

London Borough of Bromley

Pharmaceutical Needs Assessment
2025-2028

Draft for consultation

Executive Summary

Introduction

All Health and Wellbeing Boards (HWB) have a statutory responsibility to publish and keep up to date a statement of needs for pharmaceutical services for their population every three years. This is called the Pharmaceutical Needs Assessment (PNA). The purpose of the PNA is twofold, namely to:

- Support NHS England in their decision-making related to applications for new pharmacies, or changes of pharmacy premises and/or opening hours.
- Support local commissioners in decisions regarding services that could be delivered by community pharmacies to meet the future identified health needs of the population.

This PNA provides an overview of the demographics and health and wellbeing needs of the Bromley population. It also captures patients' and the public's views of pharmacy services they access. 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, from the date of its publication to the 30th September 2028. It assesses current and future provision with respect to:

- Necessary Services – defined here as provision of Essential Services.
- Other Relevant Services – defined here Advanced, Enhanced and Locally Commissioned Services.

Methodology

In October 2024, 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 the Bromley population determined on a locality basis.
- A survey to Bromley patients and the public on their use and expectations of pharmaceutical services and an equality impact assessment.

An assessment of the commissioned Essential, Advanced, Enhanced and Locally Commissioned services provided in Bromley.

The PNA consultation draft will be published for a 60-day formal consultation between June and August 2025. Responses to the consultation will be considered by the steering group before final publication of the PNA in October 2025.

Findings

Key population demographics of Bromley

The London Borough of Bromley is the largest by area, of all London's boroughs. It has an estimated population of 334,623. Due to significant Green Belt coverage, it has a comparatively low population density. Bromley's population is projected to increase by 0.2% in the lifetime of this PNA, with the largest increase expected in Bromley Town ward.

There are small pockets of deprivation across the borough, with 13 of the borough's 197 LSOAs among the most deprived 20% in England.

Key population health needs of Bromley

Bromley residents enjoy higher life expectancies as well as health life expectancies compared to the rest of London and the nation as a whole. COVID-19, circulatory diseases and cancers are the biggest causes of life expectancy gap between the most and least deprived in the borough.

Bromley is doing better than or similar to, regional and national figures in terms of the major risk factors explored in this PNA, with the following exceptions:

- Uptake of drug treatment.
- ART (antiretroviral treatment) coverage.
- Flu vaccination coverage.

Patient and public engagement

A patient and public survey was disseminated across Bromley to explore how people use their pharmacy and their views on specific 'necessary' pharmaceutical services. A total of 613 people responded.

The majority of respondents chose their pharmacy because it is the pharmacy they have nominated to receive prescriptions from their GP, was close to their home or work, or they were happy with the overall experience provided by the pharmacy. Nearly all respondents (94%) can reach their pharmacy in 20 minutes or less, with walking being the most commonly used method of getting there. No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

Health and Wellbeing Board statements on service provision

There are 58 community pharmacies within the London Borough of Bromley. There is also a further 49 community pharmacies located within a mile of Bromley's borders.

The PNA steering group, on behalf of 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 assessed whether there are any gaps in the provision of pharmaceutical service either now or within the lifetime of this document, from the date of its publication to the 30th September 2028.

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 based on current information there is good access to necessary and other relevant services with no gaps in the current and future provision of these services identified.

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Chapter 1 - Introduction

Purpose of the Pharmaceutical Needs Assessment

- 1.1 Community pharmacies are essential in providing quality healthcare within local communities. In addition to dispensing medications, they frequently act as the first point of contact for patients and the public. In some cases, they may be the only interaction an individual has with a healthcare professional.
- 1.2 A 'Pharmaceutical Needs Assessment' (PNA) acts as a statement of the needs of pharmaceutical services of the population in a specific area. It sets out a statement of the pharmaceutical services currently provided, together with when and where these are available to a given population. This PNA specifically assesses the pharmaceutical needs of the Bromley population.
- 1.3 NHS Pharmaceutical Services operate within a regulated and controlled market. Pharmacists or dispensing appliance contractors seeking to provide these services must apply to NHS England for inclusion on the Pharmaceutical List of the Health and Wellbeing Board area.
- 1.4 The purpose of the PNA is to facilitate the planning and commissioning of pharmaceutical services whilst supporting decision-making regarding new applications or changes in pharmacy locations. This includes:
 - Supporting NHS England in the 'market entry' decision-making process for applications related to new pharmacies or changes to existing pharmacy premises.
 - Informing the commissioning of enhanced pharmacy services by NHS England, as well as the local authority and other commissioners, such as Integrated Care Boards (ICBs).
- 1.5 The Bromley PNA can also be used to:
 - Assist the Health and Wellbeing Board (HWB) in informing stakeholders about the borough's pharmaceutical needs, enabling effective planning, development, and delivery of pharmaceutical services for the community.
 - Support the HWB in working with providers to target services to areas of need whilst reducing duplication in areas with adequate provision.

PNA legislation

- 1.6 Since 2006, NHS Primary Care Trusts have been legally required to assess the pharmaceutical needs of their area and publish both a statement on their initial assessment and any updated statements.
- 1.7 Following the abolition of Primary Care Trusts and the establishment of Clinical Commissioning Groups (CCGs) in 2013 (and later Integrated Care Boards (ICBs) in 2022), Public Health functions were transferred to local authorities. Health and Wellbeing Boards were created and hosted by local authorities to bring together commissioners of Health Services, Public health, Adult Social Care, Children's services, and Healthwatch.
- 1.8 The Health and Social Care Act of 2012 assigned Health and Wellbeing Boards the responsibility of developing and updating Joint Strategic Needs Assessments and Pharmaceutical Needs Assessments.

PNA requirements

- 1.9 The PNA covers the period between 1st October 2025 and 30th September 2028. It must be produced and published by the 1st October 2025. The development of and publication of this PNA has been carried out in accordance with regulations and associated guidance, including:
 - The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013.
 - The Department of Health Information Pack for Local Authorities and Health and Wellbeing Boards.
- 1.10 As outlined in the 2013 regulations, this PNA must include a statement of the following:
 - **Necessary Services – Current Provision:** services currently available that are that are necessary to meet the need for pharmaceutical services and could be provided within or outside of the health and wellbeing board's area.
 - **Necessary Services – Gaps in Provision:** services that are not currently available but are deemed necessary by the HWB to address an existing need for pharmaceutical services.

- **Other Relevant Services – Current Provision:** services that are not currently available but are considered by the HWB to enhance quality or improve access to pharmaceutical services if introduced.
- **Other Services:** any services delivered or commissioned by the local authority, NHS England, the ICB, an NHS trust, or an NHS foundation trust that impact the need for pharmaceutical services in the area or where future provision could enhance quality or improve access to specific pharmaceutical services.

1.11 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:

- Consideration of the varying needs across different localities.
- Assessment of how the needs of individuals with protected characteristics have been addressed.
- Evaluation of whether expanding pharmaceutical services would enhance access or improve service quality.
- A report of the 60-day consultation on the draft PNA.

Consultation

1.12 A draft PNA must be put out for consultation for a minimum of 60-days prior to its publication.

1.13 The PNA will be published for consultation between June and August 2025. 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 HWB.

1.14 All comments received will be considered in the final PNA report to be presented to the HWB before the 1st October 2025.

PNA Revisions and updates

1.15 The PNA must reflect any changes that impact the needs for the pharmaceutical services in Bromley. As such, it should be updated every three years.

1.16 The HWB is also required to revise the PNA publication if significant changes in pharmaceutical services occur before 30th September 2028. Not all changes within a population or area will necessarily influence the need for pharmaceutical services. If the HWB identifies a minor change that requires review, they will issue supplementary statements to update the PNA.

Chapter 2 - Strategic context

- 2.1 This section provides an overview of key policies, strategies and reports that shape the strategic context of community pharmacy services at both a national and local level.

National context

- 2.2 Throughout the last decade, the health and social care system has transformed and evolved to meet a range of challenges. Consequently, it has seen significant changes towards greater integration between health and social care services, increased emphasis on preventative care and growing use of technology for remote monitoring and consultations. This has been undertaken whilst also facing challenges with an ageing population, more people experiencing long-term health conditions, and continued funding pressures.

Health and Care Act (2022)¹

- 2.3 The Health and Care Act 2022 builds on NHS proposals from the Long-Term Plans. It emphasises the importance of collaboration, drawing on lessons from the pandemic to enhance system responsiveness. The Act focuses on three key areas: integrating NHS services with local government to tackle health inequalities, reducing bureaucracy to streamline decision-making and improve care delivery, and establishing clear accountability mechanisms.

The NHS Long Term Plan (2019)²

- 2.4 The NHS Long Term Plan, published in January 2019, sets out a vision for improving the NHS in England over a ten-year period. Developed by NHS England, the plan outlines how the health service will evolve to meet the needs of a growing and ageing population, while making the most of advances in medicine and technology.

¹ Department of Health and Social Care (2022). Health and Care Act 2022. Available at: [Health and Care Act 2022 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

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

2.5 Key aims of the plan are to:

- Focus on Prevention and Reducing Health Inequalities.
- More Personalised and Integrated Care.
- Improving Access through Digital Services.
- Supporting the NHS Workforce.
- Ensuring Financial Sustainability.

2.6 In October 2024 the government announced development of a new 10-year Health Plan for England. The plan aims to ensure the NHS is fit for the future by focusing on three ‘shifts’:

1. Moving care from hospitals to communities.
2. Making better use of technology.
3. Focusing on preventing sickness, not just treating it.

Health Equity in England: Marmot Review 10 years on³

2.7 The objectives outlined in the Marmot review are intended to ensure the health life expectancy gap between the least deprived and most deprived are reduced. More specific to health, community pharmacists are uniquely placed at the heart of communities to support patients to provide the public a range of public health interventions, weight management services, smoking cessation services and vaccination services. At present the role of community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

NHS Core20PLUS⁴

2.8 The Core20PLUS5 framework is NHS England’s national approach to reducing healthcare inequalities. It supports the delivery of the NHS Long Term Plan and is designed to ensure that the most disadvantaged groups are prioritised in efforts to

³ Institute of Health Equity (2020). Marmot Review 10 Years On. Available at: Marmot Review 10 Years On - IHE

⁴ NHS England (2024). Core20PLUS5 (adults) – an approach to reducing healthcare inequalities.

improve health outcomes. This approach is especially relevant to Bromley's ambitions around prevention, integration, and reducing disparities across the borough.

The framework identifies:

- **Core20:** The most deprived 20% of the national population as defined by the Index of Multiple Deprivation.
- **PLUS:** Population groups who may experience poorer than average health access, experience, or outcomes – locally defined (e.g. people with learning disabilities, ethnic minorities, inclusion health groups).
- **5:** Five clinical areas of focus where the biggest impact can be made to reduce inequalities:
 - **Maternity:** Improving continuity of care for women from Black, Asian, and minority ethnic backgrounds and those living in deprived areas.
 - **Severe Mental Illness (SMI):** Ensuring timely access to physical health checks and follow-up interventions.
 - **Chronic Respiratory Disease:** Increasing access to early diagnosis and treatment.
 - **Early Cancer Diagnosis:** Targeting improvements in screening uptake and diagnostic pathways.
 - **Hypertension Case-Finding:** Enhancing detection and management, particularly in under-served populations.

Plan for Change⁵

2.9 In 2024, HM Government launched their 'Plan for Change' outlining five missions to deliver a decade of national renewal. A focus on bringing care closer to where people live underpins the Health and Wellbeing ambitions which include transitioning how elective care is delivered, transforming patients' experience of care and transforming the model of care to make it more sustainable.

⁵ HM Government (2024). Plan for Change: Milestones for mission-led government. Available here: [Plan for Change – Milestones for mission-led government](#)

- 2.10 The Community Pharmacy Contractual Framework (CPCF), agreed by the Department of Health and Social Care, NHS England, and Community Pharmacy England, outlines how community pharmacies support the NHS Long Term Plan. Funding has increased to £2.698 billion for 2024–2025 (a 4.1% rise) and will grow to £3.073 billion in 2025–2026.
- 2.11 Building on the expansion of clinical services through Pharmacy First, the 2025–2026 CPCF focuses on embedding and extending services already being provided by community pharmacies. Key developments include:
- New Medicine Service: Expanded to include support for patients with depression.
 - Pharmacy Contraceptive Service (PCS): Will now include emergency contraception; drospirenone to be supplied under a Patient Group Direction (PGD).
 - Smoking Cessation: Varenicline and cytisinicline to be provided via PGD.
 - Skill Mix: Greater use of both registered and non-registered staff, including pharmacy technicians delivering PGDs.
 - Hypertension Case Finding: Updates to align with NICE guidelines, including limits on funded clinic check consultations and clearer referral criteria for GPs.
- 2.12 These changes aim to enhance pharmacy services and integrate them more deeply into NHS care delivery.

A Vision for community pharmacy

- 2.13 The King’s Fund and Nuffield Trust’s *A Vision for community pharmacy*⁶ highlights the vital role community pharmacies will play in helping people and communities stay healthy, with a focus on tackling health inequalities. NHS South East London ICB and the Local Pharmaceutical Committee (LPC) have a strong collaborative relationship, working together to shape a strategic direction for community pharmacy in SEL. This includes developing a roadmap for integration into Integrated Neighbourhood Teams (INTs) and the wider health system. The partnership is grounded in investment in

⁶ Nuffield Trust (2023). A vision for community pharmacy. <https://www.nuffieldtrust.org.uk/research/a-vision-for-community-pharmacy>

workforce, premises, and digital infrastructure to enable pharmacy teams to deliver care closer to home, aligned with the three strategic priorities: prevention over treatment, digital transformation, and community-based care.

Pharmacy Integration Fund

- 2.14 The Pharmacy Integration Fund (PhIF) was established by NHS England as a strategic initiative to promote the integration of clinical pharmacy services across a range of primary care settings. It has been a catalyst for the transformation of clinical pharmacy in primary care with an overarching aim of improving patient care by embedding pharmacists and pharmacy technicians more deeply into the healthcare system. By funding key workforce development initiatives and innovative service models, the PhIF seeks to optimise the use of medicines, relieve pressure on general practice and urgent care, and enhance patient access to expert pharmaceutical care as well as strengthening the efficiency of the NHS. It therefore lays a strong foundation for a more integrated, effective, and patient-centred model of care.
- 2.15 A central focus of the PhIF has been the education and training of the pharmacy workforce. In collaboration with Health Education England (now part of NHS England), the fund has supported structured development programmes for both qualified pharmacists and foundation year pharmacists. These initiatives have equipped pharmacy professionals with the skills and competencies needed to deliver increasingly complex and patient-facing services. This investment in education has laid the groundwork for a more clinically capable and confident pharmacy workforce, ready to meet the evolving needs of primary care.
- 2.16 One of the most impactful areas of reform supported by the PhIF has been the redirection of patients from high-intensity services to community pharmacies. For example, the introduction of direct NHS 111 referrals to pharmacies for urgent repeat medication requests has helped reduce unnecessary demand on out-of-hours GP services. Furthermore, the establishment of the Community Pharmacist Consultation Service (CPCS) allowed NHS 111, GP practices, and other services to refer patients with minor illnesses and urgent medicine needs directly to community pharmacists. This not only ensures timely access to care but also supports more efficient use of NHS resources. Building on the CPCS model, the Pharmacy First initiative further empowers pharmacists to deliver clinical consultations and supply treatments for a range of common conditions under Patient Group Directions (PGDs). Conditions such

as sore throats, urinary tract infections, and impetigo can now be managed effectively within the pharmacy setting, reducing the need for GP appointments and ensuring that patients receive appropriate treatment closer to home.

- 2.17 In addition to these urgent care interventions, the PhIF has driven the integration of pharmacists into multidisciplinary teams across general practice, urgent care, and social care settings. This supports the ambitions of the General Practice Forward View (GPFV), which envisions pharmacists playing a more central role in managing long-term conditions, conducting medication reviews, supporting prescribing decisions, and improving the safety and efficiency of medicines use in primary care. Within care homes, pharmacists funded through the PhIF are working to optimise medicines for some of the most vulnerable patients, helping to reduce waste and prevent harm from inappropriate prescribing.
- 2.18 The PhIF has also invested significantly in the development of independent prescribing among pharmacists. The Independent Prescribing Pathfinder Programme has been instrumental in exploring new models of pharmacist-led prescribing in primary care, generating evidence to inform future policy and national implementation. More broadly, the PhIF has funded training for large numbers of pharmacists to become independent prescribers, enabling them to take clinical responsibility for managing patients' treatment plans. This shift marks a significant step in the transformation of the pharmacy profession, moving from traditional roles centred around dispensing to more autonomous, patient-centred clinical care.
- 2.19 Another critical priority of the PhIF has been medicines optimisation which ensure that patients derive the maximum benefit from their treatments. Through structured medication reviews, deprescribing initiatives, and data-driven prescribing interventions, pharmacists are helping to reduce the risk of harm and improve outcomes across the health system including among care home patients. To support the sustainability and scale of these efforts, the fund has also backed system leadership development programmes. These aim to equip pharmacy professionals with the skills to lead service transformation and play influential roles within integrated care systems (ICSs).
- 2.20 Additionally, the PhIF has contributed to national public health efforts through support for 'Stay Well' pharmacy campaigns. These campaigns encourage individuals and

families to visit their local pharmacy for advice on minor ailments and seasonal illnesses, promoting greater self-care and helping to shift public behaviour away from unnecessary GP and A&E attendances.

Local context

Bromley Health and Wellbeing Strategy 2024 to 2029⁷

2.21 The Health and Wellbeing Strategy brings together the areas which impact on health and wellbeing into a single co-ordinated framework. Jointly developed in partnership with local partners and communities, it provides a vision that seeks to improve quality of life, increase life expectancy, reduce health inequalities and promote mental and physical wellbeing for residents. It identifies three key priorities:

- Improving health and wellbeing of young people.
- Improving health and wellbeing of adults.
- Disease prevention and helping people to stay well.

Integrated Care Strategic Priorities for 2023-28⁸

2.22 The South East London ICS sets out a shared strategic vision to improve health and care outcomes across the six boroughs, including Bromley. The ICS Strategic Priorities aim to support and enable integrated, person-centred care and address the root causes of ill-health. This supports the work of local authorities, healthcare providers, and the voluntary sector in delivering joined-up services tailored to local population needs. The five cross-system strategic priorities are:

- Prevention and wellbeing: Avoiding ill health and helping people in South East London to live healthier lives
- Early years: Making sure that parents, children and families receive the most effective support before and during childbirth and in each child's early years

⁷ The London Borough of Bromley (2024). Bromley Health & Wellbeing Strategy 2024 to 2029. Accessible here: Bromley Health & Wellbeing Strategy – London Borough of Bromley

⁸ South East London Integrated Care System (2023). Integrated Care Strategic Priorities for 2023-28. <https://www.selondonics.org/wp-content/uploads/SEL-ICS-strategic-priorities.pdf>

- Children’s and young people’s mental health: Making sure that children and young people receive early and effective support for common mental health challenges
- Adults’ mental health: Making sure that adults in South East London receive early and effective support for common mental health challenges
- Primary care and people with long-term conditions: Making sure that people can conveniently access high-quality primary care services and proactive, joined-up care for continuing health needs

Bromley Healthcare Community First 2023 to 2028

2.23 The ambition of Bromley Healthcare is to put the community first, in order to offer the best care and experience to people in southeast London. This is brought to life through the vision of empowering people to live their fullest lives in the heart of their communities. This will be achieved through by:

- Building a culture of growth and opportunity for the people of Bromley.
- Becoming a leader in integrated care, driven by the populations needs.
- Investing in communities.

2.24 These are guided by the values of belonging, health and wellbeing, continuous learning and innovation and compassion.

2.25 The three key goals that underpin Bromley Healthcare Community First vision are outlined below:

- Building a culture of growth and opportunity for the people of Bromley will be achieved by:
 - Embedding and evolving clinical leadership arrangements reorienting towards neighbourhoods.
 - Develop identity around the four core values so people feel they belong and empowered.
 - Redesign communication, listening to people so that leadership is equally distributed.
 - Provision of continued training for staff.

- Investment in project and programme management capability.
- Give permission to be better able to challenge obstacles to improvement.
- Becoming a leader in integrated care driven by the populations needs includes:
 - Building on established strengths in knowledge and understanding of the people of Bromley.
 - Increasingly lead decision-making for out-of-hospital care rather than working to specifications set by others.
 - Development of new skills and organisational capabilities.
 - Investing in data and analytics capabilities to enable predictive care to existing strengths in performance management.
- Investing in communicates includes:
 - Developing in a new identity, becoming more recognisable in the communities which are served.
 - Take a more active role in helping the system as a whole to shape services around the population.
 - Make better use of the information routinely collected, to understand more about what people want and need.

Chapter 3 - The development of the PNA

3.1 In line with the NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013, this PNA has been developed using a range of information sources.

These include:

- Nationally published data.
- The Bromley Joint Strategic Needs Assessment.⁹
- Local policies and strategies.
- A survey to Bromley pharmacy providers.
- A survey to people who live, work and study in Bromley.
- NHS Business Services Authority.
- Commissioning data from:
 - London Borough of Bromley
 - NHS South East London ICB

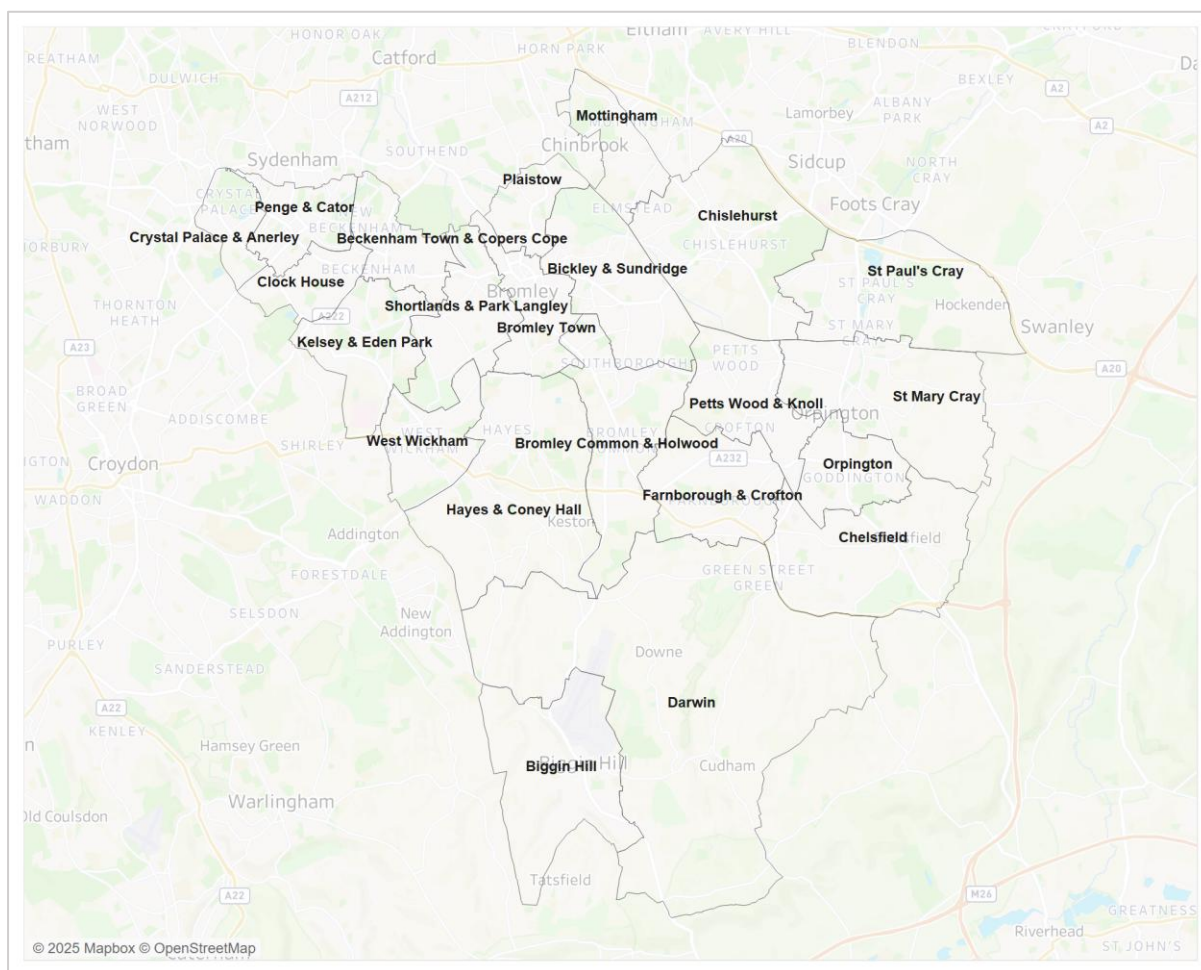
3.2 These data have been collated to illustrate the Bromley population, current and future health needs and how pharmaceutical services can be used to support the HWB to improve the health and wellbeing of our population.

Geographical coverage

3.3 The PNA regulations require the HWB to divide its area into localities for assessment purposes. The HWB selected a ward-based structure, aligning with available population health needs data. This approach facilitates the identification of demographic, health, and service provision differences at the ward level. There are 22 wards in Bromley.

⁹ <https://www.walthamforest.gov.uk/health-and-wellbeing/waltham-forest-joint-strategic-needs-assessment>

Figure 3.1: London Borough of Bromley electoral wards



- 3.4 The HWB assessed pharmacy provision and choice based on a 1-mile travel distance to reach a community pharmacy. 1-mile is approximately equivalent to a 20-minute walk. Lord Darzi's recent report on the state of the NHS¹⁰ also used a mile as a basis for accessibility of community pharmacies.
- 3.5 Additionally, a 20-minute public transport travel time is considered a reasonable measure of accessibility and choice.
- 3.6 Other factors influencing sufficient pharmacy provision include availability outside normal working hours, proximity to GP practices, population density (current and projected), healthcare service changes, and deprivation levels.

10 Darzi (2024). Independent Investigation of the National Health Service in England. September 2024.

Patient and public survey

- 3.7 A patient and public survey was shared across Bromley to understand use and access of pharmacy provision. Responses from the survey of people who live and work in Bromley were explored, including detailed analysis of the Protected Characteristics. The findings from the survey are presented in Chapter 6 of this PNA.

Governance and Steering Group

- 3.8 The London Borough of Bromley HWB commissioned delivery of its PNA to Healthy Dialogues through a competitive tender process. The management governance of the production of this PNA was delegated by the HWB to the Bromley PNA steering group.
- 3.9 Bromley PNA steering group comprised representation from:
- The London Borough of Bromley.
 - Community Pharmacy South East London.
 - NHS South East London ICB.
 - Healthwatch Bromley.
 - Healthy Dialogues.
- 3.10 The Terms of Reference of the Steering Group presented in Appendix A.

Stakeholder consultation and report

- 3.11 A draft of this PNA will be put out to consultation between June and August 2025. All comments will be considered and incorporated into the final report to be published by 1st October 2025.

Chapter 4 - Population demographics

- 4.1 This chapter provides an overview of Bromley's population demographics, highlighting aspects that are likely to influence the demand on pharmaceutical services. It examines the characteristics of the borough's residents, population sizes changes and the wider determinants of health.
- 4.2 Maps presented in this chapter illustrate population characteristics such as density and deprivation, using gradients to denote intensity. The legends accompanying each map explain these gradients.

About the area

- 4.3 The London Borough of Bromley is the largest in Greater London by area, covering approximately 59 square miles. Located in the southeastern part of the capital, it extends from the urban centres of Bromley and Beckenham in the north to the more rural landscapes of the south, which include parts of the North Downs.
- 4.4 Bromley is bordered by several London boroughs and Kent districts. To the west, it shares boundaries with Lewisham and Croydon, while to the north, it is adjacent to Greenwich. To the east, it borders Bexley and the Kent boroughs of Dartford and Sevenoaks, while to the south, it meets the district of Tandridge in Surrey.
- 4.5 Bromley town itself serves as the main commercial and administrative hub of the borough. Other significant settlements include Beckenham, Orpington and Chislehurst.
- 4.6 One of Bromley's defining characteristics is its abundance of green spaces and countryside, as nearly half of the borough is designated as Green Belt land. Popular parks and open areas include Crystal Palace Park, with its iconic dinosaur sculptures, and Jubilee Country Park, which provides a haven for wildlife.

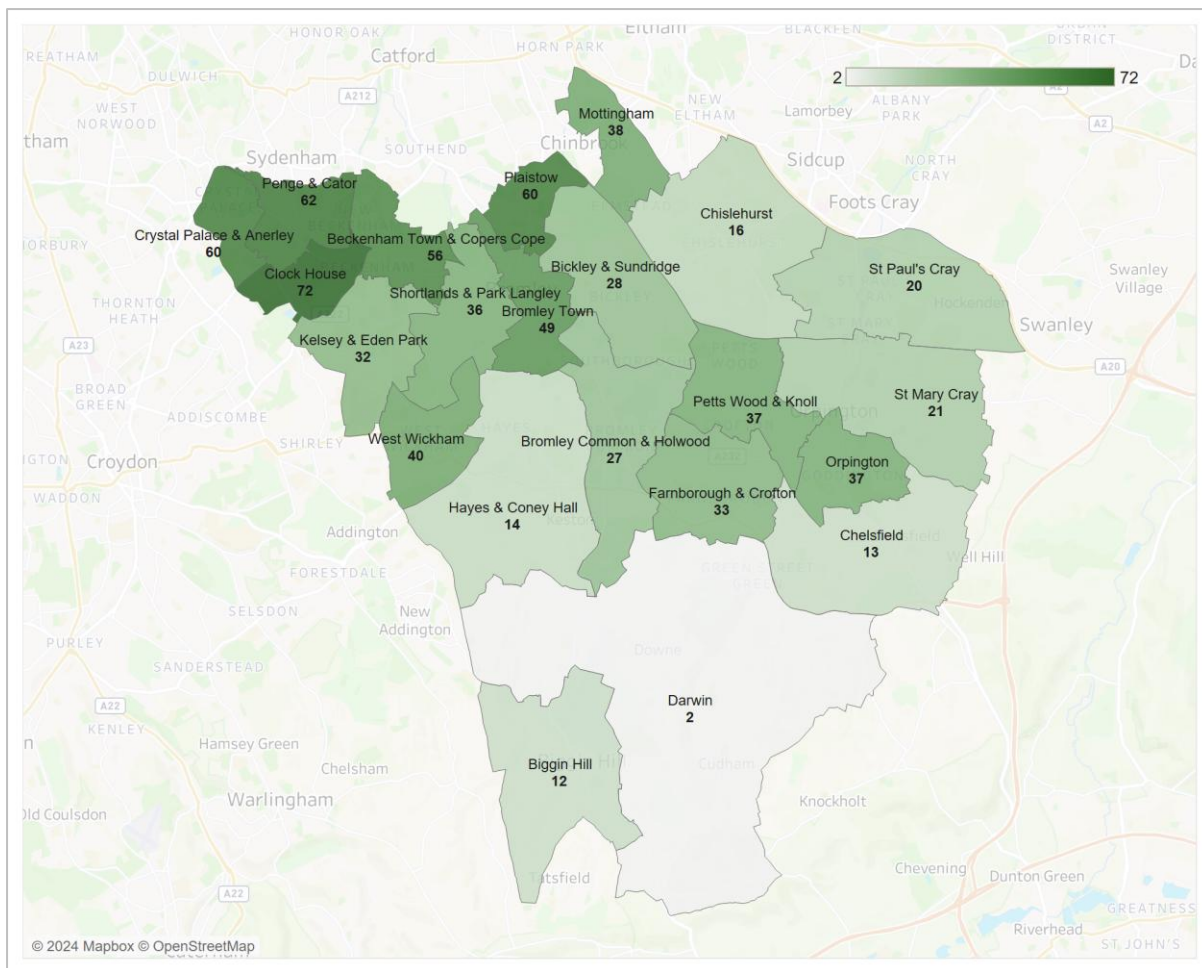
Demography

Population size and density

- 4.7 The Greater London Authority projects **Bromley's population to be 334,623 in 2025** (Housing-led projections, central fertility identified capacity).

- 4.8 With a population density of 22 people per hectare, Bromley remains the least densely populated London borough due to its large rural areas and extensive coverage by the North Downs.
- 4.9 Population density peaks in the northwest, with Clock House ward reaching 75 people per hectare – the borough’s highest (Figure 4.1). Conversely, Darwin and Chelsfield, which are covered by the Green Belt, have the lowest densities.

Figure 4.1: Population density of Bromley per hectare by ward

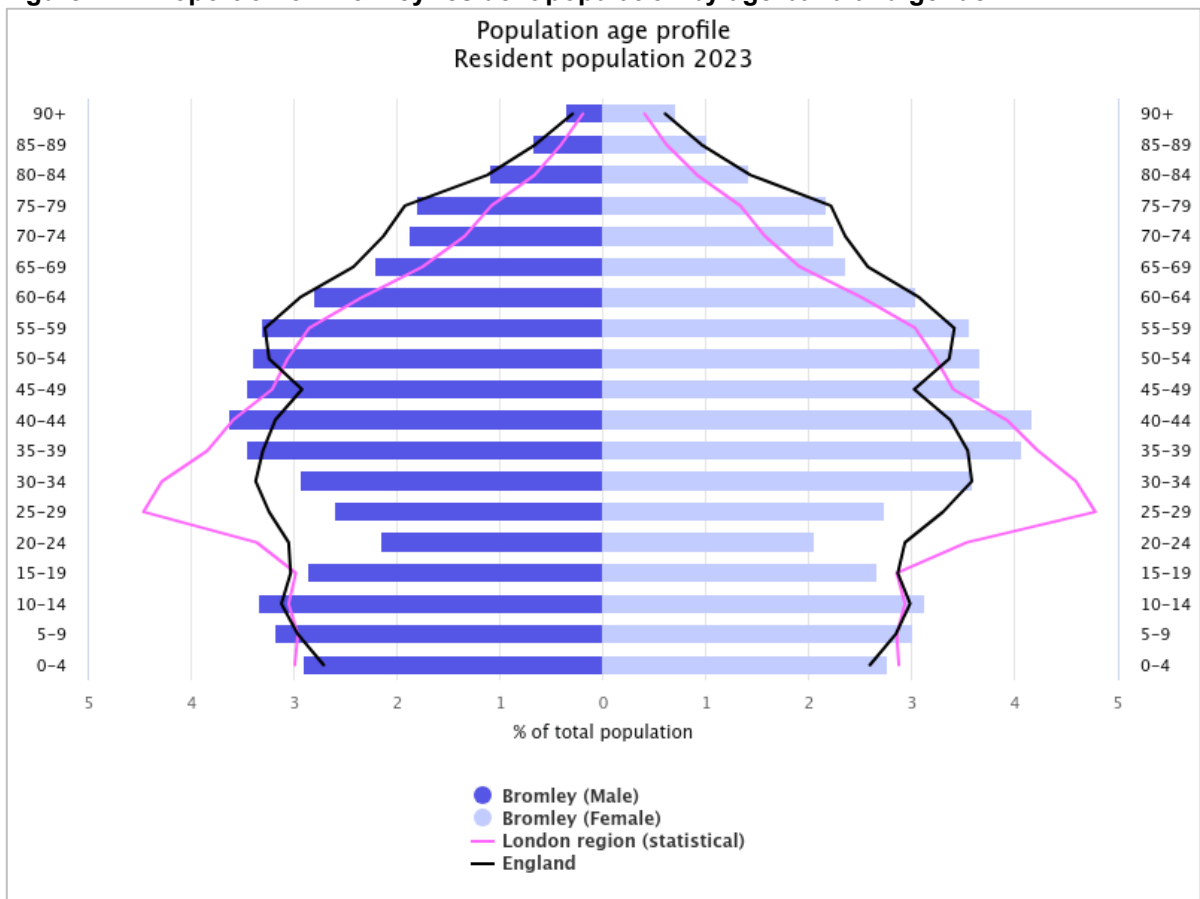


Source: GLA population projections, 2025

Age profile

- 4.10 Bromley’s median age of 41 years is the highest in London (alongside Richmond upon Thames). It is also slightly higher than the national average (40 years).
- 4.11 Older adults (aged 65 and over) make up 18% of Bromley’s population. This is higher than London’s overall picture which stands at 12%.
- 4.12 The figure below presents a breakdown of the age and gender of Bromley residents.

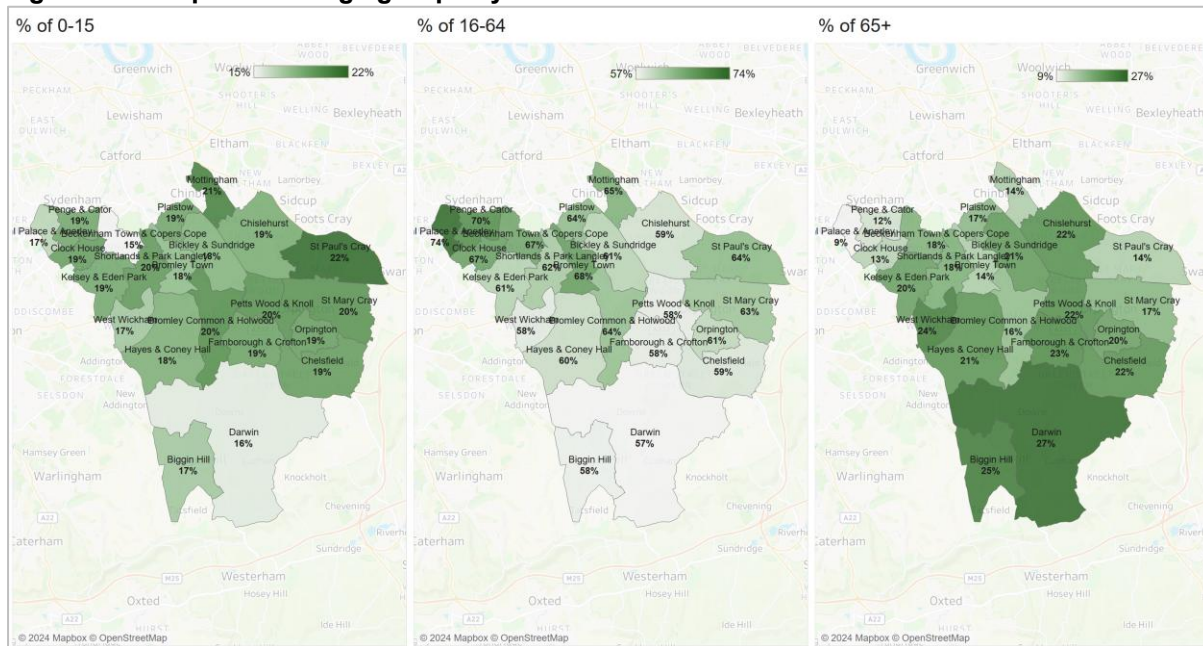
Figure 4.2: Proportion of Bromley resident population by age-band and gender



Source: OHID Fingertips, PHOF, Resident Population 2023

4.13 At a ward level, St Paul’s Cray and Mottingham wards have the highest proportion of young people with more than 1 in 5 people those wards aged 15 or below. Conversely, Darwin represents the ward with the highest proportion of older adults (aged 65 and above). These wards breakdown by age groups is shown in the Figure 4.3 below.

Figure 4.3: Proportion of age groups by ward



Source: GLA population projections, 2025

Ethnicity and diversity

- 4.14 Often areas that have high diversity, also have higher levels of deprivation and health inequalities. NICE Guidance¹¹ 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.
- 4.15 Nearly a quarter of Bromley residents are from an ethnic minority, with Crystal Palace & Anerley ward exhibiting the highest representation of those from ethnic minorities (40%). Conversely, Biggin Hill and Darwin have the lowest representation (7% and 9%, respectively).

Table 4.1: Proportion of Bromley population by ethnicity

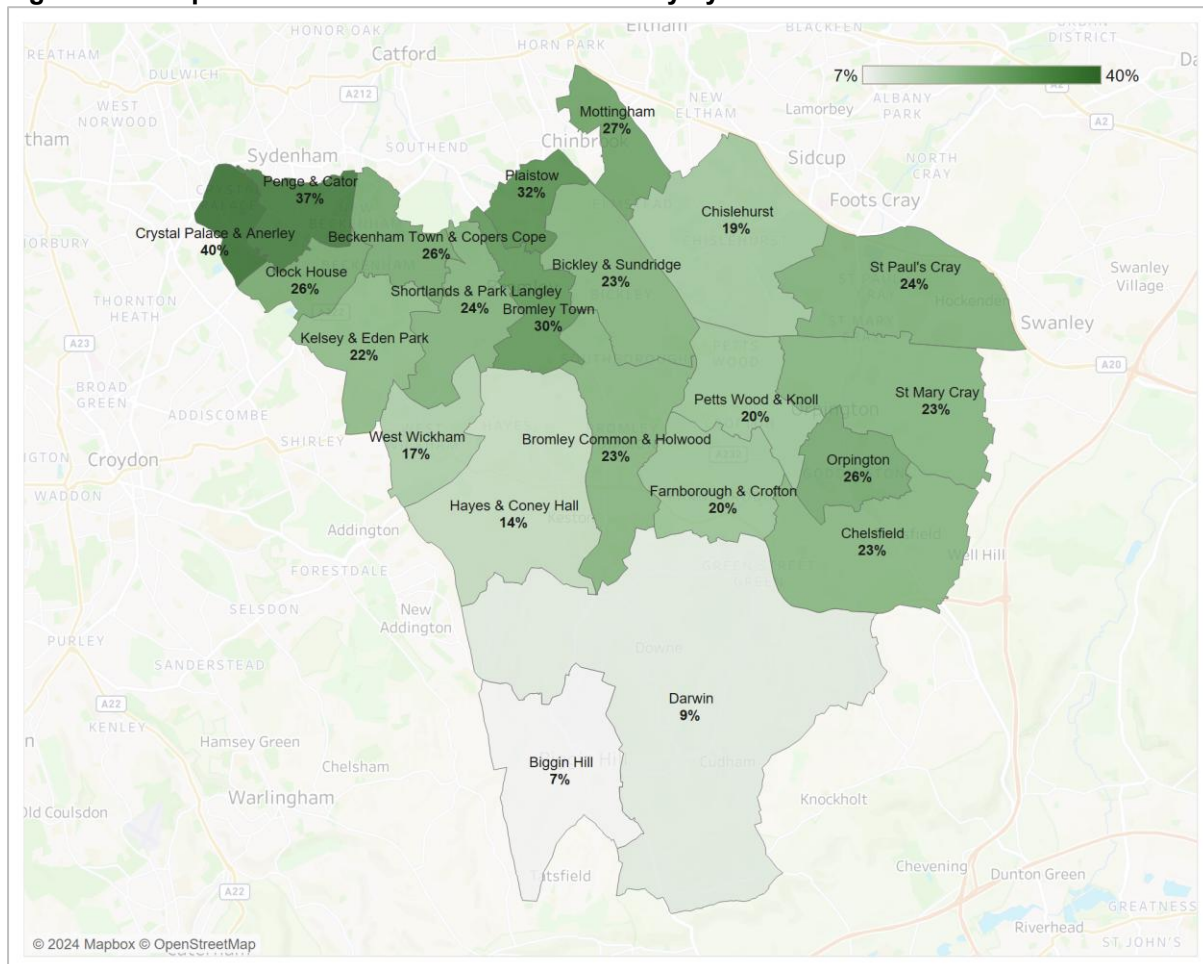
	Bromley	London	England
Asian or Asian British	8%	21%	9%

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

Black, Black British, Caribbean or African	8%	14%	4%
Mixed or Multiple ethnic groups	5%	6%	3%
White	76%	54%	82%
Other ethnic group	2%	6%	2%

Source: ONS, Census, 2021

Figure 4.4: Proportion of ethnic minorities in Bromley by ward



Source: ONS, Census 2021

4.16 Portuguese, Polish and Romanian are the most widely spoken main languages after English.

4.17

Table 4.2: Proportion of main languages spoken in Bromley - Top 10

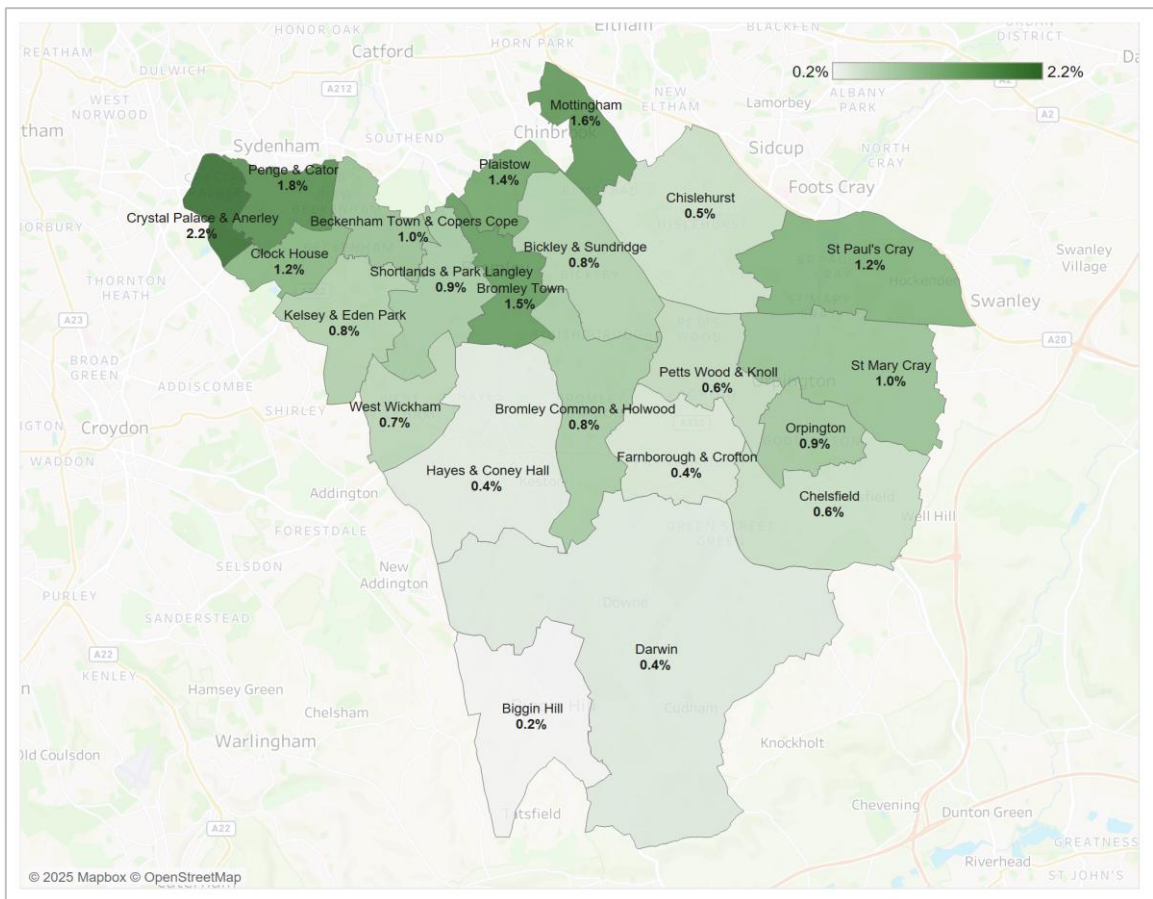
Main Language	Percentage of population
English	91.9%
Portuguese	0.6%
Polish	0.6%
Romanian	0.6%

Spanish	0.5%
Italian	0.4%
Tamil	0.3%
Turkish	0.3%
Russian	0.3%
French	0.3%

Source: ONS, Census 2021

4.18 Only 1% of the borough’s populations report that they cannot speak English well or at all. The highest proportion of such residents is in Crystal Palace & Anerley ward (Figure 4.5).

Figure 4.5: Proportion of residents that cannot speak English well or at all by ward



Source: ONS, Census 2021

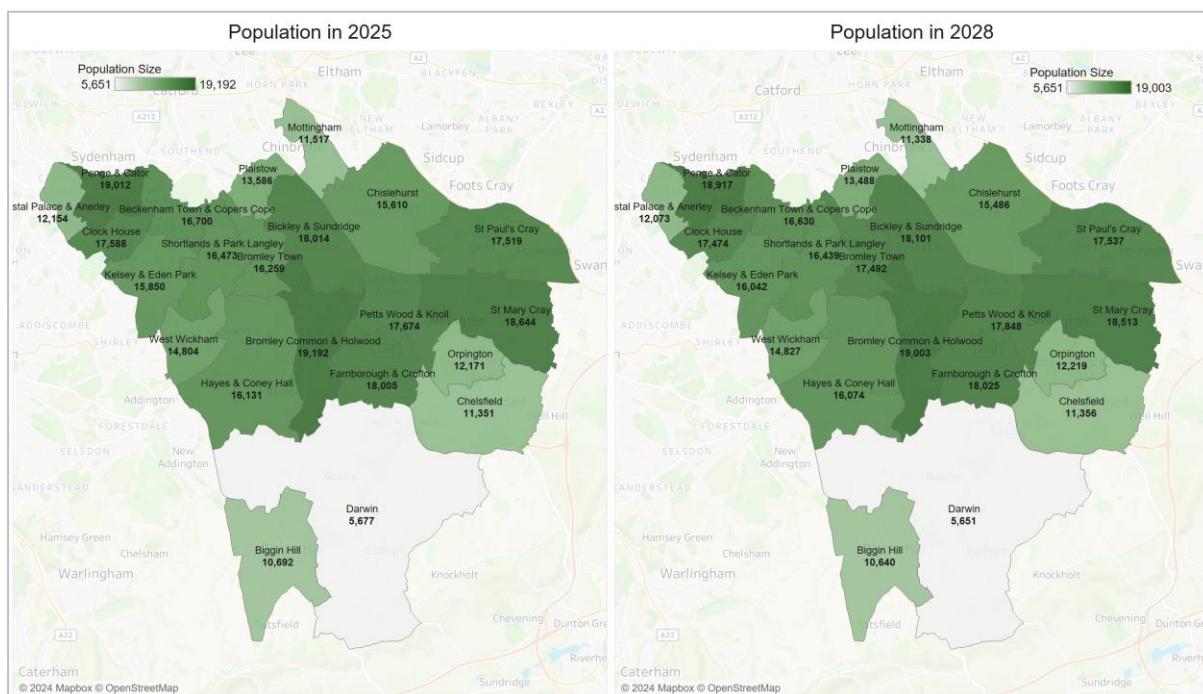
Population size changes

4.19 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.

4.20 During the 2025-2028 PNA period, Bromley’s population is expected to grow by 0.2% to 335,178 (GLA, Housing-led projections, central fertility identified capacity). These projections incorporate assumptions about future housing development and are based on mid-year population estimates and assumptions such as births, deaths, and migration.

4.21 Bromley Town ward is expected to have the largest increase in its population size, expanding from 16,259 in 2025 to 17,492 by 2028, a 7.6% increase (see Figure 4.6 and Table 4.3). Mottingham, on the other hand, faces a 1.6% decrease in its population.

Figure 4.6: Population change by ward - 2025 to 2028



Source: GLA population projections

4.22 The population increase in Bromley Town is likely due to the London Borough of Bromley’s commitment to building more housing by 2030¹².

Table 4.3: Projected population changes between 2025 and 2028 by ward

Ward	2025	2026	2027	2028
Bromley Town	0.0%	2.4%	4.9%	7.6%
Kelsey & Eden Park	0.0%	0.4%	0.8%	1.2%
Petts Wood & Knoll	0.0%	0.4%	0.7%	1.0%

12 London Borough of Bromley Housing Strategy 2019 -2029

Bickley & Sundridge	0.0%	0.2%	0.4%	0.5%
Orpington	0.0%	0.2%	0.3%	0.4%
West Wickham	0.0%	0.1%	0.1%	0.2%
Farnborough & Crofton	0.0%	0.1%	0.1%	0.1%
St Paul's Cray	0.0%	0.0%	0.1%	0.1%
Chelsfield	0.0%	0.0%	0.1%	0.0%
Shortlands & Park Langley	0.0%	0.0%	-0.1%	-0.2%
Hayes & Coney Hall	0.0%	0.0%	-0.1%	-0.4%
Beckenham Town & Copers Cope	0.0%	0.0%	-0.2%	-0.4%
Darwin	0.0%	-0.1%	-0.3%	-0.5%
Biggin Hill	0.0%	-0.1%	-0.3%	-0.5%
Penge & Cator	0.0%	-0.1%	-0.3%	-0.5%
Clock House	0.0%	-0.1%	-0.4%	-0.6%
Crystal Palace & Anerley	0.0%	-0.1%	-0.4%	-0.7%
St Mary Cray	0.0%	-0.2%	-0.4%	-0.7%
Plaistow	0.0%	-0.1%	-0.4%	-0.7%
Chislehurst	0.0%	-0.2%	-0.5%	-0.8%
Bromley Common & Holwood	0.0%	-0.2%	-0.5%	-1.0%
Mottingham	0.0%	-0.5%	-1.0%	-1.6%
Borough Total	0.0%	0.1%	0.1%	0.2%

Source: GLA population projections

Wider determinants of health

4.23 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)¹³ and later the Marmot Review 10 Years On.¹⁴ They include factors such as deprivation, education, employment and fuel poverty.

4.24 The Bromley Corporate Strategy, Making Bromley Even Better sets out ambitions towards their vision to be "A fantastic place to live and work, where everyone can lead

¹³ Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

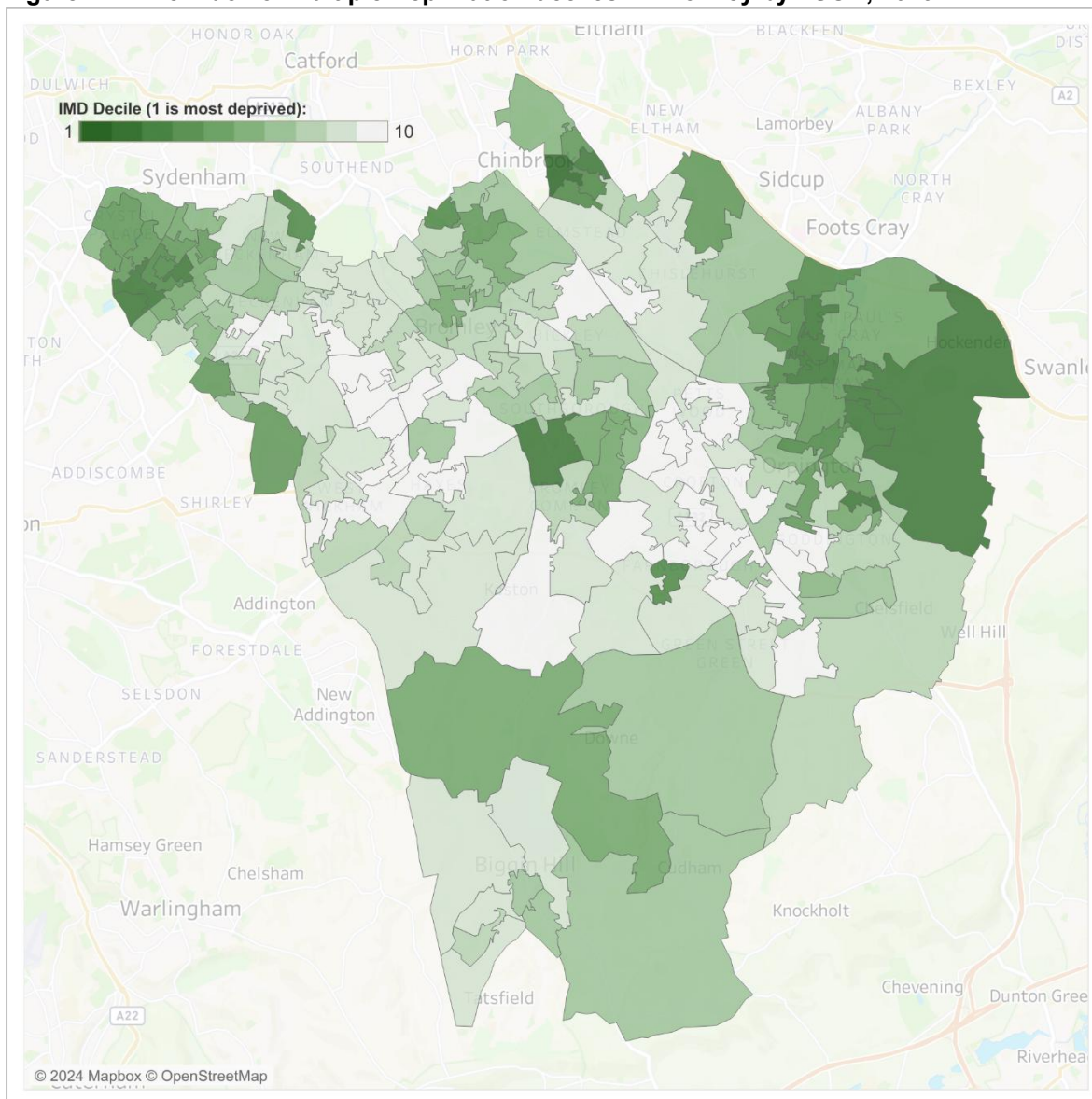
¹⁴ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

healthy, safe and independent lives". They will achieve through strong partnerships across services, including primary care services.

Index of Multiple Deprivation

- 4.25 The **Index of Multiple Deprivation (IMD 2019)** 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 Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.
- 4.26 Bromley is ranked 130th out of the nation's 151 upper-tier local authorities, where 1 is the most deprived.
- 4.27 Figure 4.7 shows deprivation deciles at Lower Super Output Area (LSOA) level, highlighting that there are a few pockets of deprivation in the borough, with 13 of the borough's 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 deciles in Bromley by LSOA, 2019



Source: Ministry of Housing, Communities & Local Government

Other economic markers

- 4.28 78.3% of the working age population of the borough are **in employment** (2023/24). This is higher than the London and England averages (74.5% and 75.7% respectively).
- 4.29 9.0% (5,793) of children residing in the borough are in relative low income families. This is a much lower proportion than London and England where 15.8% and 19.8% of children were from **relative low-income families** respectively. It is the third lowest proportion in the region (OHID, Public Health Outcomes Framework 2022/23).
- 4.30 In 2022, 8.8% of people did not have enough income to **afford sufficient fuel**. This is lower than the regional and national rate of 10.4% and 13.1%, a decrease from 9.9% for the previous year (OHID).

Summary of the demographics of Bromley

The London Borough of Bromley is the largest by area, most rural and least densely populated borough in London. Population projections estimate that Bromley will have 334,623 residents in 2025, with only a modest increase of 0.2% expected by 2028, the most significant increase being in Bromley Town ward which is expected to increase by 7.6%.

Bromley has an aging population, with a median age of 41, the highest in London. Older adults (65+) make up 18% of the population, significantly higher than the London average. The borough is relatively less diverse than London as a whole, with 76% of residents identifying as White. Portuguese, Polish, and Romanian are among the most spoken languages after English, though only 1% of the population struggles with English proficiency.

Social determinants of health, including deprivation, employment, and housing, influence residents' well-being. Bromley is less deprived than England on average, with lower levels of deprivation, unemployment, and child poverty.

Chapter 5 - Health needs

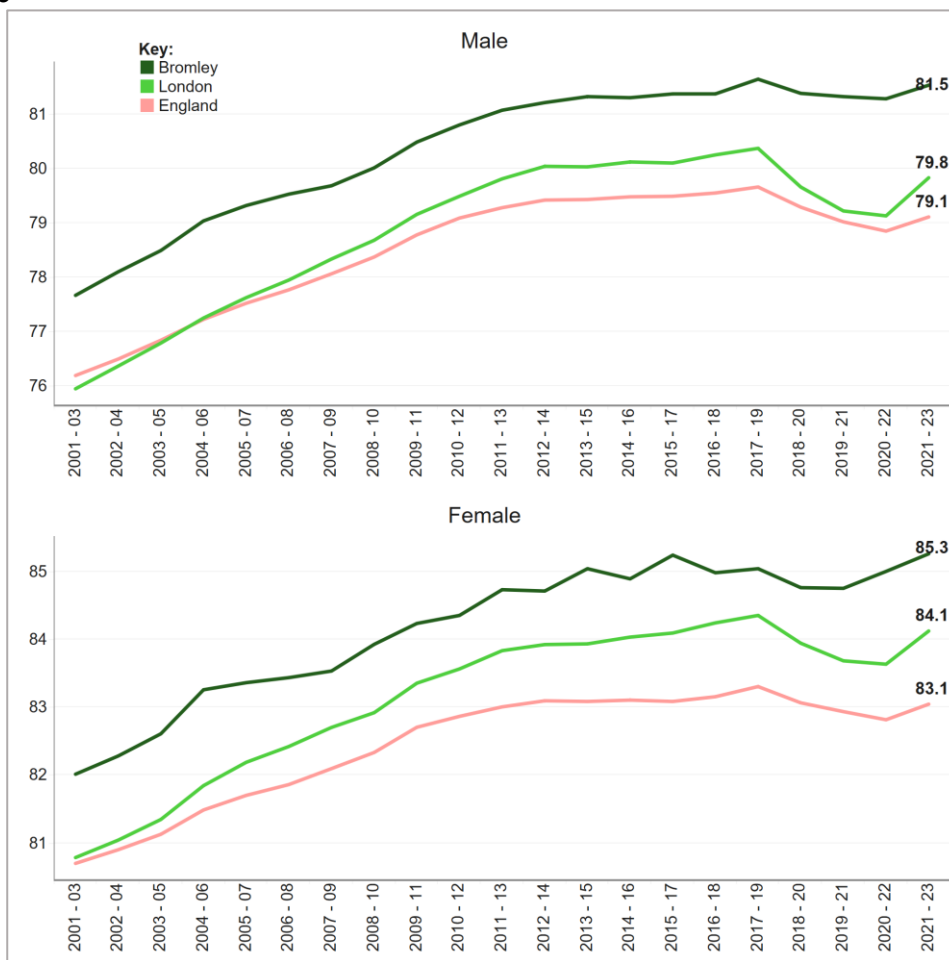
- 5.1 This chapter presents an overview of health and wellbeing in Bromley, particularly the areas likely to impact on needs for community pharmacy services. It looks at life expectancy and healthy life expectancy in Bromley and includes an exploration of major risk factors and major health conditions. The Bromley Joint Local Health and Wellbeing Strategy 2024 to 2029¹⁵ priority areas are included in this chapter.
- 5.2 The data in this chapter is sourced from Office for Health Improvement and Disparities, Public Health Profiles, 2025.

Life expectancy and healthy life expectancy

- 5.3 Life expectancy is a statistical measure indicating the average duration a person is expected to live. Healthy life expectancy at birth represents the average number of years an individual can expect to live in good health, taking into account age-specific mortality rates and the prevalence of good health in their area.
- 5.4 In Bromley, people can expect to live longer than the national and regional averages. The latest data from 2021 to 2023 shows that Bromley has the seventh highest life expectancy at birth for both males and females among the England local authority areas. For males, this is 81.5 years which is higher than the England average of 79.1 years and higher than the London figure of 79.8 years. For females, the rate is 85.3 years which is, again, higher than the national life expectancy of 83.1 years and higher than the regional average of 84.1 years (Figure 5.1).

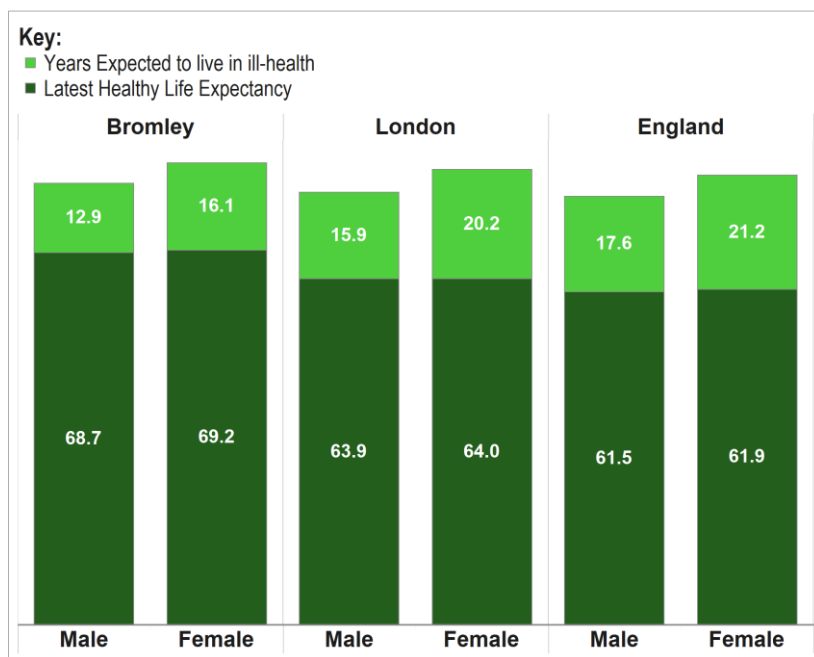
¹⁵ London Borough of Bromley, Joint Local Health & Wellbeing Strategy 2024 to 2029, 2024

Figure 5.1: Life expectancy for males and females in Bromley, London and England, 2001-03 to in 2021-23



5.5 Bromley residents can also expect to enjoy more years of good health than those in other parts of the country. For males in Bromley, the most recent data (2021-23) shows that healthy life expectancy at birth is currently 68.7 years which is the fifth highest in the country. This is significantly better than the England rate of 61.5 years and higher than the London average of 63.9 years. Bromley also ranks fifth nationally for female healthy life expectancy at birth. At 69.2 years, this is much better than England (61.9 years) and higher than London (64.0 years). The differences between life expectancy and healthy life expectancy indicate that, on average, Bromley males could live with ill health for 12.8 years and females for 16.1 years.

Figure 5.2: Healthy life expectancy for males and females in Bromley, London and England in 2021-23



5.6 The variation in life expectancy across Bromley is relatively 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, the most recent data (2018-20) shows there is an 8.4-year life expectancy gap for males and a 6.5-year gap for females between those who live in the most deprived decile areas and the least deprived decile areas. These figures are higher than the life expectancy gaps for London (7.5 years for males and 5.4 years for females), but lower than the England ones (9.7 years and 7.9 years for males and females respectively).

Major Risk Factors

5.7 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.

5.8 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 their essential services, pharmacies provide targeted advice and education for patients, support national public health campaigns and offer signposting and referrals to local health, wellbeing and social care support services. Locally, pharmacies can

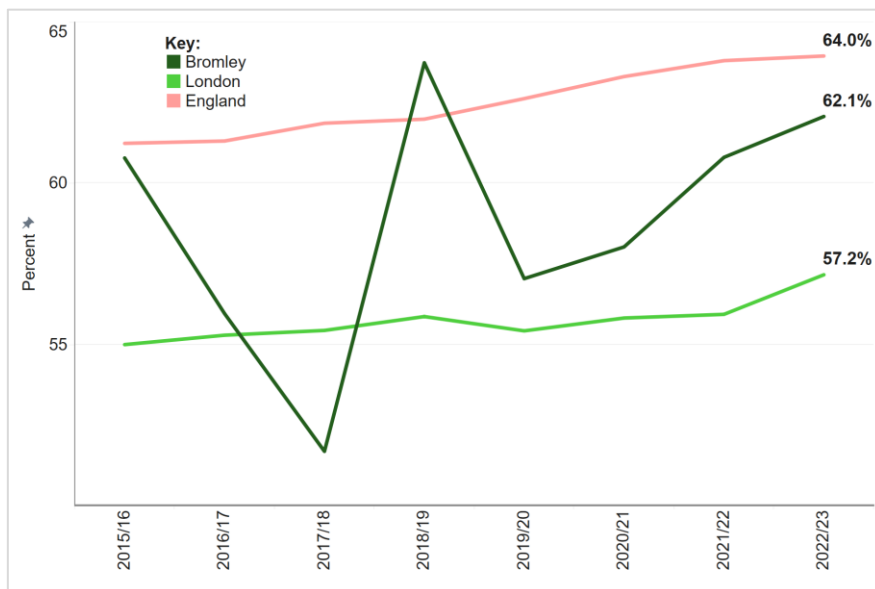
signpost people to Simply Connect Bromley¹⁶ (the digital community directory for Bromley) or the London Borough of Bromley’s Health and Wellbeing webpages¹⁷.

Weight

5.9 Obesity is recognised as a major determinant of premature mortality and avoidable ill health. The rate of obesity among Bromley residents is increasing, following national and regional trends. Addressing obesity in children, young people and adults are key priorities in the Bromley Joint Local Health and Wellbeing Strategy 2024 to 2029.

5.10 In 2022/23, the estimated percentage of adults who were overweight or obese in Bromley was 62.1%, which was similar to the England prevalence (64.0%) and slightly higher than the London average (57.2%) (figure 5.3).

Figure 5.3: Percentage of adults (aged 18+) classified as overweight or obese in Bromley, London and England, 2015/16 to 2022/23



5.11 Childhood obesity is on the rise and can have significant impact on health outcomes. It increases the risk of various physical and psychological problems, including type 2 diabetes, cardiovascular issues, asthma, and mental health challenges.

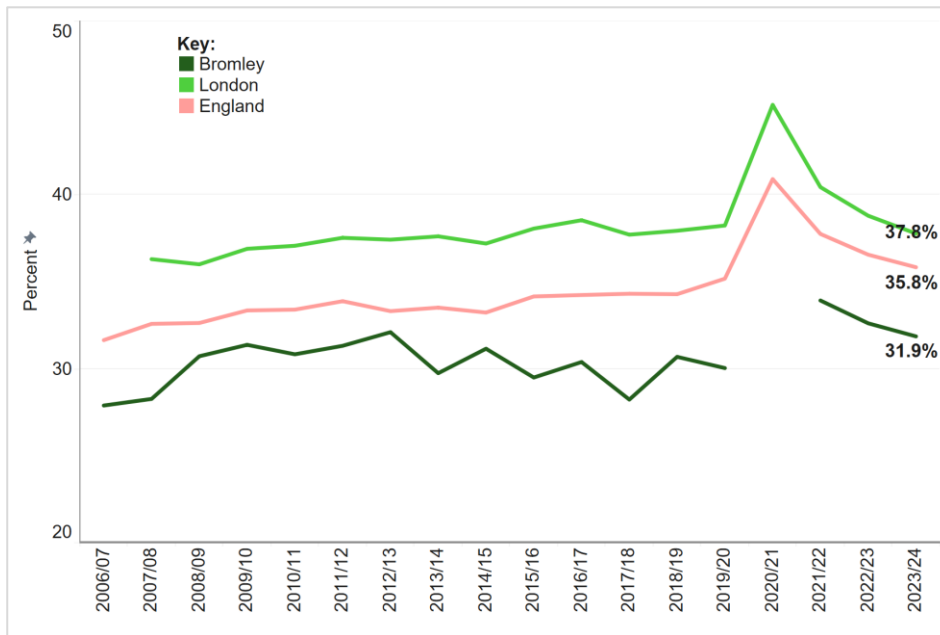
5.12 In Bromley, the rates of childhood obesity are generally lower than in other parts of London and England as a whole. In 2023/24, just under one in five reception-age

¹⁶ Simply Connect Bromley, Simply Connect Bromley - connecting you to your local community, last accessed March 2025

¹⁷ London Borough of Bromley, Health and wellbeing – London Borough of Bromley, last accessed March 2025

children (18.8%) were overweight or obese compared with London and England figures of 20.9% and 22.1% respectively. For the same period, 31.9% of Year 6 children were found to be overweight or obese which was better than the England percentage (35.8%) and lower than the London average (37.8) (figure 5.4).

Figure 5.4: Percentage of Year 6 children (aged 10 and 11) classified as overweight or obese in Bromley, London and England, 2006/07 to 2023/24



5.13 Community pharmacy teams can now 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 which provides opportunity for one-to-one coaching from a weight loss expert.

Physical activity

5.14 People who have a physically active lifestyle reduce their risk of obesity, diabetes, osteoporosis and some cancers, and enjoy improved mental health. In 2022/23, around two-thirds (66.8%) of adults residing in Bromley considered themselves to be physically active, meaning that they engaged in 150 minutes or more of moderate physical activity per week. This was similar to the England average (67.1%) and marginally higher than the London figure (66.3%).

5.15 On the other hand, those who do not meet these activity levels are considered physically inactive, which is the fourth leading risk factor for global mortality,

contributing to 6% of deaths worldwide.¹⁸ In 2022/23, 22.7% of Bromley adults were considered physically inactive which is very similar to the national percentage (22.6%) and slightly lower than the London average (23.7%).

- 5.16 For children and young people, the UK Chief Medical Officers recommend an average of at least 60 minutes of physical activity per day. Children and young people in Bromley are more active than those in other parts of London and England. In 2023/24, the borough was the sixth highest ranking local authority nationally for physically active children and young people, 56.1% compared with 47.8% and 47.3% for England and London respectively.
- 5.17 The Healthy Early Years London (HEYL) scheme¹⁹ recognises good practice in child health and wellbeing, and encourages children to try new foods, walk to school and be more active. There are currently 231 settings in Bromley registered with this award scheme.

Dental decay

- 5.18 Dental decay is the most common reason for hospital admissions for children aged 6–10 years in England.²⁰ It is a highly preventable condition, the risk of which is increased by a high-sugar diet. In 2021/22, 20.2% of Bromley 5-year-olds had ‘visually obvious dental decay’ that is at least one decayed, missing or filled tooth. This was similar to the England percentage (23.7%) and lower than the London average (25.8%). Between 2020/21 and 2022/23, there were 115 hospital admissions for dental caries for Bromley children aged 5 and under, which was equivalent to a rate of 162.8 per 100,000 population. This was similar to the England rate (178.8 per 100,000 population), but much lower than the London figure (247.9 per 100,000 population).

Smoking

- 5.19 Smoking is the leading cause of preventable death in the world. Pharmacies can support people to stop smoking by providing advice, dispensing nicotine replacement therapy products and signposting to local stop smoking services.

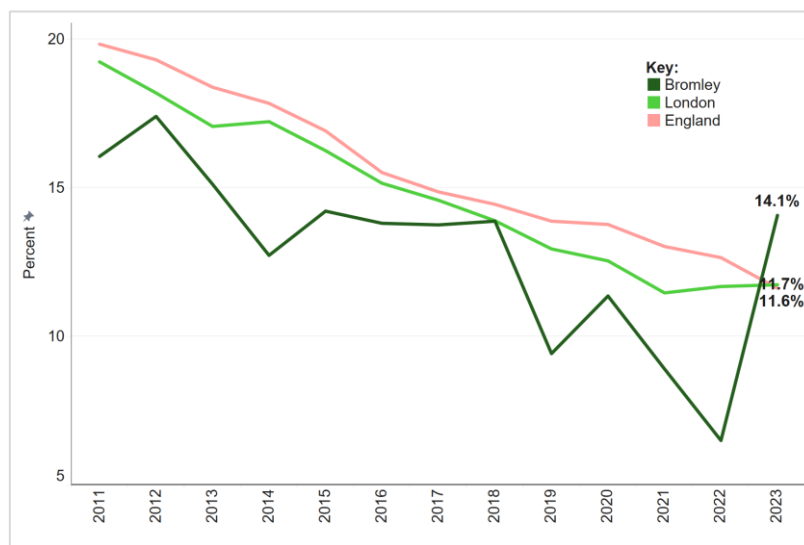
18 Office for Health Improvement and Disparities, Physical Activity | Fingertips | Department of Health and Social Care, last accessed Feb 2025

19 Greater London Authority, Healthy Early Years London | London City Hall, last accessed Feb 2025

20 Kaddour S, Slater S, Feleke R, Doran G, Halpin L, Srinivasan A, Yusuf H. Secondary analysis of child hospital admission data for dental caries in London, UK: what the data tells us about oral health inequalities. *BMJ Open*. 2023 Oct 9;13(10):e072171. doi: 10.1136/bmjopen-2023-072171. PMID: 37813534; PMCID: PMC10565295.

5.20 Current smoking levels present a challenge for Bromley. The most recent data from 2023 indicated that 14.1% of adults smoked. This percentage was taken from the Annual Population Survey and showed a marked increase on the 2022 figure of 6.5% and a reversal of what had previously been a decreasing trend in the smoking rate (Figure 5.5). The Bromley prevalence in 2023 was similar to the England and London percentages of 11.6% and 11.7% respectively (Figure 5.5). This apparent increase may be due to sampling variation, as the confidence intervals overlap with those for England and London.

Figure 5.5: Smoking prevalence in adults (18+) for Bromley, London and England, 2011 to 2023



5.21 Among those in routine and manual occupations aged 18 to 64, Bromley smoking rates were notably higher than in the general population, with 19.3% of this group smoking in 2023. This was similar to the national rate of 19.5% and higher than the regional average of 15.2%. However, the smoking prevalence in Bromley adults with a long-term mental health condition was 17.5% which was lowest rate in London (average prevalence 26.3%) and the fifth best rate in England (average prevalence 25.1%).

5.22 The London Borough of Bromley has commissioned a new community-based Stop Smoking Service, which began on 1 April 2025 and is delivered by Change Grow Live (CGL). The service provides free, personalised support for up to 12 weeks, including nicotine replacement therapy and/or vapes for adults, with help available by phone, online, or in person.

Alcohol consumption

- 5.23 Harmful drinking is a major public health issue in the UK, linked to a range of serious health conditions such as brain damage, alcohol poisoning, chronic liver disease, and breast cancer. It also contributes to skeletal muscle damage, poor mental health, and is often a factor in accidents, violence, criminal behaviour, and other social issues.
- 5.24 Encouragingly, the impact of alcohol consumption on health in Bromley appears to be less problematic than in other parts of the country and the borough performance is significantly better than England for most alcohol-related indicators. In 2023, Bromley recorded 93 alcohol-related deaths, equivalent to a rate of 29.0 per 100,000 population. This was significantly lower than the national average of 40.7 per 100,000 population and below the London rate of 33.7 per 100,000 population. In 2023/24, Bromley residents were admitted to hospital on 1,163 occasions for alcohol-specific conditions. This rate of 364 per 100,000 population was much better than the England and London rates of 612 per 100,000 population and 564 per 100,000 population respectively.
- 5.25 In 2023/24, the rate of hospital admissions for alcohol-specific conditions for males in Bromley was 530 per 100,000 population which was significantly better than the England rate (868 per 100,000 population) and much lower than the London average (884 per 100,000 population). For females, rates were generally much lower than for males and the Bromley figure of 217 admission episodes per 100,000 population was, again, significantly better than the England (373 per 100,000 population) and London (278 per 100,000 population) values. This reflects wider research that men are more likely to drink alcohol, more likely to drink at levels above recommended low-risk guidelines, and more likely to have alcohol dependency than women²¹.

Substance misuse

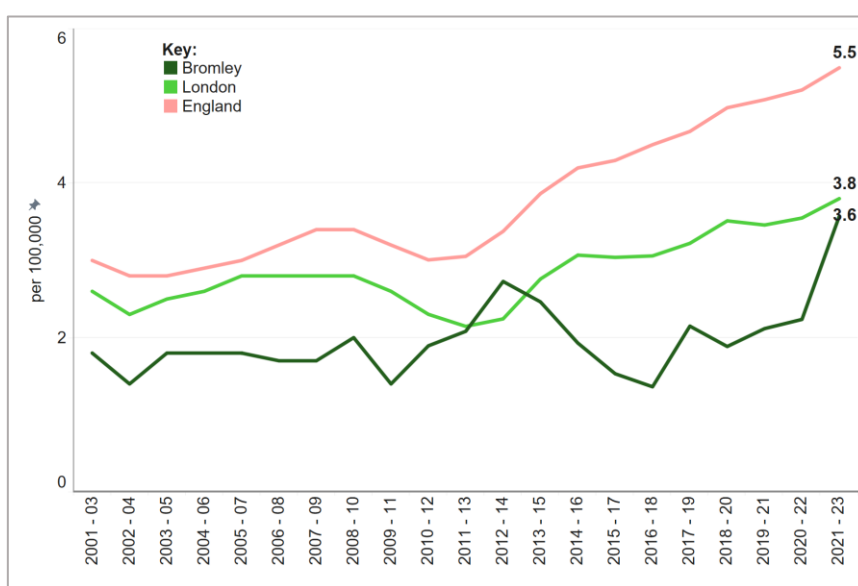
- 5.26 Substance misuse is closely linked to mental health issues, including depression, disruptive behaviour, and suicide, and remains a significant cause of premature mortality in the UK. The ten-year national substance misuse plan, 'From harm to

²¹ Institute of Alcohol Studies, Men and Alcohol, October 2020

hope',²² aims to cut crime and save lives. Supporting the implementation of recommendations within this is a Bromley Joint Local Health & Wellbeing Strategy 2024 to 2029 priority.

5.27 Bromley has relatively low rates of drug misuse deaths, however, there has been an increase in recent years which is in line with national and regional trends. The latest data (2021-23) recorded 35 deaths from drug misuse in the borough, equating to a rate of 3.6 per 100,000 population, which was significantly lower than the national rate of 5.5 per 100,000 and the London average of 3.8 per 100,000 (figure 5.6).

Figure 5.6: Deaths from drug misuse for Bromley, London and England, 2001-03 to 2021-23



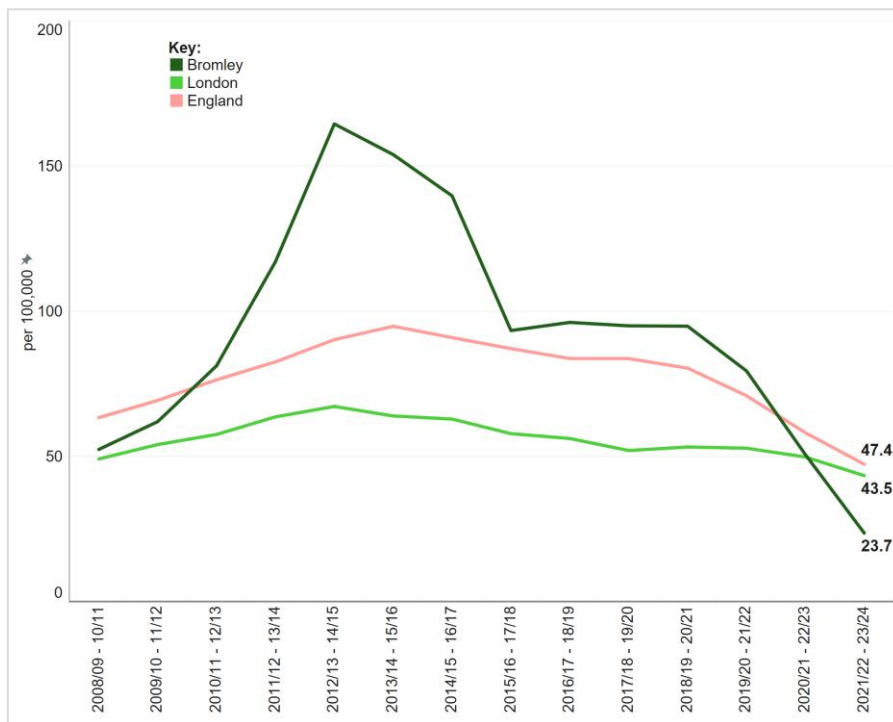
5.28 In 2023, the percentage of Bromley opiate users who successfully completed drug treatment and did not represent in the following six months was 6.4% which was similar to the England figure (5.1%) and slightly higher than the London average (5.2%). In 2023/24, however, only 28.9% of Bromley adults with substance misuse treatment need successfully engaged in community-based structured treatment within three weeks of their release from prison, which was significantly worse than England (53.3%) and lower than London (40.5%).

5.29 More positively, hospital admissions due to substance misuse for young people in Bromley aged 15 to 24 have been decreasing steadily since 2012/13-2014/15. For the

²² Department of Levelling Up, Housing & Communities, From harm to hope: A 10-year drugs plan to cut crime and save lives, Apr 2022

period 2021/22-2023/24, there were 25 admissions, equivalent to a rate of 23.7 per 100,000 population. This was significantly better than the England rate of 47.4 per 100,000 population and lower than the London figure of 43.5 per 100,000 population (figure 5.7).

Figure 5.7: Hospital admissions due to substance misuse for (15 to 24 years) for Bromley, London and England, 2008/09-10/11 to 2021/22-2023/24



5.30 Community pharmacies in Bromley are actively engaged in the provision of substance misuse services through locally commissioned services such as the needle exchange service and supervised consumption. The needle exchange service enables pharmacies to supply 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 helps 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.

5.31 Community pharmacies also offer supervised consumption of opioid substitution treatment forms as detailed in chapter 7. This 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.

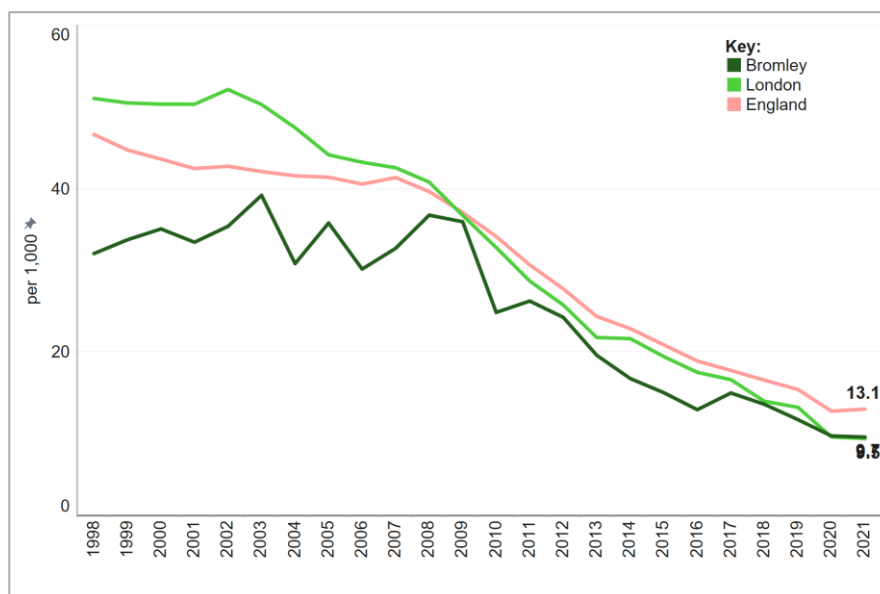
Sexual health

- 5.32 In Bromley, rates of sexually transmitted infections (STIs) are similar to England, but relatively low when compared with London. In 2023, the rate of new STI diagnoses, excluding chlamydia in those under 25, was 522 per 100,000 population, which was similar to the national rate of 520 per 100,000 population but much lower than the London rate of 1,229 per 100,000 population. For the same period, Bromley recorded 499 cases of chlamydia in young people aged 15 to 24, which resulted in a detection rate of 1,564 per 100,000 population. This was similar to the national rate (1,546 per 100,000) and lower than the regional one (1,739 per 100,000).
- 5.33 In 2023, there were 491 Bromley residents aged 15 to 59 living with an HIV diagnosis. This equates to 2.56 per 100,000 population which was similar to the England prevalence of 2.40 per 100,000 population and lower than the London rate (5.25 per 100,000 population). For the period, 2021-23, 48.0% of new HIV infections among Bromley residents who were tested in the UK were late diagnoses. This was similar to the England percentage (43.5%) and higher than the London average (41.1%). Late diagnosis carries with it an increased risk of poor health and death, and the chance of onward transmission. In 2023, Bromley had the second lowest antiretroviral therapy (ART) coverage for people accessing HIV care among local authorities in the country: this was 87.3% compared with 98.5% and 98.1% for England and London respectively.
- 5.34 Most teenage pregnancies are unplanned and around half end in abortion. Teenage mothers are three times as likely to suffer from post-natal depression, are less likely to breastfeed and more likely to smoke. In addition, Infant mortality rates for babies born to teenage mothers are around 60% higher than for babies born to older mothers²³. In 2021, there were 55 under-18 conceptions in the borough, equivalent to a rate of 9.7 per 1,000 population which was lower than the England rate (13.1 per 1,000 population) and similar to the London average (9.5 per 1,000 population).

²³ Nuffield Trust, Teenage pregnancy | Nuffield Trust, last accessed Mar 2025

Teenage conception rates in Bromley have decreased substantially over the last twenty years, which is in line with national and regional trends (Figure 5.8).

Figure 5.8: Under 18 conception rate per 1,000 for Bromley, London and England, 1998 to 2021



Loneliness and isolation

5.35 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 stroke.²⁴ A key element of the Government’s vision for social care is to tackle loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family.

5.36 The annual Adult Social Care Survey (ASCS)²⁵ explores isolation and loneliness in its analysis. Findings from the 2023/24 survey show that 47.3% users living in Bromley who responded to the survey had as much social contact as they would like. This was the highest percentage among the London boroughs where the average was 40.7% and similar to the England figure of 45.6%. It highlights that more than half of older

24 BMJ Journals, Social isolation and loneliness as risk factors for myocardial infarction, stroke and mortality: UK Biobank cohort study of 479 054 men and women | Heart, last accessed Mar 2025

25 NHS Digital, Adult Social Care User Survey (ASCS) 2024-25 guidance and materials for councils - NHS England Digital, last accessed Mar 2025

adults in receipt of social care do not have as much social contact as they would like and are likely feeling isolated and lonely.

- 5.37 Tackling loneliness has long been a priority for the London Borough of Bromley and, in 2022, the council and its partners, including voluntary sector organisations and community groups, developed a strategy²⁶ to tackle loneliness and create strong integrated communities within the borough. Priorities within the strategy include making it easier for residents to access information about local community groups, activities and support services for loneliness, and providing training for staff to enable them to better recognise people at risk of loneliness. Pharmacists can support this strategy by engaging in friendly conversations with individuals coming into the pharmacy who may be isolated and signposting their patients to services and support that is available to them such as community groups or befriending services, local charities and social prescribing link workers.

Dementia

- 5.38 The word 'dementia' describes a set of symptoms that over time can affect memory, problem-solving, language and behaviour. Alzheimer's disease is the most common type of dementia. In 2023/24, Bromley had the highest dementia prevalence in London. 3,133 (0.9%) people registered with a Bromley GP had a diagnosis of dementia which was higher than both the England (0.8%) and the London (0.5%) prevalences.
- 5.39 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. They can also help patients and their families or carers in understanding and managing their medicines through the provision of dosette boxes and other reminder strategies to reduce the risk of missed doses and errors.

Suicide

- 5.40 Suicide remains a critical public health concern, with men being at higher risk than women. In 2021-23, Bromley reported suicide rates at 7.3 per 100,000 population.

26 London Borough of Bromley, Tackling Loneliness: A strategy for Bromley, 2022 to 2026, 2022

This was slightly higher than London's rate of 7.0 per 100,000 population, but significantly better than England which was reported at 10.7 per 100,000 population. The disparity between genders was evident, with 44 male suicides recorded in this period compared to 19 female suicides, a pattern that aligns with national trends.

Vaccinations

5.41 Community pharmacies are at the frontline of healthcare and vaccinations is just one area where they can make a real difference. Due to their flexibility of opening hours and convenient locations, pharmacies are well placed to support efforts to improve uptake of some vaccinations such as the flu. Research has shown that moving vaccination services away from more traditional, medicalised environments, and out into the community, can have a significant impact on uptake. Furthermore, by making vaccinations accessible within the community, it is estimated that pharmacy vaccinations services save the NHS millions of pounds a year.

Flu vaccinations

5.42 Influenza, usually referred to as the flu, is a virus-based sickness that spreads by droplet infection. People who are more likely to experience major side effects from contracting the flu are encouraged to get vaccinated. Flu vaccinations can reduce sickness and hospital admissions in these populations since immunisation is one of the most effective healthcare strategies currently accessible.

5.43 In 2023/24, 75.7% of Bromley residents aged 65 and over received a flu vaccination. This was better than the 75% uptake target and the highest figure among the London boroughs where the average rate was 65.9%. The England uptake was slightly higher at 77.8%. However, the uptake amongst 'at-risk' individuals was much lower at 40.2% and some way under the 55.0% target for this group. The Bromley uptake was comparable to the England rate (41.4%) and higher than the London average (34.7%) (Figure 5.9).

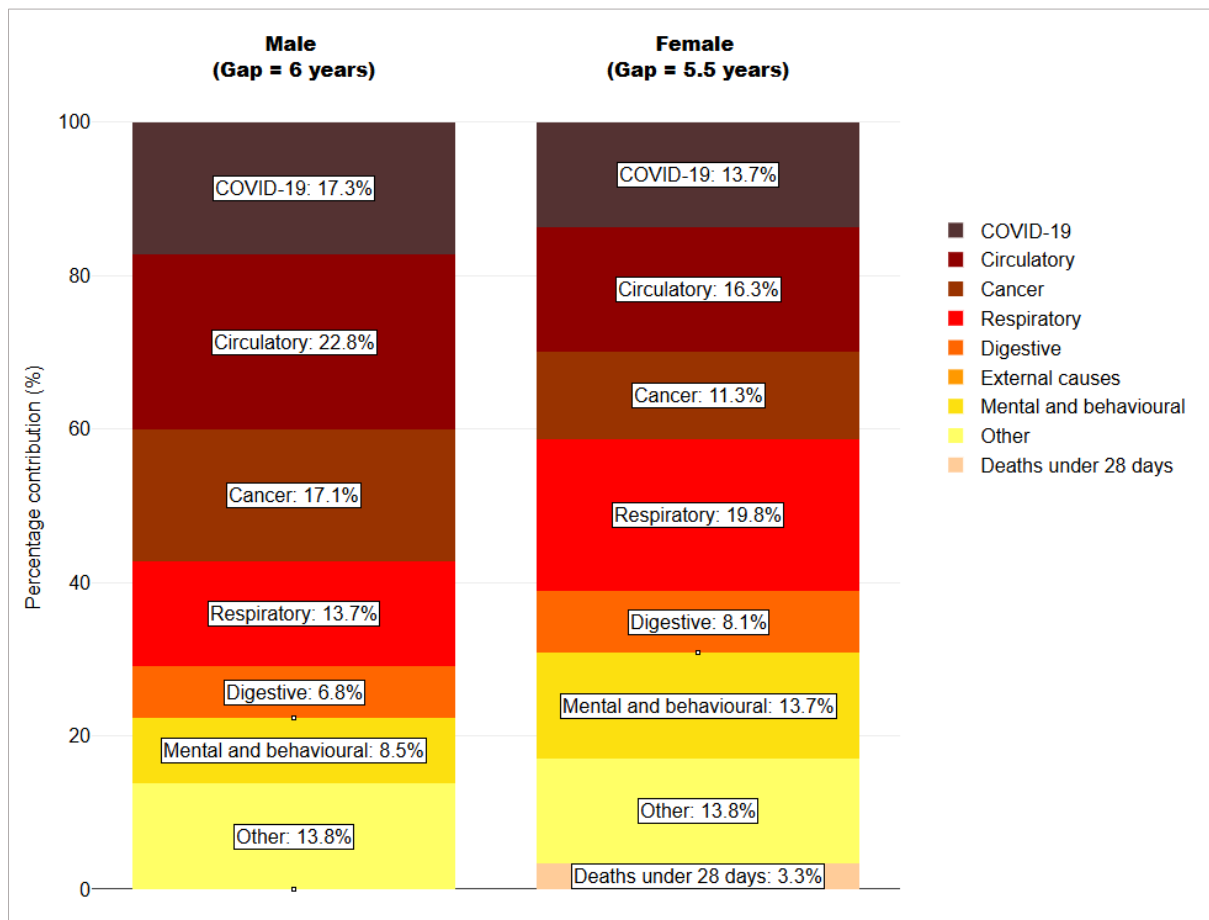
Figure 5.9: Population vaccination coverage: flu ('at risk' individuals) for Bromley, London and England from 2010/11 to 2023/24



Major health conditions

5.44 Keeping people healthier for longer and reducing the impact of long-term conditions are key priorities for the Bromley Health & Wellbeing Board¹. The causes of the life expectancy gap between the most deprived and least deprived populations within a borough indicate which health conditions have a bigger impact on local populations and where a targeted approach is needed. The stacked bar chart in Figure 5.10 shows the percentage contribution that each broad cause of death made to the overall life expectancy gap in Bromley during 2020/21.

Figure 5.10: Life expectancy gap between the most deprived quintile and the least deprived quintile for Bromley by broad cause of death, 2020/21



5.45 Circulatory diseases were the biggest factor in the life expectancy gap between the most and least deprived populations, making up 22.8% of the gap for males and 16.3% for females. Other major contributors included respiratory diseases, cancer, and mental and behavioural conditions.

5.46 The COVID-19 pandemic had a significant impact during this period, increasing death rates and widening the life expectancy gap. In 2020/21, COVID-19 alone accounted for 17.3% of the gap in males and 13.7% in females. Other respiratory diseases contributed 13.7% in males and 19.8% in females. Cancer had a greater impact on males (17.1%) than females (11.3%), while mental and behavioural conditions accounted for 8.5% of the gap in males and 13.7% in females.

Circulatory diseases

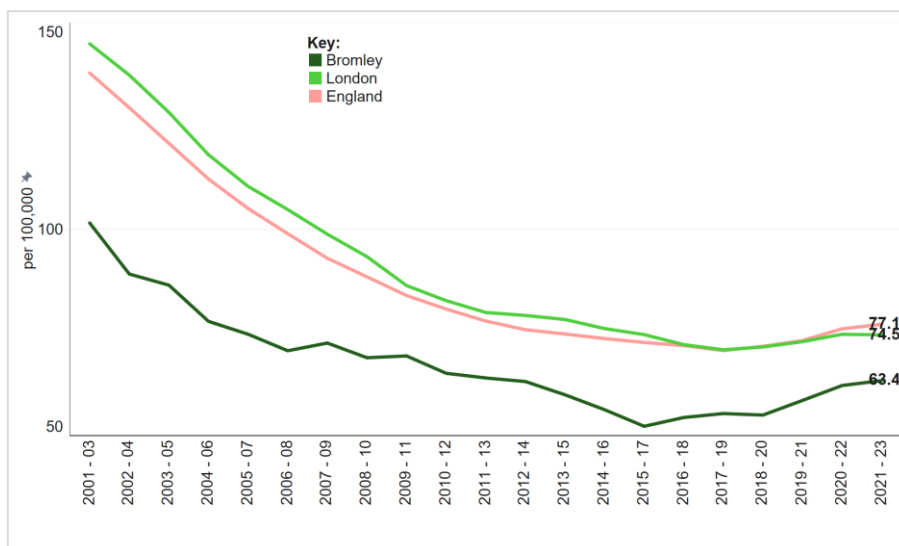
5.47 Circulatory diseases encompass cardiovascular conditions such as heart disease and stroke. Cardiovascular disease (CVD) is a broad term that refers to any condition

affecting the heart or blood vessels. The leading risk factors for CVD include high blood pressure, high cholesterol, diabetes, smoking, obesity, unhealthy diet, and physical inactivity. CVD can often largely be prevented by leading a healthy lifestyle.

5.48 Pharmacists are well-positioned to contribute to the prevention and control of circulatory diseases through the identification of risk factors and by offering brief advice on healthy eating and alcohol reduction as well as signposting patients to interventions such as weight management and smoking cessation programmes. They can also help in early detection of circulatory diseases through conducting blood pressure checks (which is part of the NHS pharmacy hypertension case finding service), conducting the NHS Health checks for people aged 40-74 and detection of atrial fibrillation through checking of the pulse and via other digital devices.

5.49 Between 2021 and 2023, 522 Bromley residents under the age of 75 died from CVD which was equivalent to a mortality rate of 63.4 per 100,000 population. This was significantly better than the England rate (77.1 per 100,000 population) and lower than the London average (74.5 per 100,000 population). Figure 5.11 illustrates how the premature mortality rate from CVD has significantly decreased over the past two decades, although there has been a slight increase in recent years.

Figure 5.11: Under 75 mortality rate from cardiovascular disease (all persons) - directly standardised rate per 100,000 for Bromley, London and England, 2001-03 to 2021-23



5.50 Coronary heart disease (CHD) is the single most common cause of premature death in the UK. CHD may also be referred to as heart disease or it is sometimes called ischaemic heart disease. In 2023/24, the Quality and Outcomes Framework

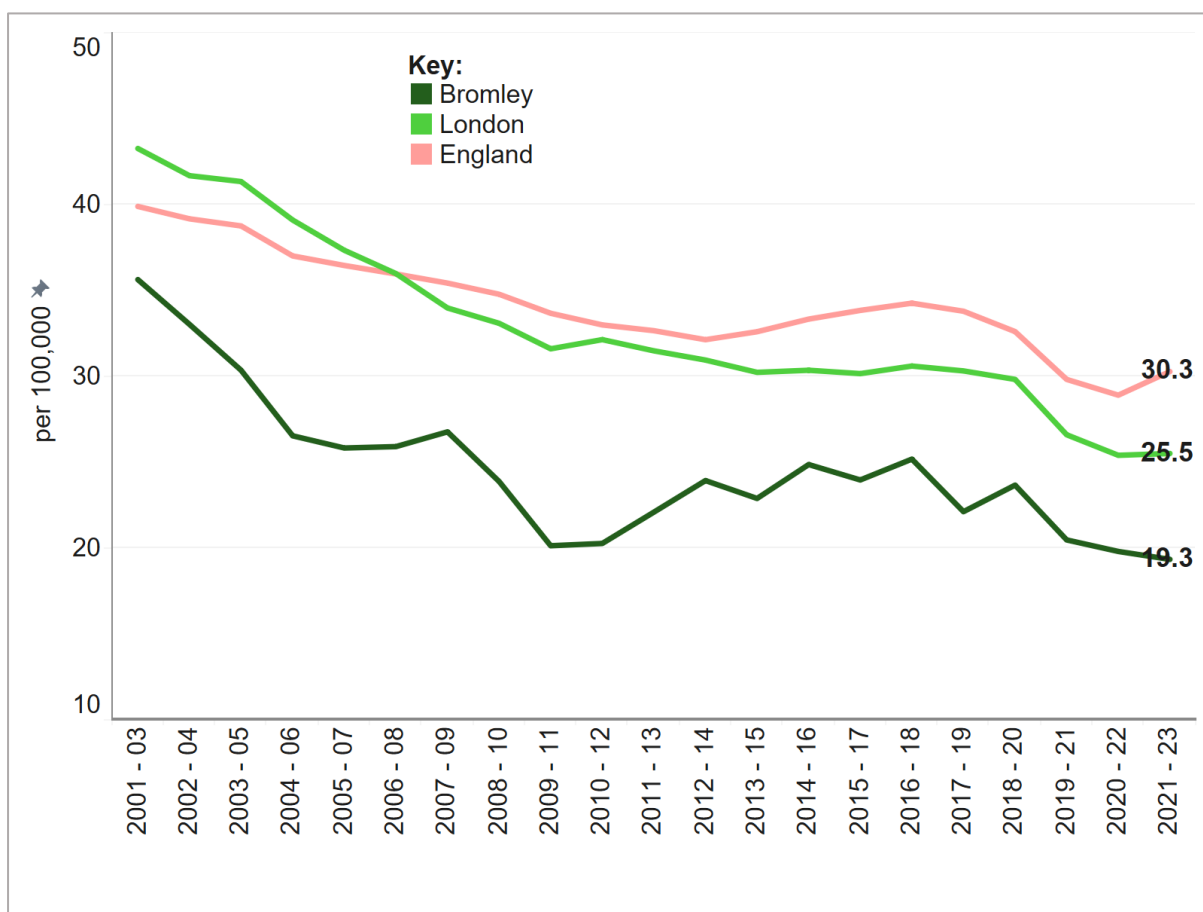
prevalence of CHD in Bromley was 2.6%, the second highest prevalence in London (1.9%) and similar to England (3.0%).

- 5.51 Ischemia is a condition in which blood flow to certain parts of the body becomes restricted. Between 2021 and 2023, 271 people in Bromley below the age of 75 died from ischaemic heart disease. This was equivalent to 33.0 people per 100,000 population, which was better than the England average (41.2 per 100,000 people) and lower than the London rate (38.9 per 100,000 population).
- 5.52 A stroke occurs when blood flow to part of the brain is interrupted. In 2023/24, 1.6% of patients registered with a general practice in Bromley were recorded as having had a stroke or a transient ischaemic attack (also known as a 'mini stroke'). This was the third highest stroke prevalence in London (average 1.1%), but low in comparison to England (average 1.9%). Between 2021 and 2023, 99 Bromley residents died prematurely from a stroke. This was a mortality rate of 12.1 per 100,000 population, which was similar to the England rate (12.7 per 100,000) and slightly lower than the London figure (13.2 per 100,000).

Respiratory diseases

- 5.53 Respiratory diseases affect the lungs and other parts of the respiratory system and include conditions such as asthma, cystic fibrosis, emphysema, chronic obstructive pulmonary disease (COPD) and lung cancer. It is one of the leading causes of premature death in England, however, the mortality rate is comparatively low in Bromley. Between 2021 and 2023, 157 people under the age of 75 died from respiratory diseases, which was equivalent to a mortality rate of 19.3 per 100,000 population. This was significantly better than the national rate of 30.3 per 100,000 population and below the regional rate of 25.5 per 100,000 population.

Figure 5.12: Under 75 mortality rate from respiratory disease (all persons) - directly standardised rate per 100,000 for Bromley, London and England, 2021-23



5.54 COPD is the name for a group of lung conditions that cause breathing difficulties including emphysema (damage to the air sacs in the lungs) and chronic bronchitis (long-term inflammation of the airways). It is one of the major respiratory diseases. In 2023/24, 4,813 (1.3%) people who were registered with a Bromley GP had a COPD diagnosis. This was lower than the England prevalence (1.9%), but higher than the London average (1.0%). In 2023/24, there were 472 emergency hospital admissions for COPD for people aged 35 and over in the borough, which was a rate of 250 people per 100,000 population. This was significantly better than the national rate (357 per 100,000 population) and lower than the regional average (298 per 100,000 population). Helping people to stop smoking is key to reducing COPD and other forms of respiratory disease.

5.55 Asthma is a long-lasting inflammatory illness affecting the airways which can cause breathing difficulties. It is the most common long-term health condition in children in the UK. In 2023/24, 5.5% of Bromley GP-registered patients (aged 6 and over) had

asthma. This was lower than the England prevalence (6.5%), but higher than the London average (4.7%). Asthma is also one of the most common reasons for emergency hospital admissions in children. The most recent data shows that borough residents aged 18 and under were admitted to hospital on 60 occasions in 2022/23, which equated to a rate of 78.8 per 100,000 population. This was better than the national rate (122.2 per 100,000) and considerably lower than the regional figure (135.3 per 100,000).

- 5.56 Community pharmacies play a vital role in supporting individuals with respiratory diseases. They offer various services and support aimed at helping manage conditions such as asthma, chronic obstructive pulmonary disease (COPD), and other respiratory conditions.
- 5.57 Services provided by community pharmacies include dispensing of medicines for respiratory conditions, providing advice on medicines use (both for over-the-counter medicines and prescribed medicines via the new medicines service), lifestyle modifications and management of exacerbations. They also provide inhaler support which includes inhaler technique guidance and device check.
- 5.58 Community pharmacies also offer smoking cessation services as documented in chapter 7. Additionally, some pharmacies offer respiratory assessments as well as flu and pneumonia vaccinations to patients with COPD, asthma and other respiratory conditions which is crucial for individuals with respiratory diseases, as they are at higher risk for complications from respiratory infections.

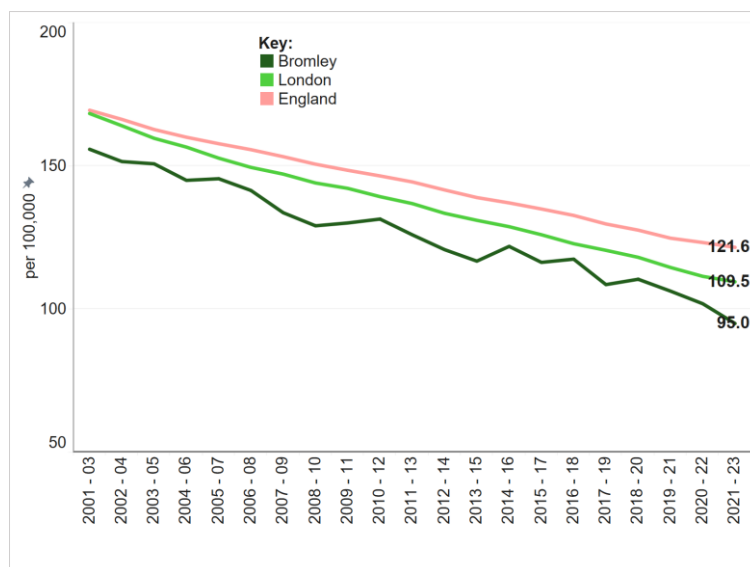
Cancer

- 5.59 Cancer is a condition where cells in a specific part of the body grow and reproduce uncontrollably. The cancerous cells can invade and destroy surrounding healthy tissue, including organs. 1 in 2 people will develop some form of cancer during their lifetime. In the UK, the four most common types of cancer are breast, lung, prostate and bowel cancers.²⁷
- 5.60 For the period 2021-23, Bromley had sixth best (lowest) premature mortality rate for cancer in England and the fourth best in London. The Bromley rate was 95 per 100,000

²⁷ NHS, Cancer - NHS, last accessed March 2025

population compared with 121.6 per 100,000 population and 109.5 per population respectively.

Figure 5.13: Under 75 mortality rate from cancer (males and females) - directly standardised rate per 100,000 for Bromley, London and England, 2001-03 to 2021-23



5.61 Between 2021 and 2023, Bromley had significantly better cancer mortality rates than England for many cancer indicators including the under 75 mortality rate from cancer considered preventable (34.8 per 100,000 population compared with the England and London rates of 49.5 per 100,000 population and 42.6 per 100,000 population respectively) and the all age mortality rate from lung cancer (37.1 per 100,000 population compared with 47.5 per 100,000 population and 41.8 per 100,000 population for England and London respectively). Furthermore, the all-age mortality rate from oesophageal cancer was 8.6 per 100,000 population compared with 11.6 per 100,000 population and 8.1 per 100,000 population for England and London respectively. These figures highlight the Borough’s success in reducing cancer-related deaths.

5.62 For some other cancer mortality indicators, Bromley rates were comparable to the England averages over the 2021-23 period. For example, the under 75 mortality rate for breast cancer for females was 16.6 per 100,000, while the England rate was 18.0 per 100,000 (this difference is however not statistically significant) and slightly lower than the London figure (17.5 per 100,000 population). Similarly, the premature mortality rate from cancer in adults with severe mental illness was 19.8 per 100,000

population compared with 20.5 per 100,000 population and 22.6 per 100,000 population for England and London respectively.

Cancer screening

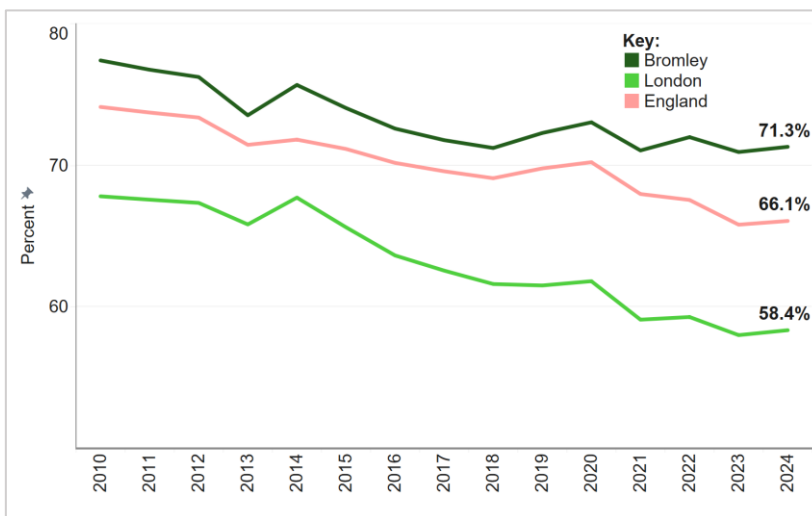
- 5.63 Cancer screening can help find cancer at an early stage, which may lead to early intervention in treatment and curing of the cancer. Individuals may visit their pharmacy with cancer symptoms that they may be concerned about. Under the ‘NHS Long Term Plan’, pharmacies will be funded to spot signs of cancer as part of a new drive to catch tumours early and when they are easier to treat. Community pharmacies help bridge the gap between the public and cancer services by promoting screening, recognising early warning signs, and encouraging timely GP consultations, all of which are crucial to improving early diagnosis and outcomes. They support promotions of cancer screening programmes through encouraging patients who may have missed screening invitations to re-book and displaying relevant posters in strategic areas if the pharmacy. Additionally, they can signpost patients with concerns to their GP for further clinical assessment and diagnosis.
- 5.64 Positively, the most recent data shows that the Bromley cancer screening coverages for bowel, breast and cervical cancers are significantly higher than the national averages. This suggests that Bromley residents are benefiting from better access to preventative measures, which can lead to earlier detection and better outcomes.

Figure 5.14: Cancer screening coverage for Bromley, London and England, 2024

Indicator	Period	Bromley				England		
		Recent Trend	Count	Value	Value	Worst	Range	Best
Cancer screening coverage: breast cancer New data	2024	→	28,155	74.0%	69.9%*	45.8%		80.7%
Cancer screening coverage: bowel cancer New data	2024	↑	38,420	74.5%	71.8%*	52.4%		80.3%
Cancer screening coverage: cervical cancer (aged 25 to 49 years old) New data	2024	↓	47,387	71.3%	66.1%*	43.4%		77.3%
Cancer screening coverage: cervical cancer (aged 50 to 64 years old) New data	2024	→	25,722	75.8%	74.3%*	55.3%		83.1%

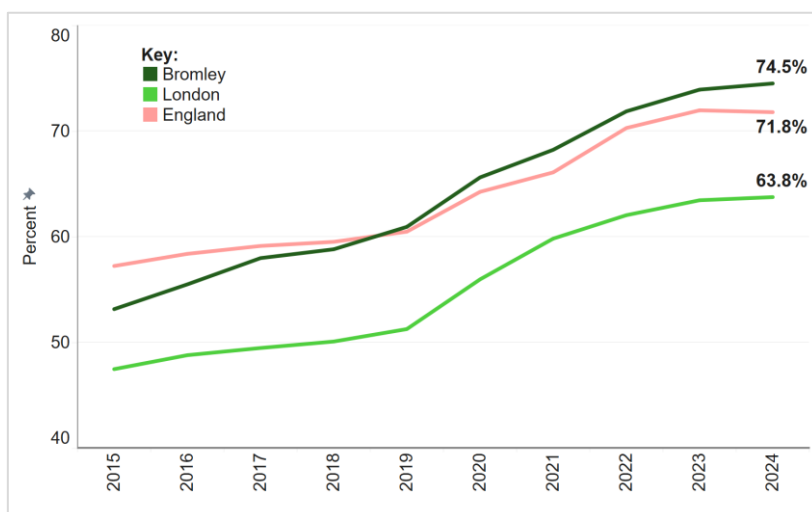
- 5.65 Despite the relatively good screening levels for cervical cancer in Bromley, coverage has declined over the past fourteen years, reflecting a similar trend seen across the country and in the region. In contrast, bowel cancer screening coverage has shown a positive upward trend over the past nine years in Bromley, London and England.

Figure 5.15: Cervical cancer screening coverage (aged 25 to 49 years old) for Bromley, London and England, 2010 to 2024



Source: OHID, Fingertips, 2025

Figure 5.16: Bowel cancer screening coverage for Bromley, London and England, 2015 to 2024



Source: OHID, Fingertips, 2025

Mental health & behavioural disorders

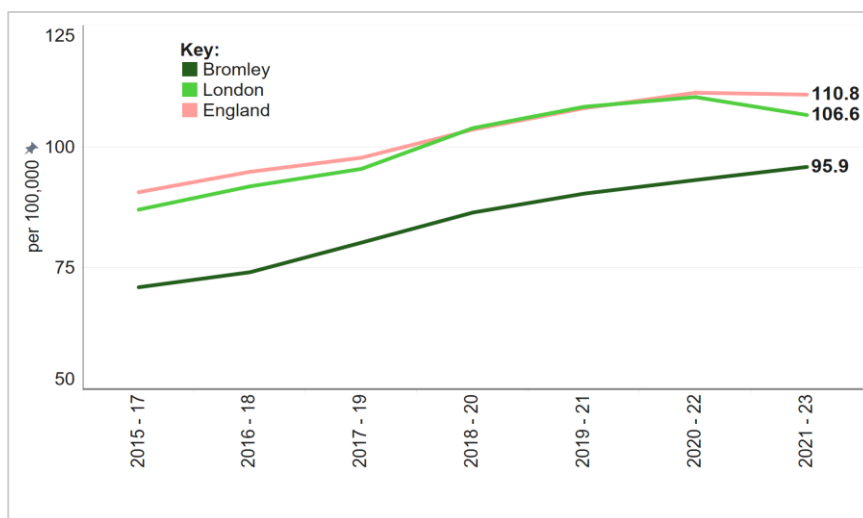
5.66 Mental illness is the leading cause of disability in the UK, affecting millions of lives. At least one in four people will experience a mental health problem at some point, while at any given time, one in six adults is living with a mental health condition.²⁸ Promoting good mental health and wellbeing for everyone is Bromley Joint Local Health & Wellbeing Strategy 2024 to 2029 priority.

²⁸ NHS England, NHS England » Adult and older adult mental health, last accessed Feb 2025

5.67 Mental health issues, ranging from common conditions like depression and anxiety to more complex disorders such as obsessive-compulsive disorder and post-traumatic stress disorder, are a significant part of public health. In Bromley, the figures show a slightly lower prevalence of common mental health conditions compared to the national and regional averages. In 2022/23, more than one in five (21.8%) Bromley residents reported experiencing high levels of anxiety. This was comparable to the national average of 23.3% and the London’s figure of 23.7%. The proportion of adults diagnosed with depression on Bromley general practice registers was 11.8%, which was lower than the national rate of 13.2% but higher than the London prevalence of 9.5%. This percentage has been steadily rising since 2012/13, mirroring broader trends across England and London.

5.68 Severe mental illnesses include disorders that produce psychotic symptoms and severe forms of other conditions such as bipolar disorder. In 2023/24, 0.9% of people registered with a GP in the borough had a diagnosis of a severe mental illness, which was slightly lower than the national and regional averages of 1.0% and 1.1% respectively. For the period 2021-23, premature mortality in adults with severe mental illness was 95.9 per 100,000 population. While this was significantly better than England (110.8 per 100,000 population) and lower than London (106.6 per 100,000 population), the rate has been steadily increasing since 2015-17. This is in contrast to the national and regional trends where rates have been maintained in recent years and may now be beginning to fall.

Figure 5.17: Premature mortality in adults with severe mental illness directly standardized rate per 100,000 for Bromley, London and England, 2015-17 to 2021-23



5.69 Children and young people's mental health and emotional wellbeing are a priority in Bromley. The borough has a relatively high proportion of secondary school pupils with social, emotional and mental health needs. The most recent data (2022/23) indicates that 4.2% of young people in secondary education in Bromley have Special Education Needs (SEN) where social, emotional and mental health needs were the primary type of need. This was significantly higher than the England and London percentages of 3.5% and 3.2% respectively and more positively, the most recent data (2023/24) shows there were only 20 hospital admissions for mental health conditions for those under the age of 18 equating to a rate of 27.5 per 100,000 population. This was the sixth lowest rate among England local authority areas and was significantly better than the England rate (80.8 per 100,000 population) and lower than the London average (63.4 per 100,000 population).

5.70 Pharmacies play a crucial role in supporting population mental health and wellbeing. They can assist with the early identification of new or worsening symptoms in patients, signpost or refer them to existing support services, and work with patients to ensure the safe and effective use of medications. Through services such as the new medicines service, pharmacists able to offer advice to patients on the use of mental health medications and promote adherence. In the event of a mental health crisis, pharmacists can provide immediate access to necessary medications, such as emergency supplies of medicines used for the treatment of mental health conditions, helping individuals manage their condition until they can access further support.

Long-term conditions

5.71 Long-term conditions are considered an illness or disease that cannot necessarily be cured. They are typically controlled with medicines or other treatments, over a period of years or decades. Pharmacies have a key role in helping to support those living with long-term conditions so people can get the best from their medicines. They can also provide brief advice and signposting to relevant and appropriate interventions that help people to manage their symptoms of long-term conditions and live well with them.

5.72 In 2023, 11.9% of the population in Bromley were living with two or more long-term conditions, at least one of which was musculoskeletal-related. This was significantly better than the England percentage (13.4%) and the third highest prevalence in London (average 9.3%).

- 5.73 Long-term health conditions can impact on an individual's productivity at work and their ability to stay in work. In 2022/23, 70.9% of people in Bromley aged 16 to 64 with a physical or mental long-term health condition were in employment. This was similar to the national percentage (65.3%) and slightly higher than the regional rate (65.6%).
- 5.74 As people age, they are at increased risk of developing and living with multiple long-term health conditions. It is estimated that by 2040, 9.1 million people in England will be living with a major long-term illness. This is an increase from almost 1 in 6 to 1 in 5 of the adult population. Most of this risk is the result of an ageing population.²⁹ Furthermore, nearly fifty percent of people aged 65 and over are taking five or more prescribed medications.³⁰ Therefore, there is an increased and ongoing demand for pharmaceutical interventions.
- 5.75 There is a recognised growing need to take a proactive and preventative approach to health that can be partially addressed through helping establish healthy lifestyles which can be promoted through community health services. Community pharmacies are at a prime position to drive this approach through offering interventions on smoking, alcohol, weight and physical activity. They can educate on early signs and symptoms of conditions like diabetes or hypertension, cancer as well as deliver other preventive services such as flu and covid vaccinations.

²⁹ The Health Foundation, Health in 2040: projected patterns of illness in England, July 2023

³⁰ Oxford Academic, Age and Ageing, Volume 47, Issue 2, March 2018

Summary of population health needs

This chapter looks at the health and wellbeing of the population of Bromley, including life expectancy, major risk factors and major health conditions. It shows that, at birth, life expectancy and healthy life expectancy in Bromley are significantly better than in other parts of the country. Inequalities in life expectancy between the least and most deprived in Bromley are also lower than national figures.

Bromley is doing better than or similar to the rest of London and England in terms of major risk factors. There are, however, some exceptions including:

- Uptake of drug treatment in the community by people leaving prison is significantly worse than England.
- Antiretroviral therapy (ART) coverage for people accessing HIV care is significantly lower in Bromley than other parts of the country.
- Flu vaccination coverage for 'at risk' individuals is significantly below the target uptake.

The major health conditions with the biggest impact on the life expectancy gap between the most and least deprived are circulatory diseases, respiratory diseases, cancer and mental health and behavioural disorders. Indicators for these conditions for Bromley are either better or similar to the national picture,

Community pharmacies can play a key role in promoting health and wellbeing through a range of services and interventions. These include offering lifestyle advice, supporting weight management, and providing mental health support by initiating early conversations and signposting to appropriate services. They also contribute to better management of respiratory conditions such as asthma through the New Medicine Service, by checking inhaler technique and encouraging correct use of medicines and inhaler devices. Their delivery of vaccinations, including flu and COVID-19, helps to increase uptake and prevent disease. Additionally, they offer services aimed at reducing the inappropriate use of opioids, such as supervised consumption and needle exchange schemes.

Chapter 6 - Patient and public survey

- 6.1 To explore the views and experiences of local pharmacy use among patients and the public in Bromley, a patient and public survey was disseminated widely across the borough between October and December 2024.
- 6.2 An equality impact assessment was also carried out to examine similarities and differences in the use and experiences of pharmacies by those with specific protected characteristics identified during this process.
- 6.3 A “protected characteristic” is a characteristic listed in section 149(7) of the Equality Act 2010. There are also vulnerable groups that experience a higher risk of poverty and social exclusion than the general population. These groups often face challenges that can lead to further social exclusion, such as low levels of education and unemployment or underemployment.
- 6.4 These protected characteristics include age, ethnicity, gender, pregnancy and/or breastfeeding, sexual orientation, employment status, relationship status, carer status and disability status.
- 6.5 The patient and public survey was approved by the PNA Steering Group prior to dissemination among people who live, work and/or study in Bromley.
- 6.6 This chapter presents the findings of the survey and the equality impact assessment.

Bromley communications engagement strategy

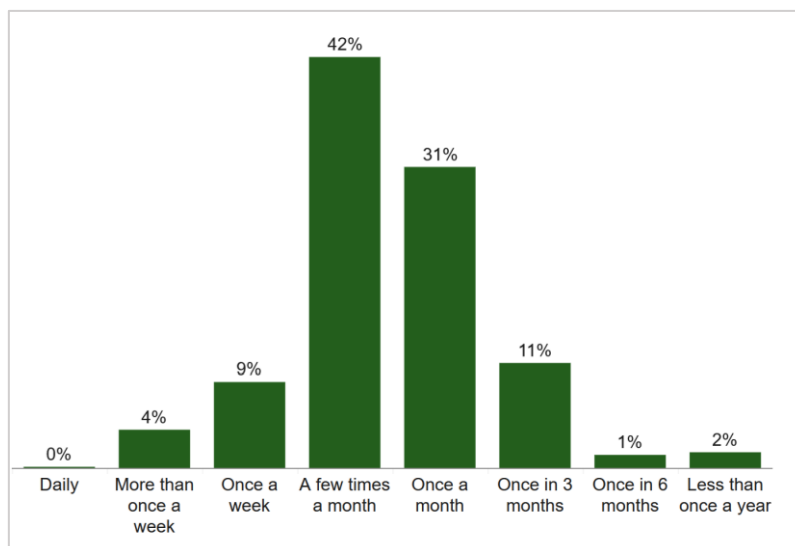
- 6.7 Working closely with the steering group and the London Borough of Bromley Communications Team, the survey was distributed widely across Bromley. In total, the survey was completed by 613 residents, workers and students of Bromley. To engage with as wide an audience as possible, the following engagement strategies were used:
- The London Borough of Bromley Communications Team promoted the survey on social media and on their website. They also shared it with a network of voluntary and community groups and organisations including resident groups and faith-based organisations.
 - It was shared with NHS South East London ICB communications team to disseminate the survey among contacts through their mailing list.

- Healthwatch Bromley circulated the survey among their contacts, with patient participation groups and on social media.
- The Healthy Dialogues Team attended The Glades Shopping Centre Wellbeing Hub to collect responses from visitors in the local area.

Results of the public survey

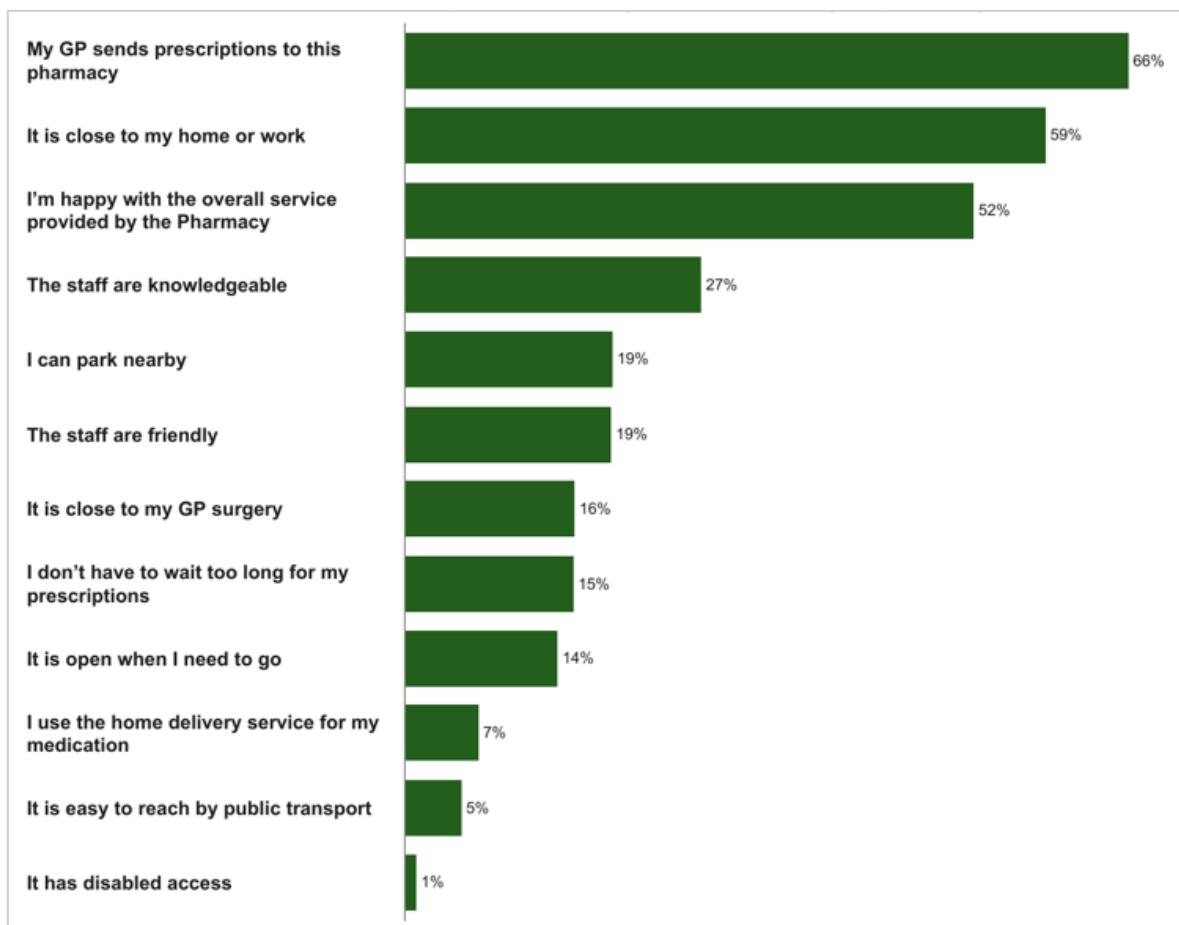
6.8 Generally, the local community in Bromley use their pharmacies regularly. When asked how often they used their pharmacy in the last 6 months, a large proportion (42%) of respondents reported that they used it a few times a month, just under a third (31%) stated once a month, and 11% used it once every 3 months, less than a tenth (9%) once a week, 4% more than once a week, 2% less than once a year, and 1% once every 6 months (Figure 6.1).

Figure 6.1: Responses by frequency of pharmacy usage



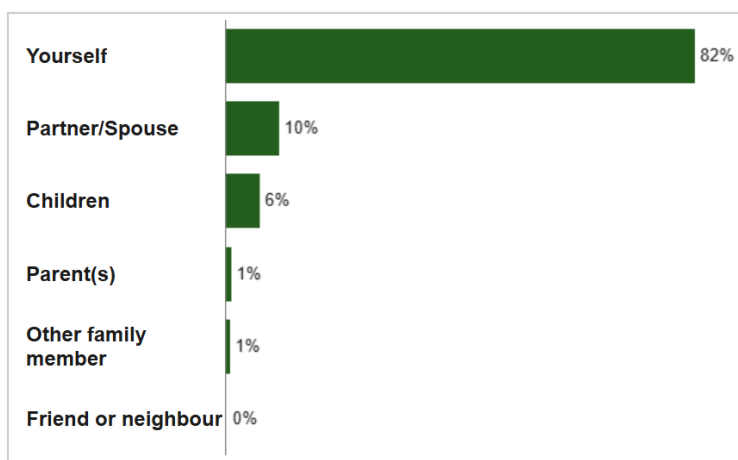
6.9 About two thirds (66%) respondents chose their particular pharmacy because it is the pharmacy they have nominated to receive prescriptions from their GP, 59% because it is close to home or work, over half (52%) because they are happy with the overall service provided, over a quarter (27%) said the staff were knowledgeable, nearly a fifth (19%) could park nearby and nearly a fifth (19%) found the staff to be friendly (Figure 6.2).

Figure 6.2: Responses by reasons for pharmacy choice



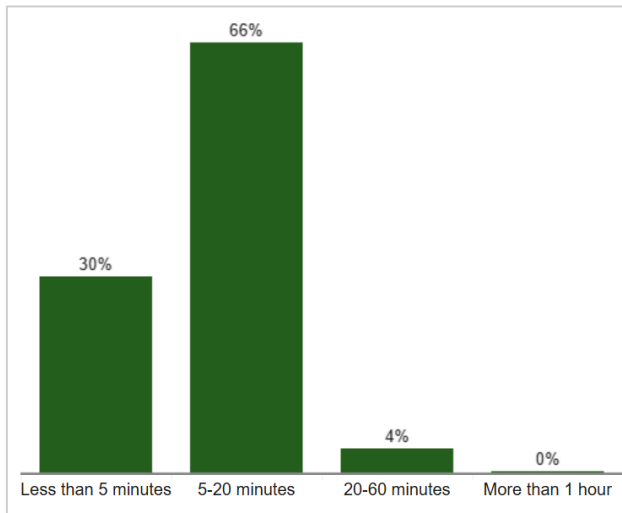
6.10 The vast majority (82%) of respondents reported that they primarily use a pharmacy for themselves, a tenth (10%) primarily use a pharmacy for their partner or spouse, 6% use a pharmacy primarily for their children, 1% for their parents and 1% for another family member (Figure 6.3).

Figure 6.3: Responses by whom the pharmacy is primarily used for



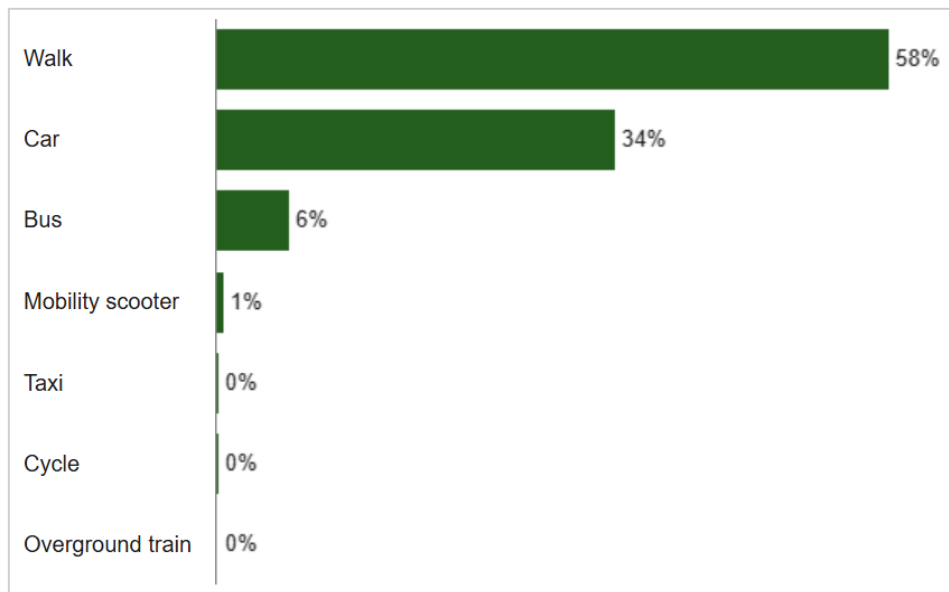
6.11 About two thirds (66%) of respondents have a journey of between 5 and 20 minutes, with 30% saying it takes them less than 5 minutes and 4% spend between 20 and 60 minutes travelling to reach their pharmacy (Figure 6.4).

Figure 6.4: Responses by journey time to pharmacy



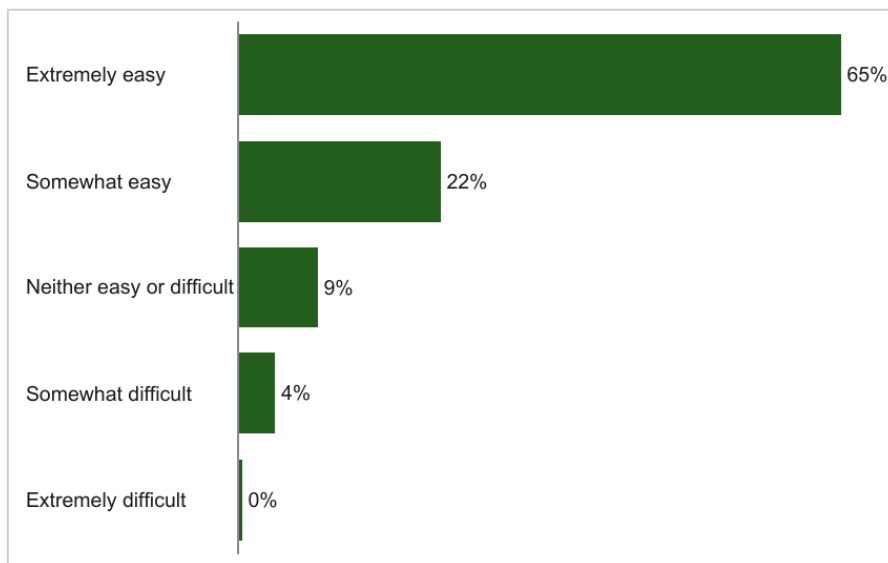
6.12 Many Bromley respondents (58%) walk to their pharmacy, 34% travel by car, 6% travel by bus and a small number (1%) use a mobility scooter (Figure 6.5).

Figure 6.5: Responses by travel mode to pharmacy



6.13 Bromley respondents are generally happy with the journey to their pharmacy, with many (65%) finding the journey to reach their pharmacy extremely easy, over a fifth (22%) finding it somewhat easy, 9% finding it neither easy nor difficult and 4% finding it somewhat difficult (Figure 6.6).

Figure 6.6: Responses by ease of journey



6.14 Generally, there was not a particular preference over when to visit a pharmacy. Nearly half of respondents (47%) preferred to visit their pharmacy on a weekday, 46% did not have a preference for whether they go to their pharmacy on a weekday or weekend and only 7% preferred to go on a weekend (Figure 6.7). Furthermore, a large proportion (37%) did not have a set time for when they usually visit their pharmacy, 28% usually visit between 9am-12pm, 16% between 12-3pm, 15% between 3-6pm, 2% between 6-9pm and 1% between 6-9am (Figure 6.8).

Figure 6.7: Responses by preferred day for pharmacy use

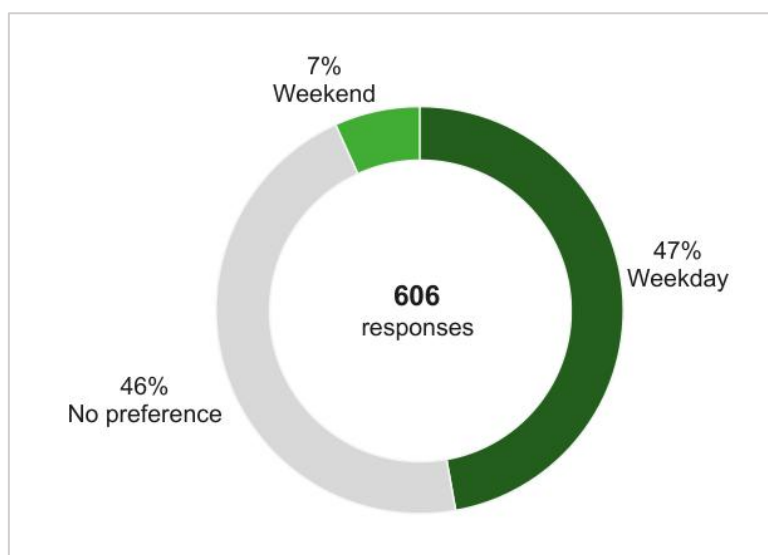
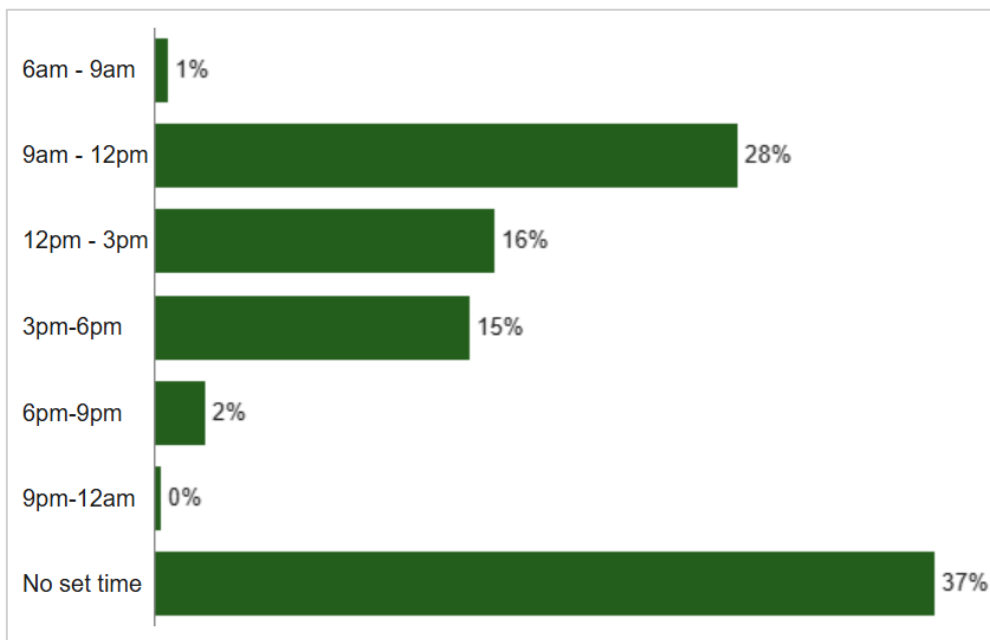
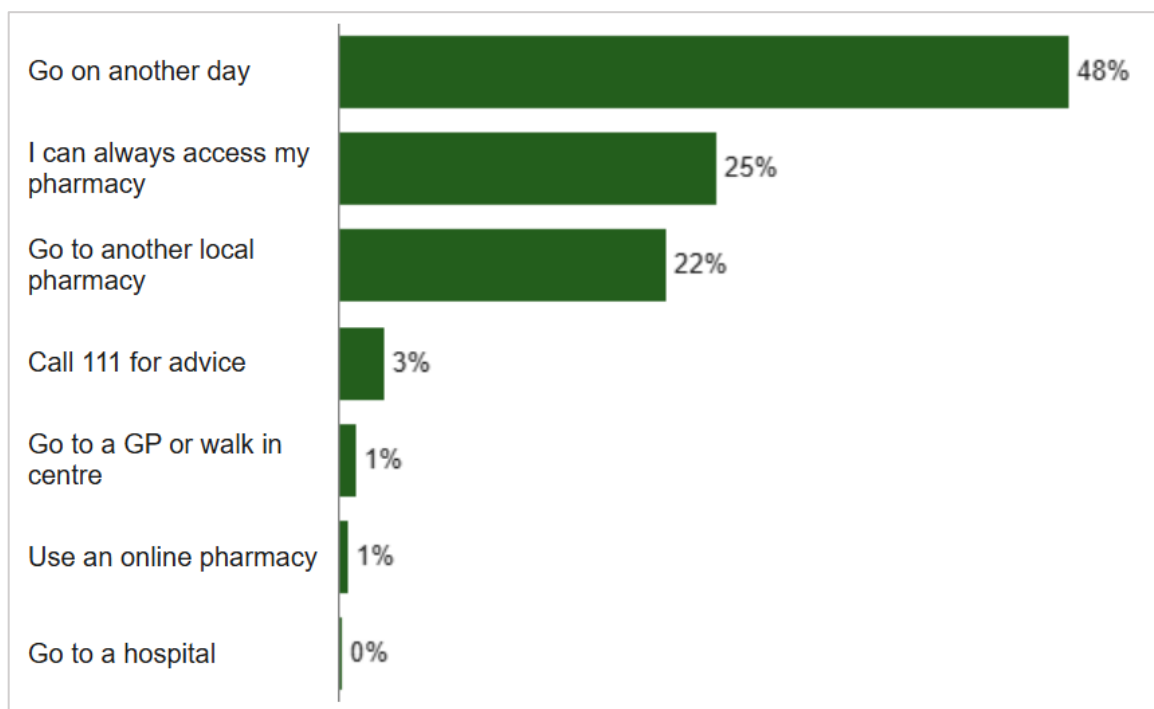


Figure 6.8: Responses by preferred time of day to visit pharmacy



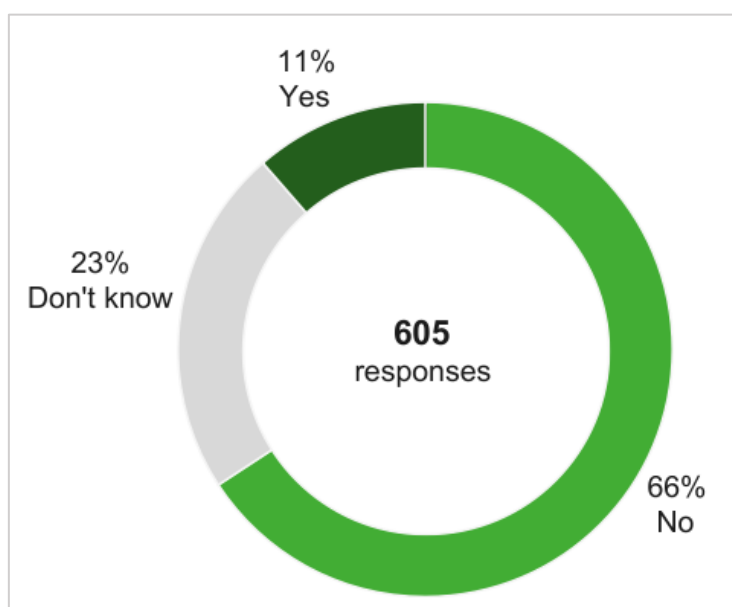
6.15 When asked what they would do if they could not access their pharmacy, nearly half (48%) would go on another day, a quarter (25%) reported that they could always access their pharmacy, over a fifth (22%) would go to another pharmacy, 3% would call 111 for advice, 1% would go to a GP or walk-in centre and 1% would use an online pharmacy (Figure 6.9).

Figure 6.9: Responses by actions if they had no access to their pharmacy



6.16 Of those who usually use a community pharmacy which offers a delivery service, about two thirds (66%) reported that they do not use this service, nearly a quarter (23%) responded that they did not know and the remaining 11% reported that they do (Figure 6.10).

Figure 6.10: Responses by use of a delivery service



6.17 In comments left in the public and patient survey, Bromley respondents were positive about the service provided by their pharmacy, often referring to it as 'excellent'. In particular, respondents appreciated the friendly and knowledgeable staff and the variety of services provided (including vaccinations and blood pressure checks). There were concerns among respondents about the accessibility of pharmacies, particularly for people with limited mobility. Many respondents also reported experiencing delays in the dispensing of their prescriptions and shortages of medications.

Equality impact assessment

6.18 The section below explores the patient and public survey responses by different groups representing protected characteristics to understand similarities and differences in responses between groups.

Age

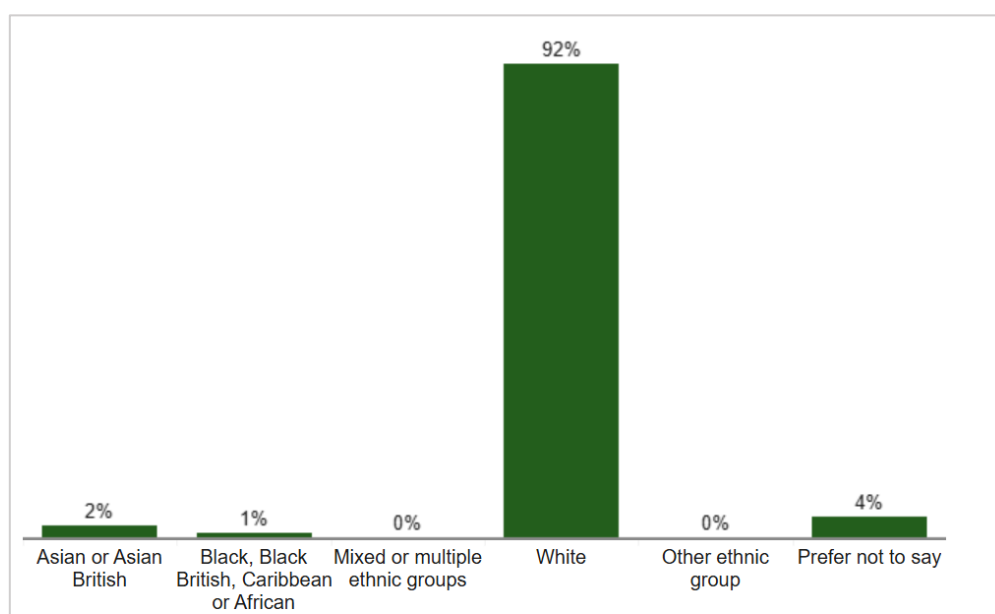
6.19 To understand any differences between age groups, we compared differences between people aged over 65 (n=327) and people aged 65 and under (n=276).

6.20 There were no significant differences between age groups in access to or use of pharmacies.

Ethnicity

6.21 Most respondents (92%; n=562) identified as being from White ethnic groups, which is higher than their representation in the general Bromley population (76%). A further 4% (n=26) of respondents chose not to disclose their ethnicity. Respondents from Asian or Asian British backgrounds made up 2% (n=15) of the sample, compared to 8% in the borough’s population. Additionally, 1% (n=7) identified as Black, Black British, Caribbean or African, despite these groups also accounting for 8% of the local population. Less than 1% (n=2) of respondents were from Mixed or multiple ethnic groups and less than 1% (n=1) were from other ethnic backgrounds, compared with 5% and 2% of the Bromley population, respectively (Figure 6.11).

Figure 6.11: Responses by ethnicity



6.22 There were no differences between ethnic groups in access to or use of pharmacies.

Gender

6.23 Respondents were asked what their sex they were registered with at birth. Two thirds (67%; n=412) were registered as female, 29% (n=179) were register as male and 4% (n=22) preferred not to say. Similarly, respondents were also asked how they would describe their gender identity, with over two thirds (68%; n=416) identifying as women, 28% (n=172) identifying as men and 4% (n=25) preferring not to say. When asked if

they were Trans or had a Trans history, 95% (n=580) said no, 5% (n=30) preferred not to say and less than 1% (n=3) responded with 'yes'.

6.24 There were no differences between genders in access to or use of pharmacies.

Pregnancy and breastfeeding

6.25 When asked about their pregnancy and breastfeeding status, 1% (n=8) of respondents reported being currently or recently pregnant. Less than 1% (n=3) reported that they were currently breastfeeding.

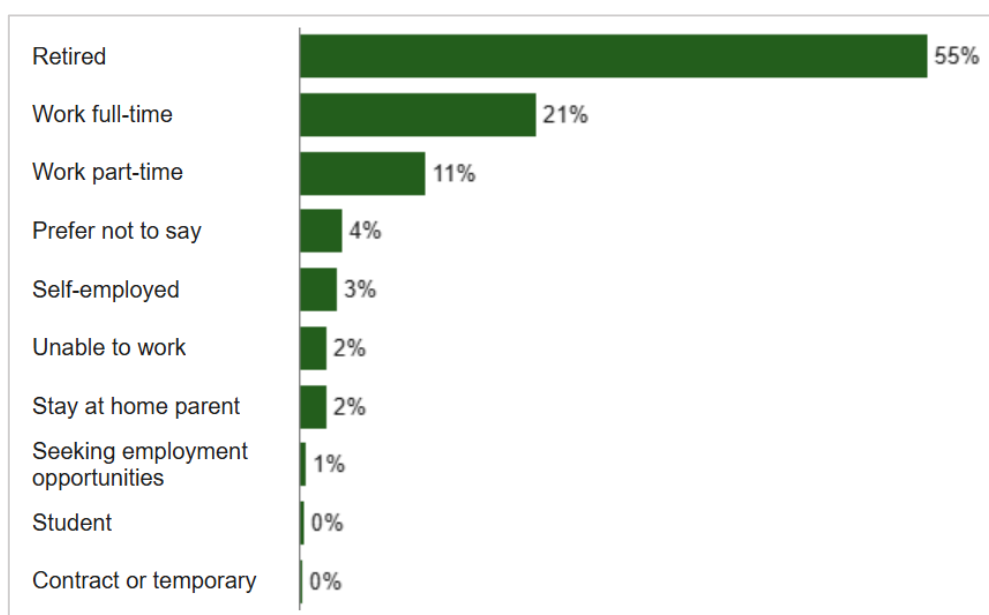
6.26 Those who were pregnant were less likely to report having an extremely easy journey to their pharmacy (38%) compared to those who were not (66%).

6.27 There were no differences between those who were breastfeeding and those who were not in access to or use of pharmacies.

Employment status

6.28 A large proportion (55%; n=336) of respondents were retired, over a fifth (21%; n=127) were in full-time work, 11% (n=68) work part-time, 4% (n=23) preferred not to say, 3% (n=20) were self-employed, 2% (n=15) were unable to work, 2% (n=15) were stay at home parents and a further 1% (n=4) were seeking employment opportunities (Figure 6.12).

Figure 6.12: Responses by employment status

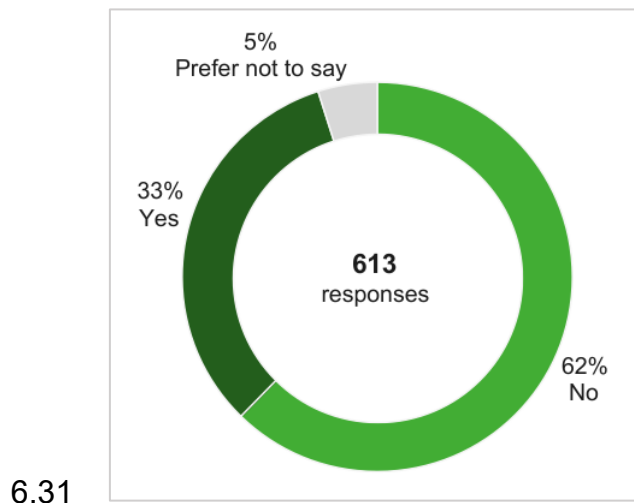


6.29 There were no differences between employment groups in access to or use of pharmacies.

Caring responsibilities

6.30 Most respondents (62%; n=382) did not have caring responsibilities, a third (33%; n=201) did and 5% (n=30) preferred not to say (Figure 6.13).

Figure 6.13: Responses by caring responsibility



6.32 Those with caring responsibilities were less likely to use the pharmacy primarily for themselves (68%) than those without caring responsibilities (90%).

Long-Term conditions

6.33 Over half (51%; n=310) respondents reported that they had a long-term physical or mental health condition or illness, 43% (n=265) did not and 6% (n=38) preferred not to say (Figure 6.14). Nearly half (48%; n=296) respondents preferred not to say when asked if their condition or illness reduces their ability to carry out day-to-day activities, almost a quarter (23%; n=142) responded with 'not at all', over a fifth (22%; n=134) reported 'yes, a little' and a further 7% (n=41) said 'yes, a lot' (Figure 6.15).

Figure 6.14: Responses by long-term condition status

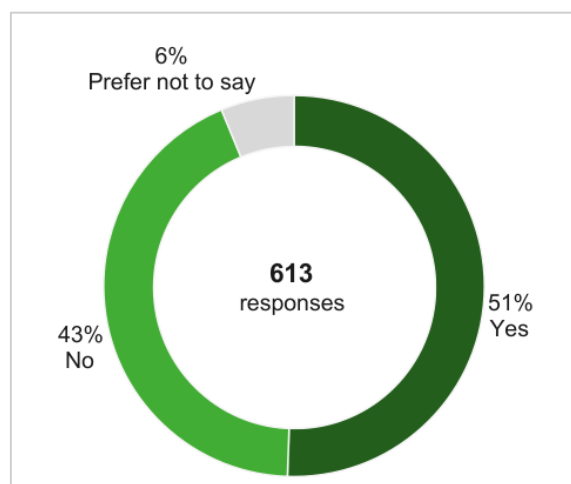
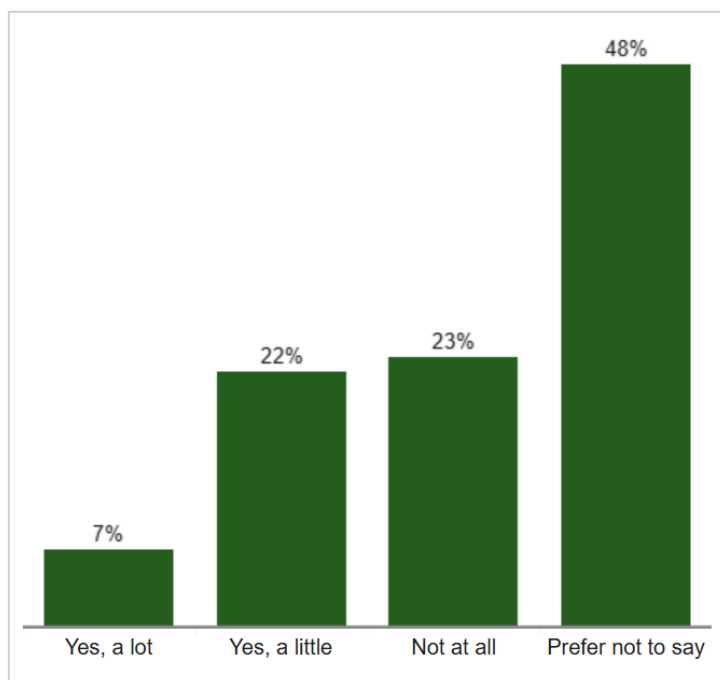


Figure 6.15: Responses by status of reduced ability related to long-term condition



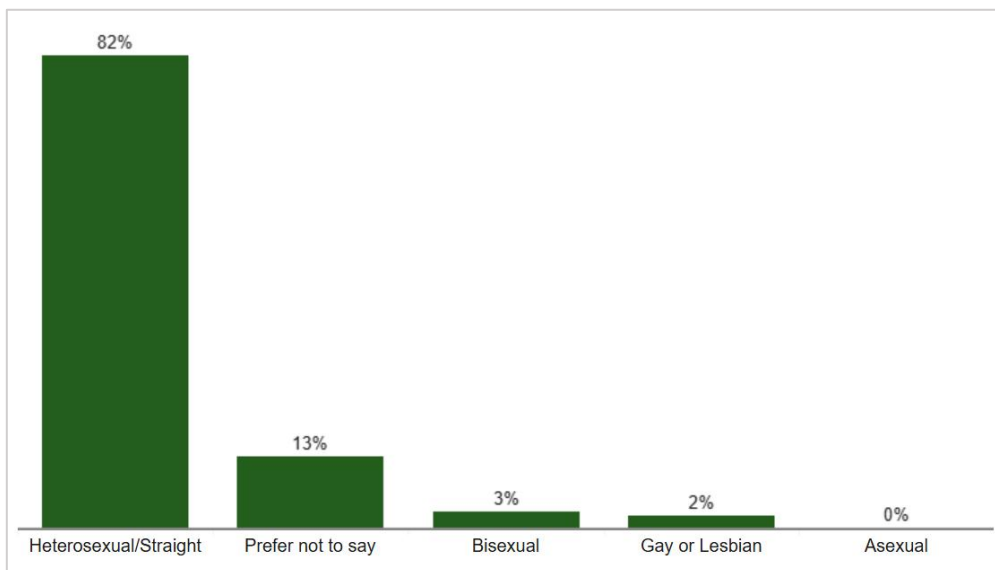
6.34 There were no differences between those with and without a long-term condition in access to and use of pharmacies.

6.35 Those who responded 'yes, a lot' when asked if their long-term condition reduced their ability to carry out day-to-day activities were less likely to find their journey to their pharmacy 'extremely easy' (29%) and were more likely to use a delivery service (46%).

Sexual orientation

6.36 The majority of respondents (82%; n=503) identified as heterosexual/straight, with 13% (n=77) preferring not to say, 3% (n=18) identified as bisexual and 2% (n=14) identified as gay or lesbian (Figure 6.15).

Figure 6.15: Responses by sexual orientation

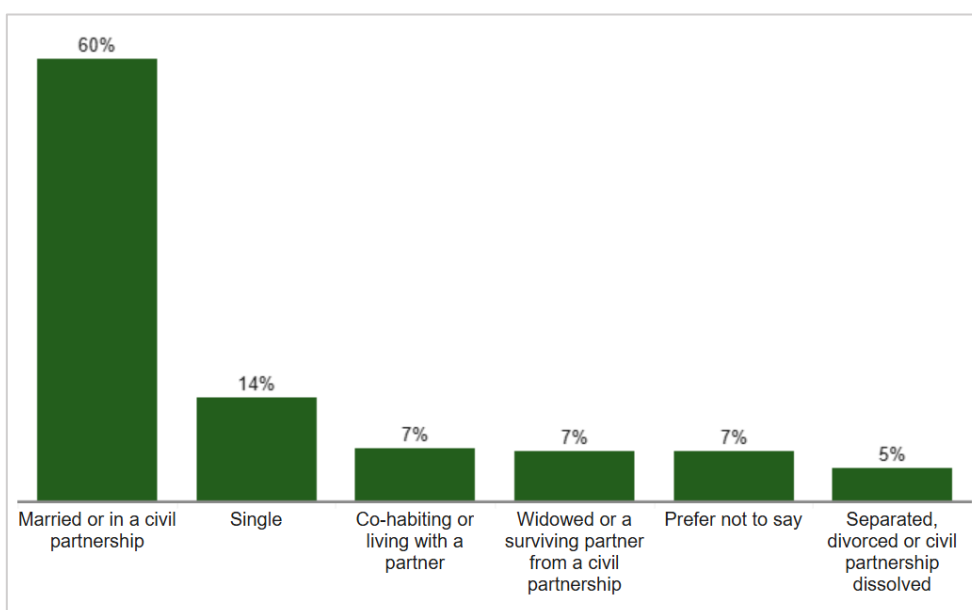


6.37 There were no differences between sexual orientation groups in access to or use of pharmacies.

Relationship Status

6.38 Most (60%; n=369) respondents were married or in a civil partnership, while 14% (n=87) were single, 7% (n=45) were co-habiting or living with a partner, 7% (n=42) were widowed or a surviving partner from a civil partnership, 7% (n=42) preferred not to say and 5% (n=28) were separated, divorced or had their civil partnership dissolved (Figure 6.16).

Figure 6.16: Responses by relationship status



- 6.39 Those who were separated, divorced or had their civil partnership dissolved were less likely to choose their pharmacy because it is where their GP sends their prescriptions (43%) and less likely to be able to reach their pharmacy in less than 5 minutes (7%).

Summary of the patient and public engagement and equality impact assessment

For patient and public engagement, a survey was conducted to understand how pharmacies are being used in Bromley. This survey examined how local people use their pharmacies, as well as how and when they access them. Following this, an exploration was carried out into the health needs of people with protected characteristics and vulnerable groups.

The survey received 613 responses from people who live, work and/or study in Bromley. Most survey respondents used their pharmacy at least once a month over the last 6 months.

The vast majority of respondents can reach their pharmacy in 20 minutes or less, with most opting to walk there. Overwhelmingly, survey respondents felt that this was an easy journey. Generally, there was not a clear preference among respondents around whether they accessed their pharmacy on a weekday or weekend, or what time of day they accessed their pharmacy.

No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

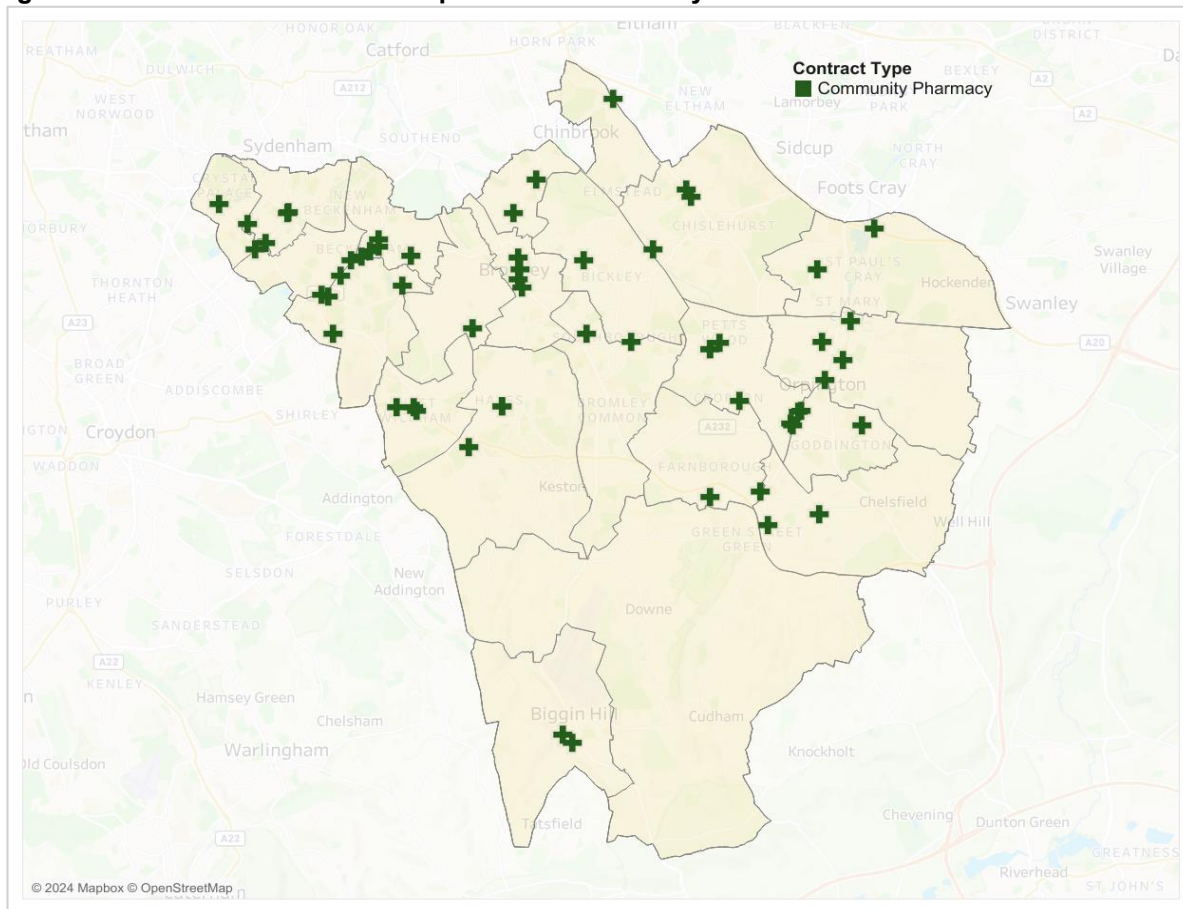
Chapter 7 - Provision of pharmaceutical services

- 7.1 This chapter identifies the pharmaceutical service providers available in Bromley, the services they provide and maps their accessibility.
- 7.2 It evaluates the adequacy of services by considering:
- Different types of pharmaceutical services provided.
 - Geographical distribution and choice of pharmacies within and outside the borough.
 - Opening hours.
 - Dispensing data and capacity.
 - Pharmacies that provide essential, advanced and enhanced services.
- 7.3 Additionally, this chapter examines the pharmaceutical contractor's capacity to meet identified current and future pharmaceutical needs in Bromley.
- 7.4 Where appropriate, a mile radius has been included around service providers to highlight their coverage.

Pharmaceutical service providers

- 7.5 As of December 2024, there are 58 pharmacies included in the pharmaceutical list for the Bromley HWB area, all of which are community pharmacies. They are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough and those within 1 mile of its boundary are also listed in Appendix B.

Figure 7.1: Pharmaceutical service providers in Bromley



Source: NHSBSA

Community Pharmacies

7.6 Bromley’s 58 community pharmacies equate to 1.7 community pharmacies per 10,000 (based on 2025 population estimate of 334,623). This ratio aligns with the national average of 1.7 (NHSBSA).

Dispensing Appliance Contractors (DACs)

7.7 Dispensing Appliance Contractors (DACs) are specialised service providers supply patients with prescribed appliances, primarily focusing on providing appliances such as stoma appliances, catheters, incontinence products and wound care appliances rather than medicines. Bromley does not have any DACs.

GP Dispensing Practices

7.8 These are general practices that are authorised to dispense medications directly to their patients, typically in rural or remote areas where community pharmacies are not easily accessible. There are no GP Dispensing Practices in Bromley.

Distance Selling Pharmacies (DSPs)

- 7.9 Distance Selling Pharmacies (DSPs) are pharmacies that operate mainly through remote means, such as online platforms, phone or mail rather than providing face to face services. There are no DSPs in Bromley.

Local Pharmaceutical Services (LPS)

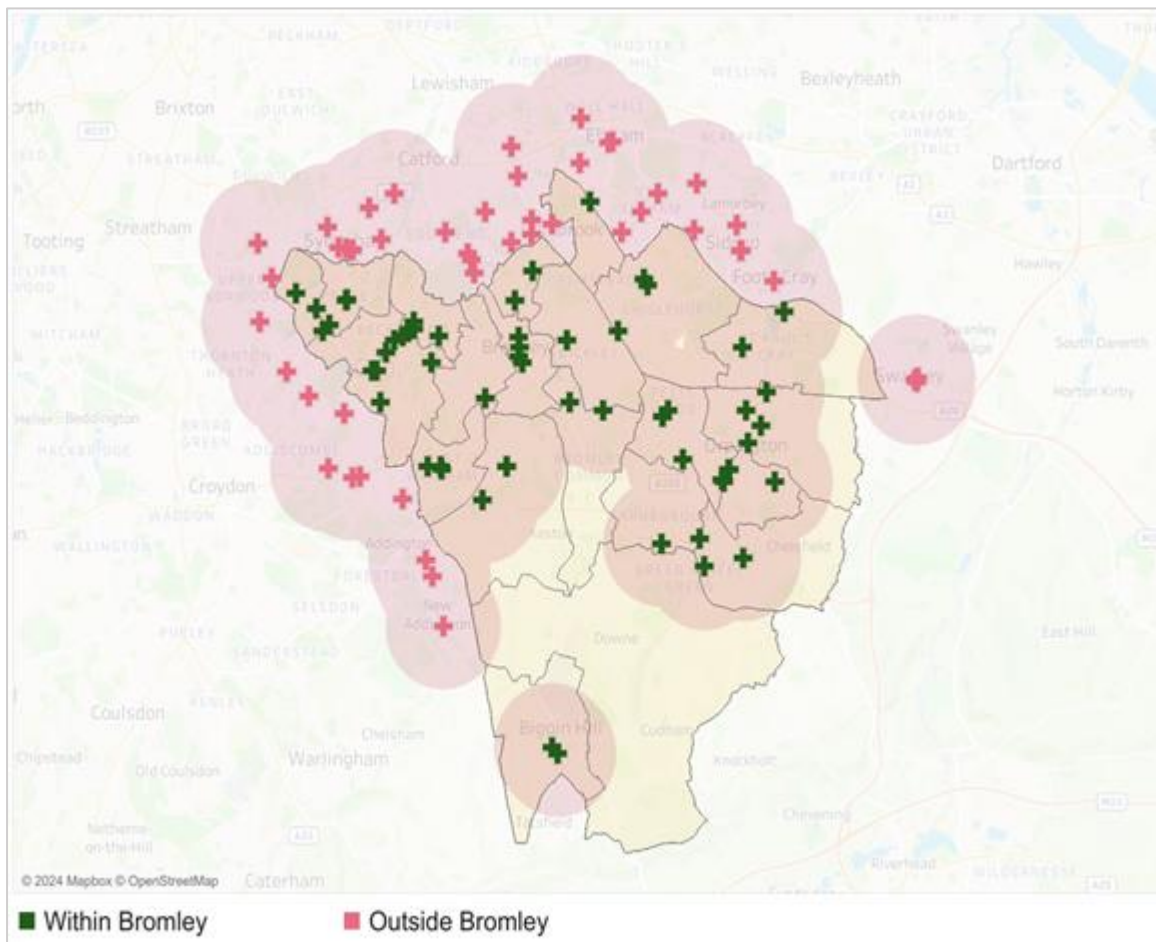
- 7.10 This is a type of pharmacy contract that allows commissioners to commission tailored pharmaceutical services to meet specific needs of a local population. There are no Local Pharmaceutical Service (LPS) contracts in Bromley and no areas in Bromley have been designated as LPS areas.

Accessibility

Distribution and choice

- 7.11 The PNA Steering Group established a maximum acceptable distance of one mile for resident to access pharmaceutical services. This distance equates to about 20 minutes' walk.
- 7.12 Figure 7.2 below shows the 58 community pharmacies located in Bromley and 49 additional pharmacies within one mile of its boundaries.

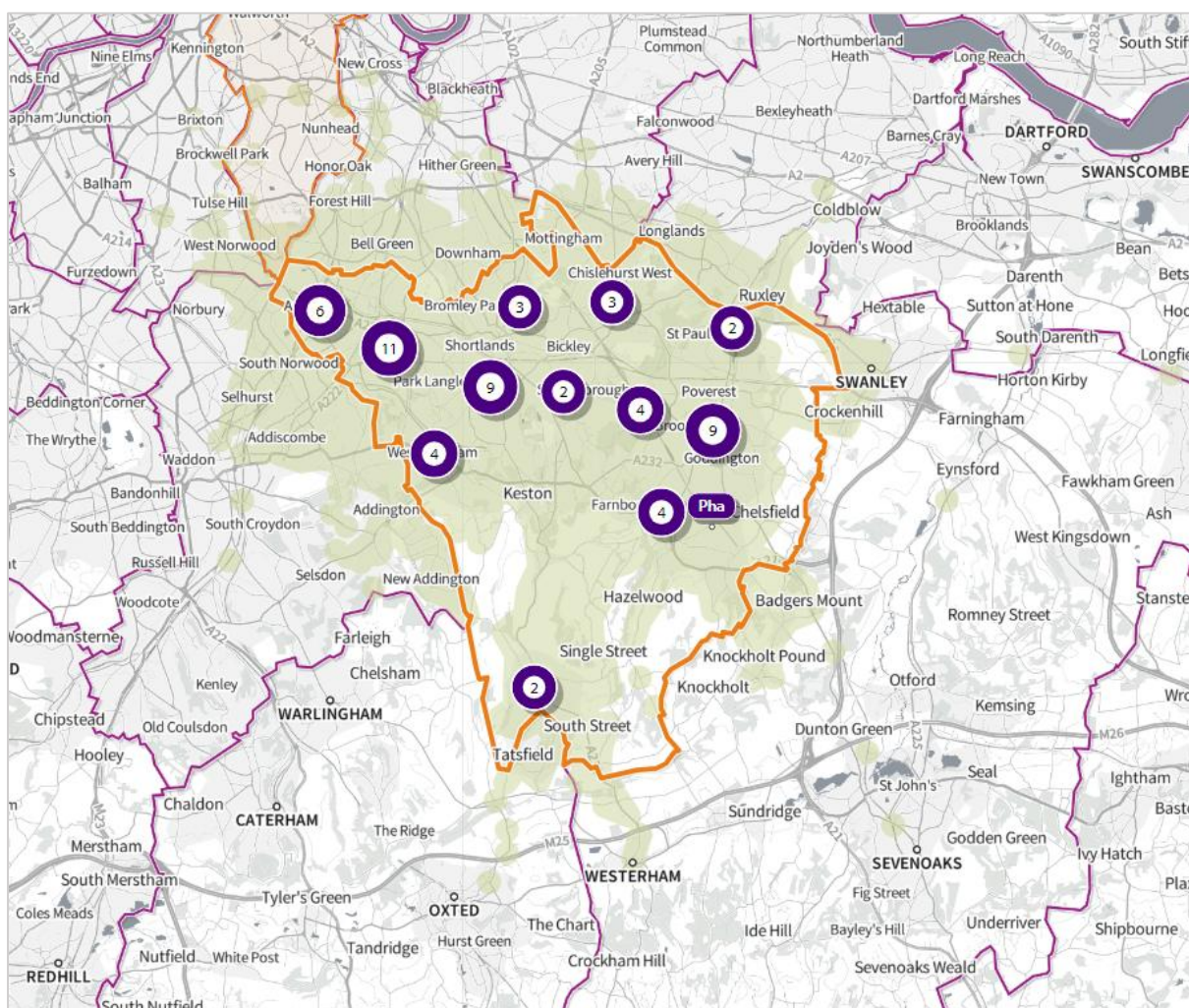
Figure 7.2: Distribution of community pharmacies in Bromley and within 1 mile of the borough boundaries



Source: NHSBSA

- 7.13 Though majority of the borough is within 1 mile of a pharmacy, there are estimated 13,580 people that are outside that reach (OHID, SHAPE Atlas Tool). These represent people residing in areas of low population density as pharmacies are concentrated in areas of greater population density as seen in the figure above.
- 7.14 As a London borough, public transport is a common method for Bromley resident to travel to pharmacies. The entire borough's population can reach a pharmacy by public transport within 20 minutes (OHID, SHAPE Atlas Tool). Pockets in the borough that cannot be accessed within 20 minutes by public transport represent uninhabited areas.

Figure 7.3: Areas covered by 20-minute travel time by public transport to a Bromley pharmacy from within and outside the borough



Source: Strategic Health Asset Planning and Evaluation Atlas Tool

7.15 The table below shows the geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio documented as number of community pharmacies per 10,000. As seen, all the wards have at least one pharmacy within them, except Darwin and Clock house wards.

Table 7.1: Ratio of community pharmacies by ward

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
Kelsey & Eden Park	6	15,850	3.8
Orpington	5	12,171	4.1
Beckenham Town & Copers Cope	5	16,700	3.0
St Mary Cray	4	18,644	2.1
Petts Wood & Knoll	4	17,674	2.3
Penge & Cator	4	19,012	2.1
Bromley Town	4	16,259	2.5

West Wickham	3	14,804	2.0
Hayes & Coney Hall	3	16,131	1.9
Chislehurst	3	15,610	1.9
St Paul's Cray	2	17,519	1.1
Plaistow	2	13,586	1.5
Farnborough & Crofton	2	18,005	1.1
Crystal Palace & Anerley	2	12,154	1.6
Chelsfield	2	11,351	1.8
Biggin Hill	2	10,692	1.9
Bickley & Sundridge	2	18,014	1.1
Shortlands & Park Langley	1	16,473	0.6
Mottingham	1	11,517	0.9
Bromley Common & Holwood	1	19,192	0.5
Darwin	0	5,677	0.0
Clock House	0	17,588	0.0
Borough Total	58	334,623	1.7

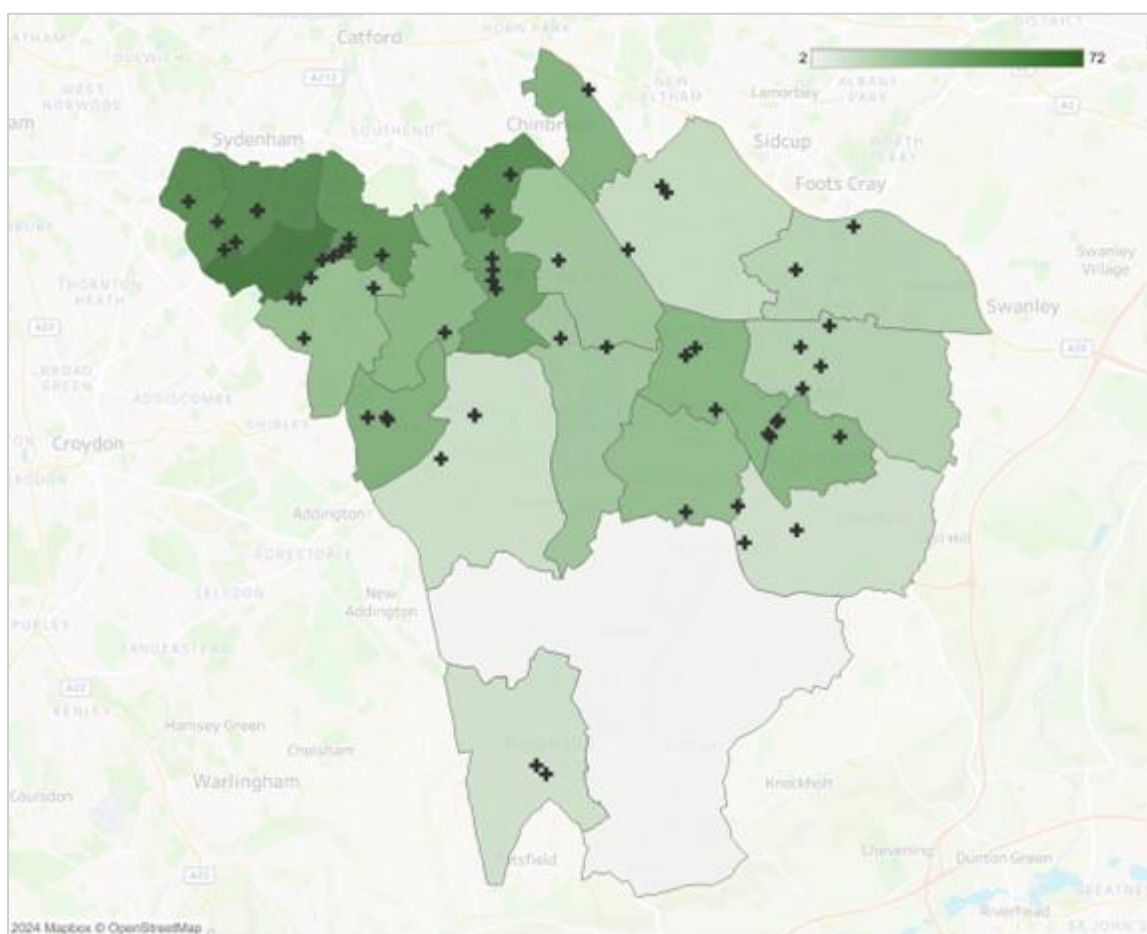
Source: NHSBSA & GLA Population Projections

7.16 Clock House is well served by the pharmacies in the surrounding wards. Darwin has a low population density as is discussed in the next section.

Pharmacy distribution in relation to population density

7.17 Community pharmacies in Bromley are concentrated in areas with higher population density. Wards such as Darwin have low population density and limited pharmacy presence. Figure 7.4 illustrates this distribution.

Figure 7.4: Pharmacy locations in relation to population density by ward in Bromley

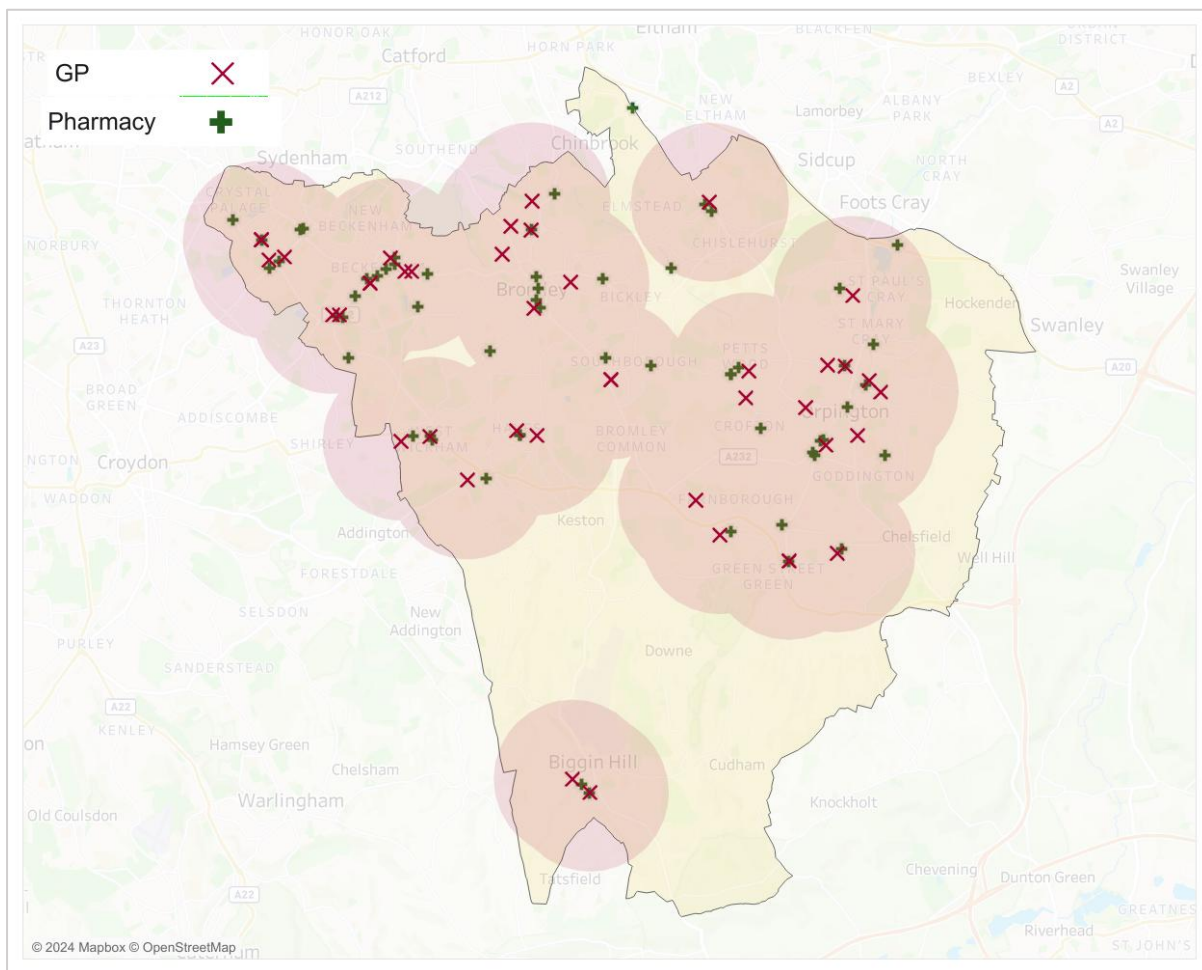


Source: GLA Population Projections & NHSBSA

Pharmacy distribution in relation to GP surgeries

- 7.18 In early 2019, the NHS Long Term Plan was published, which encouraged general practices to form Primary Care Networks (PCNs). PCNs are groups of GP practices working collaboratively with community, mental health, social care, pharmacists, hospital and voluntary services to provide more integrated and proactive care. Each PCN typically serves a population of between 30,000 and 50,000 people. In Bromley, there are 42 general practices organised into 8 PCNs.
- 7.19 Each of these networks have expanded neighbourhood teams which is made up of a range of healthcare professionals including GPs, district nurses, allied health care professionals, community geriatricians and pharmacies. It is essential that community pharmacies are able to engage with the PCNs to maximise services provided to patients and residents.
- 7.20 Figure 7.5 below shows that there is a pharmacy within accessible distance (1 mile) of all GPs in Bromley.

Figure 7.5: General Practices in Bromley and their one-mile coverage in relation to pharmacies



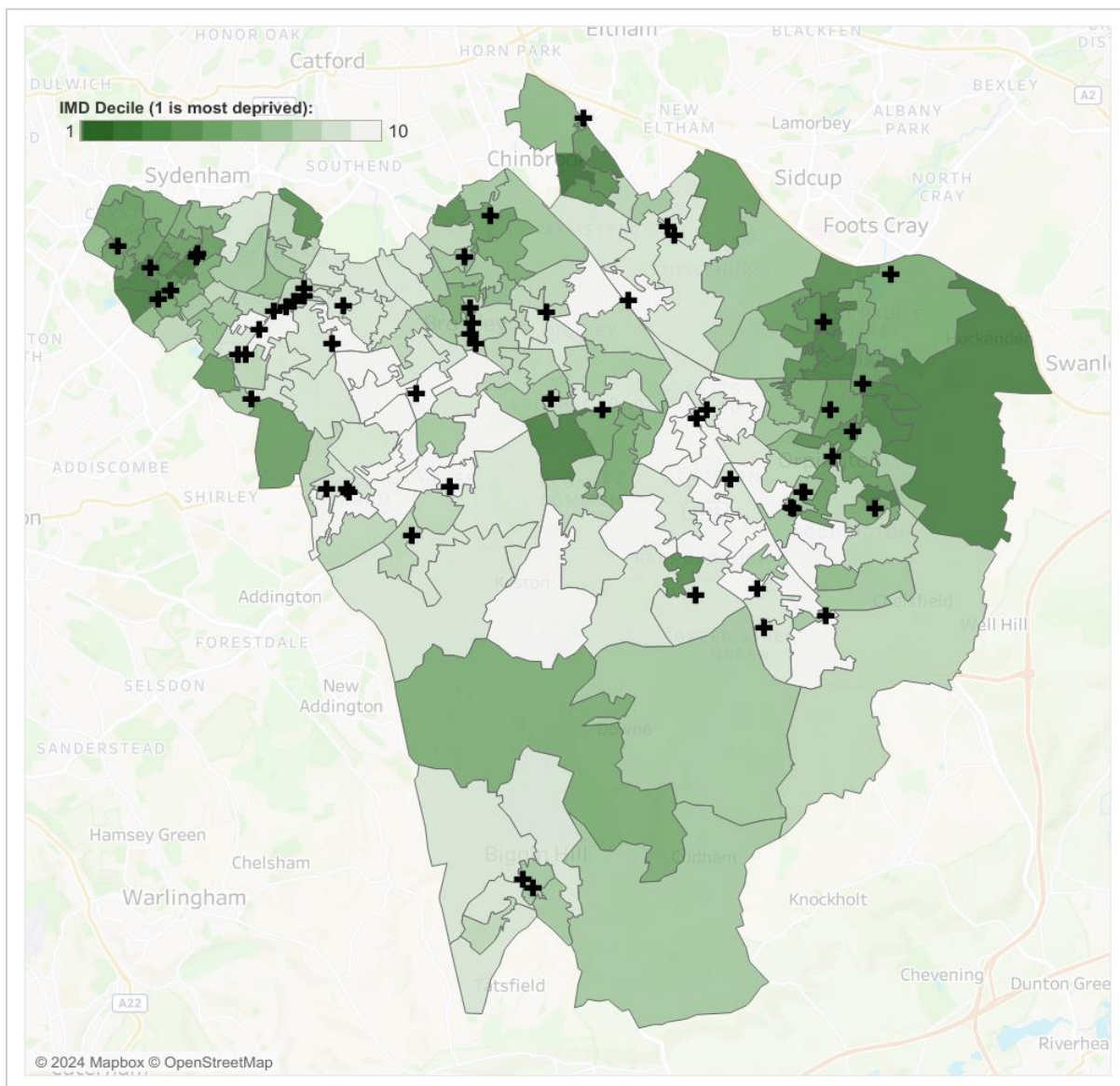
Source: NHSBSA

- 7.21 The NHSE data for 2024-2025 showed that **84% of items prescribed by GPs in Bromley were dispensed by pharmacies in Bromley**. The next largest borough where prescriptions written by GPs in Bromley were filled was Lewisham (3.7%).
- 7.22 The PNA analysis 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

- 7.23 Figure 7.6 below shows pharmacy locations in relation to deprivation deciles. As seen, there are pockets of high deprivation in St Paul’s Cray and St Mary Cray wards yet fewer pharmacies nearby. However, as these areas have a relatively low population density, they have less demand for pharmaceutical services.

Figure 7.6: Pharmacy locations in relation to deprivation deciles in Bromley



Source: MHCLG & NHSBSA

Opening times

7.24 Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically, pharmacies held 40-hour or 100-hour contracts. However, due to increase in pharmacy closures which was found to particularly affect 100-hour pharmacies, the NHS terms of service was amended to allow 100-hour pharmacies to reduce to no less than 72 hours without needing to demonstrate a change in need. Under the amended regulations, pharmacies that held 100-hour contracts would have to remain open between 17:00 and 21:00 from Monday to Saturday, and between 11:00 and 16:00 on Sundays as well as leave the total core hours on Sunday unchanged in order to maintain out-of-hours pharmacy provision.

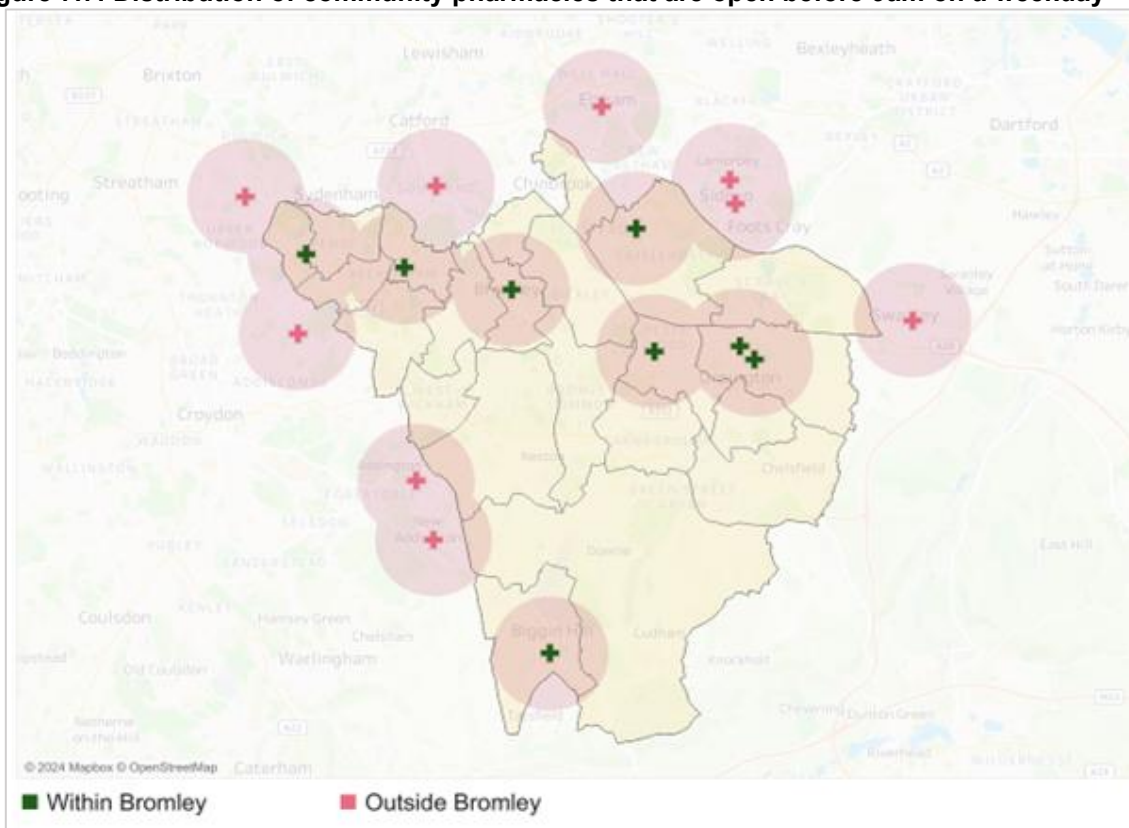
7.25 It is important to consider access to pharmacies both within and outside regular hours. The Steering Group defined 9am to 7pm on weekdays as regular opening hours.

7.26 It is also essential to note that opening hours themselves are not classified as a pharmaceutical service. All NHS pharmaceutical services are delivered within the contracted 40 or 72 core hours. Integrated Care Boards (ICBs) have the remit to commission extended hours without negatively impact the proper planning of NHS services. Such decisions should take into account the financial sustainability of community pharmacies and the potential for misalignment with broader NHS service planning - particularly as most GP practices remain closed during evenings and weekends.

Early morning opening

7.27 Eight pharmacies are open before 9am on weekdays within the borough, and another 9 pharmacies within one mile of the borough’s boundary. These are shown in Figure 7.7 and Table 7.2 below.

Figure 7.7: Distribution of community pharmacies that are open before 9am on a weekday



Source: NHSBSA

Table 7.2: Community Pharmacies in Bromley that are open before 9am on a weekday

Pharmacy	Address	Ward
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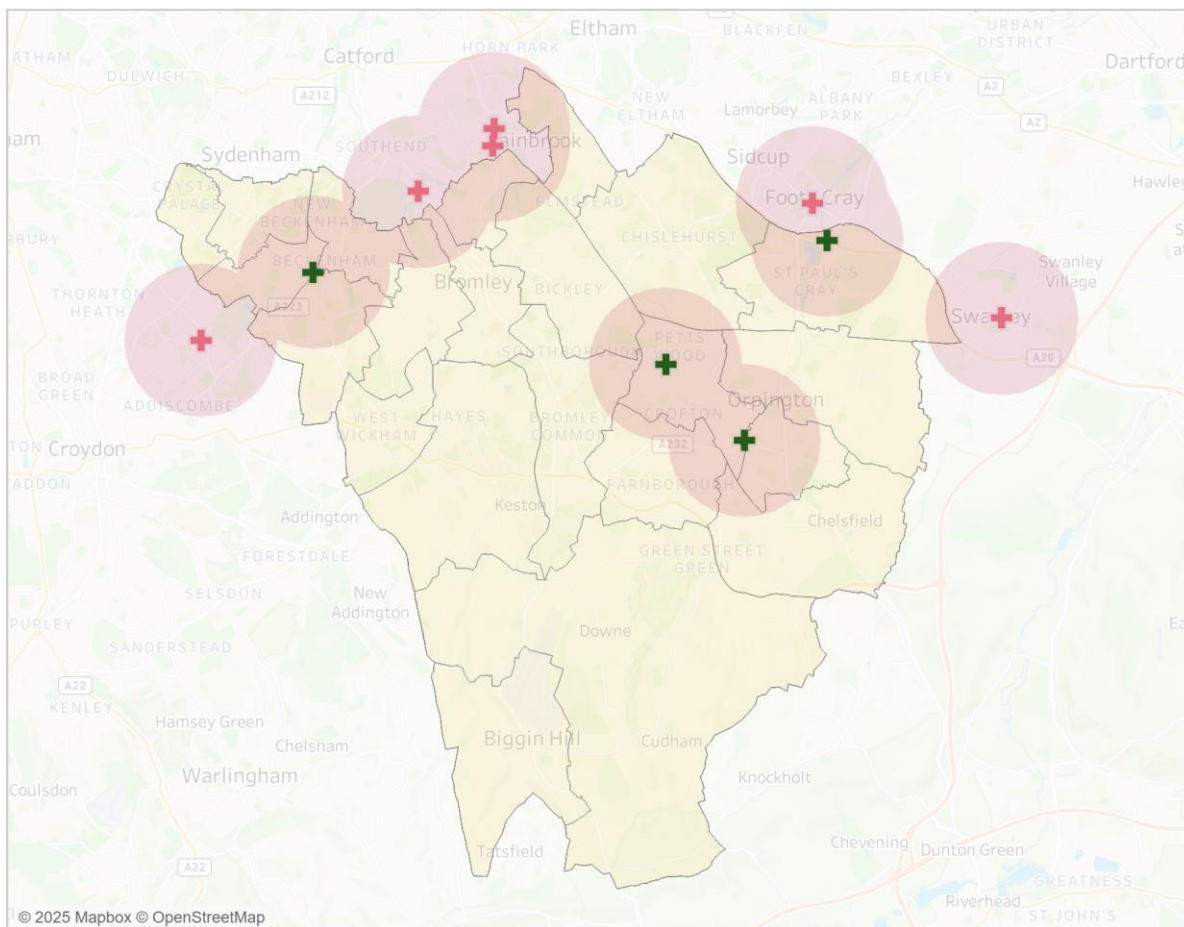
Kamsons Pharmacy	Oaks Park Medical Centre, 17 Oakfield Road, Penge, London	Penge & Cator
Superdrug Pharmacy	190-192 High Street, Beckenham, Kent	Beckenham Town & Copers Cope
Orpington Pharmacy	34 Marion Crescent, St Mary Cray, Orpington	St Mary Cray
Boots	234 The Glades, Shopping Centre, High St, Bromley, Kent	Bromley Town
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington, Kent	Petts Wood & Knoll
Silversands Ltd	Anglesea Hlthy Living Ctr, 1 Kent Rd, St Mary Cray, Orpington, Kent	St Mary Cray
Williams Lm (Chislehurst) Ltd	89-93 High Street, Chislehurst, Kent	Chislehurst
Day Lewis Pharmacy	The Surgery, Stock Hill, Biggin Hill, Kent	Biggin Hill

Source: NHSBSA

Late evening closure

7.28 There are 4 pharmacies in Bromley and 6 others within one mile of its boundaries that are open after 7pm on weekdays as shown in Figure 7.8 and Table 7.3 below.

Figure 7.8: Distribution of community pharmacies open after 7pm on weekdays



Source: NHSBSA

Table: 7.3: Community Pharmacies in Bromley that are open after 7pm on weekdays

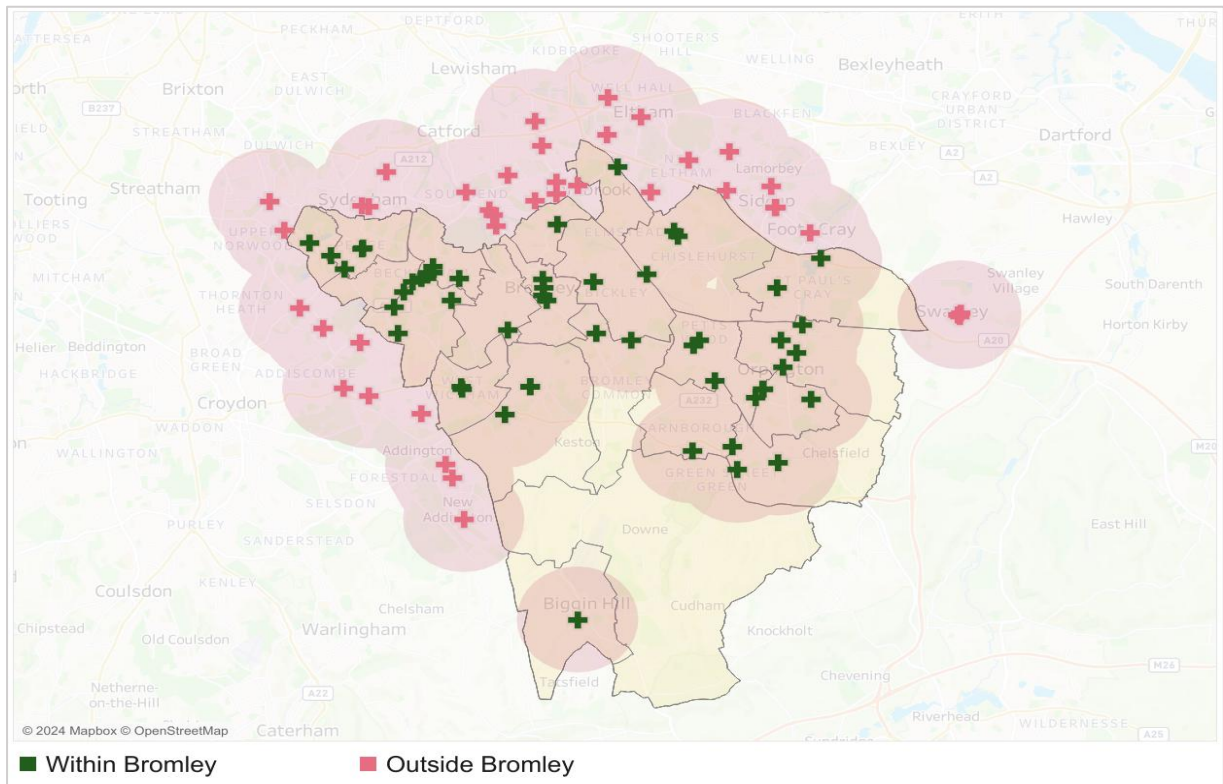
Pharmacy	Address	Ward
Paydens Pharmacy	399-401 Croydon Road, Beckenham, Kent	Kelsey & Eden Park
Tesco Instore Pharmacy	Edgington Way, Sidcup, Kent	St Paul's Cray
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington, Kent	Petts Wood & Knoll
Tesco Instore Pharmacy	9 Augustus Lane, Orpington, Kent	Orpington

Source: NHSBSA

Saturday opening

7.29 Nearly all (52 out of 58) pharmacies in Bromley are open on Saturdays, with additional 40 pharmacies within one mile of its boundaries open on Saturdays as can be seen in Figure 7.9.

Figure 7.9: Distribution of community pharmacies open on Saturdays

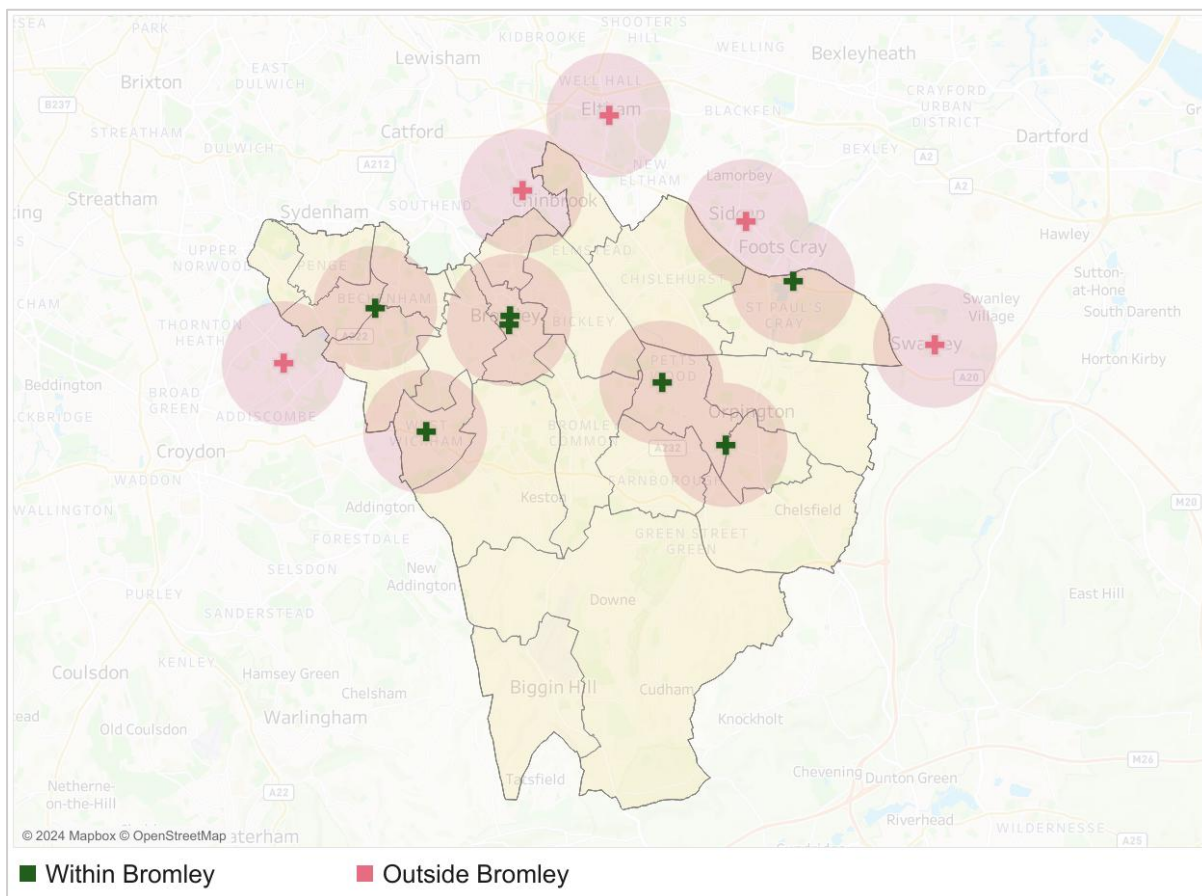


Source: NHSBSA

Sunday opening

7.30 There are 7 pharmacies in Bromley and 5 others within one mile of its boundaries that are open on Sundays as shown in Figure 7.10 and Table 7.4 below.

Figure 7.10: Distribution of community pharmacies open on Sundays



Source: NHSBSA

Table 7.4: Community Pharmacies open on Sundays in Bromley

Pharmacy	Address	Ward
Paydens Pharmacy	399-401 Croydon Road, Beckenham, Kent	Kelsey & Eden Park
Boots	Unit B, 77-81 High Street, Bromley, Kent	Bromley Town
Boots	234 The Glades, Shopping Centre, High St, Bromley, Kent	Bromley Town
Tesco Instore Pharmacy	Edgington Way, Sidcup, Kent	St Paul's Cray
Boots	90 Station Road, West Wickham, Kent	West Wickham
Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington, Kent	Petts Wood & Knoll
Tesco Instore Pharmacy	9 Augustus Lane, Orpington, Kent	Orpington

Source: NHSBSA

Summary of the accessibility of pharmacies in Bromley

Overall, there is good pharmacy coverage to provide pharmacy services to Bromley residents both within and outside normal working hours. Most residents are within one mile of pharmacy. Everyone in the borough can reach a pharmacy within 20 minutes using public transport. The areas with fewer pharmacies have a relatively low population density hence less demand for pharmaceutical services.

Essential services

7.31 Essential services are the core services that all community pharmacies must provide under the NHS Community Pharmacy Contractual Framework (CPCF). These services form the foundation of community pharmacy practice and are aimed at ensuring accessibility, quality care and support for patients in managing their health. Below is the list and description of nine essential services provided by community pharmacies in the UK.

- Discharge Medicines Service.
- Dispensing medicines.
- Dispensing Appliances.
- Disposal of unwanted medicines.
- Healthy Living Pharmacies.
- Public Health (promotion of healthy lifestyles).
- Repeat Dispensing and eRD.
- Sign Posting.
- Support for Self-Care.

Dispensing Medicines

7.32 This is one of the core essential services provided by the community pharmacies under the CPCF. It ensures that patients receive their prescribed medicines safely, efficiently and in accordance with regulatory and clinical standards. It includes:

- Accurate dispensing of prescribed medicines.

- Clinically checking of prescriptions for the appropriateness of the medicines, potential drug interactions, dosage accuracy and clarifying any queries or concerns with the Prescriber.
- Labelling and Packaging in compliance with legal and clinical requirements.
- Provision of counselling and advice to patients on how and when to take their medicines, possible side effects and actions to take if they occur, storage and disposal instructions for unused medicines.
- Management of repeat prescription requests usually through the Electronic Prescription Service (EPS).
- Accurate record keeping of all dispensed items to ensure compliance to regulatory requirements and support clinical audits and continuity of care.
- Having safeguards in place for minimisation of medicine wastage and ensuring that unused and damaged items are safely disposed of, preventing misuse or harm to the environment.

7.33 Bromley pharmacies dispense an average of **5,886 items per month** (NHSBSA, 2024/25 financial year data). This is lower than London's average of 7,461 items per month and England's average of 8,689 items per month. This indicates there is a good distribution and capacity amongst Bromley pharmacies to meet current and anticipated need in the lifetime of this PNA.

Discharge Medicines Service (DMS)

7.34 The Discharge Medicines Service became a new essential service under the CPCF from the February 2021, at which point NHS Trusts were able to refer patients that would benefit from additional guidance around their prescribed medicines to their community pharmacy for the Discharge Medicines Service. The key objectives of this service are to reduce hospital re-admissions, reduce medicines-related harm during transfers of care, optimise the use of medicines, whilst facilitating shared decision making, improve communication between hospitals, community pharmacies and primary care teams and to support patients through enhancing their understanding and adherence to prescribed medicines following discharge from hospital.

7.35 This service is intended for patients who are discharged with changes to their medication regimen as well as patients who are likely to benefit from support in

understanding or managing their medications, for instance those with polypharmacy, frailty or chronic conditions.

7.36 DMS follows a structured three step process which includes the following:

- Referral: Hospitals identify patients at risk of medication-related problems upon discharge and subject the patient's consenting to a referral, they will send a referral to the pharmacy via secure electronic system such as Refer to Pharmacy, PharmOutcomes or NHSmail.
- Community Pharmacy Review: The community pharmacy reconciles their medicines by comparing the discharge summary with the current medication on records to identify and resolve any discrepancies. Tailored advice is provided to the patient about their medication changes, including potential side effects and usage instructions.
- Ongoing Support: The community pharmacist may follow up with the patient to ensure understanding and adherence and where necessary, could liaise with the GPs.

Dispensing Appliances

7.37 This service is relevant to dispensing contractors like the community pharmacies and appliance contractor, providing appliances such as stoma care items, incontinence supplies and dressings. This service ensures that these contractors supply appliances as prescribed and in a timely and accurate manner as well provide advice on their safe and effective use. This is essential in supporting patients to have access to appliances they require for managing their conditions.

Disposal of Unwanted Medicines

7.38 This service ensures that patients can dispose of their unwanted, unused or expired medicines safely through their local community pharmacy. This helps to prevent environmental contamination, reduce the risk of misuse and promote safe handling of hazardous substances, ultimately promoting public health and environmental sustainability. As part of this service, pharmacies are obliged to accept back unwanted medicines from patients and if necessary, sort them into solids, liquids and aerosols and in accordance with the Hazardous waste regulations. The local NHS contract

management team makes arrangements for a waste contractor to collect the medicines from pharmacies at regular intervals.

Healthy Living Pharmacies (HLP)

- 7.39 This is designed to improve public health by providing accessible health promotion interventions and wellbeing services and helping to reduce inequalities. It aligns with the promotion of healthy lifestyle which is a core requirement for all community pharmacies. Community pharmacy owners were required to become HLPs in 2020/2021 as agreed in the five-year CPCF. This requires pharmacy owners to comply with the HLP framework requirements through ensuring a health promotion environment which meets stipulated standards, embedding health promotion and prevention in their everyday practice and making sure their staff are well equipped to deliver high quality public health interventions. They are also required to ensure that they continue to meet the terms service requirements by reviewing their compliance against the requirements at least every 3 years.

Public Health (promotion of healthy lifestyles)

- 7.40 This is a core part of the CPCF which requires all community pharmacies to actively contribute to improving public health by providing targeted health and wellbeing advice to patients and supporting NHS public health campaigns. This aims to improve public health outcomes, promote preventative care and enhance accessibility through the convenience and important role that community pharmacies provide to patients who may not usually engage with other healthcare services.
- 7.41 The key requirements of this service include the following:
- Provision of a health promotion environment for instance through having clear displays of health advice materials in the pharmacy.
 - Provision of tailored health promotion and lifestyle advice to patients who are receiving prescriptions for conditions where lifestyle can make significant difference such as hypertension and diabetes. This includes focusing on areas such as smoking cessation, healthy eating, exercise, reduction of alcohol consumption and mental health support.
 - Providing support for NHS campaigns through actively participating in up to six national public health campaigns per per financial year (1st April to 31st March) as directed by NHS England through ways such as displaying and distributing

the campaign leaflets and engaging patients in discussions related to the campaign themes.

- Signposting patients who require further support or specialised care to appropriate health, social care or voluntary services for instance referral to stop smoking cessation services and weight management programmes.
- Keeping records of the health promotion interventions undertaken and any referrals made and participating in evaluations to show the impact of such interventions.

Repeat Dispensing and eRD

7.42 Repeat dispensing became an essential service within the CPCF since 2005. This service enables patients to obtain repeat supplies of their medicines and appliances prescribed on a repeat basis from their nominated pharmacy, without the need for their GP to issue prescription each time a supply is needed. This service is suitable for patients on stable, long-term medications who understand how the service works and consent to participate. This helps to save GP and patients time, improve convenience and ensured ongoing medication adherence by allowing community pharmacies to be more actively involved in the safe supply of regular prescriptions of patients. This service was initially carried out with paper prescriptions. However, following the development of the Electronic Prescription Service (EPS), the majority of the repeat dispensing is now done through the EPS and referred to as the electronic Repeat Dispensing (eRD).

7.43 This service involves the community pharmacy ensuring that each repeat supply is required, confirming there is no reason why the patient should be referred back to their GP and if appropriate dispensing the repeat dispensing prescriptions issued by the GP at the agreed intervals based on the prescription batches.

Sign Posting

7.44 This service involves pharmacies helping people who seek assistance by directing them to the most appropriate health, social care or support services for help when their needs fall outside their scope. Examples include needs related to social care, specialist medical advice or community health programmes. This ensures that patients receive timely and appropriate care. Pharmacies are required to offer clear guidance

on where the patient can access the required service. This could include providing contact details, directions of making a direct referral to such services if appropriate.

- 7.45 The lists of sources of care and support in the area can be obtained from NHS England and pharmacies should maintain an up-to-date directory of local services, including NHS and voluntary organisations to aid accurate signposting.

Support for Self-Care

- 7.46 The key components of this service are provision of advice and information to patient, promotion of self-care, supply of over-the-counter medicines by community pharmacy teams to patients as well as signposting them to other services if a condition is beyond the scope of self-care. This service aims at empowering patients to manage minor ailments and common health conditions independently, with guidance from community pharmacy teams through their provision of advice and where necessary, sale of medicines. This also includes handling referrals from NHS 111.
- 7.47 Examples of minor ailments that can be addressed include cold and flu symptoms, sore throat, management of mild aches and pains, skin conditions such as eczema and insect bites, allergies and digestive issues such as constipation and diarrhoea
- 7.48 Provision of this service by community pharmacies help to reduce the burden on GPs and urgent care services, highlights the crucial that community pharmacies play as the first point of contact for healthcare advice and fosters trust between the patients and the community pharmacy teams.

Advanced services

- 7.49 Advanced services are nationally set and specified optional services which community pharmacies and dispensing appliance contractors can choose to provide. These services go beyond essential pharmacy services, offering targeted support to improve patient outcomes, enhance public health, and reduce pressure on other parts of the healthcare system.
- 7.50 Pharmacies who choose to provide these services must meet the requirements set out in the Secretary of State Directions.
- 7.51 As of September 2024, there are nine advanced services in the NHS community Pharmacy Contractual Framework (CPCF). These include the Pharmacy First service, New Medicines Service (NMS), Flu Vaccination Service, Pharmacy Contraceptive

Service (PCS), Hypertension Case-Finding Service, Smoking Cessation Service. Two of the Advanced services are appliance advanced services that pharmacies and dispensing appliance contractors can choose to provide. These are the Appliance Use Review (AUR) service and the Stoma Appliance Customisation (SAC) service. Additionally, the Lateral Flow Device Test Supply (LFD) service was commissioned as an advanced service from 6th November 2023.

Pharmacy First Service

7.52 The Pharmacy first service is a scheme implemented in the United Kingdom to provide easy access to healthcare advice and treatment through community pharmacies. It aims to establish community pharmacies as the first port of call for all healthcare advice, thereby reducing the pressure that General Practices and hospital emergency departments face through enabling them to handle minor ailments, provide emergency supply of medicines and NHS funded treatment via Patient Group Directions where appropriate for seven clinical conditions referred to as the clinical pathway consultations. The seven clinical pathways in the Pharmacy First service include sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles and uncomplicated urinary tract infection in women.

7.53 The Pharmacy First service commenced on the 31st January, 2024, replacing the Community Pharmacy Consultation Service (CPCS) which ended on the 30th January, 2024. Patients can access this service through referral from one of the following routes:

- NHS 111 (online and via telephone)
- Integrated urgent care clinical assessment service.
- 999 services.
- General Practice (low acuity minor illness conditions and the seven clinical pathways only).
- Other urgent and emergency care providers (such as Emergency departments and Urgent Care Centres).

7.54 In addition to the above referral routes, patients can self-refer themselves for the clinical pathway consultations only.

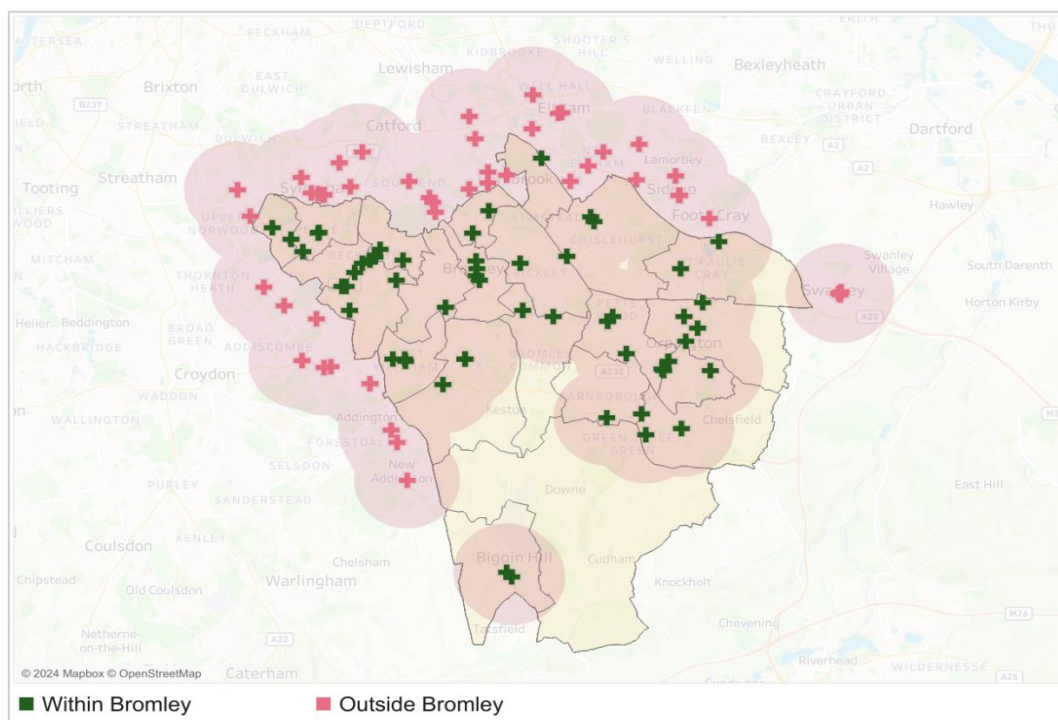
7.55 There are three elements of the Pharmacy First service:

- Pharmacy First (clinical pathways consultations).
- Pharmacy First (urgent repeat medicine supply).
- Pharmacy First (NHS referrals for minor illness).

7.56 Pharmacy contractors can remotely deliver Pharmacy First where it is safe to do so, and with suitable safeguards to ensure face-to-face clinical assessment are provided in person or by good-quality video consultation where needed. Distance selling pharmacies (DSPs) can provide the service for six of the seven conditions (excluding the otitis media which requires in-person examination with an otoscope). DSPs are not able to provide Pharmacy First (clinical pathways) on their pharmacy premises because the first part of the consultation is an Essential service, which DSPs cannot provide. However, they can offer the service and where it is clinically appropriate to do so, minor illness consultations and urgent medicines supply consultations via telephone/audio or video consultations by a pharmacist present at the pharmacy premises. Local Pharmaceutical Services (LPS) pharmacy owners wanting to provide the pharmacy first service will need to contact their local commissioner to propose a contract variation that includes the Pharmacy First Service.

7.57 Nearly all the pharmacies in Bromley (56 out of 58) provide the Pharmacy First Service, with 47 additional pharmacies within one mile of its boundaries offering it as can be seen in figure 7.11 below and table 7.5 below.

Figure 7.11: Distribution of community pharmacies that provide Pharmacy First service



Source: NHSBSA

Table 7.5: Number of pharmacies in Bromley by ward that provide the Pharmacy First Service

Ward	Number of pharmacies
Kelsey & Eden Park	6
Orpington	5
St Mary Cray	4
Petts Wood & Knoll	4
Penge & Cator	4
Bromley Town	4
Beckenham Town & Copers Cope	4
West Wickham	3
Hayes & Coney Hall	3
Chislehurst	3
St Paul's Cray	2
Plaiستow	2
Farnborough & Crofton	2
Chelsfield	2
Biggin Hill	2
Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1
Crystal Palace & Anerley	1
Bromley Common & Holwood	1
Total	56

Source: NHSBSA

New Medicines Service

7.58 The New Medicines Service (NMS) is a structured, pharmacy-led service which commenced on the 1st of October 2011. It is provided under the NHS Community Pharmacy Contractual Framework to support patients and their carers in managing their medications effectively especially for long term conditions, by improving adherence and resolving medication-related issues. The following conditions are covered by the service:

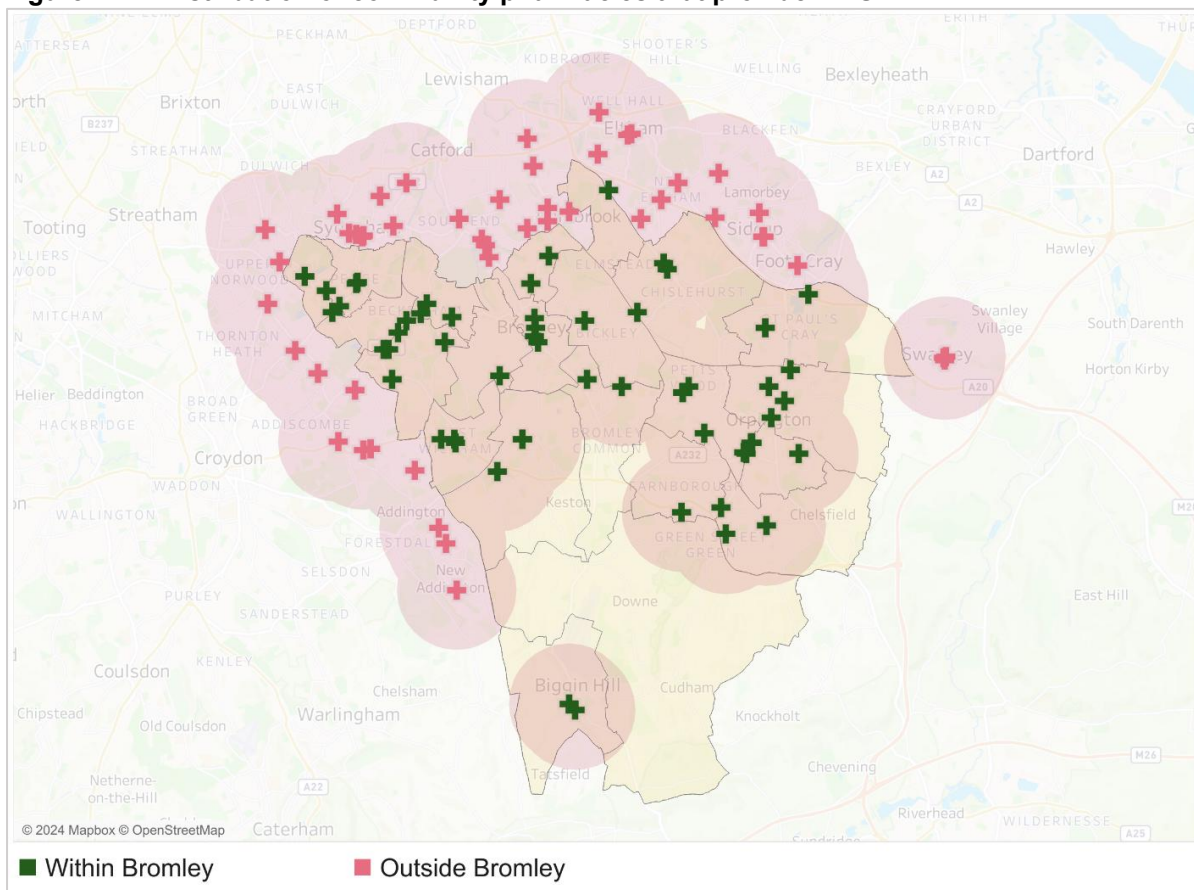
- Asthma and COPD.
- Diabetes (Type 2).
- Hypertension.
- Hypercholesterolaemia.
- Osteoporosis.
- Gout.
- Glaucoma.
- Epilepsy.
- Parkinson's disease.
- Urinary incontinence/retention.
- Heart failure.
- Acute coronary syndromes.
- Atrial fibrillation.
- Long term risks of venous thromboembolism/embolism.
- Stroke / transient ischemic attack.
- Coronary heart disease.

7.59 NMS consultations should usually take place in-person in the pharmacy's consultation room. However, they can also take place remotely via telephone or video consultation when clinically appropriate and with the patient's prior consent. Irrespective of whether the consultation is undertaken in-person or remotely, the environment must be such that the conversation cannot be overheard by others (except by someone the patient

wants to hear the conversation such as a Carer). Where appropriate safe-guarding arrangements are in place, NMS can also be provided in patients’ homes.

7.60 56 pharmacies in Bromley offer NMS and an additional 49 pharmacies within one mile of its boundaries also offer NMS. This is shown in figure 7.12 and Table 7.7 below.

Figure 7.12: Distribution of community pharmacies that provide NMS



Source: NHSBSA

7.61 A breakdown of NMS providers by ward is provided below.

Table 7.6: Number of NMS providers in Bromley by ward

Ward	Number of pharmacies
Kelsey & Eden Park	6
Orpington	5
St Mary Cray	4
Petts Wood & Knoll	4
Penge & Cator	4
Bromley Town	4
West Wickham	3
Hayes & Coney Hall	3
Chislehurst	3
Beckenham Town & Copers Cope	3

St Paul's Cray	2
Plaistow	2
Farnborough & Crofton	2
Crystal Palace & Anerley	2
Chelsfield	2
Biggin Hill	2
Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1
Bromley Common & Holwood	1
Total	56

Source: NHSBSA

Flu Vaccination Service

7.62 The Community pharmacy began providing flu vaccinations under a nationally commissioned service since September 2015.

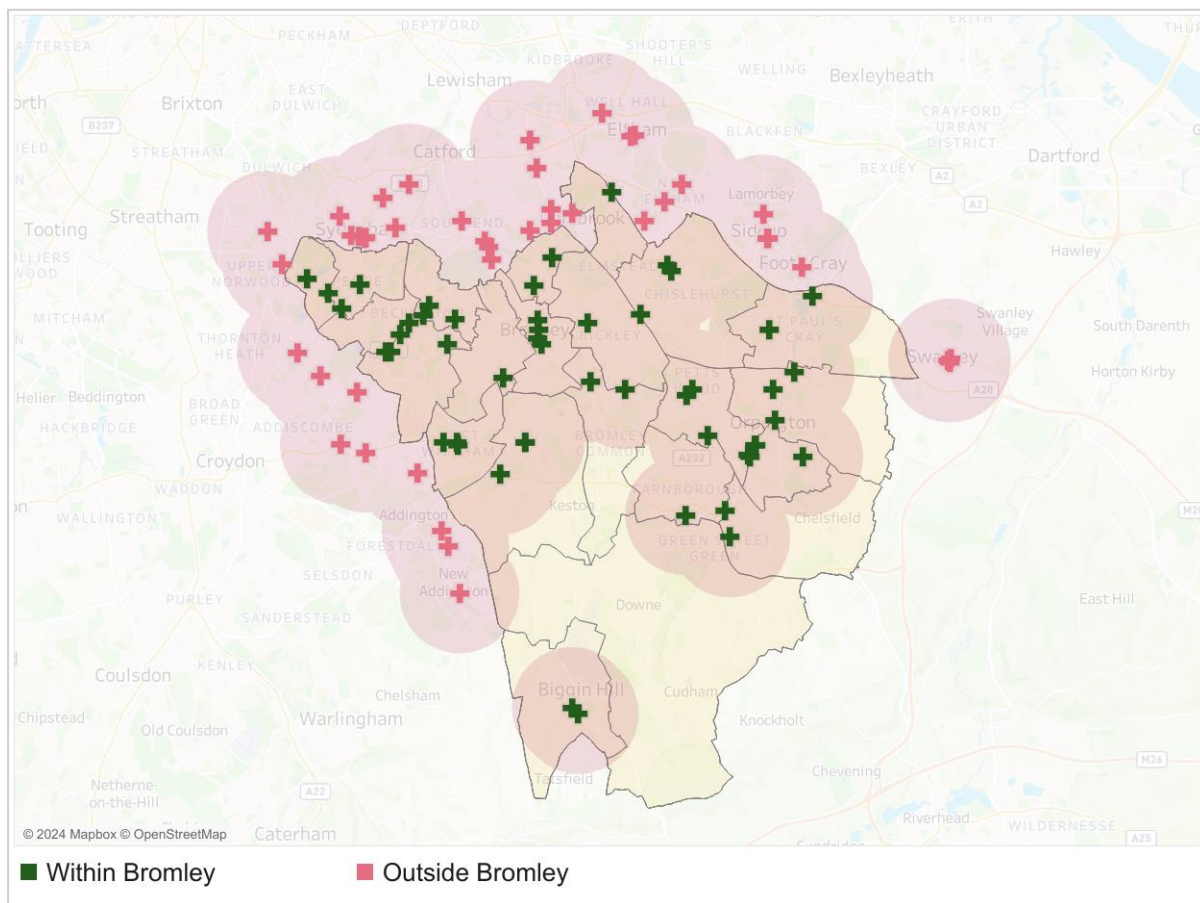
7.63 This service aims to sustain and maximise uptake of seasonal influenza vaccine in those who are most at risk of serious illness or death should they develop seasonal influenza through vaccination against the most prevalent strains of influenza virus. This is especially important as the impact of Covid-19 on the NHS continues to be felt and the possibility of potential co-circulation of influenza, Covid-19 and other respiratory viruses adding significant pressures in the NHS. The accessibility of pharmacies, their extended opening hours and the option they provide for patients to walk in without prior appointment make them an attractive alternative to general practice for patients seeking eligible for flu vaccination. This eligible groups covered in this service includes the following:

- All people aged 65 years or over.
- People aged from 18 years to less than 65 years of age in specified clinical risk groups which includes among others diabetes, chronic heart disease, chronic kidney disease, chronic liver disease, pregnant women.
- People who are 18 or over and living in long-stay residential care homes or other long-stay care facilities (not including prisons, young offender's institutions, or university halls of residence).
- People aged 18 or over in receipt of a carer's allowance or those who are the primary carer of an elderly or disabled person.

- Please who are 18 or over and close contacts of immunocompromised people.
- All frontline social care staff without an employer-led occupational scheme, including those employed by:
 - A registered residential care or nursing home.
 - A registered domiciliary care provider.
 - A voluntary managed hospice provider.
 - Frontline workers employed through direct Payment (personal budgets) and/or Personal Health Budgets to deliver domiciliary care to patients and service users, such as personal assistants.

7.64 51 out of 58 pharmacies in Bromley provide flu vaccination advanced service, with 41 additional pharmacies within one mile of its boundary that provide the service as can be seen in Figure 7.13 below and Table 7.8 below.

Figure 7.13: Distribution of community pharmacies that provide flu vaccination service



Source: NHSBSA

Table 7.8: Number of pharmacies in Bromley by ward that provide the flu vaccination service

Ward	Number of pharmacies
Orpington	5
Kelsey & Eden Park	5
Petts Wood & Knoll	4
Bromley Town	4
West Wickham	3
St Mary Cray	3
Penge & Cator	3
Hayes & Coney Hall	3
Chislehurst	3
Beckenham Town & Copers Cope	3
St Paul's Cray	2
Plaistow	2
Farnborough & Crofton	2
Biggin Hill	2
Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1

Crystal Palace & Anerley	1
Chelsfield	1
Bromley Common & Holwood	1
Total	51

Source: NHSBSA

Pharmacy Contraceptive Service (PCS)

7.65 The Pharmacy Contraceptive Service began in April 2023 to allow for continued supply of oral contraception from community pharmacies and from 1st December 2023 included both initiation and on-going supply of oral contraceptives. The aim of this service is to offer greater choice and access to those considering starting or continuing their current form of oral contraception. This forms part of the Community Pharmacy Contractual framework (CPCF) and seeks to reduce the pressure on GPs and sexual health clinics. The service allows for self-referral as well as referral by general practice, sexual health clinics and other NHS service providers such as NHS 111 to a participating pharmacy.

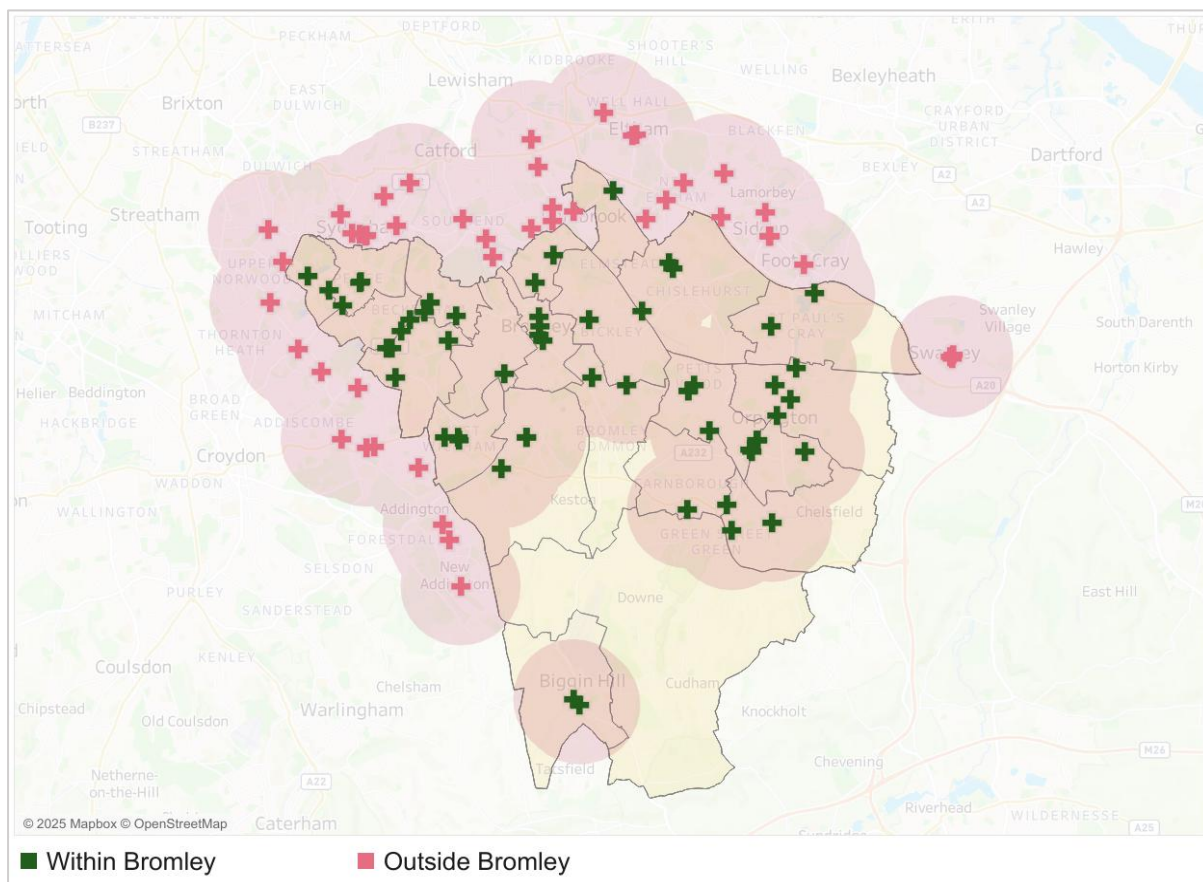
7.66 The service involves trained community pharmacists either initiating oral contraceptives or providing on-going supply under the patient group directions.

- Initiation: This includes commencement of oral contraception for the first time in patients who wish to start oral contraceptives, needs to restart oral contraceptives following a pill free break or when a person is being switched to an alternative pill following consultation.
- Ongoing supply: This focuses on ongoing management and supply of oral contraceptives for patients previously initiated by another provider for instance a General Practitioner or sexual health clinic.

7.67 Pharmacies are required to respond to anyone requesting the Pharmacy Contraceptive service as soon as is reasonably possible. However, in the case where the pharmacy is unable to offer a consultation service within the time needed to meet the person’s contraception needs, they should be signposted to an alternative pharmacy or other service for a consultation

7.68 55 out of the 58 pharmacies in Bromley provide the pharmacy contraceptive service. An additional 46 pharmacies within one mile of Bromley’s boundaries provide the pharmacy contraceptive service. This is shown in figure 7.14 and table 7.9 below.

Figure 7.14: Distribution of community pharmacies that provide Pharmacy Contraceptive Service



Source: NHSBSA

Table 7.9: Number of pharmacies by ward in Bromley that provide the Pharmacy Contraceptive Service

Ward	Number of pharmacies
Kelsey & Eden Park	6
Orpington	5
St Mary Cray	4
Petts Wood & Knoll	4
Penge & Cator	4
Bromley Town	4
West Wickham	3
Hayes & Coney Hall	3
Chislehurst	3
Beckenham Town & Copers Cope	3
St Paul's Cray	2
Plaistow	2
Farnborough & Crofton	2
Chelsfield	2
Biggin Hill	2
Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1

Crystal Palace & Anerley	1
Bromley Common & Holwood	1
Total	55

Source: NHSBSA

Hypertension Case-Finding Service

7.69 This is commonly referred to as the NHS Blood Pressure Check Service in public-facing communications. This was commissioned as an advanced service from 1st October 2021 with only registered pharmacy professionals (pharmacists and pharmacy technicians) being allowed to provide the service. However, this was extended from the 1st December 2023 to allow other suitably trained and competent staff to provide the service.

7.70 This service provides an opportunity to promote healthy behaviours to patients and it is aimed at early detection of hypertension and reduction of the risks of associated medical conditions such as stroke and heart diseases through early intervention.

7.71 This service is part of the NHS long term plan that emphasises preventive healthcare strategies and demonstrates the NHS commitment to reducing morbidity and mortality due to cardiovascular diseases.

7.72 The service operates in two stages:

Stage 1: Blood pressure screening

7.73 This involves identifying people aged 40 years or older, or at the discretion of the Pharmacy staff, people under the age of 40, with high blood pressure (who do not have a current diagnosis of hypertension) and to refer them to general practice to confirm diagnosis and for appropriate management.

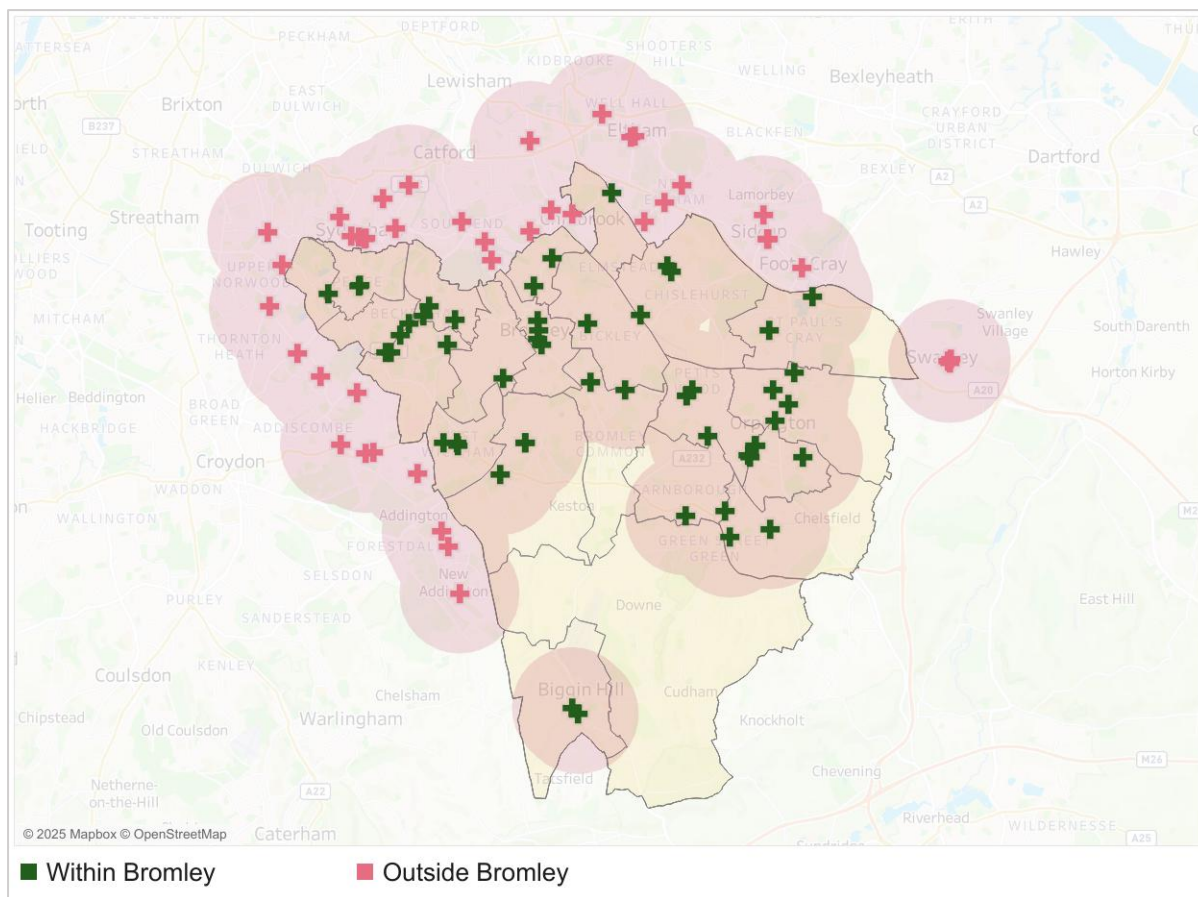
Stage 2: Ambulatory Blood Pressure Monitoring (ABPM)

7.74 Patients with an initial high reading undergo 24-hour ABPM to confirm diagnosis as this provides comprehensive assessment by measuring blood pressure at intervals over the day and night. The results are shared with GPs to ensure seamless patient care.

7.75 As part of the NHS Hypertension Case-Finding Service, GPs can request community pharmacies to undertake ad hoc clinic and ambulatory blood pressure measurements for people with or without a diagnosis of hypertension where this has been agreed locally.

7.76 52 out of 58 pharmacies in Bromley provide the Hypertension Case-Finding Service together with 42 other pharmacies within one mile of Bromley’s boundaries as can be seen in figure 7.15 and table 7.10 below.

Figure 7.15: Distribution of community pharmacies that provide the Hypertension Case-Finding Service



Source: NHSBSA

Table 7.10: Number of pharmacies by ward in Bromley that provide the Hypertension Case-Finding Service

Ward	Number of pharmacies
Orpington	5
Kelsey & Eden Park	5
St Mary Cray	4
Petts Wood & Knoll	4
Bromley Town	4
West Wickham	3
Penge & Cator	3
Hayes & Coney Hall	3
Chislehurst	3
Beckenham Town & Copers Cope	3
St Paul's Cray	2
Plaiستow	2
Farnborough & Crofton	2

Chelsfield	2
Biggin Hill	2
Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1
Bromley Common & Holwood	1
Total	52

Source: NHSBSA

Smoking Cessation Service (SCS)

7.77 The smoking cessation service was commissioned as an advanced service from 10th March 2022. It is an initiative designed to support individuals who want to quit smoking by offering accessible, evidence-based help through community pharmacies. It forms part of the NHS long term plan of making England a smoke-free society by supporting people in contact with NHS services to quit based on an established smoking cessation model, consequently reducing smoking rates, tackling smoking-related illnesses, reducing morbidity and mortality from smoking and reducing inequalities associated with higher rates of smoking. This service is open to adults referred from hospital settings under the NHS Tobacco Dependency Treatment Programme as well as patients identified during routine pharmacy consultations.

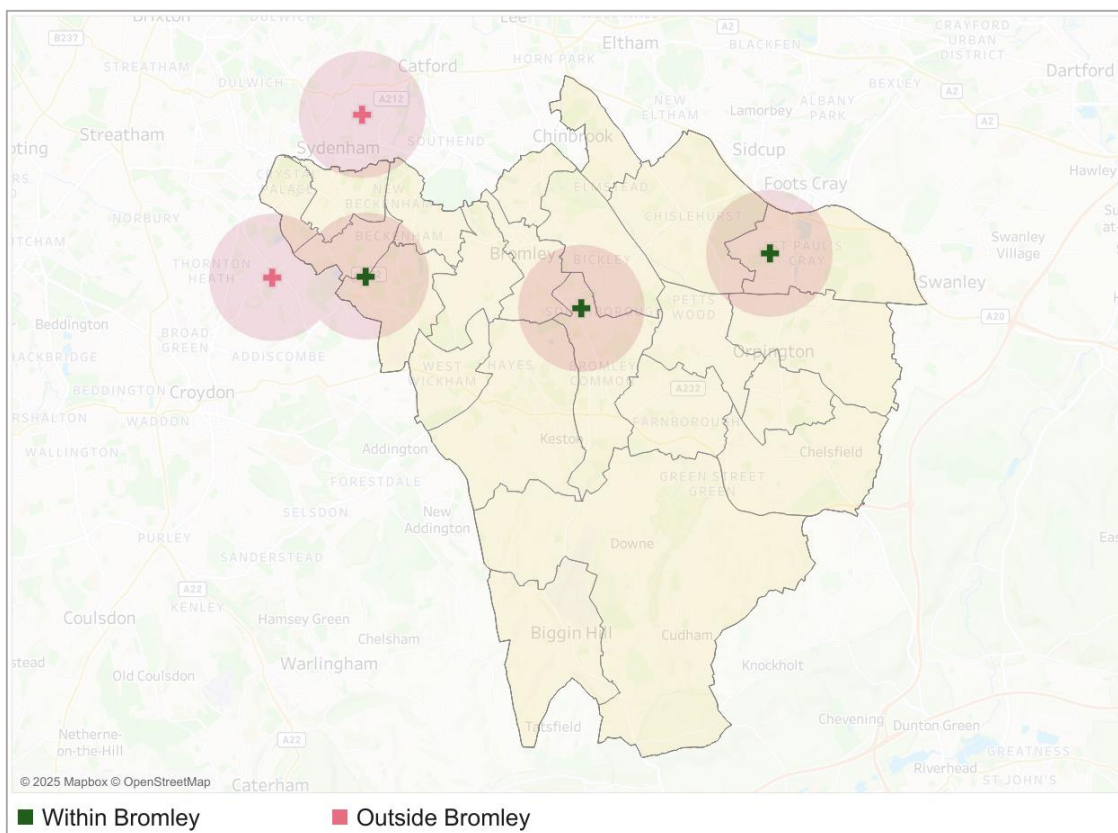
7.78 Currently, only pharmacists and pharmacy technicians can provide this service.

7.79 To provide the service pharmacists and pharmacy technicians must have:

- Read and understood the operational processes to provide the SCS as described in the service specification;
- Successfully completed the following National Centre for Smoking Cessation and Training (NCSCT) courses and satisfactorily passed the assessments (where applicable):
 - Stop Smoking Practitioner training and certification.
 - Mental health and smoking cessation course.
 - Pregnancy and smoking cessation course; and
 - E-cigarettes: a guide for healthcare professionals course.
- Have read the NCSCT Standard Treatment Programme (STP), which will be used to support consultations.

- 7.80 Pharmacists and pharmacy technicians are also required to be aware of the availability of locally commissioned services that they can sign post patients to where applicable as well as support helplines or groups that they can inform patients about.
- 7.81 As part of the service requirements for this service, pharmacies are required to have a consultation room with IT equipment accessible within the room to allow for contemporaneous documentation of the consultations provided as part of this service. This means that pharmacies that have agreement with NHS England that their pharmacy is too small for a consultation room and pharmacies (including distance selling pharmacies) that do not have a consultation room are not able to provide this service solely on a remote basis.
- 7.82 Three pharmacies within Bromley (Lotus Pharmacy on Croydon Road; Wallace Pring on Chatterton Road and Cray Hill Chemist on Cotmandene Crescent) offer the stop smoking service. Two other pharmacies within one mile of the boundaries of Bromley also provide the Stop smoking service. This is shown in Figure 7.16 below.

Figure 7.16: Distribution of community pharmacies that provide the Smoking Cessation Service



Source: NHSBSA

Appliance Use Reviews (AUR) Service

7.83 The Appliance Use Review (AUR) service was the second Advanced Service introduced into the NHS Community Pharmacy Contractual Framework. It is offered by community pharmacies and Dispensing Appliance Contractors (DACs) who meet NHS requirements, including appropriate training and resources. It is designed to support patients using certain prescribed medical appliances by improving their understanding and use of the appliances, improving health outcomes and reducing waste. This is achieved through the following:

- 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.

7.84 AURs can be conducted by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. Where it is clinically appropriate and with the consent of the patient, this can be provided by telephone or video consultation. However, such consultations must be done in a way that maintains patient's confidentiality by ensuring is not overheard by others (except by someone whom the patient wants to hear the conversation such as a Carer).

7.85 Patients using prescribed medical appliances such as stoma appliances (such as colostomy or ileostomy bags), incontinence appliances (such as catheters and urine drainage bags) and wound care products can access this service. These patients are often identified during regular prescription dispensing or referred by healthcare professionals. AUR is appropriate for new appliance users as it helps to provide initial education on the appliance, when a patient reports issues such as discomfort or difficulty in using the appliance and as part of routine review to ensure continued appropriate use.

7.86 No pharmacies within Bromley indicated providing the service. However, AURs can also be provided by prescribing health and social care providers.

Stoma Appliance Customisation (SAC) Service

- 7.87 The Stoma Appliance Customisation Service was introduced in April 2010. It is an advanced service offered by community pharmacies and DACs to ensure proper use and comfortable fitting of stoma appliances and to improve their duration of usage, thereby reducing waste. It is provided by suitably trained and qualified persons and involves customisation of multiple stoma appliances based on the patient's measurements or a template. Eligible appliances are listed in the Part IXC of the Drug Tariff and include stoma pouches, bags and associated accessories such as closures, covers and adhesive discs among others.
- 7.88 If on the presentation of a prescription, the community pharmacy owner is unable to provide the service because the provision of the appliance or its customisation is not within the pharmacists' normal course of business, the prescription must be referred to another pharmacy owner or appliance provider with the consent of the patient. In the case, the patient refuses to consent, the contact details of at least two pharmacies or suppliers of appliances who can provide the stoma appliance customisation service must be provided to the patient if contact details are known to the pharmacist. If the contact details are unknown to the pharmacist, the local NHS England team may provide this information, or it can be established by the pharmacist.
- 7.89 The service should usually be provided in an area within the pharmacy that meets the following criteria specified by the NHS:
- An area within the pharmacy that is distinct from the public area.
 - Clearly designated as a private area whilst the service is being provided.
 - Suitable and designated for the retention of the appropriate equipment for customisation.
 - Suitable and designated for modification of the appliances.
 - Suitable for the volume of customisation being undertaken at any given time.
- 7.90 Where the pharmacy owner carries out customisation at other premises outside the pharmacy, such premises must comply with the above specified criteria and the pharmacy owner must have procedures that ensure co-operation with inspection and review of the premises where the service is provided by the local NHS England team.

7.91 Except in exceptional circumstances such as illness, a three-months' notice is required to be given to NHS England and NHSBSA should a pharmacy owner want to cease providing the service.

7.92 Though no pharmacies indicated they provided this service in the previous year, Bromley 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 the borough.

Lateral Flow Device Tests Supply Service

7.93 This was commissioned as an advanced service from 6th November 2023. It was announced in March 2024 that, it will continue to be commissioned in 2024/2025, and the eligibility criteria was expanded to include additional patient groups. This service involves distribution and availability of rapid antigen tests used to detect COVID-19 and allow eligible patients or their representatives to walk into any participating community pharmacy to collect one box of 5 LFD tests. The full list of the patient groups eligible for this service is contained in the NICE Guidance and include adults with risk factors for progression to severe COVID-19 as defined by the Independent advisory group commissioned by the Department of Health and Social Care. For instance, those with Down's syndrome and other genetic disorders, Cancer, Renal diseases, Liver diseases, respiratory diseases such as asthma and COPD and neurological diseases to name a few.

7.94 From 1st April 2024, the following additional patient groups became eligible for the LFD service:

- People aged 85 years and over.
- People with end-stage heart failure who have a long-term ventricular assistance device.
- People on the organ transplant waiting list.
- People resident in a care home who are aged 70 years and over.
- People resident in a care home who have a BMI of 35 kg/m² or more.
- People resident in a care home who have diabetes.
- People resident in a care home who have heart failure.

- People currently in a hospital who are aged 70 years and over.
- People currently in a hospital who have a BMI of 35 kg/m² or more.
- People currently in a hospital who have diabetes.
- People currently in a hospital who have heart failure.

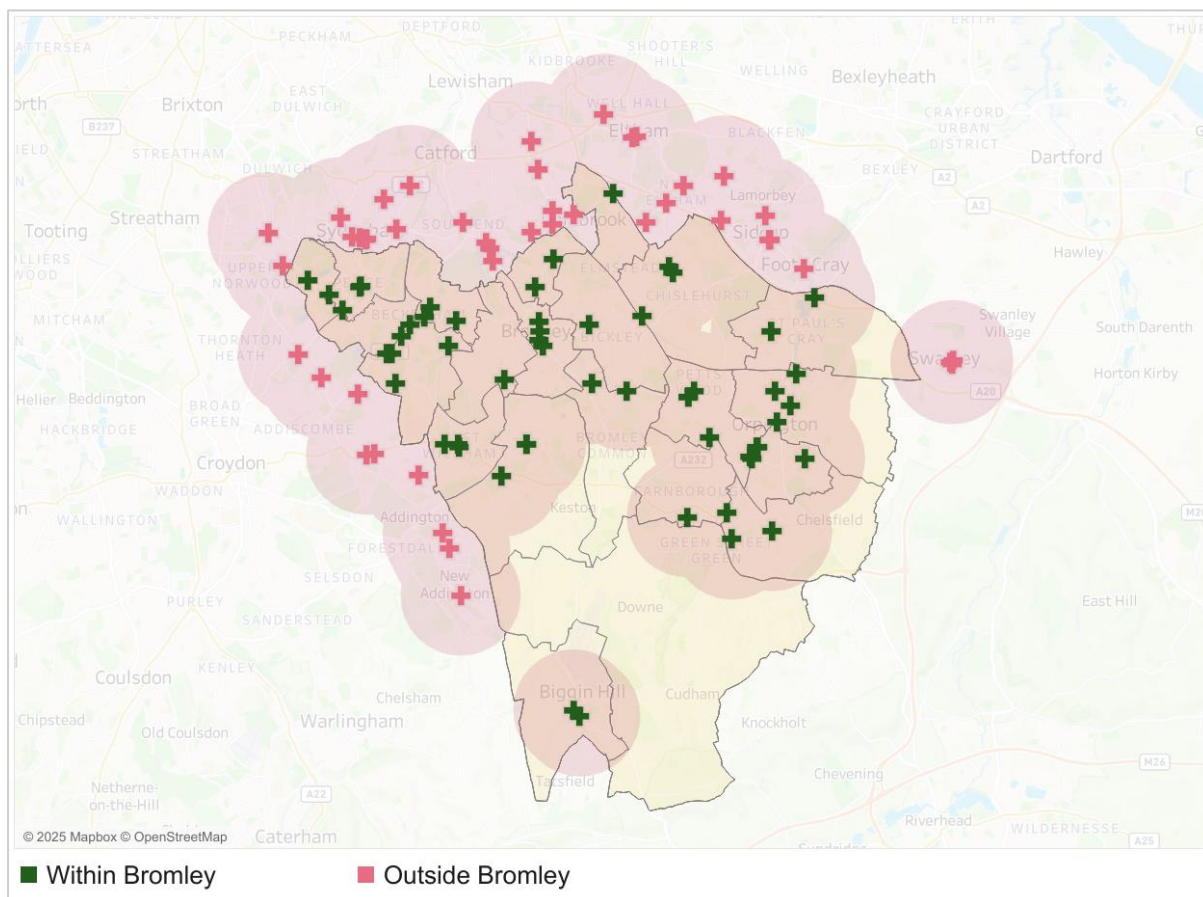
7.95 Before providing the service to patients, the pharmacy owner must confirm eligibility for supply of LFD tests through either of the following ways:

- Seeing the patient's NHS letter which confirms eligibility. However, not all patients will have been sent a letter.
- Establishing that the patient qualifies under any of the pre-specified conditions or by age through having a discussion with the patient or their representative about the patient and their medical history, reviewing of the PMR or the National Care Records Service (NCRS) and then using their clinical judgement.
- Referring to the pharmacy's clinical records for the service, where the pharmacy has previously seen and made a record of having seen a copy of the patient's NHS letter confirming eligibility or has previously had a discussion with the patient or their representative which confirmed their eligibility, and this was documented.

7.96 The NHS website has a service finder through which the public and other health care professionals can find pharmacies that provide this service. If a pharmacy owner wishes to withdraw from providing this service, they must notify the NHS England about their decision to cease providing the service via the Manage Your Service (MYS) portal, giving at least 30-days' notice.

7.97 55 out of the 58 pharmacies in Bromley provide the Lateral Flow Device Tests Supply Service. This is in addition to 45 other pharmacies within one mile of its boundaries that provide the Lateral Flow Device Tests Supply Service as can be seen in Figure 7.17 and table 7.11 below.

Figure 7.17: Distribution of community pharmacies that provide the Lateral Flow Device Tests Supply Service



Source: NHSBSA

Table 7.11: Number of pharmacies in Bromley by ward that provide the Lateral Flow Device Tests Supply Service

Ward	Number of pharmacies
Kelsey & Eden Park	6
Orpington	5
St Mary Cray	4
Petts Wood & Knoll	4
Penge & Cator	4
Bromley Town	4
West Wickham	3
Hayes & Coney Hall	3
Chislehurst	3
Beckenham Town & Copers Cope	3
St Paul's Cray	2
Plaistow	2
Farnborough & Crofton	2
Chelsfield	2
Biggin Hill	2

Bickley & Sundridge	2
Shortlands & Park Langley	1
Mottingham	1
Crystal Palace & Anerley	1
Bromley Common & Holwood	1
Total	55

Source: NHSBSA

Enhanced pharmacy services

7.98 NHSE and the DOPS Commissioning hub for the London ICBs currently commission locally enhanced services in the London region.

7.99 The enhanced services include:

- London Flu and COVID-19 vaccination service.
- Bank Holiday Rota.
- MMR Vaccination Service
- Covid-19 Oral Medicine Supply Service

London Flu and COVID-19 vaccination service

7.100 This service is commissioned by NHSE&I London Region to enhance the delivery of flu vaccination coverage already delivered by the advanced Flu Vaccination Service. Any pharmacy in London can choose to deliver this service. They may also offer covid vaccination as well as the pneumococcal vaccination to eligible cohorts and MenACWY to 18–24-year-olds living permanently or temporarily in London.

7.101 The aims of the service are to:

- Sustain and maximise uptake of flu vaccine (and Covid-19 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.
- Include provision of flu vaccinations to a wider patient group, including carers, asylum seekers, the homeless and children from 2 to 18 years.

7.102 Flu and Covid vaccinations are offered at 23 community pharmacies in Bromley as listed below

Table 7.12: Community pharmacies in Bromley that offer the flu and Covid vaccination service

Pharmacy Name	Address
Pyramid Pharmacy	4-5 Colman House, Penge High Street, SE20 7EX
Macks Pharmacy	161 High Street, Penge, SE20 7DS
Akasi Pharmacy	15 Bromley Road, BR3 5NT
Lakewood Pharmacy	108 High Street, BR4 0ND
Westchem Pharmacy	89 Station Road, BR4 0PX
Scotts Pharmacy	7 High Street, BR1 1LF
Blackwells Chemists	245 Croydon Road, BR3 3PS
Ponds Pharmacy	59 High Street, BR7 5AF
Touchwood Pharmacy	84A London Lane, BR1 4HE
Caxton Pharmacy	3 Widmore Road, BR1 1RL
Biggin Hill Pharmacy	3 Roundway, TN16 3XZ
Day Lewis Pharmacy (Widmore)	195 Widmore Road, BR1 2RG
Wallace Pring Bromley (Paydens)	40 Chatterton Road, BR2 9QE
Chislehurst Pharmacy	59 Chislehurst Road, BR7 5NP
Farrant's Pharmacy	13 Station Square, BR5 1LY
Petts Wood Pharmacy	83 Queensway, BR5 1DQ
Crofton Pharmacy	1 Place Farm Avenue, BR6 8DG
Village Pharmacy	131 High Street, BR6 7AZ
Osbon Pharmacy (Farncray)	330 High Street, BR6 0NQ
Priory Pharmacy	8 Carlton Parade, BR6 0JB
Osbon Pharmacy (St Mary Cray)	55 High Street, St Mary Cray, BR5 3NJ
Eldred Drive Pharmacy	25 Eldred Drive, BR5 4PE
Orpington Pharmacy	34 Marion Crescent, BR5 2D

Source: Bromley Healthcare

Bank Holiday Rota

7.103 During bank holidays in London, pharmacies operate a rota system to ensure continuous service. For instance, over Christmas and New year holidays, specific pharmacies in London are scheduled to be open on designated days and times.

7.104 Two pharmacies in Bromley (Petts Wood pharmacy and Boots, 234 High Street, Bromley) were part of London's Bank Holiday Rota. In addition to the scheduled pharmacies, which must remain open, any other pharmacies that wish to remain open over the bank holidays can also remain open.

MMR Vaccination Service

7.105 The MMR vaccination service by community pharmacy contractors was commissioned in response to UK Health Security Agency declaring a national incident over rising cases of measles. Pharmacy contractors who wish to provide the service must meet the service specifications and comply with all guidance published by the Commissioner relating to delivery of local vaccination services in community settings. The Contractor shall provide the service from the commencement date (1st July 2024) to the End date (30th June 2025), unless specified requirements for an earlier termination date are met and agreed. The MMR patient group direction details the inclusion and exclusion criteria for this service which includes pregnant women and anyone that the MMR vaccine is contraindicated.

7.106 The aims of this service include:

- To administer MMR vaccines as recommended by the Joint Committee on Vaccination and Immunisation (JCVI) in the Green book and MMR PGD.
- Increase opportunities for patients to receive MMR vaccinations in a range of settings.
- Maximise uptake of MMR vaccine by patients by providing vaccination services from pharmacy contractors where a need is identified by the commissioner.

7.107 The following group of people are eligible for the MMR vaccination service:

- Those who are resident and/or registered with a GP practice in the London region, those who are resident in the London region and not registered with a GP practice.
- Individuals who are aged 5 years to 19yrs+364 days and having made reasonable attempts to check immunisation status via the London CHIS and/or the patient's SCR (Immunisations tab), in the reasonable opinion of the Pharmacy Contractor the Patient would not otherwise receive a vaccination.

7.108 The Pharmacy Contractor must:

- Ensure that the delivery of the vaccination services is accessible, appropriate and sensitive to the needs of all patients.

- Ensure every effort is made to access the Patients vaccination record via the London CHIS and/or the Summary Care Record (Immunisation tab) to establish eligibility for any outstanding MMR1 and or MMR 2 vaccines.
- Ensure that vaccinations are provided in line with the PGD and the Green Book.
- Have a process in place to check any updates to the Green Book.
- Only administer MMR vaccine to patients under the provisions of this Enhanced Service.

7.109 Unless there is a documented or reliable verbal vaccine history, individuals should be assumed to be unimmunised and a full course of immunisations planned.

7.110 Where a patient meets the eligibility requirement and is vaccinated, the contractor must notify the patient's GP and the London CHIS via the SONAR POC system that the patient has received vaccination.

7.111 In line with the age cohorts and service specifications, on commissioner request and dependent on changes to current regulations, there may be a requirement to support a response to outbreaks.

7.112 At the time of drafting this PNA, data on the number of pharmacies providing MMR vaccination was not available

COVID-19 Oral Medicine Supply Service

7.113 The aim of this Community Pharmacy service is prompt dispensing of prescriptions, patient counselling and delivery (if required) of the antiviral medication nirmatrelvir with ritonavir (Paxlovid®) for the treatment of COVID-19 for patients aged 18 and over by a selected number of community pharmacies across Northwest London that are signed up to provide the service.

7.114 Pharmacists and dispensary staff involved in the provision of the service are required to have relevant knowledge and training necessary to provide the service. This includes being aware of any updates to the national guidance regarding the treatment of COVID-19.

7.115 The pharmacy has a duty to offer support and advice to patients and their carers on the medication supplied to treat COVID-19 and to act as a point of contact for

patients during their course of treatment and liaise with the prescriber e.g. GP/ Primary Care Pharmacist as deemed appropriate.

- 7.116 The pharmacy is only authorised to supply the antiviral medication in the original pack on the provision of a prescription sent from the selected Northwest London CMDU provider via EPS or paper FP10 (exceptional cases on a private prescription from the primary care CMDU provider if the patient has been triaged by this service).
- 7.117 As part of the supply process, the patient will be asked by the Primary Care (COVID Medicines Delivery Unit) Provider their preferred pharmacy from those signed up to the Enhanced Service, and patients are encouraged to send a representative to collect the medication from the pharmacy. The EPS prescription will be sent to the pharmacy chosen by the patient or their representative. The patient's registered GP practice will also be notified of the prescription.
- 7.118 At the time of drafting this PNA, data on the number of pharmacies providing the COVID-19 oral medicine supply service was not available

Chapter 8 - Other NHS services

8.1 This chapter looks at services that are part of the health service, that though not considered pharmaceutical services under the 2013 regulations, are considered to affect the need for pharmaceutical services.

Locally commissioned services

8.2 These are services commissioned by the London Borough of Bromley and NHS South East London ICB to fulfil a local population health and wellbeing need. These services reduce the need for pharmaceutical services.

8.3 The services are listed below:

- Tailored Dispensing.
- Sexual Health Services.
- Needle exchange Service.
- Supervised Consumption Service.

Tailored Dispensing Service

8.4 This is a healthcare initiative that was commissioned in 2018 and provided by community pharmacies in Bromley.

8.5 It aims to improve concordance for patients that are identified as non-compliant with their medicine regimen when self-administered, assist patients in managing their medications effectively, thereby promoting independence and improving clinical outcomes.

8.6 Patients are referred to the Tailored Dispensing Service by the Bromley Medicines Optimisation Service, which received referrals from GPs, hospitals, community services or other healthcare professionals who identify that a patient could benefit from tailored medication support.

8.7 Following a referral, the Tailored Dispensing Service provides services such as:

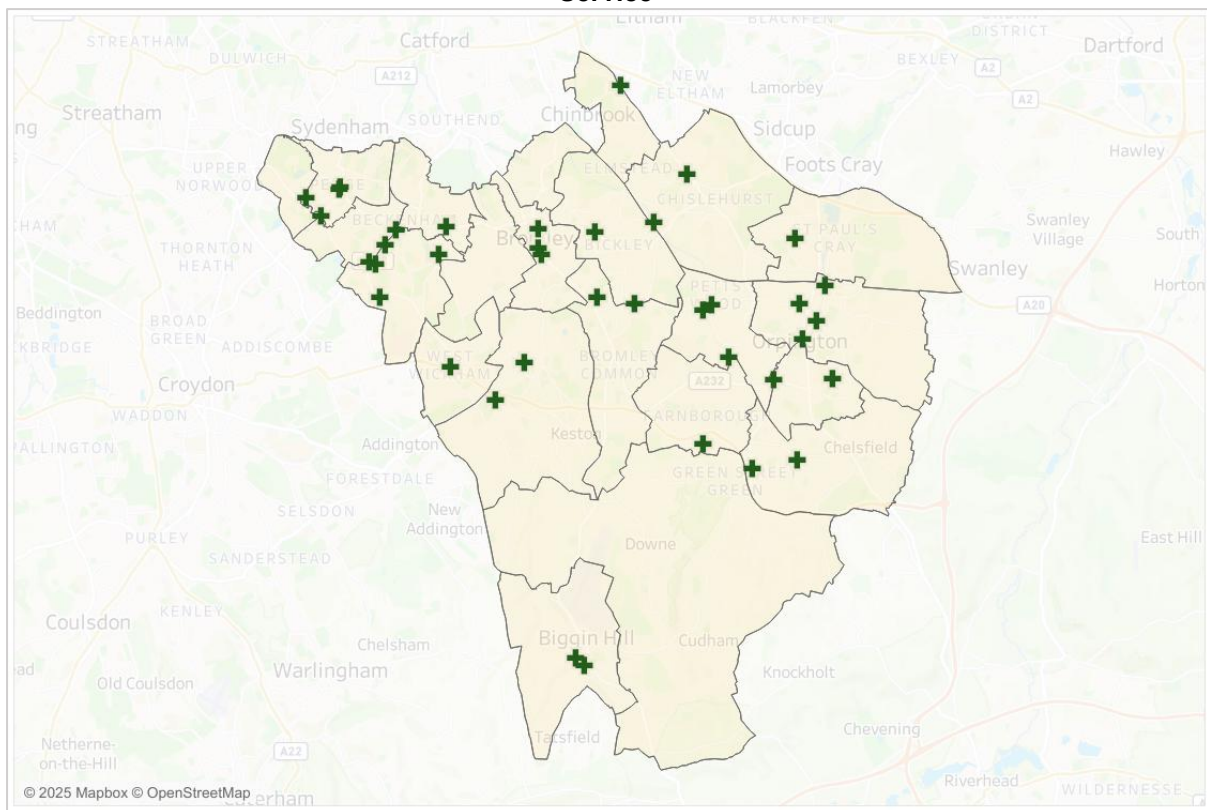
- Supporting patients in managing their medications to maintain independence.
- Enhancing patients' understanding of their medications to improve adherence.

- Conducting clinical medication reviews for patients with identified medication-related issues.
- Collaborating with other health and social care professionals to implement personalized interventions tailored to individual patient needs.
- Liaising with the patient to return any unused or no longer required medicines.

8.8 As part of this service, pharmacies provide appropriate auxiliary aids (i.e., compliance aids and medicine reminder systems) to support identified needs of patients to use their own medicines and they counsel patients on the use of such aids

8.9 38 community pharmacies in Bromley provide tailored dispensing services. They are shown in Figure 8.1 and Table 8.1.

Figure 8.1: Distribution of community pharmacies in Bromley that provide Tailored Dispensing Service



Source: Change Grow Live

Table 8.1: Community pharmacies in Bromley by ward that provide the Tailored Dispensing Service

Ward	Number of pharmacies
Kelsey & Eden Park	6
St Mary Cray	4
Penge & Cator	4

Petts Wood & Knoll	3
Bromley Town	3
Orpington	2
Hayes & Coney Hall	2
Chislehurst	2
Chelsfield	2
Biggin Hill	2
Bickley & Sundridge	2
West Wickham	1
St Paul's Cray	1
Mottingham	1
Farnborough & Crofton	1
Bromley Common & Holwood	1
Beckenham Town & Copers Cope	1
Total	38

Source: Change Grow Live

Sexual Health Services

8.10 Community pharmacies in Bromley also provide sexual health services for young people. These include:

- 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 16–24-year-olds.
- Condom distribution and registration to Pan-London C-Card condom distribution scheme for 13–24-year-olds.
- Provision of emergency hormonal contraception for free to young people age 25 and under.
- Signposting advice to existing core services and promotion of the www.sexualhealthbromley.co.uk website.

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

8.12 Nine community pharmacies in Bromley provide Sexual Health Service as listed below.

Table 8.2: Community pharmacies in Bromley that provide Sexual Health Service

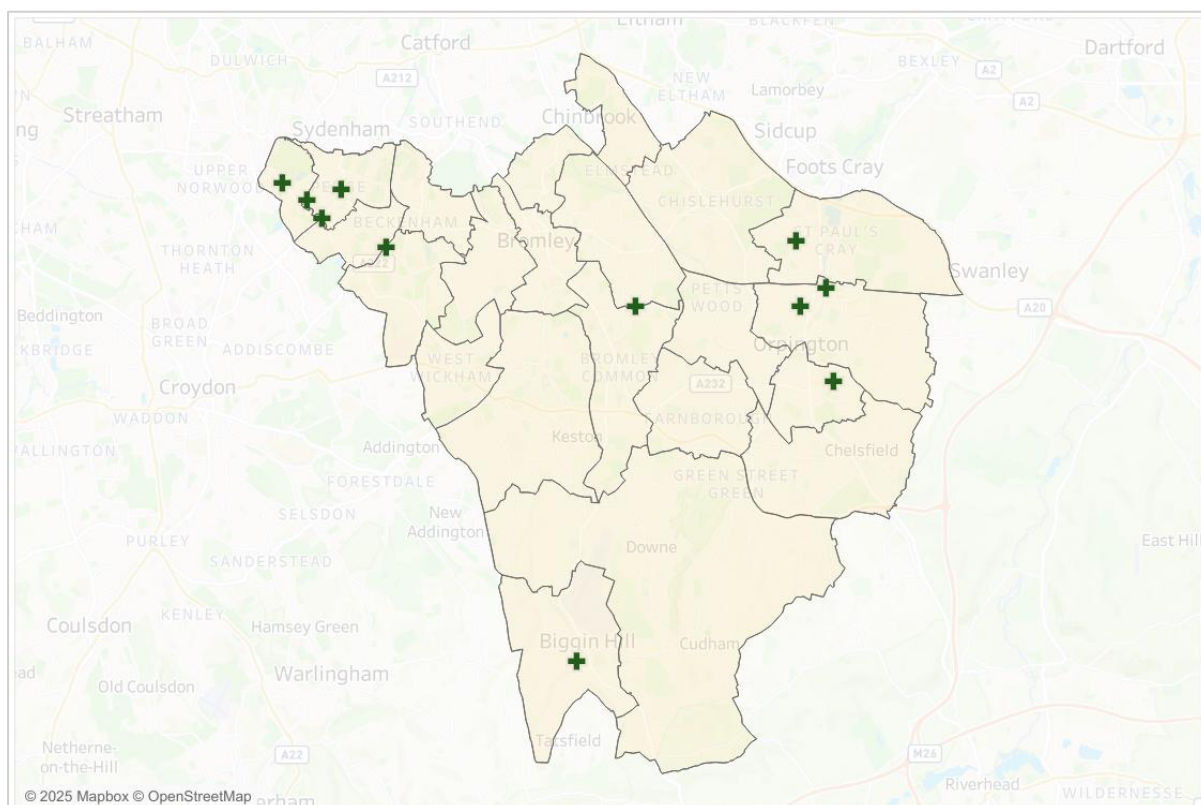
Pharmacy	Address	Ward
Day Lewis Pharmacy	195 Widmore Road, Bromley, Kent	Bickley & Sundridge
Coney Hall Pharmacy	5 Kingsway, Coney Hall, West Wickham, Kent	Hayes & Coney Hall
Pyramid Pharmacy	4-5 Colman House, Penge High Street, Penge, London	Penge & Cator
Osbon Pharmacy	55 High Street, St Mary Cray, Orpington, Kent	St Mary Cray
Superdrug Pharmacy	Superdrug Stores, 207-215 High Street, Orpington, Kent	Orpington
Crofton Pharmacy	1 Place Farm Avenue, Crofton Lane, Orpington, Kent	Petts Wood & Knoll
Blackwells Chemists	245 Croydon Road, Beckenham, Kent	Kelsey & Eden Park
Day Lewis Pharmacy	5 Station Approach, Hayes, Bromley, Kent	Hayes & Coney Hall
Day Lewis Pharmacy	The Surgery, Stock Hill, Biggin Hill, Kent	Biggin Hill

Source: London Borough of Bromley

Needle exchange service

- 8.13 The needle exchange service in Bromley 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.
- 8.14 Needle exchange services also aim 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.
- 8.15 The needle exchange service is available to all presenting adults (aged 18 and over) who are resident of Bromley, who require access to needles and other injecting paraphernalia in relation to illicit intravenous drug use. This includes patients presenting as users of performance-enhancing drugs (PEDs) (including anabolic steroids and growth hormones).
- 8.16 There are 11 community pharmacies in Bromley that offer Needle exchange service as shown in Figure 8.2 below.

Figure 8.2: Distribution of pharmacies that offer the needle exchange service



Source: Change Grow Live

Table 8.3: List of pharmacies that provide needle exchange services

Pharmacy	Address	Ward
Kamsons Pharmacy	Oaks Park Medical Centre, 17 Oakfield Road, Penge, London	Penge & Cator
Hamlet Pharmacy	45 Anerley Road, Upper Norwood, London	Crystal Palace & Anerley
Orpington Pharmacy	34 Marion Crescent, St Mary Cray, Orpington	St Mary Cray
Osbon Pharmacy	55 High Street, St Mary Cray, Orpington, Kent	St Mary Cray
Biggin Hill Pharmacy	3 Roundway, Biggin Hill, Kent	Biggin Hill
Eldred Drive Pharmacy	25 Eldred Drive, Ramsden Estate, Orpington, Kent	Orpington
Blackwells Chemists	245 Croydon Road, Beckenham, Kent	Kelsey & Eden Park
Macks Pharmacy	161 High Street, Penge, London	Penge & Cator
Gordon Davie Chemist Ltd	195 Southborough Lane, Bromley, Kent	Bickley & Sundridge

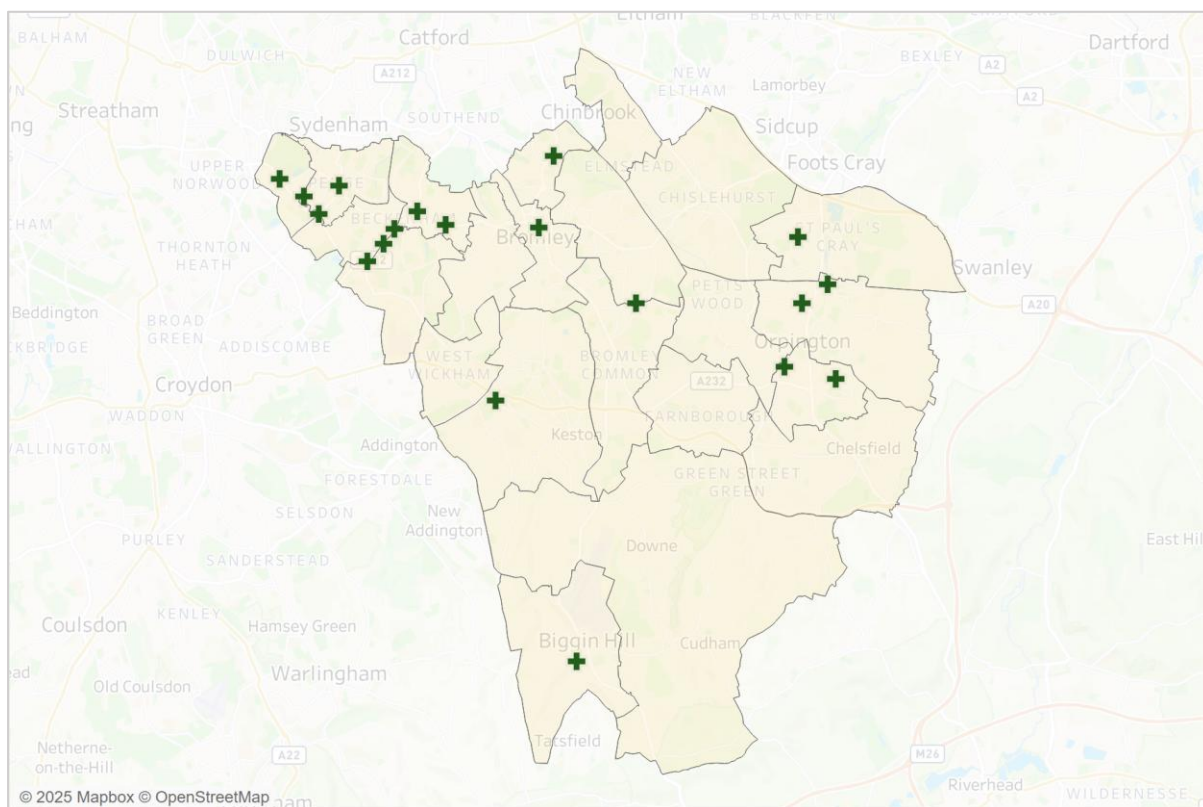
Cray Hill Chemist	88 Cotmandene Crescent, St Pauls Cray, Orpington, Kent	St Paul's Cray
United Pharmacy	5 The Parade, Croydon Road, Anerley, London	Penge & Cator

Source: Change Grow Live, 2025

Supervised Consumption Service

- 8.17 The London Borough of Bromley also commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency.
- 8.18 Supervised consumption of opioid substitution treatment 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.
- 8.19 This service involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy.
- 8.20 It is a medicines adherence service which aims to reduce the risk of harm to the client by over- or under-usage of drug treatment, reduce the risk of harm to the local community by the inappropriate use of prescribed medicines via the illicit drug market or accidental exposure to prescribed medicines.
- 8.21 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.
- 8.22 19 pharmacies offer the supervised consumption service in Bromley.

Figure 8.3: Distribution of pharmacies that offer supervised consumption services



Source: Change Grow Live

Table 8.4: List of pharmacies that offer supervised consumption services by ward

Ward	Number of pharmacies
Penge & Cator	3
Kelsey & Eden Park	3
St Mary Cray	2
Orpington	2
Beckenham Town & Copers Cope	2
St Paul's Cray	1
Plaistow	1
Hayes & Coney Hall	1
Crystal Palace & Anerley	1
Bromley Town	1
Biggin Hill	1
Bickley & Sundridge	1
Total	19

Source: Change Grow Live, 2025

Other prescribing centres

8.23 These are considered in the PNA as they have the potential to increase demand for pharmaceutical services.

Walk-in Centres

8.24 Bromley has the following walk-in centres where urgent medical care can be provided without an appointment.

- Princess Royal University Hospital located at Farnborough Common, Orpington
- Beckenham Beacon located at Croydon Road, Beckenham

GP extended access hubs

8.25 Extended Access offers bookable appointments for GP-led services later into the evening, at weekends and bank holidays. These appointments are available at a number of sites called “extended access hubs”.

8.26 Extended access hubs located in Bromley are listed below:

- Cator Medical Centre located at Croydon Road, Beckenham
- Crown Medical Centre located at Mackintosh Street, Bromley
- Poverest Road Medical Centre located at Poverest Road, Orpington

End of life services

8.27 End of life services can be obtained from the following providers in Bromley

- Croydon University Hospital located at London Road, Thornton Health
- St Christopher’s Hospice, with sites in Sydenham and Orpington (provides bereavement support and information on end-of-life care)
- Right at Home Bromley (this covers Beckenham, Chislehurst, Orpington, West Wickham and offers bespoke end-of-life care at home, including companionship, medical assistance, personal care and support for families)
- Helping Hands Bromley located at Walden Road, Chislehurst (Provides palliative care at home, focusing on comfort, pain management, and emotional support)

- Bromley Healthcare-Care at Home (Delivers personalized palliative care at home, including symptom management, oral care, and coordination with healthcare professionals)

Mental Health services

8.28 Bromley offers a variety of mental health services to support individuals facing mental health challenges:

- One Bromley Wellbeing Hub located at the Glades Shopping Centre
- Bromley Talking Therapies located at Croydon Road, Beckenham
- Community Mental Health Services located at Croydon Road, Penge
- Bromley Well located at Community House, South Street

Chapter 9 - Conclusions and statements

9.1 This PNA has considered the current provision of pharmaceutical services across the borough of Bromley and assessed whether it meets the needs of the population and whether there are any gaps in the provision of pharmaceutical services either now or within the lifetime of this document.

9.2 This chapter will summarise the conclusion of the provision of these services in Bromley with consideration of surrounding HWB area.

Current Provision

9.3 The Bromley PNA steering group has identified the following services as necessary to meet the need for pharmaceutical services:

- Essential services provided at all premises, including those though outside the Bromley HWB area, but which nevertheless contribute towards meeting the need for pharmaceutical services in the area.

9.4 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 PNA steering group has identified the following as Other Relevant Services:

- Adequate provision of advanced, enhanced, and locally commissioned services to meet the need of the local population, including premises which although outside the Bromley HWB area, but which nevertheless have secured improvements, or better access to pharmaceutical services in its area.

9.5 Preceding chapters of this document have set out the provisions of these services with reference to their locality, as well as identifying service by contractors outside the HWB area, as contributing towards meeting the need for pharmaceutical services in Bromley.

Current provision of necessary services

9.6 In assessing the provision of necessary services against the needs of the population, the PNA steering group 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 within the borough to pharmaceutical services, the following criteria were considered:

- Distance and travel time to pharmacies.
- Opening hours of pharmacies.
- Proximity of pharmacies to GP practices.
- Demographics of the population.
- Health needs of the population and patient groups with specific pharmaceutical service needs.

9.7 The above criteria were used to measure access in each of the localities within Bromley's HWB.

9.8 There are 1.7 community pharmacies per 10,000 residents in Bromley. This ratio aligns with the national average of 1.7 pharmacies per 10,000 residents.

9.9 Majority of the borough's population is within 1 mile of a pharmacy. Those outside a mile catchment (~4% of the borough population) are in areas with low population density. However, all residents are within a 20-minute commute of a pharmacy via public transport. All GP practices are also within 1 mile of a pharmacy.

9.10 Factoring in all of this, the residents of Bromley are well served in terms of the number and location of pharmacies.

Current provision necessary services during normal working hours

9.11 All pharmacies are open for at least 40 hours each week. There are 58 community pharmacies in the borough, and a further 49 within a mile of the border of Bromley, providing good access as determined in Chapter 7.

Based on the information available at the time of developing the PNA, no gaps were identified in the current provision of necessary services inside normal working hours in any of the localities.

Current provision of necessary services outside normal working hours

- 9.12 On weekdays, eight pharmacies in Bromley are open before 9am and four are open after 7pm. These are mapped out in Chapter 7 and show good coverage of services available on weekdays outside normal working hours.
- 9.13 Fifty-two of the borough's fifty-eight community pharmacies are open on Saturday while seven are open on Sunday. Considering these pharmacies and those in neighbouring boroughs, as shown in the maps in Chapter 7, there is adequate accessibility of pharmacies to residents on weekends.

Based on the information available at the time of developing the PNA, no gaps were identified in the current provision of necessary services outside normal working hours in any of the localities.

Current provision of other relevant services

Current provision of advanced pharmacy services

- 9.14 The following advanced services are currently available for provision by community pharmacies: Pharmacy First Service, New Medicine Service, Flu Vaccination Service, Pharmacy Contraception Service, Hypertension Case-finding Service, Smoking Cessation Service, Appliance Use Reviews, Stoma Appliance Customisation and Lateral Flow device tests supply service.
- 9.15 The Pharmacy First Service is provided by nearly all (56 out of 58) the pharmacies in the borough
- 9.16 NMS is widely available with all 56 pharmacies in the borough providing it.
- 9.17 Flu vaccinations are also widely provided, with 51 pharmacies in the borough offering them.
- 9.18 Fifty-two pharmacies provide the hypertension case-finding service.
- 9.19 Fifty-five pharmacies in Bromley offer the pharmacy contraception service.
- 9.20 Though NHSBSA data shows only three pharmacies in Bromley providing the Smoking Cessation Service, in the previous fiscal year, this service's dataset is known

to have data quality issues. Many of the pharmacies, through the area LPC, have indicated that they have capacity to provide the service.

- 9.21 Though no pharmacies in Bromley indicated providing the Appliance Use Review Service or Stoma Appliance Customisation Service, these services are widely available from other health providers such as district nurses and dispensing appliance contractors. Pharmacies have also indicated that they are willing to provide these services if called upon to do so.
- 9.22 The Lateral flow device test supply service is provided by nearly all (55 out of 58) pharmacies in Bromley
- 9.23 It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of Bromley.

Current provision of enhanced pharmacy services

- 9.24 There are currently four enhanced services commissioned by the London region of NHSE&I. These are the London flu and COVID-19 vaccination service (offered at 23 pharmacies); the Bank Holiday Rota Service (provided by two pharmacies)
- 9.25 At the time of drafting this PNA, data on the number of pharmacies providing MMR vaccination and the Covid-19 Oral medicine Supply Service was not available

Current provision of Locally Commissioned Services

- 9.26 These services are commissioned by the London Borough of Bromley and NHS South East London ICB. Pharmacies are commissioned to deliver these services to fulfil the specific health and wellbeing of the Bromley population. These services are the Tailored Dispensing Service, Sexual Health Services, Needle Exchange Service and the Supervised Consumption Service.
- 9.27 Thirty-eight community pharmacies in Bromley provide tailored dispensing services
- 9.28 Nine community pharmacies in Bromley provide Sexual Health Service.
- 9.29 Overall, there is very good availability of locally commissioned services in the borough.

Based on the information available at the time of developing the PNA, no gaps were identified in services that if provided would secure improvements and better access

to pharmaceutical services in general, or pharmaceutical services of a specific type in any of the localities.

Future Provision

9.30 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 provision of necessary services

Future provision of necessary services during normal working hours

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

9.32 The PNA is aware of the approval of a new pharmacy by Roshban Ltd to be located on Crofton Road, Orpington, to secure unforeseen benefits. This will increase access of residents in the Farnborough and Crofton ward.

9.33 The PNA is also aware of the approval of a new Distance Selling Pharmacy proposed to be located at Cray Road, Sidcup. However, this is not expected to impact accessibility, as DSPs are contractually required under the NHS Regulations to provide all essential services safely and effectively without face-to-face contact on the premises, and to make these services accessible to patients across England.

9.34 The PNA is aware of and has considered proposed changes in Bromley including commitment to building more houses which will result in population increase, with Bromley Town ward expected to have the largest population increase.

9.35 The analysis has considered these expected population changes. Bromley pharmacies have low dispensing numbers compared to the rest of the nation (5,886 items per month compared to 8,689 for the national average). This indicates that the pharmacies, including those around the new developments, have ample capacity to

cater for the additional pharmaceutical provision demands created by the expected population increase.

- 9.36 It is therefore concluded that pharmacy provision within Bromley is well placed to support these during the lifetime of the PNA.

Based on the information available at the time of developing this PNA, no gaps were identified in the future provision of necessary services during normal working hours in the lifetime of this PNA in any of the localities. The anticipated population increase is minimal and likely to be met by the pharmacies in the area, as indicated by the low dispensing numbers.

Future provision of necessary services outside normal working hours

- 9.37 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, no gaps were identified in the future provision of necessary services outside of normal working hours in the lifetime of this PNA in any of the localities.

Future provision of other relevant services

- 9.38 Through the LPC, local pharmacies have indicated that they have capacity to meet future increases in demand for advanced, enhanced and locally commissioned services.

- 9.39 The PNA analysis is satisfied that there is sufficient capacity to meet any increased demand of services.

Based on the information available at the time of developing this PNA, no future needs were identified for improvement and better access.

Appendix A – Bromley Pharmaceutical Needs Assessment 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 the last PNA under the Regulations in October 2022. 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. The Bromley PNA will be published by the Health and Wellbeing Board by the 1st October 2025.

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 Board.
- 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 ICB 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.
- 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 ICB.
- 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 representative.

- Senior Public Health Intelligence Analyst.
- Communications lead.
- LPC representative.
- ICB representative.
- LMC representative.
- Healthwatch (and/or other lay representation).
- Voluntary Sector Strategic Network.
- Healthy Dialogues.

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 1 mile of border

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FA767	Kamsons Pharmacy	Oaks Park Medical Centre, 17 Oakfield Road, Penge, London	SE20 8QA	Yes	No	Yes	No
Bromley	Community Pharmacy	FA819	Hamlet Pharmacy	45 Anerley Road, Upper Norwood, London	SE19 2AS	No	No	Yes	No
Bromley	Community Pharmacy	FAD85	Paydens Pharmacy	399-401 Croydon Road, Beckenham, Kent	BR3 3PR	No	Yes	Yes	Yes
Bromley	Community Pharmacy	FAH85	Boots	Unit B, 77-81 High Street, Bromley, Kentwallace	BR1 1JY	No	No	Yes	Yes
Bromley	Community Pharmacy	FC313	Mottingham Pharmacy (Jarman & Dixon)	71-73 Mottingham Road, London	SE9 4QZ	No	No	Yes	No
Bromley	Community Pharmacy	FC864	Boots	77 Queensway, Petts Wood, Orpington, Kent	BR5 1DQ	No	No	Yes	No
Bromley	Community Pharmacy	FC896	Chislehurst Pharmacy	59 Chislehurst Road, Chislehurst, Kent	BR7 5NP	No	No	Yes	No
Bromley	Community Pharmacy	FCM15	Lakewood Pharmacy Limited	108 High Street, West Wickham, Kent	BR4 0ND	No	No	No	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FD189	Tt Pharmacy	174 Croydon Road, , London	SE20 7YZ	No	No	No	No
Bromley	Community Pharmacy	FD505	Day Lewis Pharmacy	195 Widmore Road, Bromley, Kent	BR1 2RG	No	No	Yes	No
Bromley	Community Pharmacy	FDF35	Boots	216-220 High Street, Orpington, Kent	BR6 0LS	No	No	Yes	No
Bromley	Community Pharmacy	FDN35	Lotus Pharmacy	119 Croydon Road, Elmers End, Beckenham, Kent	BR3 3RA	No	No	No	No
Bromley	Community Pharmacy	FDX70	Boots	125 Burnt Ash Lane, Bromley, Kent	BR1 5AB	No	No	Yes	No
Bromley	Community Pharmacy	FE112	Beckenham Pharmacy	171-173 High Street, Beckenham, Kent	BR3 1AH	No	No	Yes	No
Bromley	Community Pharmacy	FE213	Pond Pharmacy	59 High Street, Chislehurst, Kent	BR7 5AF	No	No	Yes	No
Bromley	Community Pharmacy	FEW57	Priory Pharmacy	8 Carlton Parade, Orpington, Kent	BR6 0JB	No	No	Yes	No
Bromley	Community Pharmacy	FF346	Westchem Pharmacy	89 Station Road, West Wickham, Kent	BR4 0PX	No	No	Yes	No
Bromley	Community Pharmacy	FG099	Superdrug Pharmacy	190-192 High Street, Beckenham, Kent	BR3 1AY	Yes	No	Yes	No
Bromley	Community Pharmacy	FG145	Coney Hall Phcy	5 Kingsway, Coney Hall, West Wickham, Kent	BR4 9JB	No	No	Yes	No
Bromley	Community Pharmacy	FG763	Orpington Pharmacy	34 Marion Crescent, St Mary Cray, Orpington	BR5 2DD	Yes	No	Yes	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FGG04	Farrants(Excel Pharmacies)	13 Station Square, Petts Wood, Orpington, Kent	BR5 1LY	No	No	Yes	No
Bromley	Community Pharmacy	FJ028	Pyramid Pharmacy	4-5 Colman House, Penge High Street, Penge, London	SE20 7EX	No	No	Yes	No
Bromley	Community Pharmacy	FJ793	Osbon Pharmacy	55 High Street, St Mary Cray, Orpington, Kent	BR5 3NJ	No	No	Yes	No
Bromley	Community Pharmacy	FJK92	Superdrug Pharmacy	Superdrug Stores, 207-215 High Street, Orpington, Kent	BR6 0PF	No	No	Yes	No
Bromley	Community Pharmacy	FJV12	Rowlands Pharmacy	121 Westmoreland Road, Bromley, Kent	BR2 0TY	No	No	Yes	No
Bromley	Community Pharmacy	FJW74	Touchwood Pharmacy	84a London Lane, Bromley, Kent	BR1 4HE	No	No	No	No
Bromley	Community Pharmacy	FK018	Biggin Hill Pharmacy	3 Roundway, Biggin Hill, Kent	TN16 3XZ	No	No	Yes	No
Bromley	Community Pharmacy	FKE53	Caxton Pharmacy	3 Widmore Road, Bromley, Kent	BR1 1RL	No	No	Yes	No
Bromley	Community Pharmacy	FKG02	Boots	182 High Street, Beckenham, Kent	BR3 1EW	No	No	Yes	No
Bromley	Community Pharmacy	FKM27	Park Langley Pharmacy	90 Wickham Road, Park Langley, Beckenham, Kent	BR3 6QH	No	No	Yes	No
Bromley	Community Pharmacy	FKV60	Eldred Drive Pharmacy	25 Eldred Drive, Ramsden Estate, Orpington, Kent	BR5 4PE	No	No	Yes	No
Bromley	Community Pharmacy	FL057	Rowlands Pharmacy	10 Crescent Way, Sevenoaks Road, Orpington, Kent	BR6 9LP	No	No	Yes	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FM350	Boots	234 The Glades, Shopping Centre, High St, Bromley, Kent	BR1 1HD	Yes	No	Yes	Yes
Bromley	Community Pharmacy	FM963	Village Pharmacy	131 High Street, Farnborough Village, Farnborough, Kent	BR6 7AZ	No	No	Yes	No
Bromley	Community Pharmacy	FMK62	Stevens Chemist	5 High Street, Green Street Green, Orpington, Kent	BR6 6BG	No	No	Yes	No
Bromley	Community Pharmacy	FN052	Crofton Pharmacy	1 Place Farm Avenue, Crofton Lane, Orpington, Kent	BR6 8DG	No	No	Yes	No
Bromley	Community Pharmacy	FN448	Elmers Pharmacy	172 Upper Elmers End Road, Beckenham, Kent	BR3 3DY	No	No	Yes	No
Bromley	Community Pharmacy	FNX52	Chelsfield Pharmacy	13-15 Windsor Drive, Chelsfield, Orpington, Kent	BR6 6EY	No	No	Yes	No
Bromley	Community Pharmacy	FPA70	Beckenham Pharmacy	70 High Street, Beckenham, Kent	BR3 1ED	No	No	Yes	No
Bromley	Community Pharmacy	FPK91	Tesco Instore Pharmacy	Edgington Way, Sidcup, Kent	DA14 5BN	No	Yes	Yes	Yes
Bromley	Community Pharmacy	FQ399	Blackwells Chemists	245 Croydon Road, Beckenham, Kent	BR3 3PS	No	No	Yes	No
Bromley	Community Pharmacy	FQN66	Boots	90 Station Road, West Wickham, Kent	BR4 0PU	No	No	Yes	Yes
Bromley	Community Pharmacy	FR247	Petts Wood Pharmacy	83 Queensway, Petts Wood, Orpington, Kent	BR5 1DQ	Yes	Yes	Yes	Yes

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FR366	Silversands Ltd	Anglesea Hlthy Living Ctr, 1 Kent Rd, St Mary Cray, Orpington, Kent	BR5 4AD	Yes	No	Yes	No
Bromley	Community Pharmacy	FR570	Boots	15 Station Approach, Hayes, Bromley, Kent	BR2 7EQ	No	No	Yes	No
Bromley	Community Pharmacy	FRC25	Farncray Ltd	330 High Street, Orpington, Kent	BR6 0NQ	No	No	No	No
Bromley	Community Pharmacy	FRH46	Macks Pharmacy	161 High Street, Penge, London	SE20 7DS	No	No	Yes	No
Bromley	Community Pharmacy	FT602	Day Lewis Pharmacy	5 Station Approach, Hayes, Bromley, Kent	BR2 7EQ	No	No	Yes	No
Bromley	Community Pharmacy	FT918	Gordon Davie Chemist Ltd	195 Southborough Lane, Bromley, Kent	BR2 8AR	No	No	Yes	No
Bromley	Community Pharmacy	FTK32	Wallace Pring	40 Chatterton Road, Bromley, Kent	BR2 9QE	No	No	Yes	No
Bromley	Community Pharmacy	FTK80	Cray Hill Chemist	88 Cotmandene Crescent, St Pauls Cray, Orpington, Kent	BR5 2RG	No	No	Yes	No
Bromley	Community Pharmacy	FVF13	Williams Lm (Chislehurst) Ltd	89-93 High Street, Chislehurst, Kent	BR7 5AG	Yes	No	Yes	No
Bromley	Community Pharmacy	FVR97	Scotts Pharmacy	7 High Street, Bromley, Kent	BR1 1LF	No	No	Yes	No
Bromley	Community Pharmacy	FW698	Akasi Pharmacy	15 Bromley Road, Beckenham, Kent	BR3 5NT	No	No	Yes	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Bromley	Community Pharmacy	FWA21	Day Lewis Pharmacy	The Surgery, Stock Hill, Biggin Hill, Kent	TN16 3TJ	Yes	No	No	No
Bromley	Community Pharmacy	FX096	Tesco Instore Pharmacy	9 Augustus Lane, Orpington, Kent	BR6 0NH	No	Yes	Yes	Yes
Bromley	Community Pharmacy	FY725	Macks Pharmacy	2 Eden Park Avenue, Elmers End, Beckenham, Kent	BR3 3HN	No	No	Yes	No
Bromley	Community Pharmacy	FYA22	United Pharmacy	5 The Parade, Croydon Road, Anerley, London	SE20 7AA	No	No	Yes	No
Bexley	Community Pharmacy	FD537	Southcott Chemist	281 Main Road, Sidcup, Kent	DA14 6QL	No	No	Yes	No
Bexley	Community Pharmacy	FE434	Boots	56-58 Sidcup High Street, Sidcup, Kent	DA14 6EH	No	No	Yes	No
Bexley	Community Pharmacy	FFT84	Aspire Pharmacy	23 High Street, Sidcup, Bexley, Kent	DA14 6EQ	Yes	Yes	Yes	Yes
Bexley	Community Pharmacy	FLD66	Hollytree Pharmacy	2 Hollytree Parade, Sidcup Hill, Footscray, Sidcup, Kent	DA14 6JR	No	Yes	Yes	No
Bexley	Community Pharmacy	FMF67	Roadnight Chemists	88 Station Road, Sidcup, Kent	DA15 7DU	Yes	Yes	Yes	No
Bexley	Community Pharmacy	FQ835	St.Johns Pharmacy	16 High Street, Sidcup, Kent	DA14 6EH	No	No	Yes	No
Bexley	Community Pharmacy	FY261	Targett Chemist	172 Halfway Street, Sidcup, Kent	DA15 8DJ	No	No	Yes	No
Croydon	Community Pharmacy	FC506	Shirley Pharmacy	175 Shirley Road, Shirley, Croydon	CR0 8SS	No	No	Yes	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Croydon	Community Pharmacy	FF475	Greenchem Pharmacy	20 Bywood Avenue, Shirley, Croydon	CR0 7RA	No	No	Yes	No
Croydon	Community Pharmacy	FFD91	Zeefah Pharmacy	283 South Norwood Hill, South Norwood, London	SE25 6DP	No	No	No	No
Croydon	Community Pharmacy	FG587	Dougans Chemist	114 Headley Drive, New Addington, Croydon	CR0 0QF	No	No	Yes	No
Croydon	Community Pharmacy	FGG61	Mona Pharmacy	246 Wickham Road, West Wickham, Croydon, Surrey	CR0 8BJ	No	No	No	No
Croydon	Community Pharmacy	FGW16	Greenchem	15 Broom Road, Shirley, Croydon	CR0 8NG	No	No	Yes	No
Croydon	Community Pharmacy	FH167	Day Lewis Pharmacy	3 High Street, South Norwood, London	SE25 6EP	No	No	Yes	No
Croydon	Community Pharmacy	FJ040	Fieldway Pharmacy	3 Wayside, Fieldway, New Addington, Croydon	CR0 9DX	Yes	Yes	Yes	No
Croydon	Community Pharmacy	FMQ11	Aumex Pharmacy	43 Central Parade, New Addington, Croydon	CR0 0JD	Yes	No	Yes	No
Croydon	Community Pharmacy	FQH24	Fishers Enmore Pharmacy	1 Enmore Road, South Norwood, London	SE25 5NT	Yes	Yes	Yes	Yes
Croydon	Community Pharmacy	FWX40	McCoig Pharmacy	143 Wickham Road, Shirley, Croydon, Surrey	CR0 8TE	No	No	Yes	No
Greenwich	Community Pharmacy	FGV05	Rey Pharmacy	735 Sidcup Road, New Eltham, London	SE9 3SA	No	No	No	No
Greenwich	Community Pharmacy	FHC98	Well	27 Court Yard, Eltham, London	SE9 5PR	Yes	No	No	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Greenwich	Community Pharmacy	FJW12	Newmarket Pharmacy	13 Newmarket Green, Eltham, London	SE9 5ER	No	No	Yes	No
Greenwich	Community Pharmacy	FK062	Stevens Pharmacy	379 Footscray Road, New Eltham, London	SE9 2DR	No	No	Yes	No
Greenwich	Community Pharmacy	FL803	Well	2 The Mound, Mottingham, London	SE9 3AZ	No	No	Yes	No
Greenwich	Community Pharmacy	FPV87	Boots	96-104 Eltham High Street, Eltham, London	SE9 1BW	No	No	Yes	Yes
Greenwich	Community Pharmacy	FXE81	Eltham Pharmacy	560 Westhorne Avenue, Eltham, London	SE9 6DR	No	No	Yes	No
Lambeth	Community Pharmacy	FV373	Day Lewis Pharmacy	253 Gipsy Road, West Norwood, London	SE27 9QY	Yes	No	Yes	No
Lambeth	Community Pharmacy	FV887	Sefgrove Pharmacy	3-5 Westow Hill, London,	SE19 1TQ	No	No	Yes	No
Lewisham	Community Pharmacy	FA271	Boots	55 Sydenham Road, London	SE26 5EX	No	No	Yes	No
Lewisham	Community Pharmacy	FD184	Perfucare Pharmacy	136 Kirkdale, London	SE26 4BB	No	No	No	No
Lewisham	Community Pharmacy	FDK93	Harris Chemist	372 Baring Road, Grove Park, London	SE12 0EF	No	No	Yes	No
Lewisham	Community Pharmacy	FEJ80	Touchwood Pharmacy	264 Kirkdale, Sydenham, London	SE26 4RS	No	No	No	No
Lewisham	Community Pharmacy	FHL07	Touchwood Pharmacy	363 Sydenham Road, Sydenham, London	SE26 5SL	No	No	No	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Lewisham	Community Pharmacy	FJ566	Grove Park Pharmacy	344 Baring Road, Grove Park, London	SE12 0DU	No	No	Yes	Yes
Lewisham	Community Pharmacy	FJK64	Lee Pharmacy	19 Burnt Ash Hill, Lee, London	SE12 0AA	No	No	Yes	No
Lewisham	Community Pharmacy	FKW82	Touchwood Pharmacy	62 Sydenham Road, Sydenham, London	SE26 5QE	No	No	No	No
Lewisham	Community Pharmacy	FMG01	Day Lewis Pharmacy	467 Bromley Road, Downham, Bromley, Kent	BR1 4PH	No	No	Yes	No
Lewisham	Community Pharmacy	FML90	Duncans Chemist	24 Bromley Hill, Downham, Bromley, Kent	BR1 4JX	No	No	Yes	No
Lewisham	Community Pharmacy	FMT20	Gokul Chemist	53 Baring Road, Lee, London	SE12 0JS	No	No	Yes	No
Lewisham	Community Pharmacy	FPJ12	Brook Pharmacy	109 Chinbrook Road, Lewisham, London	SE12 9QL	No	No	Yes	No
Lewisham	Community Pharmacy	FQT14	Touchwood Pharmacy	9 St Georges Parade, Woolstone Road, London	SE6 4DT	No	No	No	No
Lewisham	Community Pharmacy	FT350	Perry Vale Pharmacy	Shop 1, 193 Perry Vale, Forest Hill, London	SE23 2JF	No	No	Yes	No
Lewisham	Community Pharmacy	FT872	Cambelle Chemist	83-85 Boundfield Road, Catford, London	SE6 1PH	No	No	Yes	No
Lewisham	Community Pharmacy	FTV69	Day Lewis Pharmacy	443 Downham Way, Downham, Bromley, Kent	BR1 5HS	No	No	Yes	No
Lewisham	Community Pharmacy	FVM72	Superdrug Pharmacy	73-77 Sydenham Road, Sydenham, London	SE26 5UA	No	No	Yes	No

Draft for consultation

HWB	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Lewisham	Community Pharmacy	FVQ67	Thames View Health Limited	481-483 Bromley Road, Downham, Bromley, Kent	BR1 4PQ	No	No	Yes	No
Lewisham	Community Pharmacy	FW715	Vantage Pharmacy	Health Ctr Annex Building, 108-114 Conisborough Cres, Catford, London	SE6 2SP	Yes	Yes	Yes	No
Sevenoaks	Community Pharmacy	FF547	Swanley Pharmacy	47 Swanley Centre, Swanley, Kent	BR8 7TQ	No	No	Yes	No
Sevenoaks	Community Pharmacy	FL923	Well	25 Swanley Centre, Swanley, Kent	BR8 7TG	Yes	No	Yes	No
Sevenoaks	Community Pharmacy	FM106	Asda Pharmacy	1 Alexander Grove, London Road, Swanley, Kent	BR8 7UN	No	Yes	Yes	Yes