

Southwark Pharmaceutical Needs Assessment 2025-2028

Consultation Draft (Appendices)

Appendices

Appendix 1. Southwark 2025 Pharmaceutical Needs Assessment pharmacy survey questions

Survey Section	Questions
Premises and contact details	Trading Name
	Site address
	Contact name of person completing questionnaire on behalf of the contractor
	Contact telephone number
Consultation facilities	Is your pharmacy accessible to wheelchairs? Yes, including consultation room Yes, not including consultation room No
	Where there is a consultation room, is it a closed room?
	Do patients attending for consultations have access to toilet facilities?
	Does the pharmacy have access to an off-site consultation area?
	Languages spoken (in addition to English).
Services	Does the pharmacy dispense appliances? <ul style="list-style-type: none"> Yes, all types Yes, excluding stoma appliances Yes, excluding incontinence appliances Yes, excluding stoma and incontinence appliances Yes, just dressings Other (specify) None
	Does the pharmacy provide any of the following? <ul style="list-style-type: none"> Collection of prescriptions from GP practices. Delivery of dispensed medicines – Selected patient groups Delivery of dispensed medicines – Selected areas Delivery of dispensed medicines – Free of charge on request Delivery of dispensed medicines – with charge Monitored Dosage Systems – Free of charge on request Monitored Dosage Systems – with charge If delivery to selected patient groups or areas please provide a list
	Is there a particular need for a locally commissioned service in your area? [If 'Yes'] What is the service requirement and why is it needed?

Organisational risks and support	Does the pharmacy have capacity to manage increases in demand for services with existing premises and staffing levels ? Yes No, but adjustments could be made to manage this No, there are insufficient premises and staffing capacity
	What organisational and/or personal risks or issues will affect your pharmacy's ability to offer continued services in future?
	What organisational support(s) would your pharmacy benefit from?

Appendix 2. Southwark 2025 Pharmaceutical Needs Assessment public and patient survey questions

Summary text:

Give your view on local pharmacies

Help identify the current and future need for pharmacy services in Southwark.

Give your view on local pharmacies

We want to understand your views on local pharmacy services. Your opinions are valuable because they help identify the current and future need for pharmacy services in Southwark.

Pharmacies can:

- provide over-the-counter medicines
- dispense medication that GPs prescribe
- offer health advice and information
- sometimes offer vaccinations

Your survey responses will help to shape Southwark's 'Pharmaceutical Needs Assessment'. This is a document that describes the population's needs for pharmacy services in a borough. The NHS use it when they consider applications to open new pharmacies across the UK.

How to take part?

We want to hear from people who live or work in Southwark or use a pharmacy in Southwark. This survey should take about 15 to 20 mins to complete. If you need a paper copy of the survey email publichealth@southwark.gov.uk

Enter the £50 prize draw

If you give your email address you can opt-in to a prize draw for a £50 voucher which you can spend in a variety of retailers or online.

Data protection

All responses will be handled anonymously and reported in a statistical way only.

Deadline for completing the survey

The survey closes at 11.59pm on 23 March 2025.

If you have questions about this survey, email publichealth@southwark.gov.uk

Survey section	Questions
General Questions	<p>Do you live or work in Southwark?</p> <ul style="list-style-type: none"> • I live in Southwark • I work in Southwark • I both live and work in Southwark • I don't live or work in Southwark, but I access pharmacy services in Southwark • I live or work in Southwark but I don't use a Southwark pharmacy
	<p>Do you have a regular or preferred local pharmacy in Southwark?</p> <ul style="list-style-type: none"> • Yes • No • Prefer to use online pharmacy • Use a mixture of online and in person • Other <p>[If 'Other'] Please explain in the box below.</p>
	<p>[If living or working in Southwark but not using a Southwark pharmacy] Why don't you use a pharmacy in Southwark?</p> <p>Not close to where I work or live</p> <p>No on-site parking</p> <p>No disabled/pushchair access</p> <p>Not near my local GP surgery</p> <p>Does not collect my prescriptions from my GP surgery</p> <p>It is not in the supermarket I use</p> <p>Specific service(s) I want are not offered</p> <p>Opening hours do not suit me</p> <p>Waiting time for prescriptions is too long</p> <p>Staff are not friendly</p> <p>Staff are not knowledgeable</p> <p>It does not offer Pharmacy First services</p> <p>It does not offer Pharmacy First Plus + Services</p> <p>I feel more comfortable at another pharmacy</p> <p>Other</p> <p>[If 'Other'] Please explain in the box below.</p>
	<p>[If using a Southwark pharmacy or "use a mixture of online and in person"] Why do you use your regular Southwark pharmacy in Southwark?</p> <p>It's near to where I work or live</p> <p>It has on-site parking</p> <p>It has disabled/pushchair access</p> <p>It's near my local GP surgery</p>

	<p>It collects my prescriptions from my GP surgery</p> <p>It's in the supermarket I use</p> <p>It offers a specific service I want</p> <p>Opening hours suit me</p> <p>I don't have to wait too long for my prescriptions</p> <p>Staff are friendly</p> <p>Staff are knowledgeable</p> <p>It offers Pharmacy First services</p> <p>It offers Pharmacy First Plus+ services</p> <p>I feel comfortable at this pharmacy</p> <p>I use the home delivery service for my medication</p> <p>Other</p> <p>[If 'Other'] Please explain in the box below.</p>
	<p>How often do you use your usual pharmacy?</p> <p>Daily</p> <p>A few times a week</p> <p>About once a week</p> <p>Fortnightly</p> <p>Monthly</p> <p>Every 2 to 3 months</p> <p>Less than 4 times a year</p> <p>About once a year</p> <p>Never</p>
	<p>Who do you primarily use the pharmacy for?</p> <ul style="list-style-type: none"> ▪ Yourself ▪ Partner/spouse ▪ Children ▪ Parent(s) ▪ Another family member ▪ Friend or neighbour ▪ Other
	<p>How do you usually travel to your pharmacy?</p> <p>Walk / use wheelchair mobility aid</p> <p>Bus</p> <p>Train</p> <p>Drive</p> <p>Lift</p> <p>Taxi</p>

	<p>Cycle</p> <p>Home delivery</p> <p>Use an online pharmacy</p> <p>I do not go to the pharmacy myself</p>
	<p>How long does it take you to get to your usual pharmacy using your usual mode of transport?</p> <ul style="list-style-type: none"> ▪ 10 minutes or less ▪ 11 to 20 minutes ▪ More than 20 minutes
	<p>Which services do you use at your usual pharmacy?</p> <p>(Multiple responses)</p> <p>Prescriptions</p> <p>Repeat prescriptions</p> <p>Consultations/advice</p> <p>Pharmacy First</p> <p>Pharmacy First Plus</p> <p>Smoking cessation</p> <p>Drugs and alcohol services</p> <p>Health check</p> <p>Blood pressure check</p> <p>Specific support for a health condition</p> <p>Tailored support for older people</p> <p>Mental health support</p> <p>Sexual health support</p> <p>Support with a medical appliance</p> <p>Vaccinations</p> <p>Home delivery</p> <p>Buying medicines</p> <p>Buying other goods</p> <p>Other service</p> <p>None</p> <p>[If 'Other service' or 'None'] Please explain in this box below.</p>

	<p>What additional services would you like your local pharmacy to offer?</p> <p>Please explain in this box below.</p>
	<p>Are you aware of Pharmacy First and Pharmacy First Plus services?</p> <p>Yes</p> <p>No</p> <p>Prefer not to say</p>
	<p>When do you usually access your pharmacy?</p> <ul style="list-style-type: none"> - Day <ul style="list-style-type: none"> • Weekday • Saturday • Sunday - Time <ul style="list-style-type: none"> • Before 9am • 9am to 12 noon • 12 noon to 5pm • 5pm to 8pm • After 8pm
	<p>What do you do if you cannot access your pharmacy?</p> <p>Go on another day</p> <p>Go to another local pharmacy</p> <p>Use an online pharmacy</p> <p>Call 111 for advice</p> <p>Go to GP or walk in centre</p> <p>Go to a hospital</p> <p>I can always access my pharmacy</p>
	<p>How strongly do you agree with the following statements?</p> <p>I can easily find an open pharmacy when needed</p> <p>I can easily find a pharmacy in a convenient location</p> <p>I can easily find a pharmacy open in the evening (after 6pm)</p> <p>I can easily find a pharmacy open at the weekends and bank holidays</p>
	<p>If you had concerns about pharmacy services, would you know how to raise these?</p> <p>Yes</p>

	No Not applicable
	Are you disabled?
	Have you faced any barriers accessing when pharmaceutical services for yourself or others? Yes No Prefer not to say
	[If yes] How could pharmacy services be made more accessible to you? Interpreting services More information in languages other than English More easy read information Reasonable adjustments (please specify) Better mobility access Quiet space if required More private spaces to discuss sensitive issues Other If other please expand
	How could your pharmacy experience be improved overall?
About You	What is your sex as recorded at birth? (a question about gender identity will follow) <ul style="list-style-type: none"> • Female ▪ Male ▪ Prefer to self describe ▪ Prefer not to say
	Is the gender you identify with the same as the sex you were recorded at birth? <ul style="list-style-type: none"> • Yes • No • Prefer not to say [If 'No'] Please specify your gender identity in the box below.
	What age group are you in? <ul style="list-style-type: none"> ▪ Under 18 ▪ 18-24 ▪ 25-34 ▪ 35-44 ▪ 45-54 ▪ 55-64

	<ul style="list-style-type: none"> ▪ 65-74 ▪ 75-84 ▪ 85+ ▪ Prefer not to say
	<p>Which of the following best describes your sexual orientation?</p> <ul style="list-style-type: none"> ▪ Heterosexual or straight ▪ Lesbian or gay ▪ Bisexual ▪ Prefer to self describe ▪ Don't know, or prefer not to say
	<p>What is your main language?</p>
	<p>[If main language is not 'English'] How well can you speak English?</p> <ul style="list-style-type: none"> ▪ Very well ▪ Well ▪ Not well ▪ Not at all
	<p>What is your ethnicity?</p>
	<p>Which of these best describes your ethnic group and background?</p> <ul style="list-style-type: none"> ▪ [If ethnicity is 'White'] British, Northern Irish, Irish, Gypsy, Irish Traveller, Roma, Any other White background. ▪ [If ethnicity is 'Mixed or Multiple ethnic groups'] White and Black Caribbean, White and Black African, White and Asian, Any other Mixed or Multiple background. ▪ [If ethnicity is 'Asian or Asian British'] Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background. ▪ [If ethnicity is 'Black, Black British, Caribbean or African'] Black British, Black Caribbean, Black African, Black Nigerian, Black Ghanaian, Black Sierra Leonean, Black Somali, Any other Black African background, Any other Black background. ▪ [If ethnicity is 'Any other ethnic group'] Arab, Latin American, Any other Ethnic Group.
	<p>What is your religion?</p>
	<p>Do you have caring responsibilities?</p>
	<p>How would you describe your employment status?</p> <p>Working full time (30 + hours per week)</p> <p>Working part time</p> <p>Unemployed</p> <p>In full time education or training</p> <p>Long term sick</p> <p>Retired from work</p> <p>Homemaker</p>

	Unpaid carer
	Prefer not to say
	Other
	Do you have to pay prescription charges? (In England, most working-age adults have to pay prescription charges, unless they are within certain groups or receiving certain types of benefit.)
	Yes
	I use a prescription pre-payment certificate
	No, I have signed up to the NHS Low Income Scheme
	No, I am exempt
	I don't know
	Prefer not to say
	Have you signed up to the Pharmacy First Plus scheme to access free over the counter medications?
	Yes
	No
	Not aware of service
	Prefer not to say
	Are you currently pregnant and/or on maternity leave?
	Please state your full postcode.

Thank you for completing this survey.

If you'd like to contact someone about this survey, email publichealth@southwark.gov.uk

Further information on pharmacy services:

- [find your local pharmacy](#)
- help with [prescription charges and exemptions](#)
- the national [Pharmacy First scheme](#)
- the Southwark Pharmacy First Plus [scheme](#)

Appendix 3: Map of Southwark pharmacies and GP practices

Appendix 3: Map key

Map no.	Pharmacy*	Contractor	Address	Postcode
1	Amadi's Chemist	Amadi K	107 Abbey Street	SE1 3NP
2	AR Chemists	AAM Pharm Ltd	176-178 Old Kent Road	SE1 5TY
3	Asda Pharmacy	Asda Stores Ltd	Old Kent Road	SE1 5AG
4	Bonamy Pharmacy	Mildcare Ltd	355 Rotherhithe New Road	SE16 3HF
5	Boots The Chemist (Hays Galleria)	Boots UK Limited	Units 8-11 Hays Galleria, Counter Street	SE1 2HD
6	Boots The Chemist (Peckham)	Boots UK Limited	20 Rye Lane	SE15 5BS
7	Boots The Chemist (Walworth Rd)	Boots UK Limited	289-291 Walworth Road	SE17 2TG
8	Boots The Chemist (Surrey Quays)	Boots UK Limited	Unit 11-13, Surrey Quays Shopping Ctre	SE16 7LL
9	Brockwell Park Pharmacy	Dulwich Pharmacies Limited	7 Half Moon Lane	SE24 9JU
10	Butterfly Pharmacy	Targetgrange Limited	17 Butterfly Walk	SE5 8RP
11	Cambelle Chemist	Cambelle Ltd	135 Grange Road	SE1 3GF
12	Campion & Co Chemist	Carefield Limited	38 Albion Street	SE16 7JQ
13	Channa Chemist (Ridgway Pharmacy)	K.S.C. 1t Limited	251-253 Walworth Road	SE17 1RL
14	Channa Chemist	K.S.C. 1t Limited	18 Harper Road	SE1 6AD
15	City Pharmacy	Good Aim Ltd	39-41 Borough High Street	SE1 1LZ
16	Davis Chemist	Simple Online Healthcare Limited	10 Crossthwaite Avenue, Sunray Avenue	SE5 8ET
17	Day Lewis Pharmacy (Camberwell)	Day Lewis Plc	13 Camberwell Church Street	SE5 8TR
18	Day Lewis Pharmacy (Peckham High Street)	Day Lewis Plc	151 Peckham High Street	SE15 5SL

Map no.	Pharmacy*	Contractor	Address	Postcode
19	Day Lewis Pharmacy (Peckham Road)	Day Lewis Plc	103 Peckham Road	SE15 5LJ
20	Day Lewis Pharmacy (East Dulwich)	Day Lewis Plc	New Health Centre	SE22 8PT
21	Day Lewis Pharmacy (Forest Hill)	Day Lewis Plc	34 Forest Hill Road	SE22 0RR
22	Foster & Sons Chemist	Monokove Ltd	14 Forest Hill Road	SE22 0RR
23	Fourway Pharmacy	Fourway Pharmacy Ltd	12 Half Moon Lane	SE24 9HU
24	Fourways Chemists	Targetgrange Limited	36 Denmark Hill	SE5 8RZ
25	Harfleur Chemist	Vu Chemist Ltd	107 Tower Bridge Road	SE1 4TW
26	Herne Hill Pharmacy	Dulwich Pharmacies Limited	75 Herne Hill	SE24 9NE
27	Hobbs Pharmacy	Butt & Hobbs Limited	Eyot House	SE16 4TE
28	Jamaica Road Pharmacy	Flexihealth Ltd	182c Jamaica Road,	SE16 4RT
29	Kalmak Chemists Ltd (Osbon Pharmacy)	Kalmak (Chemists) Ltd	9, Upper Ground,	SE1 9LP
30	Kembers & Lawrence Pharmacy	Targetgrange Limited	10-11 Camberwell Green	SE5 7AF
31	Kristal Pharmacy	Dispharma Uk Limited	127-129 Evelina Road	SE15 3HB
32	Lenny Chemist	DP & SP Limited	309 East Street	SE17 2SX
33	Lings Chemist	Barntwist Ltd	269 Old Kent Road	SE1 5LU
34	Medica Pharmacy	VNKpharma Ltd	202 Southwark Park Road	SE16 3RW
35	Morrisons Pharmacy	Wm Morrison Supermarkets Limited	Aylesham Centre, Rye Lane	SE15 5EW
36	Osbon Pharmacy (Maddock)	Pharmax (Uk) Ltd	5 Maddock Way	SE17 3NH
37	Peckham Hill Pharmacy (Lloyd's Pharmacy)	Pharmtrack Limited	147-149 Peckham Hill Street	SE15 5JZ

Map no.	Pharmacy*	Contractor	Address	Postcode
38	Pharmaceutra	Pharmaceutra Limited	64 Borough High St	SE1 1XF
39	Pharmtrack Pharmacy	Pharmtrack Limited	127 Bellenden Road	SE15 4QY
40	Pyramid Pharmacy	FYN Pharma Ltd	193-221 Southwark Park Rd	SE16 3TS
41	Qrystal Pharmacy	Newington Causeway Limited	301-303 Borough High St,	SE1 1JH
42	Ropharm Chemists	Aigboje O.A Iremiran	169 Rye Lane	SE15 4TL
43	Rumsey Chemists	Dulwich Pharmacies Limited	47 Dulwich Village	SE21 7BN
44	Sadlers Pharmacy	Mr Y C Lau	389 Lordship Lane	SE22 8JN
45	Sheel Pharmacy	Joshhealth Ltd	3 Sir John Kirk Close	SE5 0BB
46	Sheel Pharmacy (Nunhead)	Nunhead Pharmacy Ltd	8 Nunhead Green	SE15 3QF
47	Sogim Pharmacy	Sogim Limited	102 Lordship Lane	SE22 8HF
48	St Georges Pharmacy	St Georges Healthcare Ltd	46 St.Georges Road	SE1 6ET
49	Superdrug Pharmacy	Superdrug Stores Plc	Unit 4 Butterfly Walk	SE5 8RW
50	Superdrug Pharmacy	Superdrug Stores Plc	371-375 Walworth Road	SE17 2AL
51	Surdock Pharmacy	Carefield Ltd	162 Lower Road	SE16 2UN
52	Taplow Pharmacy	Medipharma Limited	Unit 5, Ground Floor, Taplow	SE17 2UQ
53	Tesco Instore Pharmacy	Tesco Stores Limited	Surrey Quays Shopping Ctre, Redriff Road	SE16 2LL
54	Tesco Instore Pharmacy	Tesco Stores Limited	Old Kent Road	SE1 5HG
55	Vale Pharmacy	Pharmville Ltd	104 Grove Vale	SE22 8DR
56	VE Lettsom Chemist	Shieldasset Ltd	84 Vestry Road	SE5 8PQ
57	Walworth Pharmacy	Targetgrange Limited	204 Walworth Road	SE17 1JE

Appendix 4: Glossary of terms and definitions

PNA	Pharmaceutical Needs Assessment A structured approach to assessing the needs of an area for pharmaceutical services which are provided as part of the National Health Service (NHS).
HWB	Health and Wellbeing Board Health and Wellbeing Boards are statutory bodies introduced in England under the Health and Social Care Act 2012. The aim of the Health and Wellbeing Board is to improve population health outcomes. It also serves to promote integration between practitioners in local health care, social care, public health and related public services so that patients and other service-users experience more 'joined up' care, particularly in transitions between health care and social care. The boards are also responsible for leading locally on reducing health inequalities.
ICS / ICB	Integrated Care Systems (ICSs) and Integrated Care Boards (ICBs) These are partnerships between the organisations that meet health and care needs across an area, which aim to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups, operating via Integrated Care Boards (ICBs).
JSNA	Joint Strategic Needs Assessment (JSNA) A JSNA provides local policy makers and commissioners with a profile of the health and wellbeing needs of the local population. The aim of the JSNA is to improve commissioning and policy development, to improve population health outcomes and to reduce health inequalities, by identifying current and future health trends within a local population.
LPC	Local Pharmaceutical Committee (LPC) This organisation represents pharmacy contractors within Southwark borough. The NHS and local government consult the LPC on all matters relating to the NHS and public health work undertaken by community pharmacies in Southwark. The LPC is also responsible for advancing the enhanced role of community pharmacies in the provision of healthcare for the community.
AUR	Appliance Use Review An AUR can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. AURs aim to improve the patient's knowledge and use of any prescribed appliance.
SAC	Stoma Appliance Customisation The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste.
NMS	New Medicine Service This service supports patients with long-term conditions who are newly prescribed certain medicines, to help improve adherence.

Healthy Living Pharmacy	<p>Healthy Living Pharmacy</p> <p>This is a population health outcomes model for pharmacies that aims to enable community pharmacies to help improve whole population health outcomes and to reduce health inequalities, by delivering consistent and high-quality health and wellbeing services, by promoting health in the local population, and by providing proactive health improvement advice and interventions.</p>
EQIA	<p>Equality Impact Assessment</p> <p>An EQIA is a process designed to ensure that a policy, project or scheme does not discriminate against any disadvantaged or vulnerable people, such as: women; black, Asian and ethnic-minority people; children and young people; older people; disabled people; lesbian, gay, bisexual, trans, queer and intersex people; or people from different faith groups.</p>
NHS England	<p>NHS England</p> <p>NHS England is an executive non-departmental public body of the Department of Health and Social Care. It oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England, as set out in the Health and Social Care Act 2012.. The Secretary of State publishes an annual document, known as the mandate, which specifies the objectives which the Board should seek to achieve. National Health Service (Mandate Requirements) Regulations are published each year to give legal force to the mandate.</p>
NHS Pharmaceutical Regulations 2013	<p>NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013</p> <p>These regulations came into effect on 1 Apr 2013. They contain provisions for pharmaceutical lists, pharmaceutical needs assessments, market entry and performance-related sanctions, as well as the terms of service for pharmacy contractors, dispensing appliance contractors and dispensing doctors. They also include provisions for local pharmaceutical services.</p>
Local Pharmaceutical Services contracts	<p>Local Pharmaceutical Services (LPS)</p> <p>LPS contracts allow NHSE to commission pharmaceutical services tailored to meet specific local requirements. LPS complements the national contractual framework for community pharmacy but is an important local commissioning tool in its own right. LPS provides flexibility to include, within a single local contract, a broader or narrower range of services (including services not traditionally associated with pharmacy) than is possible under national pharmacy arrangements.</p>

Appendix 5. Southwark pharmacy total opening times, based on NHS England known pharmacy contractor data, February 2025

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
AMADI K	AMADI'S CHEMIST	SE1 3NP	09:00-18:30	09:00-15:30	Closed
AAM PHARM LTD	AR Chemists	SE1 5TY	09:00-19:00	10:00-14:00	Closed
ASDA STORES LTD	ASDA PHARMACY	SE1 5AG	09:00-12:30 13:00-16:30 17:00-21:00	09:00-12:30 13:00-16:30 17:00-21:00	11:00-17:00
MILDCARE LTD	BONAMY PHARMACY	SE16 3HF	09:00-19:00	09:00-14:00	Closed
BOOTS UK LIMITED	BOOTS THE CHEMIST (Hays Galleria)	SE1 2HD	08:30-18:30	10:00-18:00	11:00-17:00
BOOTS UK LIMITED	BOOTS THE CHEMIST (Peckham)	SE15 5BS	09:00-19:00	09:00-19:00	11:00-17:00
BOOTS UK LIMITED	BOOTS THE CHEMIST (Walworth Rd)	SE17 2TG	09:00-18:30 (Mon) 09:00-19:00 (Tues – Thurs)	09:00-18:00	10:00-17:00
BOOTS UK LIMITED	BOOTS THE CHEMIST (Surrey Quays)	SE16 7LL	09:00-19:00	09:00-19:00	11:00-17:00
DULWICH PHARMACIES LIMITED	BROCKWELL PARK PHARMACY	SE24 9JU	09:00-19:00	09:00-18:00	Closed
TARGETGRANGE LIMITED	BUTTERFLY PHARMACY	SE5 8RP	09:00-18:00	09:00-14:00	Closed
CAMBELLE LTD	CAMBELLE CHEMIST	SE1 3GF	09:00-18:30	Closed	Closed
CAREFIELD LIMITED	CAMPION & CO CHEMIST	SE16 7JQ	09:00-19:00	Closed	Closed
K.S.C. 1T LIMITED	Channa Chemist (Ridgeway pharmacy)	SE17 1RL	09:00-19:00	09:00-18:00	Closed
K.S.C. 1T LIMITED	Channa Chemist	SE1 6AD	09:00-18:00	Closed	Closed
GOOD AIM LTD	CITY PHARMACY	SE1 1LZ	08:00-18:00	09:00-16.00	Closed
SIMPLE ONLINE HEALTHCARE LIMITED	DAVIS CHEMIST	SE5 8ET	09:00-13:00 14:00-18:00	09:00-13:00	Closed
DAY LEWIS PLC	Day Lewis Pharmacy (Camberwell)	SE5 8TR	09:00-18:30	09:00-13:00	Closed
DAY LEWIS PLC	Day Lewis Pharmacy (Peckham high street)	SE15 5SL	09:00-18:30	Closed	Closed

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
DAY LEWIS PLC	DAY LEWIS PHARMACY (Peckham road)	SE15 5LJ	09:00-19:00	09:00-13:00 14:00-18:30	Closed
DAY LEWIS PLC	DAY LEWIS PHARMACY (East Dulwich)	SE22 8PT	09:00-14:00 15:00-19:00	09:00-13:00	Closed
DAY LEWIS PLC	DAY LEWIS PHARMACY (Forest Hill)	SE22 0RR	08:00-18:30	Closed	Closed
MONOKOVE LTD	FOSTER & SONS CHEMIST	SE22 0RR	09:00-13:00 14:15-17:30	09:00-13:00	Closed
FOURWAY PHARMACY LTD	FOURWAY PHARMACY	SE24 9HU	09:00-19:00	09:00-18:00	Closed
TARGETGRANGE LIMITED	FOURWAYS CHEMISTS	SE5 8RZ	09:00-18:30	09:00-18:30	Closed
VU CHEMIST LTD	HARFLEUR CHEMIST	SE1 4TW	09:00-18:30	09:00-18:00	Closed
DULWICH PHARMACIES LIMITED	HERNE HILL PHARMACY	SE24 9NE	09:00-19:00	09:00-17:00	Closed
BUTT & HOBBS LIMITED	HOBBS PHARMACY	SE16 4TE	09:00-18:30	Closed	Closed
FLEXIHEALTH LTD	JAMAICA ROAD PHARMACY	SE16 4RT	09:30-13:30 14:30-18:30	10:00-14:00	Closed
KALMAK (CHEMISTS) LTD	KALMAK CHEMISTS Ltd (Osbon Pharmacy)	SE1 9LP	08:30-18:00	Closed	Closed
TARGETGRANGE LIMITED	Kembers & Lawrence Pharmacy	SE5 7AF	09:00-18:30	Closed	Closed
DISPHARMA UK LIMITED	KRISTAL PHARMACY	SE15 3HB	09:00-19:00	09:00-18:30	Closed
DP & SP LIMITED	Lenny Chemist	SE17 2SX	09:30-17:30	Closed	Closed
BARNTWIST LTD	LINGS CHEMIST	SE1 5LU	09:00-19:00	09:00-14:00	Closed
VNKPHARMA LTD	MEDICA PHARMACY	SE16 3RW	09:00-19:00	09:00-18:00	Closed
WM MORRISON SUPERMARKETS LIMITED	MORRISONS PHARMACY	SE15 5EW	09:00-19:00	09:00-19:00	10:00-16:00
PHARMAX (UK) LTD	Osbon Pharmacy (Maddock)	SE17 3NH	09:00-18:30	Closed	Closed

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
PHARMTRACK LIMITED	Peckham Hill Pharmacy (Lloyd's pharmacy)	SE15 5JZ	09:00-17:30	Closed	Closed
PHARMACEUTRA LIMITED	Pharmaceutra	SE1 1XF	09:00-17:00	Closed	Closed
PHARMTRACK LIMITED	Pharmtrack Pharmacy	SE15 4QY	09:00-18:00	Closed	Closed
FYN PHARMA LTD	PYRAMID PHARMACY	SE16 3TS	09:00-19:00	09:00-17:00	Closed
NEWINGTON CAUSEWAY LIMITED	QRYSTAL PHARMACY	SE1 1JH	09:00-18:30	10:00-13:00	Closed
AIGBOJE O.A IREMIRAN	ROPHARM CHEMISTS	SE15 4TL	09:00-18:00	Closed	Closed
DULWICH PHARMACIES LIMITED	Rumsey Chemists	SE21 7BN	09:00-18:00 (Mon-Tues; Thurs-Fri) 09:00-13:00 (Wed)	09:00-18:30	Closed
MR YC LAU	SADLERS PHARMACY	SE22 8JN	09:00-19:00	09:00-14:00	Closed
JOSHHEALTH LTD	SHEEL PHARMACY	SE5 0BB	09:00-18:30 (Mon-Thurs) 09:00-19:00 (Fri)	Closed	Closed
NUNHEAD PHARMACY LTD	SHEEL PHARMACY (Nunhead)	SE15 3QF	09:00-18:00	09:00-17:00	Closed
SOGIM LIMITED	SOGIM PHARMACY	SE22 8HF	09:00-18:00	09:00-17:30	Closed
ST GEORGES HEALTHCARE LTD	St Georges Pharmacy	SE1 6ET	08:00-18:30	09:00-12:00	Closed
SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	SE5 8RW	09:00-14:00 14:30-19:00	09:00-14:00 14:30-17:30	Closed
SUPERDRUG STORES PLC	SUPERDRUG PHARMACY	SE17 2AL	09:00-14:00 14:30-18:00	09:00-14:00 14:30-17:30	Closed
CAREFIELD LTD	SURDOCK PHARMACY	SE16 2UN	09:00-19:00	09:00-18:30	Closed
MEDIPHARMACY LIMITED	Taplow Pharmacy	SE17 2UQ	08:30-18:00	09:00-13:00	Closed
TESCO STORES LIMITED	TESCO INSTORE PHARMACY	SE16 2LL	08:00-21:00	08:00-21:00	11:00-17:00
TESCO STORES LIMITED	TESCO INSTORE PHARMACY	SE1 5HG	08:00-20:00	08:00-20:00	11:00-17:00
PHARMVILLE LTD	VALE PHARMACY	SE22 8DR	09:00-19:30	09:00-18:00	Closed

Contractor name	Trading name	Postcode	Mon to Fri	Sat	Sun
SHIELDASSET LTD	VE LETTSOM CHEMIST	SE5 8PQ	09:00-18:30 (Mon-Tues; Thurs-Fri) 09:00-13:00 (Wed)	09:00-13:00	Closed
TARGETGRANGE LIMITED	WALWORTH PHARMACY	SE17 1JE	09:00-18:00	09:00-14:00	Closed

Appendix 6. Advanced and Enhanced Services

Service type	Service	Description
Advanced	New Medicine Service (NMS)	Aimed at people with long-term conditions with newly prescribed medications, to improve adherence and enhance self-management.
Advanced	Appliance Use Review (AUR)	Conducted by a pharmacist or a specialist nurse; designed to improve use of an appliance such as a catheter or drainage bag.
Advanced	Stoma Appliance Customisation Service (SAC)	Ensures patients with more than one stoma appliance have comfortably fitting appliances and are aware of their proper use.
Advanced	Pharmacy First	Provides advice and treatment, where clinically appropriate, for seven common conditions: <ul style="list-style-type: none"> ▪ Sinusitis (12 years and over) ▪ Sore throat (5 years and over) ▪ Acute otitis media (1 to 17 years) ▪ Infected insect bite (1 year and over) ▪ Impetigo (1 year and over) ▪ Shingles (18 years and over) ▪ Uncomplicated UTI (Women 16 to 64)
Advanced	Pharmacy Contraception Service	Enables pharmacies to initiate and to continue provision of oral contraceptives.
Advanced	Hypertension Case-Finding service	Offers blood pressure checks for people over 40 years old (or under 40 years old at the discretion of pharmacy staff) and, where appropriate, provides access to ambulatory blood pressure monitoring.
Advanced	Lateral Flow Device Service	Provides Lateral Flow Device (LFD) tests where patients who are at risk of becoming seriously ill from COVID-19 and are therefore eligible for treatment can collect a box of 5 LFD tests.
Advanced	Smoking Cessation Service	Provides continuation of smoking cessation support initiated in secondary care following patient discharge from hospital.
Advanced	Flu Vaccination Service	Offers flu vaccination from September to March to at-risk groups, as defined in the yearly national flu vaccination campaign.
Enhanced	COVID-19 Vaccination Service	Provides COVID-19 vaccination to eligible cohorts.
Enhanced	RSV and Pertussis Vaccination Service	Provides RSV and pertussis vaccinations to eligible cohorts.

Appendix 7. Southwark pharmacy locally commissioned services

Service	Description
Pharmacy First Plus	This allows pharmacists to provide advice and treatments on a number of conditions, including allergies, athlete's foot, blocked/runny nose, cold and flu, cold sores, indigestion, insect bites and stings, itching due to chicken pox, minor burns and scalds, conjunctivitis, constipation, coughs and colds, diarrhoea, dry/sore eyes, ear wax, fever, hay fever, headache, head lice, mouth ulcers, nappy rash, piles, sore throat, sprains and strains, teething, threadworm and vaginal thrush.
Stop Smoking service	A smoking cessation service that provides advice and support and supplies medication (where appropriate).
Emergency Hormonal Contraception	This service provides access to free emergency hormonal contraception in pharmacies.
Supervised consumption	This is a service for the provision of supervised oral consumption of controlled drugs prescribed for the management of opiate detoxification; appropriately qualified pharmacists dispense medication and observe its consumption.
Needle exchange service	The service includes provision of sterile injecting equipment and equipment to ensure the safe disposal of used needles.
Vitamin D supplementation	This service offers free Vitamin D to all pregnant women, breastfeeding or who have given birth, and all children under the age of 4 years.
Condom distribution and C-Card	This includes the C-Card scheme which includes provision of condoms to under 25s and condom distribution for the wider population (not yet rolled out in pharmacies).

Appendix 8. Southwark 2025 Pharmaceutical Needs Assessment online consultation

Box i: Letter of invitation

PNA 60-day online consultation letter of invitation

Southwark local pharmacy assessment: Have we got it right?

Southwark people use local pharmacies for different things, for example, getting prescriptions filled, buying over-the-counter medicines, and getting advice.

Southwark Council is legally required to assess how local people use community pharmacies, and to publish this assessment. This must be done every three to four years and must contain specific information.

This assessment of local community pharmacies is called the 'Pharmaceutical Needs Assessment' ('PNA').

The PNA is used by the NHS to decide whether pharmacy services are adequate for the local community. If they're not, the NHS can act to improve services (e.g. by commissioning extra local pharmacies.)

So far, we have asked local people about their use of Southwark community pharmacies and reported their feedback in the PNA.

Now, we want to check that the PNA is accurate and truly reflects the pharmacy services needed in Southwark. (Southwark Council is legally required to do this second, checking stage, before the final report is published.)

If you live or work in Southwark and use local pharmacies, we would greatly value your feedback on the PNA first draft version. Your responses will be reported in the final report version, and will help ensure that Southwark gets the pharmacy services it needs.

Thank you for your help with the 2025 Southwark PNA. Please click on the link below to get the PNA first draft report and to answer the consultation questions.

Kind regards,

The Public Health Team,

Southwark Council

Appendix 9, Box ii: Online consultation text

PNA 60-day online consultation: Survey text

1. Is the information included in the PNA clear and presented in a way that is easy to understand?
 - Yes
 - No
 - Not sure
 - If no, please suggest how this can be improved. [Free text box]
2. Is the purpose of the PNA explained sufficiently within Section 2 (Background) of the PNA?
 - Yes
 - No
 - Not sure
 - If no, please suggest how this can be improved. [Free text box]
3. Does Section 4 (Health Needs Profile for Southwark) clearly set out the local context relating to the health needs of Southwark residents?
 - Yes
 - No
 - Not sure
 - If no, please suggest how this can be improved. [Free text box]
4. Does the information in Section 5 (Assessment of Current Pharmaceutical Provision) provide a reasonable description of the services that are provided by pharmacies in Southwark?
 - Yes
 - No
 - Not sure
 - If no, please suggest how this can be improved. [Free text box]
5. Do you think that the pharmaceutical needs of the population have been accurately reflected in the draft PNA?
 - Yes
 - No
 - Not sure
 - If no, please suggest how this can be improved. [Free text box]
6. Do you agree with the key findings regarding pharmaceutical services in Southwark, as outlined in the Executive Summary (Overview of Pharmaceutical Services table)?
 - Yes
 - No
 - Not sure
 - Please tell us why. [Free text box]
7. If you have any further comments please tell us here: [Free text box]
8. Do you live or work in Southwark?
 - I live in Southwark

- I work in Southwark
- I both live and work in Southwark
- I don't live or work in Southwark.

9. *Answer required*

Please let us know if you are answering this questionnaire:

- As an individual
- On behalf of an organisation
- On behalf of a pharmacy.

10. [For responding individuals] If you are answering as an individual, please complete the 'About you' optional responses: Age/Disability & health/Ethnicity/Religion or belief/Sex/Gender reassignment/Sexual orientation.

11. [For responding organisations or pharmacies] If you are responding on behalf of an organisation or pharmacy, please provide your details below.

- Name
- Job title
- Pharmacy name or organisation
- Address
- Telephone number
- Email

12. Please review the accuracy of the information shown in the Appendices. If you identify any inaccuracies, please provide details below:[Free text box]

13. Are you aware of any commissioned pharmaceutical services currently provided in Southwark that have not been included within the PNA?

- Yes
- No
- Not sure
- If yes, please please tell us about these services.[Free text box]

Appendix 10. Results from the PNA patient survey and targeted engagement

Southwark's 2025 PNA patient survey aimed to provide information on access to pharmacies and use of pharmaceutical services. The survey was available online between 17 Feb 2025 and 23 Mar 2025. It was disseminated through Council channels (i.e. Consultation Hub and residents' e-newsletter), as well as through various voluntary and charity sector organisations. Residents were also able to engage with the survey through Health Outreach events organised by the Public Health team. The survey received 958 responses.

The PNA patient survey assessed the following domains:

- Demographics
- Service use
- Accessibility

Feedback from public questionnaire

A public survey on use of pharmacies in Southwark conducted from February – March 2025 collected 958 responses. Of the responses received:

- 51% of respondents reported using the pharmacy for collecting prescriptions (including repeat prescriptions); 14% for buying medicines and 10% for consultations and advice
- 67% of respondents agreed or strongly agreed that they could easily find an open pharmacy when needed. This is a decrease from the 2022 PNA in which 85% of the public answered they could easily find an open pharmacy when needed.
- 74% of respondents agreed or strongly agreed that they could easily find a pharmacy in a convenient location
- 69% of respondents reported that it took them 10 minutes or less to get to their usual pharmacy. Only 4% reported taking more than 20 minutes.
- The most common mode of travel to get to the pharmacy reported (excluding those who did not give an answer to the question) was walk/use of wheelchair mobility aid (72%), the remainder reported driving (9%), taking the bus (7%) or riding a bike or scooter (7%).

Demographics of respondents

Analysis of survey responses is not wholly representative of the population of Southwark. The sample which responded to the survey over-represents English-speaking and White residents amongst other characteristics. Young people are also under-represented in the sample. As such findings should be treated with caution.

The majority (98%) of the 958 survey respondents either lived or worked in Southwark, with only 3% neither living nor working in Southwark. Of respondents, 63% were female, 37% were male indicating an over-representation of females in the survey.

Respondents’ age distribution is presented in Figure 50.

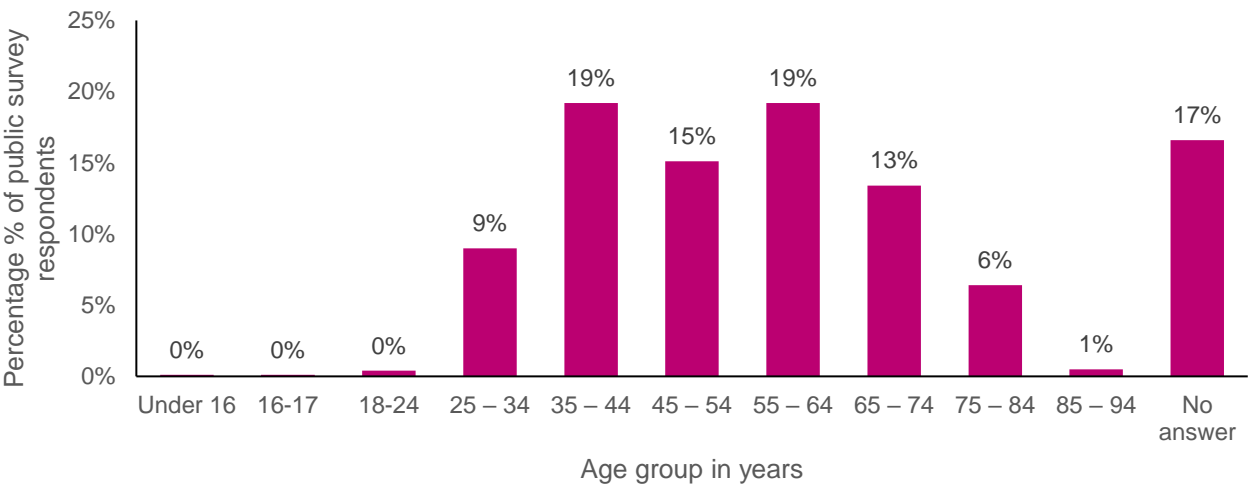


Figure 50: PNA public survey respondents by age group

As seen in Figure 50, the majority of responders to the survey were between 35 and 74 years old. Comparing this to the 2024 JSNA, there is an under-representation of younger residents. The 2024 JSNA (based on 2021 census data) states that the median age of residents in Southwark is 33.4 and that the highest single age band for both males and females is 25-29 year olds.

Approximately 91% of online survey respondents reported their main language was English. This is not truly reflective of the whole of Southwark: the most recent Southwark JSNA published in 2024 reported that 79% of the Southwark population spoke English as their main language. The next most common languages that survey respondents reported speaking as their main language were Spanish (2%), French (1%) and Italian (1%). Of those who speak English as a second language 90% of survey respondents reported speaking English “very well”.

Employment status is under-represented in the survey respondent sample. The 2024 JSNA found that 77% of Southwark residents aged over 16 years old were in employment whereas in the survey respondent sample only 43% reported being employed. With regards to disability, 14% of survey respondents state they have a disability and 3% reported being unable to work due to long-term sickness. Unpaid carers are also under-represented in the survey respondent sample. Only 2% of respondents reported being unpaid carers whereas the 2024 Southwark JSNA estimated that 6% of Southwark’s population provide some degree of unpaid care. A greater number described having some caring responsibilities in the survey sample, at 21% of respondents.

Household income was varied within the borough and in the survey 33% of survey respondents declined to declare their income. The sample of those who responded to the question and declared their income over-represents higher income households. The 2024 JSNA reported that 11% of Southwark homes had a total household income of over £90,000 per year whereas 29% of survey respondents reported a total household income of over £90,000 per year.

With regards to housing situation, 32% elected not to declare what type of housing they use. Among those who did declare their housing status, the most common form of housing was mortgage-assisted home buying (30% of respondents) followed by owning the property outright (28% of respondents). This differs from rates reported in the 2024 Southwark JSNA, based on 2021 census data, which reports that the combined proportion of residents owning outright/owning with a mortgage is only 30%, meaning that owning a property is an over-represented characteristic in the public survey respondent sample. Results also show 14% of respondents reported renting from a private landlord and 12% reported renting from the Council. However, the Southwark JSNA published in 2024 states that Southwark has the highest rate of Council home renting in England with 27% of the borough renting from the Council (this is based on 2021 census data).

The public survey also collected data on the ethnic background of respondents. A large proportion (31%) of the survey participants declined to answer this question. The reported ethnic breakdown of those remaining respondents who answered the question is given in Figure 51:

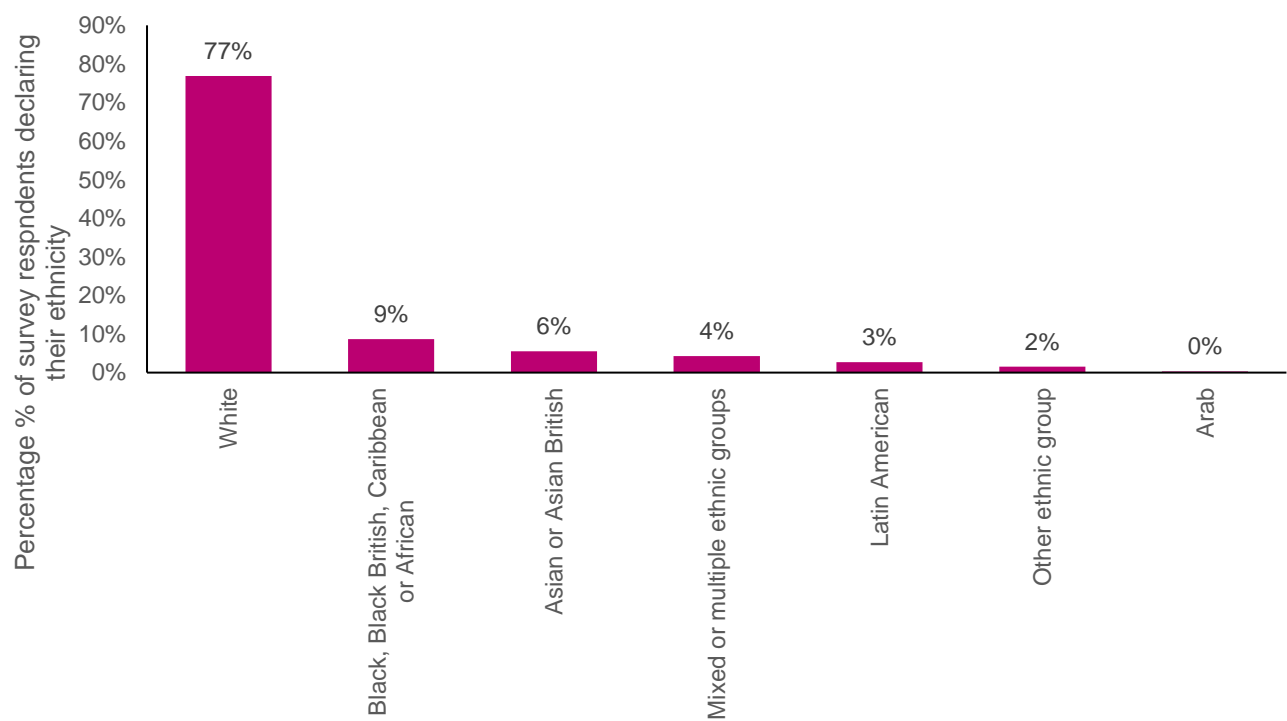


Figure 51: Reported ethnicity by those choosing to declare their ethnicity in the public survey questionnaire

The majority of survey respondents (77%) who chose to declare their ethnicity declared a White ethnic background. The 2024 JSNA reports that only 51% of residents in Southwark have a White ethnic background based on the 2021 census data, indicating White residents are over-represented in the survey sample. The proportion of residents identifying as Black, Black British, Caribbean or African is under-represented in the survey sample; 9% declared a Black ethnicity in the survey sample versus the 2024 JSNA which reported that 25% of Southwark residents have a Black ethnicity. This under-representation is also true of Asian and Mixed ethnicity residents.

The questionnaire also asked responders to share their sexual orientation which 26% of survey respondents declined to do. The 2024 JSNA (based on 2021 Census data) found that 8% of the borough identify as non-heterosexual whereas in the public survey respondent sample roughly 25% of respondents identified as LGB or other sexual orientation.

Service use

The majority of residents (86%) answering the survey answered that they used a pharmacy in Southwark, with 2% reporting using an online pharmacy. The most frequently reported reasons for visiting a particular pharmacy were: proximity to home or work, the pharmacy collecting the patient's prescriptions from local GP surgeries; friendly staff and close proximity to the patient's local GP surgery (see Figure 52).

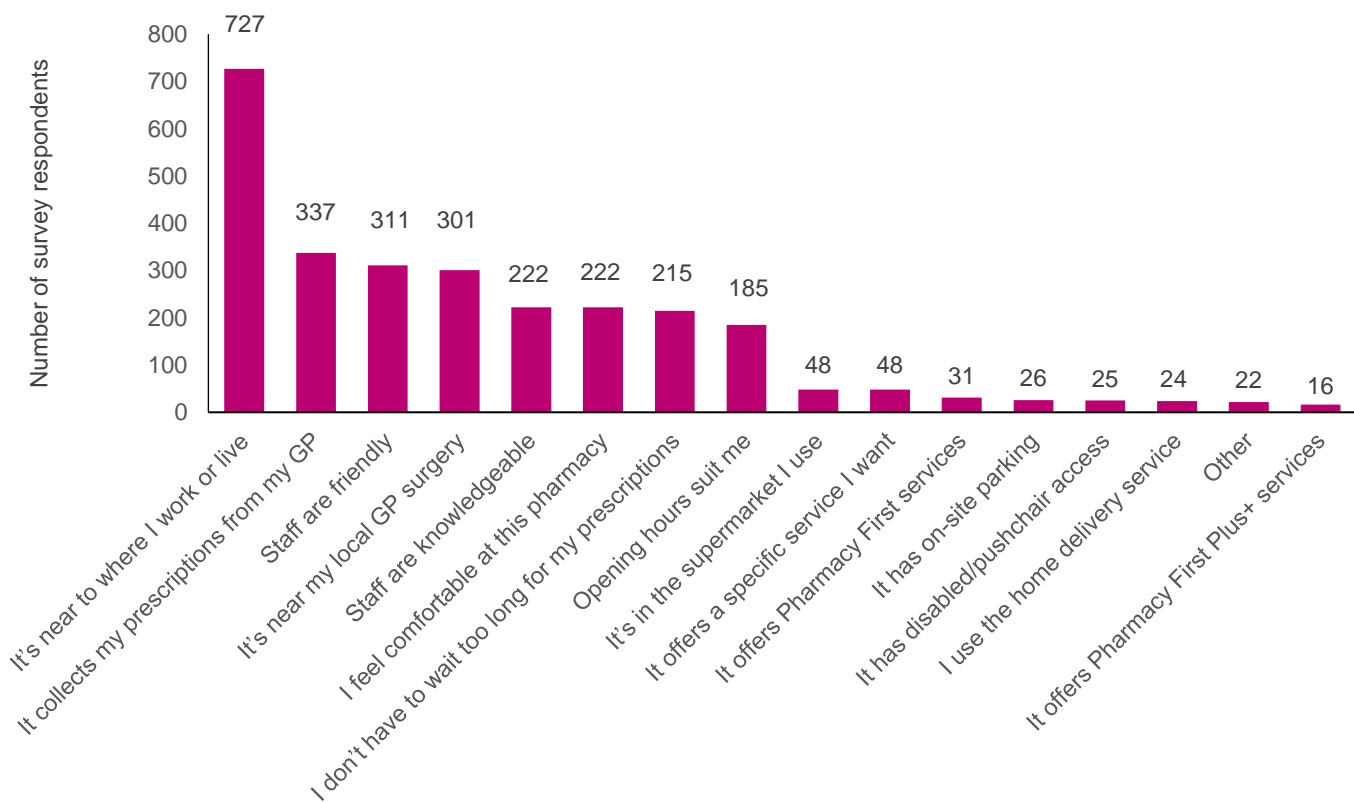


Figure 52: PNA public survey: Reasons for visiting a particular pharmacy

Services used within Southwark pharmacies by public survey respondents are given in Figure 53:

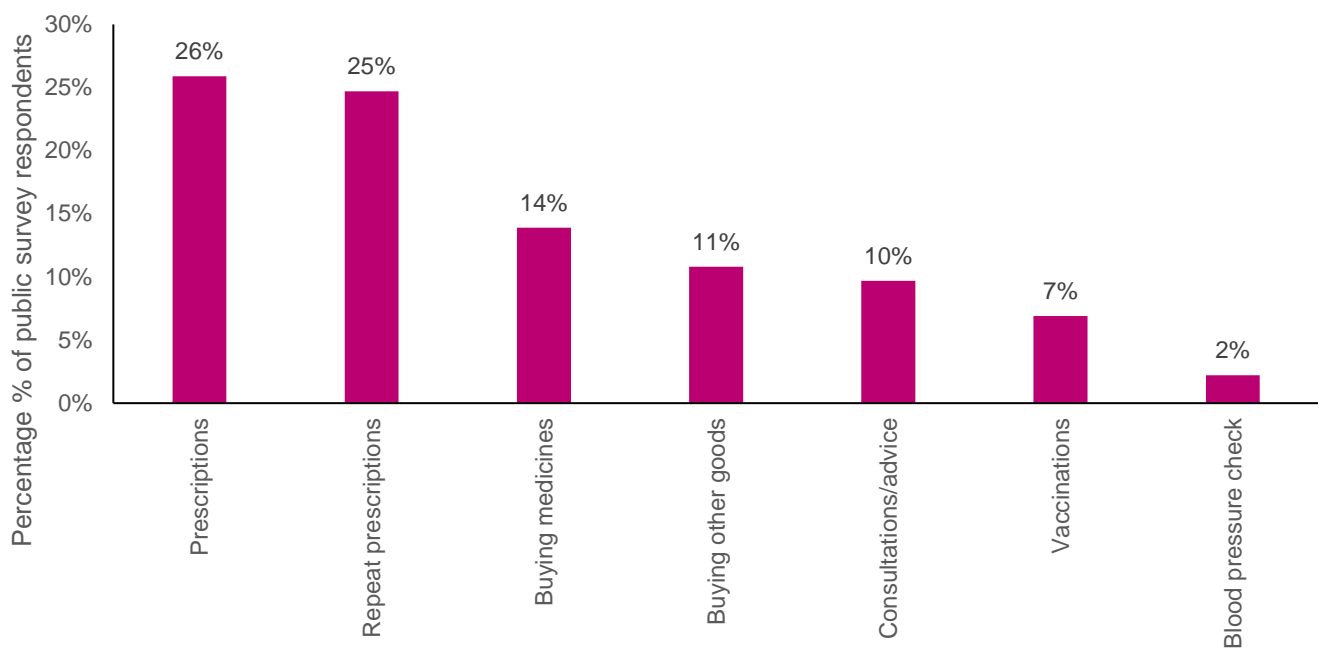


Figure 53: Services used by PNA public survey respondents

Frequency of use

The reported frequency of pharmacy visitation is varied: 35% of online survey respondents reported visiting the pharmacy every 2 to 3 months, 33% reporting monthly visits and 8% visiting less than four times a year. The remaining respondents reported that they visited fortnightly (11%), about once a week (6%) or about once a year (3%). The proportion of respondents visiting pharmacies on a monthly basis is lower than the previous 2022 and 2018 PNAs.

Accessibility

When asked about pharmacy accessibility, 16% of those responding to the online public survey reported facing barriers when accessing pharmaceutical services. The questionnaire responses give some insight into how this can be addressed with 24% of respondents reporting that pharmacies could be made more accessible to them by providing more private spaces to discuss sensitive issues. Other ways survey respondents answered that services could be made more accessible included providing a quiet space if required (10%), providing reasonable adjustments (8%) and having better mobility access (7%).

Whilst all pharmacies responding to the pharmacy survey reported having a private and confidential consulting room, 24% of public survey respondents felt pharmacies could be made more accessible through providing private consultation spaces. It is possible that other pharmacies in the borough who did not respond to the survey lack these consultation rooms which may explain the 24%. With

regards to wheelchair accessibility, two of the pharmacies reported their consulting rooms not being wheelchair accessible. This may be reflected in the public survey data at a borough level given that 7% of respondents answered that pharmacy services could be more accessible by implementing better mobility access.

There is good multi-lingual support in the borough in general with 94% of pharmacies including languages spoken in addition to English. The most common additional languages offered were Hindi (56% of pharmacies offering), Gujarati (50% of pharmacies offering) and Spanish (28% of pharmacies offering). In 94% of pharmacies at least 1 additional language is spoken and in 56% of pharmacies over 3 additional languages are spoken.