



Royal Borough of Greenwich

PHARMACEUTICAL NEEDS
ASSESSMENT 2026-2029



Executive summary

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 Greenwich 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 Greenwich residents and whether there are any gaps, either now or within the lifetime of the document, from the date of its publication to the 31st January 2029. It assesses current and future provision with respect to:

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

Methodology

In September 2025, 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 Greenwich population determined on a locality basis.
- A survey to Greenwich 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 Greenwich.

A draft of the PNA was published for formal consultation in January 2026 for 60 days as per the regulations. Responses to the consultation were considered by the steering group before final publication of the PNA.

Findings

Key population demographics of Greenwich

The Royal Borough of Greenwich is a southeastern London borough with an estimated population of 304,457. This population is projected to increase by 3.2% in the lifetime of this PNA. Greenwich Peninsula ward is expected to have the largest increase in population size (26.2%).

There are pockets of deprivation across the borough, with 28 of the borough's 164 LSOAs (Lower Super Output Areas) among the most deprived 20% in England (Ministry of Housing, Communities & Local Government).

Key population health needs of Greenwich

Overall, life expectancy for males in Greenwich is similar to the regional and national figures, whilst for females is lower than comparators. Circulatory diseases, cancer and respiratory diseases are the biggest causes of life expectancy gap between the most and least deprived in the borough.

Some indicators of health risk factors explored in this PNA where Greenwich is faring worse than regional and national comparators include:

- Rate of children in Reception Class classified as overweight or obese (2023/24)
- Rate of new STI diagnoses (excluding chlamydia in those under 25) (2024)
- Chlamydia screening rates among females aged 15–24-year-olds attending specialised sexual health clinics (2024)
- Rate of new diagnosis of HIV (2023)
- Flu vaccination coverage for at-risk individuals aged 6 months to 64 years old (2023/24)

Patient and public engagement

A patient and public survey was disseminated across Greenwich to explore how people use their pharmacy and their views on pharmaceutical services. A total of 267 people responded.

The majority of respondents chose their pharmacy because it was close to their home or work, or they were happy with the overall service provided by the pharmacy or felt the pharmacy had a good supply of medication they needed. Nearly all respondents (94%) can reach their pharmacy in 20 minutes or less, with walking being the most frequent means of

travel (67%). No substantial differences or identified needs were found amongst protected characteristics groups in their pharmacy usage.

Health and Wellbeing Board statements on service provision

There are 55 community pharmacies and one distance selling pharmacy located within the Royal Borough of Greenwich. There are a further 65 community pharmacies located within a mile of Greenwich's boundaries.

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 Greenwich population. It has also determined whether there are any gaps in the provision of pharmaceutical service either now or within the 3-year lifetime of this document.

The Royal Borough of Greenwich is well served in relation to the number and location of pharmacies. The Health and Wellbeing Board has concluded that there is good access to necessary and other relevant services with no gaps in the current and future provision of these services identified.

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Glossary of terms

- ABPM** – Ambulatory Blood Pressure Monitoring
- AUR** – Appliance Use Review
- CHD** - Coronary Heart Disease
- CPCS** – Community Pharmacist Consultation Service
- CPPE** – Centre for Pharmacy Postgraduate Education
- CPCF** – Community Pharmacy Contractual Framework
- COVID-19** – Coronavirus Disease 2019
- DAC** – Dispensing Appliance Contractor
- DSP** – Distance Selling Pharmacy
- eRD** – Electronic Repeat Dispensing
- ELC** – Enhanced Local Contract
- GP** – General Practitioner
- HWB** – Health and Wellbeing Board
- ICMP** – Intensive Case Management in Psychosis
- IMD** – Index of Multiple Deprivation
- LFD** – Lateral Flow Device
- LPC** – Local Pharmaceutical Committee
- LPS** - Local Pharmaceutical Service
- MHCLG** – Ministry of Housing, Communities and Local Government
- NHS** – National Health Service
- NHSBSA** – NHS Business Services Authority
- NHS SEL ICB** – NHS South East London Integrated Care Board
- NHSE** – NHS England
- NMS** – New Medicines Service
- NSP** – Needle Syringe Provision
- OHID** – Office for Health Improvement and Disparities
- PCN** – Primary Care Network
- PCS** – Pharmacy Contraceptive Service
- PNA** – Pharmaceutical Needs Assessment
- RBG** – Royal Borough of Greenwich
- SAC** – Stoma Appliance Customisation
- SCS** – Smoking Cessation Service
- SEL** – South East London

UTC – Urgent Treatment Centre

WHO – World Health Organization

Chapter 1 - Introduction

Purpose of the Pharmaceutical Needs Assessment

- 1.1 Community pharmacies play a vital role in delivering quality healthcare within local communities. Beyond dispensing medications, they often serve as the first point of contact for patients and the public. In certain situations, they may be the only interaction an individual has with a healthcare professional.
- 1.2 A 'Pharmaceutical Needs Assessment' (PNA) outlines the pharmaceutical service requirements of a specific population within a defined area. It details the existing pharmaceutical services, including their availability in terms of time and location. This PNA evaluates the pharmaceutical needs of the Royal Borough of Greenwich 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 Boards.
- 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:
 - Assisting 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 Royal Borough of Greenwich PNA can also be used to:
 - Assist the Health and Wellbeing Boards (HWBs) in informing stakeholders about the areas' pharmaceutical needs, aiding in the planning, development, and delivery of services for the community.
 - Support the HWBs 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 obligated to assess and evaluate the pharmaceutical needs of their area and publish both an initial statement of their assessment and any subsequent updates.
- 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 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 necessary to meet the need for pharmaceutical services and could be provided within or outside of the health and wellbeing boards' areas.
 - **Necessary Services – Gaps in Provision:** services that are not currently available but are deemed necessary by the HWBs to address an existing need for pharmaceutical services.
 - **Other Relevant Services – Current Provision:** any services delivered or commissioned by a 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.

- **Improvements and better access – Gaps in provision:** services that are not currently available but are considered by the HWBs to enhance quality or improve access to pharmaceutical services if introduced.

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 was published for consultation in January 2026 for 60 days. 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 Comments received during the consultation period were considered in this final PNA report.

PNA Revisions and Updates

- 1.15 The PNA must account for any changes affecting the needs for the pharmaceutical services in the Royal Borough of Greenwich and should therefore be updated every three years.
- 1.16 HWBs are also required to revise the PNA publication if significant changes in pharmaceutical services occur before publication of the next PNA. However, not all changes within a population or area will necessarily impact the need for pharmaceutical services. If the HWB identifies a minor change that warrants a review, they will provide supplementary statements to update the PNA accordingly.

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.

Health Equity in England: Marmot Review 10 years on²

- 2.4 The objectives outlined in the Marmot review are intended to ensure that the healthy 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 community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

1 Department of Health and Social Care (2022). Health and Care Act 2022. Available at: Health and Care Act 2022 (legislation.gov.uk)

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

Plan for Change³

- 2.5 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 underpin 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.
- 2.6 As part of this, 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 increased to £2.698 billion for 2024–2025 (a 4.1% rise) and will grow to £3.073 billion in 2025–2026.
- 2.7 Building on the expansion of clinical services, 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.
- 2.8 These changes aim to enhance pharmacy services and integrate them more deeply into NHS care delivery.

Pharmacy Integration Fund

- 2.9 The Pharmacy Integration Fund (PhIF) was established to promote the integration of clinical pharmacy services across various primary care settings, aiming to enhance patient care. Key initiatives supported by the PhIF include collaborating with Health Education England (now NHS England) to provide education and training for pharmacists and pre-registered pharmacists. Additionally, urgent medication requests

³ HM Government (2024). *Plan for Change: Milestones for mission-led government*. Available here: [Plan for Change – Milestones for mission-led government](#)

are now directed to community pharmacies through NHS 111, reducing the burden on out-of-hours GP services, while minor health concerns are also redirected to community pharmacies.

- 2.10 Moreover, the PhIF facilitates the integration of pharmacists into urgent care settings, social care teams, and GP settings to optimise medication management and support the General Practice Forward View (GPFV) initiative. It also supports system leadership development and implements 'Stay Well' pharmacy campaigns to encourage families to visit community pharmacies first for minor health concerns. These efforts aim to improve patient access to clinical pharmacy services and enhance the role of pharmacists in delivering safe and effective care within primary care settings.

Fit for the Future: 10 Year Health Plan for England⁴

- 2.11 The UK's 10-year health plan aims to expand the role of community pharmacies, shifting them from a primary dispensing role to becoming a core part of the new Neighbourhood Health Service by providing more clinical services like managing long-term conditions, offering independent prescribing, and expanding vaccinations and screening.

Local context

Joint Strategic Needs Assessment^{5 6}

- 2.12 The Royal Greenwich Joint Strategic Needs Assessment (JSNA) brings together a wide variety of information relating to health, wellbeing and social care to identify the current and future health and well-being needs of our local population.
- 2.13 It is a valuable information tool for the council and associated partners to use in developing joint priorities, interventions and services to effectively meet the needs and improve the lives of local people and communities.

⁴ NHS (2025). Fit for the Future: 10 Year Health Plan for England. Available at: [NHS Long Term Plan](#)

⁵ Royal Borough of Greenwich (n.d.). Joint strategic needs assessment. Available at: [Joint strategic needs assessment | Royal Borough of Greenwich](#)

⁶ <https://dataobservatory.royalgreenwich.gov.uk/jsna/>

Health and Wellbeing Strategy 2023-2028⁷

2.14 The Royal Borough of Greenwich's 5-year Health and Wellbeing Strategy outlines how the strategic leaders for the health and care system will work together with the people who live, work or study in Royal Greenwich to create a happier, healthier place to be.

2.15 The strategy sets out five core priority areas which aim to produce better outcomes for Greenwich residents throughout their life and will inform the delivery structure of the Healthier Greenwich Partnership. These five core priorities are:

- Start well – Children and young people get the best start in life and can reach their full potential.
- Be well – This priority encourages everyone to be more active and are able to access nutritious food.
- Feel well – There are fewer people who experience poor health as a result of addiction or dependency, fewer adults affected by poor mental health and fewer children and young people affected by poor mental health.
- Stay well – This priority areas focuses on ensuring everyone has access to the services they need on an equitable footing, with effective integrated community teams providing the right support when and where is is needed, whilst reducing unfair and avoidable differences in health and wellbeing.
- Age well – In order for people to age well within the borough, health and care services should support people to live fulfilling and independence lives, and carers are supported.

2.16 The strategy aims to produce better outcomes for Greenwich residents throughout their life and will inform the delivery structure of the Healthier Greenwich Partnership.

Annual Public Health Report⁸

2.17 The Royal Greenwich Annual Public Health Report 2024–25 highlights the health inequalities across the borough and emphasises that health is shaped by wider social, economic and environmental factor.

⁷ Healthier Greenwich Partnership. (2023). Royal Greenwich Health and Wellbeing Strategy 2023-2028. Available at: https://www.royalgreenwich.gov.uk/downloads/download/466/health_and_wellbeing_strategy

⁸ Royal Borough of Greenwich (2025). Annual public health report. Available here: [Annual public health report | Royal Borough of Greenwich](#)

2.18 The report emphasises the need for a whole-system, partnership-based approach, including co-production with residents and communities, to deliver proportionate prevention and improve health outcomes for those most disadvantaged.

Chapter 3 - Methodology

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 Royal Greenwich JSNA⁹
- Local policies and strategies
- A questionnaire to people who live, work and study in the Greenwich
- NHS Business Services Authority
- Commissioning data from:
 - The Royal Borough of Greenwich
 - NHS South East London Integrated Care Board.

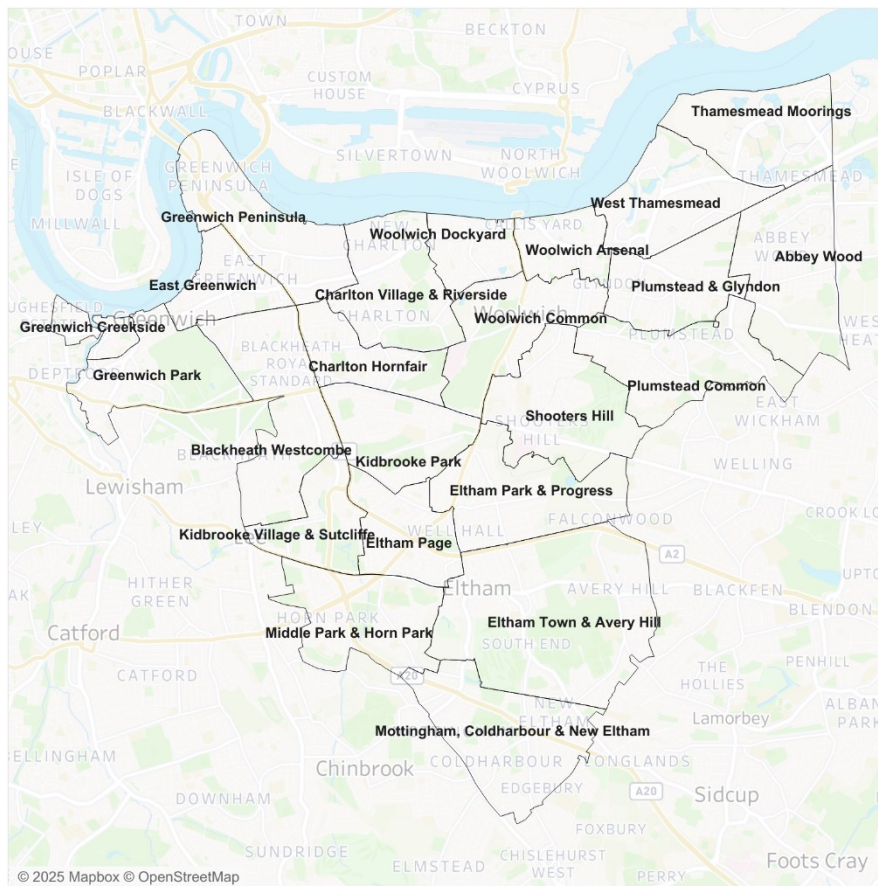
3.2 These data have been collated to illustrate the Greenwich population, current and future health needs and how pharmaceutical services can be used to support the HWB to improve the health and wellbeing of our population.

Localities and determination of accessibility

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 23 electoral wards in Greenwich.

⁹ https://www.royalgreenwich.gov.uk/info/200311/joint_strategic_needs_assessment

Figure 3.1: Greenwich electoral wards



- 3.4 The HWB assessed pharmacy provision and choice based on a 1-mile travel distance to reach a community pharmacy. This equates to approximately a 20-minute walk to a pharmacy. 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 This document also explores pharmacy provision in line with a range of factors, including availability outside normal working hours, proximity to GP practices, current and future population density, changes in healthcare provision, and deprivation levels.

Patient and public engagement

- 3.6 A patient and public questionnaire was shared across Greenwich to understand how people use their pharmacies; what they use them for and their views of the pharmacy provision. Responses from the survey of people who live and work in Greenwich were explored, and an equality impact assessment was carried out. The findings from the survey are presented in Chapter 6 of this PNA.

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

Governance and Steering Group

3.7 The Royal Borough of Greenwich commissioned delivery of its PNA to Healthy Dialogues. The management governance of the production of this PNA was delegated by the HWB to the Greenwich Steering Group.

3.8 The Steering Group comprised representation from:

- Royal Greenwich Public Health Team
- Community Pharmacy South East London (LPC)
- NHS South East London Integrated Care Board
- Healthy Dialogues.

3.9 The Terms of Reference of the Steering Group presented in Appendix A.

Stakeholder consultation and report

3.10 A draft of this PNA was put out for formal consultation for a period of at least 60 days. Comments received during this period were considered and incorporated into the final document.

Chapter 4 - Population demographics

- 4.1 This chapter provides an overview of Greenwich's population demographics, highlighting aspects that are likely to influence the demand on pharmaceutical services. It examines the characteristics of the borough's residents, expected population size 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 Royal Borough of Greenwich, located in southeast London, shares its borders with Lewisham to the west, Bromley to the south, Bexley to the east, and Newham, Barking and Dagenham and Tower Hamlets to the north, across the River Thames. This strategic location provides strong transport links to central London and Canary Wharf.
- 4.4 Greenwich is internationally renowned for its maritime heritage, with Maritime Greenwich designated a UNESCO World Heritage Site. Key landmarks include the Royal Observatory, the Old Royal Naval College, Greenwich Park, the National Maritime Museum, and the Cutty Sark. The borough is also the historic home of Greenwich Mean Time (GMT) and the Prime Meridian.
- 4.5 Alongside its historic assets, Greenwich continues to evolve through modern regeneration projects. The O2 on the Greenwich Peninsula is a world-class entertainment venue, while North Greenwich is developing into a hub for business and culture. Greenwich has extensive green spaces, such as Blackheath and Oxleas Wood.

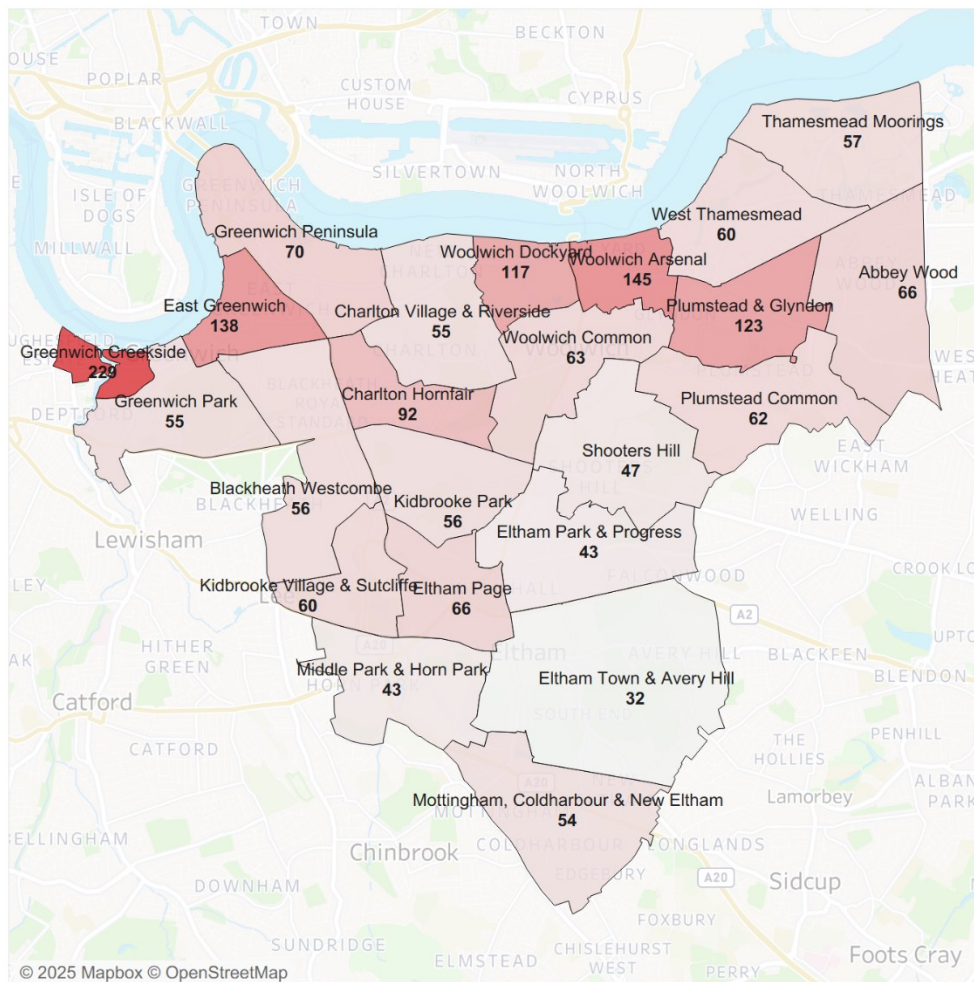
Demography

Population size and density

- 4.6 The Greater London Authority projects Greenwich's population to be 304,457 in 2026 (Housing-led projections, central fertility identified capacity).

4.7 The borough has a population density of 64 people per hectare. Population density peaks in Greenwich Creekside reaching 229 people per hectare. Conversely, Eltham Town & Avery Hill ward has the lowest density of 32 people per hectare (Figure 4.1).

Figure 4.1: Population density of Greenwich per hectare by ward



Source: GLA population projections, 2026

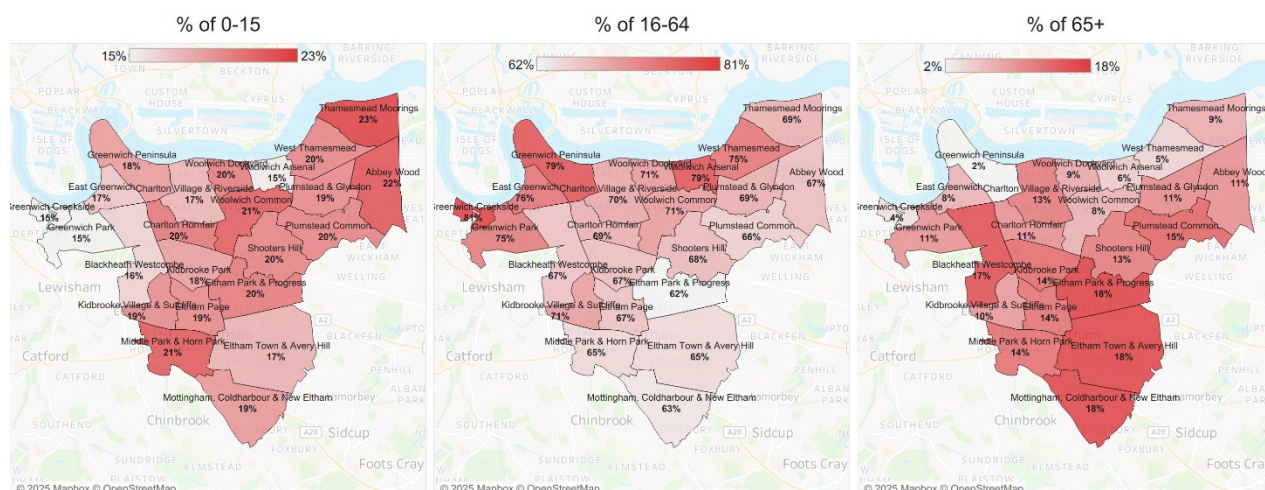
Age profile

4.8 Greenwich's median age of 35 years equates to the London average but is lower than the national average of 40 years.

4.9 Older adults (aged 65 and over) make up 11% of Greenwich's population. This is lower than London's overall picture which stands at 12%.

4.10 At a ward level, Thamesmead Moorings ward has the highest proportion of young people with 23% of its population aged 15 or below. Conversely, Eltham Town & Avery Hill, Eltham Park & Progress and Mottingham, Coldharbour & New Eltham represent the wards with the highest proportion of older adults (aged 65 and above). The ward breakdown by age groups is shown in the Figure 4.2 below.

Figure 4.2: Proportion of age groups by ward



Source: GLA population projections, 2026

Ethnicity and diversity

- 4.11 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.
- 4.12 44% of Greenwich residents are from the Global Majority, with Plumstead & Glyndon exhibiting the highest representation of those from the Global Majority (66%). Conversely, Eltham Park & Progress ward has the lowest representation (18%).

Table 4.1: Proportion of Greenwich population by ethnicity

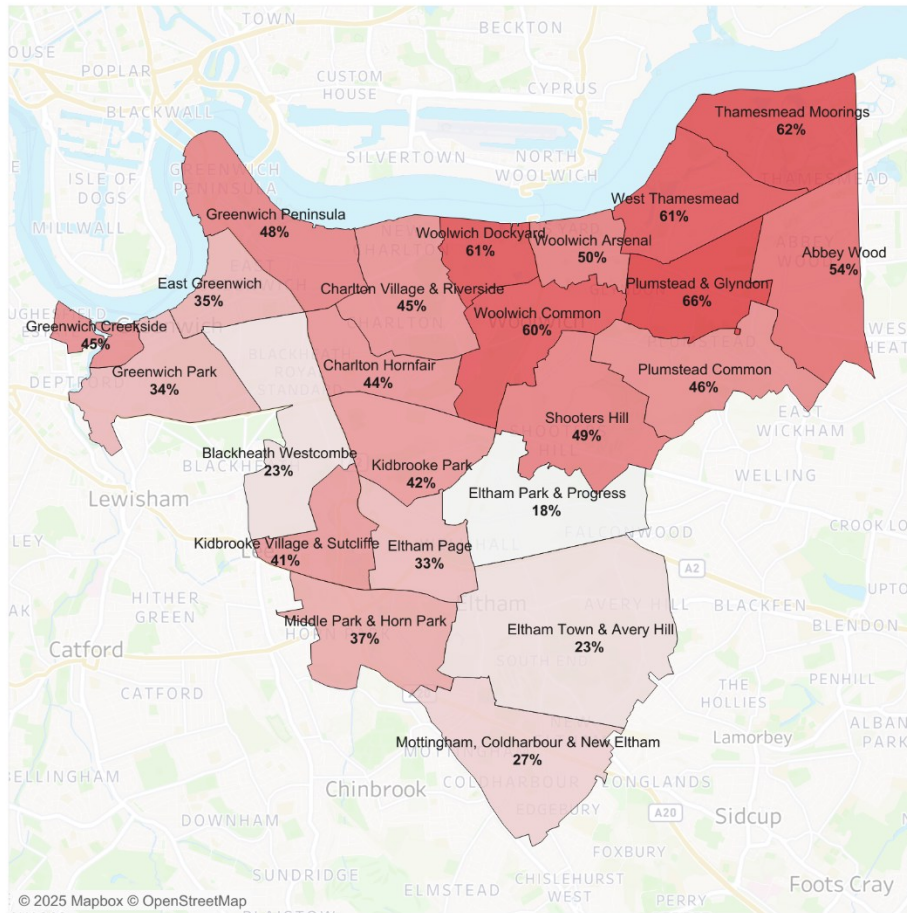
| Ethnicity | Greenwich | London | UK |
|--|-----------|--------|-----|
| Asian or Asian British | 13% | 21% | 9% |
| Black, Black British, Caribbean or African | 21% | 14% | 4% |
| Mixed or Multiple ethnic groups | 6% | 6% | 3% |
| White inc. White other | 56% | 54% | 82% |

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

| | | | |
|--------------------|----|----|----|
| Other ethnic group | 4% | 6% | 2% |
|--------------------|----|----|----|

Source: ONS, Census, 2021

Figure 4.3: Proportion of ethnic minorities in Greenwich by ward



Source: ONS, Census 2021

4.13 Nepalese, Romanian and Spanish are the most widely spoken main languages in Greenwich after English.

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

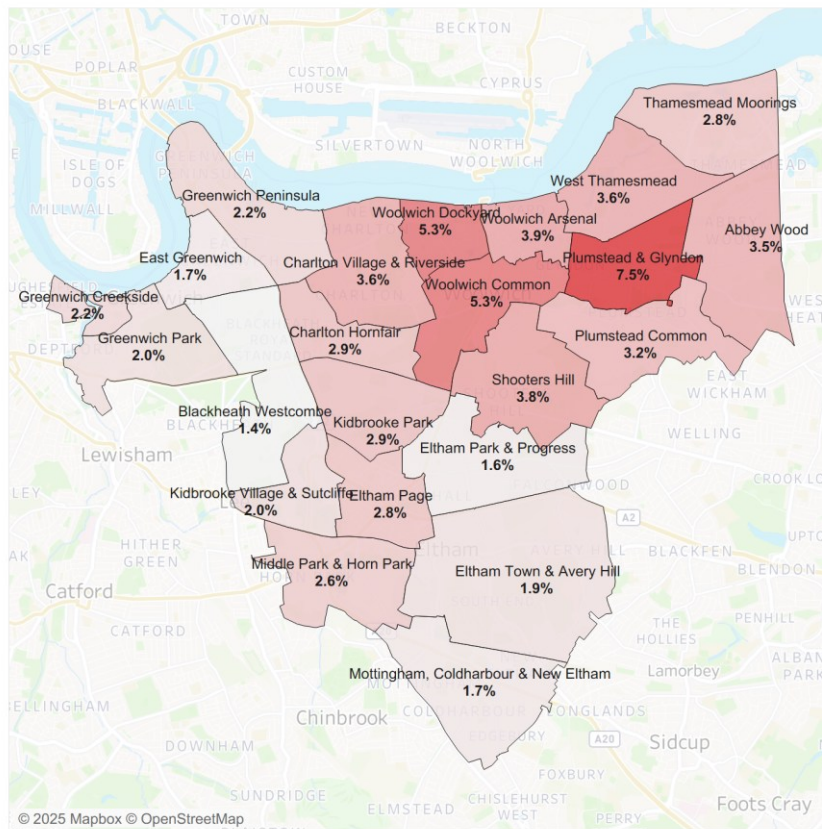
| Main Language | Percentage |
|---------------|------------|
| English | 81.8% |
| Nepalese | 2.1% |
| Romanian | 1.7% |
| Spanish | 1.1% |
| Portuguese | 0.9% |
| Polish | 0.8% |
| Italian | 0.7% |

| | |
|------------|------|
| Lithuanian | 0.7% |
| French | 0.7% |
| Russian | 0.6% |

Source: ONS, Census 2021

4.14 Only 3.2% of the borough’s populations report that they cannot speak English well or at all. The highest proportion of such residents are in Plumstead & Glyndon ward (Figure 4.4).

Figure 4.4: Proportion of residents that cannot speak English well or at all by ward



Source: ONS, Census 2021

Population changes

4.15 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.

Population size forecast

4.16 During the 2026-2029 PNA period, Greenwich’s population is expected to grow by 3.6% to 315,528 (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.

- 4.17 Greenwich Peninsula ward is expected to have the largest rate of increase in its population size, expanding from 15,872 in 2026 to 20,024 by 2029, a 26.2% increase (see Figure 4.5 and Table 4.3). Shooters Hill on the other hand, faces a 1.7% decrease in its population. Charlton Village & Riverside and Kidbrooke Village & Sutcliffe will also experience notable increases (19.4% and 15% respectively).

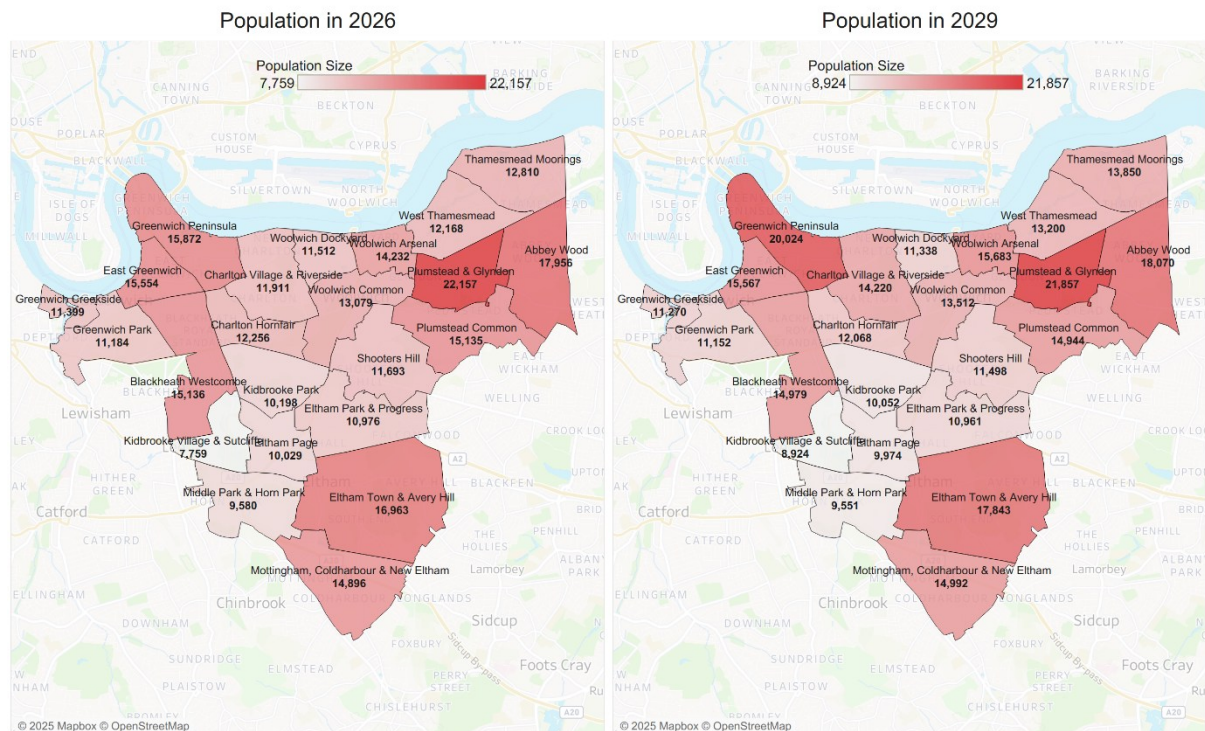
Table 4.3: Population change by ward - 2026 to 2029

| Ward | 2026 | 2027 | 2028 | 2029 |
|--------------------------------------|------|-------|-------|-------|
| Abbey Wood | 0.0% | 0.2% | 0.4% | 0.6% |
| Blackheath Westcombe | 0.0% | -0.3% | -0.7% | -1.0% |
| Charlton Hornfair | 0.0% | -0.5% | -1.0% | -1.5% |
| Charlton Village & Riverside | 0.0% | 6.3% | 12.8% | 19.4% |
| East Greenwich | 0.0% | 0.1% | 0.1% | 0.1% |
| Eltham Page | 0.0% | -0.1% | -0.3% | -0.5% |
| Eltham Park & Progress | 0.0% | 0.0% | -0.1% | -0.1% |
| Eltham Town & Avery Hill | 0.0% | 1.7% | 3.5% | 5.2% |
| Greenwich Creekside | 0.0% | -0.3% | -0.7% | -1.1% |
| Greenwich Park | 0.0% | -0.1% | -0.2% | -0.3% |
| Greenwich Peninsula | 0.0% | 8.5% | 17.3% | 26.2% |
| Kidbrooke Park | 0.0% | -0.5% | -0.9% | -1.4% |
| Kidbrooke Village & Sutcliffe | 0.0% | 5.0% | 10.0% | 15.0% |
| Middle Park & Horn Park | 0.0% | -0.1% | -0.2% | -0.3% |
| Mottingham, Coldharbour & New Eltham | 0.0% | 0.2% | 0.4% | 0.6% |
| Plumstead & Glyndon | 0.0% | -0.5% | -0.9% | -1.4% |
| Plumstead Common | 0.0% | -0.4% | -0.9% | -1.3% |
| Shooters Hill | 0.0% | -0.6% | -1.1% | -1.7% |
| Thamesmead Moorings | 0.0% | 2.6% | 5.3% | 8.1% |
| West Thamesmead | 0.0% | 2.6% | 5.5% | 8.5% |
| Woolwich Arsenal | 0.0% | 3.3% | 6.7% | 10.2% |
| Woolwich Common | 0.0% | 1.0% | 2.2% | 3.3% |

| | | | | |
|-------------------|-------------|-------------|-------------|-------------|
| Woolwich Dockyard | 0.0% | -0.5% | -1.0% | -1.5% |
| Total | 0.0% | 1.2% | 2.4% | 3.6% |

Source: GLA population projections

Figure 4.5: Projected population changes between 2026 and 2029 by ward



Source: GLA population projections

Housing developments

4.18 Greenwich is projected to complete 5,893 new houses during the PNA's lifetime (2025/26 to 2028/29). Woolwich Arsenal and West Thamesmead wards are expected to have the greatest number of new housing completed during that period.

Table 4.4: Housing trajectory by ward

| Ward | Units |
|-------------------------------|-------|
| Woolwich Arsenal | 1,579 |
| West Thamesmead | 1,325 |
| Kidbrooke Village & Sutcliffe | 1,163 |
| Greenwich Peninsula | 739 |
| Charlton Village & Riverside | 718 |
| Greenwich Creekside | 145 |
| Woolwich Common | 86 |

| | |
|--------------------------|--------------|
| Eltham Page | 81 |
| Woolwich Dockyard | 48 |
| Eltham Town & Avery Hill | 9 |
| Total | 5,893 |

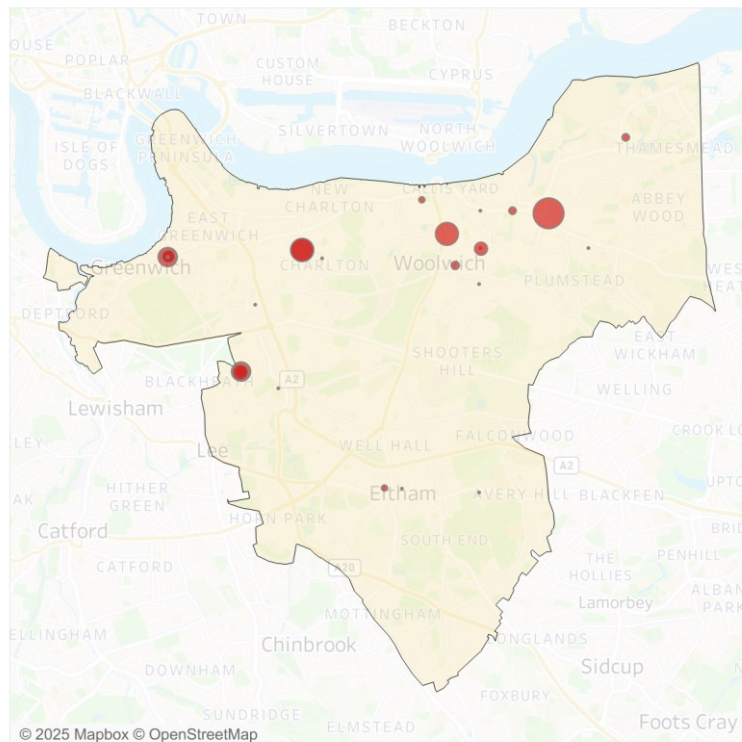
Source: Royal Borough of Greenwich

4.19 At a site level, the largest sites are:

- Lombard Square in West Thamesmead ward (1,259 units)
- Herringham Quarter in Charlton Village & Riverside ward (718 units)
- Woolwich Central (phase 3 and 4) in Woolwich Arsenal ward (700 units)
- Woolwich Estates (Morris Walk North, Morris Walk South, Marylon) in Woolwich Arsenal (585 units)
- Kidbrooke Village Phase 3 in Kidbrooke Village & Sutcliffe Ward (509 units)

4.20 The map below shows the distribution of the housing development sites.

Figure 4.6: Housing development pipeline – 2025/26 to 2028/29



Source: Royal Borough of Greenwich

Wider determinants of health

- 4.21 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)¹² and later the Marmot Review 10 Years On¹³. They include factors such as deprivation, education, employment and fuel poverty.

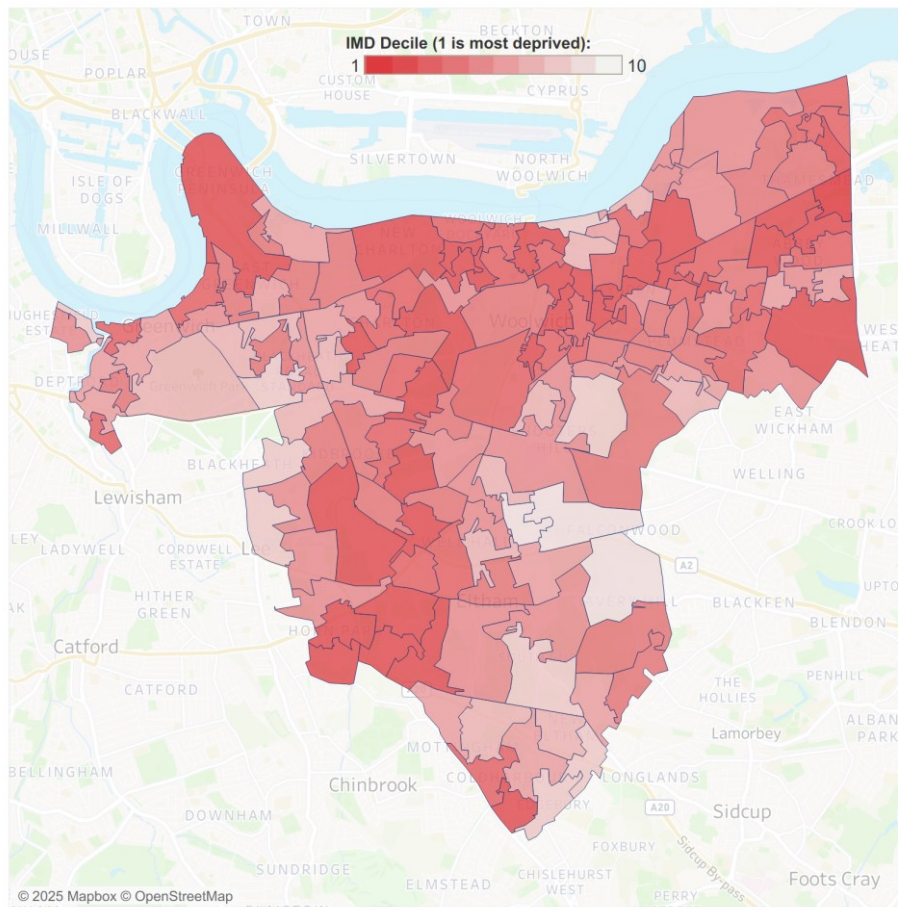
Index of Multiple Deprivation

- 4.22 The Index of Multiple Deprivation (IMD 2025) is a well-established combined measure of deprivation based on a total of 55 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 55 indicators fall under the following domains: Income, Employment, Health and Disability, Education, Skills and Training, Barriers to Housing and Services, Living Environment and Crime.
- 4.23 Greenwich is ranked 72nd out of the nation's 153 upper-tier local authorities, where 1 is the most deprived.
- 4.24 Figure 4.7 shows deprivation deciles at Lower Super Output Area (LSOA) level, highlighting that there are pockets of deprivation in the borough, with 28 of the borough's 164 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2).

¹² Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

¹³ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

Figure 4.7: The Index of Multiple Deprivation deciles in Greenwich by LSOA, 2025



Source: Ministry of Housing, Communities & Local Government

Other economic markers

- 4.25 81% 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).
- 4.26 20.8% (12,080) of children residing in the borough are in relative low-income families. This is higher than the London proportion but lower than the England one where 17.8% and 22.1% of children were from relative low-income families respectively (OHID, Public Health Outcomes Framework 2023/24).
- 4.27 In 2023, 9.3% of residents did not have enough income to afford sufficient fuel. This equates to the regional rate but is lower than the national rate of 9.3% and 11.4% respectively (OHID).

Patient groups with specific needs

Students

- 4.28 The largest university in Greenwich is University of Greenwich, ranked 106th in the Complete University Guide 2026. A recent report¹⁴ showed that the university employs 2,528 staff members in the local area and had 8,958 students at the main campus in 2022. Across all of their campuses, 40.3% were from White ethnic groups, 32.5% from Black ethnic groups, 14.5% from Asian ethnic groups, 7% from Mixed ethnic groups and 5.6% from Other ethnic groups.
- 4.29 On the Greenwich peninsula, there is a smaller university, The Ravensbourne University London, specialising in design and digital media and a campus of Coventry University.
- 4.30 Pharmacies across Greenwich can offer support to students at these universities in numerous ways. They provide accessible and convenient walk-in services, such as flu vaccinations and prescription filling, confidential health information and can support sexual health by providing free condoms as part of the c-card scheme. This convenience is especially important for reaching students who are living away from home for the first time and may find it difficult to attend appointments with a GP.
- 4.31 Additionally, for international students who are unfamiliar with the healthcare system, pharmacies can provide guidance on how the National Health Service (NHS) works, helping students access other services such as GP surgeries, dentistry and hospitals.

Military barracks residents

- 4.32 Royal Borough of Greenwich is home to Woolwich Barracks, a historic military base, built between 1776-1802, which is set to close in 2028. Primarily, military personnel live at the barracks, with some personnel and their family members living in nearby housing. Although it is not clear how many people are currently housed at these Barracks, two units are based there: The King's Troop, Royal Horse Artillery and 100 (Yeomanry) Regiment Royal Artillery.
- 4.33 Serving military personnel can access medical services through Defence Military Services (DMS), which work closely with the NHS to ensure timely and efficient

¹⁴ University of Greenwich (2023). Economic and Social Impact Assessment Report. https://www.gre.ac.uk/_data/assets/pdf_file/0026/351764/our-impact-report.pdf

healthcare is provided. DMS may also work with specific pharmacies to dispense prescriptions for free to military personnel. Some military personnel may also use local community pharmacies that are not contracted by DMS to access prescriptions, paying the cost upfront which they may be able to seek reimbursement for.

People who access sanctuary spaces

- 4.34 Royal Borough of Greenwich has been awarded Borough of Sanctuary status, making a commitment to creating a welcoming environment for refugees, asylum seekers and migrants.
- 4.35 Between 2011 and 2021, Census data shows that the percentage of Greenwich residents born in England dropped from 66.9% to 60.8%, with 5% being born in Nigeria, 2.1% in Southern Asia (other than Afghanistan, India, Pakistan, Bangladesh, Sri Lanka), 2% in India and 2% from countries that joined the EU between April 2001 and March 2011 (other than Poland, Croatia, Lithuania and Romania).
- 4.36 Furthermore, in the year ending September 2025, there were 1,320 arrivals in Greenwich under the Homes for Ukraine Scheme, a population of 86 people under the Afghan Resettlement Programme and 128 people in Supported Asylum, leading to a total of 1,534 people, equating to 0.51% of the population of Greenwich.
- 4.37 Pharmacies provide vital services to refugees, asylum seekers and migrants, including free and accessible health services and information and guidance on navigating NHS services if they are unfamiliar with the healthcare system. Some refugees and asylum seekers may qualify for free prescriptions.

Summary of the demographics of Greenwich

Greenwich's population estimate of 304,457, is forecast to increase by 3.2% by 2029. Its population density varies widely across wards, from 32, to 229 people per hectare on the highest end. The median age of 35 mirrors the London average, with older adults comprising 11% of the total population. 44% of residents are from the Global Majority, with particularly high representation in Plumstead & Glyndon ward. Across the PNA period, nearly 5,900 new homes are projected for completion, with Woolwich Arsenal ward projected to have the most completions.

Although the borough ranks mid-range nationally for deprivation (66th out of 151 authorities), it contains several highly deprived neighbourhoods, with 22% of its 151 LSOAs among the most deprived 20% in the nation. Employment rates are high (81%), but challenges persist around child poverty and fuel affordability.

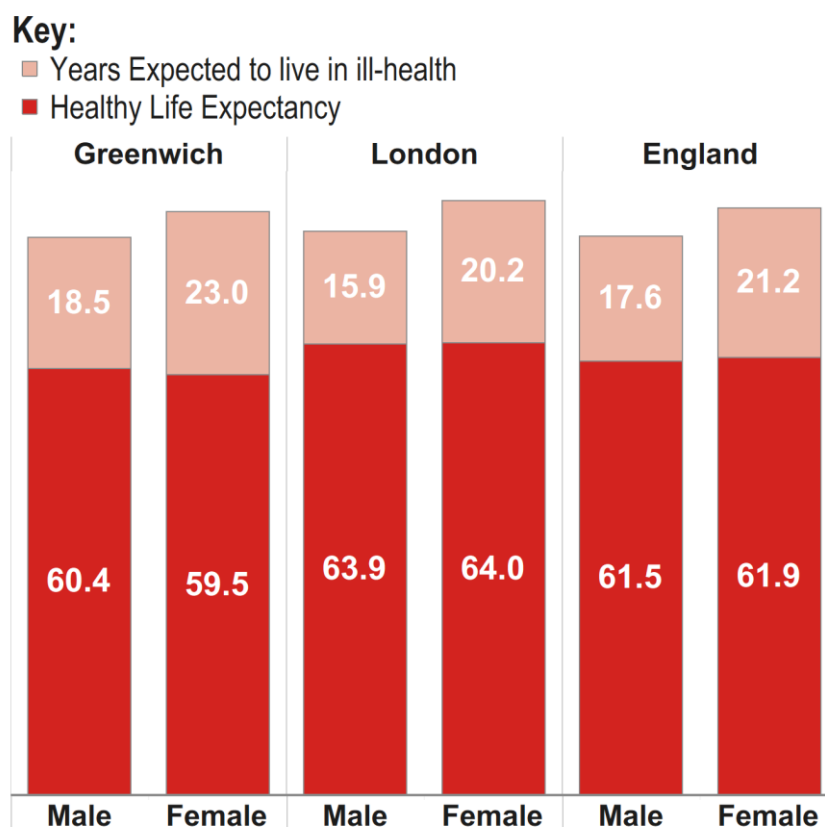
Chapter 5 - Population health needs

- 5.1 The following chapter provides an overview of the health and wellbeing of local people in the Royal Borough of Greenwich, with a particular concentration on needs related to community pharmacy services.
- 5.2 Within this chapter, the life expectancy and healthy life expectancy are explored, along with the local health behaviours and prevalence of major health conditions, drawing on data sourced from Office for Health Improvement and Disparities, Public Health Profiles.

Life expectancy and healthy life expectancy

- 5.3 Life expectancy (the average number of years a person can expect to live) and healthy life expectancy (the average number of years an individual is expected to live in good health) are useful indicators of the local population's health. They are calculated based on age-specific mortality rates and the prevalence of good health in their area.
- 5.4 Life expectancy at birth in Greenwich varies between males and females, with males having a life expectancy of 78.9 between the years 2021-23, similar to that of London (79.8) and England (79.1). Females in Greenwich have a worse life expectancy than the national average. Between 2021-23, females in Greenwich had a life expectancy of 82.5 which is significantly lower than the England average (83.1) and is lower than the London average of 84.1.
- 5.5 In Greenwich, the healthy life expectancy at birth is 60.4 for males and 59.5 for females. Both these figures are similar to the England averages. This highlights that males in Greenwich are expected to live 18.5 years in ill-health whilst females are expected to live up to 23 years in ill-health. Figure 5.1 below presents life expectancy at birth and healthy life expectancy at birth in years for men and women in Greenwich, London and England.

Figure 5.1: Life expectancy at birth and healthy life expectancy at birth for Greenwich, London and England, 2021-23



Our health and behaviours

- 5.6 Community pharmacies hold significant responsibilities in supporting local health and wellbeing. Located in the heart of their communities, they provide ‘walk-in’ access to services. This makes them ideally placed to carry out opportunistic screening and brief interventions, using interactions with local communities as opportunities for health promotion and signposting, giving advice and information on wellbeing and self-care.
- 5.7 Operating under the Healthy Living Pharmacy framework, community pharmacies are expected to have systems in place to direct individuals to key health interventions, such as smoking cessation and weight management programmes, whilst also offering advice on wellbeing and self-care. This approach encourages pharmacies to use every patient interaction as a chance to promote healthier lifestyles and connect people to appropriate support services. This is in line with the NHS Community Pharmacy Contractual Framework which requires community pharmacies to ensure appropriate provisions are in place to offer health promotion on key risk factors such as smoking cessation and weight management.

5.8 The following section explores the health behaviours and lifestyle factors impacting on health and wellbeing, as well as how pharmacies can support these through the Healthy Living Pharmacy framework and by signposting.

Smoking

5.9 The risks of smoking are well-known, such as an increased risk of cancer, respiratory diseases and cardiovascular diseases. It is estimated that smoking accounts for 16% of all premature deaths and more than 9% of years of life lost due to ill health, disability or early death, making it the leading cause of premature death and preventable illness in England.

5.10 In 2023, 9.7% of adults aged 18 and over in Greenwich smoked, similar to 11.7% in London and 11.6% in England. Positively, Smoking rates among those in routine and manual occupations were considerably lower in Greenwich at 7.8%, compared to 15.2% in London and 19.5% in England, the fourth lowest in the London region.

5.11 Due to the harmful effects of smoking on maternal health and the baby's growth and development, smoking prevalence among pregnant women is monitored. In 2024/25, 3.7% of mothers in Greenwich smoked at the time of delivery, compared to the rate of 3.3% in London. This is significantly better than the England rate of 6.1%.

5.12 Community pharmacies can support individuals to stop smoking by providing information and advice. As detailed in chapter 7, they also offer the smoking cessation service for patients who have started a stop smoking programme in hospital, providing 1:1 support and access to nicotine replacement therapies.

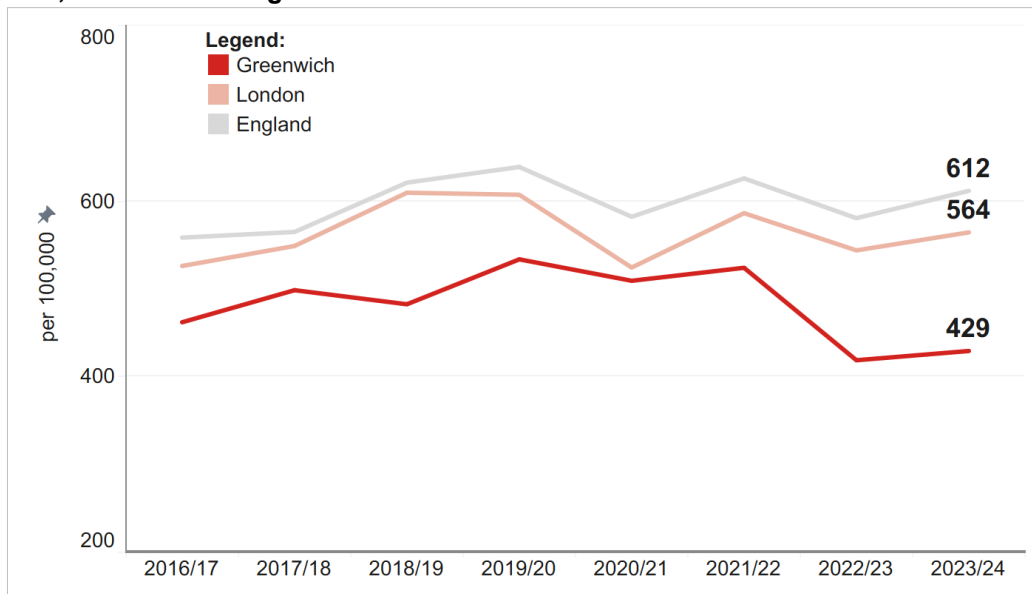
Alcohol consumption

5.13 Harmful drinking holds a variety of health, safety and social risks for individuals. For example, health issues such as brain damage, alcohol poisoning, chronic liver disease, breast cancer, skeletal muscle damage, and poor mental health are linked to high levels of alcohol consumption. Additionally, accidents, acts of violence, criminal behaviour, and various social problems can result from alcohol consumption.¹⁵

¹⁵ GOV.UK - Health matters: harmful drinking and alcohol dependence

- 5.14 In 2023, there were 75 deaths classified as 'alcohol-related mortality' in Greenwich. This equates to a rate of 35.5 per 100,000 population, similar to the rate for the London region (33.7 per 100,000) and the rate for England (40.7 per 100,000).
- 5.15 In 2023/24, there were 1,032 admission episodes for alcohol-specific conditions in Greenwich. This is a rate of 429 per 100,000, which is significantly better than the rate for England of 612 per 100,000 and is lower than the rate for London of 564 per 100,000. This has decreased since 2019/20 (figure 5.2).

Figure 5.2. Rate of admission episodes for alcohol-specific conditions per 100,000 in Greenwich, London and England 2016/17-2022/23



- 5.16 Community pharmacies can assist individuals with alcohol use disorder (alcoholism) to reach local addiction services and may be able to provide medicine, such as acamprosate, which is used in treatment if prescribed.

Substance misuse

- 5.17 Substance misuse is associated with a range of mental health issues, such as depression, disruptive behaviour and suicide. Between 2021 and 2023, there were 28 deaths in Greenwich due to drug misuse. This equates to a rate of 3.1 per 100,000 population, which is significantly lower than the rate for England (5.5 per 100,000) and comparable to the London region (3.8 per 100,000).
- 5.18 In 2023/24, 4.4% of opiate drug users aged 18 and over in treatment in Greenwich successfully completed treatment for opiate use, which is similar to the England rate (5.1%) and the London region (5.2%). Among non-opiate drug users aged 18 and

over, the successful treatment completion rate in Greenwich was 37.3%, compared to 29.5% for England and 28% for London.

5.19 Community pharmacies can provide vital harm reduction services for substance misuse, such as:

- Needle exchange
- Opioid substitution therapies (e.g., methadone and Buprenorphine)
- Supervised consumption services

5.20 Some pharmacies may also be able to provide medicine such as naloxone for the reversal of opioid overdoses.

Weight management

5.21 Obesity, classified as a Body Mass Index (BMI) exceeding 30, has been linked to associated with premature mortality and preventable ill health. It is thought to increase the risk of various diseases such as certain cancers, high blood pressure and type 2 diabetes.

5.22 Obesity rates are moderate in Greenwich, with 60.2% of adults being overweight or obese in 2023/24, similar to the national average of 64.5% and the London rate of 57.8%.

5.23 Obesity among children is of particular concern because of its impact on long-term health and wellbeing outcomes. For example, childhood obesity is linked to an increased risk of elevated blood lipids, glucose intolerance, type 2 diabetes, hypertension, and liver enzyme increases linked to fatty liver disease. Additionally, children living with obesity may experience psychological issues, including social isolation, low self-esteem, teasing and bullying.

5.24 In 2023/24, one in four (25%) children in Reception Class in Greenwich were classified as overweight or obese, significantly worse than the England rate of 22.1%, and the fourth highest in the London region. Among children in Year 6, 40.9% were overweight or obese in Greenwich, significantly worse than the England rate of 35.8% and the eighth highest in the London region.

5.25 For those who may benefit from weight management advice and one-to-one coaching from a weight loss expert, community pharmacies can provide an onward referral to local weight management support or the NHS Digital Weight Management Programme.

Physical activity

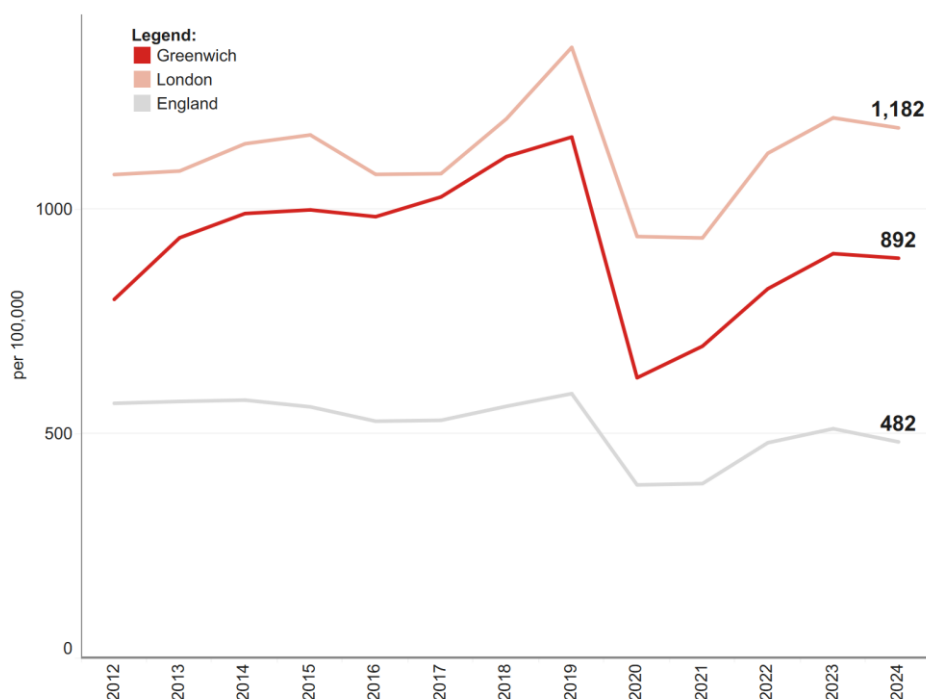
- 5.26 A lack of physical activity holds physical and mental health risks for individuals across the population. According to the Global Burden of Disease study, physical inactivity is directly responsible for 5% of deaths in England and is the fourth leading risk factor for global mortality.¹⁶ However, by being more physically active, individuals can reduce their risk of developing many health conditions, including cardiovascular disease, coronary heart disease, and stroke. It can also help to improve mental health and overall wellbeing.
- 5.27 In 2023/24, 63.6% of adults were considered 'physically active' in Greenwich, similar to the England average of 67.4% and the London average of 66.7%. In Greenwich, 25.9% of adults were classed as 'physically inactive', similar to the England rate of 22% and lower than the London rate of 22.7%.

Sexual health

- 5.28 The local community of Greenwich can access sexual health services through Greenwich Sexual Health, who provide in-person services at the Market Street Health Centre, The Source and the Plumstead Health Centre. There are also online services such as home STI kits.
- 5.29 The rate of new sexually transmitted infection (STI) diagnoses in Greenwich is high. In 2024, the overall rate of new STI diagnoses (excluding chlamydia in those under 25) was 892 per 100,000. This is significantly higher than the national rate for England (482 per 100,000), but lower than the London rate (1,182 per 100,000). This trend has been increasing since 2020 (Figure 5.3).

¹⁶ World Health Organization - Global Status Report on Physical Activity 2022

Figure 5.3 New STI diagnoses (excluding chlamydia in those under 25) rate per 100,000 in Greenwich, London and England 2012-2024



5.30 Chlamydia is the most commonly diagnosed STI in England, with the highest prevalence among young adults. In 2024, there were 481 cases of chlamydia detected in Greenwich, equating to a rate of 1,329 per 100,000 young people aged 15–24, compared to the national rate of 1,250 per 100,000 and the London rate of 1,457 per 100,000.

5.31 Chlamydia screening rates among females in Greenwich are low, with 14.9% of 15–24-year-olds attending specialised sexual health clinics being screened in 2024. This is significantly below the screening rates for England (18%) and below the rate for the London region (21.2%). This is the seventh lowest rate in the region.

5.32 Pharmacists can help individuals understand the signs and symptoms of common STIs and give advice on safe sex practices and treatment seeking. Community pharmacies can promote and support sexual health in a variety of ways, such as:

- STI self-testing
- Chlamydia treatment
- Contraceptive counselling to support decision-making around contraception methods
- Emergency contraceptive services and products for on-going contraception
- Provide informational leaflets, brochures and 1:1 consultations on topics related to sexual health
- Screening for STIs such as chlamydia

5.33 Some pharmacies can provide condoms to young people between the ages of 16 and 24, as part of the C-Card scheme.

HIV

5.34 The rate of HIV diagnosis is comparatively high in Greenwich. The latest figures show that there were 68 residents in Greenwich in 2024 newly diagnosed with HIV. This equates to 22.7 per 100,000 population which is significantly higher than the national rate of 9 per 100,000 and higher than the regional rate of 16.3 per 100,000.

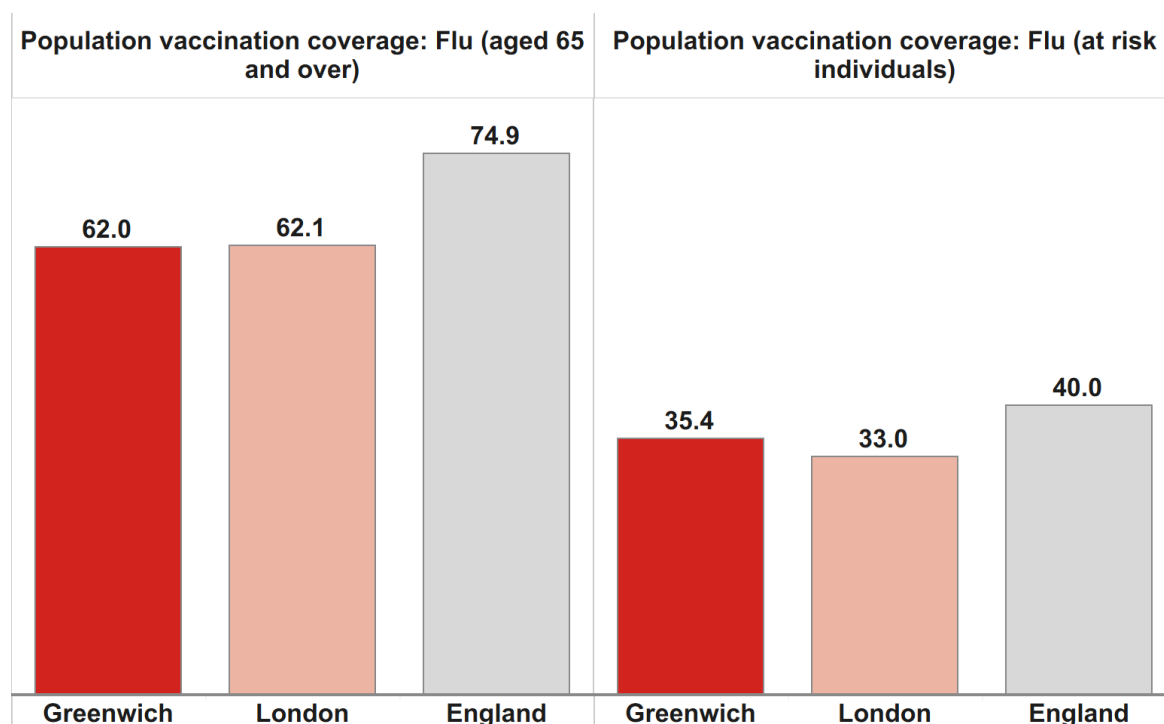
5.35 HIV testing coverage is relatively high in Greenwich. In 2024, 4,725 per 100,000 people who attended specialist sexual health services were tested, which is lower than the London rate of 6,979.8 per 100,000 but is significantly higher than the rate for England (2,842.7 per 100,000). This has been increasing in recent years.

Flu vaccination

5.36 The flu vaccination is offered to individuals at greater risk of developing serious complications from flu. In 2023/24, 66% of over-65s in Greenwich received the vaccine. This is similar to the London average of 65.9%, but below the England average of 77.8%, and is below the national vaccination coverage target of 75%.

5.37 Flu vaccination coverage for at-risk individuals aged 6 months to 64 years in Greenwich was 36.1% in 2023/24, similar to the London average of 34.7% but significantly below the England average of 41.4%. It also remains well below the national vaccination coverage target of 55%.

Figure 5.4: Flu vaccination coverage for 65+ and at-risk individuals in 2024/25



5.38 As community pharmacies are at the frontline of healthcare, vaccinations are a key 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, into the community, can have a significant impact on uptake.

5.39 Pharmacies can improve accessibility and uptake of flu vaccines by reducing the demand on GP surgeries by providing convenient walk-in services for flu vaccination. This can help to reach vulnerable populations who may be at higher risk of complications from the flu (e.g., older adults, people with chronic conditions, pregnant women and people who might be less likely to visit their GP).

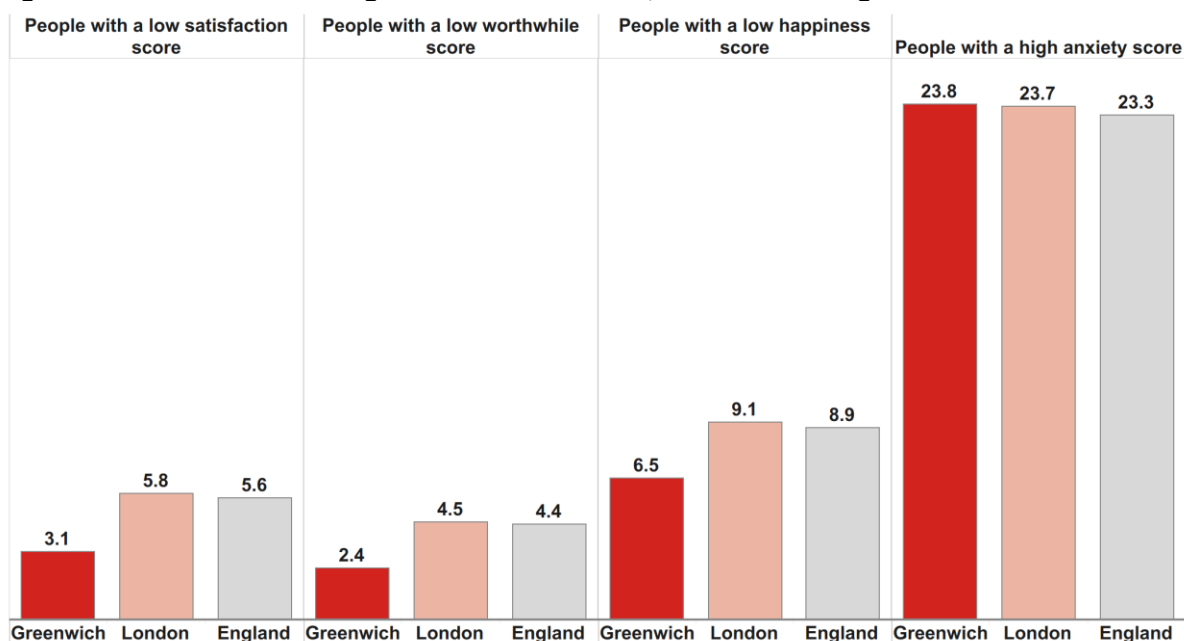
5.40 Further details about the flu vaccination advanced and enhanced services can be found in Chapter 7.

Mental wellbeing

5.41 Mental health and wellbeing, health behaviours (e.g., smoking, diet, physical activity and alcohol consumption) and physical health are inextricably linked. Having poor physical health can have a detrimental effect on mental health and wellbeing.

5.42 The ONS dataset 'Personal well-being estimates by Local Authority'¹⁷ uses four measures to assess personal well-being: life satisfaction, feeling the things done in life are worthwhile, happiness, and anxiety. Figure 5.5 below presents the results from the latest survey wave (2022/23), showing the percentage of respondents scoring low for each indicator. Greenwich has statistically similar results to England for Anxiety, Happiness and Worthwhileness, and statistically better results for Life Satisfaction.

Figure 5.5: Personal wellbeing scores in Greenwich, London and England in 2022/23



Social isolation and loneliness

5.43 Social isolation and loneliness negatively impact health and wellbeing through increasing behavioural risk factors, which can lead to poor mental health. They are also linked to higher morbidity and mortality rates from conditions such as acute myocardial infarction and stroke.

5.44 To understand how prevalent loneliness is, the 2021/22 to 2022/23 Active Lives Adult Survey asked respondents, "How often do you feel lonely?". In Greenwich, 7.9% reported that they feel lonely always or often, similar to the national figure of 6.8% and the regional figure of 7%.

¹⁷ ONS, Personal Wellbeing in the UK, 2020-2021, October 2021. <https://www.ons.gov.uk/datasets/wellbeing-local-authority/editions/time-series/versions/2>

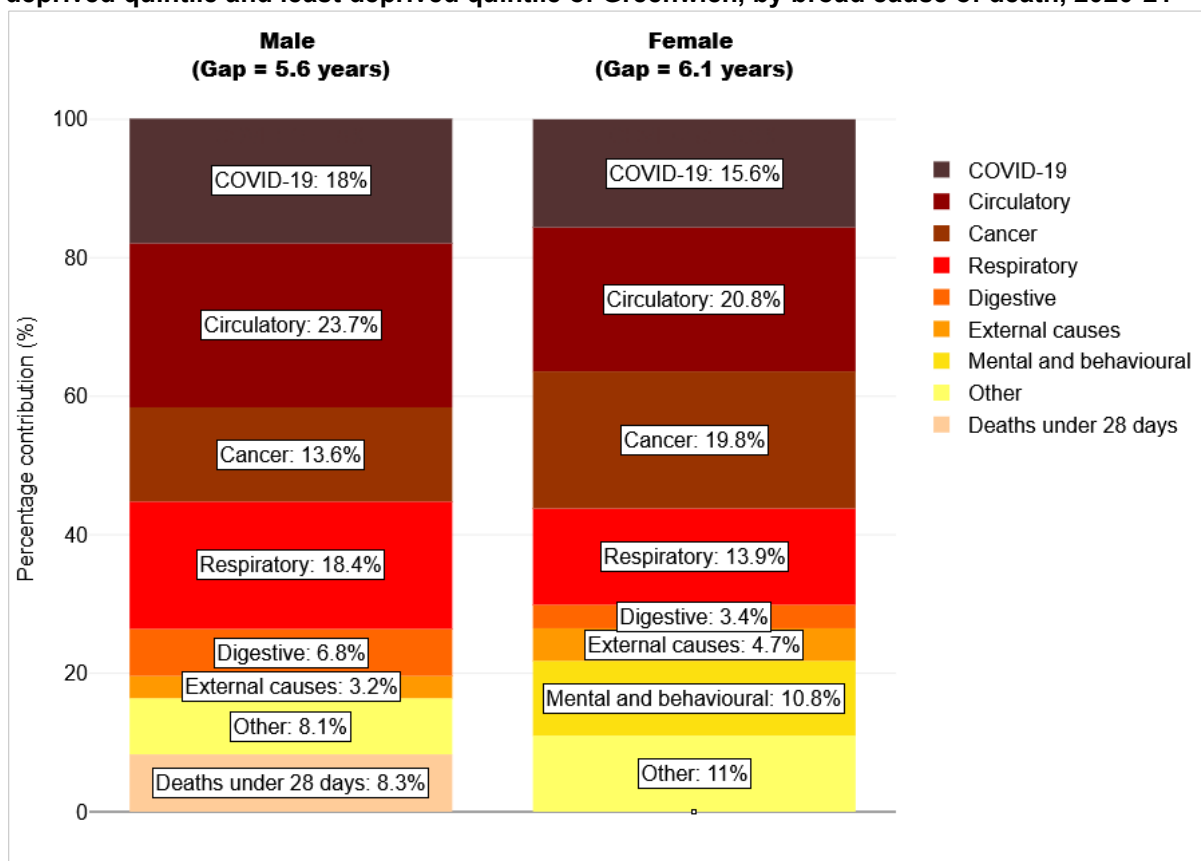
- 5.45 The 2023/24 Adult Social Care Survey found that 38.4% of adult social care users aged 18 and over reported having as much social contact as they would like, which is significantly lower than the national rate of 45.6%, but is similar to rate for the London region of 40.7%. These figures highlight that almost two thirds of those receiving social care in Greenwich do not have sufficient social contact and may be experiencing isolation and loneliness.
- 5.46 Pharmacies can support mental health and wellbeing in their communities by noticing signs of new or worsening symptoms in patients, signposting or referring them onwards to appropriate support services. Working in partnership with patients experiencing poor mental health, pharmacists can help to ensure that medications are appropriately adhered to. During a mental health crisis, pharmacists may be able to assist by ensuring patients have immediate access to necessary medications (e.g., emergency supplies of medicines used for the treatment of mental health conditions), supporting individuals to manage their condition until they can reach further support.
- 5.47 Furthermore, community pharmacies can play a vital role in helping to improve the mental health and wellbeing of residents through proactively seeking opportunities to promote people's physical and mental health and wellbeing. This includes awareness raising and information provision, advice and education, behavioural support and referral, signposting to other services as well as offering services aimed at improvement in wellbeing and mental health. From October 2025, the New Medicine Service (NMS) will be expanded to support patients newly prescribed eligible antidepressants for the treatment of depression. This important enhancement will offer targeted support during the critical early stages of treatment, when patients are most likely to experience side effects and may struggle with adherence. By helping patients understand the expected timeline for the medicine to take effect, manage potential side effects, and build confidence in their treatment plan, the expanded service aims to reduce early discontinuation and improve long-term outcomes. This development will play a key role in enhancing patient safety, increasing adherence, and ultimately supporting better mental health outcomes across the population. More information on the New Medicines Service in Greenwich can be found in Chapter 7.
- 5.48 Also, one of the essential services which community pharmacies must deliver is public health (promotion of healthy lifestyle). This service 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 unique positioning of pharmacies in the community and the convenience they provide especially to patients who may not usually engage with other healthcare services.

Major health conditions

- 5.49 There is a gap in the life expectancy between the most deprived and least deprived populations within a district. There is a gap of 5.6 years for males and 6.1 years for females between the most and least deprived quintiles of Greenwich. By exploring the causes of this gap and understanding health conditions having the greatest impact on local populations, it is possible to identify where a targeted approach is needed.
- 5.50 Figure 5.6 illustrates the breakdown of the life expectancy gap (by broad cause of death) between the most deprived and least deprived quintiles of Greenwich for 2020 to 2021. The leading causes of this gap for males were: circulatory diseases, accounting for 23.7% of the gap; respiratory diseases, accounting for 18.4% of the gap; COVID-19, accounting for 18%; and cancer, accounting for 13.6%. For females, circulatory diseases were the main contributors, accounting for 20.8% of the gap, cancer for 19.8%, COVID-19 for 15.6%, respiratory diseases for 13.9%.

Figure 5.6: Scarf chart showing the breakdown of the life expectancy gap between the most deprived quintile and least deprived quintile of Greenwich, by broad cause of death, 2020-21



Source: OHID, 2025

5.51 We will take a closer look at circulatory diseases, cancer and respiratory diseases and their impact in Greenwich.

Circulatory diseases

5.52 Circulatory diseases, which affect the heart and blood vessels, are a leading cause of death globally. For the period 2021-2023, the under 75 mortality rate from cardiovascular disease in Greenwich was 86.2 per 100,000 population which was significantly worse than the England rate (77.1 per 100,000 population) and higher than the figures for the London region (74.5 per 100,000 population). It is the sixth highest in the London region.

5.53 The most recent prevalence of Coronary Heart Disease (CHD) patients in Greenwich general practices (2023/24) (1.8%) was similar to the London region (1.9%) and lower than the England rate (3%). This rate has been decreasing in recent years.

5.54 Stroke prevalence is relatively low in Greenwich. In 2023/24, 1.2% of patients registered with a GP in Greenwich had a stroke or transient ischaemic attack (TIA)

diagnosis. This is similar to the London rate of 1.1% but lower than the England rate of 1.9%.

Cancer

- 5.55 Cancer is a group of diseases caused by the division of abnormal cells in an uncontrolled way across a part of the body and had the potential to spread to other areas of the body. In 2023, the mortality rate from cancer in Greenwich was 261 per 100,000, similar to the rate in England (247 per 100,000) and in London (226 per 100,000).
- 5.56 Mortality rates for lung, breast (females), prostate (males), colorectal, bladder and oesophageal cancers, as well as for leukaemia and lymphoma, were comparable to national figures.
- 5.57 However, the mortality rate for stomach cancer was significantly worse in Greenwich (9.4 per 100,000) than in England (5.4 per 100,000) and is the third highest in the London region.

Respiratory diseases

- 5.58 Respiratory diseases, such as flu, pneumonia, and chronic lower respiratory diseases (e.g., chronic obstructive pulmonary disease), are among the leading causes of death in England for people aged under 75.
- 5.59 In Greenwich, the under-75 mortality rate for respiratory diseases between 2021 and 2023 was 32.2 per 100,000 population. This rate is similar to the national rate for England, which stands at 30.3 per 100,000, and the rate for the London region at 25.5 per 100,000.
- 5.60 One of the major respiratory diseases is COPD. The mortality rate from COPD in Greenwich was 55.8 per 100,000 in 2021-2023, higher than the rate for London of 38.8 per 100,000 and significantly higher than the England rate of 43.9 per 100,000.

Summary of health needs

Overall, the people of Greenwich can expect to live at a reasonable level of health, that is comparable to that of the London region and England. For males, life expectancy is similar to the regional and national figures, whilst for females, it is lower. Although, there is an inequality gap in the life expectancy between those living in the most deprived areas of Greenwich, compared to those living in the least deprived areas. Circulatory diseases, cancer and respiratory diseases are among the 'Major Health Conditions' identified as the main causes of this inequality gap.

There are some indicators identified within 'Our Health and Behaviours' where Greenwich is doing worse than regional and national comparators. These include:

- Rate of children in Reception Class classified as overweight or obese (2023/24)
- Rate of new STI diagnoses (excluding chlamydia in those under 25) (2024)
- Chlamydia screening rates among females aged 15–24-year-olds attending specialised sexual health clinics (2024)
- Rate of new diagnosis of HIV (2023)
- Flu vaccination coverage for at-risk individuals aged 6 months to 64 years old (2023/24)

Chapter 6 - Public engagement

6.1 In order to gain the views of the public on pharmaceutical services, a questionnaire was developed by the Steering Group and made available via an online survey platform from 12th November to the 15th December 2025.

Engagement strategy

6.2 The survey was promoted through a range of channels to reach residents and staff. It was sent out through the resident and community bulletins, council social media channels, resident WhatsApp channel, Greenwich and Lewisham Weekender and Public Health comms channels e.g. Be Well network.

6.3 In addition, the survey was shared widely with a broad network of local stakeholders. These are listed below.

- Borough of Sanctuary Partnership engagement routes
- Caribbean Social Forum
- Charlton Athletic Community Trust Extra Time Hub
- Food banks
- Greenwich Healthier Communities Fund
- Greenwich Maternity and Neonatal Voices Partnership
- Her Centre
- Lewisham Refugee and Migrant Network
- Nepalese community links
- Oxleas involvement
- Peabody in Thamesmead
- Queercircle
- RBG Housing panel
- The Breastfeeding Network peer support group
- Woolwich Service Users Project
- Via Greenwich

6.4 A number of in person events were attended by the Healthy Dialogues team to gather feedback on the survey from Greenwich council identified groups. The organisations/events are listed below:

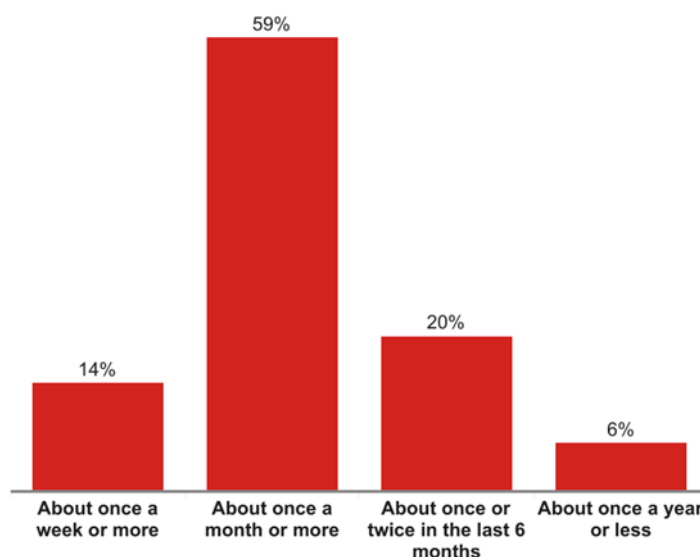
- Glyndon advice hub
- Glyndon Community Centre
- CureComm wellbeing festival
- Better South Greenwich Children's Centre
- Greenwich carers centre

Questionnaire responses

6.5 There were 267 responses to the public engagement questionnaire; a number were completed online whilst some were gathered through in person engagement.

6.6 Generally, the local community use pharmacies regularly. 59% of respondents stated that they visited a pharmacy about once a month or more in the previous 6 months.

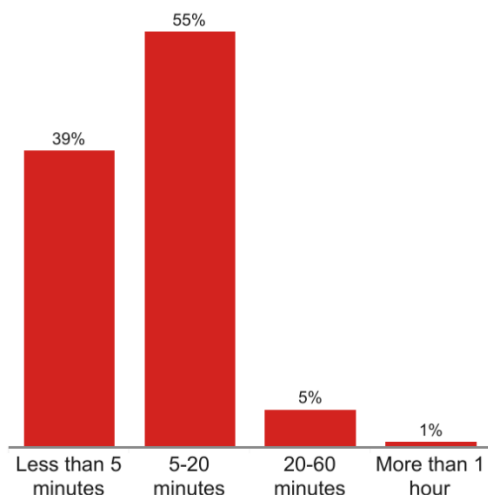
Figure 6.1: Responses to frequency of pharmacy usage



6.7 The questionnaire ascertained factors that influence respondent's choice of pharmacy. Proximity was the overwhelming reason stated, playing a role in 68% of responses. Other factors stated include good service (53%), availability of supplies needed (40%) convenience of opening times (21%), availability of parking (11%) and convenience of public transport (7%).

6.8 For the vast majority of responders (55%), their journey time to a pharmacy is less than 20 minutes, with 39% being able to get to a pharmacy in less than 5 minutes. 5% of respondents take between 20 and 60 minutes to reach their pharmacy.

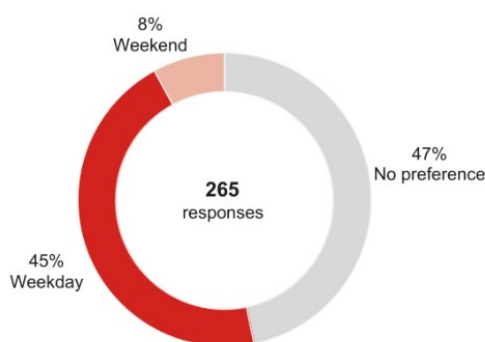
Figure 6.2: Travel time to a pharmacy



6.9 Walking was the most common method of reaching a pharmacy (67%), followed by road (18%), public transport (13%) and cycling (1%).

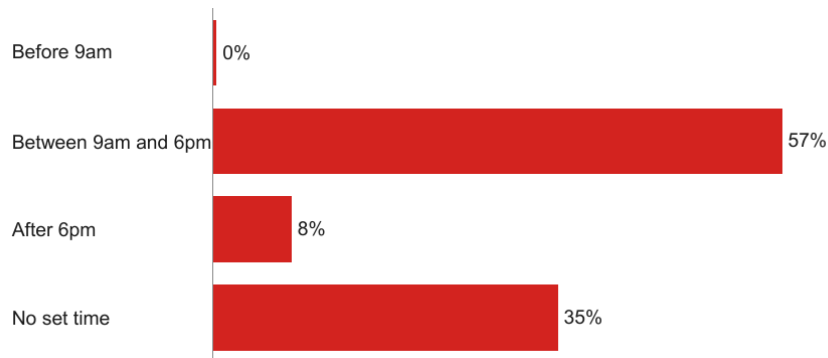
6.10 45% of respondents preferred to visit a pharmacy on a weekday, 8% on a weekend while just under half (47%) did not have a preference.

Figure 6.3: Preference for day to visit pharmacy



6.11 Whilst 35% of respondents did not have a preference as to what time they visited a pharmacy. For those that did, the most popular time was between 9am and 6pm (57% of responses), followed by after 6pm (8% of responses).

Figure 6.4: Preferred time to visit pharmacy



6.12 The questionnaire sought to find out the actions people took when they could not access their pharmacy. Most (55%) chose to go another day, 29% stated they always have access to their pharmacy, 10% would use a different health care service while 5% would use an online pharmacy service.

Additional comments about local pharmacy services

6.13 A total of 110 respondents chose to share further comments about local pharmacy services. Themes from the positive comments included:

- Friendly, knowledgeable, and patient staff who build trust and long-term relationships with customers
- Pharmacies valued as an accessible first point of care for advice and minor health concerns
- Pharmacy First services help reduce pressure on GP appointments and save time for patients
- Convenient access to vaccinations (flu, Covid, boosters) through local pharmacies
- Reliable repeat prescription management, including GP-linked systems and timely preparation
- Home delivery services are essential for older people, disabled residents, and those with complex needs
- Local, independent pharmacies are seen as vital community health assets
- Preventative and additional services (e.g. blood pressure checks, health advice) are particularly welcome

6.14 Examples of positive comments included:

“Helpful to get advice on minor health issues and treatments and prescriptions”

“They are pretty helpful when I want something and they are friendly and I get served quickly”

“My pharmacy liaise with my GP which is so helpful and get prescription on time”

“The last time I went to my local pharmacy they advised me on the HRT PPC which has saved me money”

“I recently moved to this pharmacy as it’s the only one that has supply and late night openings”

“I use the same pharmacy for 10 years. I am very happy with the service, with the staff that are very friendly and professional”

“I would not opt to receive regular prescription by post as it is important to keep the personal touch and expertise of the pharmacy staff. Whenever I go there are invariably other people in there, so it is clearly well-used and I quite often hear others asking for advice. I have had a blood pressure test taken in the pharmacy which is easier to get to than my GP”

6.15 A total of 97 respondents chose to share further comments about other services they would like to see at their local pharmacy. Themes from comments suggesting improvements included:

- Extend pharmacy opening hours, particularly evenings, weekends, and Sundays, to improve access for working people and urgent needs
- Expand clinical and prescribing services, including a wider minor ailments service, community prescribing, and fewer restrictive eligibility rules
- Increase preventative health checks and testing, such as blood pressure, cholesterol, blood sugar, blood/urine tests, and basic health screenings
- Improve access to vaccinations, including flu, Covid, shingles, tetanus, travel vaccines, and more appointment availability
- Strengthen staffing, continuity, and customer experience, with adequate staffing levels, consistent pharmacists, shorter waits, and protected consultation time

- Improve accessibility, communication, and local provision, including private consultation spaces, wheelchair access, clearer information about services, and pharmacies in underserved areas

6.16 Here are some example comments:

“If they could provide blood tests, the pharmacy would be a greater asset, especially to the vulnerable and the ageing public.”

“Longer opening hours on weekends More pharmacist appointments available for the additional consultations they now going for doctors not detracting from them signing off prescriptions at the front desk (usually there is hold up as it’s same person doing both)”

“Maybe a doctor clinic in the pharmacy can help when we can’t get to see our own GP a doctor can help or advice with the pharmacist”

“I would like my pharmacy to have ramped access with an automatic door. Currently they have a step and an old door which means it's difficult to get into while pushing a wheelchair buggy. They already offer flu and covid vaccines as well as chickenpox vaccines privately.”

“A private space to speak with someone about any concerns.”

Demographic breakdown of participants

6.17 The demographic breakdown of the respondents to the questionnaire is presented below.

- **Age:** 1% (n=2) were aged 15 or less, 73% (n=185) were of working age while 27% (n=68) were over 65 years old.
- **Ethnicity:** 13% (n=33) identified as Asian or Asian British, 12% (n=31) as Black, Black British, Caribbean or African, 70% (n=181) as White, 6% (n=15) preferred not to say, while 1% did not know their ethnic background.
- **Gender:** Females made up 75% (n=195), while males made up 21% (n=54) of the respondents. 4% (n=10) of respondents preferred not to state the gender. In response to the question about whether participants were a trans man/trans woman or had a trans history, only 4% (n=10) answered that they would prefer not to say, while 96% (n=244) of respondents said no.
- **Religion:** Christians made up 42% (n=109) of responses, those without a religion or atheist 39% (n=101), those that preferred not to say 10% (n=27), Muslims 3% (n=7), Buddhists 3% (n=7), Hindus 2% (n=6), Sikhs 1% (n=3) and those of the Jewish faith 1% (n=2).
- **Employment status:** 57% (n=145) were in employ, 41% (n=103) were not in employment and 2% (n=5) were students.

- **Sexual orientation:** 5% (n=13) identified as bisexual; 3% (n=9) as gay or lesbian, 17% preferred not to say (n=45) and 75% (n=196) as heterosexual/straight.
- **Long term condition and disability:** 44% (n=117) of respondents reported having a long-term condition. 40% (n=47) stated that their conditions or illnesses reduced their ability to carry out day-to-day activities a little, and 22% (n=26) said a lot.
- **Relationship status:** 13% (n=30) were cohabiting or living with a partner; 40% (n=90) were married or in a civil partnership; 5% (n=12) were separated, divorced, or had a civil partnership dissolved; 29% (n=64) were single; and 5% (n=11) were widowed.
- **Pregnancy:** 3% (n=7) were pregnant at the time of completing the survey or had been pregnant in the previous calendar year.
- **Breastfeeding:** 3% (n=6) were breastfeeding at the time of completing the survey.
- **Caring responsibility:** 57% (n=128) did not have caring responsibilities, and 39% (n=87) identified as carers.

6.18 Overall, no meaningful differences in responses were identified across the different groups that responded to the survey, where sample sizes permitted analysis.

Chapter 7 - Pharmaceutical services provision

7.1 This chapter identifies the pharmaceutical service providers available in Greenwich; the services they provide and maps their accessibility. 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.

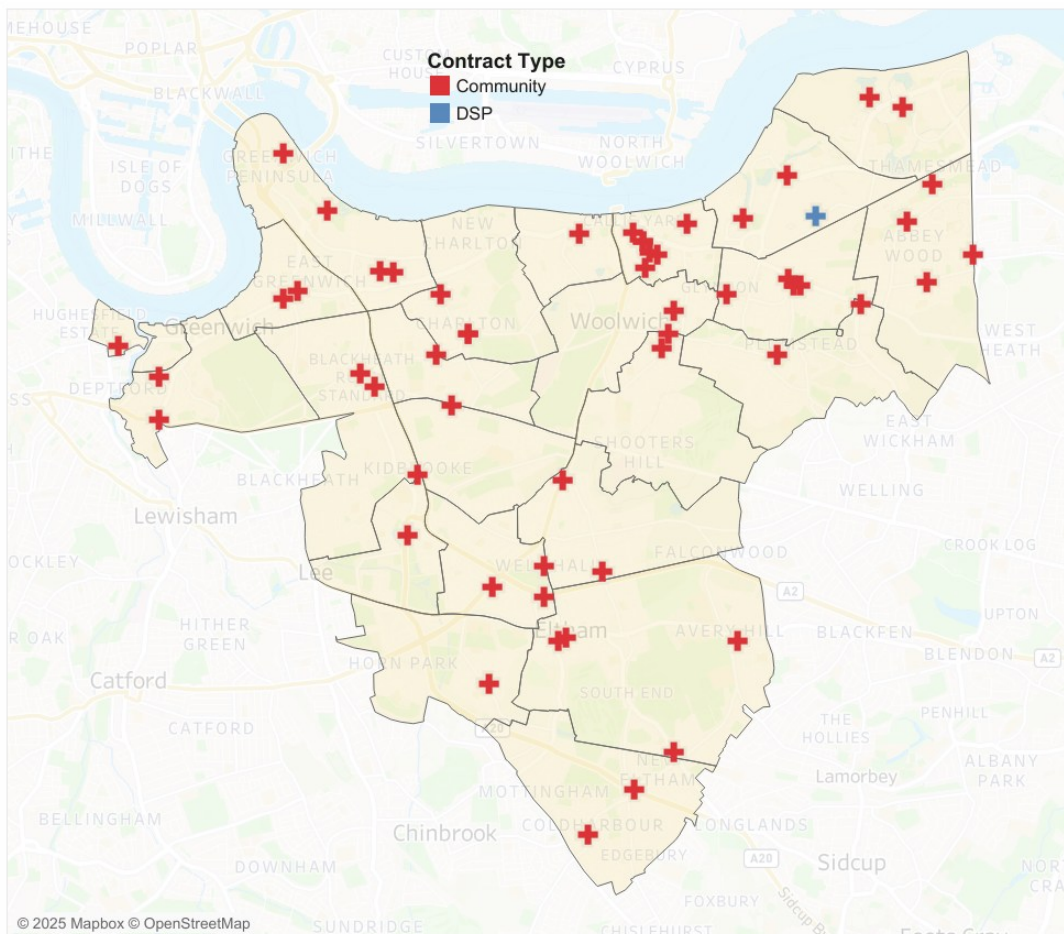
7.2 Where appropriate, a 1-mile radius has been included around service providers to highlight their coverage.

Pharmaceutical service providers

7.3 As of March 2026, there are 56 pharmacies included in the pharmaceutical list for the Greenwich HWB area, 55 of which are community pharmacies¹⁸. The area's pharmacies are presented in the map in Figure 7.1 below as well as being listed in Appendix B.

¹⁸ At the time of writing, one of the pharmacies, Grove Pharmacy on The Village, was temporarily closed

Figure 7.1: Pharmaceutical service providers in Greenwich



Source: NHSBSA

Community Pharmacies

7.4 Greenwich's 55 community pharmacies equate to about **1.8 community pharmacies per 10,000** (based on 2026 population estimate of 304,457). This ratio is considerably higher than the national average of 1.7 pharmacies per 10,000 residents (NHBSA and 2021 Census).

Dispensing Appliance Contractors (DACs)

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

GP Dispensing Practices

7.6 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 Greenwich.

Distance Selling Pharmacies (DSPs)

7.7 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.

7.8 New regulations were announced in 2025 affecting DSPs. Some highlights include:

- No new applications for DSPs can be accepted/are permitted from 23rd June 2025
- DSP can no longer deliver directed services (advanced and enhanced services) in person to a patient (with exception of COVID-19 and influenza vaccination services).

7.9 There is one DSP in Greenwich (Oasis pharmacy on Nathan Way).

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 Greenwich and no areas in Greenwich have been designated as LPS areas.

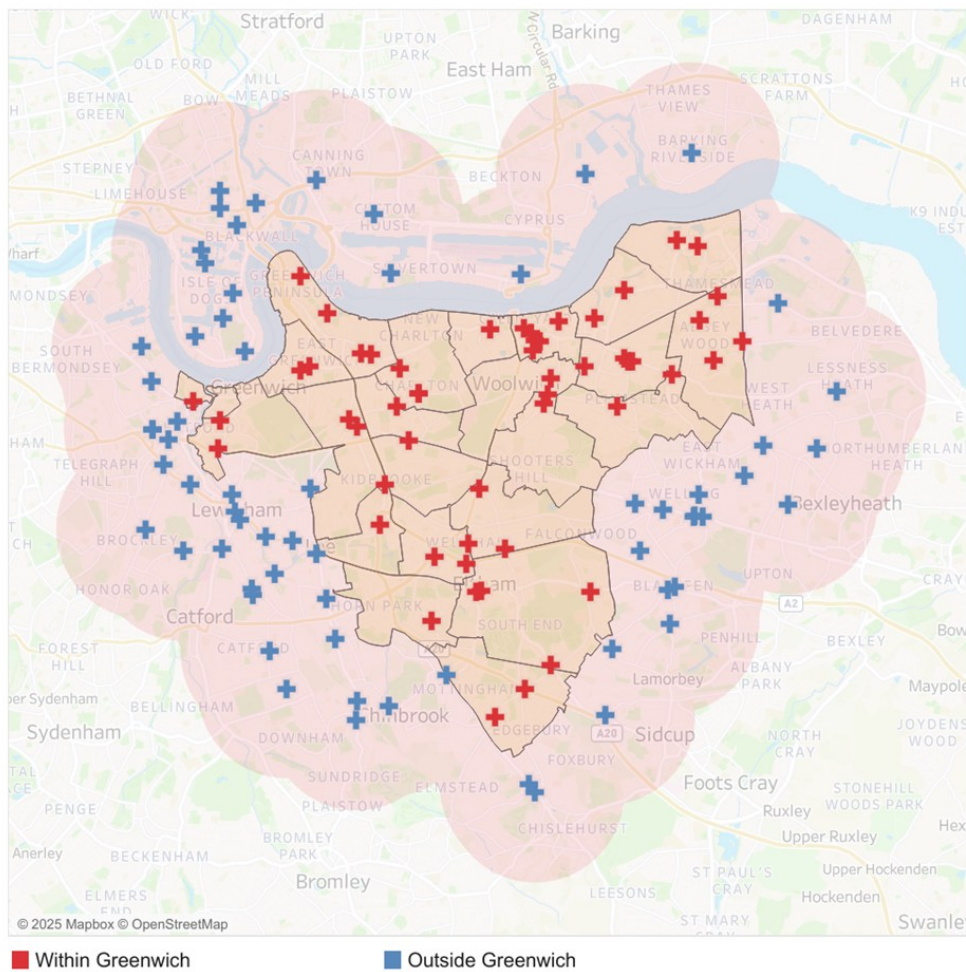
Accessibility

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 55 community pharmacies located in Greenwich and the additional 65 pharmacies within one mile of its boundaries.

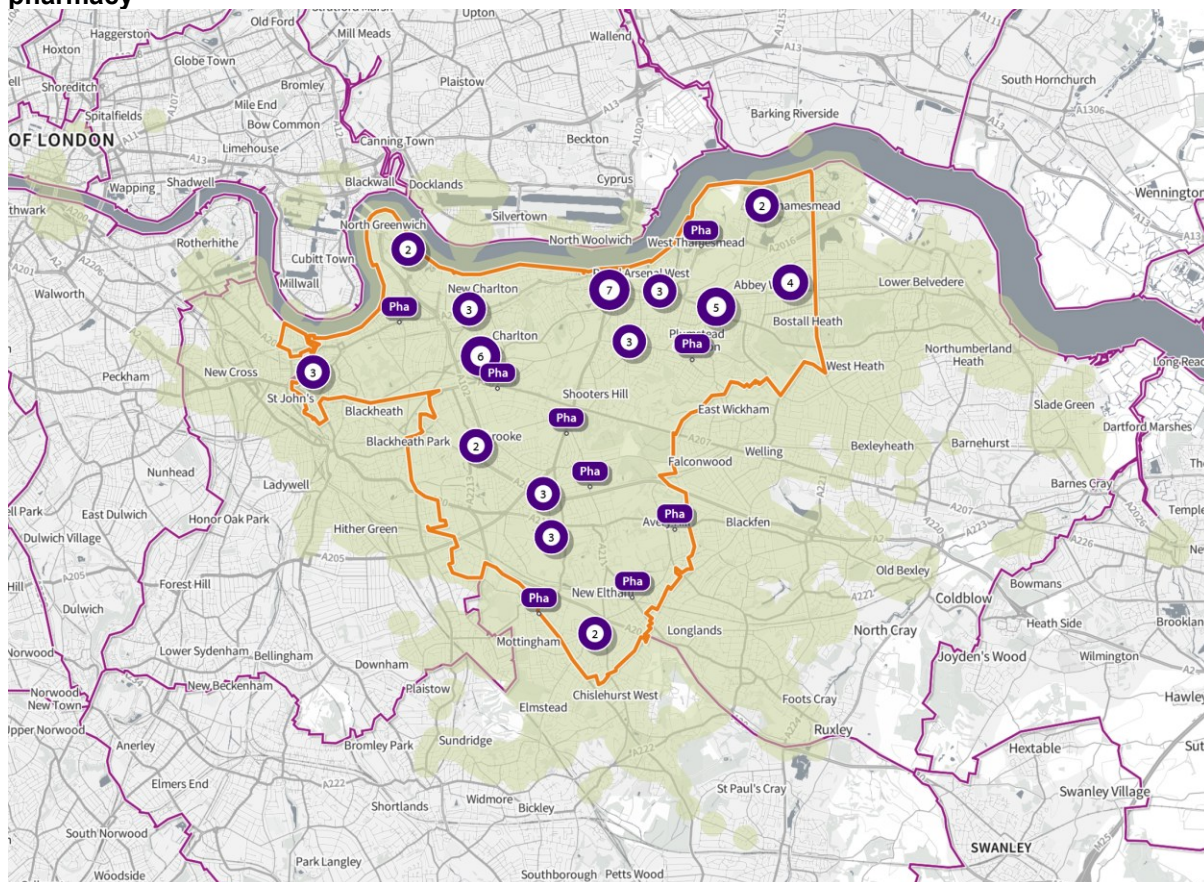
Figure 7.2: Distribution of community pharmacies in Greenwich and within 1 mile of its boundaries



Source: NHSBSA

- 7.13 As seen, the entirety of Greenwich is within a mile of a community pharmacy attesting to accessibility of their services by residents.
- 7.14 This is also reflected in terms of easy access to pharmacies by public transport. As seen in 7.3 below, the entire borough is within reach of a pharmacy within 20 minutes by public transport.

Figure 7.3: Areas covered by 20-minute travel time by public transport to a Greenwich pharmacy



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 as number of community pharmacies per 10,000. As seen, all the wards have at least one pharmacy within them, with Woolwich Arsenal having the highest pharmacy to population ratio (4.9).

Table 7.1: Ratio of community pharmacies by ward

| Ward Name | Number of community pharmacies | Population Size | Community pharmacies per 10,000 |
|------------------------------|--------------------------------|-----------------|---------------------------------|
| Woolwich Arsenal | 7 | 14,232 | 4.9 |
| Eltham Page | 3 | 10,029 | 3.0 |
| Greenwich Peninsula | 4 | 15,872 | 2.5 |
| Charlton Village & Riverside | 3 | 11,911 | 2.5 |
| Eltham Town & Avery Hill | 4 | 16,963 | 2.4 |
| Abbey Wood | 4 | 17,956 | 2.2 |
| Blackheath Westcombe | 3 | 15,136 | 2.0 |
| Eltham Park & Progress | 2 | 10,976 | 1.8 |
| Plumstead & Glyndon | 4 | 22,157 | 1.8 |
| Greenwich Park | 2 | 11,184 | 1.8 |
| Shooters Hill | 2 | 11,693 | 1.7 |

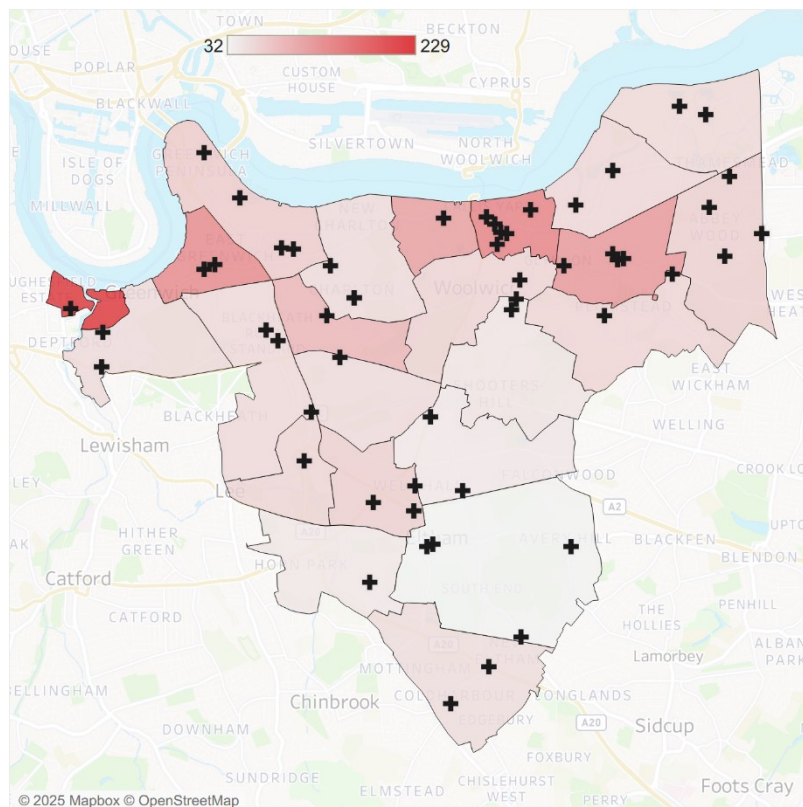
| | | | |
|--------------------------------------|-----------|----------------|------------|
| West Thamesmead | 2 | 12,168 | 1.6 |
| Thamesmead Moorings | 2 | 12,810 | 1.6 |
| Mottingham, Coldharbour & New Eltham | 2 | 14,896 | 1.3 |
| Plumstead Common | 2 | 15,135 | 1.3 |
| Kidbrooke Village & Sutcliffe | 1 | 7,759 | 1.3 |
| East Greenwich | 2 | 15,554 | 1.3 |
| Middle Park & Horn Park | 1 | 9,580 | 1.0 |
| Kidbrooke Park | 1 | 10,198 | 1.0 |
| Greenwich Creekside | 1 | 11,399 | 0.9 |
| Woolwich Dockyard | 1 | 11,512 | 0.9 |
| Charlton Hornfair | 1 | 12,256 | 0.8 |
| Woolwich Common | 1 | 13,079 | 0.8 |
| Total | 55 | 304,457 | 1.8 |

Source: NHSBSA & GLA Population Projections

Pharmacy distribution in relation to population density

7.16 As seen in the image below, pharmacies in Greenwich are generally more concentrated in areas with higher population densities.

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



Source: MHCLG & NHSBSA

Pharmacy Distribution in relation to GP Surgeries

7.17 In early 2019, the NHS Long Term Plan was announced that urged general practices to form Primary Care Networks (PCNs). PCNs are collaborative entities linking primary

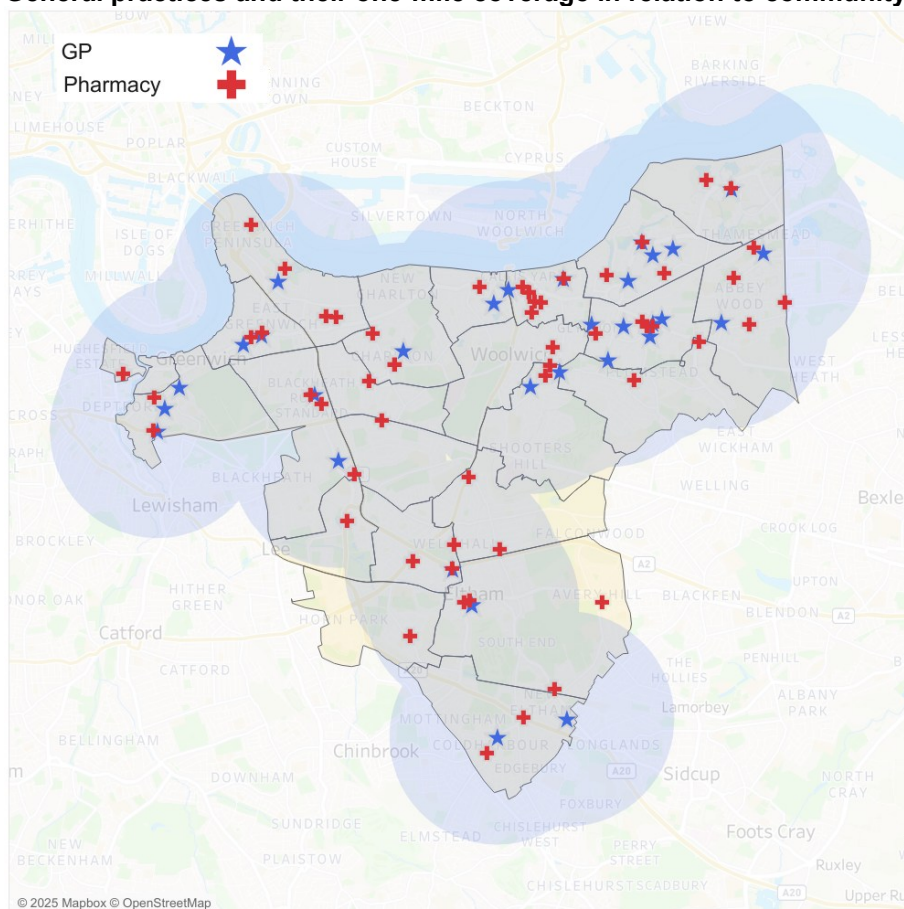
care services with hospital, social care and voluntary sector organisations and covering populations between 30,000 and 50,000 people.

Each of the primary care 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 can engage with the PCNs to maximise services provided to patients and residents.

7.18 There are currently 32 general practices in Greenwich with a combined patient list size population of 326,949. These General Practices belong to one of seven PCNS (Blackheath & Charlton, Eltham, Heritage, Unity, Greenwich West, Riverview and Valentine Primary Care Network).

7.19 Figure 7.5 below shows that there is a pharmacy within accessible distance (one mile) of all GPs in Greenwich.

Figure 7.5: General practices and their one-mile coverage in relation to community pharmacies



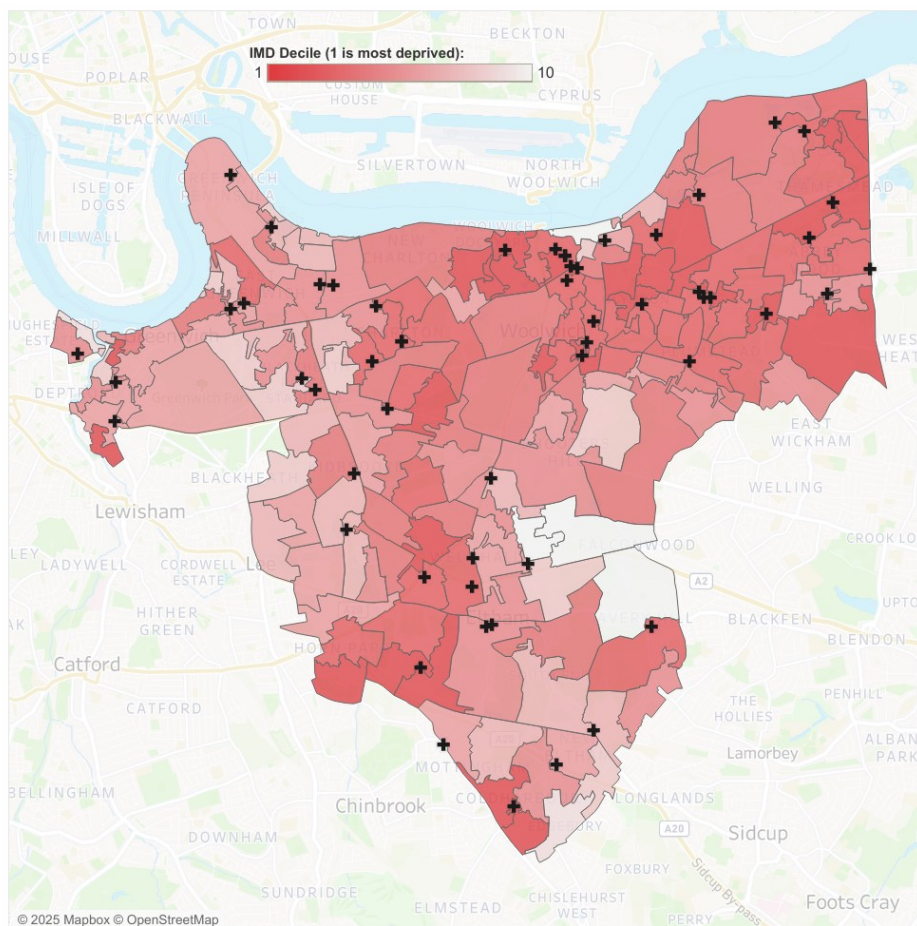
7.20 The NHSE data for 2024-2025 showed that **86% of items prescribed by GPs in Greenwich were dispensed by pharmacies in Greenwich**. The next largest borough were prescriptions written by GPs in Greenwich were filled was Bexley (5.1%).

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

Pharmacy Distribution in Relation to Index of Multiple Deprivation

7.22 Figure 7.6 below shows pharmacy locations in relation to deprivation deciles. As seen, there is a good distribution of pharmacies in both areas of high and low deprivation.

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



Opening times

7.23 Under NHSE pharmacy contractual arrangements, pharmacies are required to provide pharmaceutical services during their contracted core opening hours. These core hours are set at either 40 hours or 72 hours per week, depending on the type of contract

held. Historically, some pharmacies operated under 100-hour contracts; however, amendments to the NHS Terms of Service allow these contractors to reduce their core hours to no fewer than 72 hours per week without the need to demonstrate a change in pharmaceutical need.

7.24 Any opening hours provided in addition to the contracted core hours are referred to as supplementary hours. These supplementary hours are not mandated within NHS pharmaceutical service contracts and are offered at the discretion of the pharmacy contractor.

7.25 Opening hours themselves are not classified as a pharmaceutical service; rather, NHS pharmaceutical services are delivered during a pharmacy's contracted core hours. Variations in opening hours, including supplementary provision, may influence public access to services, particularly outside standard daytime periods.

7.26 For the purposes of this assessment, the Steering Group defined regular opening hours as 09:00 to 18:00. Access to pharmacy services both within and outside these hours has been considered when assessing pharmaceutical need.

100-hour pharmacies

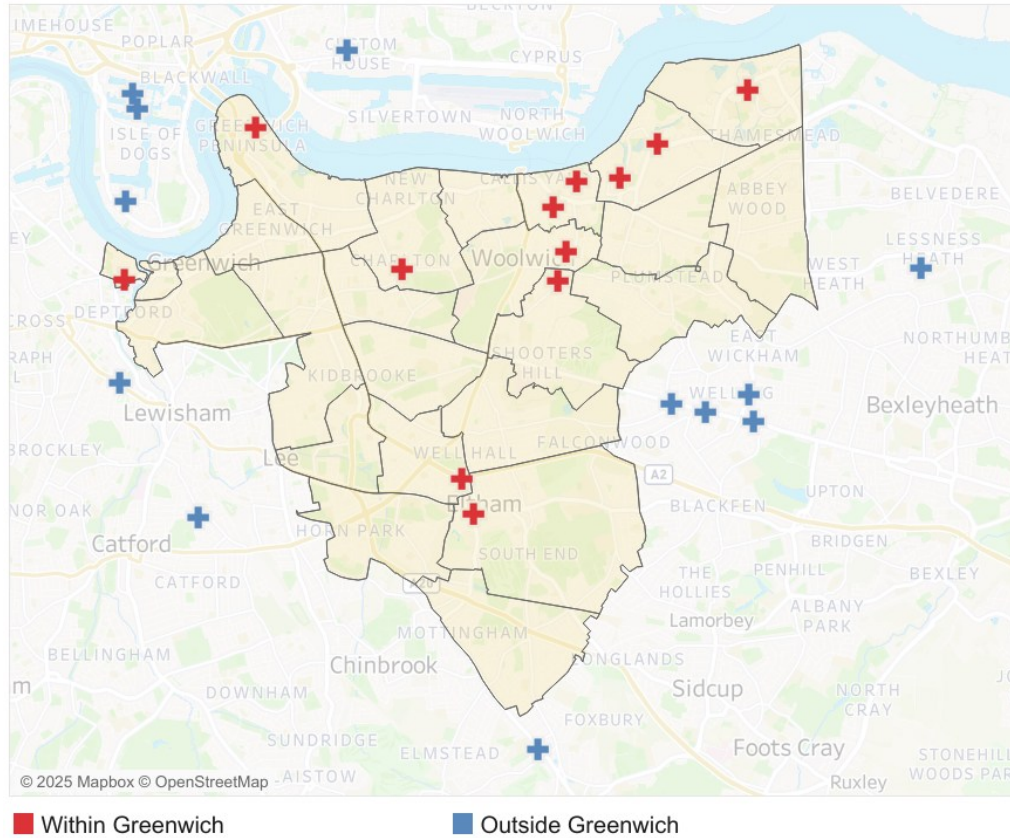
7.27 Greenwich has seven 100-hour pharmacies. These are:

- Alpha Chemist on Greens End
- Alpharm Chemist on Plumstead High Street
- Asda pharmacy on Bugsby way
- Boots pharmacy on Bugsby way
- Grove pharmacy in The Village
- Tesco-Instore pharmacy on Old Stable Row
- Woolwich Late Night Pharmacy on Woolwich New Road

Early morning opening

7.28 Twelve pharmacies in Greenwich are open before 9am on weekdays. There are 12 pharmacies within one mile of its borders that are also open before 9 am as can be seen in Figure 7.7.

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



Source: NHSBSA

Table 7.2: Number of community pharmacies by ward that are open before 9am on weekdays

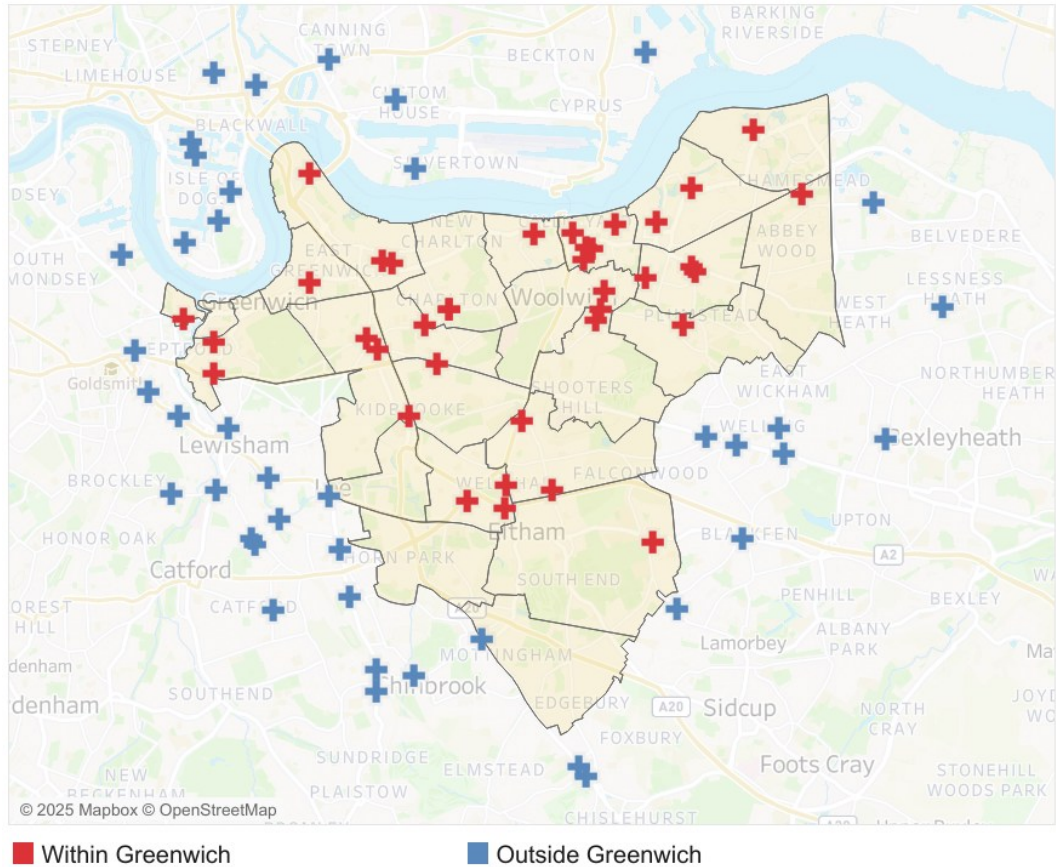
| Ward | Number of pharmacies |
|------------------------------|----------------------|
| Woolwich Arsenal | 2 |
| West Thamesmead | 2 |
| Woolwich Common | 1 |
| Thamesmead Moorings | 1 |
| Shooters Hill | 1 |
| Greenwich Peninsula | 1 |
| Greenwich Creekside | 1 |
| Eltham Town & Avery Hill | 1 |
| Eltham Page | 1 |
| Charlton Village & Riverside | 1 |
| Total | 12 |

Source: NHSBSA

Late closing pharmacies

7.29 There are 37 pharmacies in Greenwich and 41 others within one mile of its borders that are open past 6pm on weekdays as shown below.

Figure 7.8: Distribution of community pharmacies that are open after 6pm on weekdays



Source: NHSBSA

Table 7.3: Number of community pharmacies in Greenwich by ward that are open past 6pm on weekdays

| Ward | Number of pharmacies |
|------------------------------|----------------------|
| Woolwich Arsenal | 5 |
| Plumstead & Glyndon | 3 |
| Greenwich Peninsula | 3 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| West Thamesmead | 2 |
| Shooters Hill | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Dockyard | 1 |
| Woolwich Common | 1 |
| Thamesmead Moorings | 1 |
| Plumstead Common | 1 |
| Kidbrooke Park | 1 |

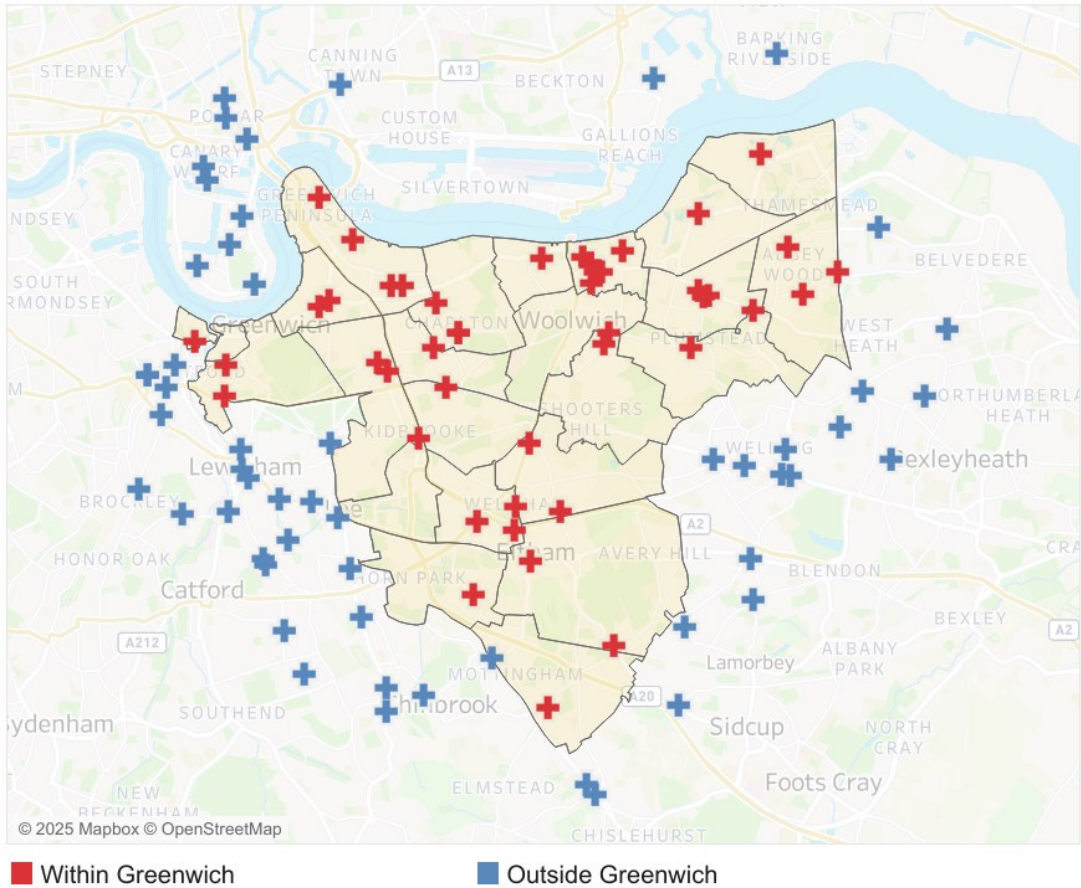
| | |
|--------------------------|-----------|
| Greenwich Creekside | 1 |
| Eltham Town & Avery Hill | 1 |
| East Greenwich | 1 |
| Charlton Hornfair | 1 |
| Abbey Wood | 1 |
| Total | 37 |

Source: NHSBSA

Saturday opening

7.30 Nearly all (45 out of 55) pharmacies in Greenwich are open on Saturdays, with additional 55 pharmacies within one mile of its borders open on Saturdays as can be seen in Figure 7.9.

Figure 7.9: Distribution of community pharmacies open on Saturday



Source: NHSBSA

Table 7.4: Number of community pharmacies in Greenwich by ward that are open on Saturdays

| Ward | Number of pharmacies |
|---------------------|----------------------|
| Woolwich Arsenal | 7 |
| Greenwich Peninsula | 4 |
| Plumstead & Glyndon | 3 |

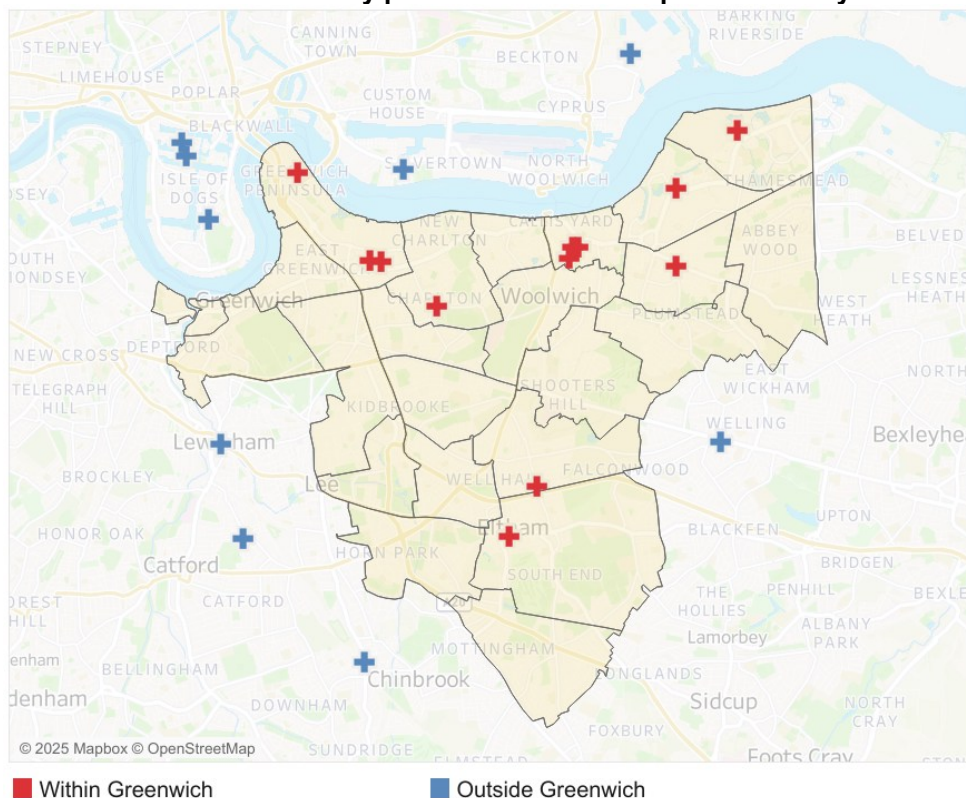
| | |
|------------------------------|-----------|
| Eltham Page | 3 |
| Charlton Village & Riverside | 3 |
| Blackheath Westcombe | 3 |
| Abbey Wood | 3 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Greenwich Park | 2 |
| Eltham Town & Avery Hill | 2 |
| Eltham Park & Progress | 2 |
| East Greenwich | 2 |
| Woolwich Dockyard | 1 |
| West Thamesmead | 1 |
| Thamesmead Moorings | 1 |
| Middle Park & Horn Park | 1 |
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |
| Charlton Hornfair | 1 |
| Total | 45 |

Source: NHSBSA

Sunday opening

7.31 There are 12 pharmacies in Greenwich and 9 others within one mile of its borders that are open on Sundays as shown in Figure 7.10.

Figure 7.10: Distribution of community pharmacies that are open on Sundays



Source: NHSBSA

Table 7.5: Number of community pharmacies in Greenwich by ward that are open on Sundays

| Ward | Number of pharmacies |
|------------------------------|----------------------|
| Woolwich Arsenal | 3 |
| Greenwich Peninsula | 3 |
| West Thamesmead | 1 |
| Thamesmead Moorings | 1 |
| Plumstead & Glyndon | 1 |
| Eltham Town & Avery Hill | 1 |
| Eltham Park & Progress | 1 |
| Charlton Village & Riverside | 1 |
| Total | 12 |

Source: NHSBSA

Summary of the accessibility of pharmacies in Greenwich

Overall, there is good distribution and accessibility of pharmacies in and around Greenwich both for areas of low and high deprivation. There is also a good number of pharmacies that are open outside weekday core hours and at weekends.

Essential services

7.32 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. The nine essential services provided by community pharmacies in the UK are:

- Dispensing medicines.
- Discharge Medicines Service.
- 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

7.33 Greenwich pharmacies **dispense an average of 5,874 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 8,692 items per month. This suggest that there is a good distribution and capacity amongst Greenwich pharmacies to meet current and anticipated need in the lifetime of this PNA.

Advanced services

7.34 Advanced services are nationally set and specified optional services that 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.

7.35 Pharmacies that choose to provide these services must meet the requirements set out in the Secretary of State Directions.

7.36 There are nine advanced services in the NHS community Pharmacy Contractual Framework (CPCF):

- Pharmacy First service
- New Medicines Service (NMS)
- Flu Vaccination Service, Pharmacy Contraceptive Service (PCS)
- Hypertension Case-Finding Service

- Smoking Cessation Service
- Appliance Use Review (AUR) service
- Stoma Appliance Customisation (SAC) service
- Lateral Flow Device Test Supply (LFD) service

Pharmacy First service

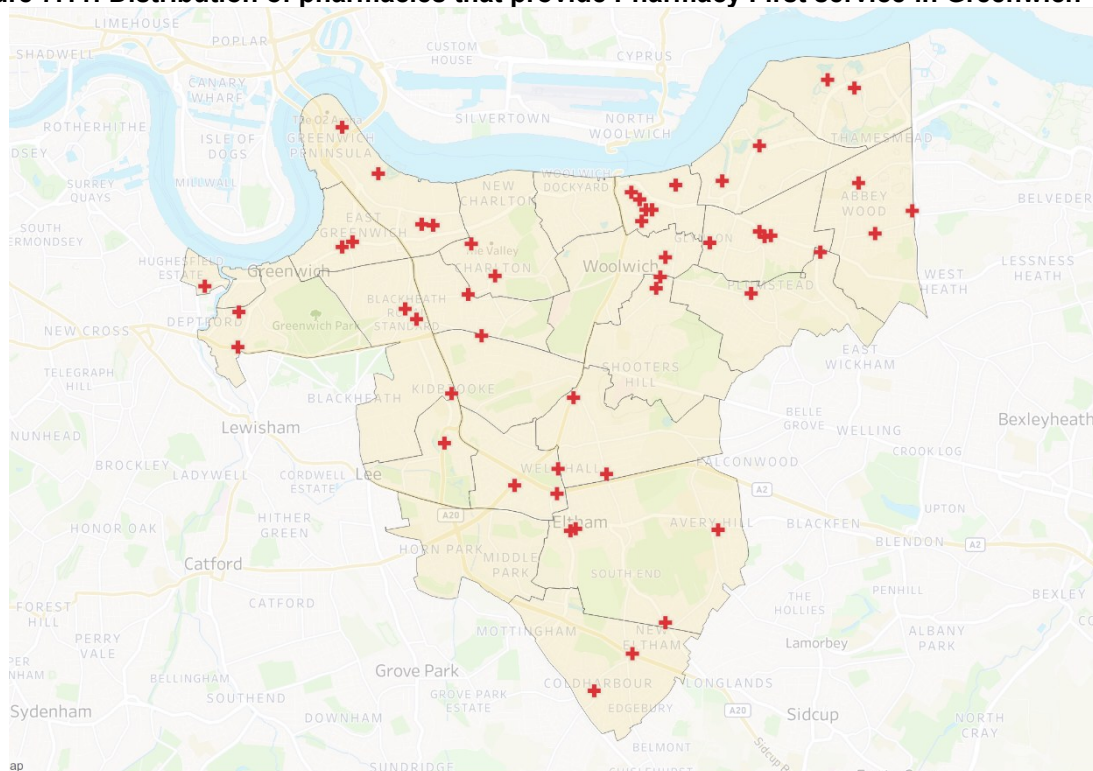
7.37 This service builds upon the erstwhile Community Pharmacist Consultation Service (CPCS) by extending its scope to provide clinical consultations and NHS-funded treatment for a comprehensive list of minor illnesses. The Pharmacy First pathway integrates seamlessly into community pharmacy services, improving patient access to care and reducing demand on GP surgeries and urgent care. It allows pharmacists to clinically assess and treat eligible patients for the following conditions:

- Acute sore throat (5 years and above).
- Acute otitis media (1 – 17 years).
- Sinusitis (12 years and above).
- Impetigo (1 year and above).
- Shingles (18 years and above).
- Infected insect bites (1 year and above).
- Uncomplicated Urinary tract infections (UTIs) in women (aged 16-64).

7.38 Referrals can be done by GP surgeries, NHS 111, Urgent Treatment Centres or be walk-in consultations. This does not limit the existing minor ailments that pharmacies have historically seen.

7.39 51 community pharmacies in Greenwich provide Pharmacy First services as can be seen in Figure 7.11 below and Table 7.6 below.

Figure 7.11: Distribution of pharmacies that provide Pharmacy First service in Greenwich



Source: NHS SEL ICB

Table 7.6: Number of pharmacies in Greenwich by ward that provide the Pharmacy First service

| Ward | Number of pharmacies |
|--------------------------------------|----------------------|
| Woolwich Arsenal | 7 |
| Plumstead & Glyndon | 4 |
| Greenwich Peninsula | 4 |
| Eltham Town & Avery Hill | 4 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| Abbey Wood | 3 |
| West Thamesmead | 2 |
| Thamesmead Moorings | 2 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Mottingham, Coldharbour & New Eltham | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| East Greenwich | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Common | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |

| | |
|-------------------|-----------|
| Charlton Hornfair | 1 |
| Total | 51 |

Source: NHS SEL ICB

New Medicines Service

7.40 The New Medicines Service (NMS) is a structured, pharmacy-led service that 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.

7.41 The 2025–2026 CPCF focuses on embedding and extending services already being provided by community pharmacies. One of the key developments include the expansion of NMS to include support for patients with depression from October 2025. All pharmacists must complete the Centre for Pharmacy Postgraduate Education (CPPE) Consulting with People with mental health problems online training to be able to support patients with dementia under the NMS.

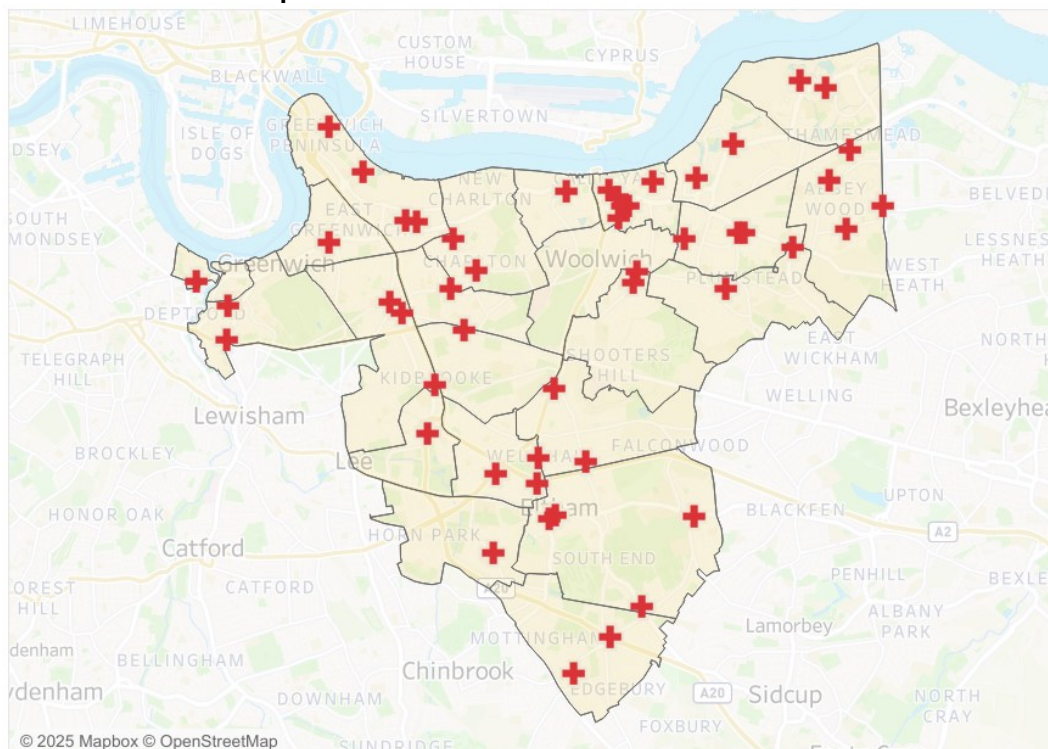
7.42 The following conditions are covered by the service:

- 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.
- Depression (from October 2025)

7.43 Through this service, pharmacists play a crucial role in supporting patients to optimise the use of their medicines, improve adherence and resolve potential issues early.

7.44 Fifty-one pharmacies in Greenwich offer NMS as shown is shown in Figure 7.12 and Table 7.7 below.

Figure 7.12: Distribution of pharmacies in Greenwich that offer NMS



Source: NHSBSA

Table 7.7: Number of NMS providers in Greenwich by Ward

| Ward | Number of pharmacies |
|--------------------------------------|----------------------|
| Woolwich Arsenal | 7 |
| Greenwich Peninsula | 4 |
| Eltham Town & Avery Hill | 4 |
| Abbey Wood | 4 |
| Plumstead & Glyndon | 3 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| West Thamesmead | 2 |
| Thamesmead Moorings | 2 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Mottingham, Coldharbour & New Eltham | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Dockyard | 1 |
| Middle Park & Horn Park | 1 |
| Kidbrooke Village & Sutcliffe | 1 |

| | |
|---------------------|-----------|
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |
| East Greenwich | 1 |
| Charlton Hornfair | 1 |
| Total | 51 |

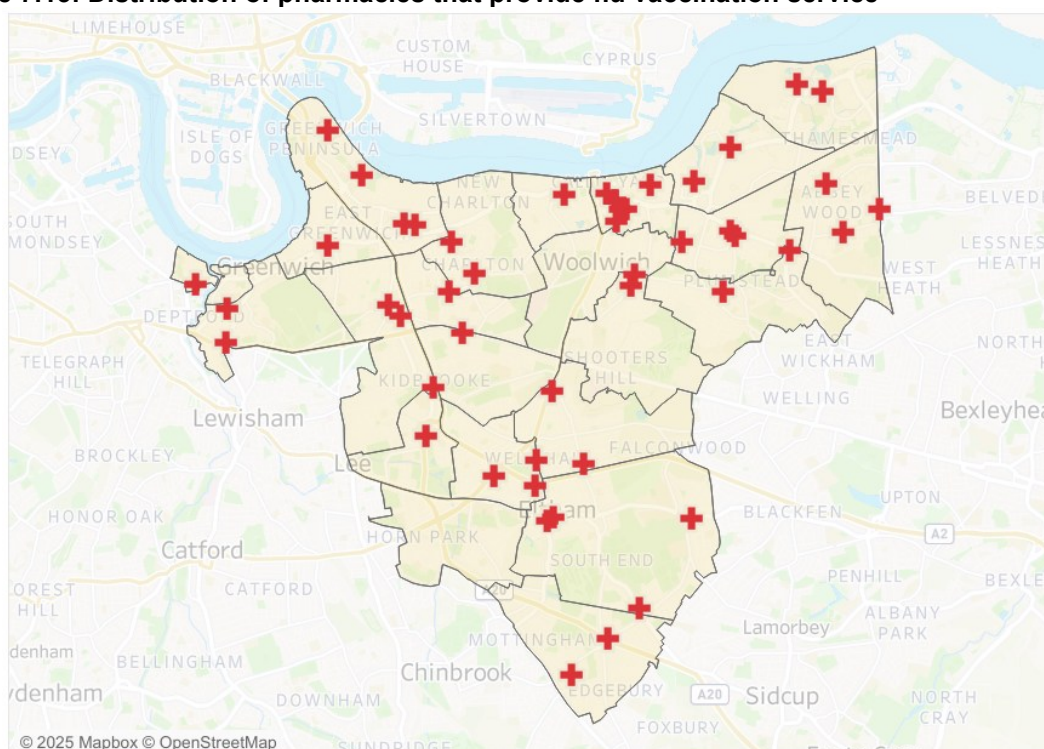
Source: NHSBSA

Flu Vaccination service

7.45 Community pharmacies administer NHS-funded seasonal flu vaccinations to eligible patients, including older adults, individuals with chronic conditions, pregnant women, and frontline healthcare workers. By increasing accessibility, particularly for vulnerable and hard-to-reach populations, the service enhances vaccination uptake. It plays a critical role in reducing flu-related complications, hospitalisations, and pressures on healthcare services during flu season.

7.46 Forty-nine out of fifty-five pharmacies in Greenwich provide flu vaccination advanced service as can be seen in Figure 7.13 below and Table 7.8 below.

Figure 7.13: Distribution of pharmacies that provide flu vaccination service



Source: NHSBSA

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

| Ward | Number of pharmacies |
|------|----------------------|
|------|----------------------|

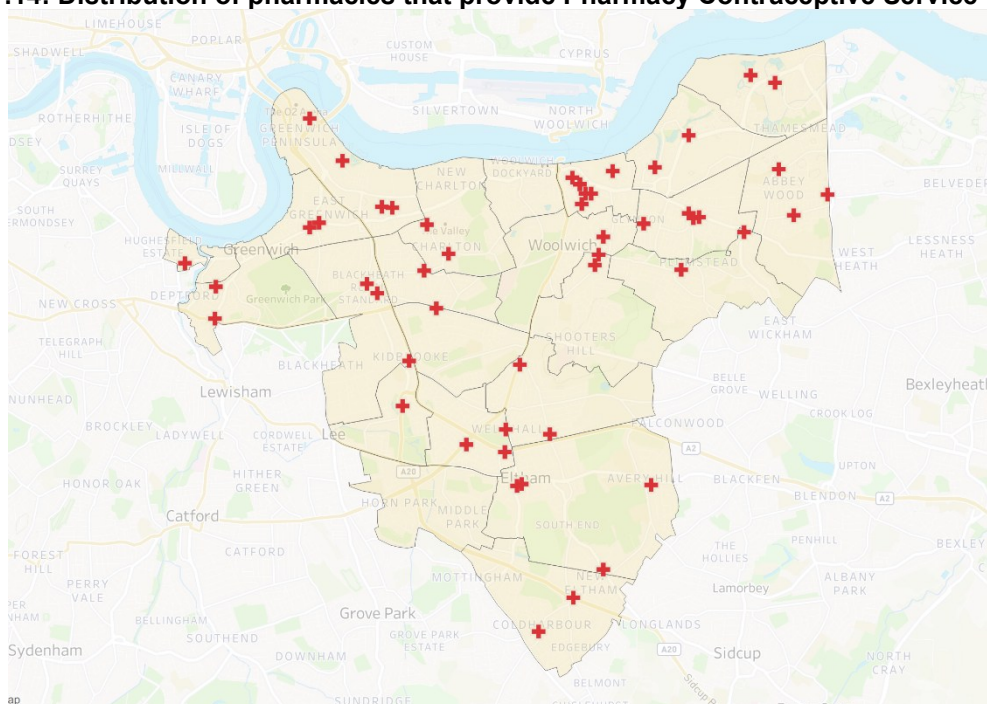
| | |
|--------------------------------------|-----------|
| Woolwich Arsenal | 7 |
| Greenwich Peninsula | 4 |
| Eltham Town & Avery Hill | 4 |
| Plumstead & Glyndon | 3 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| Abbey Wood | 3 |
| West Thamesmead | 2 |
| Thamesmead Moorings | 2 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Mottingham, Coldharbour & New Eltham | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Dockyard | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |
| East Greenwich | 1 |
| Charlton Hornfair | 1 |
| Total | 49 |

Source: NHSBSA

Pharmacy Contraceptive Service (PCS)

- 7.47 PCS provides ongoing access to oral contraception through community pharmacies, including initial and repeat supplies of contraceptives. Pharmacists offer consultations to assess patient suitability, provide advice on proper contraceptive use, and support adherence to treatment. This service ensures easier and more convenient access to contraceptive services, particularly for patients unable to attend GP clinics, and plays an important role in reducing unplanned pregnancies.
- 7.48 As part of the agreement within the 2025/2026 CPCF, the PCS will be expanded to include emergency hormonal contraception (EHC) from October 2025. This service expansion will allow all community pharmacies across England the opportunity to provide equitable access to EHC for patients. This expansion will move away from the regional variation seen to date.
- 7.49 Fifty-one pharmacies in Greenwich provide the pharmacy contraceptive service.

Figure 7.14: Distribution of pharmacies that provide Pharmacy Contraceptive Service



Source: NHS SEL ICB

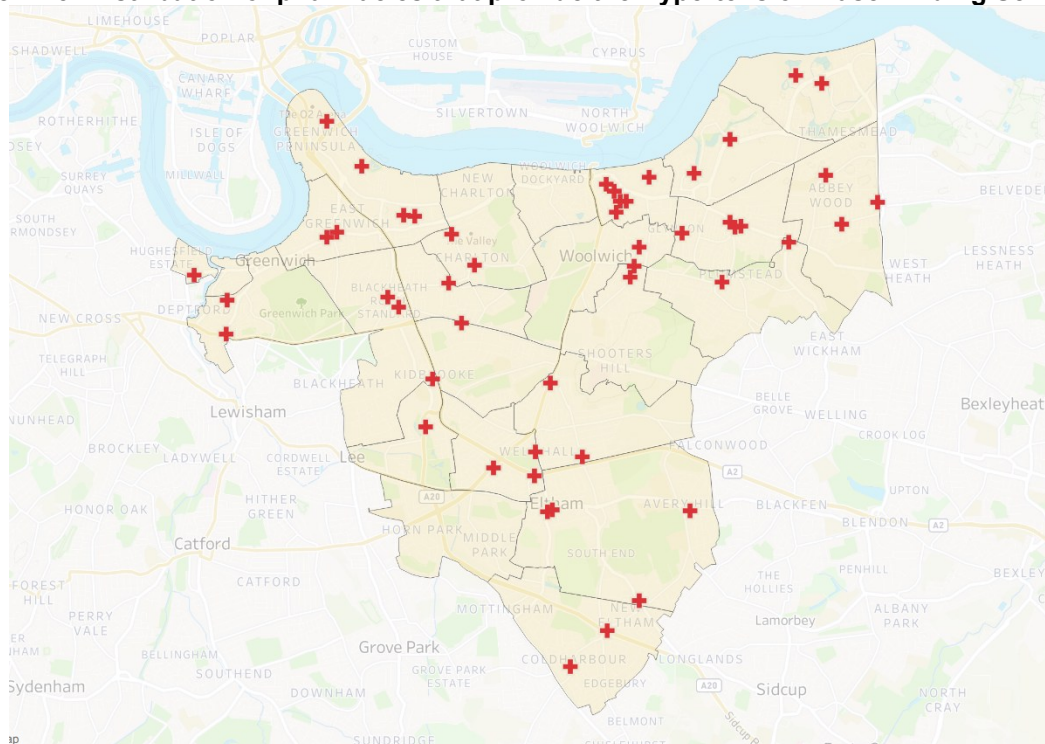
Table 7.9: Number of pharmacies by ward in Greenwich that provide the Pharmacy Contraceptive Service

| Ward | Number of pharmacies |
|--------------------------------------|----------------------|
| Woolwich Arsenal | 7 |
| Plumstead & Glyndon | 4 |
| Greenwich Peninsula | 4 |
| Eltham Town & Avery Hill | 4 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| Abbey Wood | 3 |
| West Thamesmead | 2 |
| Thamesmead Moorings | 2 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Mottingham, Coldharbour & New Eltham | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| East Greenwich | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Common | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |
| Charlton Hornfair | 1 |
| Total | 51 |

Hypertension Case-Finding Service

- 7.50 This service focuses on identifying and managing individuals with undiagnosed hypertension (high blood pressure), a major risk factor for cardiovascular disease, which remains a leading cause of morbidity and mortality in the UK. Community pharmacists offer blood pressure checks to patients aged 40 years and over, or to those under 40 with a family history of hypertension, or where clinical judgement indicates a need. If elevated readings are identified during the consultation, pharmacists provide ambulatory blood pressure monitoring (ABPM) where necessary to confirm a diagnosis. Patients with confirmed hypertension or readings indicating potential risk are referred to their GP for further diagnosis and treatment.
- 7.51 By detecting hypertension early, this service enables timely intervention to prevent complications such as stroke, heart attacks, and other cardiovascular events. It also supports public health priorities by addressing health inequalities, empowering patients with awareness about their cardiovascular health, and helping reduce the burden on general practice and secondary care services.
- 7.52 Fifty-one pharmacies in Greenwich provide the Hypertension Case-Finding Service as can be seen in Figure 7.15 and Table 7.10 below.

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



Source: NHS SEL ICB

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

| Ward | Number of pharmacies |
|--------------------------------------|----------------------|
| Woolwich Arsenal | 7 |
| Plumstead & Glyndon | 4 |
| Greenwich Peninsula | 4 |
| Eltham Town & Avery Hill | 4 |
| Eltham Page | 3 |
| Blackheath Westcombe | 3 |
| Abbey Wood | 3 |
| West Thamesmead | 2 |
| Thamesmead Moorings | 2 |
| Shooters Hill | 2 |
| Plumstead Common | 2 |
| Mottingham, Coldharbour & New Eltham | 2 |
| Greenwich Park | 2 |
| Eltham Park & Progress | 2 |
| East Greenwich | 2 |
| Charlton Village & Riverside | 2 |
| Woolwich Common | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Creekside | 1 |
| Charlton Hornfair | 1 |
| Total | 51 |

Smoking Cessation Service (SCS)

- 7.53 This service supports patients who started a “stop smoking programme” in hospital to continue their journey in community pharmacy upon discharge by providing structured, one-to-one behavioural support alongside access to nicotine replacement therapy (NRT). At present, only NRT and behavioural support are available through the service, but there are plans to include the supply of medications that act as quit smoking aids (varenicline and cytisinicline).
- 7.54 NHSBA data shows no Greenwich pharmacy providing the service in the previous fiscal year. However, a number of Greenwich pharmacies are signed up to delivering this service. Activity is dependent on receiving referrals from the NHS Trusts, which have been low to date.

Appliance Use Reviews (AUR) Service

- 7.55 AURs are for patients using prescribed appliances including stoma appliances (such as colostomy or ileostomy bags), incontinence appliances (such as catheters and urine drainage bags) and wound care products. Community pharmacists review appliance usage to ensure proper usage, resolve issues, and offer tailored advice, either in the pharmacy or at the patient’s home. This helps address problems such as discomfort or leakage, improving appliance performance and enhancing patient comfort and confidence.
- 7.56 NHSBA data shows no Greenwich pharmacy providing the service in the previous fiscal year. However, AURs can also be provided by prescribing health and social care providers.

Stoma Appliance Customisation (SAC) Service

- 7.57 The SAC service ensures that stoma appliances are customised to meet the individual needs of each patient. Community pharmacists make necessary adjustments to stoma bags to ensure a proper fit, improving comfort and functionality whilst addressing issues like leakage or skin irritation. This service helps prevent complications, enhances quality of life and supports patients in managing their stoma effectively.
- 7.58 No pharmacies in Greenwich indicated they provided this service in the previous year. However, Greenwich residents can access the SAC service from non-pharmacy

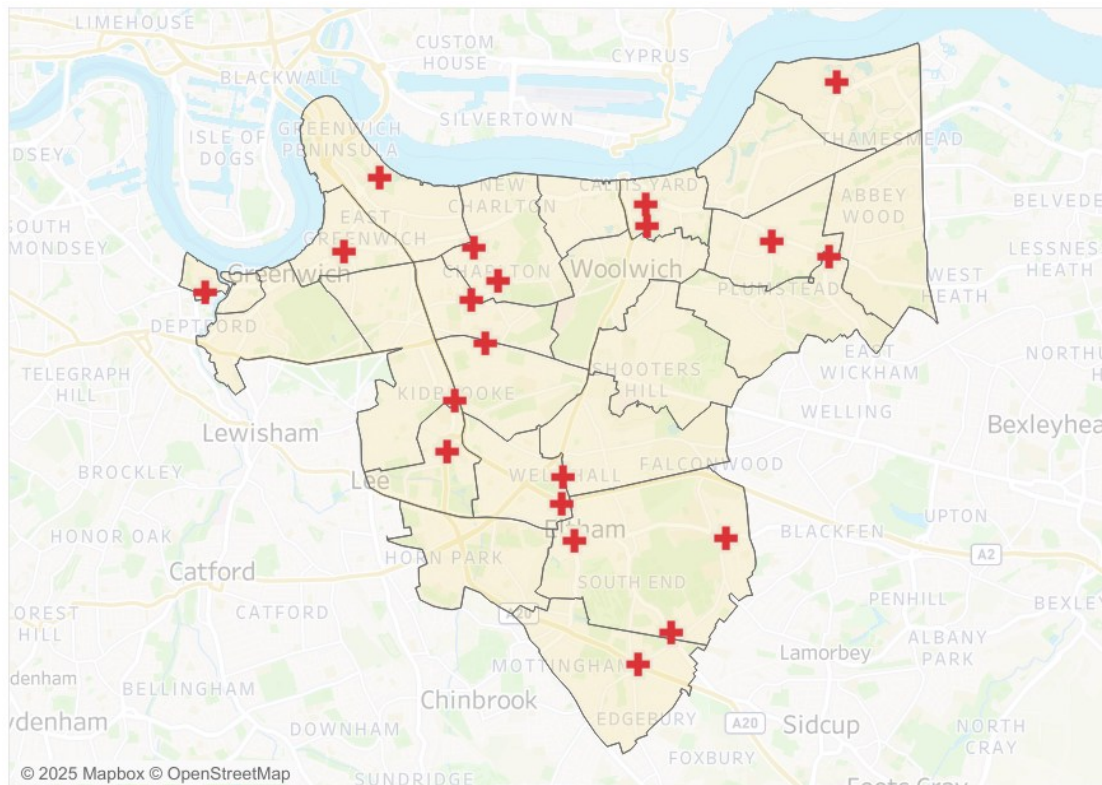
providers within the borough (e.g. community health services) as well as dispensing appliance contractors outside the borough.

Lateral Flow Device Tests Supply Service

7.59 The LFD service provided patient with access to COVID-19 lateral flow tests. Community pharmacies distribute the kits, support correct usage and aid result interpretation.

7.60 Twenty community pharmacies in Greenwich provide the Lateral Flow Device Tests Supply Service as can be seen in Figure 7.16 and Table 7.11 below.

Figure 7.16: Distribution of pharmacies that provide the Lateral Flow Device Tests Supply Service



Source: NHSBSA

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

| Ward | Number of pharmacies |
|------------------------------|----------------------|
| Eltham Town & Avery Hill | 3 |
| Woolwich Arsenal | 2 |
| Eltham Page | 2 |
| Charlton Village & Riverside | 2 |
| Thamesmead Moorings | 1 |
| Plumstead Common | 1 |

| | |
|--------------------------------------|-----------|
| Plumstead & Glyndon | 1 |
| Mottingham, Coldharbour & New Eltham | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Peninsula | 1 |
| Greenwich Creekside | 1 |
| East Greenwich | 1 |
| Charlton Hornfair | 1 |
| Blackheath Westcombe | 1 |
| Total | 20 |

Source: NHSBSA

Enhanced pharmacy services

7.61 These are services commissioned by London ICBs in conjunction with NHSE. They include:

- London Flu and COVID-19 vaccination service.
- Bank Holiday Rota
- Community Anticoagulation Warfarin Clinic
- Southeast London (SEL) Community Pharmacy End of Life Medicines Access Service
- Pharmacy First Plus

London Flu and COVID-19 vaccination service

7.62 This enhanced service enables eligible pharmacies across London that sign up to participate to deliver both seasonal influenza and COVID-19 vaccinations, including co-administration, where both vaccines are offered in the same appointment, where clinically appropriate.

7.63 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.
- Provide more opportunities and improve convenience for eligible patients to access flu vaccinations.
- Extend provision of flu vaccinations to a wider patient group, including carers, asylum seekers, the homeless and children from 2 to 18 years.

7.64 At the time of drafting, there was no data available on pharmacies offering this service.

Bank Holiday Rota

- 7.65 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.
- 7.66 Two pharmacies (Masters pharmacy on Shooters Hill and St. James Pharmacy on Powis street) were on the Bank Holiday rota for 2024/2025.

Community Anticoagulation Warfarin Clinic

- 7.67 This service enables providers to deliver warfarin initiation, monitoring, and optimisation closer to patients' homes (in community settings or via home visits for housebound patients) using point-of-care testing (finger-prick devices) instead of venous blood draws.
- 7.68 The service is targeted at patients registered with a GP in Greenwich with one of its main goals being to reduce pressure on the Queen Elizabeth Hospital anticoagulation clinic, reserving it for more complex cases.
- 7.69 Two pharmacies in Greenwich (Mangal pharmacy on Well Hall Road and PE Logan Pharmacy on Trafalgar Road) offer the Community Anticoagulation Warfarin Clinic.

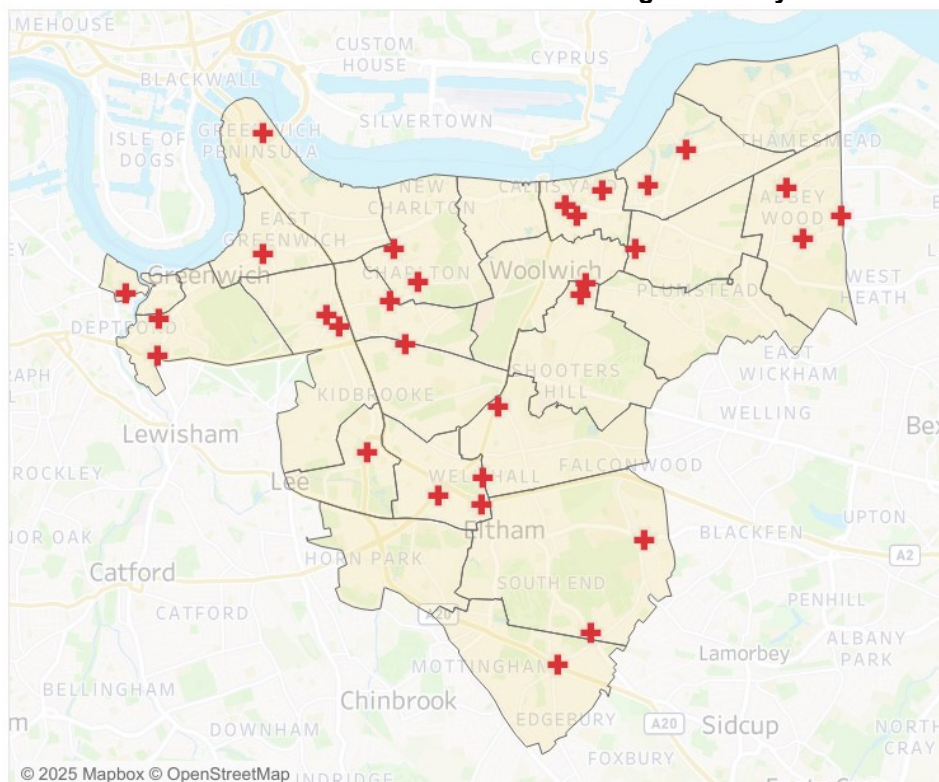
Southeast London (SEL) Community Pharmacy End of Life Medicines Access Service

- 7.70 The Community Pharmacy End of Life Medicines Access Service in Southeast London ensures patients can access essential palliative care medicines promptly. Participating pharmacies stock key end of life medicines to support anticipatory care and help patients stay in their preferred place of death.
- 7.71 The service also aims to reduce delays, ease pressure on urgent care services, and promote collaboration among healthcare professionals.
- 7.72 Pharmacies involved must maintain stock, train staff, and engage in quality monitoring.
- 7.73 One Greenwich pharmacy offers the SEL Community End of Life Medicines Access Service.

Pharmacy First Plus

- 7.74 The Greenwich Pharmacy First Plus scheme, developed by NHS South-East London ICB with input from local committees, expands on the national Pharmacy First service to improve access to care for minor ailments and vitamin D deficiency.
- 7.75 The scheme allows eligible patients referred by GPs or through self-referral via EMIS to receive self-care advice and treatment from community pharmacies without the need for a GP appointment. It aims to reduce health inequalities, ease pressure on primary and urgent care, promote self-care, and strengthen integration across healthcare providers. Participating pharmacies must follow a Standard Operating Procedure, ensure staff are appropriately trained, and share consultation details with GPs upon patient consent.
- 7.76 Thirty-one pharmacies offer the Pharmacy First Plus Service as seen in Figure 7.17 and Table 7.12 below.

Figure 7.17: Distribution of Pharmacies in Greenwich offering Pharmacy First Plus



NHS SEL ICB

Table 7.12: List of Pharmacies in Greenwich offering Pharmacy First Plus

| Ward | Number of pharmacies |
|------------------|----------------------|
| Woolwich Arsenal | 4 |
| Eltham Page | 3 |

| | |
|--------------------------------------|-----------|
| Abbey Wood | 3 |
| West Thamesmead | 2 |
| Shooters Hill | 2 |
| Greenwich Park | 2 |
| Eltham Town & Avery Hill | 2 |
| Charlton Village & Riverside | 2 |
| Blackheath Westcombe | 2 |
| Plumstead & Glyndon | 1 |
| Mottingham, Coldharbour & New Eltham | 1 |
| Kidbrooke Village & Sutcliffe | 1 |
| Kidbrooke Park | 1 |
| Greenwich Peninsula | 1 |
| Greenwich Creekside | 1 |
| Eltham Park & Progress | 1 |
| East Greenwich | 1 |
| Charlton Hornfair | 1 |
| Total | 31 |

NHS SEL ICB

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 RBG to fulfil the local population's health and wellbeing needs.

8.3 These services are listed below:

- Supervised consumption
- Needle syringe provision

Supervised consumption

8.4 The borough commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency. Pharmacists involved in the provision of this service should have relevant knowledge and be appropriately trained in the operation of the service.

8.5 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.

8.6 This service involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy.

8.7 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.

8.8 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.

8.9 The service is widely available in Greenwich, with 19 community pharmacies offering it.

Table 8.1: List of Greenwich pharmacies offering supervised consumption services

| Pharmacy | Address | Ward |
|------------------------------|---|--------------------------------------|
| Avery Pharmacy | 192 Bexley Road, Eltham, London | Eltham Town & Avery Hill |
| Blackheath Standard Pharmacy | 182 Westcombe Hill, Blackheath, London | Blackheath Westcombe |
| Burrage Pharmacy | 57 Burrage Place, Plumstead, Woolwich, London | Woolwich Common |
| Central Chemists | 3 Brewery Road, Woolwich, London | Plumstead & Glyndon |
| Charlton Pharmacy | 229 Charlton Road, Charlton, London | Charlton Hornfair |
| Chase Pharmacy | 156 Plumstead High Street, Plumstead, London | Plumstead & Glyndon |
| Eltham Pharmacy | 560 Westhorne Avenue, Eltham, London | Eltham Page |
| Herbert Pharmacy | 36-38 Herbert Road, Plumstead, London | Shooters Hill |
| Masters Pharmacy | 176 Shooters Hill Road, Blackheath, London | Kidbrooke Park |
| Ns Warwick Ltd | 12 Kingsman Parade, Woolwich, London | Woolwich Dockyard |
| PE Logan | 209 Trafalgar Road, Greenwich, London | East Greenwich |
| Plumstead Pharmacy | 9 Wickham Lane, Abbey Wood, London | Plumstead Common |
| Rey Pharmacy | 735 Sidcup Road, New Eltham, London | Mottingham, Coldharbour & New Eltham |
| Rose Pharmacy | 24 Creek Road, Deptford, London | Greenwich Creekside |
| Stevens Pharmacy | 379 Footscray Road, New Eltham, London | Eltham Town & Avery Hill |
| The Village Pharmacy | 9 The Village, Charlton, London | Charlton Village & Riverside |
| The Mound | 2 The Mound, Mottingham, London | Mottingham, Coldharbour & New Eltham |
| Whinchat Pharmacy | 1 Whinchat Road, Broadwater Green, Thamesmead, London | West Thamesmead |
| Woolwich Late Night Pharmacy | Equitable House, 10 Woolwich New Road, Woolwich, London | Woolwich Arsenal |

Needle syringe provision

- 8.10 The needle syringe provision service in Greenwich supplies sterile injecting equipment such as needles, syringes and other equipment used to prepare and take illicit drugs. The purpose of this service is to reduce the transmission of blood-borne viruses such as hepatitis B and C, and other infections caused by sharing injecting equipment.
- 8.11 Needle exchange services also aim to reduce the harm caused by injecting drugs through providing appropriate harm reduction advice and information as well as acting as a gateway to other services, including drug treatment centres.
- 8.12 Community pharmacies should be up to date with NICE guidance and emergent good practice in relation to the needle and syringe programme and harm reduction advice and information service.
- 8.13 Five pharmacies in Greenwich offer the service.

Table 8.2: List of Greenwich pharmacies offering needle syringe provision

| Pharmacy | Address | Ward |
|--------------------|---|--------------------------------------|
| Boots | 12-16 Hare Street, Woolwich, London | Woolwich Arsenal |
| Newmarket Pharmacy | 13 Newmarket Green, Eltham, London | Middle Park & Horn Park |
| PE Logan | 209 Trafalgar Road, Greenwich, London | East Greenwich |
| Rey Pharmacy | 735 Sidcup Road, New Eltham, London | Mottingham, Coldharbour & New Eltham |
| Whinchat Pharmacy | 1 Whinchat Road, Broadwater Green, Thamesmead, London | West Thamesmead |

Source: RGB

Other prescribing centres

- 8.14 These are considered in the PNA as they may impact the demand for pharmaceutical services

Walk-in Centres

- 8.15 These centres provide urgent medical care for non-life-threatening conditions. Below are the walk-in centres in Greenwich.
- Urgent Treatment Centre at Queen Elizabeth Hospital, Greenwich
 - Greenwich Sexual Health (GSH) Central Clinic located at Market Street, Woolwich, SE18 6QR provides walk-in sexual health services

- Eltham Community Hospital located at Passey Place, Eltham provides walk-in sexual health services on weekends
- Plumstead Health Centre located at Tewson Road offers walk-in sexual health services

GP extended access clinics

8.16 Enhanced Access Services are established to provide patients with improved access to GP appointments outside of standard working hours. These services are coordinated through various Enhanced Access Hubs across the area. Appointments are available during weekday evenings and weekends, aiming to accommodate patients who may have difficulty attending during regular hours.

8.17 The extended access hubs are strategically located to serve different areas in Greenwich

8.18 GP extended access hubs in Greenwich include:

- Thamesmead Health Centre located at Thames Reach, Thamesmead
- Eltham Community Hospital located at Passey Place, Eltham
- Greenwich Peninsula Practice located at Schoolbank Road
- Plumbridge Medical Centre located at Plumbridge Street, Greenwich
- Woodlands Surgery located at Woodland Walk, Greenwich.

Mental Health Services

8.19 A variety of mental health services are available in Greenwich to support individuals with their mental health. These services include community-based teams, specialized programs, and support organizations, all working collaboratively to provide comprehensive care:

- Greenwich West Intensive Case Management in Psychosis (ICMP) located at The Heights, Charlton
- Greenwich East ICMP located at Ferryview Health Centre, Woolwich
- Greenwich Home Treatment Team (HTT) which operates via outreach/crisis support
- Greenwich Mental Health Hub
- Greenwich Time To Talk (Talking Therapies Service including CBT and counselling etc.) located at Eltham High Street
- The Heights Community Mental Health Services located at The Heights, Charlton, SE7 8JH

- Memorial Hospital Community Mental Health Services located at Shooters Hill, Woolwich
- Older Adults Mental Health Liaison Service (for people aged 65+ or with dementia) located at Queen Elizabeth Hospital, Stadium Road
- Greenwich Integrated Clinical Team (GRiCT) located at The Woolwich Centre, Wellington Street, Woolwich
- Greenwich Square Health Centre located at the Greenwich Centre, Lambarde Square.

Chapter 9 - Conclusions and statements

9.1 This PNA has considered the current provision of pharmaceutical services across Greenwich's HWB area 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 conclusions of the provision of these services in Greenwich with consideration of surrounding HWB areas.

Current provision

9.3 The Greenwich 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 Greenwich 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 pharmaceutical services. The Greenwich PNA 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 Greenwich 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 the localities, as well as identifying service by contractors outside the HWB area, as contributing towards meeting the need for pharmaceutical services in Greenwich.

Current provision of necessary services

9.6 Essential services are deemed as necessary services as described above. In assessing the provision of essential 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 23 localities within Greenwich's HWB.

9.8 There are 1.8 community pharmacies per 10,000 residents in Greenwich. This ratio is very close to the London average of 1.9 and the national average of 1.7 pharmacies per 10,000 residents.

9.9 The entire borough's population is within 1 mile of a pharmacy. Additionally, 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 Greenwich are well served in terms of the number and location of pharmacies.

Current provision of necessary services during normal working hours

9.11 All pharmacies are open for at least 40 hours each week. There are 55 community pharmacies in HWB area, and a further 65 within a mile of the border of Greenwich, providing good access as shown 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 23 localities in Greenwich.

Current provision of necessary services outside normal working hours

9.12 On weekdays, 12 pharmacies in Greenwich are open before 9am and 37 are open after 6pm. These are mapped out in Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

9.13 Forty-five of the borough's fifty-five community pharmacies are open on Saturdays while twelve are open on Sundays. 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 23 localities in Greenwich.

Current provision of other relevant 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 majority (51 out of 55) of the pharmacies in the borough.
- 9.16 NMS is widely available with 51 pharmacies in the borough providing it.
- 9.17 Flu vaccinations are also widely provided, with 49 pharmacies in the borough offering them.
- 9.18 Fifty-one pharmacies provide the Hypertension Case-finding Service.
- 9.19 Fifty-one pharmacies in Greenwich offer the Pharmacy Contraception Service.
- 9.20 Though NHSBSA data does not show any pharmacies in Greenwich providing the Smoking Cessation Service, pharmacies have indicated, through the area LPC, that they have signed up to deliver the service.
- 9.21 The available NHSBSA data does not show any Greenwich pharmacies delivering the AURs or SACs. However, these services are widely available from other health providers such as district nurses and dispensing appliance contractors.
- 9.22 The Lateral Flow Device test supply service is provided by 20 pharmacies in Greenwich.
- 9.23 There are currently four enhanced services commissioned by the NHSE London region, the ICB or the ICB through the DOP commissioning hub. These are the London flu and COVID-19 vaccination service (number of providers not known at the time of drafting), Bank Holiday Rota (provided by 2 pharmacies), Community Anticoagulation

Warfarin Clinic (provided by 2 pharmacies), Southeast London (SEL) Community Pharmacy End of Life Medicines Access Service (provided by one pharmacy) and the Pharmacy First Plus service (provided by 31 pharmacies).

- 9.24 RBG currently has two locally commissioned services: supervised consumption (provided by 19 pharmacies) and needle syringe provision (5 pharmacies).

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

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

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

Future provision of necessary services

Future provision of necessary services during normal working hours

- 9.26 The PNA is aware of and has considered proposed changes in Greenwich during its lifetime including commitment to building more houses. The overall population size of Greenwich is predicted to increase by 3.5%, with Greenwich Peninsula ward being expected to have the largest rate of population increase (27.2%). 5,893 new houses are expected to be completed during the lifetime of this document, the largest being development sites being on Lombard Square, Herringham Quarter and Woolwich Central.

- 9.27 The analysis has considered these expected changes in population size against the current and expected capacity of pharmaceutical service provision. Greenwich pharmacies have comparatively low dispensing numbers compared to the rest of the nation (5,874 items per month compared to 8,689 for the national average). This suggests that the pharmacies have ample capacity to cater for the additional pharmaceutical provision demands created by the anticipated changes in population size.

9.28 It is therefore concluded that pharmacy provision within Greenwich 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.

Future provision of necessary services outside normal working hours

9.29 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

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

9.31 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 - PNA Steering Group Terms of Reference

Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist 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 Greenwich Health and Wellbeing Board has now initiated the process to refresh the PNAs by March 2026.

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 Health and Wellbeing boards.
- 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. This includes current and future *needs* of pharmaceutical access.

- Develop the PNA so that it documents all locally commissioned services, including public health services commissioned; and services commissioned by South East London Integrated Care Board 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 both the joint strategic needs assessment and the health and wellbeing strategies of each of the boroughs as well as other key regional and national 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 local populations.
- 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 and other local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations; including formally considering and acting upon consultation responses and overseeing the development of the consultation report for inclusion in the final PNA.
- Consider and document the processes by which the HWB will discharge its responsibilities for maintaining the PNA.
- Comment, on behalf of the Greenwich Health and Wellbeing boards, 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 Greenwich Health and Wellbeing board have 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 Royal Borough of Greenwich, on

behalf of the HWB and the steering group have commissioned Healthy Dialogues Ltd. to undertake the PNA.

The PNA steering group will be accountable to the Health and Wellbeing board and will report to them as and when required.

Membership

Chair: Samantha Bennett

| Name | Organisation |
|---------------------|--|
| Samantha Bennett | Royal Borough of Greenwich |
| Wendy Elcome | Royal Borough of Greenwich |
| Sally Watkins | Royal Borough of Greenwich |
| Victoria Smith | Royal Borough of Greenwich |
| Alexia Fergus | Royal Borough of Greenwich |
| Communications lead | Royal Borough of Greenwich |
| Joy Beishon | Healthwatch Greenwich |
| Alex Pini | South East London Integrated Care Board |
| Mark Shek | South East London Integrated Care Board |
| Raj Matharu | South East London Local Pharmaceutical Committee |
| Ashfaq Khan | South East London Local Pharmaceutical Committee |
| Ashlee Mulimba | Healthy Dialogues |
| Eleanor Thorne | Healthy Dialogues |
| Joel Mulimba | 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.

NHS England are unable to attend.

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)
- Representative from Public Health for the Royal Borough of Greenwich
- South East London Local Pharmaceutical Committee

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 on a monthly basis or as required for the lifetime of this project. The Steering Group will convene following the consultation period to sign off the PNA for submission to the HWB.

Appendix B – Pharmacy provision within Greenwich

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|------------------------------|---------------|------------------------------|----------|--|-----------|---------------|------------------|------------------|----------------|
| Abbey Wood | Community | Access Pharmacy | FEF79 | 38 Grovebury Road, Abbey Wood, London | SE2 9BB | N | Y | N | N |
| Abbey Wood | Community | Browne AF Ltd | FK901 | 174 Eynsham Drive, Abbey Wood, Kent | SE2 9PT | N | N | Y | N |
| Abbey Wood | Community | Browne AF Ltd | FMR26 | 16 Wilton Road, Abbey Wood, Kent | SE2 9RH | N | N | Y | N |
| Abbey Wood | Community | The Neem Tree Pharmacy | FWN12 | 110 Mcleod Road, Abbey Wood, London | SE2 0BS | N | N | Y | N |
| Blackheath Westcombe | Community | Blackheath Standard Pharmacy | FNP06 | 182 Westcombe Hill, Blackheath, London | SE3 7DH | N | Y | Y | N |
| Blackheath Westcombe | Community | Kidbrooke Pharmacy | FKK84 | 134 Rochester Way, Kidbrooke, Blackheath, London | SE3 8AR | N | Y | Y | N |
| Blackheath Westcombe | Community | Pyramid Pharmacy | FFA12 | 22 Old Dover Road, Blackheath, Greenwich, London | SE3 7BT | N | Y | Y | N |
| Charlton Hornfair | Community | Charlton Pharmacy | FVG96 | 229 Charlton Road, Charlton, London | SE7 7ED | N | Y | Y | N |
| Charlton Village & Riverside | Community | Grove Pharmacy ¹⁹ | FPC93 | 17 The Village, Charlton, London | SE7 8UG | Y | Y | Y | Y |

¹⁹ This pharmacy has been temporarily closed at the time of writing

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|------------------------------|---------------|----------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Charlton Village & Riverside | Community | The Village Pharmacy | FXF89 | 9 The Village, Charlton, London | SE7 8UG | N | Y | Y | N |
| Charlton Village & Riverside | Community | Totty Pharmacy | FA450 | 44 Charlton Church Lane, Charlton, London | SE7 7AE | N | N | Y | N |
| East Greenwich | Community | PE Logan | FD551 | 209 Trafalgar Road, Greenwich, London | SE10 9EQ | N | Y | Y | N |
| East Greenwich | Community | Pyramid Pharmacy | FRQ70 | 3-5 Woolwich Road, Greenwich, London | SE10 0RA | N | N | Y | N |
| Eltham Page | Community | Eltham Pharmacy | FXE81 | 560 Westhorne Avenue, Eltham, London | SE9 6DR | N | Y | Y | N |
| Eltham Page | Community | Mangal Pharmacy | FFG07 | 71 Sherard Road, Eltham, London | SE9 6ER | Y | Y | Y | N |
| Eltham Page | Community | Mangal Pharmacy | FPC00 | 59 Well Hall Road, Eltham, London | SE9 6SZ | N | Y | Y | N |
| Eltham Park & Progress | Community | Dickinson Chemist | FPM41 | 130 Westmount Road, Eltham, London | SE9 1UT | N | Y | Y | Y |
| Eltham Park & Progress | Community | Roopson Pharmacy | FE289 | 422 Well Hall Road, Eltham, London | SE9 6UD | N | Y | Y | N |
| Eltham Town & Avery Hill | Community | Avery Pharmacy | FQW82 | 192 Bexley Road, Eltham, London | SE9 2PH | N | Y | N | N |
| Eltham Town & Avery Hill | Community | Boots | FPV87 | 96-104 Eltham High Street, Eltham, London | SE9 1BW | N | N | Y | Y |
| Eltham Town & Avery Hill | Community | Stevens Pharmacy | FFX34 | 379 Footscray Road, New Eltham, London | SE9 2DR | N | N | Y | N |
| Eltham Town & Avery Hill | Community | Well | FHC98 | 27 Court Yard, Eltham, London | SE9 5PR | Y | N | N | N |

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|-------------------------------|---------------|--------------------|----------|--|-----------|---------------|------------------|------------------|----------------|
| Greenwich Creekside | Community | Rose Pharmacy | FTT80 | 24 Creek Road, Deptford, London | SE8 3BN | Y | Y | Y | N |
| Greenwich Park | Community | Duncans Pharmacy | FEA03 | 193-195 Greenwich High Rd, Greenwich, London | SE10 8JA | N | Y | Y | N |
| Greenwich Park | Community | Gee pharm Chemists | FGR61 | 1-3 Blackheath Hill, Greenwich, London | SE10 8PB | N | Y | Y | N |
| Greenwich Peninsula | Community | Amal Pharmacy | FVH88 | Unit 3, 166 Metcalfe Crt, Greenwich Millennium Vge, West Parkside, Greenwich, London | SE10 0EL | N | N | Y | N |
| Greenwich Peninsula | Community | Asda Pharmacy | FC116 | Bugsby Way, Greenwich, London | SE7 7ST | N | Y | Y | Y |
| Greenwich Peninsula | Community | Boots | FX053 | Unit 7a, Greenwich Retail Park, Bugsby Way, London | SE7 7SR | N | Y | Y | Y |
| Greenwich Peninsula | Community | Mangal Pharmacy | FWW22 | 8 Green Place, Greenwich, London | SE10 0PE | Y | Y | Y | Y |
| Kidbrooke Park | Community | Masters Pharmacy | FQR61 | 176 Shooters Hill Road, Blackheath, London | SE3 8RP | N | Y | Y | N |
| Kidbrooke Village & Sutcliffe | Community | Chemcare Pharmacy | FY283 | 12 Pegler Square, Kidbrooke, London | SE3 9GR | N | N | N | N |
| Middle Park & Horn Park | Community | Newmarket Pharmacy | FJW12 | 13 Newmarket Green, Eltham, London | SE9 5ER | N | N | Y | N |

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|--------------------------------------|---------------|---------------------|----------|--|-----------|---------------|------------------|------------------|----------------|
| Mottingham, Coldharbour & New Eltham | Community | Rey Pharmacy | FGV05 | 735 Sidcup Road, New Eltham, London | SE9 3SA | N | N | N | N |
| Mottingham, Coldharbour & New Eltham | Community | The Mound | FFL12 | 2 The Mound, Mottingham, London | SE9 3AZ | N | N | N | N |
| Plumstead & Glyndon | Community | Alpharm Chemist | FJM49 | 116 Plumstead High Street, Plumstead, London | SE18 1SJ | N | Y | Y | Y |
| Plumstead & Glyndon | Community | Central Chemists | FXE44 | 3 Brewery Road, Woolwich, London | SE18 7PS | N | Y | N | N |
| Plumstead & Glyndon | Community | Chase Pharmacy | FQL02 | 156 Plumstead High Street, Plumstead, London | SE18 1JQ | N | N | Y | N |
| Plumstead & Glyndon | Community | Temple Pharmacy | FHF01 | 33 Lakedale Road, Plumstead, London | SE18 1PP | N | Y | Y | N |
| Plumstead Common | Community | Plumstead Pharmacy | FA332 | 9 Wickham Lane, Abbey Wood, London | SE2 0XJ | N | N | Y | N |
| Plumstead Common | Community | Temple Pharmacy Ltd | FVC32 | 6 The Slade, Plumstead, London | SE18 2NB | N | Y | Y | N |
| Shooters Hill | Community | Geepharm Chemists | FCK76 | 36 Plumstead Common Road, Plumstead, London | SE18 3TN | N | Y | Y | N |
| Shooters Hill | Community | Herbert Pharmacy | FDQ41 | 36-38 Herbert Road, Plumstead, London | SE18 3SH | Y | Y | Y | N |
| Thamesmead Moorings | Community | Morrisons Pharmacy | FTR52 | 2 Twin Tumps Way, Thamesmead, London | SE28 8RD | N | Y | Y | Y |

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|---------------------|---------------|------------------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Thamesmead Moorings | Community | Worthcare Ltd | FPG23 | Gallions Reach Health Ctr, Bentham Road, Thamesmead, London | SE28 8BE | Y | N | N | N |
| West Thamesmead | Community | First Care Pharmacy | FJG92 | Unit 6, The Reach, Thamesmead, London | SE28 0NY | Y | Y | Y | Y |
| West Thamesmead | Community | Whinchat Pharmacy | FTL72 | 1 Whinchat Road, Broadwater Green, Thamesmead, London | SE28 0DZ | Y | Y | N | N |
| West Thamesmead | DSP | Oasis Pharmacy | FHH89 | Unit 3, 119/121 Nathan Way, London | SE28 0AQ | N | N | Y | N |
| Woolwich Arsenal | Community | Alpha Chemist | FJX93 | 7 Greens End, Woolwich, London | SE18 6HX | N | Y | Y | Y |
| Woolwich Arsenal | Community | Boots | FRK12 | 12-16 Hare Street, Woolwich, London | SE18 6NB | N | Y | Y | N |
| Woolwich Arsenal | Community | Pyramid Pharmacy | FGJ82 | 66 Powis Street, Woolwich, London | SE18 6LQ | N | N | Y | N |
| Woolwich Arsenal | Community | Royal Arsenal Pharmacy | FW185 | 21-23 Arsenal Way, Woolwich, London | SE18 6TE | Y | Y | Y | N |
| Woolwich Arsenal | Community | St James Pharmacy | FXR67 | 52 Powis Street, Woolwich, London | SE18 6LQ | N | N | Y | N |
| Woolwich Arsenal | Community | Tesco Instore Pharmacy | FTX08 | 13 Old Stable Row, Woolwich, London | SE18 6JR | N | Y | Y | Y |
| Woolwich Arsenal | Community | Woolwich Late Night Pharmacy | FA716 | Equitable House, 10 Woolwich New Road, Woolwich, London | SE18 6AB | Y | Y | Y | Y |

| Ward | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|-------------------|---------------|------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Woolwich Common | Community | Burrage Pharmacy | FAG48 | 57 Burrage Place, Plumstead, Woolwich, London | SE18 7BE | Y | Y | N | N |
| Woolwich Dockyard | Community | Ns Warwick Ltd | FK580 | 12 Kingsman Parade, Woolwich, London | SE18 5QE | N | Y | Y | N |

Appendix C – Pharmacy provision within 1-mile distance of Greenwich

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------------------|---------------|----------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Barking and Dagenham | Community | Britannia Pharmacy | FPR28 | Unit 2 Leslie H/Cock Hse, 21 Minter Road, Barking, London | IG11 0TH | N | N | Y | N |
| Bexley | Community | B R Lewis Chemists | FP273 | 62-64 Upper Wickham Lane, Welling, Kent | DA16 3HQ | Y | Y | Y | N |
| Bexley | Community | Bellegrove Pharmacy | FX263 | 225 Bellegrove Road, Welling, Kent | DA16 3RQ | Y | Y | Y | N |
| Bexley | Community | Bexleyheath Pharmacy | FD717 | 32 Pickford Lane, Bexleyheath, Kent | DA7 4QW | N | Y | Y | N |
| Bexley | Community | Brownes Chemist | FWA43 | 208 Yarnton Way, Erith | DA18 4DR | N | Y | Y | N |
| Bexley | Community | Brownes Chemist | FX094 | 252 Blackfen Road, Blackfen, Sidcup, Kent | DA15 8PW | N | Y | Y | N |
| Bexley | Community | Day Lewis Pharmacy | FP029 | 253 Westwood Lane, Blackfen, Sidcup, Kent | DA15 9PS | N | N | N | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------|---------------|----------------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Bexley | Community | Day Lewis Pharmacy | FQA59 | 3-5 The Pantiles, Littleheath Road, Bexleyheath, Kent | DA7 5HH | N | N | Y | N |
| Bexley | Community | Falconwood Pharmacy | FE097 | 3 Falconwood Parade, Welling, Kent | DA16 2PL | N | N | N | N |
| Bexley | Community | Hayshine Ltd | FRM32 | 54 Wrotham Road, Welling, Kent | DA16 1LN | N | N | Y | N |
| Bexley | Community | Knights Pharmacy | FNW18 | 36 Nuxley Road, Belvedere, Kent | DA17 5JG | Y | Y | Y | N |
| Bexley | Community | Mistvale Chemist | FYQ93 | 138-140 Welling High St, Welling, Kent | DA16 1TJ | N | N | N | N |
| Bexley | Community | Neem Tree Welling Pharmacy | FKC93 | 109-111 Welling High St, Welling, Kent | DA16 1TY | N | N | Y | N |
| Bexley | Community | Olins Pharmacy | FHR27 | 3 The Oval, Sidcup, Kent | DA15 9ER | N | N | Y | N |
| Bexley | Community | Seven Day Chemist | FXN89 | 175a Bellegrove Road, Welling, Kent | DA16 3QS | Y | Y | Y | Y |
| Bexley | Community | Southcott Chemist | FD537 | 281 Main Road, Sidcup, Kent | DA14 6QL | N | N | Y | N |
| Bexley | Community | Targett Chemist | FY261 | 172 Halfway Street, Sidcup, Kent | DA15 8DJ | N | Y | Y | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------|---------------|--------------------------------------|----------|--|-----------|---------------|------------------|------------------|----------------|
| Bexley | Community | Well | FCE42 | Cws Superstore, 71-79 High Street, Welling, Kent | DA16 1TU | Y | Y | Y | N |
| Bexley | Community | Well | FLK13 | 297 Brampton Road, Bexley Heath, London | DA7 5QR | N | N | Y | N |
| Bromley | Community | Mottingham Pharmacy (Jarman & Dixon) | FC313 | 71-73 Mottingham Road, London | SE9 4QZ | N | Y | Y | N |
| Bromley | Community | Pond Pharmacy | FE213 | 59 High Street, Chislehurst, Kent | BR7 5AF | N | Y | Y | N |
| Bromley | Community | Williams Lm (Chislehurst) Ltd | FVF13 | 89-93 High Street, Chislehurst, Kent | BR7 5AG | Y | Y | Y | N |
| Lewisham | Community | Amin Pharmacy | FNN90 | 291 Brockley Road, Brockley, London | SE4 2SA | N | N | Y | N |
| Lewisham | Community | Baum Pharmacy | FDW13 | 10-12 Manor Park Parade, Lee High Road, Lewisham, London | SE13 5PB | N | Y | Y | N |
| Lewisham | Community | Boots | FC300 | 72-78 Lewisham High St., London | SE13 5JN | N | N | Y | Y |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------|---------------|----------------------|----------|--|-----------|---------------|------------------|------------------|----------------|
| Lewisham | Community | Brook Pharmacy | FPJ12 | 109 Chinbrook Road, Lewisham, London | SE12 9QL | N | Y | Y | N |
| Lewisham | Community | Cambelle Chemist | FT872 | 83-85 Boundfield Road, Catford, London | SE6 1PH | N | N | Y | N |
| Lewisham | Community | Catford Pharmacy | FEC26 | 185 Torridon Road, Catford, London | SE6 1RG | N | Y | Y | N |
| Lewisham | Community | Gokul Chemist | FMT20 | 53 Baring Road, Lee, London | SE12 0JS | N | Y | Y | N |
| Lewisham | Community | Grove Park Pharmacy | FJ566 | 344 Baring Road, Grove Park, London | SE12 0DU | N | Y | Y | Y |
| Lewisham | Community | Harris Chemist | FDK93 | 372 Baring Road, Grove Park, London | SE12 0EF | N | Y | Y | N |
| Lewisham | Community | Krisons Chemist | FQA51 | 506 New Cross Road, London | SE14 6TJ | N | N | Y | N |
| Lewisham | Community | Ladywell Pharmacy | FK081 | Hilly Fields Medical Ctr., 172-174 Adelaide Avenue, London | SE4 1JN | N | Y | Y | N |
| Lewisham | Community | Lee Pharmacy | FJK64 | 19 Burnt Ash Hill, Lee, London | SE12 0AA | N | Y | Y | N |
| Lewisham | Community | Lewis Grove Pharmacy | FVA74 | 1 Lewis Grove, Lewisham, London | SE13 6BG | N | N | Y | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------|---------------|----------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| Lewisham | Community | Lewisham Pharmacy | FTF05 | 324 Lee High Road, London | SE13 5PJ | N | N | Y | N |
| Lewisham | Community | Lockyer's Pharmacy | FWA34 | 252 Evelyn Street, Deptford, London | SE8 5BZ | N | N | N | N |
| Lewisham | Community | Lords Pharmacy Ltd | FY745 | 428 Lee High Road, Lee Green, London | SE12 8RW | N | Y | Y | N |
| Lewisham | Community | New Cross Pharmacy | FXJ41 | Waldron Health Centre, Amersham Vale, New Cross, London | SE14 6LD | N | Y | Y | N |
| Lewisham | Community | Nightingale Pharmacy | FAD49 | 90-92 Deptford High St., London | SE8 4RG | N | N | Y | N |
| Lewisham | Community | Osbon Pharmacy | FET97 | 179-181 Lewisham Way, London | SE4 1UY | N | Y | Y | N |
| Lewisham | Community | Osbon Pharmacy | FH772 | 56-60 Loampit Hill, Lewisham, London | SE13 7SX | Y | Y | N | N |
| Lewisham | Community | Paydens Pharmacy | FY475 | 14 Montpelier Vale, Blackheath, London | SE3 0TA | N | N | Y | N |
| Lewisham | Community | Pepys Pharmacy | FJW95 | 2 Golden Hind Place, Grove Street, London | SE8 3QG | N | Y | N | N |
| Lewisham | Community | Rains Pharmacy | FJX60 | Unit 52, Old Biscuit Fac., 9 Staplehurst | SE13 5ND | N | Y | Y | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|----------|---------------|-------------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| | | | | Road, Hither Green, London | | | | | |
| Lewisham | Community | Sheel Pharmacy | FQK49 | 312-314 Lewisham Road, Lewisham, London | SE13 7PA | N | Y | Y | N |
| Lewisham | Community | Sheel Pharmacy Lewisham | FLY01 | 296-298 Lewisham High St, Lewisham, London | SE13 6JZ | N | Y | Y | N |
| Lewisham | Community | Station Pharmacy | FHL15 | 2 Amersham Vale, New Cross, London | SE14 6LD | N | N | Y | N |
| Lewisham | Community | Widdicombe Chemist | FNW34 | 220 Hither Green Lane, London | SE13 6RT | N | Y | Y | N |
| Lewisham | Community | Woodlands Pharmacy | FQP73 | Woodlands Health Centre, 4 Edwin Hall Place, London | SE13 6RN | Y | Y | Y | Y |
| Newham | Community | Berg's Pharmacy | FE672 | 4 Rathbone Market, Barking Road, Canning Town, London | E16 1EH | N | Y | Y | N |
| Newham | Community | Boots | FMC69 | Unit 15, Gallions Reach, 3 Armada Way, London | E6 7ER | N | Y | Y | Y |
| Newham | Community | Day Lewis Pharmacy | FF672 | 17-19 Freemasons Road, Custom | E16 3AR | Y | Y | N | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|---------------|---------------|----------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| | | | | House, London | | | | | |
| Newham | Community | Day Lewis Pharmacy | FXQ92 | 5 Woodman Parade, Pier Road, North Woolwich, London | E16 2LL | N | N | N | N |
| Newham | Community | Royal Docks Pharmacy | FD513 | 14 Royal Crest Avenue, West Silvertown, London | E16 2TQ | N | Y | N | Y |
| Newham | DSP | Mychemistonline | FF694 | F63 Waterfront Studios, 1 Dock Road, London | E16 1AH | N | N | N | N |
| Tower Hamlets | Community | Allens Pharmacy | FL171 | 19 Castalia Square, Isle Of Dogs, London | E14 3PQ | N | Y | Y | N |
| Tower Hamlets | Community | Boots | FGA03 | 18-20 The Vesey Path, London | E14 6BT | N | N | Y | N |
| Tower Hamlets | Community | Boots | FK564 | Unit 14, Canada Square, Canary Wharf, London | E14 5AX | Y | Y | Y | Y |
| Tower Hamlets | Community | Boots | FQV39 | 15 Jubilee Place, 45 Bank Street, Canary Wharf | E14 5NY | Y | Y | Y | Y |
| Tower Hamlets | Community | Britannia Pharmacy | FNW37 | 10 Aberfeldy Square, | E14 0XA | N | Y | N | N |

| HWB area | Contract Type | Pharmacy | ODS Code | Address | Post Code | Early Opening | Open in evenings | Open On Saturday | Open On Sunday |
|---------------|---------------|----------------------|----------|---|-----------|---------------|------------------|------------------|----------------|
| | | | | Poplar, London | | | | | |
| Tower Hamlets | Community | Britannia Pharmacy | FRX84 | 259 Poplar High Street, Poplar, London | E14 0BE | N | N | Y | N |
| Tower Hamlets | Community | Britannia Pharmacy | FXQ52 | Unit 9 Asda Precinct, East Ferry Road, London | E14 3BT | N | Y | Y | Y |
| Tower Hamlets | Community | Cubitt Town Pharmacy | FH732 | 143 Manchester Road, Isle Of Dogs, London | E14 3DN | N | N | Y | N |
| Tower Hamlets | Community | Docklands Pharmacy | FW883 | 100 Spindrif Avenue, London | E14 9WU | Y | Y | Y | N |
| Tower Hamlets | Community | Lansbury Chemist | FHH61 | 85 Chrisp Street, Poplar, London | E14 6GG | N | Y | Y | N |

Appendix D – Consultation Report

This report presents the findings of the consultation for the Greenwich PNA. For the consultation, the draft PNA was sent to a list of statutory consultees as outlined in Chapter 1, paragraph 1.13. In total, 2 responses were received to the consultation, either via email or via a consultation survey. Responses were received from:

- Healthwatch Greenwich
- NHS England

The PNA's Steering Group constituted the majority of stakeholders that must be consulted with during the consultation process. The responses to the survey are presented below. Additional comments received via email are presented in the table that follows.

| Consultation survey question | Yes | No | Unsure or not applicable |
|---|-----|----|--------------------------|
| Has the purpose of the pharmaceutical needs assessment been explained? | 1 | | |
| Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area? | 1 | | |
| Are there any gaps in service provision i.e. when, where and which services are available that have not been identified in the pharmaceutical needs assessment? | | | |
| Does the draft pharmaceutical needs assessment reflect the needs of your area's population? | | 1 | |
| Has the pharmaceutical needs assessment provided information to inform market entry decisions i.e. decisions on applications for new pharmacies and dispensing appliance contractor premises? | 1 | | |
| Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future? | 1 | | |
| Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors? | 1 | | |
| Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted? | | | |
| Do you agree with the conclusions of the pharmaceutical needs assessment? | | 1 | |

In comments accompanying their response, Healthwatch said the following:

“The PNA relies heavily on distance and travel time (e.g. 20-minute walk / 1-mile radius) to conclude good access. Physical proximity does not capture experiential barriers, such as: Lack of privacy for sensitive conversations Cultural safety and trust (especially for safeguarding, sexual health, mental health) Language confidence when discussing medicines or symptoms These issues are particularly

relevant in high-deprivation and high-diversity wards. While geographic access appears strong, residents' willingness and confidence to use pharmacy services for advice, safeguarding concerns, or early help varies considerably and is not fully captured by distance-based measures.”

It should be noted that Healthwatch was part of the Steering Group and we involved in the methodology used in the report. The topic of the criteria for accessibility is detailed in Chapters 3, 7 and 8 of the PNA document. A number of other topics in their response, such as cultural safety and trust are outside the scope of the PNA process. However, the comments received have been forwarded to the ICB and LPC.

The table below presents the comments received during the statutory consultation period and the Steering Group's response to those comments.

| Comment received during consultation | PNA Steering Group response |
|---|---|
| <p>NHS England: The PNA has identified 5 “100 hour” pharmacies, there are in fact 7. They are: FA716 – Woolwich Late Night Pharmacy, FC116 – Asda, FJM49 – Alpharm Chemist, FJX93 – Alpha Chemist, FPC93 – Grove Pharmacy, FTX08 – Tesco Stores & FX053 – Boots.</p> | <p>The document has been amended to reflect this.</p> |
| <p>NHS England: We also note that currently Grove Pharmacy is temporarily closed.</p> | <p>This updated has included in the write up and appendix B.</p> |
| <p>NHS England: FL803 – Well Pharmacy was taken over by FFL12 - RP Healthcare Ltd t/a The Mound Pharmacy on 1 July 2025. This pharmacy does NOT open on Saturdays.</p> | <p>The document has been amended to reflect these changes.</p> |
| <p>NHS England: FDQ41 Herbert Pharmacy – does not open early or close late.</p> | <p>It was confirmed via a call to the pharmacy and their website, that they are indeed both open early and close late as defined in the PNA</p> |