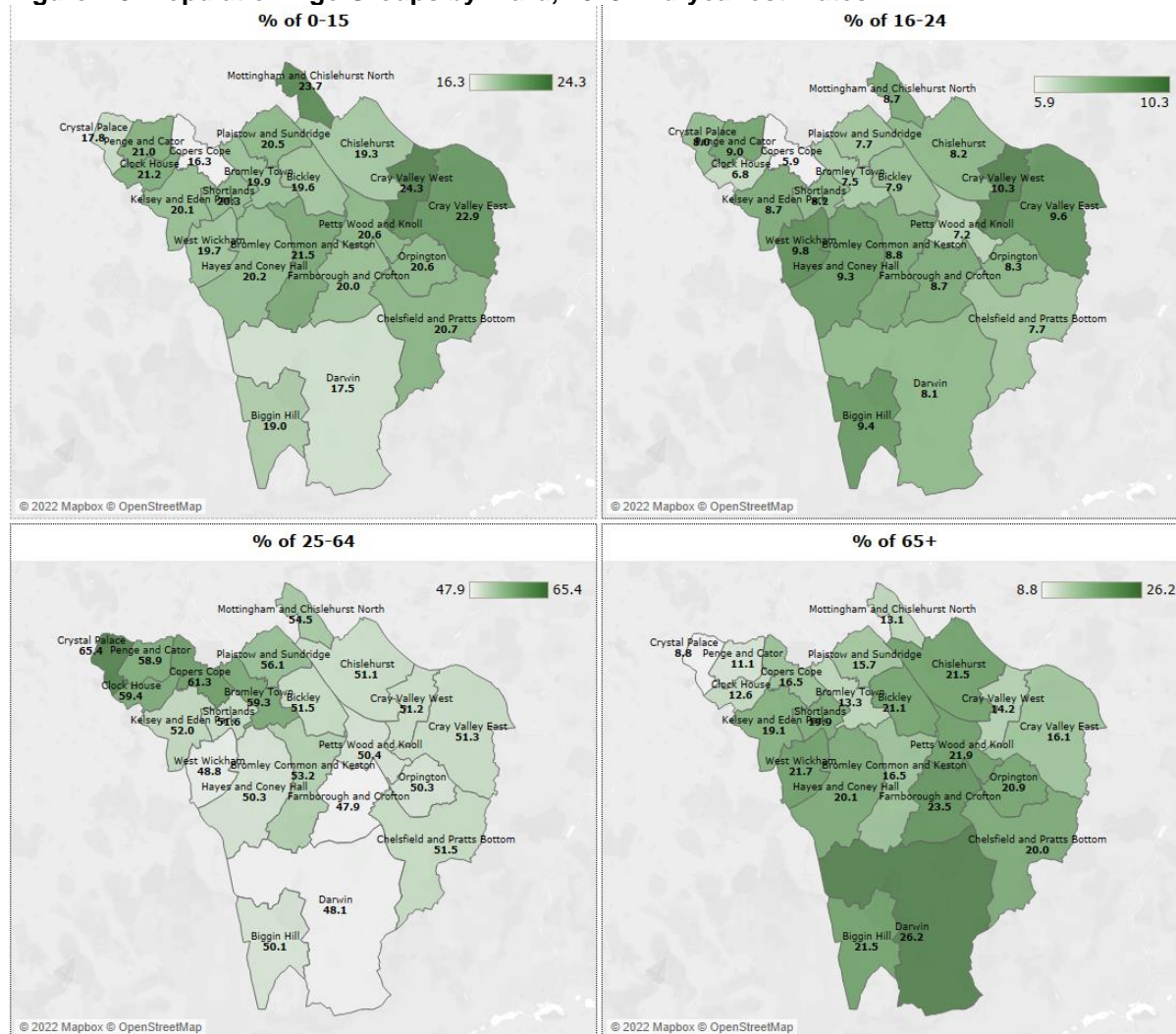
Figure 4.2: Proportion of resident population by age-band and gender, Resident Population 2020



Source: Public Health Outcomes Framework, 2022

4.14 Cray Valley West, Mottingham and Chislehurst North and Cray Valley East have the highest representation of the 0-15 population (Figure 4.3). Darwin has the highest proportion of older adults. However, as shown in Figure 4.1 the population density is very low in that ward.

Figure 4.3: Population Age Groups by Ward, 2019 mid-year estimates



Source: PHE, Local Authority Health Profiles, 2019

Ethnicity and diversity

4.15 Often areas that have high diversity, also have higher levels of deprivation and health inequalities. NICE Guidance¹⁷ highlights that community pharmacies can impact on health inequalities in several ways. For example, pharmacy staff often reflect the social and ethnic backgrounds of the community they serve making them approachable to those who may not choose to access other health care services. It recommends that they take into consideration how a patient’s personal factors may impact on the service they receive, for example, their gender, identity, ethnicity, faith, culture, or any disability. It also recommends that community pharmacists make use of any additional languages staff members may have.

¹⁷ NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]

- 4.16** 18.3% of the resident population was **born abroad**, considerably lower than London’s average of 36.6%. The largest migrant population is from India, Ireland and Nigeria respectively (ONS, Population by Country of Birth, 2015).
- 4.17** The largest of the most recent migrant populations have arrived from European destinations, namely Romania, Italy and Spain (GLA, National Insurance number registrations, 2019).
- 4.18** Nearly one in five (19%) of the Bromley resident population are from **Black, Asian and Minority Ethnic groups**, a high proportion of whom are black or black British. (Table 4.1).

Table 4.1 Ethnic population breakdown for Bromley, London and England and the UK

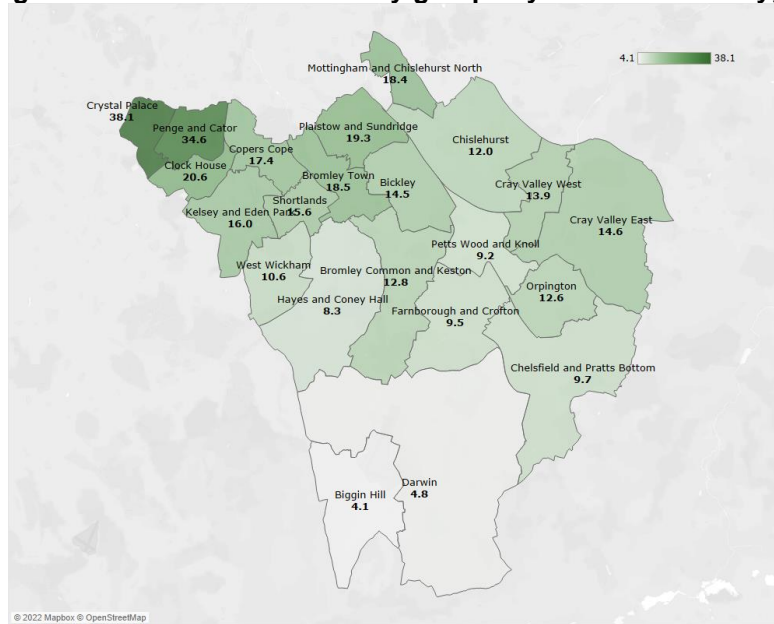
Area	White	Asian	Black	Mixed/ Other
Bromley	80.7%	4.5%	6.3%	8.5%
London	59.2%	18.4%	11.9%	10.6%
United Kingdom	85.9%	7.3%	3.3%	3.5%

Source: ONS Annual Public Survey, 2019

- 4.19** Wards with the highest representation of the Black and Minority Ethnic populations are in the North West of the borough; Crystal Palace at 38.1% and Penge and Cator at 34.6%. Conversely, Biggin Hill (4.1%) and Darwin (4.8%) have the lowest BAME representation (see Figure 4.4).¹⁸

¹⁸ The latest data available is from the 2011 census. Care should be taken in extrapolating inferences from such data as population patterns may have shifted since that period.

Figure 4.4: Percentage of black and ethnic minority groups by wards in Bromley, 2011



Source: ONS, Census 2011

4.20 Only 5.8% of the borough’s residents who are aged 3+ state their **main language is not English** (2011 census).¹⁸ This is almost four times lower than the London average which stands at 22.1%.

4.21 Polish and French are the most commonly spoken languages after English (Table 4.2).

Table 4.2: Proportion of languages spoken in Bromley

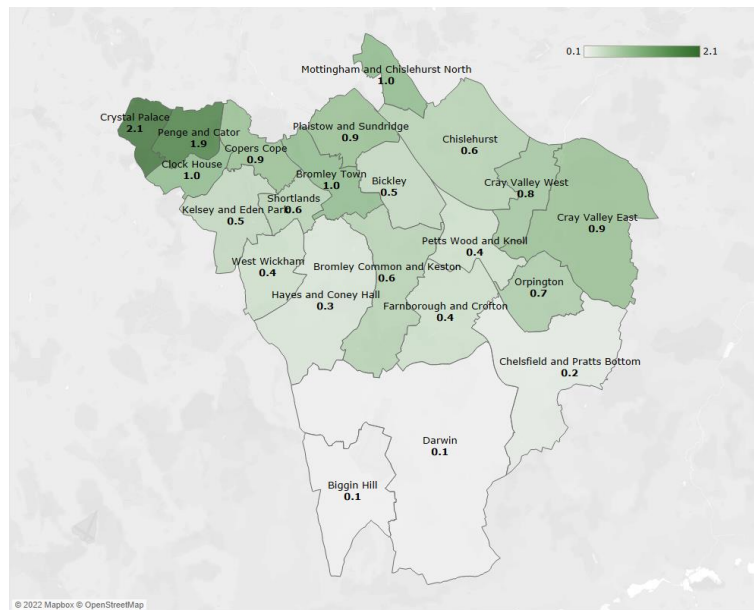
Language	%
English	94.21%
Polish	0.54%
French	0.36%
Turkish	0.27%
Spanish	0.27%
Portuguese	0.26%
Tamil	0.23%
All other	0.22%
Chinese	
Italian	0.21%
Russian	0.19%

Source: ONS Census, 2011

4.22 Figure 4.5 shows a breakdown of the population who **do not speak English well or at all** by ward. Crystal Palace and Penge and Cator have the largest population density of people with

poor English proficiency, while Biggin Hill and Darwin have the lowest such population density. This correlates with the wards with the highest BME population density.

Figure 4.5: Percentage of people that cannot speak English well or at all by Ward in Bromley in 2011

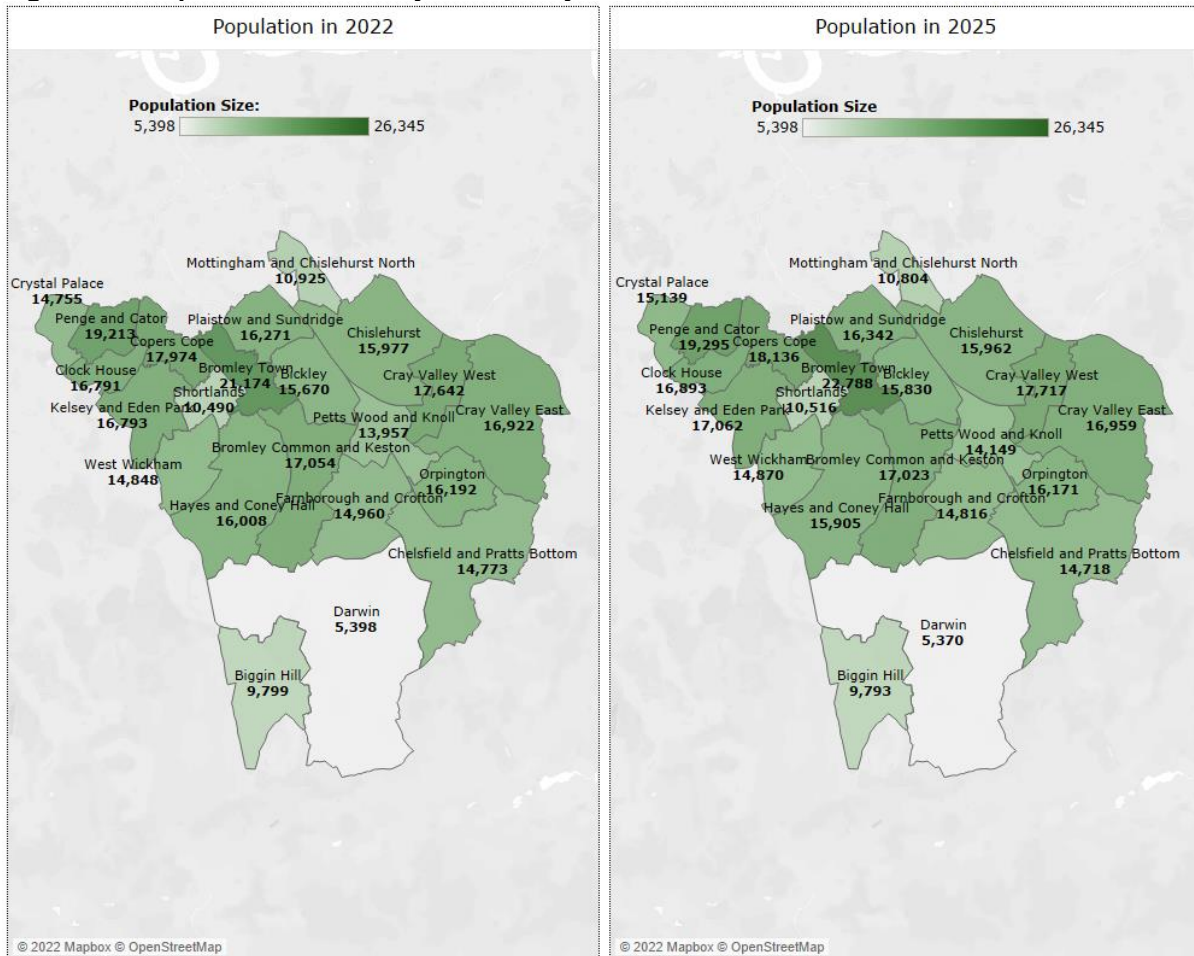


Source: ONS, Census 2011

Population Growth

- 4.23 Any population increases sustained in the lifetime of this PNA need to be taken into consideration. Population increases will likely place increased demands on community pharmacy services with different population groups having different needs.
- 4.24 The population of Bromley is expected to increase by 0.8% during the lifetime of the PNA (2022 to 2025) to stand at 336,258 by 2025 (GLA, Housing-led population projections – Identified Capacity Scenario, 2021). These figures are based on mid-year population estimates and assumptions such as births, deaths, and migration.
- 4.25 Bromley Town will experience the largest increase in its population size, expanding from 21,174 in 2022 to 22,788 by 2025, a 7.6% increase (see Figure 4.6 and Table 4.3). Mottingham and Chislehurst North, on the other hand, will see a 1.1% decrease in its population.

Figure 4.6: Population of Bromley resident by Ward – 2022 vs 2025



Source: GLA, Housing-led population projections – Identified Capacity Scenario, 2021

4.26 The population increase in Bromley Town is likely due to the London Borough of Bromley’s commitment to building more housing in the Borough by 2030¹⁹.

¹⁹ London Borough of Bromley Housing Strategy 2019 -2029

Table 4.3: Projected population changes by ward between 2022 - 2025

	2022	2023	2024	2025
Bickley	0.0%	0.4%	0.7%	1.0%
Biggin Hill	0.0%	-0.1%	0.1%	-0.1%
Bromley Common and Keston	0.0%	0.1%	0.0%	-0.2%
Bromley Town	0.0%	2.6%	5.0%	7.6%
Chelsfield and Pratts Bottom	0.0%	-0.1%	-0.3%	-0.4%
Chislehurst	0.0%	0.2%	0.2%	-0.1%
Clock House	0.0%	0.4%	0.6%	0.6%
Copers Cope	0.0%	0.6%	1.0%	0.9%
Cray Valley East	0.0%	0.2%	0.4%	0.2%
Cray Valley West	0.0%	0.4%	0.2%	0.4%
Crystal Palace	0.0%	1.3%	2.5%	2.6%
Darwin	0.0%	-0.1%	-0.3%	-0.5%
Farnborough and Crofton	0.0%	-0.3%	-0.4%	-1.0%
Hayes and Coney Hall	0.0%	0.0%	-0.4%	-0.6%
Kelsey and Eden Park	0.0%	0.7%	1.1%	1.6%
Mottingham and Chislehurst North	0.0%	0.1%	-0.4%	-1.1%
Orpington	0.0%	0.1%	0.0%	-0.1%
Penge and Cator	0.0%	0.3%	0.4%	0.4%
Petts Wood and Knoll	0.0%	0.6%	0.9%	1.4%
Plaistow and Sundridge	0.0%	0.3%	0.5%	0.4%
Shortlands	0.0%	0.3%	0.3%	0.3%
West Wickham	0.0%	0.1%	0.2%	0.2%
Borough Total	0.0%	0.4%	0.7%	0.8%

Source: GLA, Housing-led population projections – Identified Capacity Scenario, 2021

Wider Determinants of Health

4.27 There are a range of social, economic and environmental factors that impact on an individual's health behaviours, choices, goals and ultimately health outcomes. These are outlined in *Fair Society, Healthy Lives: (The Marmot Review)*²⁰ and later the *Marmot Review 10 Years On*²¹. They include factors such as deprivation, education, employment and fuel poverty. The Bromley Health and Wellbeing Strategy 2019-2023 sets out a commitment to address crucial wider determinants of health that impact on Bromley residents.²² Ensuring there are accessible pharmacies within areas of deprivation is one way to do this.

4.28 The **Index of Multiple Deprivation (IMD)** is a well-established combined measure of deprivation based on a total of 37 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 37 indicators fall under the following domains: Income Deprivation, Employment

²⁰ Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

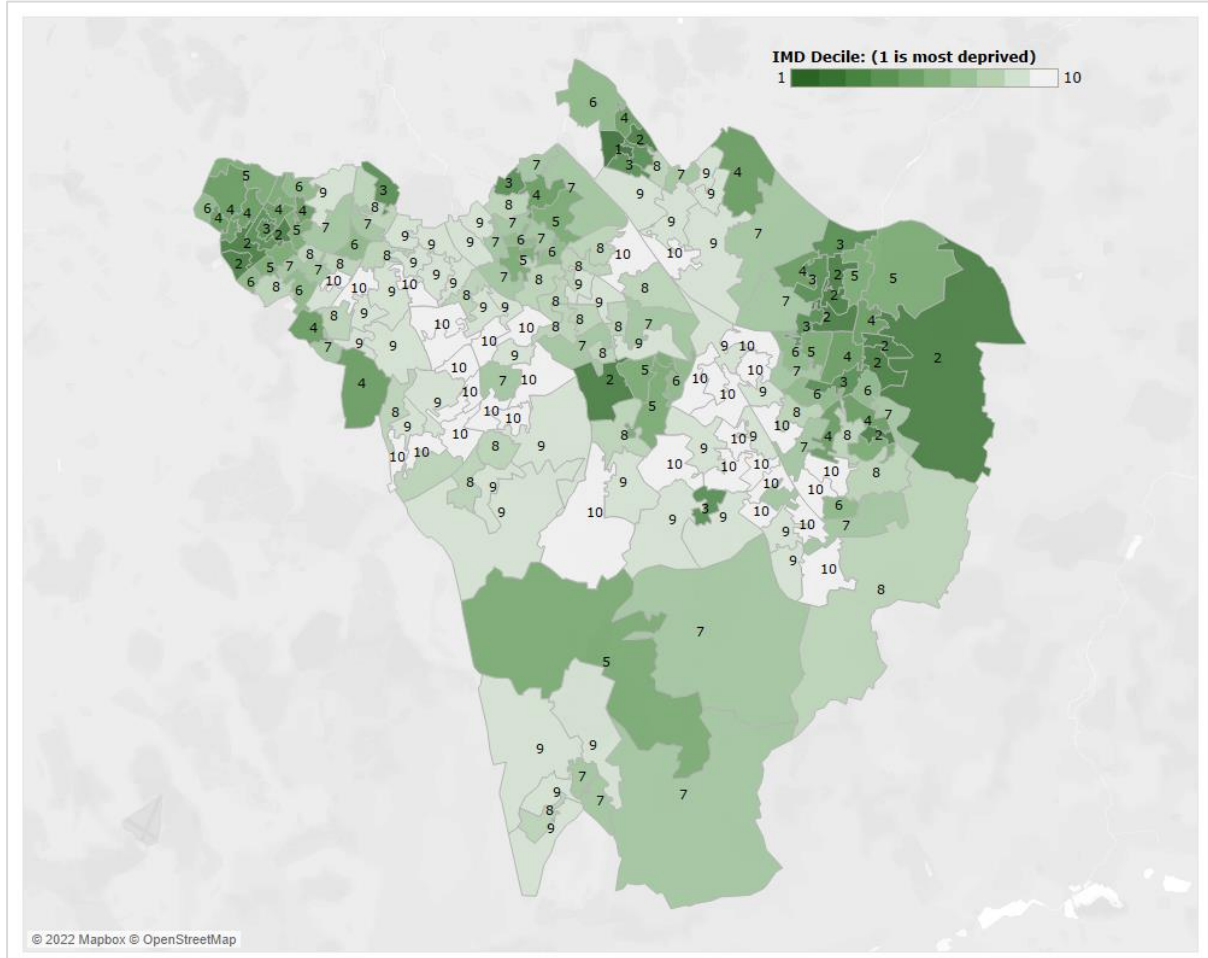
²¹ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

²² Bromley Health and Wellbeing Strategy 2019 to 2023. The London Borough of Bromley and Bromley CCG.

Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.

- 4.29 Bromley has 197 neighbourhoods (LSOAs). The borough's overall average IMD decile figure is 7.1 compared to the national one of 5.5. This means that Bromley is markedly less deprived than England as a whole.
- 4.30 Figure 4.7 shows deprivation deciles at LSOA level, highlighting that there are not that many pockets of deprivation in the borough, with only 13 of the boroughs 197 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2).

Figure 4.7 The Index of Multiple Deprivation scores in Bromley by LSOA in 2019



Source: Ministry of Housing, Communities & Local Government

Poverty

- 4.31 2.5 per 1,000 people of the working age population of the borough are **long-term unemployed** in 2019/20. This is substantially lower than the England rate at 3.2 per 1,000.
- 4.32 9,065 (13%) children residing in the borough were from **low-income families** in 2016. This is a lower proportion than London and England where 19.3% and 17% of children were from

low-income families in London and England respectively (OHID, Public Health Outcomes Framework 2021).

- 4.33** In 2019, 11.9% of people did not have enough income to **afford sufficient fuel**. This is lower than the regional and national rate of 15.2% and 13.4%, a decrease from 10.7% from the previous year (PHE, 2015).

Patient groups with specific needs

Homeless

- 4.34** One of the priority areas of the Bromley Health and Wellbeing Strategy²³ is to identify people who are of risk of being homeless early. The council's Homelessness Strategy²⁴ includes achieving positive outcomes for people who are homeless by improving health and wellbeing and breaking the cycle of homelessness as one of its priorities.
- 4.35** 9.3 per 1,000 households with dependent children in Bromley are owed a duty under the Homelessness Reduction Act (2019/20 data). This means that they have been identified as homeless by the local authority and the local authority must take reasonable steps to help them to secure accommodation. This equates to 1,303 families in Bromley (OHID, Public Health Outcomes Framework 2021).
- 4.36** Pharmacists can play a role in helping improve the health and wellbeing of people who are homeless. Pharmacies are an accessible service that are often located in areas of high deprivation and need. They can help people who are homeless with support in areas such as medicines management and can provide signposting to other health and wellbeing services. 'Underserved' communities, such as those who are homeless or sleeping rough, people who misuse drugs or alcohol may be more likely to go to a community pharmacy than a GP or another primary care service²⁵.

²³ [Bromley Health & Wellbeing Strategy 2019-2023](https://www.bromley.gov.uk/downloads/download/536/bromley_health_and_wellbeing_strategy).

https://www.bromley.gov.uk/downloads/download/536/bromley_health_and_wellbeing_strategy

²⁴ London Borough of Bromley. Homelessness Strategy 2018-23.

https://www.bromley.gov.uk/downloads/file/1293/homelessness_strategy_2018-23

²⁵ NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]

Summary of the demographics of Bromley

The London borough of Bromley is the largest, most rural and least densely populated borough in London. A substantial area, particularly in southern parts of Bromley are within the Greenbelt.

The borough has a slightly older population than is typical for London, the majority of whom are females. The ward with the highest proportion of older adults is the rural ward of Darwin.

18.3% of the population were born abroad and 19% are from black, Asian and minority ethnic groups. Relatively few of the population (5.8%) state their main language is not English. Crystal Palace and Penge and Cator have the largest population density of people with poor English proficiency.

Significant changes in the population figures are not expected in the lifetime of this PNA. Overall, the population is expected to increase by 0.8%, most substantially in Bromley Town ward where the population is expected to increase by 7.6%.

Bromley is markedly more affluent than England as a whole. Only 13 (of the 197) neighbourhoods in Bromley are among the 20% most deprived in England.

Chapter 5 – Health Needs

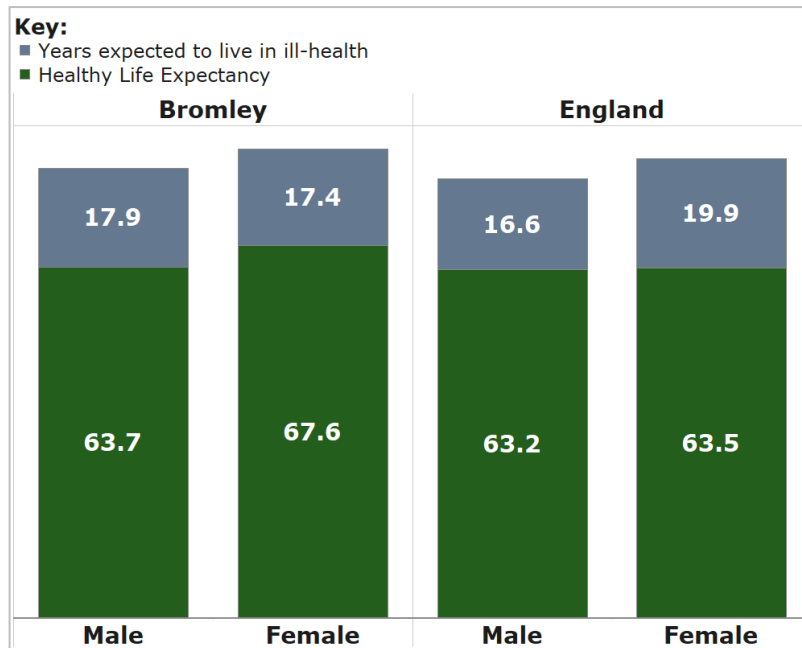
- 5.1** This chapter presents an overview of health and wellbeing in Bromley, particularly the areas likely to impact on needs for community pharmacy services. It looks at life expectancy and healthy life expectancy in Bromley and includes an exploration of major risk factors and major health conditions. The Bromley Health and Wellbeing Strategy²⁶ priority areas are included in this chapter.

Life Expectancy and Healthy Life Expectancy

- 5.2** **Life expectancy** is a statistical measure of how long a person is expected to live. In Bromley, life expectancy is relatively high in comparison to regional and national figures. Life expectancy for males at birth in the borough is 81.6, and 85.1 years for females (OHID, Public Health Profiles, 2022).
- 5.3** **Healthy life expectancy** at birth is the average number of years an individual should expect to live in good health considering age-specific mortality rates and prevalence for good health for their area. The healthy life expectancy for males in the borough is 63.7 and for females it is 67.6 (2017-19, OHID, Public Health Profiles, 2022). Both figures are markedly higher than both the London and England values, meaning that residents could live in good health for longer. These figures indicate that, on average, males living in Bromley could live with ill health for 17.9 years and females for 17.4 years (see Figure 5.1).

²⁶ Bromley Health & Wellbeing Strategy 2019/2023:
https://www.bromley.gov.uk/downloads/download/536/bromley_health_and_wellbeing_strategy

Figure 5.1 Life expectancy and Healthy life expectancy in years for males and females in Bromley in 2017-19

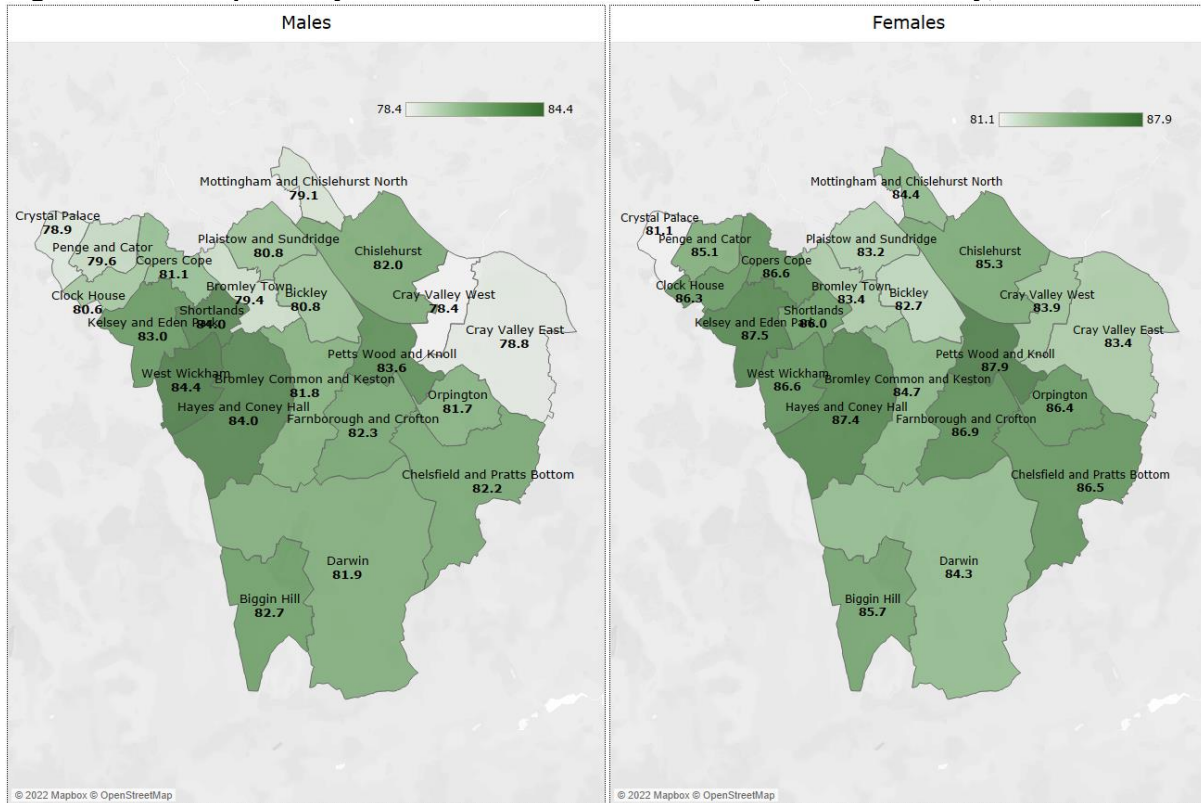


Source: OHID, Public Health Profiles, 2022.

5.4 The variation in life expectancy across Bromley is low. The **inequality in life expectancy at birth** is the measure of the absolute difference in life expectancy between the most and least deprived areas. In Bromley, there is an 8.1-year life expectancy gap for men and a 6.7-year gap for women between those who live in the most deprived areas and the least deprived areas (2017-19). These figures are higher than the life-expectancy gaps for London as whole, but lower than the gap in England overall (OHID, Public Health Profiles, 2022).

5.5 A breakdown of life expectancy figures by wards is illustrated in Figure 5.2. Cray Valley West has the lowest life expectancy for males while it is Crystal Palace for females. West Wickham has the highest life expectancy for males with Petts Wood and Knoll its counterpart for females.

Figure 5.2: Life expectancy at birth of Males and Females by Ward in Bromley, 2015-19



Source: PHE, Local Authority Health Profiles, 2018

Major Risk Factors

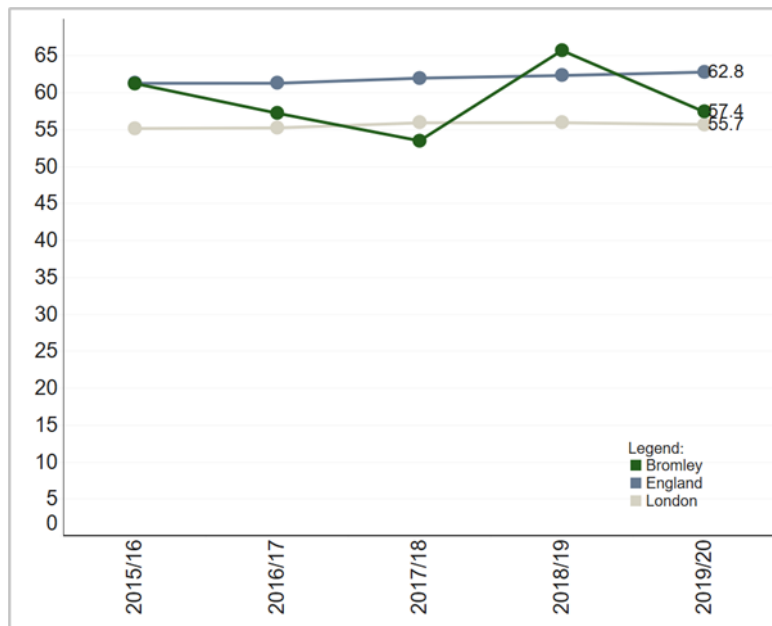
- 5.6 The major risk factors we explore in this chapter can significantly impact on population health outcomes. While more population-based initiatives will have a marked impact on the health of the whole of the population, initiatives that focus on individuals can support them to make behaviour changes for better health outcomes for themselves.
- 5.7 The ‘walk-in’ nature of pharmacies means that they are ideally placed to offer opportunistic screening and brief interventions for better health and wellbeing. As part of the essential services they provide, pharmacies support national public health campaigns and offer signposting for patients to local health, wellbeing and social care support services. Locally, pharmacies can signpost people to the Bromley Community Directory or the Bromley Health and Wellbeing line.

Obesity

- 5.8 Obesity is recognised as a major determinant of premature mortality and avoidable ill health. It is also one of the priorities of the Health and Wellbeing Board. The estimated proportion of

adults who are overweight or obese in Bromley in 2019/20 was 57.4%, a substantial reduction from 65.7% in the previous year (see Figure 5.3). Bromley figures are comparable to London at 55.7% but slightly lower than England where 62.8% of adults are overweight or obese (OHID, Public Health Profiles, 2022).

Figure 5.3: Percentage of adults (aged 18+) classified as overweight or obese, 2015/16 to 2019/20



Source: OHID, Public Health Profiles, 2022.

- 5.9 Childhood obesity is on the rise and can have significant impact on health outcomes. A child who is overweight or obese can have increased blood lipids, glucose intolerance, Type 2 diabetes, hypertension, increases in liver enzymes associated with fatty liver, exacerbation of conditions such as asthma and psychological problems such as social isolation, low self-esteem, teasing and bullying.
- 5.10 The COVID-19 pandemic is likely to have increased the number of children who are overweight or obese. The impact of the pandemic and lockdowns meant that routines of the children and their families were disrupted, thus hindering opportunities to maintain healthy lifestyle behaviours.
- 5.11 An estimated one in five reception-age children (20.7%) are overweight or obese. This is slightly lower than London and England figures of 21.6% and 23% respectively. An estimated 30% of Year 6 children are overweight or obese; again lower than London and England comparators of 38.2% and 35.2% (OHID, Public Health Profiles, 2022).

- 5.12** As part of the Pharmacy Quality Scheme (PQS) 2021/2227 pharmacies are now expected to help identify people who would benefit from weight management advice and provide an onward referral to local weight management support or the NHS Digital Weight Management Programme.

Physical Activity

- 5.13** Bromley is an active borough. Nearly three quarters of adults (73.9%) residing in the borough are considered physically active, meaning they engage in 150 minutes or more of moderate physical activity per week. People who have a physically active lifestyle reduce their risk of obesity, diabetes, osteoporosis and some cancers, and enjoy improved mental health (OHID, Public Health Profiles, 2022).

Dental Decay

- 5.14** Dental decay is a highly preventable condition increased by a high-sugar diet. 12% of children have decayed, missing or filled teeth in Bromley; this is lower than regional and national figures of 27% and 24.4% respectively (OHID, Public Health Profiles, 2022).

Smoking

- 5.15** Smoking is the leading cause of preventable death in the world. Pharmacies can support people to stop smoking by providing advice, dispensing of nicotine replacement therapy products and signposting to local stop smoking services. 9.4% of adults surveyed in Bromley smoke. This is the third lowest rate in London. 12.9% and 13.9% adults smoke in London and England respectively (OHID, Public Health Profiles, 2022).
- 5.16** However, a closer look at the prevalence of smoking in routine and manual occupations highlights an area of need. 28.1% of adults in routine and manual occupations smoke, the fifth highest figure in London. 19.3% and 21.4% of routine and manual workers smoking in London and England respectively (OHID, Public Health Profiles, 2022).

Sexual health

- 5.17** Sexual health, and sexually transmitted infections and pregnancy are all priorities of the Bromley Health and Wellbeing Strategy.
- 5.18** Bromley has a high Sexually Transmitted Infection (STI) diagnosis rate, although it is the fifth lowest rate in London. In 2020, 1,385 (657 per 100,000) residents under 25 years received a new diagnosis of an STI (excluding chlamydia) This is similar to the London rate of 1,391 per

²⁷ Pharmacy Quality Scheme (2021/22): <https://www.nhsbsa.nhs.uk/provider-assurance-pharmaceutical-services/pharmacy-quality-scheme-pqs>

100,000, yet nearly double the England rate of 619 per 100,000 (OHID, Public Health Profiles, 2022).

- 5.19** In 2019, chlamydia was detected in 514 15- to 24-year-olds (equating to 1,632 per 100,000 population). This is higher than the England rate of 1408 per 100,000 but much lower than the London rate of 1819 per 100,000 (OHID, Public Health Profiles, 2022).
- 5.20** There were 482 residents in Bromley living with an HIV diagnosis in 2020. This equates to 2.5 per 100,000 people which is lower than London and England rates. In 2018-20, 47.5% of cases were diagnosed late, compared to the London proportion of 33.7%. Late diagnosis carries with it an increased risk of poor health and death, and the chance of onward transmission. 85% of those newly diagnosed with HIV start antiretroviral therapy within 91 days of diagnosis (2018-20 figures) and 97.5% achieve virological success meaning they have achieved an undetectable viral load (OHID, Public Health Profiles, 2022).
- 5.21** There were 65 under-18 conceptions in the borough in 2018/19. Most teenage pregnancies are unplanned and around half end in abortion. Teenage mothers nationally are three times as likely to suffer from post-natal depression, are less likely to breastfeed and more likely to smoke (OHID, Public Health Profiles, 2022).

Alcohol-related illness

- 5.22** Alcohol consumption contributes to morbidity and mortality from a diverse range of conditions. 27.1 per 100,000 deaths in the region are alcohol-related, which is lower than London and England with rates of 32.2 and 37.8 per 100,000 deaths respectively (OHID, Local Alcohol Profiles for England, 2022).
- 5.23** 1,414 admissions per 100,000 hospital admissions in 2019/20 were alcohol related, this is much lower rate than England's rate of 1,815 admissions per 100,000 hospital admissions (OHID, Local Alcohol Profiles for England, 2022).

Substance Misuse

- 5.24** Substance misuse is another priority of the Bromley Health and Wellbeing Strategy. Substance misuse is linked to mental health issues such as depression, disruptive behaviour and suicide. In Bromley, 96.3 per 100,000 hospital admissions for 15- to 24-year-olds in the period 2017/18 to 2019/20 were due to substance misuse, this is the 2nd highest rate in London (OHID, Public Health Profiles, 2022).
- 5.25** Where there is a local need, pharmacies can be commissioned to provide needle and syringe exchange services to reduce the risk of infections in those who inject drugs. Pharmacies can

also be commissioned to provide supervised consumption of medicines to treat addiction, for example, methadone.

Flu vaccinations

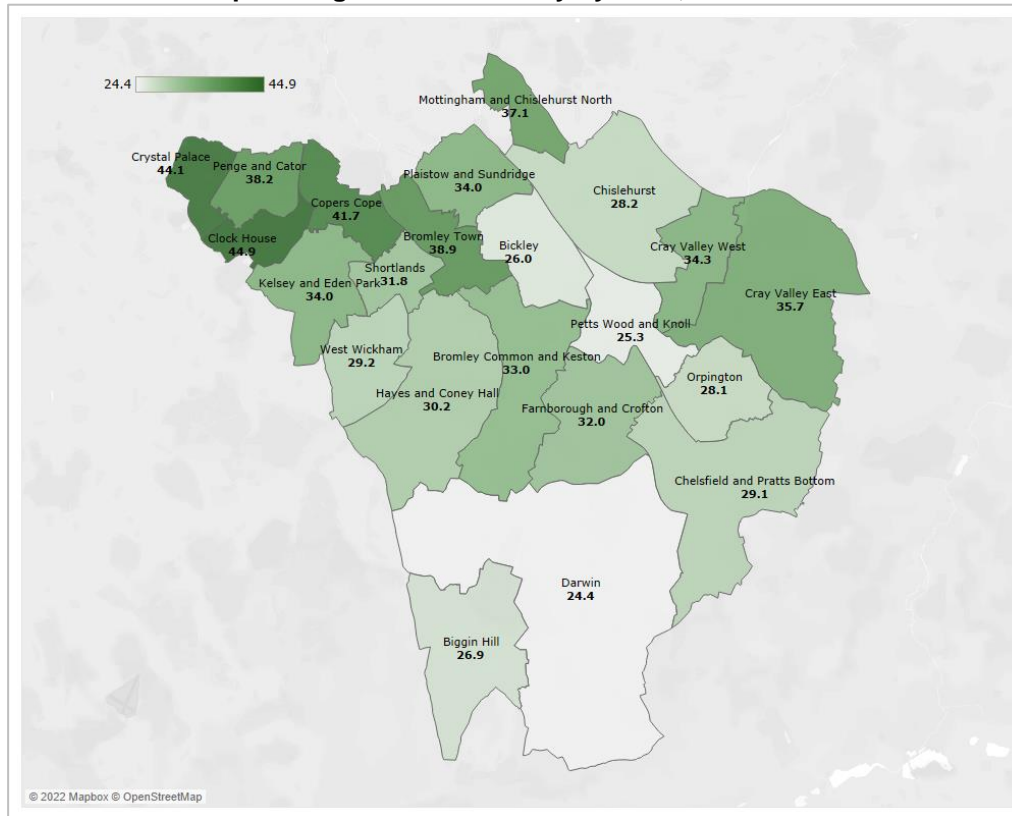
- 5.26** Due to better flexibility of opening hours and convenient locations, pharmacies can improve uptake of some vaccinations, for example flu and COVID-19 vaccinations. Flu vaccinations can prevent illness and hospital admissions. 79.1% of over 65s, 71.1% primary school age children and 50.6% of the 'at-risk' population were vaccinated for the flu in 2020/21. These coverage rates are high in comparison with the rest of London (OHID, Public Health Profiles, 2022).

Loneliness and Isolation

- 5.27** Social isolation and loneliness can impact people of all ages but is more prominent in older adults. It is linked to increased behavioural risk factors, poor mental health as well as morbidity and mortality from acute myocardial infarction and stroke²⁸.
- 5.28** The Adult social care survey explores isolation and loneliness in its analysis. Findings show that in Bromley, 45.6% users who responded to a survey have as much social contact as they would like. This is similar than national figures of 45.9%. It highlights that more than half of older adults in receipt of social care do not have as much social contact as they would like and are likely feeling isolated and lonely (Adult Social Care Survey, 2021).
- 5.29** 33% of Bromley over 65s live alone (ONS 2011 Census). This is similar to the England rate of 31.5%. However, figure 5.4 shows that there are wards within Bromley where the rates of living alone are high. The highest proportion of older 65s living alone are in Clock House and Crystal Palace (44.9% and 44.1% respectively).

²⁸ Hakulinen C, Pulkki-Råback L, Virtanen M, et al (2018). Social isolation and loneliness as risk factors for myocardial infarction, stroke and mortality: UK Biobank cohort study of 479 054 men and women. *Heart*, 104:1536-1542.

Figure 5.4: Older People living alone in Bromley by ward, 2011



Source: ONS, 2011 Census

5.30 In a recent consultation, Bromley council found that people found it difficult to find information, advice and guidance on services, groups and activities which can help to tackle loneliness. The council have produced a strategy to tackle loneliness and create strong integrated communities within Bromley²⁹. As one of its priorities in the strategy, the council will make it easier for people to access information about local community groups, activities and support services for loneliness, and provide training to staff to enable them to better recognise people at risk of loneliness. Pharmacists can support this strategy by signposting their patients to services and support that is available to them.

Major Health Conditions

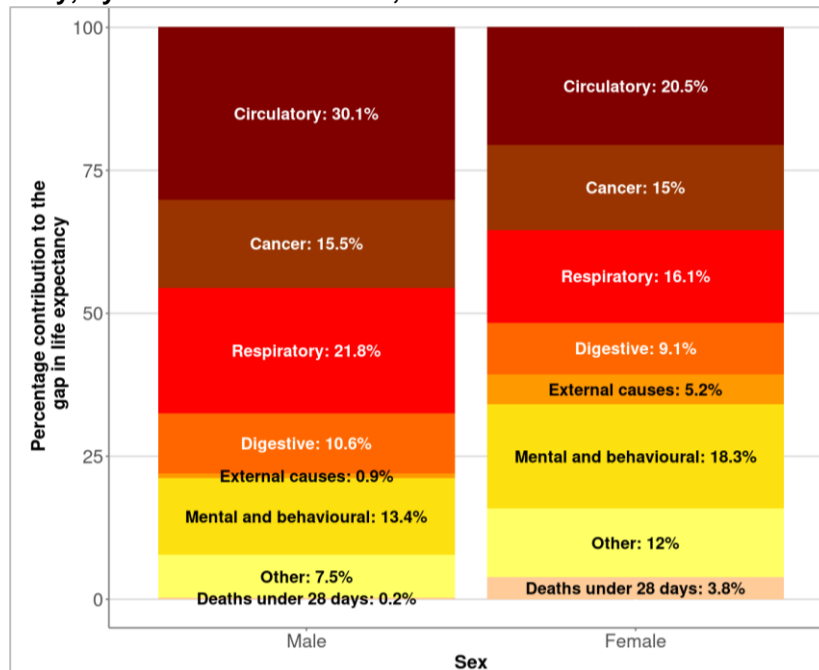
5.31 The causes of life expectancy gap between the most deprived and least deprived populations within a borough provides a good indicator on what health conditions have a bigger impact on local populations and where a targeted approach is needed.

5.32 Circulatory disease is the biggest cause of the difference in life expectancy between deprivation quantiles in both males and females accounting for 30.1% and 20.5% respectively. This is followed by cancer, respiratory diseases then mental and behavioural causes. Each of

²⁹ London Borough of Bromley (2022). Tackling Loneliness. A strategy for Bromley: 2022 to 2026

these causes feature as priorities in the current Bromley Health and Wellbeing Strategy. Figure 5.5 presents the differences in life expectancy by cause between the most deprived and the least deprived quintiles of the borough.

Figure 5.5: Life expectancy gap between the most deprived quintile and the least deprived quintile for Bromley, by broad cause of death, 2015-2017

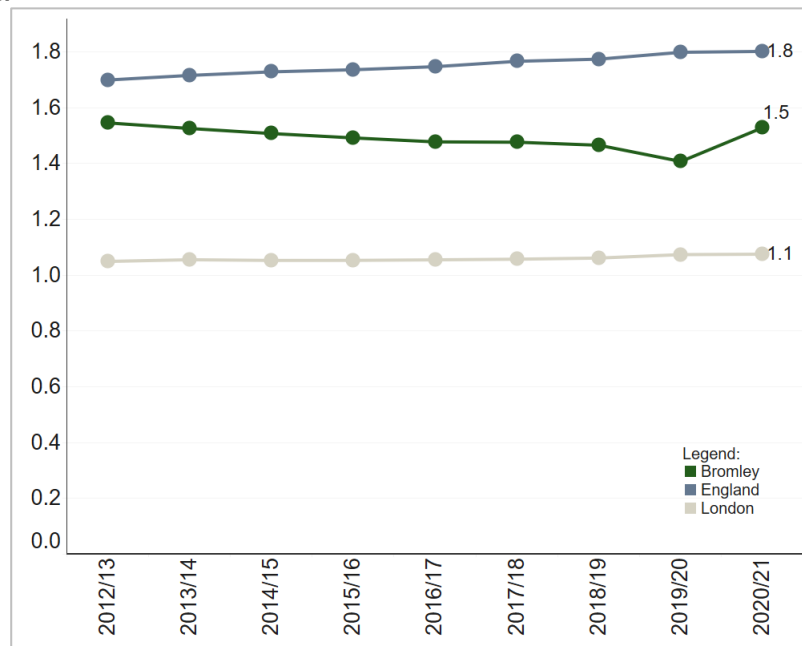


Source: OHID, based on ONS death registrations and mid-year population estimates, and Ministry of Health, Communities and Local Government IMD, 2022

Circulatory diseases

5.33 Bromley has the third highest stroke prevalence in London, although it is a low prevalence in comparison to England overall. 1.5% of the GP-registered population in Bromley have had stroke or transient ischaemic attack at some point in their lives. A trendline shows that this figure has been steady since 2012/13 although with a slight increase in 2020/21 (see Figure 5.5). The London prevalence is 1.1% and the national prevalence is 1.8% of the GP registered population (QOF, 2021).

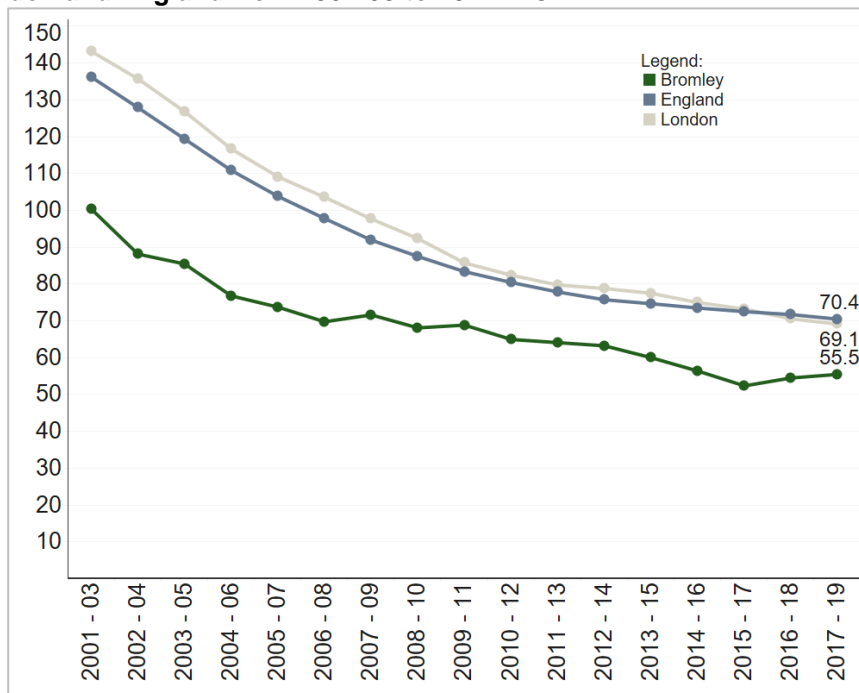
Figure 5.5: Trendline of Stroke: QOF prevalence (all ages) for Bromley, London and England, 2012/13 to 2020/21



Source: OHID, Public Health Profiles, 2022

5.34 The under-75 mortality rate for cardio-vascular disease considered preventable is 55.5 deaths per 100,000 population (three-year range, 2017-19). This is substantially lower than the national and regional rates of 70.4 and 69.1 deaths per 100,000 population. and one of the lowest in London. Rates have been reducing over the years (see Figure 5.6) and this is likely due to timelier and high-quality treatment, effective prescribing, and a reduction in the number of smokers.

Figure 5.6: Under-75 mortality rate per 100,000 from cardiovascular disease (3-year range) for Bromley, London and England from 2001-03 to 20217-19

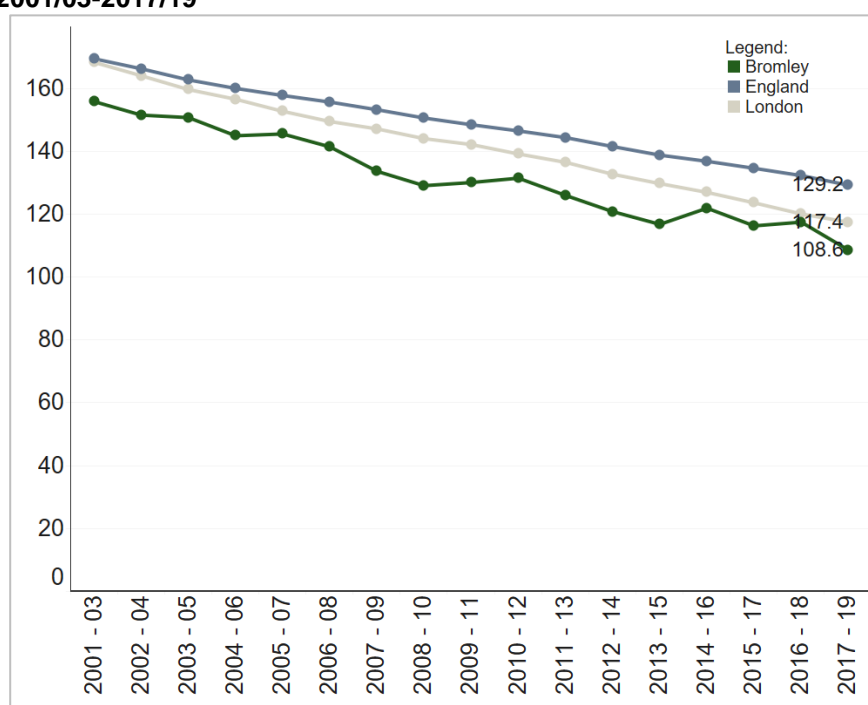


Source: OHID, Public Health Profiles, 2022

Cancer

- 5.35** Pharmacists can play in an important role in the early detection and diagnosis of cancer. Raising awareness through public health campaigns and talking to patients about signs and symptoms of different cancers can result in earlier diagnosis and therefore better treatment options for patients.
- 5.36** 2014-2018 data shows 99.4 new cases of cancer per 100,000 Bromley GP-registered population. This is similar to the national rate of 100 new cases per 100,000 population (OHID, Public Health Profiles, 2022).
- 5.37** The premature mortality rate for cancer (i.e., under 75 years) for Bromley is similar to the national rate although higher than London. For 2017-19, 108.6 per 100,000 residents of the borough died prematurely from cancer, compared with 129.2 for England and 117.4 for London. This mortality rate, although fluctuating, has generally been on a downward trend since 2001-03 (see Figure 5.7).

Figure 5.7: Trendline of under 75 mortality rates from cancer for Bromley, London and England, 3-year range, 2001/03-2017/19



Source: OHID, Public Health Profiles, 2022

5.38 NHS South East London Clinical Commissioning Group (Bromley) **screening coverage** for bowel, breast and cervical cancers are higher than London and England and among the highest in London (NHS Cancer Screening Programme, 2021).

Respiratory diseases

5.39 Respiratory disease is one of the top causes of death in England in under 75s. The under-75 mortality rate by respiratory disease (considered preventable) in Bromley is 22.1 per 100,000 population in 2020. This is lower than London and England where the rates are 26.7 and 29.4 respectively (OHID, Public Health Profiles, 2022).

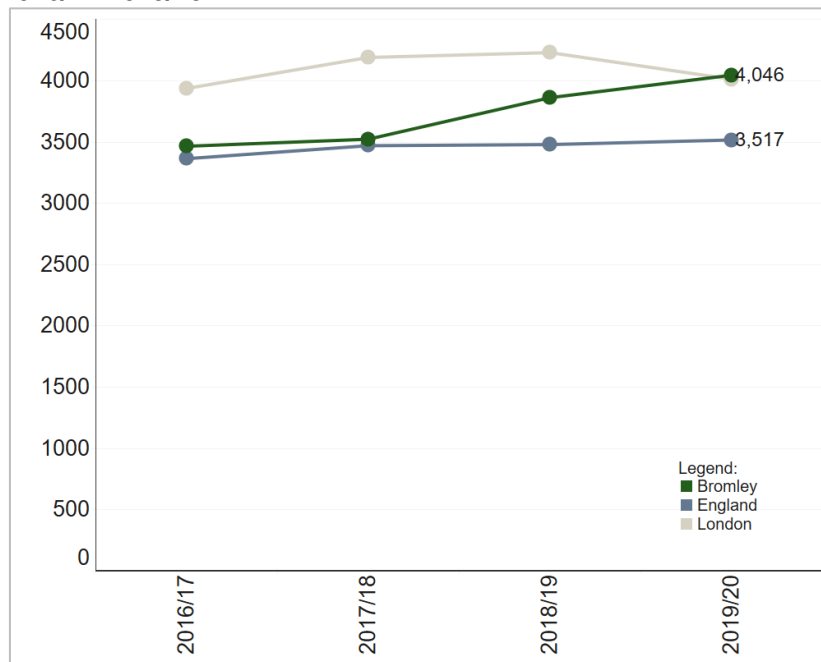
5.40 One of the major respiratory diseases is **chronic obstructive pulmonary disease (COPD)**. Emergency hospital admissions for COPD in Bromley is similar to national figures. In 2019/20 there were 276 per 100,000 admissions for COPD, much lower than the regional and national rates of 358 and 415 per 100,000 admissions respectively. Helping people to stop smoking is key to reducing COPD and other respiratory diseases (OHID, Public Health Profiles, 2022).

5.41 **Asthma** is the most common long-term health condition in children in the UK. It is also one of the most common reasons for emergency hospital admissions. 5.2% of South East London residents (aged 6 and over) have asthma, this is slightly lower than the England rate of 6.5% (OHID, Public Health Profiles, 2022).

Mental and Behavioural disorders

- 5.42 Common mental illnesses** include depression, general anxiety disorder, panic disorder, phobias, social anxiety disorder, obsessive-compulsive disorder and post-traumatic stress disorder. NHS England estimates that 15.1% of the Bromley adult population have a common mental illness. This is slightly lower than England (16.9%) (OHID, Common Mental Health Disorders, 2022).
- 5.43 Severe mental illnesses** include disorders that produce psychotic symptoms and severe forms of other disorders such as depression and bipolar disorder. 0.83% of the GP-registered population have a diagnosis of a severe mental illness. This is the third lowest figure in London and but similar to the England figure of 0.95% (OHID, Severe Mental illness, 2022).
- 5.44** Medicines are a key component of health and mental health care, and pharmacists have the expertise required to improve adherence to medication and support the reduction of inappropriate use of medicines.
- 5.45** An ability to access pharmacies can be very important for people living with dementia. Dementia-friendly pharmacies can support people living with dementia to feel confident and empowered to do things that they have always been able to do, such as collecting a prescription.
- 5.46** Approximately 2,738 people, or 4.43% of GP-registered patients aged 65 and over in Bromley had dementia in 2020. While this figure is relatively low in comparison with London and England, the rate of admissions for people over 65 with dementia is increasing. 4,046 per 100,000 admissions in 2019/20 were for people over 65 with dementia, higher than London and England (Figure 5.8).

Figure 5.8: Trendline of dementia direct standardized rate of emergency admissions (aged 65 and over), 2016/17-2019/20



Source: OHID, Public Health Profiles, 2022

Summary of Demographics and Health Needs of Bromley

This chapter looks at the overall health and wellbeing of the population of Bromley guided by Bromley's Health and Wellbeing priority areas.

In general, Bromley residents are faring well in terms of health and wellbeing, in comparison to the rest of England. Life expectancy and healthy life expectancy figures are higher than in London and England. Fewer children and adults are overweight or obese, fewer children have dental decay and more adults are physically active than England comparators. Fewer than one in 10 people smoke, one of the lowest figures in London. Although smoking in routine and manual workers is comparatively high.

Sexual health and sexually transmitted infections are all priorities of the Bromley Health and Wellbeing Strategy. Bromley does have high STI diagnosis rate in comparison to England, although similar to the London rate. While the rate of HIV in Bromley is comparatively low, the rate of those who were diagnosed late is higher than the London comparator.

Substance misuse is another priority area of the Bromley Health and Wellbeing Strategy. Hospital admissions for substance misuse in young adults is the second highest in London.

Circulatory diseases are the biggest cause of the life expectancy gap between those living in the most and least deprived quantiles in Bromley. This is followed by cancer, respiratory diseases, then mental and behavioural causes. Bromley has the third highest stroke prevalence in London. Positively, under-75 mortality rates for cardiovascular disease and cancers have generally been reducing in recent years.

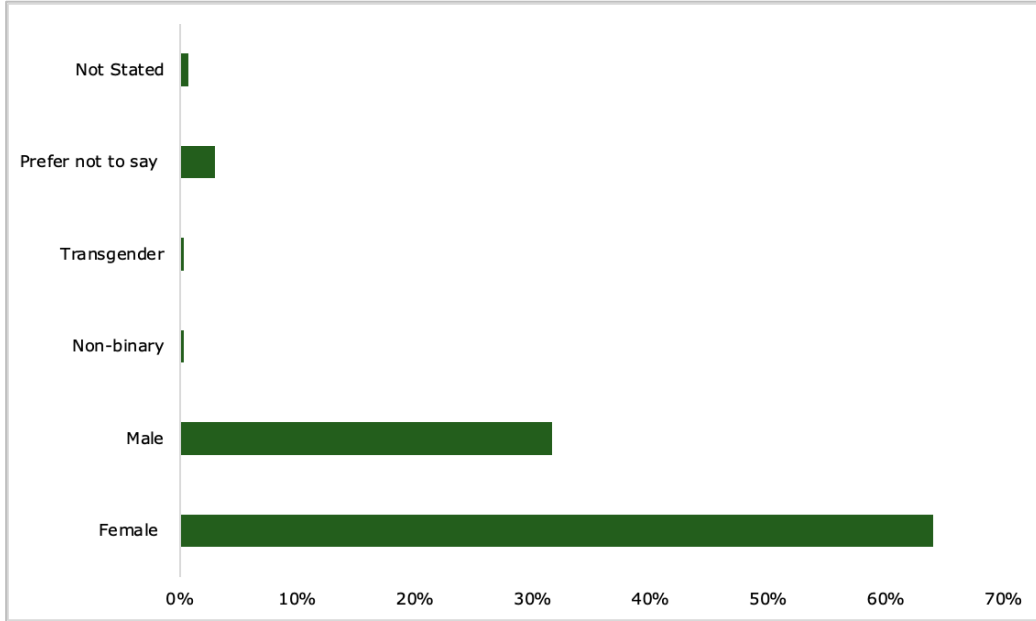
Chapter 6 - Patient and Public Engagement

- 6.1** This chapter discusses the results of the patient and public engagement that was carried out in Bromley between the period of 13th November 2021 to the 14th January 2022. A community questionnaire was used to engage with residents to understand their use and experience of local pharmacies. This questionnaire was approved for use for the local population by the PNA Steering Group and the communication teams of Bromley.
- 6.2** The community engagement survey was disseminated via various channels including the Bromley Public Health website, and social media platforms. Over the period between 13th December 2021 to 14th January 2022, a total of **563 residents responded**.
- 6.3** The community engagement survey was also distributed to Bromley Healthwatch, LBB Public Health and SEND teams, Community Links Bromley, Bromley Children's Project, Bromley Well, Resident Association group, and community leaders group supporting harder to reach communities. Posters were also placed in the Civic Centre vaccination site.
- 6.4** The 563 responses were collated and analysed to better understand the use of expectations on community pharmacies by Bromley residents and identify any potential gaps in service provision for the protected characteristics and the implications they may have on the PNA.
- 6.5** A "protected characteristic" means a characteristic listed in section 149(7) of the Equality Act 2010. There are also certain vulnerable groups that experience a higher risk of poverty and social exclusion than the general population. These groups often face difficulties that can lead to further social exclusion, such as low levels of education and unemployment or underemployment.

Demographics of the sample population

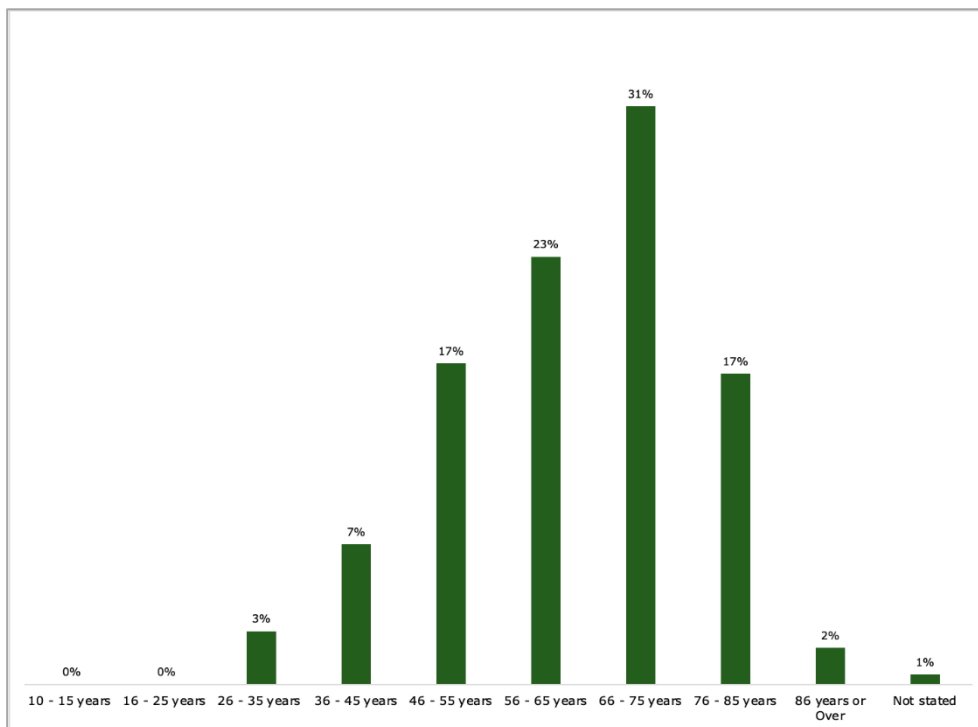
- 6.6** A breakdown of **gender** shows that 64% of the respondents were female, 32% were male, 3% preferred not to state, 0.4% were non-binary, and 0.4% were transgender (figure 6.1).

Figure 6.1: Breakdown of gender



6.7 The survey represented a wide range of **age** categories, with the highest representation from the 66-75 age group (31%). This was followed by the 56-65 age group (23%), then by the 56-65 age group (17%), and the 76-85 age group (17%). The least represented groups were of all under the age of 46, and over the age of 85 (figure 6.2).

Figure 6.2: Breakdown of age categories



6.8 A breakdown of **ethnicity** showed that of the 563 respondents, 17 (4%) identified being from a Black, Asian and ethnic minority background, and 528 (94%) identified as being White.

6.9 Whilst the number do not reflect the composition of Bromley residents, they do provide an insight around how pharmacies were used by people from an ethnic minority background.

6.10 Below is the breakdown of the ethnicity of the survey respondents (Table 6.1).

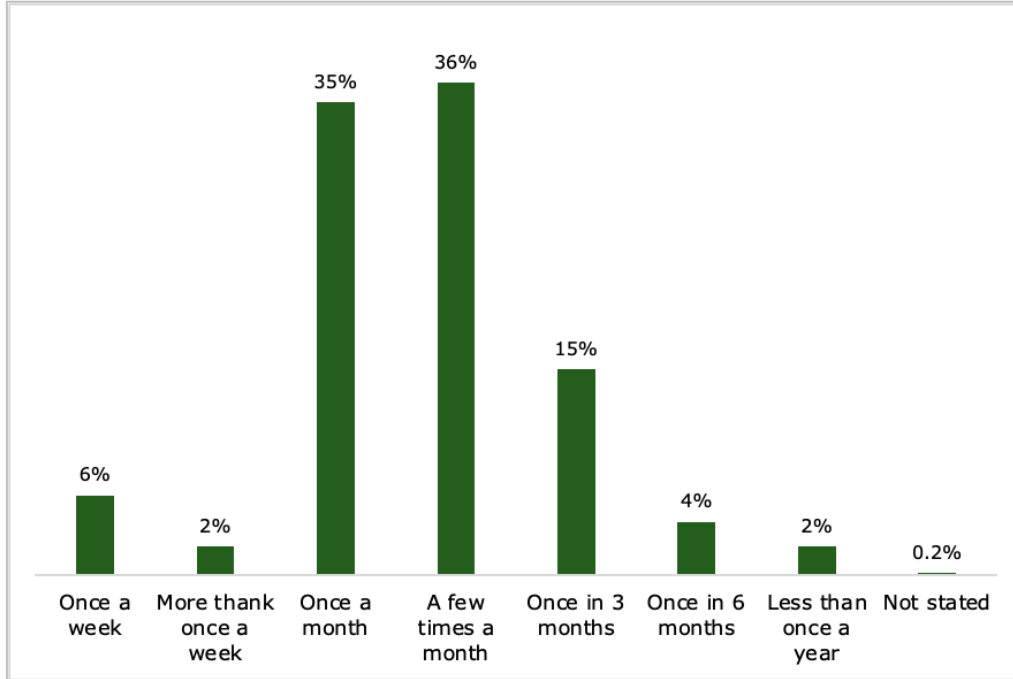
Table 6.1: Breakdown of ethnic groups

Ethnicity	Number of respondents
White (including English, Welsh, Scottish, Northern Irish, British, Irish, Gypsy or Irish Traveller, and other White background)	528 residents of Bromley 94%
Mixed ethnic groups (including White and Black Caribbean, White and Black African, White and Asian, any other mixed ethnic)	11 residents of Bromley 2%
Asian or British Asian (including Indian, Pakistani, Bangladeshi, Chinese, any other Asian background)	3 residents of Bromley 1%
Black African, Caribbean or Black British (including African, Caribbean, any other Black African or Caribbean background)	3 residents of Bromley 1%
Any other ethnic group (including Arab)	0
Did not state their ethnic background	18 residents of Bromley 3%

Overall use of pharmacies

6.11 When asked around **how often they use their local pharmacy**, 36% of Bromley residents use their pharmacy a few times a month, 35% of residents use their pharmacy once a month, 15% of residents use their pharmacy once every 3 months, around 6% use it once a week, 4% once every 6 months, and 2% more than once a week, or less than once a year (see Figure 6.3).

Figure 6.3: Breakdown of how often residents use their pharmacy



6.12 Most residents (**82%**) prefer to use their pharmacy on the weekdays, one in five prefer to use their pharmacy over weekends (21%). The most popular time to use the pharmacy was between **9am-12pm** (see Figures 6.4 & 6.5).

Figure 6.4: Weekday or weekend use

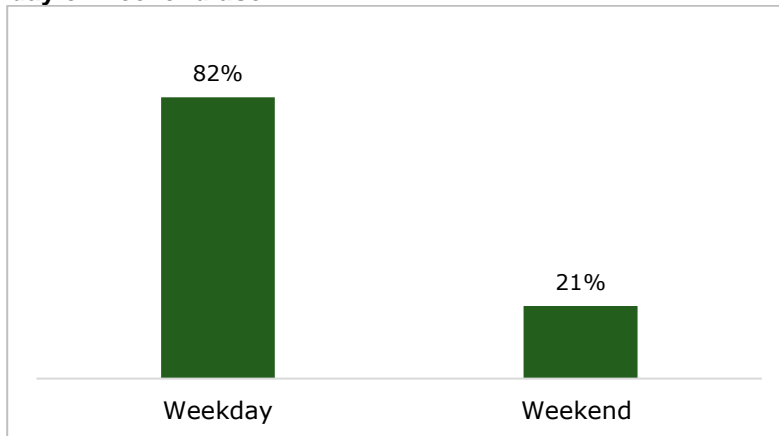
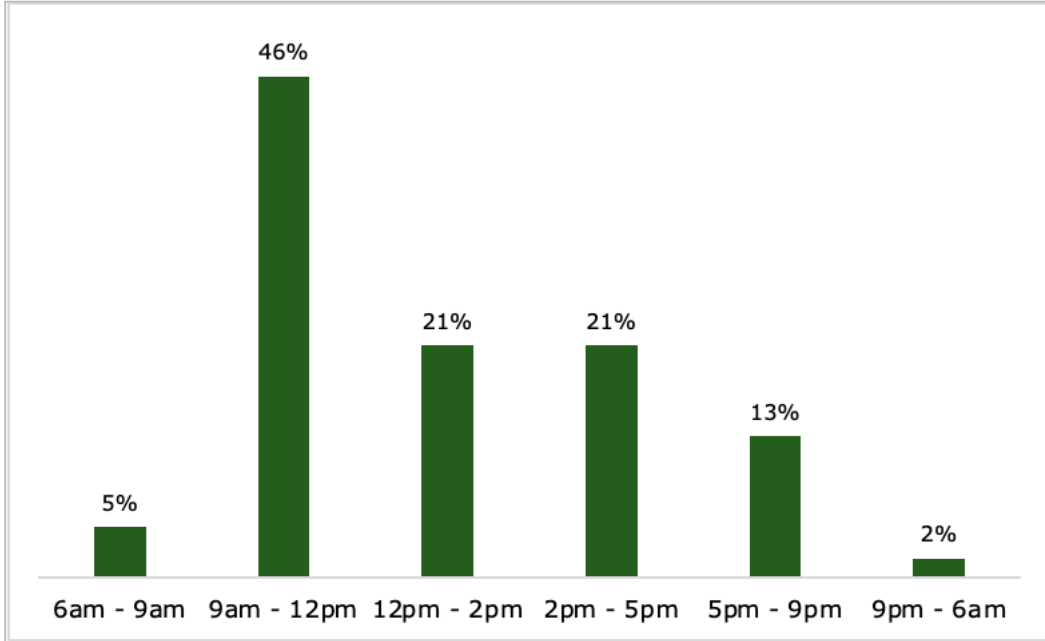


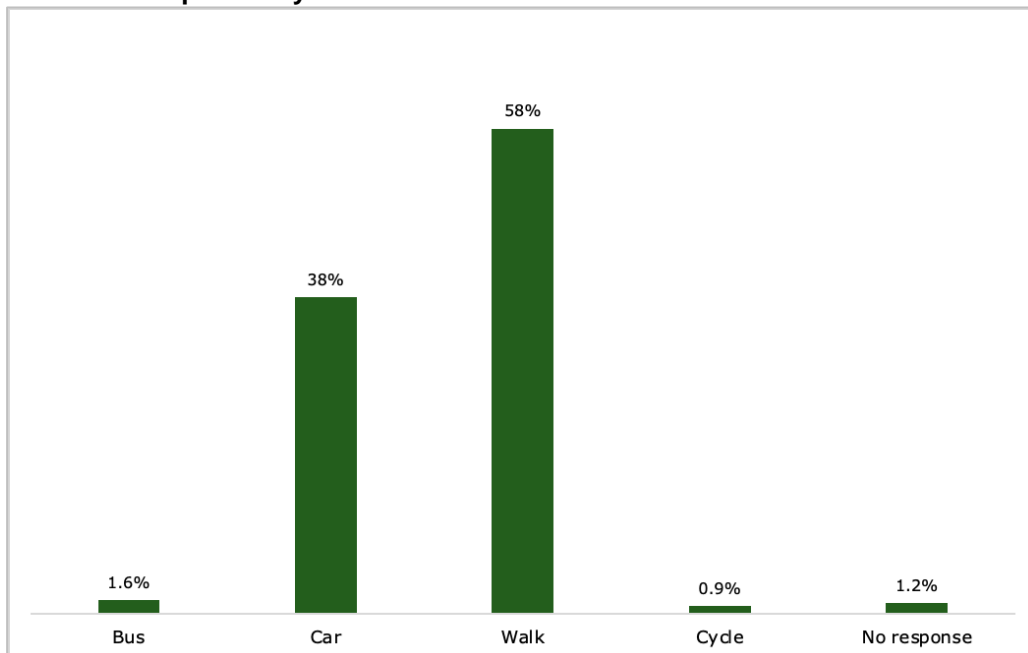
Figure 6.5: Preference for time of day



6.13 When asked who they are using the pharmacy for, 86% of Bromley residents said that they use the pharmacy for themselves, 44% use their pharmacy for their spouse or partner, and around 12% used the pharmacy for their children.

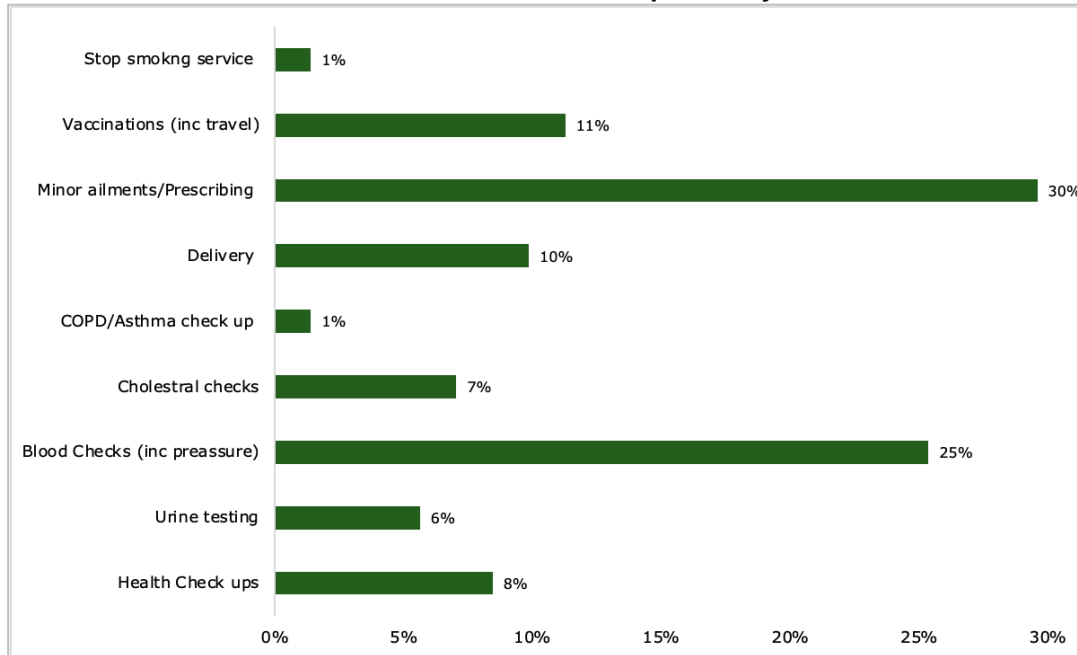
6.14 58% of the respondents walk to their local pharmacy, with 38% using their car. 1.6% usually take a bus to their pharmacy, and 0.9% take a cycle (see figure 6.6).

Figure 6.6: Travel to pharmacy



- 6.15** In responding to **how long it takes to get to pharmacy**, 63% said between 5-20 minutes, and 33% said less than 5 minutes. This result included both walking and taking a car to their local pharmacy.
- 6.16** Of the 563 respondents, 72 said that they do use an online pharmacy, and this was mainly to order repeat prescriptions.
- 6.17** The survey also asked how the respondents' **use of pharmacy had changed since the COVID-19 pandemic**. Of the 400 people who responded to this question, 172 (43%) had said that their use of the pharmacy since the start of the pandemic had not changed at all. Participants who stated that their use did change provided a range of comments as to how, including:
- ensuring masks were worn within the pharmacy
 - getting flu jabs
 - collecting lateral flow test kits
- 6.18** 358 (64%) respondents left a comment around **how they felt their pharmacy could be improved**. Of these, 114 residents were happy with how their pharmacy currently was and did not feel like improvements were to be made. The two most popular comment following this was to around:
- increasing staff within pharmacies
 - longer opening hours
- 6.19** Of the 563 respondents, 71 people left a comment on **what services they would like to see available** in their pharmacy (figure 6.7).

Figure 6.7: Services residents would like to see in their pharmacy



The top five services the public would like to see within their pharmacy were:

- Minor ailments and prescribing
- Blood checks (including pressure, and testing)
- Vaccinations (including travel, and COVID-19 vaccinations)
- Delivery
- Health check ups

Analysis of Protected characteristics

Age

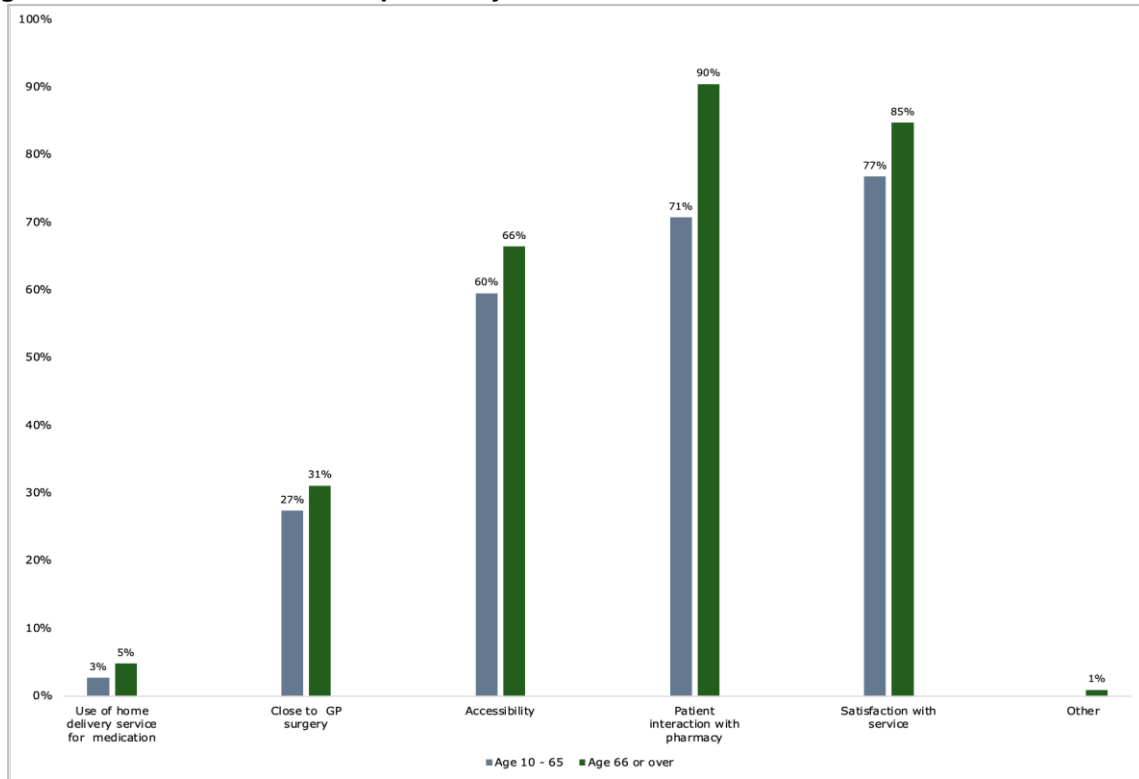
6.20 Pharmacies provide essential services to all age groups such as dispensing, promotion of healthy lifestyles and signposting patients to other healthcare providers. Pharmacies providing services to vulnerable adults and children are required to be aware of the safeguarding guidance and local safeguarding arrangements.

6.21 To understand any differences, we carried out the analysis by grouping together age groups that are over 66 and compared this with age groups under the age of 65.

6.22 When analysing results around **reasons for chosen pharmacy**, the main reason for 66 and over age category to choose their pharmacy was based on the patient interaction they receive from the pharmacy or pharmacist (90%). The main reason for chosen pharmacy for the under

65 age group was due to the satisfaction with the service they receive from their pharmacy (77%) (Figure 6.8).

Figure 6.8: Reasons for chosen pharmacy

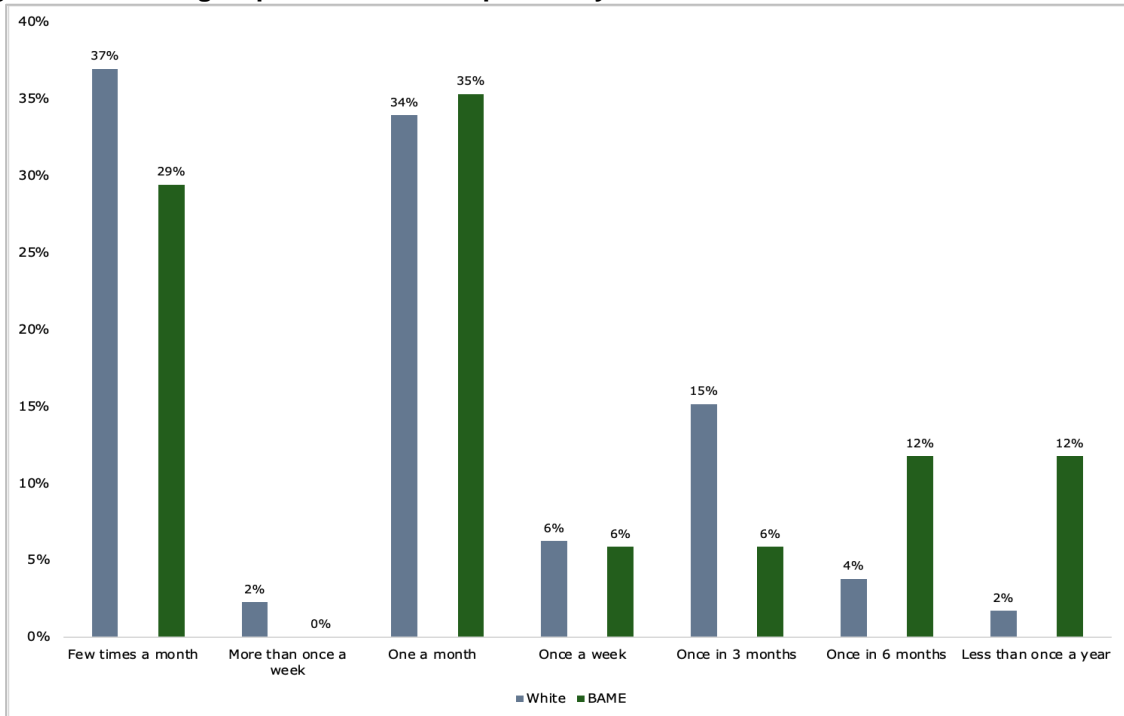


Ethnicity

6.23 For the purposes of studying differences in the use and experience of pharmacies, we compared ethnic minority groups with groups identifying as White (including British, Irish, and other White).

6.24 Those from an ethnic minority background were more likely to use their pharmacy at least once a month, whereas those from a White background were more likely to use their pharmacy a few times a month (Figure 6.9).

Figure 6.9: Ethnic group breakdown and pharmacy use



Pregnancy and maternity

6.25 Five (1%) of the respondents to the community engagement survey were pregnant or breastfeeding. Three were aged between 26-35, and two aged between 36-45. Though pregnant and breastfeeding respondents made a small representation to the overall survey responses, this could be explained by the fact that the majority of the people who completed this survey were aged 56 and over.

6.26 Like the general population, those who were pregnant, or breastfeeding tended to use the pharmacy on the weekday.

6.27 One respondent commented that they would like to see more baby information services in their pharmacy.

6.28 The reasons for their chosen pharmacy included being in a good location and patient satisfaction with service.

Gender

6.29 The usage of pharmacy showed that women tended to use the pharmacy a few times a month, and men were more likely to use the pharmacy once a month.

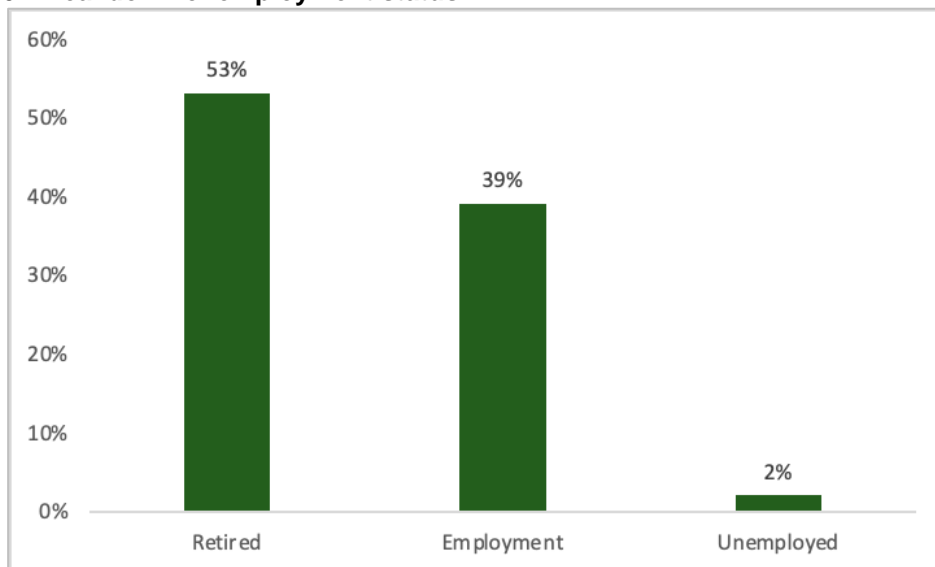
6.30 Women were also more likely to use the pharmacy for their children compared to their male counterparts.

6.31 No differences were found in terms of reasons for using their chosen pharmacies.

Employment status

6.32 A breakdown of employment status showed that over half of the respondents were retired residents (53%), 39% were in employment (this included, full-time, part-time, self-employment and being a carer), and 2% were not employed at the time the survey was completed (Figure 6.10).

Figure 6.10: Breakdown of employment status



6.33 No differences between employment status groups were found on how they would prefer to use their pharmacy. The analysis showed that those in employment, still preferred to visit their pharmacy on the weekday over the weekend.

Disability

6.34 All pharmacies are obligated to make 'reasonable adjustments' under the Equality Act 2010. This ensures that a person with a disability is not put at a substantial disadvantage when compared to persons with no disabilities in accessing services that are provided by the pharmacy.

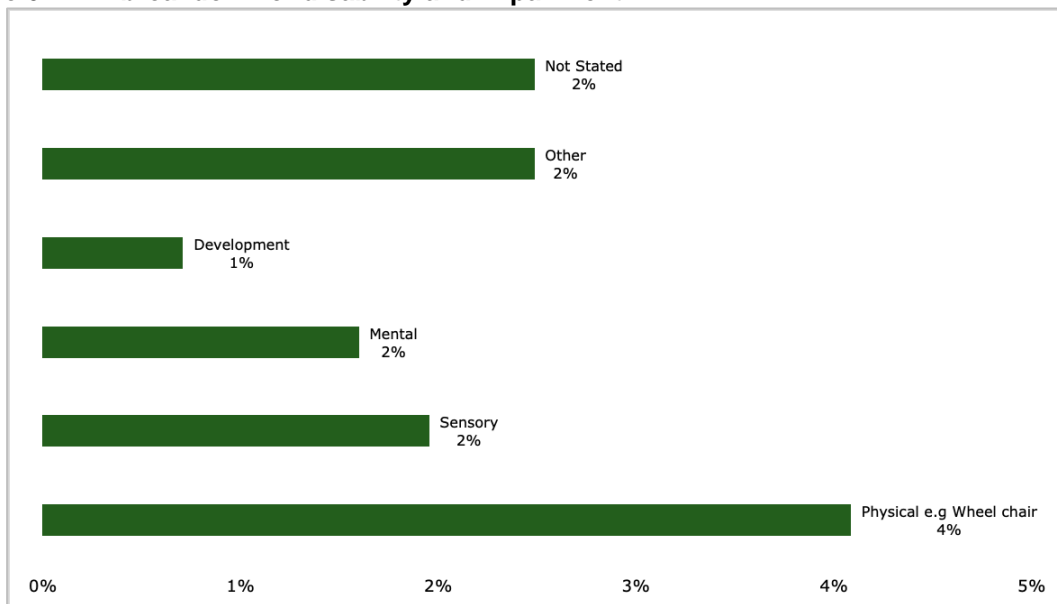
6.35 The survey categorised disabilities into six main groups:

1. Physical e.g., wheelchair user
2. Mental health issues e.g., bipolar disorder, schizophrenia, depression

3. Sensory e.g., mild deafness, partially sighted, blindness
4. Learning disabilities e.g., Down Syndrome, Cerebral Palsy
5. Developmental e.g., Autistic spectrum disorder, dyslexia, dyspraxia
6. Other

6.36 74 (13%) of the respondents answered yes to having a disability, 4% had a physical disability, followed by mental health issues (2%), and developmental disabilities (2%) (Figure 6.11).

Figure 6.11: A breakdown of disability and impairment



6.37 Those who said that they have a disability preferred to use the pharmacy during the weekday, over the weekend. There were no differences between groups around what time of the day they wished to use the pharmacy.

6.38 41% of those that had said yes to having a disability used their car to travel to their pharmacy, and 46% walked to their pharmacy. Only 1% cycled to their pharmacy.

6.39 47 additional comments were left around how residents felt their current pharmacy could be improved. Overall, most respondents were happy with their pharmacy. There were no substantial differences between the overall responses, and this protected characteristic in relation to improvements with the pharmacy.

6.40 No differences were identified between the overall responses and those with disabilities in relation to services they would like to see within their pharmacy.

Sexual Orientation

- 6.41** Of the total number of respondents, 455 (80%) identified as heterosexual, 19 (3%) identified as LGBTQ+, 59 (10%) preferred not to state.
- 6.42** No differences were found between the groups in terms of usage of pharmacy.

Relationship status

- 6.43** A large proportion (373) of those that completed this survey were married. 12 people were in civil partnerships, 72 respondents were single, 30 respondents were widowed, 35 preferred not to state their relationship status, and 22 were co-habiting.
- 6.44** No differences were found in the use and experience of those who were single or widowed, to those who were married, co-habiting or in a civil partnership.

Summary of Patient and Public Engagement and the Protected Characteristics

Patient and public engagement in the form of a survey was undertaken to understand how people use their pharmacies, what they use them for and their views of the pharmacy provision. It included an exploration of the health needs specific to protected characteristics and vulnerable groups.

563 Bromley residents responded to the survey. The results showed that residents chose their pharmacy based on overall satisfaction of the pharmacy services and patient interaction with the pharmacy with friendly staff.

Most people surveyed used their pharmacy during the weekdays and during normal working hours. A proportion of residents preferred to use their pharmacy on the weekend (21%).

Overall, Bromley residents were happy with the services provided by their pharmacy. A small number of respondents provided suggestions for improvements which were mainly around the provision of services they would like to see. This included minor ailments and prescribing, blood checks including (testing and blood pressure checks), and vaccinations (travel and COVID-19).

Chapter 7– Provision of Pharmaceutical Services

7.1 This chapter identifies and maps the current provision of pharmaceutical services in order to assess the adequacy of provision of such services. Information was collected up until October 2021.

7.2 It assesses of the adequacy of the current provision of necessary services by considering:

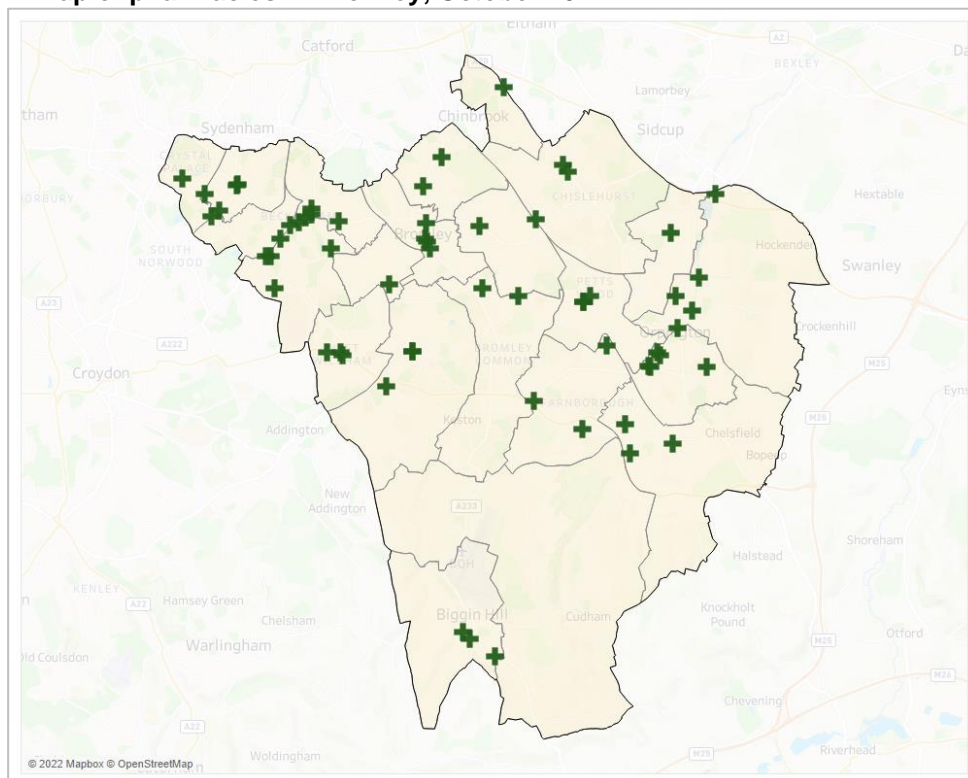
- Different types of pharmaceutical service providers
- Geographical distribution and choice of pharmacies, within and outside the borough
- Opening hours
- Dispensing
- Pharmacies that provide essential, advanced and enhanced services

In addition, this chapter also summarises pharmaceutical contractors' capacity to fulfil identified current and future needs in Bromley.

Pharmaceutical service providers

7.3 As of October 2021, there are currently 60 pharmacies in Bromley that hold NHS contracts, all of which are community pharmacies. They are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough as well as those within 1 mile of its border are also listed in Appendix A.

Figure 7.1: Map of pharmacies in Bromley, October 2021



Source: Contractor Survey and NHS England, 2021

Community pharmacies

- 7.4** The 60 community pharmacies in Bromley equates to 1.8 community pharmacies per 10,000 residents (based on a 2022 population estimate of 337,024). This ratio is just below the London and England averages, both of which stand at 2.2 based on 2014 data (LGA, 2021³⁰).

Dispensing appliance contractor (DAC)

- 7.5** There are no DACs on Bromley's pharmaceutical list. A DAC is a contractor that specialises in dispensing prescriptions for appliances, including customisation. They cannot dispense prescriptions for drugs.

GP dispensing practices

- 7.6** There are no GP dispensing practices in Bromley.

³⁰ Local Government Association: LG Inform. Ratio of pharmacies per 10,000 population (Snapshot: 29 November 2014) https://lginform.local.gov.uk/reports/lgastandard?mod-area=E92000001&mod-group=DEFRA2009_OtherUrbanList&mod-metric=3707&mod-type=namedComparisonGroup (Accessed in December 2021).



Distance selling pharmacies

7.7 There are no distance selling pharmacies in Bromley.

Local pharmaceutical services

7.8 There are no Local Pharmaceutical Service (LPS) contracts within Bromley. No area in Bromley has been designated as LPS areas.

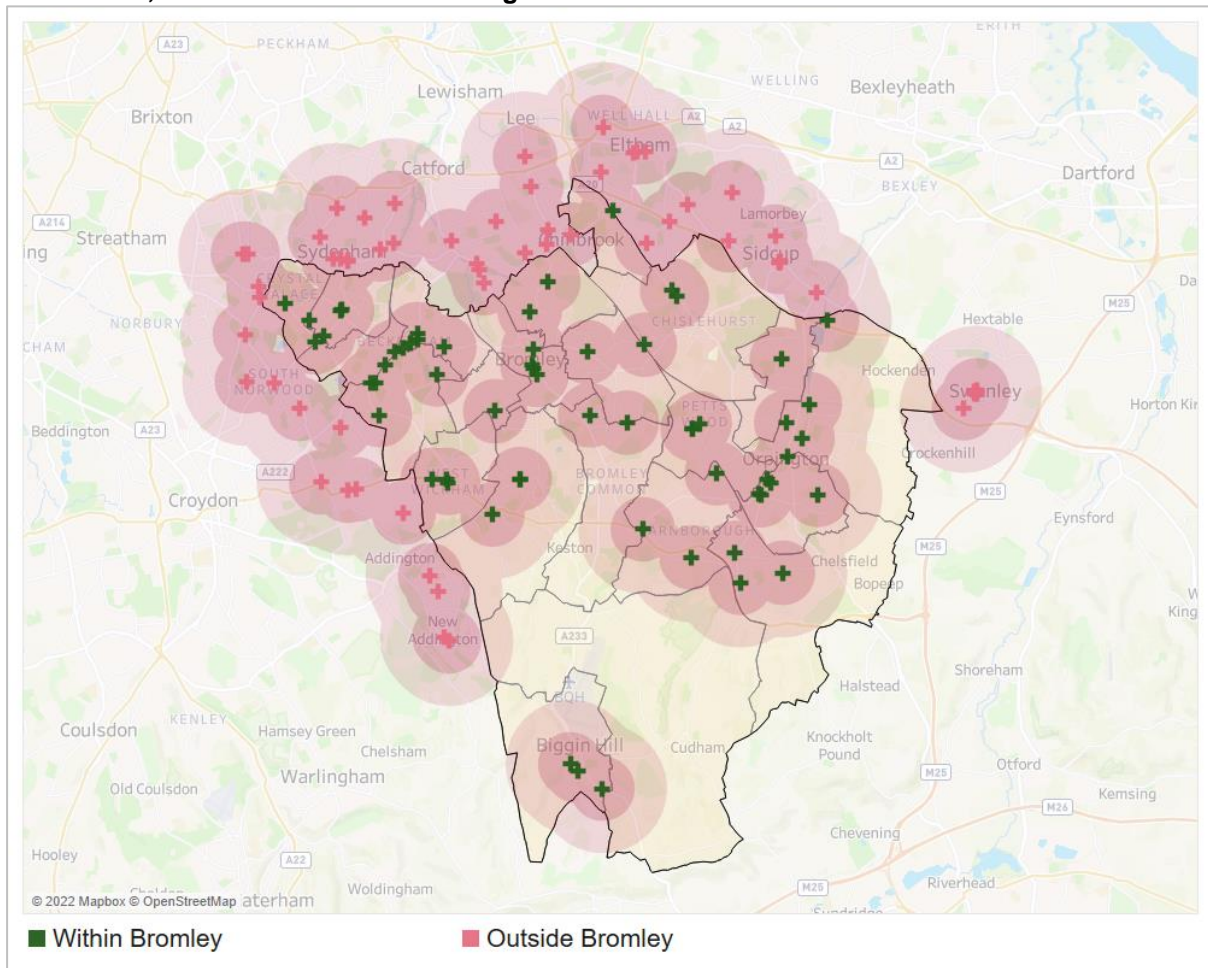
Accessibility

Distribution and choice

7.9 The PNA Steering Group agreed that the maximum distance for residents in Bromley to access pharmaceutical services, should be no more than 1 mile. This distance equates to about a 20-minute walk. If residents live within a rural area, 20 minutes by public transport is considered accessible.

7.10 Figure 7.2 shows the 60 community pharmacies located in Bromley and a 0.5- and 1-mile radius from each. In addition to the pharmacies within Bromley, there are another 58 pharmacies located within 1 mile of the borough's border that are considered to serve Bromley residents. These have been included in the pharmacies shown in Figure 7.2 as well as in Appendix B. A 0.5- and 1-mile radius from each pharmacy's location is shown.

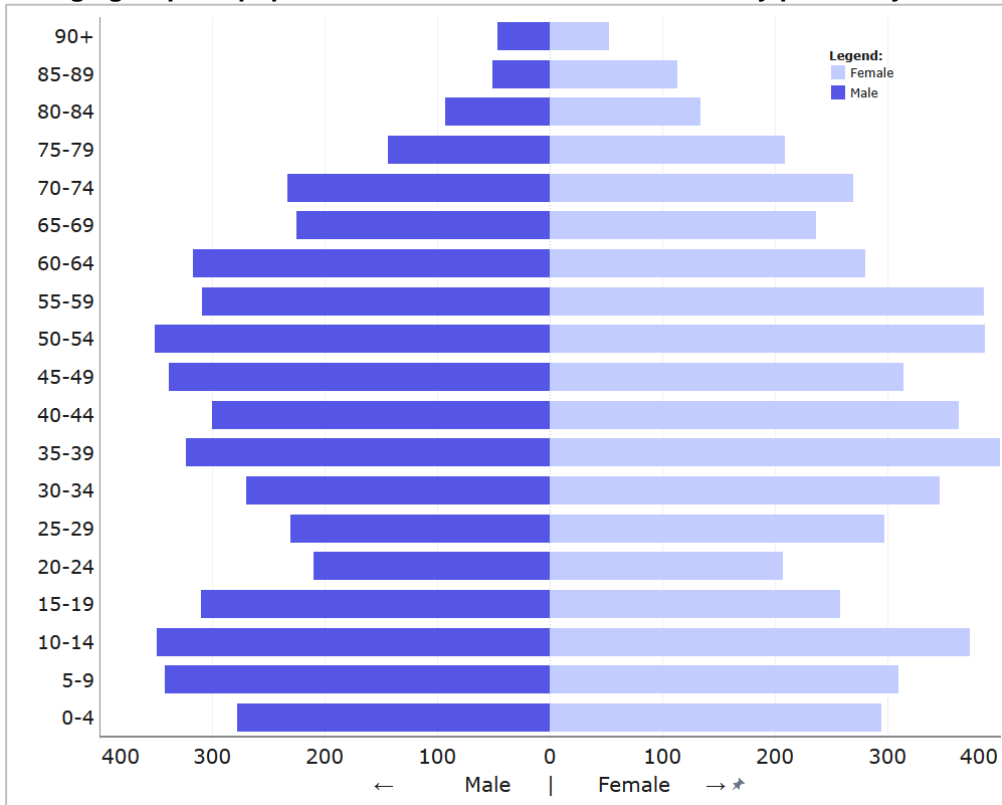
Figure 7.2: Distribution of community pharmacies in Bromley and within 1 mile of the borough boundaries, with 0.5- and 1-mile coverage



Source: Contractor Survey and NHS England, 2021

7.11 This shows that most of the borough is within 1 mile of at least one pharmacy. The most prominent exception is within the Darwin Ward where the population density is very low and housing development is limited. In total, 9,951 Bromley residents are not within one mile of a pharmacy (OHID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022). A distribution of the age-groups of this population is shown below. As seen, this population represent people from all age groups.

Figure 7.3: Age groups of population not within 1 mile of community pharmacy

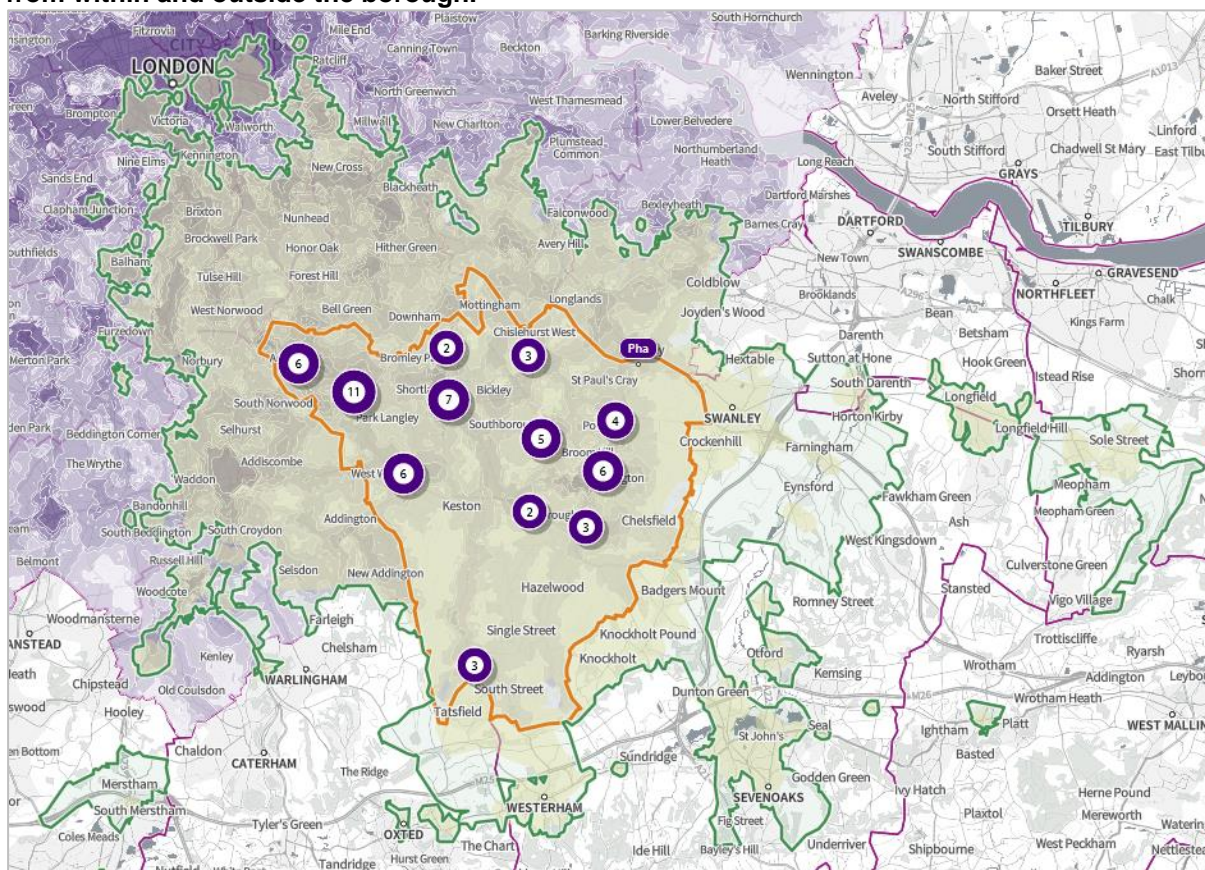


Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

7.12 Despite some residents not being within a mile of a pharmacy, all residents in Bromley can reach a pharmacy using public transport within 20 minutes, attesting to the accessibility of the pharmacy provision in the borough. A total of 986,410 people in and outside the borough can reach a Bromley pharmacy by public transport within 20 minutes (OHID, SHAPE Atlas Tool, 2021).

7.13 Figure 7.4 presents the coverage of the Bromley pharmacies in consideration of public transport. Coverage of the pharmacies is presented in a green border.

Figure 7.4: Areas covered by 20-minute travel time by public transport to a Bromley pharmacy from within and outside the borough.



Source: OVID, Strategic Health Asset Planning and Evaluation Atlas Tool, 2022

7.14 The geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio is shown in Figure 7.5 and Table 7.1. As seen, with the exception of Clock House and Darwin, all wards have at least one pharmacy within them.

Table 7.1: Distribution of community pharmacies by ward

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
Kelsey and Eden Park	6	16,793	3.6
Orpington	5	16,192	3.1
Cray Valley East	5	16,922	3.0
Copers Cope	5	17,974	2.8
Penge and Cator	4	19,213	2.1
Bromley Town	4	21,174	1.9
West Wickham	3	14,848	2.0
Petts Wood and Knoll	3	13,957	2.1
Hayes and Coney Hall	3	16,008	1.9
Farnborough and Crofton	3	14,960	2.0
Chislehurst	3	15,977	1.9

Chelsfield and Pratts Bottom	3	14,773	2.0
Biggin Hill	3	9,799	3.1
Plaistow and Sundridge	2	16,271	1.2
Crystal Palace	2	14,755	1.4
Bickley	2	19,109	1.0
Shortlands	1	10,490	1.0
Mottingham and Chislehurst North	1	10,925	0.9
Cray Valley West	1	17,642	0.6
Bromley Common and Keston	1	17,054	0.6
Darwin	0	5,398	0.0
Clock House	0	16,791	0.0
Borough Total	60	337,024	1.8

Source: Contractor Survey and NHS England, 2021

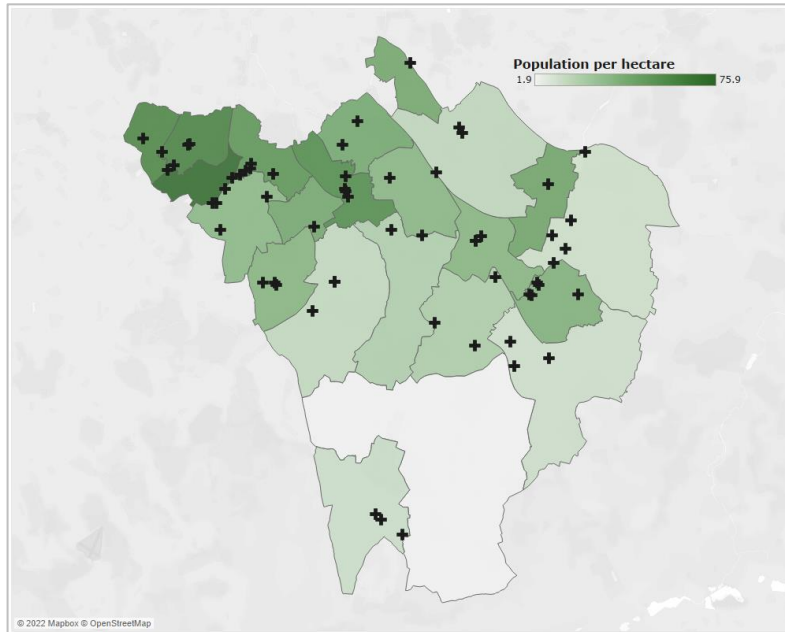
7.15 Clock House is well served by wards that surround it. Darwin on the other hand has low population density as large parts of it are within the Green Belt.

7.16 Residents tend to fill their prescriptions at local pharmacies. NHSE data shows that in 2020-21, 87.9% (3,565,427) of items prescribed by GPs in Bromley were dispensed by community pharmacies in the borough. The next largest borough where prescriptions from Bromley were dispensed was Lewisham (4.0%).

Pharmacy Distribution in relation to population density

7.17 The population density map below indicates that the community pharmacy premises are predominantly located in areas of highest population density although a small number of pharmacies were identified in areas with the lowest population density.

Figure 7.5: Pharmacy locations in relation to population density by ward in Bromley



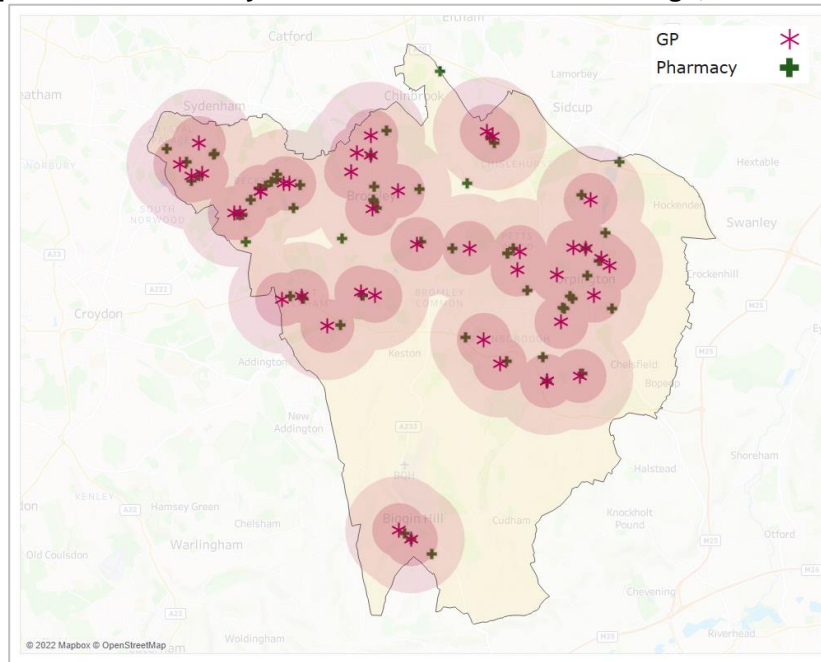
Sources: GLA (Land Area, and Population Density and NHSE)

Pharmacy Distribution in relation to GP surgeries

- 7.18** As part of the NHS Long Term Plan³¹ all general practices were required to be in a primary care network (PCN) by June 2019. Since January 2019 Bromley GPs organised themselves into eight PCNs within Bromley.
- 7.19** Each of these networks have expanded neighbourhood teams which will comprise of range of healthcare professionals including GPs, district nurses, community geriatricians, Allied Health Professionals, and pharmacists. It is essential that community pharmacies are able to fully engage with the PCNs to maximise service provision for their patients and residents. Altogether there are 47 GP member practices across these 8 PCNs.
- 7.20** There is a pharmacy within accessible distance of all GP practices in Bromley. Figure 7.6 shows that there is a pharmacy within half a mile of all GP practices in the borough.

³¹ NHS England (2019). The *NHS long term plan*. London, England

Figure 7.6 GP practices in Bromley and their 0.5- and 1-mile coverage, October 2021



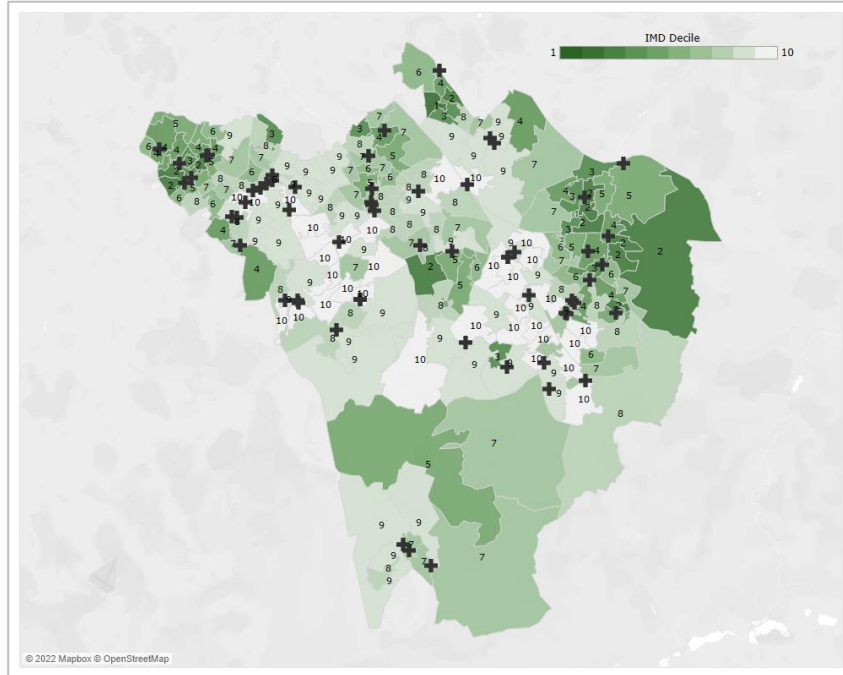
Source: NHS England, 2021

7.21 The Health and Wellbeing Board is not aware of any firm plans for changes in the provision of Health and Social Care services within the lifetime of this PNA.

Pharmacy Distribution in relation to Index of Multiple Deprivation

7.22 Figure 7.7 presents pharmacy locations in relation to deprivation deciles. It highlights that Cray Valley East has high deprivation yet no pharmacy nearby. However, as previously shown in Figure 7.5 this is also an area where the population density is low, and therefore has less for demand for pharmacy services.

Figure 7.7: Pharmacy locations in relation to deprivation deciles in Bromley, 2021



Source: MHCLG & NHSE

Opening times

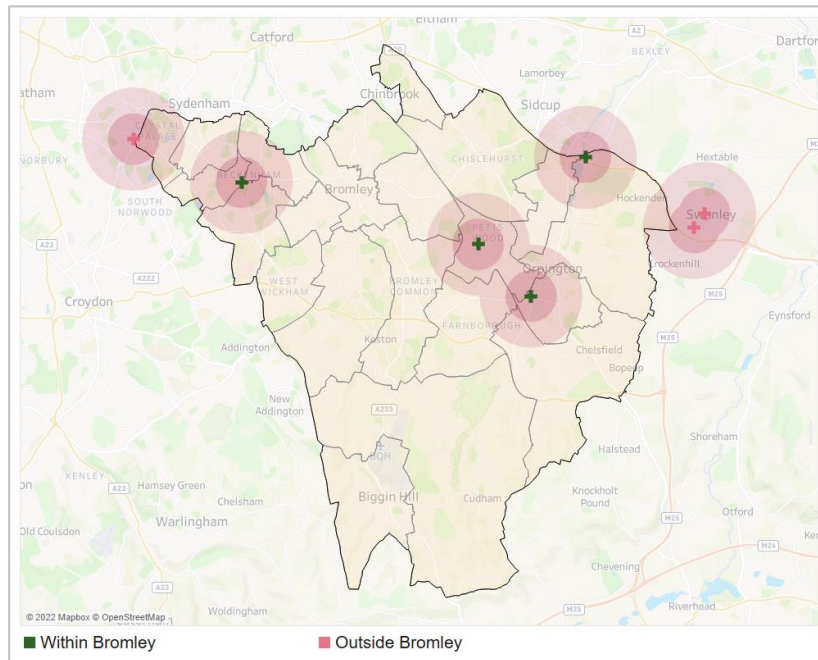
7.23 Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically these have been 40-hour contracts (and some recent 100-hour contracts). A pharmacy may stay open longer than the stipulated core opening hours, these are called supplementary hours.

7.24 Opening times were obtained from NHS England in October 2021. Additionally, market entry updates to the NHS England pharmaceutical list were reflected on the original list.

100-hour pharmacies

7.25 NHS England has four 100-hour pharmacies (core hours) on their list for Bromley. These are presented in Figure 7.8 and Table 7.2. There are three other 100-hour pharmacies which are outside the borough but within 1 mile of its border (Figure 7.8).

Figure 7.8: 100-hour community pharmacies in Bromley and their 0.5- and 1-mile coverage October 2021



Source: Contractor Survey and NHS England, 2021

Table 7.2: 100-hour pharmacies in Bromley, October 2021

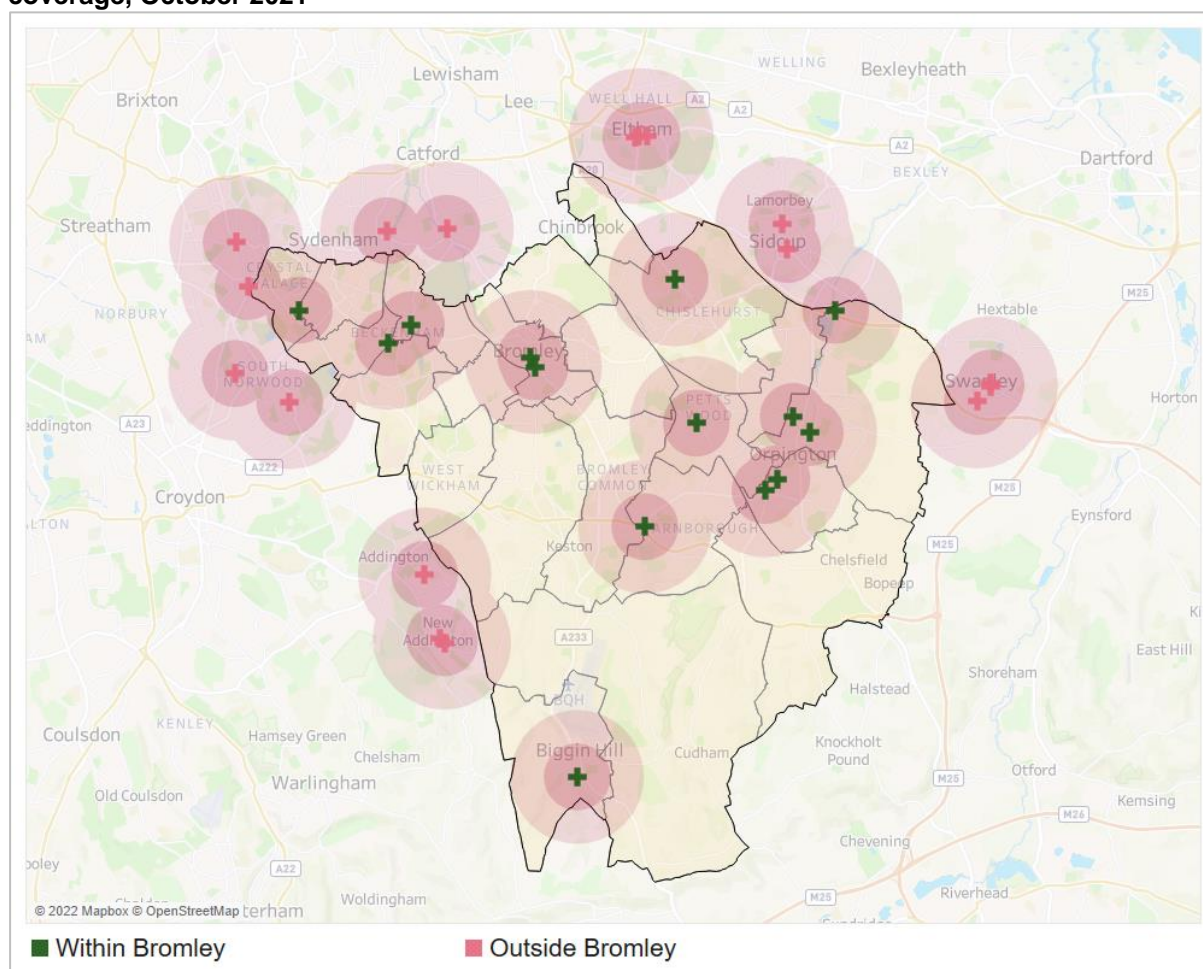
Pharmacy	Address	Ward
Paydens Pharmacy	399-401 Croydon Road, Beckenham	Kelsey and Eden Park
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington	Petts Wood and Knoll
Tesco Extra	9 Augustus Lane, Orpington	Orpington
Tesco Pharmacy	Edgington Way, Sidcup	Cray Valley East

Source: Contractor Survey and NHS England, 2021

Early morning Opening

7.26 Fourteen pharmacies are open before 9am on weekdays within the borough, and another 17 that are within 1 mile of the borough’s border. These are shown in Figure 7.9 and Table 7.3.

Figure 7.9: Pharmacies that are open before 9am on a weekday and their 0.5- and 1-mile coverage, October 2021



Source: Contractor Survey and NHS England, 2021

Table 7.3: Community Pharmacies open before 9am on weekdays in Bromley

Pharmacy	Address	Ward
Kamsons Pharmacy	Oaks Park Medical Centre, 17 Oakfield Road, Penge	Penge and Cator
Paydens Pharmacy	399-401 Croydon Road, Beckenham	Kelsey and Eden Park
Superdrug Stores Plc	190-192 High Street, Beckenham	Copers Cope
Superdrug Stores Plc	Superdrug Stores, 207-215 High Street, Orpington	Orpington
Lloyds Pharmacy Ltd	4 Pallant Way, Locks Bottom, Farnborough	Farnborough and Crofton
Boots UK Limited	40 The Glades, High Street, Bromley	Bromley Town
Tesco Pharmacy	Edgington Way, Sidcup	Cray Valley East
Lloyds Pharmacy	34 Marion Crescent, Poverest Road, St Mary Cray	Cray Valley East
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington	Petts Wood and Knoll
Silversands Ltd	Anglesea Hlthy Living Ctr, 1 Kent Rd, St Mary Cray, Orpington	Cray Valley East

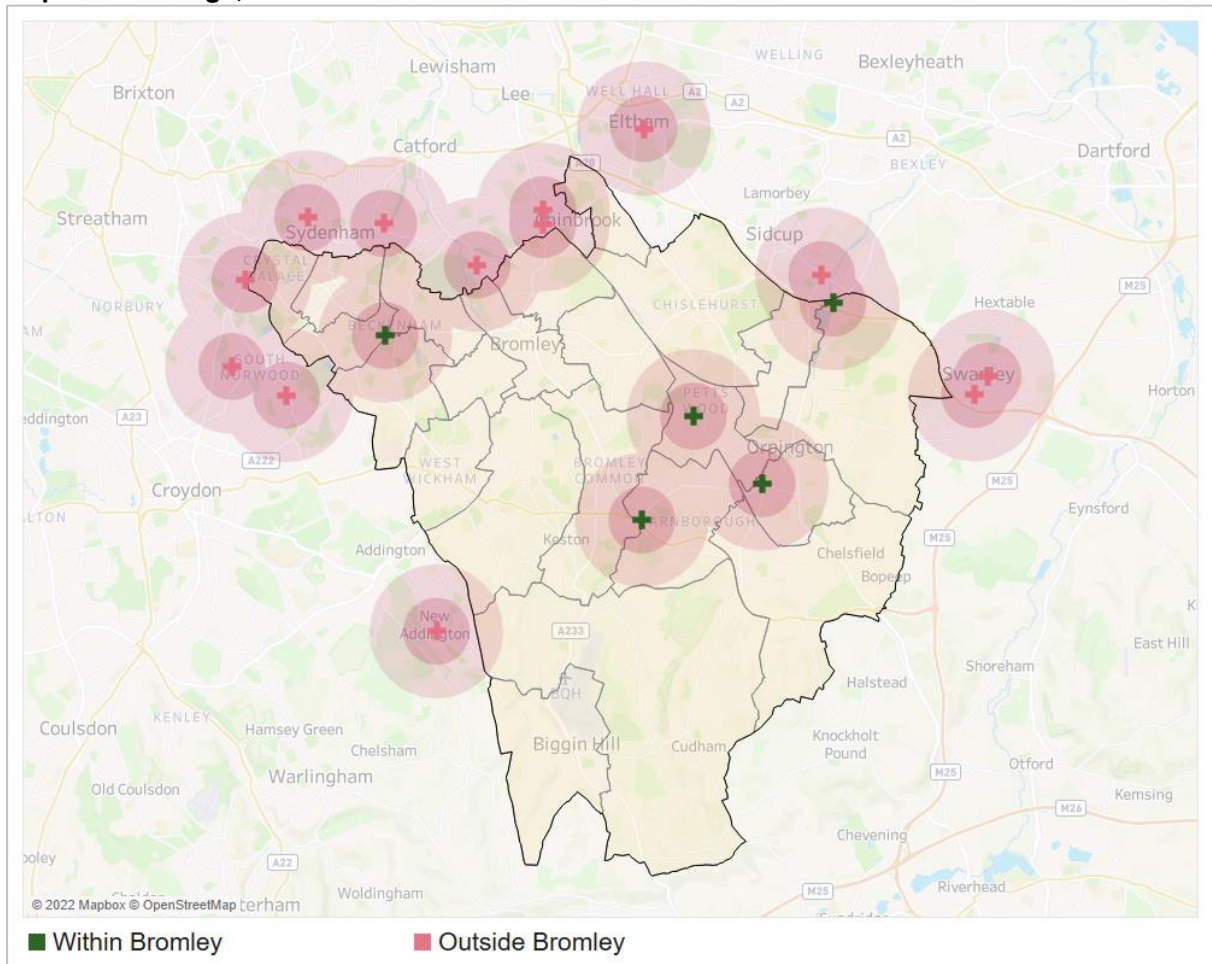
Williams Lm (Chislehurst) Ltd	89-93 High Street, Chislehurst, Kent	Chislehurst
Scotts Pharmacy	7 High Street, Bromley, Kent	Bromley Town
Day Lewis Pharmacy	The Surgery, Stock Hill, Biggin Hill	Biggin Hill
Tesco Extra	9 Augustus Lane, Orpington	Orpington

Source: Contractor Survey and NHS England, 2021

Late Evening Closure

7.27 There are five pharmacies in the borough that still open after 7pm on weekdays, with 13 other pharmacies within 1 mile of Bromley (see Figure 7.10 and Table 7.4).

Figure 7.10: Community Pharmacies that are open after 7pm on weekdays and their 0.5- and 1-Mapmile coverage, October 2021



Source: Contractor Survey and NHS England, 2021

Table 7.4: Community Pharmacies closing after 7pm on weekdays in Bromley

Pharmacy	Address	Ward
Lloyds Pharmacy Ltd	4 Pallant Way, Locks Bottom, Farnborough	Farnborough and Crofton
Paydens Pharmacy	399-401 Croydon Road, Beckenham	Kelsey and Eden Park

Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington	Petts Wood and Knoll
Tesco Extra	9 Augustus Lane, Orpington	Orpington
Tesco Pharmacy	Edgington Way, Sidcup	Cray Valley East

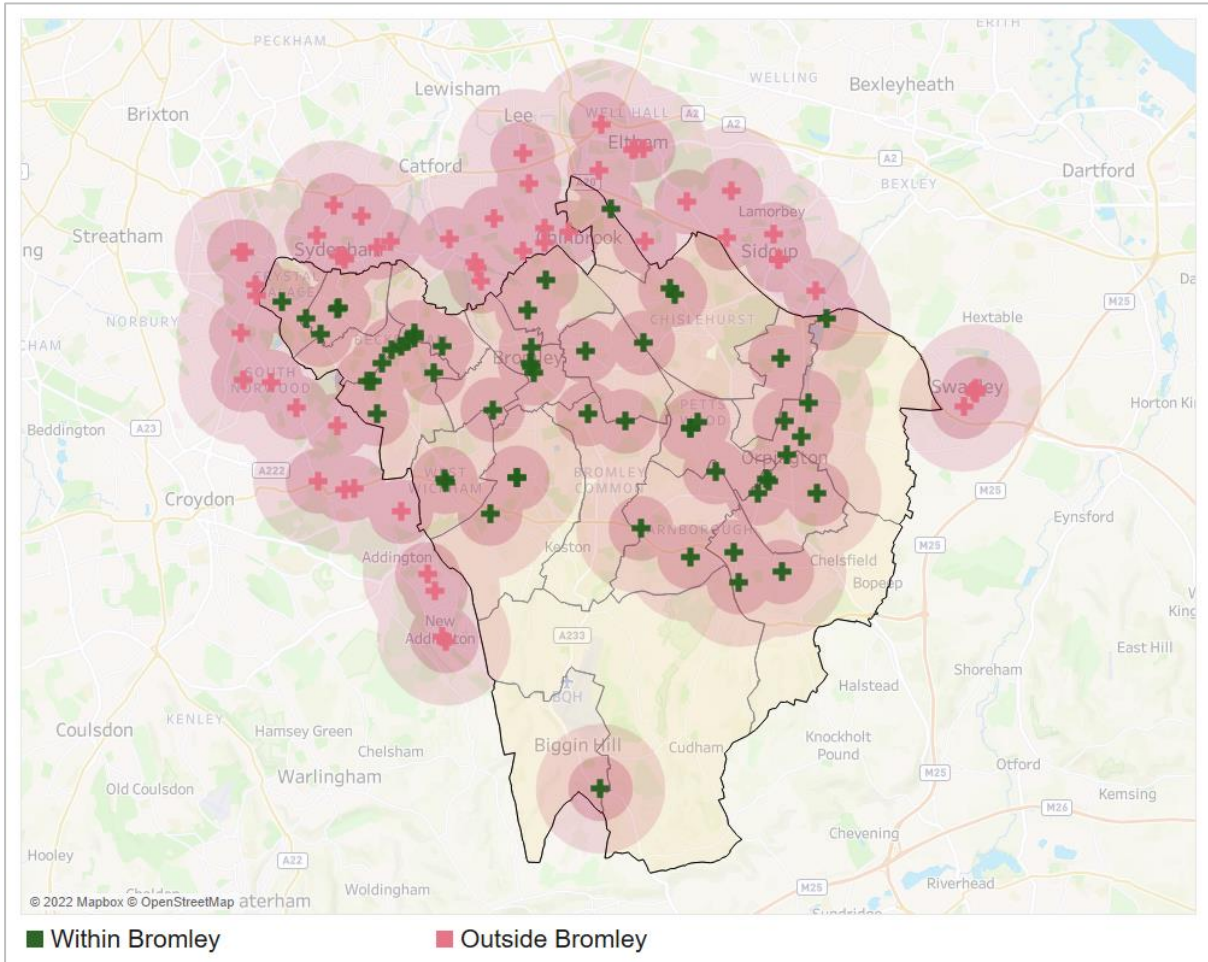
Source: Contractor Survey and NHS England, 2021

7.28 In terms of travel distance, 100% of Bromley residents live within 20-minute reach of an early opening and late closing pharmacy by public transport (OHID, SHAPE Atlas Tool, 2021).

Saturday Opening

7.29 A vast majority of the pharmacies in Bromley (55/60) are open on Saturday. There are additional 55 pharmacies near the borough’s border that are also open on Saturday (Figure 7.11).

Figure 7.11 Community Pharmacies open on Saturday and their 0.5- and 1-mile coverage, October 2021

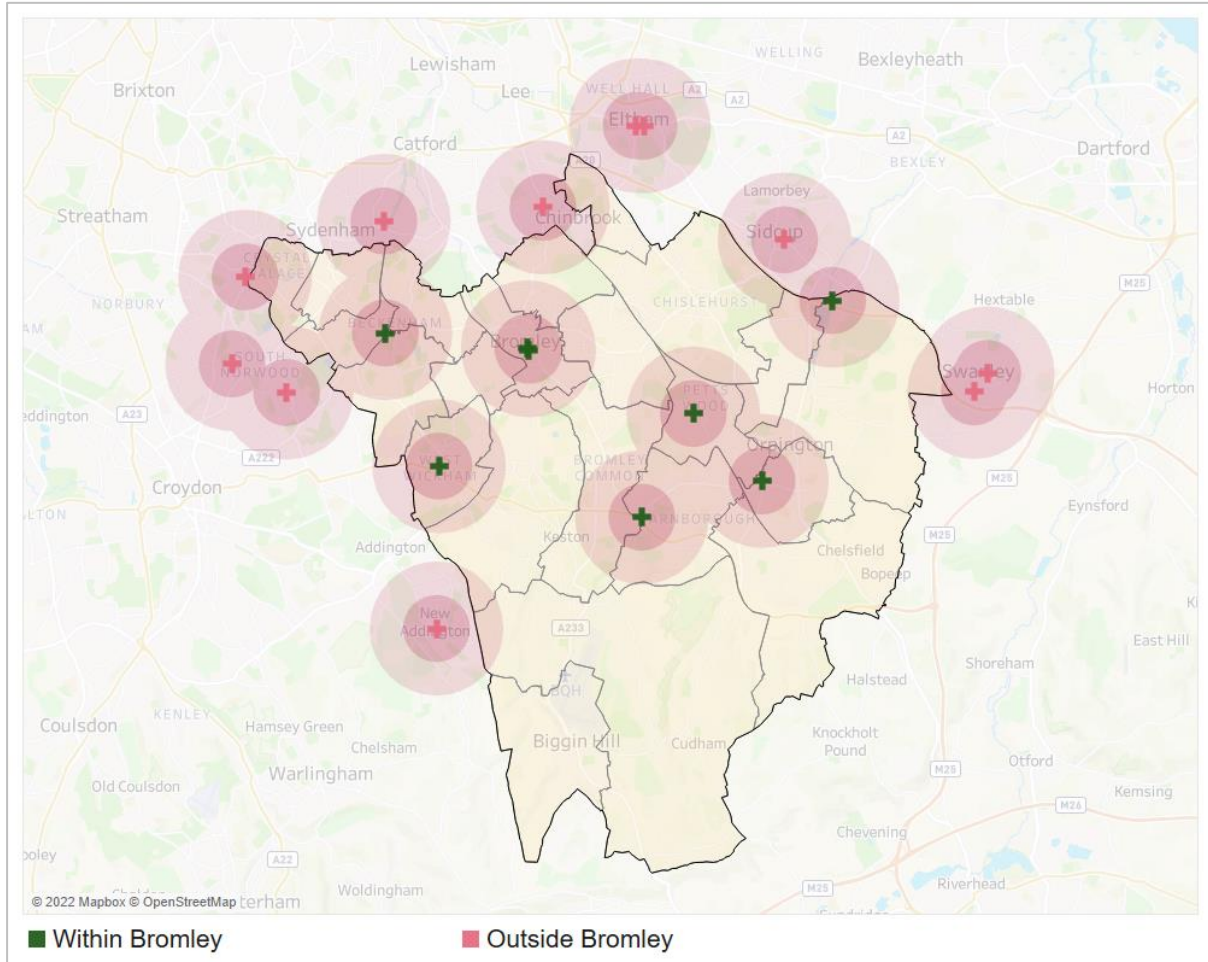


Source: Contractor Survey and NHS England, 2021

Sunday Opening

7.30 Eight pharmacies are open on a Sunday within the borough, with 11 open in boroughs around Bromley within 1 mile of its borders (Figure 7.12, Table 7.5).

Figure 7.12: Pharmacies open on a Sunday and their 0.5- and 1-mile coverage, October 2021



Source: Contractor Survey and NHS England, 2021

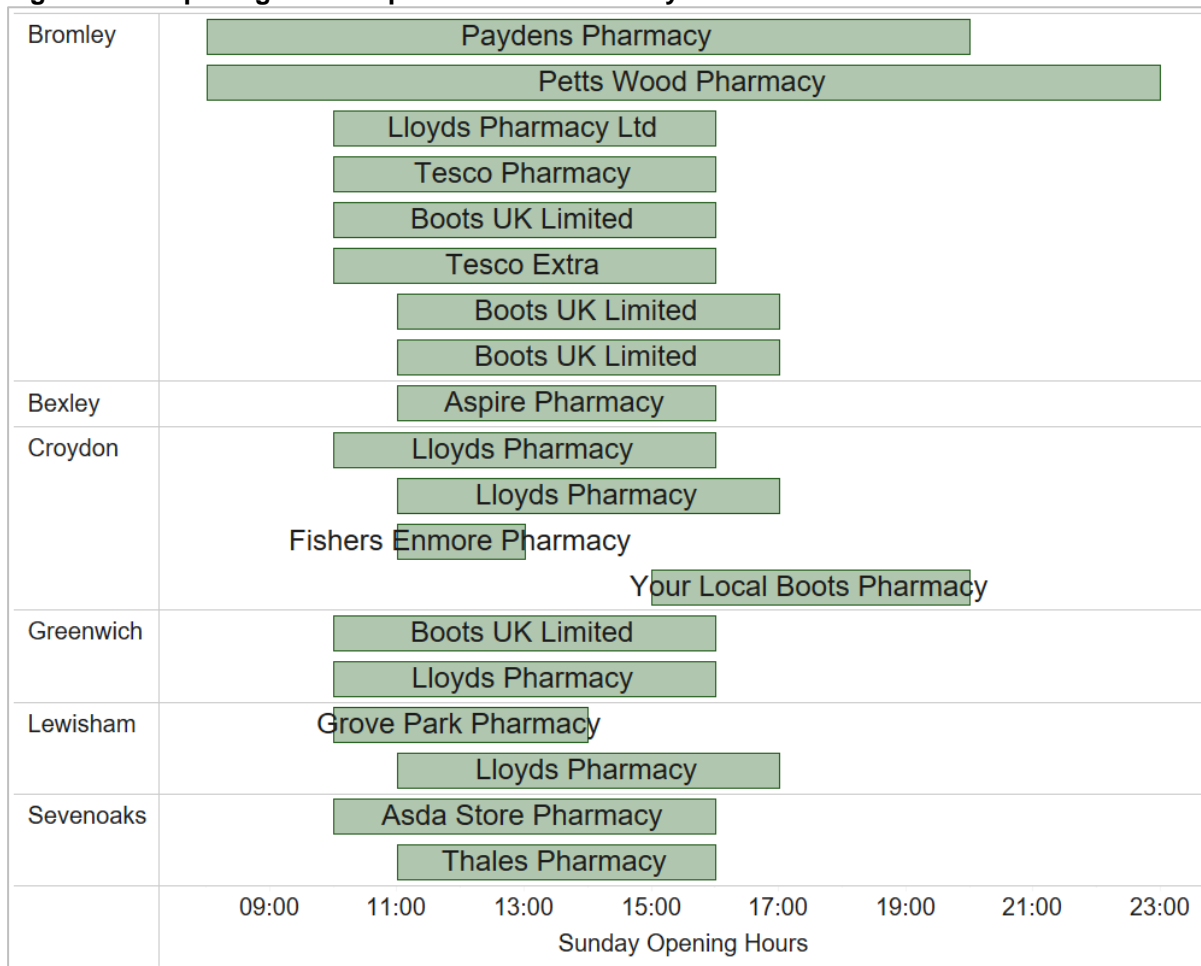
Table 7.5: Community Pharmacies open on Sunday in Bromley, October 2021

Pharmacy	Address	Ward
Paydens Pharmacy	399-401 Croydon Road, Beckenham	Kelsey and Eden Park
Boots UK Limited	Unit B, 77-81 High Street, Bromley	Bromley Town
Lloyds Pharmacy Ltd	4 Pallant Way, Locks Bottom, Farnborough	Farnborough and Crofton
Boots UK Limited	40 The Glades, High Street, Bromley	Bromley Town
Tesco Pharmacy	Edgington Way, Sidcup	Cray Valley East
Boots UK Limited	90 Station Road, West Wickham, Kent	West Wickham
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington	Petts Wood and Knoll
Tesco Extra	9 Augustus Lane, Orpington	Orpington

Source: Contractor Survey and NHS England, 2021

7.31 Overall, as shown in Figure 7.13, there is sufficient range of Sunday opening hours offered in Bromley.

Figure 7.13: Opening times of pharmacies on Sundays



Source: Contractor Survey and NHS England, 2021

Essential Services

7.32 Essential services are offered by all pharmacy contractors as part of the NHS Community Pharmacy Contractual Framework. All pharmacy contractors are required to deliver and comply with the specifications for all essential services. These are:

- Dispensing medicines
- Dispensing appliances
- Repeat dispensing
- Clinical governance
- Discharge medicines service
- Promotion of healthy lifestyles

- Signposting
- Support for self-care
- Disposal of unwanted medicines

Dispensing

7.33 Bromley pharmacies dispense an average of 5,132 items per month (based on NHS Business Services Authority, 2020/21 financial year data). This is slightly lower than the London average of 5,295 per month and also below the England average of 6,675 per month, indicating there is good distribution and capacity amongst Bromley pharmacies to fulfil current and anticipated need in the lifetime of this PNA.

Summary of the accessibility pharmacy services and of essential services

Overall, there is good pharmacy coverage to provide essential services across the borough both inside working hours and outside normal working hours.

Advanced pharmacy services

7.34 Advanced services are NHS England commissioned services that community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation as necessary.

7.35 As at October 2021, the following services may be provided by pharmacies:

- new medicine service
- community pharmacy seasonal influenza vaccination
- community pharmacist consultation service
- community pharmacy blood pressure service, and
- community pharmacy hepatitis C antibody testing service (currently until 31 March 2022).

7.36 In early 2022 a stop-smoking service in pharmacies will be introduced for patients who started their stop-smoking journey in hospital.

7.37 There are two appliance advanced services that pharmacies and dispensing appliance contractors may choose to provide:

1. appliance use reviews, and
2. stoma appliance customisation.

New Medicines Services

7.38 The New Medicine Service (NMS) supports patients with long-term conditions, who are taking a newly prescribed medicine, to help improve medicines adherence.

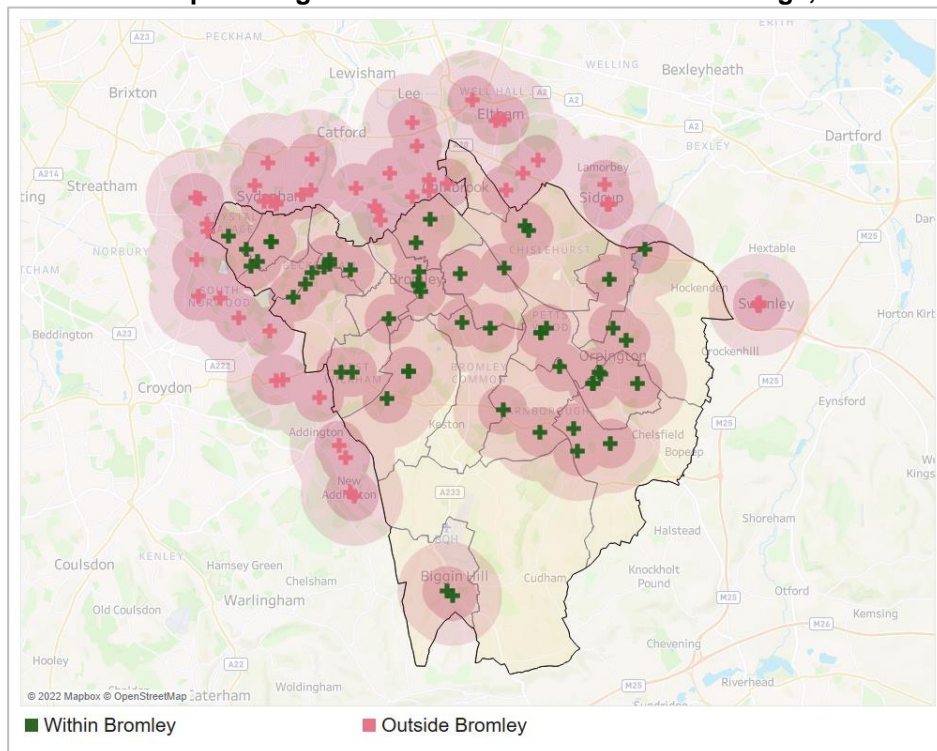
7.39 This service is designed to improve patients' understanding of a newly prescribed medicine for their long-term condition, and to help them get the most from the medicine. It aims to improve adherence to new medication, focusing on people with specific conditions, namely:

- Asthma and COPD
- Type 2 diabetes
- Antiplatelet or anticoagulation therapy
- Hypertension

7.40 New Medicines Service can only be provided by pharmacies and is conducted in a private consultation area to ensure patient confidentiality.

7.41 51 pharmacies in Bromley provided NMS in 2020/21. There are an additional 51 pharmacies in bordering boroughs that provided NMS. All these pharmacies are shown in Figure 7.14 below.

Figure 7.14: Pharmacies providing NMS and their 0.5- and 1-mile coverage, October 2021



Source: NHS England, 2021

7.42 Table 7.6 shows NMS provision by Bromley wards.

Table 7.6: Number of NMS provided by Bromley pharmacies by ward, 2020/21

Ward	Number of Pharmacies	Total Number of NMSs provided	Average Number per Pharmacy
Orpington	5	144	29
Penge and Cator	4	603	151
Copers Cope	4	69	17
Bromley Town	4	110	28
Petts Wood and Knoll	3	393	131
Kelsey and Eden Park	3	442	147
Hayes and Coney Hall	3	80	27
Farnborough and Crofton	3	201	67
Cray Valley East	3	274	91
Chislehurst	3	72	24
Chelsfield and Pratts Bottom	3	267	89
West Wickham	2	99	50
Plaistow and Sundridge	2	282	141
Crystal Palace	2	35	18
Biggin Hill	2	394	197
Bickley	2	150	75
Shortlands	1	100	100
Cray Valley West	1	114	114
Bromley Common and Keston	1	129	129
Total	51	3,958	78

Source: NHS England, 2021

7.43 NMS are supplied widely across the borough within areas of high density and need, therefore the **HWB conclude that there is sufficient NMS provision to meet the needs of this borough.**

Community pharmacy seasonal influenza vaccination

7.44 Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect certain groups who are at risk of developing potentially serious complications, such as:

- anyone over the age of 65
- pregnant women

-
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
 - children and adults with weakened immune systems

7.45 GPs currently provide the majority of flu vaccinations and pharmacies can help improve access to this service given their convenient locations, extended opening hours and walk-in service. The National Advanced Flu Service is an advanced service commissioned by NHS England to maximise the uptake of the flu vaccine by those who are 'at-risk' due to ill-health or long terms condition.

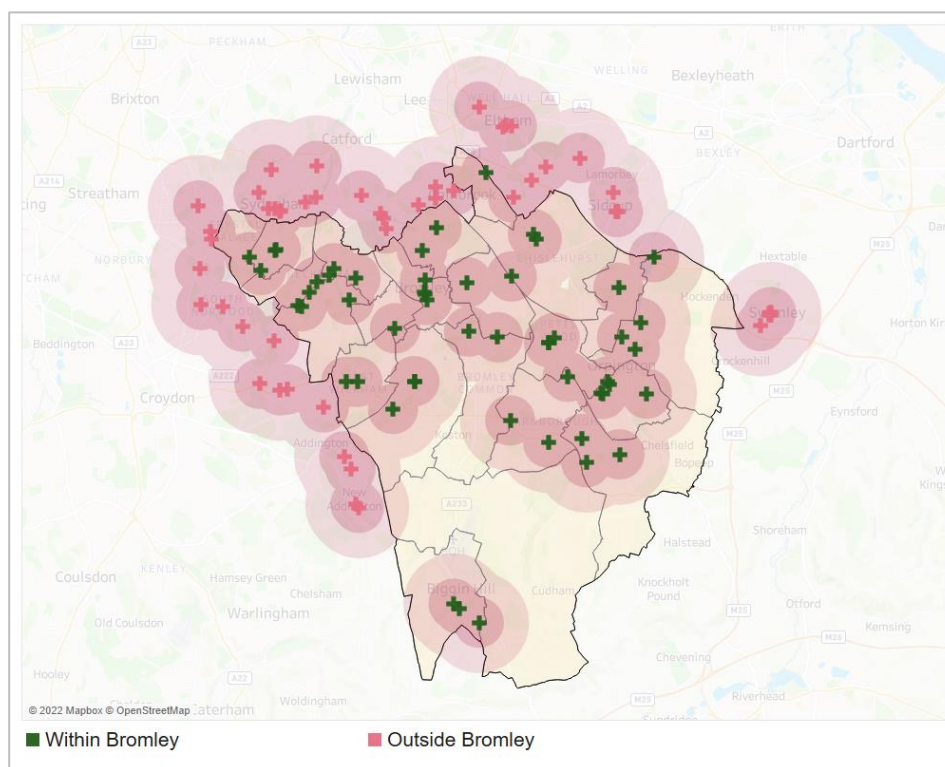
7.46 In addition to the Advanced Flu Service, the NHS England London Region commissions the London Pharmacy Vaccination Service. This can be provided by any pharmacy in London.

The aims of the service are to:

- sustain and maximise uptake of flu vaccine in at-risk groups by continuing to build the capacity of community pharmacies as an alternative to general practice attendance
- to provide more opportunities and improve convenience for eligible patients to access flu vaccinations

7.47 A large proportion of community pharmacies in the borough provided flu vaccines (53/60) in Bromley in 2020/21. Another 50 outside but bordering the borough provided the service. The distribution of these pharmacies is shown in Figure 7.15 and Table 7.7.

Figure 7.15: Pharmacies providing Flu vaccination and their 0.5- and 1-mile coverage, October 2021



Source: NHS England, 2021

Table 7.7: Pharmacies that provide Flu Vaccinations in Bromley by ward, October 2021

Ward	Number of Pharmacies	Ward	Number of Pharmacies
Orpington	5	Chislehurst	3
Kelsey and Eden Park	5	Chelsfield and Pratts Bottom	3
Penge and Cator	4	Biggin Hill	3
Cray Valley East	4	West Wickham	2
Bromley Town	4	Plaistow and Sundridge	2
Petts Wood and Knoll	3	Bickley	2
Hayes and Coney Hall	3	Shortlands	1
Farnborough and Crofton	3	Mottingham and Chislehurst North	1
Copers Cope	3	Cray Valley West	1
Chislehurst	3	Bromley Common and Keston	1

Source: NHS England, 2021

7.48 Overall, there is strong coverage of this service across Bromley. As identified in Chapter 5, there is also strong flu vaccination uptake in the borough. **Therefore, the HWB conclude that there is sufficient provision of Advanced Flu Service to meet the needs of this borough.**

Community pharmacist consultation service (CPCS)

7.49 The community pharmacist consultation service (CPCS) is a new service provided by pharmacies, launched in October 2019. The aims of the service are to support the integration

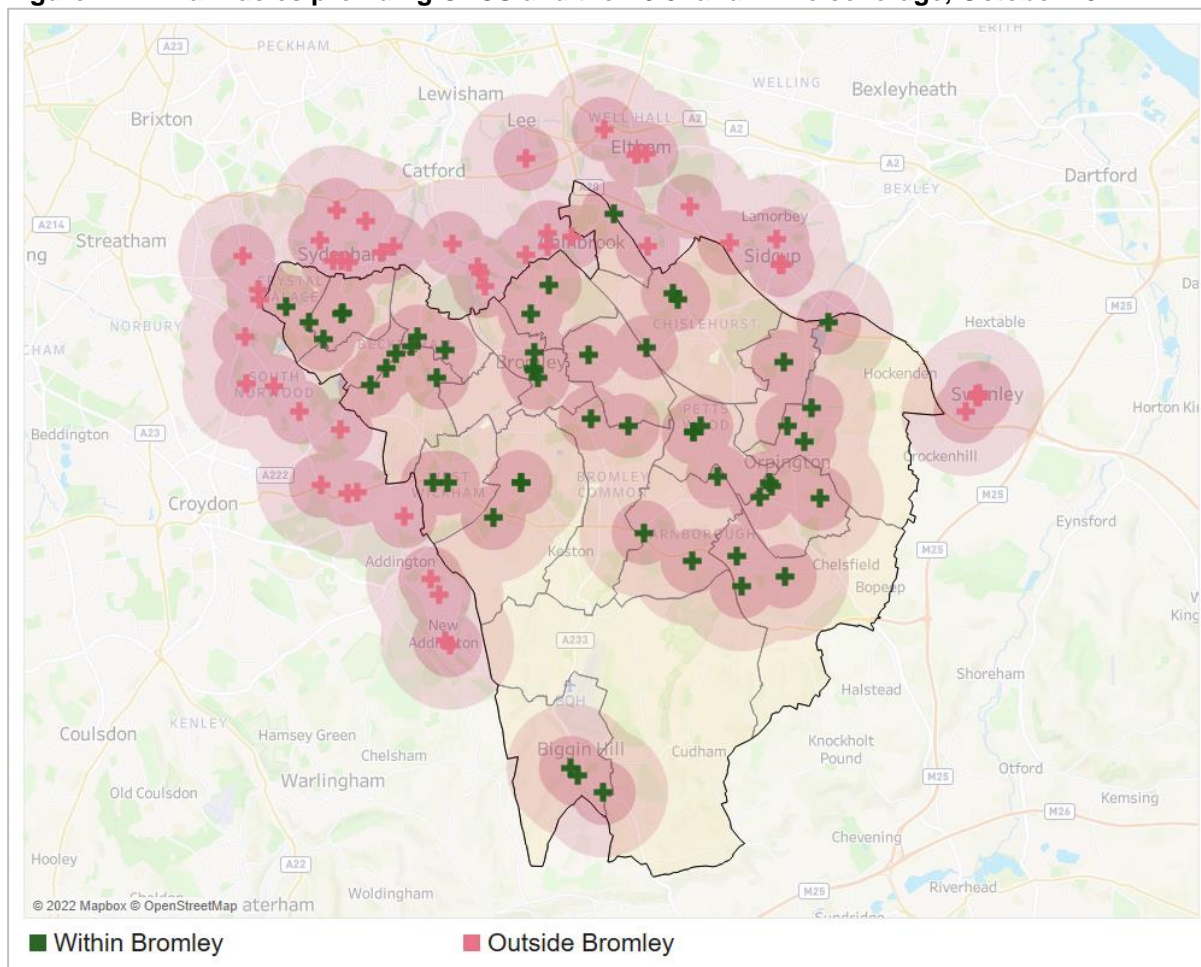
of community pharmacy into the urgent care system, and to divert patients with lower acuity conditions or who require urgent prescriptions from the urgent care system and to community pharmacies.

7.50 It also offers patients who contact NHS 111 the opportunity to access appropriate urgent care services in a convenient and easily accessible community pharmacy setting, on referral from an NHS 111 call advisor and via the NHS 111 Online service.

7.51 There is strong coverage of CPCS in Bromley. 51 pharmacies in the borough provided CPCS in 2020/21. There are an additional 49 pharmacies in neighbouring boroughs that provided the service (Figure 7.17 and Table 7.8).

7.52 **The HWB conclude that there is sufficient CPCS provision to meet the needs of this borough.**

Figure 7.17 Pharmacies providing CPCS and their 0.5- and 1-mile coverage, October 2021



Source: NHS England, 2021

Table 7.8: Pharmacies that provide CPCS in Bromley by ward, October 2021

Ward	Number of Pharmacies	Ward	Number of Pharmacies
Penge and Cator	4	Chelsfield and Pratts Bottom	3
Orpington	4	Biggin Hill	3
Kelsey and Eden Park	4	West Wickham	2
Cray Valley East	4	Plaistow and Sundridge	2
Bromley Town	4	Bickley	2
Petts Wood and Knoll	3	Mottingham and Chislehurst North	1
Hayes and Coney Hall	3	Crystal Palace	1
Farnborough and Crofton	3	Cray Valley West	1
Copers Cope	3	Bromley Common and Keston	1
Chislehurst	3	Total	51

Source: NHS England, 2021

Community pharmacy blood pressure service

- 7.53 This is a relatively new service and at the time of publication NHSE does not report any pharmacy in Bromley offering this service.
- 7.54 Thirty-five respondents to the contractor survey indicated being willing to provide the service if commissioned.

Community pharmacy hepatitis C antibody testing service

- 7.55 NHSE has indicated that the numbers of pharmacies commissioned to provide this service is frequently changing.
- 7.56 Thirty-eight respondents to the contractor survey indicated being willing to provide the service if commissioned.

Appliance Use Reviews (AURs)

- 7.57 Appliance Use Review (AUR) is another advanced service that community pharmacy and appliance contractors can choose to provide so long as they fulfil certain criteria.
- 7.58 AURs can be carried out by, a pharmacist, or a specialist nurse either at the contractor's premises (typically within a DAC) or at the patient's home. AURs help patients to better understand and use their prescribed appliances by:
- Establishing the way the patient uses the appliance and the patient's experience of such use
 - Identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient
 - Advising the patient on the safe and appropriate storage of the appliance
 - Advising the patient on the safe and proper disposal of the appliances that are used or unwanted.

- 7.59 No pharmacies within or bordering the borough provided this service in 2020/21. However, Bromley pharmacies have indicated they are able to provide this service if there a need is identified. AURs can also be provided by prescribing health and social care providers. **Therefore, the HWB conclude that there is sufficient provision of the AUR service to meet the current needs of this borough.**

Stoma Appliance Customisation service (SAC)

- 7.60 The SAC service involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper

use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.

7.61 Six pharmacies provided SACs within Bromley in 2020/21 (Table 7.9).

Table 7.9: Pharmacies that provide SAC in Bromley, October 2021

Pharmacy	Address	Ward
Lloyds Pharmacy	13-15 Windsor Drive, Chelsfield, Orpington	Chelsfield and Pratts Bottom
Lloyds Pharmacy	3 Roundway, Biggin Hill	Biggin Hill
Lloyds Pharmacy	34 Marion Crescent, Poverest Road, St Mary Cray	Cray Valley East
Lloyds Pharmacy	59 High Street, Chislehurst, Kent	Chislehurst
Rowlands Pharmacy	121 Westmoreland Road, Bromley	Shortlands
Rowlands Pharmacy	10 Crescent Way, Sevenoaks Road, Orpington	Chelsfield and Pratts Bottom

Source: NHS England, 2021

7.62 Residents can also access the SAC service either from non-pharmacy providers within the borough (e.g., community health services) or from dispensing appliance contractors outside of the borough. **Therefore, the HWB conclude that there is sufficient provision of the SAC service to meet the needs of this borough.**

Summary of the Advanced Pharmacy Services

It is concluded that there is currently sufficient provision for the following enhanced services to meet the likely needs of residents in Bromley:

- New medicine service
- Community pharmacy seasonal influenza vaccination
Community pharmacist consultation service
- Community pharmacy blood pressure service
- Community pharmacy hepatitis C antibody testing service (currently until 31 March 2022).
- Appliance use reviews
- Stoma Appliance Customisation service

At the time of data collection for this PNA, no data was available on the newly commissioned stop-smoking service in pharmacies for patients who started their stop-smoking journey in hospital.

Bromley pharmacies have indicated their willingness to provide these services, therefore no gap is evident for future access to these advanced services.

Enhanced pharmacy services

7.63 NHSE&I commission three locally enhanced services commissioned in Bromley and across London. These are the London Seasonal Influenza Vaccination Service, the Bank Holiday Rota Service and the COVID-19 Vaccination Service.

London seasonal influenza vaccination service

7.64 In addition to the Advanced Flu Service, the NHSE&I London Region commissions pharmacies to provide the London Pharmacy Vaccination Service. Any pharmacy in London can provide this service. The aims of the service are to:

- provide more opportunity and improve convenience for eligible patients to access flu vaccinations
- continue to build the capacity of community pharmacies as an alternative to general practice attendance and sustain and maximise the uptake of flu vaccine in at-risk groups
- include provision of flu vaccinations to a wider patient group, including carers, asylum seekers and the homeless and children (from 2 to 18 years).

7.65 They also offer provision for pneumococcal vaccination to eligible cohorts and MenACWY for 18–24-year-olds living permanently or temporarily in London.

7.66 As at the time of publication, NHSE data was not yet available for these services.

Bank holiday rota service

7.67 To ensure pharmacy services are available during bank holidays and improve accessibility of pharmacies to other out of hours providers NHSE&I commission pharmacies to open during bank holidays on a rota basis.

7.68 Two pharmacies provide this enhanced service in Bromley: Petts Wood Pharmacy in Orpington and Boots the Chemist in Beckenham.

COVID-19 vaccination service

7.69 To maximise uptake of COVID-19 vaccine and improve availability of choice and convenience for patients, NHSE&I commissioned pharmacies to provide the COVID-19 vaccine service in their accessible locations. This service is commissioned as and when required. At the time of the production of this PNA, 10 pharmacies provide COVID-19 vaccinations in Bromley.

Covid Vaccination Champions and the Health and Wellbeing Scheme

7.70 Community pharmacies play a vital role in primary care and are uniquely positioned to support the health of the population by utilising the principles of “Making Every Contact Count” (MECC) to contribute to population health. As part of the Covid Vaccination Champions Scheme, South

East London (SEL) pharmacy staff opportunistically identified people attending the pharmacy for other reasons who were vaccine hesitant and had discussions with these patients to increase vaccine confidence.

- 7.71** With patient consent, staff subsequently booked a vaccine appointment or vaccinated the individuals. The scheme also identified a benefit from Pharmacy staff in participating in outreach programmes to educate people about the services available through community pharmacy, and offer vaccination conversations or blood pressure checks.
- 7.72** Following the success of the scheme, SEL are working on the next phase of this programme, “Health and Wellbeing Champion Scheme”, incorporating the Kings Health Partners developed “Vital 5” which aims to adopt key health measurements to help patients stay healthier for longer and manage any risk factors earlier.
- 7.73** The five key areas focus on blood pressure, smoking, alcohol, BMI and mental wellbeing. The new scheme would support the delivery of the vital five for patients in addition to encouraging COVID-19 vaccination uptake.
- 7.74** Community pharmacies remain pivotal in the provision of the covid vaccination programme and provided a third of covid vaccination in SEL. There are approximately 324 community pharmacies in SEL with 89% of the population living within 20 minutes of a community pharmacy. Therefore, the scheme aims to also increase the awareness of services offered by community pharmacies, such as the NHS hypertension case-finding service, to maximise access to healthcare in the system as detailed in the NHS long term plan.

Summary of enhanced pharmacy services

These services are commissioned as and when they are required. It is therefore concluded that there is currently sufficient provision for the following enhanced services to meet the likely needs of residents in Bromley:

- London seasonal influenza vaccination service
- Bank holiday rota service
- COVID-19 vaccination service

Other NHS pharmacy services

- 7.75** These are services commissioned by the London Borough of Bromley and Bromley CCG to fulfil a local population health and wellbeing need. Bromley enhanced services are listed below:
- Local authority commissioned services:

- Substance Misuse Service
- Sexual Health Service
- NHS South East London Clinical Commissioning Group (Bromley) commissioned services:
 - Tailored Dispensing Service

The provision of these services is explored below.

Needle exchange and supervised consumption

7.76 The needle exchange and supervised consumption services are commissioned by the charity Change Grow Live on behalf of the London Borough of Bromley.

7.77 The needle exchange service supplies needles, syringes and other equipment used to prepare and take illicit drugs. The purpose of this services is to reduce the transmission of blood-borne viruses such as hepatitis B and C, and other infections caused by sharing injecting equipment. It also aims to reduce the harm caused by injecting drugs through providing information and advice and acting as a gateway to other services, including drug treatment centres.

7.78 The London Borough of Bromley also commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency.

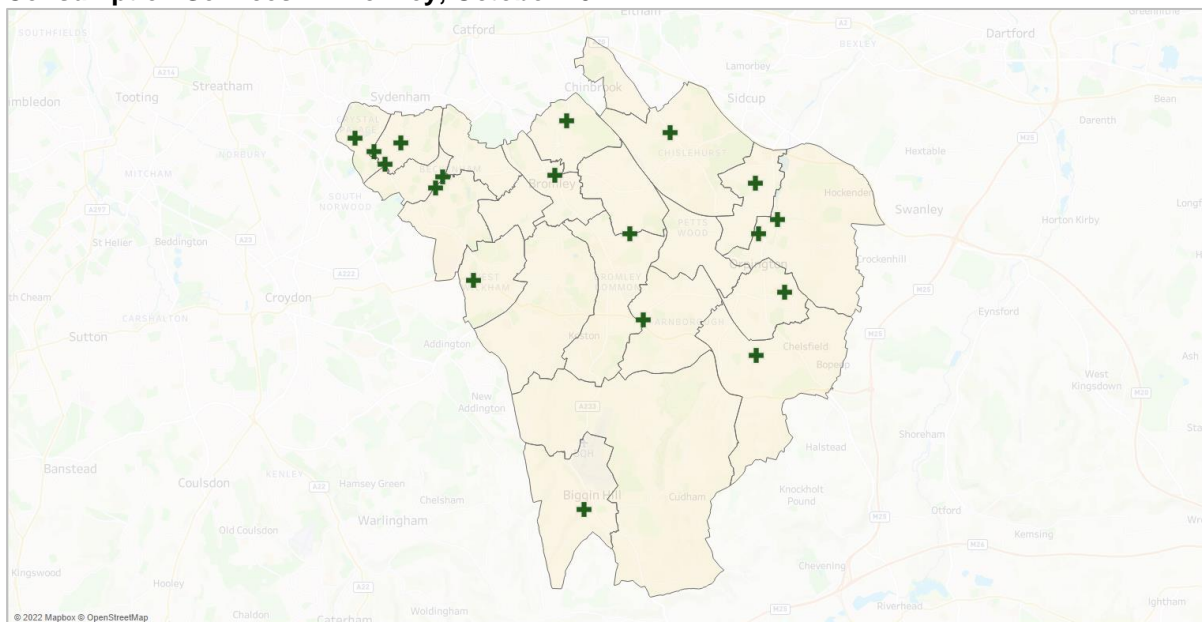
7.79 Supervised consumption supports treatment services for people with opioid dependency. It forms a critical element of safe and effective treatment in the community. It reduces risk of overdose and non-compliance with treatment, minimises diversion and enables people being treated for opioid dependency to utilise the benefits of pharmacy intervention around health choices. It is typically used for people who are new to treatment and/or have complex needs.

7.80 Pharmacies that provide this service:

- ensure each supervised dose is correctly administered to the service user for whom it was intended
- liaise with the prescriber, named key worker and others directly involved in the care of the service user
- monitor service users' response to the prescribed treatment
- help service users access treatment by offering referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

7.81 Eighteen pharmacies in Bromley offer needle exchange and supervised consumption services in areas of high population density and high deprivation (see Figure 7.18 and Table 7.10).

Figure 7.18: Location of pharmacies that provide Needle Exchange and Supervised Consumption Services in Bromley, October 2021



Source: London Borough of Bromley, 2021

Table 7.10: Number of Pharmacies that provide Needle Exchange and Substance Misuse services in Bromley by ward, October 2021


Ward	Number of Pharmacies	Ward	Number of Pharmacies
Penge and Cator	3	Crystal Palace	1
Kelsey and Eden Park	2	Cray Valley West	1
Cray Valley East	2	Chislehurst	1
West Wickham	1	Chelsfield and Pratts Bottom	1
Plaistow and Sundridge	1	Bromley Town	1
Orpington	1	Biggin Hill	1
Farnborough and Crofton	1	Bickley	1

Source: London Borough of Bromley, 2021

Sexual Health Services

7.82 Community pharmacies in Bromley also provide a sexual health service for young people that includes:

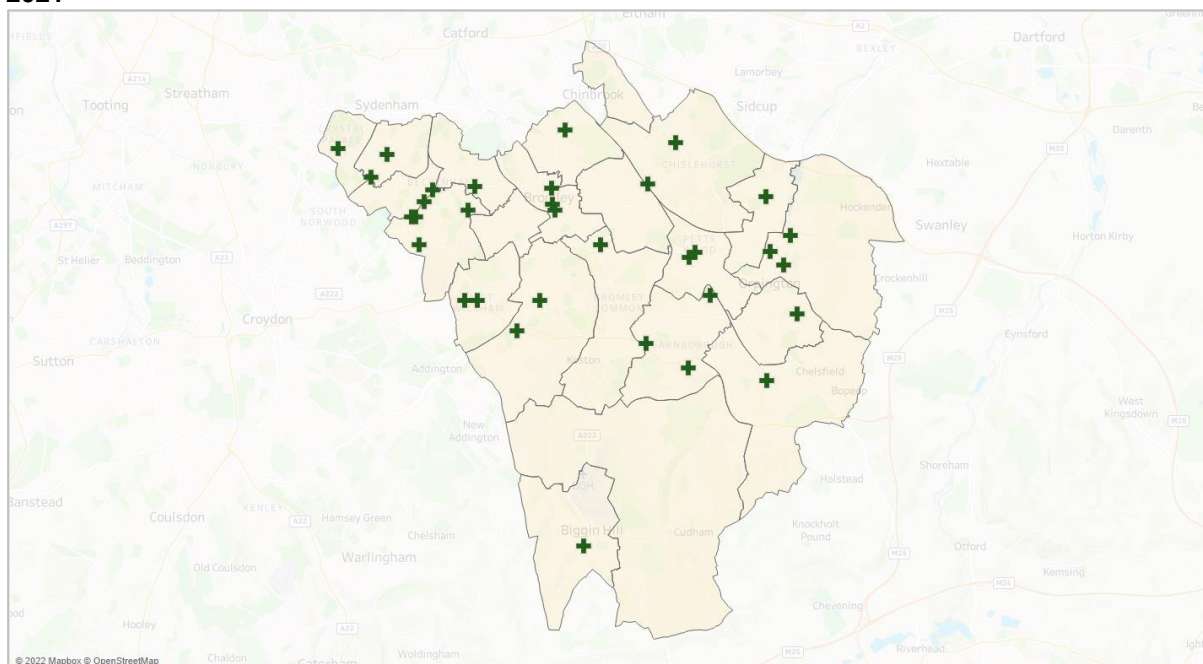
- Chlamydia screening via issuing of self-sampling postal test kits
- Treatment of positive results of chlamydia infection and instigation of Partner Notification (Contact Slips or equivalent) for 15–24-year-olds

- 
- Condom distribution and registration to pan London C-Card condom distribution scheme for 14–24-year-olds
 - Provision of emergency hormonal contraception for 14–24-year-olds
 - Signposting advice to existing core services and promotion of the www.sexualhealthbromley.co.uk website.

7.83 Chlamydia treatment is a Patient Group Directive provided by pharmacies who have received authorised accreditation.

7.84 Thirty-three pharmacies offer this service in Bromley. Their locations are showing in Figure 7.19 and Table 7.11 below.

Figure 7.19: Location of pharmacies that provide Sexual Health Services in Bromley, October 2021



Source: London Borough of Bromley, 2021

Table 7.11: Number of Pharmacies that provide Sexual Health Services in Bromley by ward, October 2021

Ward	Number of Pharmacies	Ward	Number of Pharmacies
Kelsey and Eden Park	6	Plaistow and Sundridge	1
Farnborough and Crofton	3	Orpington	1
Cray Valley East	3	Crystal Palace	1
Bromley Town	3	Cray Valley West	1
West Wickham	2	Copers Cope	1
Petts Wood and Knoll	2	Chelsfield and Pratts Bottom	1
Penge and Cator	2	Bromley Common and Keston	1
Hayes and Coney Hall	2	Biggin Hill	1
Chislehurst	2	Total	33

Source: London Borough of Bromley, 2021

Tailored Dispensing Service (TDS)

7.85 This service is commissioned by NHS South East London Clinical Commissioning Group (Bromley) to support patients with long-term conditions to use their prescribed medicines independently and to live in their own homes as long as possible.

7.86 The TDS service aims to improve concordance for patients that are identified as non-compliant with their medicine regimen when self-administered.

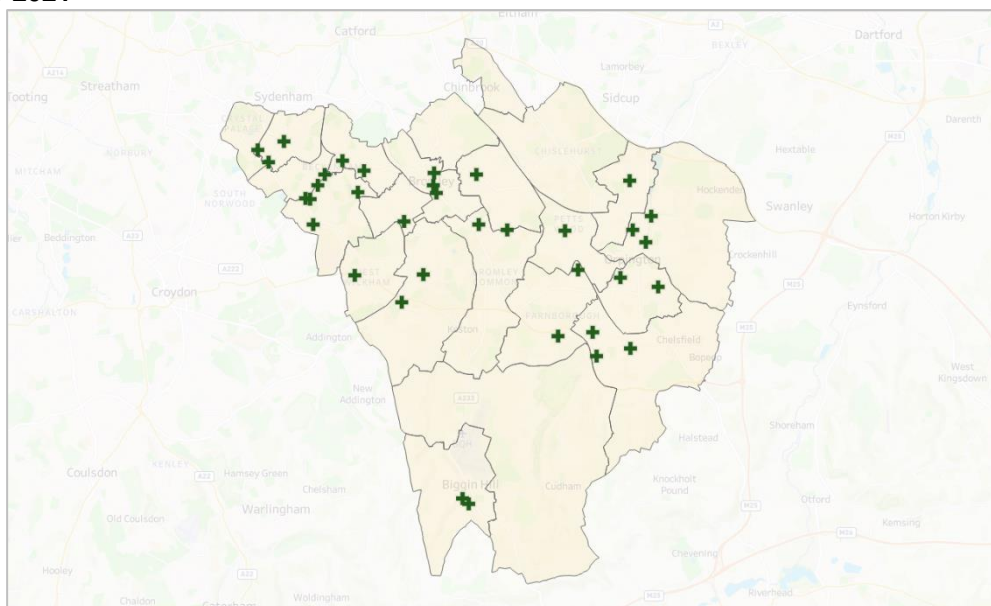
7.87 It is for patients who are registered with a Bromley GP and are referred to the Tailored Dispensing Service by the Medicines Optimisation Service as they require a dispensing adjustment. It includes the provision of appropriate auxiliary aids (i.e., compliance aids and medicine reminder systems) to support identified needs of patients to use their own medicines.

7.88 As part of the service contract pharmacies are also required to:

- counsel patients on the use of the aid
- liaise with the patient to return any unused or no longer required medicines every six months for the pharmacist to review adherence
- follow-up patients to assess satisfaction with the solution
- notify the Medicines Optimisation Service of any changes to the recommended solution
- participate in any service-related audit organised by the commissioner.

7.89 Thirty-five pharmacies provide tailored dispensing services. They are shown in Figure 7.20 and Table 7.12.

Figure 7.20: Location of pharmacies that provide Tailored Dispensing Services in Bromley, October 2021



Source: NHS South East London Clinical Commissioning Group (Bromley), 2022

Table 7.12: Number of Pharmacies that provide Tailored Dispensing Services in Bromley by ward, October 2021

Ward	Number of Pharmacies	Ward	Number of Pharmacies
Kelsey and Eden Park	6	Copers Cope	2
Penge and Cator	3	Biggin Hill	2
Cray Valley East	3	Bickley	2
Chelsfield and Pratts Bottom	3	West Wickham	1
Bromley Town	3	Shortlands	1
Orpington	2	Petts Wood and Knoll	1
Hayes and Coney Hall	2	Cray Valley West	1
Farnborough and Crofton	2	Bromley Common and Keston	1

Source: NHS South East London Clinical Commissioning Group (Bromley), 2022

Summary of other NHS pharmacy services

It is concluded that there is currently sufficient provision for the following other NHS pharmacy services to meet the likely needs of residents in Bromley:

- Needle exchange and supervised consumption
- Sexual health services
- Tailored dispensing services

Additional considerations from Contractor Survey Responses

Languages spoken in Pharmacies

7.90 According to the contractor survey responses there are a wide range of languages spoken in Bromley pharmacies. The most common languages besides English spoken by pharmacy staff are Gujarati, Hindi and Punjabi. This contrasts with the most common non-English languages for the borough's overall residents as identified in the chapter on demographics, which are Polish, French and Turkey. No pharmacies in Bromley reported having staff that speak Polish. Given the low number of non-English speakers in the borough, this is unlikely to adversely impact access of residents to pharmaceutical services.

7.91 Table 7.13 lists the most common languages spoken by a member of staff in Bromley pharmacies.

Table 7.13: Top 10 languages spoken by a member of staff at the pharmacies in Bromley

Language	Number of Pharmacies
Hindi	10
Gujarati	10
Punjabi	5
Romanian	5
Italian	4
German	3
French	3
Arabic	2
Greek	1
Persian	1

Source: Bromley Contractor Survey, 2022

7.92 While there is not a high need for Language Access Services in Bromley, 36 Bromley pharmacies would be willing to provide a Language Access Service if commissioned.

Chapter 8 - Conclusions

- 8.1** Bromley is fairly rural yet affluent borough in London. Overall, population are faring well in terms of their health and healthy life expectancy. Public survey responses showed that largely people are happy with the pharmacy services they receive.
- 8.2** This PNA has considered the current provision of pharmaceutical services across Bromley in alongside the health needs and demographics of its population. It has assessed whether current provision meets the needs of the population and whether there are any gaps in the provision of pharmaceutical service either now or within the lifetime of this document, 1st October 2022 to 30th September 2025.
- 8.3** This chapter will summarise the provision of these services in Bromley and its surrounding local authorities.

Current provision

- 8.4** The Bromley Health and Wellbeing Board has identified the following services as necessary to this PNA to meet the need for pharmaceutical services:
- Essential services provided at all premises included in the pharmaceutical lists.
- 8.5** Other Relevant Services are services provided which are not necessary to meet the need for pharmaceutical services in the area, but which nonetheless have secured improvements or better access to medicines. The Bromley Health and Wellbeing Board has identified the following as Other Relevant Services:
- Adequate provision of advanced and enhanced services to meet the need of the local population.

Current access to essential services

- 8.6** In assessing the provision of essential services against the needs of the population, the Health and Wellbeing Board considered access as the most important factor in determining the extent to which the current provision of essential services meets the needs of the population. To determine the level of access with the borough to pharmaceutical services, the following criteria were considered:
- The ratio of community pharmacies per 10,000 population
 - Distance and travel time to pharmacies
 - Opening hours of pharmacies

- Proximity of pharmacies to GP practices

8.7 There are 1.8 community pharmacies per 10,000 residents in Bromley. Though this ratio is lower than the national average of 2.2, as indicated by the contractor survey, the pharmacies have capacity to offer more services.

8.8 Most of the borough's population is within 1 mile of a pharmacy. There are 9,951 residents who live within rural areas of Bromley that are not within a mile of a pharmacy, however all residents are within a 20-minute commute of a pharmacy via public transport. All GP practices are within 1 mile of a pharmacy.

8.9 Considering all this, the residents of the borough are well served in terms of the number and location of pharmacies.

Current access to essential services during normal working hours

8.10 All pharmacies are open for at least 40 hours each week. There are 60 community pharmacies in the borough, providing good access as determined in Chapter 7.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of essential services during normal working hours.

Current access to essential services outside normal working hours

8.11 On weekdays, 14 pharmacies are open before 9am and five are open after 7pm. These are mapped out on Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of essential services outside normal working hours.

8.12 55 of the borough's 60 community pharmacies are open on Saturday. Eight pharmacies in the borough are open on Sunday. Considering these pharmacies and those in neighbouring local authorities, as shown in the maps in Chapter 7, there is sufficient accessibility of pharmacies to residents on weekends.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of essential services on Saturdays or Sundays.

Current access to advanced services

- 8.13** The following advanced services are currently available for provision by community pharmacies: new medicine service, community pharmacy seasonal influenza vaccination, community pharmacist consultation service, community pharmacy blood pressure service, community pharmacy hepatitis C antibody testing service, appliance use reviews and stoma appliance customisation.
- 8.14** NMS is widely available with 51 pharmacies in the borough providing it.
- 8.15** Flu vaccinations are also widely provided by 53 pharmacies in the borough.
- 8.16** 51 of the boroughs 60 community pharmacies offer the Community Pharmacy Consultation Service.
- 8.17** The community pharmacy blood pressure service is a relatively new services for which no data is available yet.
- 8.18** The number of pharmacies who are delivering the hepatitis C antibody testing service is constantly changing.
- 8.19** No Bromley pharmacy provided AURS in the last recorded year. However, pharmacies have indicated they are able to provide these if there is a need. Advice on the use of appliances may also be offered by the hospital or clinic prescribing appliances or within a DAC.
- 8.20** Stoma Appliance Customisation service is offered by six pharmacies.
- 8.21** It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of Bromley.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of advanced services.

Current access to enhanced pharmacy services

- 8.1** There are currently three enhanced services commissioned by the London region of NHSE&I. These are the London Seasonal Influenza Vaccination Service, the Bank Holiday Rota Service (provided by two pharmacies) and the COVID-19 Vaccination Service (delivered by ten pharmacies). These are commissioned as and when required.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of enhanced pharmacy services.

Current access to other NHS pharmacy services

8.22 Other NHS pharmacy services are other services commissioned by the London Borough of Bromley, or NHS South East London Clinical Commissioning Group (Bromley). These services include:

- Substance Misuse Service (local authority commissioned)
- Sexual Health Service (local authority commissioned)
- Tailored Dispensing Service (CCG commissioned)

8.23 Eighteen pharmacies offer the needle exchange and supervised consumption service and 33 provide the sexual health service. 35 pharmacies provide tailored dispensing services.

8.24 Overall, there is very good availability of the enhanced services in the borough.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no current gaps in the provision of enhanced services.

Future Provision

8.25 The Health and Wellbeing Board has considered the following future developments:

- Forecasted population growth
- Housing Development information
- Regeneration projects
- Changes in the provision of health and social care services
- Other changes to the demand for services

Future access to essential services

Future access to essential services during normal working hours

8.26 The Health and Wellbeing Board is not aware of any firm plans for changes in the provision of Health and Social Care services, nor any large increases in population size or needs within the lifetime of this PNA.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no gaps in the future provision of essential services during normal working hours.

Future access to essential services outside normal working hours

- 8.27** The Health and Wellbeing Board is not aware of any notifications to change the supplementary opening hours for pharmacies at the time of publication.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no gaps in the future provision of essential services outside of normal working hours.

Future access to advanced services

- 8.28** Through the contractor survey, local pharmacies have indicated that they have capacity for future increases in demand for advanced services.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no gaps in the future provision of advanced services.

Future access to enhanced services

- 8.29** Through the contractor survey, local pharmacies have indicated that they have capacity to meet future increases in demand for enhanced services.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no gaps in the future provision of enhanced services.

Future access to other NHS pharmacy services

- 8.30** Through the contractor survey, local pharmacies have indicated that they have capacity and future increases in demand for enhanced services.

Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no gaps in the future provision of other NHS pharmacy services.

Improvements and better access

Current and future access to essential services

- 8.31** In consideration of population health and wellbeing needs and needs of those who share protected characteristics, the PNA did not identify any services, that if provided, either now or in future, would secure improvements or better access to essential services. Further, there is sufficient capacity to meet any increased future demand.

The Health and Wellbeing Board identified no gaps in essential services that if provided, either now or in the future, would secure improvements or better access to essential services.

Current and future access to advanced services

- 8.32** NMS, CPCS and flu vaccination services are all widely available throughout Bromley.
- 8.33** There is no data available publicly for the community pharmacy blood pressure service. The number of pharmacies commissioned to deliver the hepatitis C antibody testing services frequently changes, however there is sufficient capacity for the pharmacies to provide these services.
- 8.34** Pharmacies are willing and have capacity to provide both SAC and AUR. Additionally, advice on both services is offered by hospital and other health providers.
- 8.35** The PNA analysis has concluded that there is sufficient capacity to meet any increased demand of advanced services.

The Health and Wellbeing Board did not identify any gaps in the provision of advanced services at present or in the future, that would secure improvements or better access to advanced services.


Current and future access to enhanced pharmacy services

- 8.36** There is good provision of services commissioned by NHE&I for London.

The Health and Wellbeing Board identified no gaps, either now or in the future, that if provided would secure improvements or better access to Enhanced Pharmacy Services in the area.

Current and future access to other NHS pharmacy services

- 8.37** The PNA did not identify any services, that if provided either now or in future would secure improvements or better access to the enhanced services offered. Through the contractor survey local pharmacies have indicated that they have capacity for future increases in demand for other NHS pharmacy services.



Based on the information available at the time of developing this PNA, the Health and Wellbeing Board identified no services that if provided would secure improvements or better access to other NHS pharmacy services.

Appendix A – Steering group Terms of Reference



PNA Steering Group Terms of Reference

Background

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

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

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

The London Borough of Bromley published its first PNA under the Regulations in January 2015, following approval by HWB on 29 January 2015. The Health and Wellbeing Board has now initiated the process to refresh the PNA; this is in accordance with the Regulations which require a new document to be published every 3 years. Due to national extensions to PNA deadlines, the Bromley PNA will be published by the Health and Wellbeing Board by the 31st of July 2022.

Role

The primary role of the group is to advise and develop structures and processes to support the preparation of a comprehensive, well researched, well considered and robust PNA, building on expertise from across the local healthcare community; and managed by Healthy Dialogues Ltd.

In addition, the group is responsible for:

- Responding to formal PNA consultations from neighbouring HWBs on behalf of the London Borough of Bromley Health and Wellbeing.
- Establishing arrangements to ensure the appropriate maintenance of the PNA, following publication, in accordance with the Regulations.

Objectives

- Ensure the new PNA meets the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and its amendments.
- Develop the PNA so that it documents all locally commissioned services, including public health services commissioned by the London Borough of Bromley; and services commissioned by the CCG and other NHS organisations as applicable; and provides the evidence base for future local commissioning.
- Agree a project plan and ensure representation of the full range of stakeholders.
- Ensure a stakeholder and communications plan is developed to inform pre-consultation engagement and to ensure that the formal consultation meets the requirements of the Regulations.
- Ensure that the PNA, although it is a separate document, integrates, and aligns with, with both the joint strategic needs assessment and the health and wellbeing strategy of the London Borough of Bromley.
- Ensure that the PNA links with both national and local priorities and other local key strategies including the South East London Integrated Care System: Implementing the NHS Long Term Plan.
- Ensure that the requirements for the development and content of PNAs are followed, and that the appropriate assessments are undertaken, in accordance with the Regulations. This includes documenting current and future needs for, or improvements and better access to, pharmaceutical services as will be required by the London Borough of Bromley population.
- Approve the framework for the PNA document, including determining the maps which will be included.
- Ensure that the PNA contains sufficient information to inform commissioning of enhanced services, by NHS England; and commissioning of locally commissioned services by the CCG and other local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations; including formally considering and acting upon consultation responses and overseeing the development of the consultation report for inclusion in the final PNA.
- Consider and document the processes by which the HWB will discharge its

responsibilities for maintaining the PNA.

- Comment, on behalf of the London Borough of Bromley HWB, on formal PNA consultations undertaken by neighbouring HWBs.
- Advise the HWB, if required, when consulted by NHS England in relation to consolidated applications.
- Document and manage potential and actual conflicts of interest.

Accountability and reporting

The London Borough of Bromley Health and Wellbeing Board has delegated responsibility for the development and maintenance of the PNA; and for formally responding to consultations from neighbouring HWBs to the PNA Steering Group

The PNA steering group will be accountable to the London Borough of Bromley Health and Wellbeing Board and will report on progress on a two-monthly frequency or as required by the Health and Wellbeing Board.

The pre-consultation draft and the final draft PNAs will be presented to the Health and Wellbeing Board for approval.

Membership

Membership of the group shall be:

- Chair: Consultant in Public Health or deputy
- Senior Public Health Intelligence Analyst
- Communications lead
- LPC representative
- CCG representative
- Healthwatch (and/or other lay representation)
- Voluntary Sector Strategic Network
- Project manager – Healthy Dialogues Ltd

An agreed deputy may be used where the named member of the group is unable to attend.

Other staff members / stakeholders may be invited to attend meetings for the purpose of providing advice and/or clarification to the group.

Quorum

A meeting of the group shall be regarded as quorate where there is one representative from

each of the following organisations / professions:

- Chair (or nominated deputy) representing LBB Public Health
- LPC representative
- Healthy Dialogues representative

Declaration of Interests

It is important that potential, and actual, conflicts of interest are managed:

- Declaration of interests will be a standing item on each PNA Steering Group agenda.
- A register of interests will be maintained and will be kept under review by the HWB.
- Where a member has a potential or actual conflict of interest for any given agenda item, they will be entitled to participate in the discussion but will not be permitted to be involved in final decision making.

Frequency of meetings

The group will meet as required for the lifetime of this project. Meetings may be held, or decisions taken, virtually, where appropriate.

Following publication of the final PNA, the Steering Group will be convened on an 'as required' basis to:

- Fulfil its role in timely maintenance of the PNA
- Advise the HWB, when consulted by NHS England, in relation to consolidated applications

Appendix B – Pharmacy provision within Bromley and within 1 mile of border

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	FVR91	Alliance Pharmacy	C/O Waitrose, Main Road, Biggin Hill	TN16 3JZ	No	No	Yes	No
	FE112	Beckenham Pharmacy	171-173 High Street, Beckenham, Kent	BR3 1AH	No	No	Yes	No
	FPA70	Beckenham Pharmacy	70 High Street, Beckenham, Kent	BR3 1ED	No	No	Yes	No
	FQ399	Blackwells Chemists	245 Croydon Road, Beckenham, Kent	BR3 3PS	No	No	Yes	No
	FAH85	Boots UK Limited	Unit B, 77-81 High Street, Bromley	BR1 1JY	No	No	Yes	Yes
	FC864	Boots UK Limited	77 Queensway, Petts Wood, Orpington	BR5 1DQ	No	No	Yes	No
	FDF35	Boots UK Limited	216 High Street, Orpington, Kent	BR6 0JN	No	No	Yes	No
	FKG02	Boots UK Limited	182 High Street, Beckenham, Kent	BR3 1EW	No	No	Yes	No
	FM350	Boots UK Limited	40 The Glades, High Street, Bromley	BR1 1DN	Yes	No	Yes	Yes
	FQD55	Boots UK Limited	4-5 Coleman House, High Street, Penge	SE20 7EX	No	No	Yes	No
	FQN66	Boots UK Limited	90 Station Road, West Wickham, Kent	BR4 0PU	No	No	Yes	Yes
	FKE53	Caxton Pharmacy	3 Widmore Road, Bromley, Kent	BR1 1RL	No	No	Yes	No
	FC896	Chislehurst Pharmacy	59 Chislehurst Road, Chislehurst	BR7 5NP	No	No	Yes	No
	FG145	Coney Hall Phcy	5 Kingsway, Coney Hall, West Wickham	BR4 9JB	No	No	Yes	No
	FTK80	Cray Hill Chemist	88 Cotmandene Crescent, St Pauls Cray, Orpington	BR5 2RG	No	No	Yes	No
	FN052	Crofton Pharmacy	1 Place Farm Avenue, Crofton Lane, Orpington	BR6 8DG	No	No	Yes	No
	FD505	Day Lewis Pharmacy	195 Widmore Road, Bromley	BR1 2RG	No	No	Yes	No
	FT602	Day Lewis Pharmacy	5 Station Approach, Hayes, Bromley	BR2 7EQ	No	No	Yes	No
FWA21	Day Lewis Pharmacy	The Surgery, Stock Hill, Biggin Hill	TN16 3TJ	Yes	No	No	No	

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FKV60	Eldred Drive Pharmacy	25 Eldred Drive, Ramsden Estate, Orpington	BR5 4PE	No	No	Yes	No
	FAP93	Elmers Pharmacy	172 Upper Elmers End Road, Beckenham	BR3 3DY	No	No	Yes	No
	FRC25	Farncray Ltd	330 High Street, Orpington, Kent	BR6 0NQ	No	No	No	No
	FGG04	Farrants(Excel Pharmacies)	13 Station Square, Petts Wood, Orpington	BR5 1LY	No	No	Yes	No
	FT918	Gordon Davie Chemist Ltd	195 Southborough Lane, Bromley	BR2 8AR	No	No	Yes	No
	FA819	Hamlet Pharmacy	45 Anerley Road, Upper Norwood, London	SE19 2AS	No	No	Yes	No
	FTV97	Jarman & Dixon	71-73 Mottingham Road	SE9 4QZ	No	No	Yes	No
	FA767	Kamsons Pharmacy	Oaks Park Medical Centre, 17 Oakfield Road, Penge	SE20 8QA	Yes	No	Yes	No
	FLK72	Lloyds Pharmacy Ltd	4 Pallant Way, Locks Bottom, Farnborough	BR6 8NZ	Yes	Yes	Yes	Yes
	FE693	Lloyds Pharmacy	13-15 Windsor Drive, Chelsfield, Orpington	BR6 6EY	No	No	Yes	No
	FMW42	Lloyds Pharmacy	3 Roundway, Biggin Hill	TN16 3XZ	No	No	No	No
	FQF14	Lloyds Pharmacy	34 Marion Crescent, Poverest Road, St Mary Cray	BR5 2DD	Yes	No	Yes	No
	FRD37	Lloyds Pharmacy	108 High Street, West Wickham	BR4 0ND	No	No	No	No
	FVN52	Lloyds Pharmacy	59 High Street, Chislehurst, Kent	BR7 5AF	No	No	Yes	No
	FDN35	Lotus Pharmacy	119 Croydon Road, Elmers End, Beckenham	BR3 3RA	No	No	Yes	No
	FRH46	Macks Pharmacy	161 High Street, Penge	SE20 7DS	No	No	Yes	No
	FY725	Macks Pharmacy	2 Eden Park Avenue, Elmers End, Beckenham	BR3 3HN	No	No	Yes	No
	FJ793	Osbon Pharmacy	55 High Street, St Mary Cray, Orpington	BR5 3NJ	No	No	Yes	No
	FKM27	Park Langley Pharmacy	90 Wickham Road, Park Langley, Beckenham	BR3 6QH	No	No	Yes	No
	FAD85	Paydens Pharmacy	399-401 Croydon Road, Beckenham	BR3 3PR	Yes	Yes	Yes	Yes
	FW698	Peters Chemist	15 Bromley Road, Beckenham	BR3 5NT	No	No	Yes	No

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FR247	Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington	BR5 1DQ	Yes	Yes	Yes	Yes
	FTM53	Priory Pharmacy	8 Carlton Parade, Orpington, Kent	BR6 0JB	No	No	Yes	No
	FJV12	Rowlands Pharmacy	121 Westmoreland Road, Bromley	BR2 0TY	No	No	Yes	No
	FL057	Rowlands Pharmacy	10 Crescent Way, Sevenoaks Road, Orpington	BR6 9LP	No	No	Yes	No
	FVR97	Scotts Pharmacy	7 High Street, Bromley, Kent	BR1 1LF	Yes	No	Yes	No
	FR366	Silversands Ltd	Anglesea Hlthy Living Ctr, 1 Kent Rd, St Mary Cray, Orpington	BR5 4AD	Yes	No	Yes	No
	FMK62	Stevens Chemist	5 High Street, Green Street Green, Orpington	BR6 6BG	No	No	Yes	No
	FG099	Superdrug Stores Plc	190-192 High Street, Beckenham	BR3 1AY	Yes	No	Yes	No
	FJK92	Superdrug Stores Plc	Superdrug Stores, 207-215 High Street, Orpington	BR6 0PS	Yes	No	Yes	No
	FX096	Tesco Extra	9 Augustus Lane, Orpington	BR6 0NH	Yes	Yes	Yes	Yes
	FPK91	Tesco Pharmacy	Edgington Way, Sidcup	DA14 5BN	Yes	Yes	Yes	Yes
	FJW74	Touchwood Pharmacy	84A London Lane, Bromley	BR1 4HE	No	No	Yes	No
	FD189	Tt Pharmacy	174 Croydon Road	SE20 7YZ	No	No	No	No
	FYA22	United Pharmacy	5 The Parade, Croydon Road, Anerley	SE20 7AA	No	No	Yes	No
	FM963	Village Pharmacy	131 High Street, Farnborough Village, Farnborough	BR6 7AZ	No	No	Yes	No
	FTK32	Wallace Pring & Co	40 Chatterton Road, Bromley	BR2 9QE	No	No	Yes	No
	FL891	Westchem	89 Station Road, West Wickham, Kent	BR4 0PX	No	No	Yes	No
	FVF13	Williams Lm (Chislehurst) Ltd	89-93 High Street, Chislehurst, Kent	BR7 5AG	Yes	No	Yes	No
	FDX70	Your Local Boots Pharmacy	125 Burnt Ash Lane, Bromley	BR1 5AB	No	No	Yes	No
	FR570	Your Local Boots Pharmacy	15 Station Approach, Hayes, Bromley	BR2 7EQ	No	No	Yes	No
Bexley	FFT84	Aspire Pharmacy	23 High Street, Sidcup, Bexley	DA14 6EQ	Yes	No	Yes	Yes
	FE434	Boots UK Limited	56-58 Sidcup High Street, Sidcup, Kent	DA14 6EH	No	No	Yes	No

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FLD66	Hollytree Pharmacy	2 Hollytree Parade, Sidcup Hill, Footscray, Sidcup	DA14 6JR	No	Yes	Yes	No
	FMF67	Roadnight Chemists	88 Station Road, Sidcup	DA15 7DU	Yes	No	Yes	No
	FD537	Southcott Chemist	281 Main Road, Sidcup, Kent	DA14 6QL	No	No	Yes	No
	FQ835	St.Johns Pharmacy	16 High Street, Sidcup	DA14 6EH	No	No	Yes	No
	FY261	Targett Chemist	172 Halfway Street, Sidcup, Kent	DA15 8DJ	No	No	Yes	No
Croydon	FMQ11	Aumex Pharmacy	43 Central Parade, New Addington, Croydon	CR0 0JD	Yes	No	Yes	No
	FCX03	Day Lewis Pharmacy	283 South Norwood Hill, South Norwood, London	SE25 6DP	No	No	Yes	No
	FH167	Day Lewis Pharmacy	3 High Street, South Norwood, London	SE25 6EP	No	No	Yes	No
	FG587	Dougans Chemist	114 Headley Drive, New Addington, Croydon	CR0 0QF	No	No	Yes	No
	FJ040	Fieldway Pharmacy	3 Wayside, Fieldway, New Addington, Croydon	CR0 9DX	Yes	No	Yes	No
	FQH24	Fishers Enmore Pharmacy	1 Enmore Road, South Norwood, London	SE25 5NT	Yes	Yes	Yes	Yes
	FF475	Greenchem	20 Bywood Avenue, Shirley, Croydon	CR0 7RA	No	No	Yes	No
	FGW16	Greenchem	15 Broom Road, Shirley, Croydon	CR0 8NG	No	No	Yes	No
	FND51	Lloyds Pharmacy	Whitehorse Lane, Sainsbury Complex, London	SE25 6XB	Yes	Yes	Yes	Yes
	FWG75	Lloyds Pharmacy	66 Westow Street, Upper Norwood, London	SE19 3RW	Yes	Yes	Yes	Yes
	FWX40	Mccoig Pharmacy	143 Wickham Road, Shirley, Croydon	CR0 8TE	No	No	Yes	No
	FTK63	Mona Pharmacy	246 Wickham Road, West Wickham, Croydon	CR0 8BJ	No	No	Yes	No
	FC506	Shirley Pharmacy	175 Shirley Road, Shirley, Croydon	CR0 8SS	No	No	Yes	No
FCL69	Your Local Boots Pharmacy	1 Central Parade, New Addington, Croydon	CR0 0JB	Yes	Yes	Yes	Yes	
Greenwich	FPV87	Boots UK Limited	96-104 Eltham High Street, Eltham, London	SE9 1BW	Yes	No	Yes	Yes
	FTN12	Eltham Pharmacy	560 Westhorpe Avenue, Eltham,	SE9 6DR	No	No	Yes	No

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FY041	Lloyds Pharmacy	Sainsburys Superstore, 1A Philpot Path, Eltham	SE9 5DL	Yes	Yes	Yes	Yes
	FJW12	Newmarket Pharmacy	13 Newmarket Green, Eltham	SE9 5ER	No	No	Yes	No
	FGV05	Rey Pharmacy	735 Sidcup Road, New Eltham	SE9 3SA	No	No	No	No
	FK062	Stevens Pharmacy	379 Footscray Road, New Eltham	SE9 2DR	No	No	Yes	No
	FL803	Well - Mottingham - The Mound	2 The Mound, Mottingham, London	SE9 3AZ	No	No	Yes	No
	FHC98	Well Eltham - Court Yard	27 Court Yard, Eltham, London	SE9 5PR	Yes	No	Yes	No
Lambeth	FFA37	Day Lewis Pharmacy	127 Gipsy Hill, Upper Norwood,	SE19 1QS	Yes	No	Yes	No
	FV373	Day Lewis Pharmacy	253 Gipsy Road, West Norwood	SE27 9QY	No	No	Yes	No
	FV887	Sefgrove Ltd	3-5 Westow Hill, London,	SE19 1TQ	No	No	Yes	No
Lewisham	FA271	Boots UK Limited	55 Sydenham Road, London	SE26 5EX	No	No	Yes	No
	FK518	Boots UK Limited	21-23 Dartmouth Road, Forest Hill, London	SE23 3HN	No	No	Yes	No
	FPJ12	Brook Pharmacy	109 Chinbrook Road, Lewisham, London	SE12 9QL	No	No	Yes	No
	FFE99	Brownes Chemist	481-483 Bromley Road, Downham, Bromley	BR1 4PQ	No	No	Yes	No
	FT872	Cambelle Chemist	83-85 Boundfield Road, Catford	SE6 1PH	No	No	Yes	No
	FMG01	Day Lewis Pharmacy	467 Bromley Road, Downham, Bromley	BR1 4PH	No	No	Yes	No
	FTV69	Day Lewis Pharmacy	443 Downham Way, Downham, Bromley	BR1 5HS	No	No	Yes	No
	FML90	Duncans Chemist	24 Bromley Hill, Downham, Bromley	BR1 4JX	No	Yes	Yes	No
	FMT20	Gokul Chemist	53 Baring Road, Lee, London	SE12 0JS	No	No	Yes	No
	FJ566	Grove Park Pharmacy	344 Baring Road, Grove Park, London	SE12 0DU	No	Yes	Yes	Yes
	FDK93	Harris Chemist	372 Baring Road, Grove Park, London	SE12 0EF	No	Yes	Yes	No
	FJK64	Lee Pharmacy	19 Burnt Ash Hill, Lee, London	SE12 0AA	No	No	Yes	No
	FV763	Lloyds Pharmacy	Southend Lane, Sydenham, London	SE26 4PU	Yes	Yes	Yes	Yes
	FD184	Perfucare	136 Kirkdale, London	SE26 4BB	No	Yes	Yes	No
	FT350	Perry Vale Pharmacy	Shop 1, 193 Perry Vale, Forest Hill	SE23 2JF	No	No	Yes	No
FVM72	Superdrug Stores Plc	73-77 Sydenham Road, Sydenham	SE26 5UA	No	No	Yes	No	

Borough	ODS Code	Pharmacy	Address	Postcode	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	FEJ80	Touchwood Pharmacy	264 Kirkdale, Sydenham	SE26 4RS	No	No	No	No
	FHL07	Touchwood Pharmacy	363 Sydenham Road, Sydenham	SE26 5SL	No	No	Yes	No
	FKW82	Touchwood Pharmacy	62 Sydenham Road, Sydenham	SE26 5QE	No	No	Yes	No
	FQT14	Touchwood Pharmacy	9 St Georges Parade, Woolstone Road,	SE6 4DT	No	No	No	No
	FW715	Vantage Pharmacy	Health Ctr Annex Building, 108-114 Conisborough Cres, Catford	SE6 2SP	Yes	No	Yes	No
Sevenoaks	FM106	Asda Store Pharmacy	1 Alexander Grove, London Road, Swanley	BR8 7UN	Yes	Yes	Yes	Yes
	FKV58	Boots The Chemists	32 Swanley Centre, Swanley	BR8 7TL	No	No	Yes	No
	FF547	Swanley Pharmacy	47 Swanley Centre, Swanley, Kent	BR8 7TQ	No	No	Yes	No
	FPV78	Thales Pharmacy	31 Azalea Drive, Swanley	BR8 8HS	Yes	Yes	Yes	Yes
	FL923	Well Swanley - Swanley Centre	25 Swanley Centre, Swanley, Kent	BR8 7TG	Yes	No	Yes	No

Appendix C - Consultation report

The table below presents the comments received during the statutory 60-day consultation period and the response from the steering group.

Comment	Response
<p>There are currently three locally enhanced services commissioned, the London flu service, bank holiday rota service and the Covid 19 vaccination service.</p> <p>Services listed as enhanced are locally commissioned services and need to be labelled as such, they are not commissioned by NHSE and should not be listed as an Enhanced Service.</p>	<p>These locally enhanced services have been included in the final PNA document. Services listed in enhanced services in the consultation draft are now listed as 'other NHS pharmacy services'.</p>
<p>Essential services now needs to include DMS.</p>	<p>This is listed as an essential service.</p>
<p>Some of the covid services are stopping at the end of March 2022 and should therefore be noted as such on the PNA.</p>	<p>These have been removed.</p>
<p>Hypertension Case finding service – now called – Community Pharmacy blood pressure service - participating pharmacies lists are available now, however, these are constantly changing.</p>	<p>We have renamed this service the community pharmacy blood pressure service.</p>
<p>Hepatitis C antibody testing service - participating pharmacies lists are available now, however, these are constantly changing.</p>	<p>Text has been updated to reflect this.</p>
<p>Does not mention GPCPS</p>	<p>This is the community pharmacist consultation service which is listed as an advanced service.</p>
<p>FVR91 Boots – amended hours in February 2022 and no longer opens early, closes late or open on a Sunday.</p> <p>FAH85 Boots Pharmacy – amended hours in Feb 2022 and no longer opens early.</p> <p>FDF35 – Boots Pharmacy - amended hours in Feb 2022 and no longer opens on Sundays.</p> <p>FMW42 Lloyds Pharmacy – no longer opens on Saturdays.</p>	<p>These edits have been made.</p>
<p>Schedule 1, paragraph 4 – improvements and better access: gaps in provision</p> <p>No statements provided - this is however covered in the context at the beginning of the PNA</p>	<p>Statements on improvements and better access have now been included in Chapter 8.</p>

<p>The PNA should include this and if there are none identified, this should be clearly stated in the PNA.</p>	
<p>The term adequate is subjective.</p>	<p>The term adequate has been replaced with 'sufficient'.</p>
<p>Bromley CCG no longer exists, please replace with NHS South East London Clinical Commissioning Group (Bromley)</p>	<p>References to Bromley CCG have been replaced with NHS South East London Clinical Commissioning Group (Bromley)</p>
<p>It doesn't mention the needs of vegetarians and vegans. Some people in this area are vegetarians or vegans. The 2018 Pharmaceutical Needs Assessment states pharmacies can give: 'advice on whether or not a medicine contains ingredients derived from animals.' However, in practice this doesn't happen, especially in relation to medicines in gelatin capsules. Despite alternatives being available, no mention is made of this in the 2022 Draft Pharmaceutical Needs Assessment.</p>	<p>Community pharmacies do provide information on whether or not a medicine contains ingredients derived from animals when asked to by patients. Additionally, this information is provided in Patient Information Leaflets of all medications. When a pharmacist is made aware that a patient is vegan or vegetarian they can provide patients with Vegan or Vegetarian medication alternatives and update their patient records accordingly for future medication dispensing.</p>
<p>Free sexual health services seem very targeted at people aged 24 or under. With the cost of living crisis many over that age may also require free services.</p>	<p>Sexual health services commissioned through pharmacies, target aged 24 and under, however, they are universal services and are available to all of the population.</p>
<p>Ward changes have come into effect. There remain 22 wards but most wards have undergone boundary and name changes. There needs to be either an update reflecting these changes or acknowledgement of the impending changes given this document uses the old boundaries</p>	<p>The new ward boundaries are now described in paragraph 3.5 and presented in Figure 3.1.</p>
<p>It appears that possibly due to the timing of production of this draft, the recent changes in the opening hours of Boots pharmacies have not been reflected in the draft PNA. Namely: FAH85 - Now opens at 9.00am Mon - Sat FDF35 - Now closed on Sundays</p>	<p>These changes have been made throughout the document.</p>
<p>I think it's important to acknowledge that strength of opposition to the closure of Lloyds Pharmacy FH398, 4-6 Cranley Parade, Mottingham, London, SE9 4DZ on 12 October 2020. This is exhibited in the online petition available here: https://www.change.org/p/lloyds-pharmacy-lloyds-pharmacy-mottingham-closure?redirect=false. The petition was signed by 447 people directly affected by the closure. This number compares to just 563 people that responded to the PNA consultation throughout the borough. It seems therefore, that the PNA consultation process may have missed the very people it is looking for, in order to identify gaps in the provision of pharmaceutical services. Please look at some of the comments in that petition.</p> <p>Lloyds Pharmacy was at the commercial and geographic heart of Mottingham and Chislehurst North</p>	<p>This comment has been considered by the PNA steering group. The PNA has assessed pharmacy provision within Mottingham and Chislehurst North Ward in consideration of population density, projected population increases, deprivation, accessibility and protected characteristics. It has determined that there are no gaps in the provision of pharmacy services now and in the lifetime of this PNA.</p> <p>This PNA is not able to comment on applications for new NHS pharmacies.</p>

Ward. According to the current Bromley PNA (2018), this is the most deprived ward in Bromley and has an IMD rank of 1. The link between deprivation and poor health outcomes is irrefutable, undeniable and universally accepted. When this is added to the lack of access and choice to pharmaceutical services, the situation is compounded. Overlaying pages 33 and 66 of the draft PNA shows that the most deprived parts of this most deprived and densely populated ward in Bromley are also more than 1 mile away from a pharmacy and not covered in the heat map on page 66. Car ownership is likely to be low here and access and choice to pharmaceutical services a major problem.

In summary, it would be negligent to ignore that there is a gap in pharmaceutical provision in Mottingham and Chislehurst North Ward. Therefore, the draft Bromley PNA must not be approved in its current form and without due regard to the specific pharmaceutical needs of the people of there. To be fit for purpose, the PNA must address the health inequalities that currently exist in Mottingham and Chislehurst North Ward.

The is currently a Market Entry application (ME1251) for a new NHS pharmacy to replace Lloyds in the commercial and geographic heart of Mottingham and Chislehurst North Ward undergoing assessment. The address is 12 Cranley Parade, Kimmeridge Road, Mottingham, London, SE9 4AE This application should be supported and the pharmacy allowed to open as soon as possible.

Under the essential services within the National Community Pharmacy contract, an assessment should be undertaken to decide if a patient meets the criteria under the Equality Act 2010. If they do, the community pharmacist should assess which reasonable adjustments would allow the patient access to their medicine. This could include for example non-click lock lids, reminder charts or Multi-Compartment Aids. Application of this specific aspect of this essential service is variable across the borough and nationally, an alternative provider has to be sought by the Bromley Medicines Optimisation Service if a Community Pharmacy Contractor cannot fulfil their obligations under EA 2010.

Capacity by some TDS contractors to fulfil Multi-Compartment Aids for MOS referred patients is capped and they no longer accept new referrals. These two issues result in patients being unable to obtain their medicines from their preferred pharmacy and puts additional pressure on other local community pharmacy contractors. However, patients are still able to access pharmaceutical services.

While the PNA has found good provision of essential pharmaceutical services within Bromley, is unable to comment on the guidance and enforcement of this service within pharmacies. However, it does highlight the funding anomalies within the contractual framework for community pharmacy. This comment has been fed back to NHS England to so that they can make necessary steps to explore and improve the application of the service.