



# LONDON BOROUGH OF HACKNEY

## Pharmaceutical Needs Assessment 2025 - 2028

# Executive Summary

## Introduction

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

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

This PNA provides an overview of the demographics and health and wellbeing needs of the Hackney 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 Hackney residents and whether there are any gaps, either now or within the lifetime of the document, from the date of its publication to the 30<sup>th</sup> September 2028. It assesses current and future provision with respect to:

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

## Methodology

In March 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 Hackney population determined on a locality basis.
- A survey to Hackney 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 Hackney.

This PNA consultation draft was published for formal consultation between the period of 20<sup>th</sup> June and 19<sup>th</sup> August 2025. Responses to the consultation were considered by the steering group before final publication of the PNA in October 2025.

## Findings

### Key population demographics of Hackney

The London Borough of Hackney is an inner London borough with an estimated population of 266,906. Though its population is projected to decrease by 0.8% in the lifetime of this PNA, some wards will see an increase, the largest percentage increase expected in Hackney Wick ward (6.2% increase).

There are large pockets of deprivation across the borough, with 63 of the borough's 144 Lower Super Output Areas (LSOAs) among the most deprived 20% in England (Ministry of Housing, Communities & Local Government).

### Key population health needs of Hackney

Hackney residents have a lower life expectancy than the London and national picture. Health life expectancy broadly mirrors that of London and the nation as a whole.

Some indicators identified where the borough is worse than regional and national compactors include:

- Overweight or obesity rates amongst reception and Year 6 school pupils
- Rate of 15-59 year old newly diagnosed with HIV
- Flu vaccination coverage for over 65s and at-risk individuals
- Proportion of residents who feel lonely
- Alcohol-related admission episodes

### Patient and public engagement

A patient and public survey was disseminated across Hackney to explore how people use their pharmacy and their views on specific 'necessary' pharmaceutical services. A total of 106 people responded.

Most respondents chose their pharmacy because it was close to their home or work, was where their GP sends their prescriptions, or they were happy with the overall experience provided by the pharmacy. Nearly all respondents (99%) can reach their pharmacy in 20 minutes or less, with walking the most common means of reaching pharmacies (88%). No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

## **Health and Wellbeing Board statements on service provision**

There are 47 community pharmacies within the Hackney HWB area. There are a further 73 community pharmacies located within 0.8 miles of Hackney'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 Hackney population. It has also determined whether there are any gaps in the provision of pharmaceutical service either now or within the lifetime of this document, from the date of its publication to the 30<sup>th</sup> September 2028.

Hackney 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

<b>A&amp;E</b>	– Accident and Emergency
<b>ABPM</b>	– Ambulatory Blood Pressure Monitoring
<b>AF</b>	– Atrial Fibrillation
<b>AUR</b>	– Appliance Use Review
<b>BMI</b>	– Body Mass Index
<b>BOB</b>	– Buckinghamshire, Oxfordshire and Berkshire West
<b>CCG</b>	– Clinical Commissioning Groups
<b>CHD</b>	– Coronary Heart Disease
<b>CHIS</b>	– Child Health Information Service
<b>COPD</b>	– Chronic Obstructive Pulmonary Disease
<b>CoL</b>	– City of London
<b>COVID-19</b>	– Coronavirus Disease 2019
<b>CPCF</b>	– Community Pharmacy Contractual Framework
<b>CPCS</b>	– Community Pharmacist Consultation Service
<b>CPPE</b>	– Centre for Pharmacy Postgraduate Education
<b>CVD</b>	– Cardiovascular Disease
<b>DAC</b>	– Dispensing Appliance Contractor(s)
<b>DHSC</b>	– Department of Health and Social Care
<b>DMS</b>	– Discharge Medicines Service
<b>DOPS / DOP</b>	– Dentistry, Optometry and Pharmacy (Services)
<b>DSP</b>	– Distance Selling Pharmacy
<b>EHC</b>	– Emergency Hormonal Contraception
<b>EPS</b>	– Electronic Prescription Service
<b>GP</b>	– General Practitioner / General Practice
<b>GPFV</b>	– General Practice Forward View
<b>HIV</b>	– Human Immunodeficiency Virus
<b>HLP</b>	– Healthy Living Pharmacies
<b>HWB</b>	– Health and Wellbeing Board
<b>ICB</b>	– Integrated Care Board
<b>ICS</b>	– Integrated Care System
<b>IMD</b>	– Index of Multiple Deprivation
<b>JCVI</b>	– Joint Committee on Vaccination and Immunisation
<b>JSNA</b>	– Joint Strategic Needs Assessment
<b>LBH</b>	– London Borough of Hackney





**LFD** – Lateral Flow Device / Test Supply  
**LMC** – Local Medical Committee  
**LPC** – Local Pharmaceutical Committee  
**LPS** – Local Pharmaceutical Services  
**LSOA** – Lower Super Output Area  
**MMR** – Measles, Mumps and Rubella  
**NCRS** – National Care Records Service  
**NCSCCT** – National Centre for Smoking Cessation and Training  
**NHSE** – National Health Service England  
**NHS** – National Health Service  
**NHSBSA** – National Health Service Business Services Authority  
**NMS** – New Medicines Service  
**NRT** – Nicotine Replacement Therapy  
**NICE** – National Institute for Health and Care Excellence  
**ONS** – Office for National Statistics  
**OHID** – Office for Health Improvement and Disparities  
**PCN** – Primary Care Network (or Private Care Networks)  
**PCS** – Pharmacy Contraceptive Service  
**PGD** – Patient Group Direction  
**PhIF** – Pharmacy Integration Fund  
**PMR** – Patient Medication Record  
**PNA** – Pharmaceutical Needs Assessment  
**POC** – Point of Care  
**PSNC** – Pharmaceutical Services Negotiating Committee  
**QOF** – Quality Outcomes Framework  
**SAC** – Stoma Appliance Customisation  
**SCR** – Summary Care Record  
**SCS** – Smoking Cessation Service  
**STI** – Sexually Transmitted Infection  
**STP** – Standard Treatment Programme  
**MYS** – Manage Your Service  
**eRD** – Electronic Repeat Dispensing



# Chapter 1 - Introduction

## Purpose of the Pharmaceutical Needs Assessment

- 1.1 Community pharmacies are essential in providing quality healthcare within local communities. In addition to dispensing medications, they often serve as the first point of contact for patients and the general public. In some cases, they may be the only interaction an individual has with a healthcare professional.
- 1.2 A 'Pharmaceutical Needs Assessment' (PNA) identifies the pharmaceutical service requirements of a specific population within a designated area. It outlines the existing pharmaceutical services, including their availability in terms of location and operating hours. This PNA assesses the pharmaceutical needs of the Hackney population.
- 1.3 NHS Pharmaceutical Services operate within a regulated and controlled framework. Pharmacists or dispensing appliance contractors who wish to provide these services must apply to NHS England for inclusion in the Pharmaceutical List of the Health and Wellbeing Board.
- 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 Hackney PNA can also be used to:
  - Assist the Health and Wellbeing Board (HWB) in informing stakeholders about the borough's pharmaceutical needs, aiding in the planning, development, and delivery of services for the community.
  - Support the HWB in working with providers to target services to areas of need whilst reducing duplication in areas with adequate provision.

## PNA Legislation

- 1.6 Since 2006, NHS Primary Care Trusts have been legally required to assess and evaluate the pharmaceutical needs of their area, publishing an initial statement of their assessment along with any subsequent updates.
- 1.7 With the abolition of Primary Care Trusts and the formation of Clinical Commissioning Groups (CCGs) in 2013, followed by the establishment of Integrated Care Boards (ICBs) in 2022, Public Health functions were transferred to local authorities. Health and Wellbeing Boards were created within local authorities to bring together commissioners of Health Services, Public Health, Adult Social Care, Children's Services, and Healthwatch.
- 1.8 The Health and Social Care Act of 2012 assigned Health and Wellbeing Boards the responsibility of developing and updating Joint Strategic Needs Assessments and Pharmaceutical Needs Assessments.

## PNA Requirements

- 1.9 The PNA covers the period between 1<sup>st</sup> October 2025 to 30<sup>th</sup> September 2028. It must be produced and published by the 1<sup>st</sup> October 2025. The development of and publication of this PNA has been carried out in accordance with regulations and associated guidance, including:
  - The NHS Pharmaceutical Services and Local Pharmaceutical Services Regulations 2013
  - The Department of Health Information Pack for Local Authorities and Health and Wellbeing Boards
- 1.10 As outlined in the 2013 regulations, this PNA must include a statement of the following:
  - **Necessary Services – current provision:** services currently available that are necessary to meet the need for pharmaceutical services and could be provided within or outside of the Health and Wellbeing Board's area.
  - **Necessary Services - gaps in provision:** services that are not currently available but are deemed necessary by the HWB to address an existing need for pharmaceutical services.
  - **Other Relevant Services - current provision:** any services delivered or commissioned by the local authority, NHS England, the ICB, an NHS trust, or an NHS

foundation trust that impact the need for pharmaceutical services in the area or where future provision could enhance quality or improve access to specific pharmaceutical services.

- **Improvement and better access - gaps in provision:** services that are not currently available but are considered by the HWB 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 formal 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 between 20<sup>th</sup> June to 19<sup>th</sup> August 2025. The 2013 Regulations list those persons and organisations that the HWB must consult, which include:

- Any relevant local pharmaceutical committee (LPC) for the HWB area
- Any local medical committee (LMC) for the HWB area
- Any persons on the pharmaceutical lists and any dispensing GP practices in the HWB area
- Any local Healthwatch organisation for the HWB area, and any other patient, consumer, and community group, which in the opinion of the HWB has an interest in the provision of pharmaceutical services in its area
- Any NHS Trust or NHS Foundation Trust in the HWB area
- NHS England
- Any neighbouring HWB

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- 1.14 All comments received were considered for inclusion in the final report to be presented to the HWB before the 1<sup>st</sup> October 2025.

## **PNA Revisions and updates**

- 1.15 The PNA must account for any changes affecting the needs for the pharmaceutical services in Hackney, and should therefore be updated every three years.
- 1.16 The HWB is also obligated to revise the PNA publication if significant changes in pharmaceutical services occur before 1<sup>st</sup> October 2028. Not all changes in a population or area will necessarily affect the need for pharmaceutical services. If the HWB identifies a change that warrants a review, they may issue a supplementary statement explaining the changes since the PNA was published.

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## 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)<sup>1</sup>

- 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 on<sup>2</sup>

- 2.4 The objectives outlined in the Marmot review are intended to ensure the health life expectancy gap between the least deprived and most deprived are reduced. More specific to health, community pharmacists are uniquely placed at the heart of communities to support patients to provide the public a range of public health interventions, weight management services, smoking cessation services and

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<sup>1</sup> Department of Health and Social Care (2022). Health and Care Act 2022. Available at: [Health and Care Act 2022 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2022/25/contents/enacted)

<sup>2</sup> Institute of Health Equity (2020). Marmot Review 10 Years On. Available at: [Marmot Review 10 Years On - IHE](https://www.instituteofhealthequity.org/publications/marmot-review-10-years-on)

vaccination services. At present the role of community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

### **Plan for Change<sup>3</sup>**

- 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 has 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

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

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Education England (now NHS England) to provide education and training for pharmacists and pre-registered pharmacists. Additionally, urgent medication requests 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.

## Local Context

### Joint Local Health and Wellbeing Strategy 2022-26<sup>4</sup>

- 2.11 This strategy outlines the Health and Wellbeing Boards aim to improve health and wellbeing in Hackney whilst also reducing health inequalities. Whilst acknowledging the strategy forms part of a work, and is not reflective of everything that the board are committed to doing, it specifically addresses three priorities:
- Improving mental health
  - Increasing social connection
  - Supporting greater financial security
- 2.12 These priorities guide how improvements and inequalities can be addressed by focusing on how to achieve the following:
- Give every child the best start in life
  - Enable all children, young people and adults to maximise their capabilities and have control over their lives
  - Create fair employment and good work for all
  - Ensure healthy standard of living for all

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<sup>4</sup> Hackney Health and Wellbeing Board (2022). *Hackney Joint Health & Wellbeing Strategy 2022-26*. Available here: [Hackney 22/26 HWB strategy FINAL](#)



- Create and develop healthy and sustainable places and communities
- Strengthen the role and impact of ill health prevention
- Ensure effective action is taken to address racism and other forms of discrimination

### **City and Hackney Immunisations Strategic Action Plan 2024-2027<sup>5</sup>**

- 2.13 The Immunisations Strategic Action Plan seeks to protect all communities from vaccine-preventable diseases by enhancing immunisation coverage and addressing disparities through community-driven, data-informed, and system-led initiatives
- 2.14 The action plan outlines five key objectives:
- Reduce inequalities in inclusion and high-risk groups
  - Engage local communities to build trust and cultivate a co-productive approach
  - Enhance data systems to drive quality improvement
  - Optimise service delivery through evidence-based practice, system-feedback, and resource planning
  - Provide guidance, training and development across the system as part of the approach to Making Every Contact Count
  - Develop an implementation and evaluation framework

### **Healthy Connections: the role of Social Capital in City & Hackney<sup>6</sup>:**

- 2.15 The report outlined the strong basis to build upon in City and Hackney and how the public health team, wider council along with partners across the community and statutory sector can build on this further through working together. The core recommendations of the report were:
- To design and evaluate the approach with the community
  - To consider places as well as people to build social capital
  - To work in partnership with the networks and assets across City & Hackney.

<sup>5</sup> NHS Northeast London, City of London, Hackney (2024). *City and Hackney Immunisations Strategic Action Plan 2024-2027*. Available here: [City & Hackney Immunisation Strategic Action Plan](#)

<sup>6</sup> City of London, Hackney (2024). *Healthy Connections: the role of Social Capital in City & Hackney*. Available here: [Annual-Director-of-Public-Health-report-2024\\_25.pdf](#)

## **City and Hackney Sexual and reproductive health 2024-2029<sup>7</sup>**

2.16 The overarching ambition of this strategy is for all residents in Hackney and the City of London to lead healthy and fulfilling lives in which they have knowledge and agency to make informed choices about their sexual and reproductive health and can access high quality services to support them in doing so. The vision is to work with residents and partners from across the spectrum of integrated SRH in order to deliver high quality, easy-access and equitable provision across the City of London and Hackney, with the prevention of illness and the promotion of healthy relationships at the core of all activity. It sets out to:

- Improve the quality of care provided to all residents
- Improve outcomes and/or reduce variability in outcomes
- Achieve more efficient and sustainable delivery

## **Hackney Needs Assessments**

2.17 Youth Justice Health Needs Assessment – Hackney Council<sup>8</sup> aimed to understand the health and wellbeing needs of children and young people known to the Hackney Youth Justice Service. Five themes were identified, with specific actions have been detailed to improve the health and wellbeing offer for children at risk of becoming known and those already known to the Youth Justice Service in Hackney. These five themes are outlined below:

- Data sharing and communication – ensuring there is adequate communication between services, including data sharing
- Improved accessibility of service – ensuring all services are in an appropriate setting and run by appropriate staff, considering recruitment challenges
- Follow up – ensuring that young people are appropriately followed up after leaving the Youth Justice Service and/or when transferred to Adult Justice Services

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<sup>7</sup> City of London, Hackney (2024). City and Hackney Sexual and reproductive health 2024-2029. <https://cityhackneyhealth.org.uk/wp-content/uploads/2025/01/City-Hackney-Sexual-and-Reproductive-Health-Strategy-2024-2029.pdf>

<sup>8</sup> Hackney Council (2024). *Youth Justice Health Needs Assessment – Hackney Council*. Available here: [YJ HNA Fv 21032024](#)

- Addressing inequalities – Ensuring understanding that certain populations are over-represented in the Youth Justice Service and equitable services are provided
- Prevention and early intervention – Ensuring risk factors are identified and addressed at an early stage, including in education

2.18 Healthy Weight Needs Assessment for City and Hackney<sup>9</sup>: A series of recommendations were made following this report, which included:

- Collaboration is key to promoting healthy weight and tackling obesity-related harms in City and Hackney. This involves strengthening whole-system approaches by reviewing and updating local plans, ensuring effective strategies are embedded. Additionally, a shared measurement framework should be co-developed with stakeholders to track progress toward healthy weight goals. Lastly, residents must be actively involved in designing and delivering these initiatives, working closely with voluntary and community sector partners to ensure their needs are at the heart of local efforts.
- Targeted support for those most in need to achieve and maintain a healthy weight. This includes a combination of nutritional support, upskilling, enhancing care pathways and promoting disease prevention programmes.
- Ensure easy access to affordable healthy food by building on good local practices, increasing food growing, seeking additional opportunities to improve the wider local food environment, and supporting more low-income families to access healthy food.
- Develop a healthy environment that makes it easy for people to be active, prioritising play in early years, increasing physical activity within schools, improving understanding of physical activity needs and increase awareness of tailored, inclusive leisure programmes amongst inactive residents.
- Enable easy access to information to promote healthy weight messages, including the dissemination of tailored information

2.19 Cancer Needs Assessment<sup>10</sup>: The report aimed to assess cancer-related needs in City and Hackney and provide recommendations for local action to improve cancer

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<sup>9</sup> City of London, Hackney (2024). *Healthy Weight Needs Assessment for City and Hackney*. Available here: [Final version- Healthy weight needs assessment report 2024](#)

<sup>10</sup> City of London, Hackney (2024). *City and Hackney Cancer Joint Strategic Needs Assessment 2024*. Available here: [Cancer JSNA FINAL August 2024](#)

outcomes – through primary prevention (addressing cancer risk factors), secondary prevention (screening and early diagnosis) and tertiary prevention (effective, equitable treatment and ongoing support for cancer survivors).

2.20 Tobacco Needs Assessment<sup>11</sup>: Recommendations included:

- Sustained and robust partnership action to address inequalities
- Take a whole school approach by offering tailored support to quit
- De-normalising smoking
- Offer flexible services that meet the needs of individuals
- Developing communication campaigns to dispel myths associated with vaping

2.21 Joint strategic needs assessment for children and young people with special education needs and disabilities<sup>12</sup> recommended enhancing communication strategies to ensure clear, accessible information for families and professionals; improving early identification and intervention processes; increasing accessibility and availability of health and wellbeing services; implementing targeted strategies to address health and social inequalities; improving data collection and sharing practices; and addressing broader social determinants of health and wellbeing of children and young people with SEND.

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<sup>11</sup> City of London, Hackney (2024). *Tobacco needs assessment for City and Hackney*. Available here: [Tobacco Needs Assessment for City and Hackney](#)

<sup>12</sup> City of London, Hackney (2024). *City and Hackney Joint Strategic Needs Assessment for Children and Young People with Special Educational Needs and Disabilities*. Available here: [City and Hackney Joint Strategic Needs Assessment for Children and Young People with Special Educational Needs and Disabilities](#)

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## 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 City of London and Hackney Health and Wellbeing Profile<sup>13</sup>
- Local policies and strategies
- A survey to people who live, work and study in the London Borough of Hackney
- NHS Business Services Authority
- Commissioning data from:
  - London Borough of Hackney and the City of London
  - NHS North East London ICB.

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

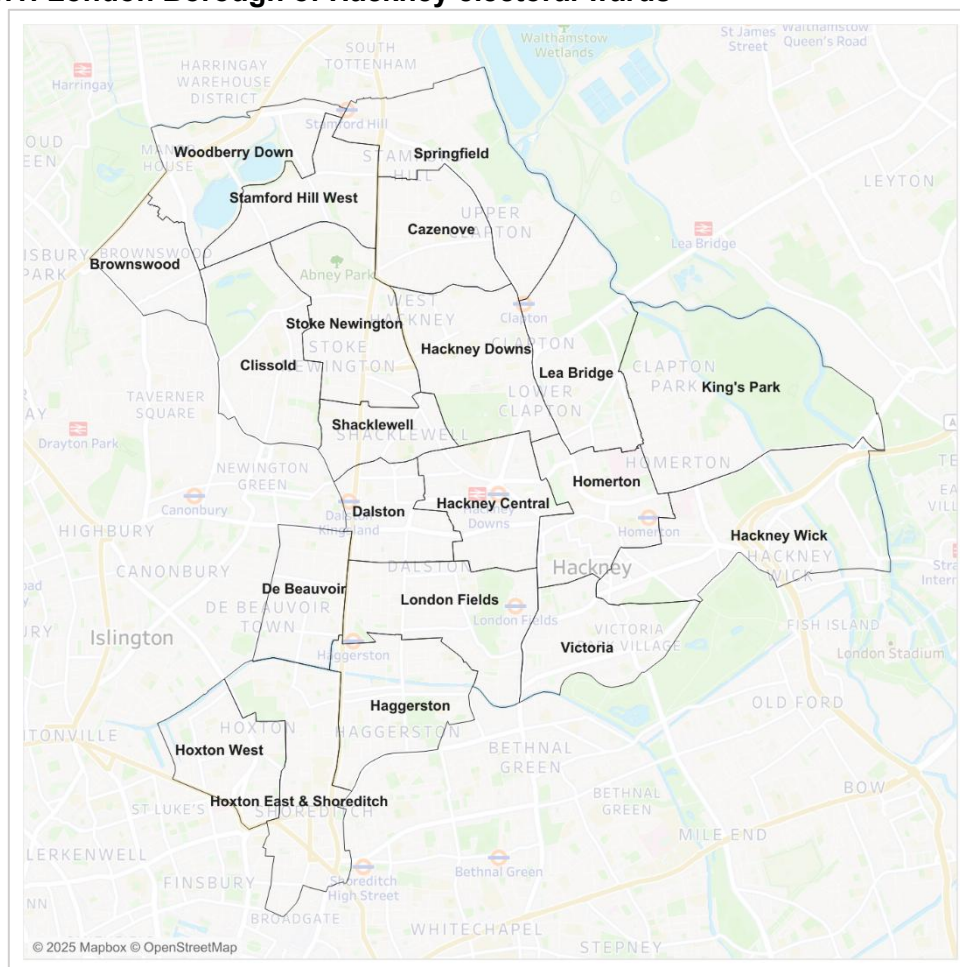
### Geographical coverage

3.3 The PNA regulations require the HWB to divide its area into localities for assessment purposes. The HWB selected a ward-based structure, aligning with available population health needs data. This approach facilitates the identification of demographic, health, and service provision differences at the ward level. There are 21 electoral wards in Hackney.

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<sup>13</sup> <https://cityhackneyhealth.org.uk/>

**Figure 3.1: London Borough of Hackney electoral wards**



3.4 The HWB considered provision and choice of pharmacies is determined by accessible distance as defined as one or more of the following:

- 15-minute walking distance.
- 10-minute driving distance.
- 15-minute journey by public transport.

These are mapped and presented in Chapter 7 of this report.

3.5 Other factors are considered when determining if there is sufficient pharmacy provision. These include pharmacy provision outside normal working hours (past 5:30pm on weekdays), proximity to GP practices, current and future population density, changes in healthcare provision and deprivation levels.

## **Patient and public survey**

- 3.6 A patient and public survey was shared across Hackney 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 Hackney were explored, and an equality impact assessment was carried out. The findings from the survey are presented in Chapter 6 of this PNA.

## **Governance and Steering Group**

- 3.7 The Hackney HWB commissioned delivery of its PNA to Healthy Dialogues through a competitive tender process. The management governance of the production of this PNA was delegated by the HWB to the City and Hackney PNA steering group.
- 3.8 The City and Hackney PNA steering group comprised representation from:
- City of London and the London Borough of Hackney Public Health Team
  - Community Pharmacy NEL (NEL LPC)
  - NHS North East London
  - Healthwatch City of London
  - Healthwatch Hackney
  - 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 to consultation between the period of 20<sup>th</sup> June to 19<sup>th</sup> August 2025. Comments received during the period were be considered and incorporated into the final report for publication by 1<sup>st</sup> October 2025.



## Chapter 4 - Population demographics

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

### About the area

- 4.3 The London Borough of Hackney is located in the inner northeastern part of London. It is named after Hackney, its principal district. The borough is bordered by several other London boroughs, giving it a central yet well-connected position. To the west is Islington, while to the south lies the City of London and Tower Hamlets. Waltham Forest borders it to the northeast, and to the north, Hackney shares a boundary with Haringey.
- 4.4 It is home to parts of the expansive Queen Elizabeth Olympic Park, which it shares with Newham and Tower Hamlets, offering world-class sporting facilities and green spaces. The borough also includes Hackney Marshes, famous for having one of the largest collections of football pitches in Europe. Victoria Park, on the border with Tower Hamlets, is a popular destination for families and festivalgoers alike.
- 4.5 The borough has seen significant regeneration over the past two decades, particularly around Shoreditch and Hackney Wick, transforming once-industrial areas into bustling hubs of technology, design, and start-up activity.

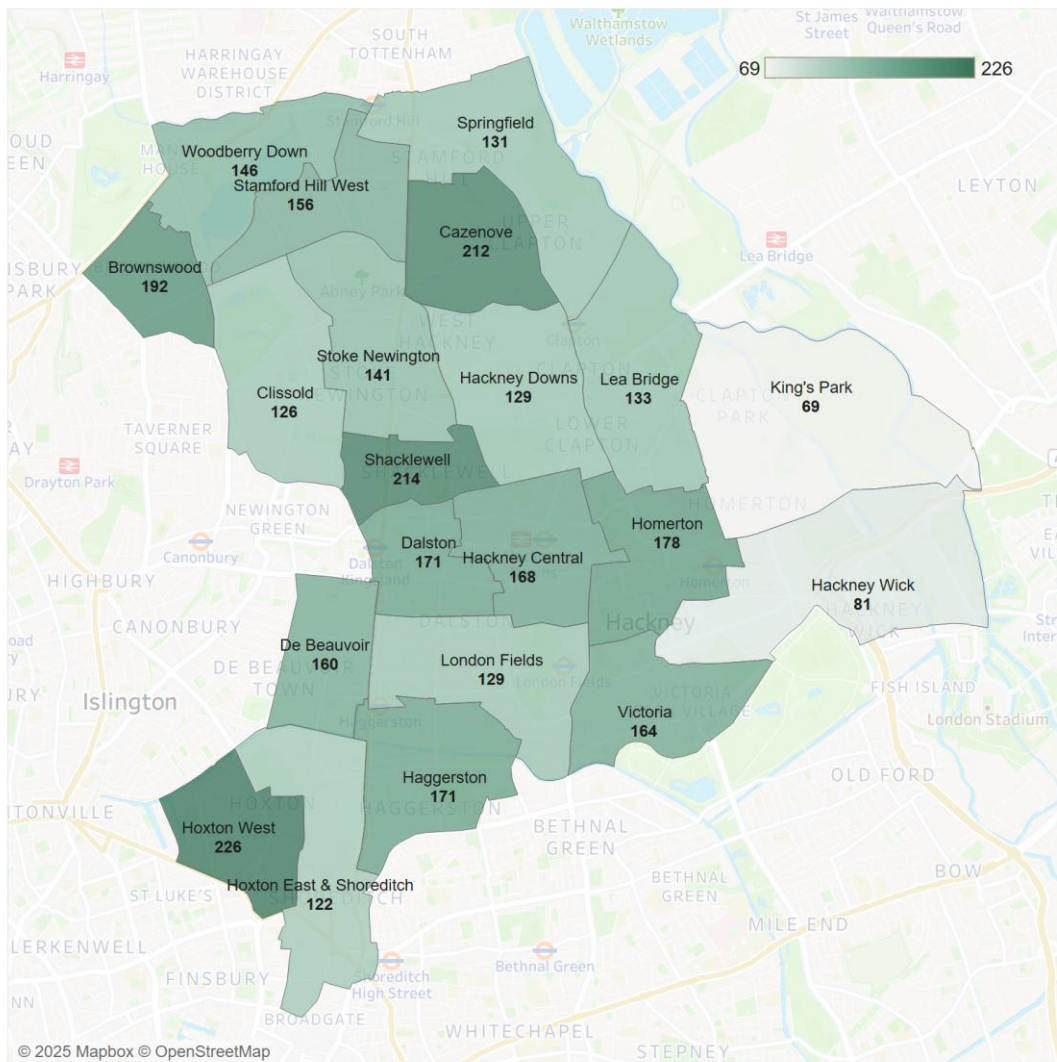
### Demography

#### Population size and density

- 4.6 The Greater London Authority projects Hackney's population to be 266,906 in 2025 (Housing-led projections, central fertility identified capacity).
- 4.7 With a population density of 140 people per hectare, Hackney is one of the most densely populated boroughs in London, with only Tower Hamlets and Islington topping it.

- 4.8 Population density peaks in Hoxton West ward reaching 226 people per hectare – the borough’s highest, while King’s Park ward has the lowest at 69 people per hectare (Figure 4.1).

**Figure 4.1: Population density of Hackney per hectare by ward**

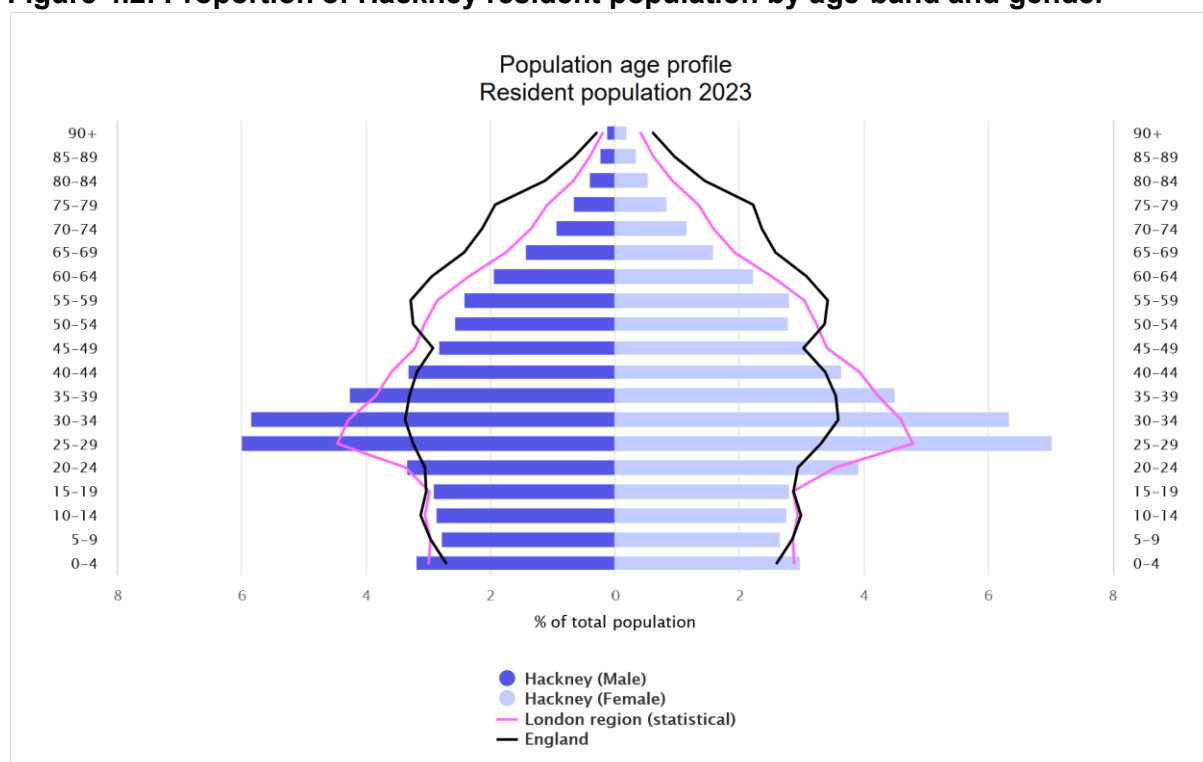


Source: GLA population projections, 2025

### Age profile

- 4.9 Alongside Newham, Hackney’s median age of 32 years is the lowest in London (alongside Richmond upon Thames). It is also lower than the national average (40 years).
- 4.10 Older adults (aged 65 and over) make up 9% of Hackney’s population. This is lower than London’s overall picture which stands at 12%.
- 4.11 The figure below presents a breakdown of the age and gender of Hackney residents.

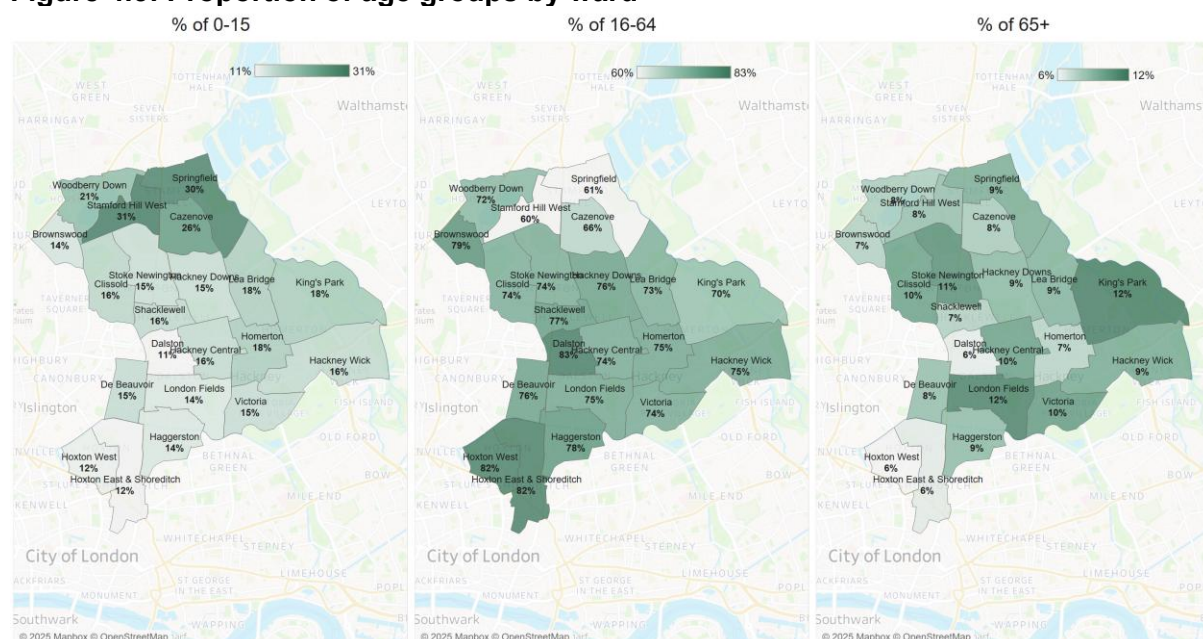
**Figure 4.2: Proportion of Hackney resident population by age-band and gender**



Source: Public Health Outcomes Framework, Resident Population 2023

4.12 At a ward level, Stamford Hill West and Springfield wards have the highest proportion of young people with about 1 in 3 people those wards aged 15 or below. Conversely, King's Park and London Fields 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 4.3 below.

**Figure 4.3: Proportion of age groups by ward**



Source: GLA population projections, 2025

## Ethnicity and diversity

- 4.13 Often areas that have high diversity, also have higher levels of deprivation and health inequalities. NICE Guidance<sup>14</sup> 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.
- 4.14 Nearly half of Hackney residents are from an ethnic minority, with King's Park ward exhibiting the highest representation of those from ethnic minorities (59%). Conversely, Stamford Hill West has the lowest representation (31%).

**Table 4.1: Proportion of Hackney population by ethnicity**

	Hackney	London	England
Asian or Asian British	10%	21%	9%
Black, Black British, Caribbean or African	21%	14%	4%
Mixed or Multiple ethnic groups	7%	6%	3%

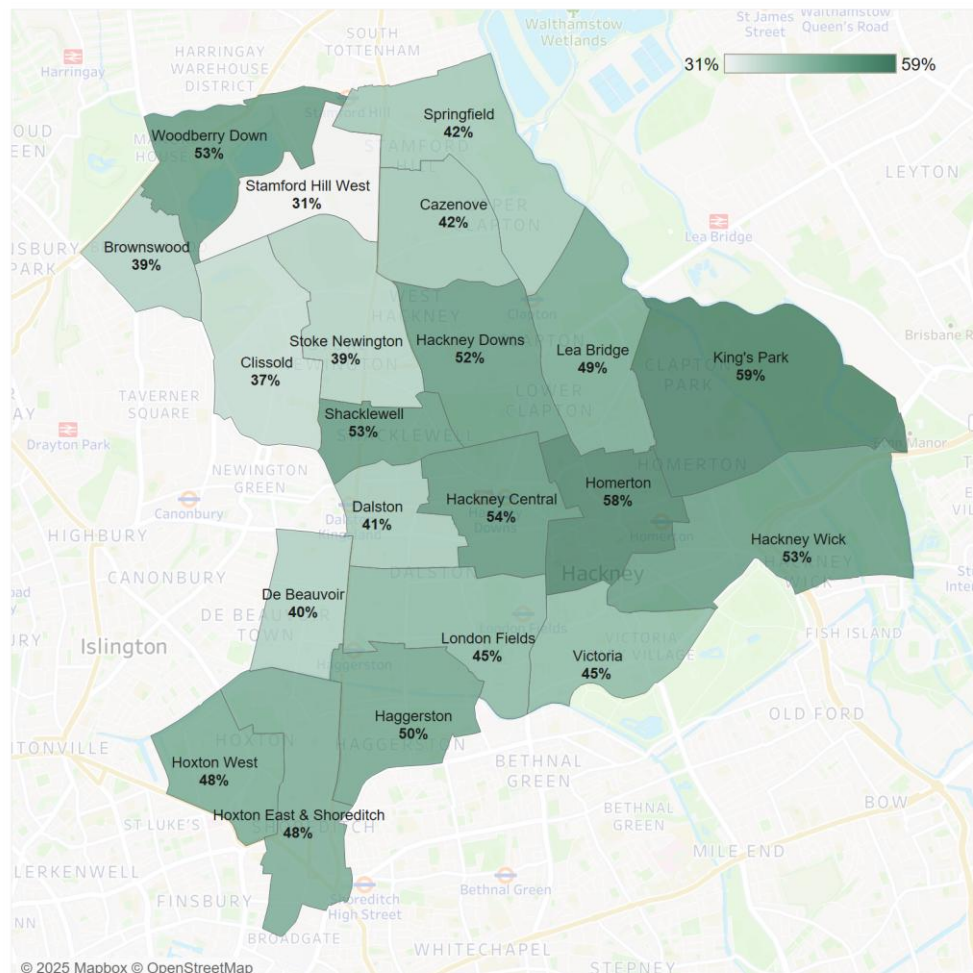
<sup>14</sup> NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]



White	53%	54%	82%
Other ethnic group	9%	6%	2%

Source: ONS, Census, 2021

**Figure 4.4: Proportion of ethnic minorities in Hackney by ward**



Source: ONS, Census 2021

4.15 Turkish, Spanish and French are the most widely spoken main languages after English.

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

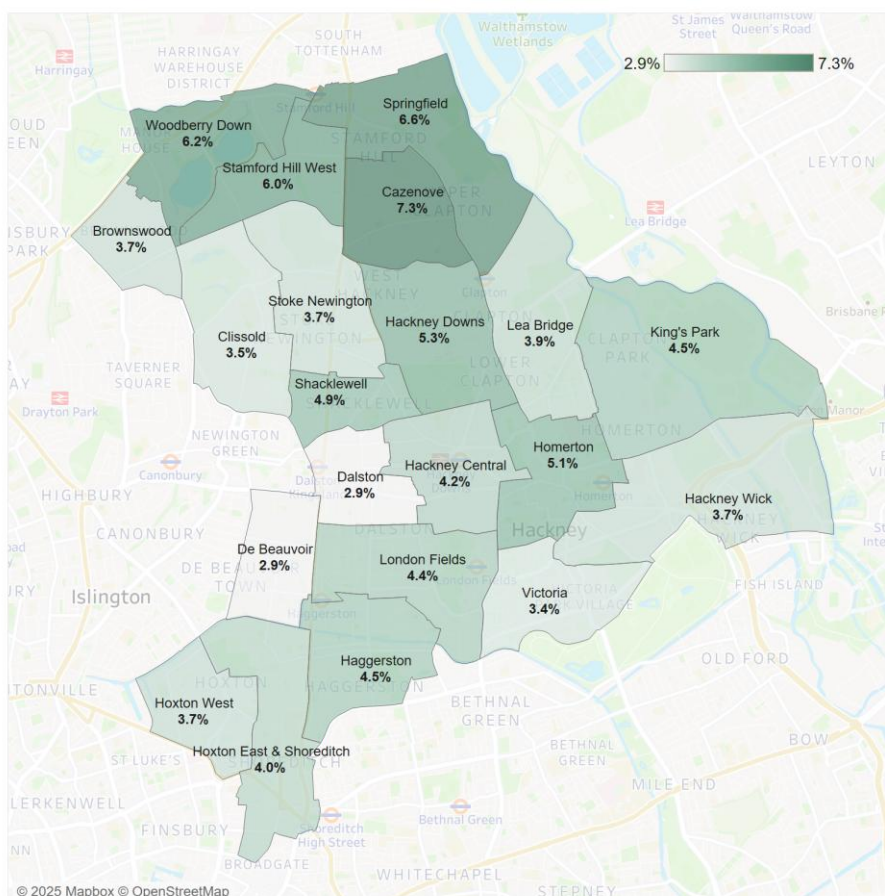
Main Language	Percentage of population
English	80.1%
Turkish	3.2%
Spanish	2.0%
French	1.3%
Portuguese	1.3%
Yiddish	1.3%
Italian	1.2%

Polish	0.9%
Bengali	0.8%
Gujarati	0.6%

Source: ONS, Census 2021

- 4.16 4.6% of the borough's populations report that they cannot speak English well or at all. The highest proportion of such residents is in Cazenove ward (Figure 4.5).

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



Source: ONS, Census 2021

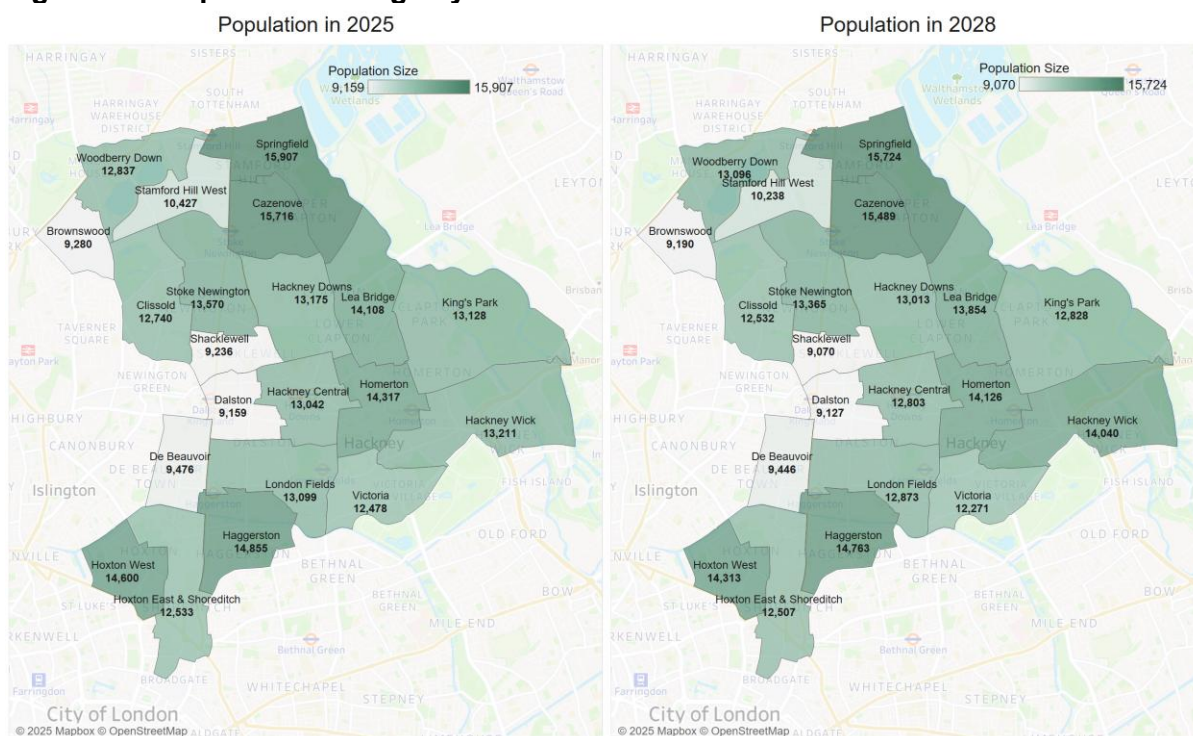
- 4.17 Clinical services have expanded and become more available in community pharmacy. With that, the need has grown for translation services to support the diverse population in North East London. NEL ICB has agreed for a translation service provider to be available for community pharmacies in NEL and the cost of translation service will be reimbursed to the pharmacy providers.

## Population changes

### Population size projections

- 4.18 Any population increases sustained in the lifetime of this PNA need to be taken into consideration. Population increases will likely place increased demands on community pharmacy services with different population groups having different needs.
- 4.19 During the 2025-2028 PNA period, Hackney's population is expected to decrease by 0.8% to 264,668 (GLA, Housing-led projections, central fertility identified capacity). These projections are based on mid-year population estimates and assumptions such as births, deaths, and migration.
- 4.20 At a ward level, Hackney Wick ward is expected to have the largest increase in its population size, expanding from 13,214 in 2025 to 14,039 by 2028, a 6.2% increase (see Figure 4.6 and Table 4.3). King's Park, on the other hand, faces a 2.3% decrease in its population.

**Figure 4.6: Population change by ward - 2025 to 2028**



Source: GLA population projections

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

Ward	2025	2026	2027	2028
Hackney Wick	0.0%	1.9%	4.0%	6.2%
Woodberry Down	0.0%	0.7%	1.4%	2.0%
Hoxton East & Shoreditch	0.0%	0.0%	-0.1%	-0.2%



De Beauvoir	0.0%	0.0%	-0.2%	-0.4%
Dalston	0.0%	-0.1%	-0.2%	-0.4%
Haggerston	0.0%	-0.2%	-0.4%	-0.6%
Brownswood	0.0%	-0.2%	-0.6%	-1.0%
Springfield	0.0%	-0.3%	-0.7%	-1.1%
Hackney Downs	0.0%	-0.4%	-0.8%	-1.3%
Homerton	0.0%	-0.4%	-0.9%	-1.4%
Cazenove	0.0%	-0.4%	-0.9%	-1.5%
Stoke Newington	0.0%	-0.5%	-1.0%	-1.5%
Clissold	0.0%	-0.5%	-1.0%	-1.6%
Victoria	0.0%	-0.5%	-1.1%	-1.6%
London Fields	0.0%	-0.5%	-1.1%	-1.7%
Shacklewell	0.0%	-0.6%	-1.2%	-1.8%
Lea Bridge	0.0%	-0.6%	-1.2%	-1.8%
Stamford Hill West	0.0%	-0.6%	-1.3%	-1.8%
Hackney Central	0.0%	-0.6%	-1.2%	-1.8%
Hoxton West	0.0%	-0.5%	-1.3%	-2.0%
King's Park	0.0%	-0.7%	-1.5%	-2.3%
<b>Total</b>	<b>0.0%</b>	<b>-0.2%</b>	<b>-0.5%</b>	<b>-0.8%</b>

Source: GLA population projections

### *Housing developments*

- 4.21 Hackney is expected to complete the development of over 1,700 new homes during the lifetime of the PNA. De Beauvoir ward will contribute the greatest number of new dwellings during this period (479).

**Table 4.4: Projected housing development during the PNA lifetime**

Ward	2025/26	2026/27	2027/28	2028/29	Ward Total
De Beauvoir	2			477	479
Hackney Downs	34	400			434
Hoxton West	6	139	113		258
Brownswood	0			217	217
Victoria	2	22		93	117
Woodberry Down	2			48	50
Hoxton East and Shoreditch	24			26	50
Lea Bridge	14			22	36
King's Park	0	28			28
Stamford Hill West	23				23
Haggerston	21				21
Cazenove	16				16
Springfield	14				14
Dalston	10				10
Shacklewell	7				7

Hackney Central	4				4
Stoke Newington	2				2
London Fields	2				2
Hackney Wick	1				1
<b>Year Total</b>	<b>184</b>	<b>589</b>	<b>113</b>	<b>883</b>	<b>1,769</b>

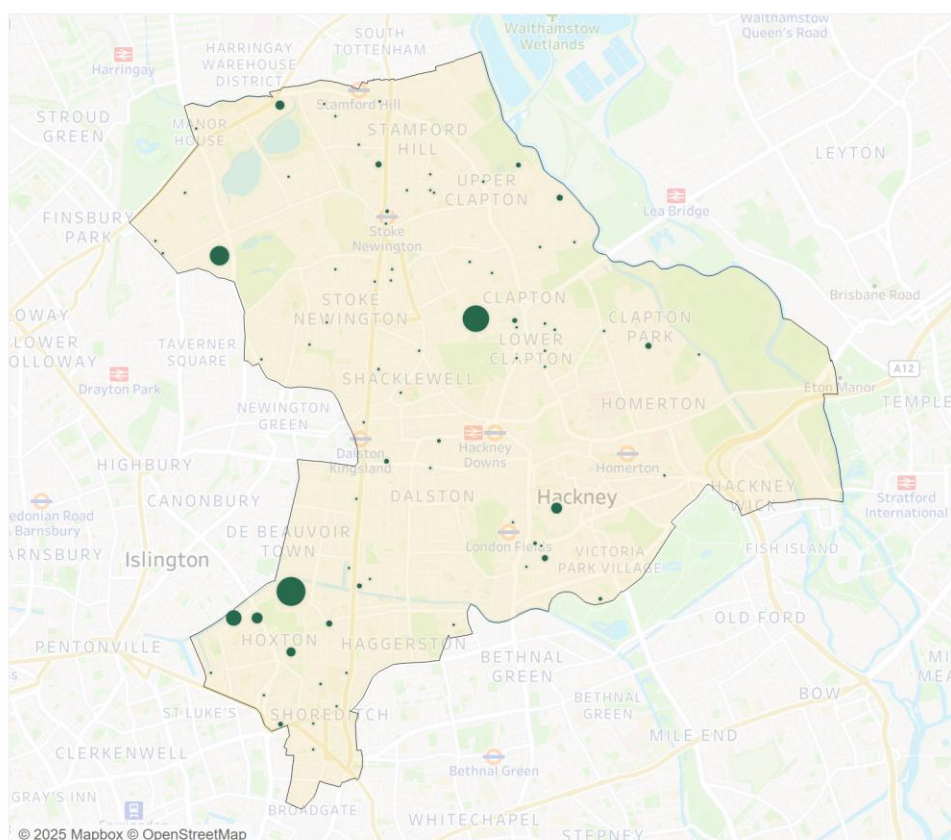
Source: London Borough of Hackney

4.22 At a site level, the largest sites are:

- Colville Estate, N1 5NA – 477 units
- The Nightingale Estate, Downs Road, E5 8QH – 400 units
- The Kings Crescent Estate, Queens Drive, N4 2XD – 217 units
- Eagle Wharf Road, N1 7ED – 139 units

4.23 The distribution of the housing development sites is shown in Figure 4.7.

**Figure 4.7: Housing scheduled to be completed by 2028/29**



Source: London Borough of Hackney

## Wider determinants of health

4.24 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)<sup>15</sup> and later the Marmot Review 10 Years On<sup>16</sup>. They include factors such as deprivation, education, employment and fuel poverty.

### **Index of Multiple Deprivation**

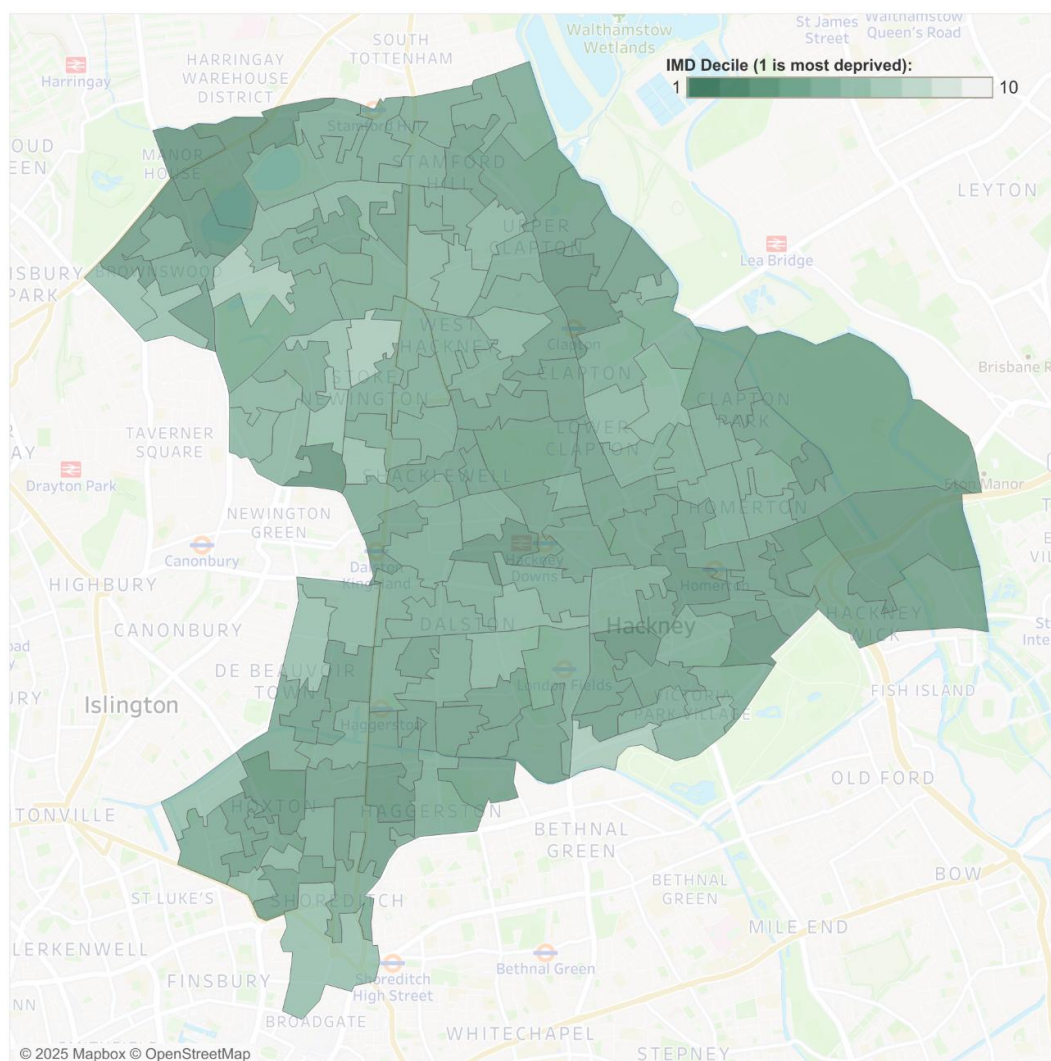
- 4.25 The Index of Multiple Deprivation (IMD) is a well-established combined measure of deprivation based on a total of 37 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 37 indicators fall under the following domains: Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.
- 4.26 Hackney is ranked 18th out of the nation's 151 upper-tier local authorities, where 1 is the most deprived. It has the second highest ranking of deprivation in London, with only Barking and Dagenham ranking higher.
- 4.27 Figure 4.8 shows deprivation deciles at Lower Super Output Area (LSOA) level, highlighting that there are considerable pockets of deprivation in the borough, with 63 of the borough's 144 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2).

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<sup>15</sup> Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

<sup>16</sup> Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

**Figure 4.8: The Index of Multiple Deprivation deciles in Hackney by LSOA, 2019**



**Source: Ministry of Housing, Communities & Local Government**

### Other economic markers

- 4.28 79.4% of the working age population of the borough are in employment (2023/24). This is higher than the London and England averages (74.5% and 75.7% respectively).
- 4.29 22.3% (11,077) of children residing in the borough are in relative low-income families. This is a greater proportion than London and England where 15.8% and 19.8% of children were from relative low-income families respectively. It is the fourth highest proportion in the region (OHID, Public Health Profiles 2022/23).
- 4.30 In 2022, 10.9% of people did not have enough income to afford sufficient fuel. This is just above the London rate of 10.4% but below the national rate of 13.1% (OHID, Public Health Profiles).

## Patient groups with specific needs

### People who are homeless

- 4.31 Homelessness is a significant and growing concern in Hackney, driven by an acute affordable housing crisis. House prices and private rents in the borough are among the highest in London and the UK, while average incomes remain relatively low. As a result, many residents, especially those on moderate incomes, are increasingly unable to afford housing locally, placing them at risk of homelessness.<sup>17</sup>
- 4.32 In 2023, 15 people were recorded as sleeping rough on a single night in Hackney, equating to a rate of 5.7 per 100,000 residents.<sup>18</sup> The borough is also experiencing rising demand for homelessness support due to a combination of high housing costs, welfare reform, and unmet medical or social care needs. Hackney Council remains committed to addressing this crisis by maintaining a strong local homelessness strategy, collaborating across services, and ensuring housing insecurity remains a political priority.
- 4.33 Pharmacies can play an essential role in supporting the health and wellbeing of Hackney residents who are homeless or at risk of homelessness. Community pharmacies are often located in accessible areas and are uniquely placed to engage with individuals who may not routinely access GP or other healthcare services. For those facing multiple disadvantages, including mental health issues, substance use, and traumatic life experiences, pharmacies can offer a trusted, non-judgmental environment.
- 4.34 Pharmacies can support homeless individuals through medication management, harm reduction services (such as needle exchange and supervised consumption), and by providing health information on topics like hygiene, sexual health, and vaccination. They can also signpost or refer people to other health and wellbeing services, helping to bridge gaps in care for those who are on the 'edge of care' and may fall outside statutory service eligibility.

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<sup>17</sup> London Borough of Hackney. (2023). *Homelessness and rough sleeping strategy 2023–2026* [PDF].

<sup>18</sup> Department for Levelling Up, Housing & Communities. Official Statistics. Rough Sleeping snapshot in England: Autumn 2023.

## Students

- 4.35 While Hackney does not have a university in the traditional sense, it is home to several higher education institutions and initiatives that support young people and adults in progressing to and through higher education. Notably, New City College's Hackney Campus delivers Higher Education programmes in partnership with Bath Spa University and includes a dedicated University Centre. Hackney Community College also offers a wide range of courses for school leavers and adults, including pathways into higher education. Additionally, IntoUniversity Hackney Downs provides targeted support to help young people access and succeed in university-level education.
- 4.36 Pharmacies in Hackney are well-positioned to support students attending local higher education institutions. Students new to managing their own health or unfamiliar with the UK healthcare system can particularly benefit from the support provided by community pharmacies. These services include advice on accessing GP care, understanding NHS entitlements, and managing minor health issues. They also offer advanced services such as advice on various health concerns and medication management, emergency contraception, and minor illness consultations. Hackney pharmacies are also locally commissioned to provide sexual health and substance misuse services. More information on these services is provided in Chapter 8 of this report.

### Summary of the demographics of Hackney

Hackney's population estimated to be 266,906, exhibits one of the highest population densities in London. Hackney's population is relatively young, with a median age of 32. Nearly half of the borough's population identify as part of an ethnic minority.

Despite over 1,700 new homes planned for completion during the PNA's lifetime, Hackney's population is forecast to decrease by 0.8%, though certain wards will show an increase, the most significant increase expected to be in Hackney Wicks.

Hackney has large pockets of deprivation, with markers of child and fuel poverty being higher than London as a whole.



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## Chapter 5 - Population health needs

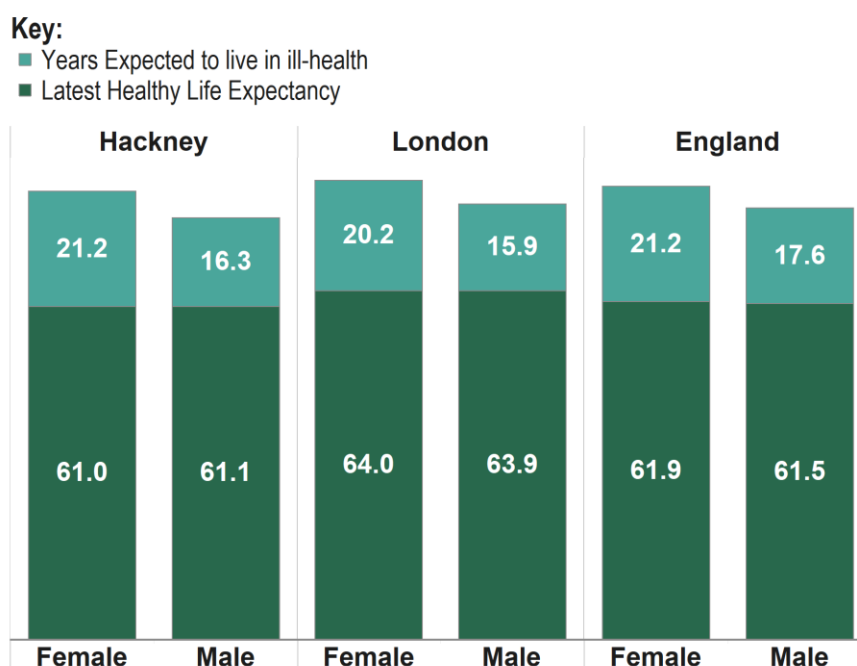
- 5.1 This chapter provides an overview of health and wellbeing in Hackney, centring on topics related to the needs for community pharmacy services. It examines life expectancy and healthy life expectancy in Hackney and includes an exploration of health behaviours and major health conditions.
- 5.2 All the data in this chapter is sourced Office for Health Improvement and Disparities, Public Health Profiles, 2025. Some data used in this section are specific to Hackney. However, many datasets, combine information for both the City of London and Hackney, and cannot be disaggregated. As a result, there are limitations to interpreting this combined data for the Hackney alone. Where such combined data is used, this has been clearly noted in the text.

### **Life expectancy and healthy life expectancy**

- 5.3 Life expectancy describes the average number of years a person is expected to live, whilst healthy life expectancy is the average number of years an individual can expect to live in good health, based on age-specific mortality rates and the prevalence of good health in their area.
- 5.4 Residents living in Hackney have a relatively low life expectancy compared to the rest of England. In 2021-23, the life expectancy in Hackney was 77.4 years for males and 82.2 for females, which is significantly lower than regional and national averages.
- 5.5 Figure 5.1 below presents life expectancy and healthy life expectancy in years for men and women in Hackney, London and England. Healthy life expectancy in Hackney is 61.1 years for males and 61 years for females, slightly lower than the London region but similar to the rest of England. This highlights that males in Hackney are expected to live 16.3 years in ill-health whilst females are expected to live up to 21.2 years in ill-health.



**Figure 5.1: Hackney Life expectancy and healthy life expectancy**



## Our health and behaviours

- 5.6 Community pharmacies are often located at the heart of communities, providing 'walk-in' access to their services. Because of this, they are ideally placed to provide opportunistic screening and brief interventions, supporting local health and wellbeing.
- 5.7 Community pharmacies are required to have appropriate provisions in place to offer health promotion on risk factors such as smoking cessation and weight management as part of the NHS Community Pharmacy Contractual Framework. They are also able to give advice and information on wellbeing and self-care, using interactions with the community as opportunities for health promotion and signposting, supporting individuals to reach the appropriate services for support.
- 5.8 In this section, 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, are explored. Topics include weight management, physical activity, smoking, alcohol consumption and substance misuse, mental health, and sexual health.

## **Smoking**

- 5.9 Smoking is considered the leading cause of premature death and preventable illness in England, accounting for an estimated 16% of all premature deaths in England and more than 9% of years of life lost due to ill health, disability or early death. It is linked to increased risk of many diseases and conditions, such as cancer, respiratory diseases and cardiovascular diseases.
- 5.10 Smoking prevalence is relatively low in Hackney. In 2023, 8% of adults aged 18 and over in Hackney smoked, compared to 11.7% in London and 11.6% in England. Smoking rates were similar among those in routine and manual occupations in Hackney at 8.7%, compared to higher levels in 15.2% in London and 19.5% in England, although there is a quality issue with this data.
- 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 2023/24, 3.7% of mothers in City and Hackney combined smoked at the time of delivery, similar to the rate of 3.9% in London but significantly better than the England rate of 7.4%.
- 5.12 Community pharmacies can supply individuals with leaflets and booklets to support smoking cessation, with information on how to quit smoking and health risks associated with smoking. As detailed in chapter 7, they also offer smoking cessation services, providing brief advice on stopping smoking, advice on vaping, provision of nicotine replacement therapies as well as prescription medicines such as varenicline and bupropion to support smoking cessation.

## **Alcohol**

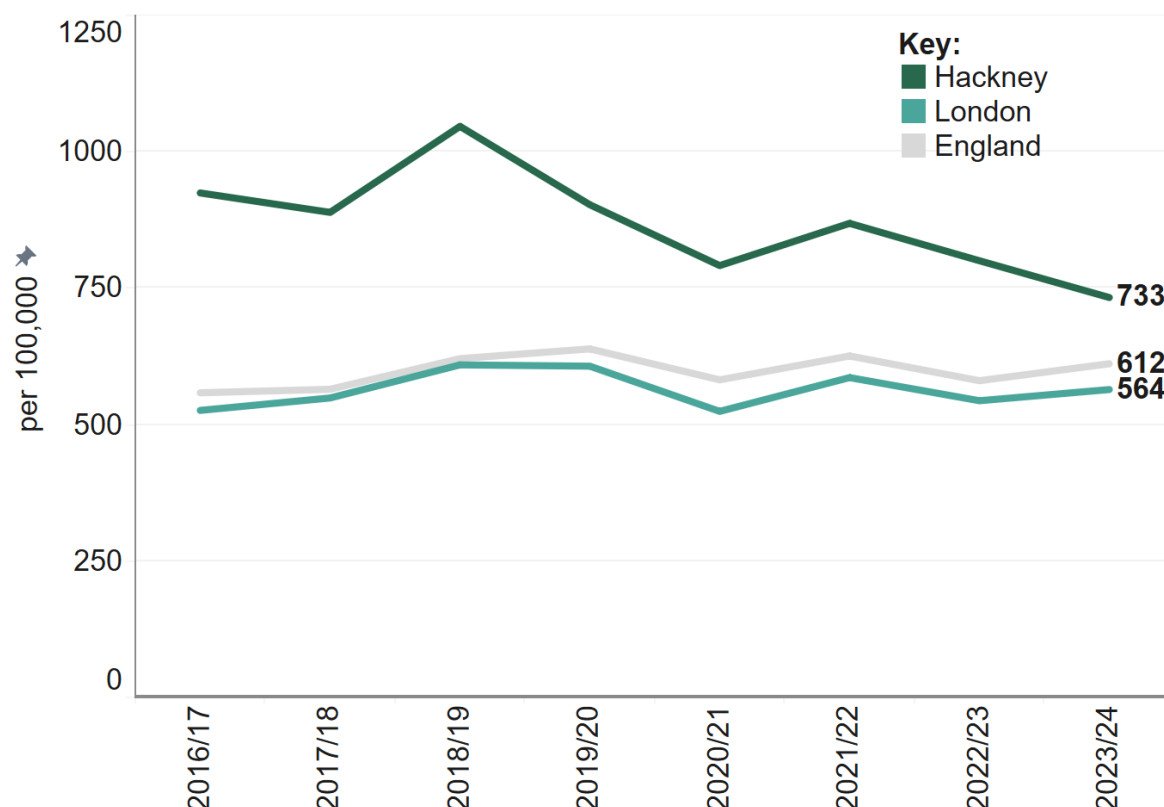
- 5.13 Harmful drinking is associated with numerous health issues such as brain damage, alcohol poisoning, chronic liver disease, breast cancer, skeletal muscle damage, and poor mental health. Additionally, accidents, acts of violence, criminal behaviour, and various social problems may occur as a result of alcohol consumption.<sup>19</sup>
- 5.14 In 2023, there were 55 deaths classified as 'alcohol-related mortality' in Hackney. For City and Hackney combined, this was a rate of 31.3 per 100,000 population, similar to the rate for the London region and is statistically similar to the rate for England (40.7 per 100,000).

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<sup>19</sup> GOV.UK - Health matters: harmful drinking and alcohol dependence

- 5.15 In 2023/24, there were 1,468 admission episodes for alcohol-specific conditions in Hackney. For City and Hackney combined, this is a rate of 733 per 100,000, which is significantly worse than the rate for England of 612 per 100,000. However, this has been decreasing and getting better since 2018/19.

**Figure 5.2: Admission episodes for alcohol-specific conditions in City and Hackney, London and England 2016/17 - 2023/24**



- 5.16 Community pharmacies can play a crucial role in supporting individuals to reach local addiction services. Some pharmacies are also able to provide medicine used in the treatment of alcohol use disorder (alcoholism) such as acamprosate.

### Drug use

- 5.17 Substance misuse is linked to a range of mental health issues, including depression, disruptive behaviour and suicide. Between 2021 and 2023, there were 40 deaths in Hackney due to drug misuse. This equates to a rate of 5.8 per 100,000 population for City and Hackney, which is similar to the rates for England (5.5 per 100,000) and the London region (3.8 per 100,000).
- 5.18 In 2023, 4.5% of drug users aged 18 and over in City and Hackney successfully completed treatment for opiate use, a figure similar to England (5.1%) and the London

region (5.2%). Among non-opiate users aged 18 and over, the successful treatment completion rate in City and Hackney was 22.1%, compared to 29.5% for England and 28% for London.

- 5.19 Community pharmacies provide harm reduction services for substance misuse such as offering needle exchange, opioid substitution therapies (e.g., methadone and Buprenorphine) as well as supervised consumption services. Some pharmacies may also be able to provide medicine such as naloxone for the reversal of opioid overdoses.

### **Weight management**

- 5.20 Obesity is associated with premature mortality and preventable ill health, increasing the risk of various diseases (e.g., certain cancers, high blood pressure and type 2 diabetes). An individual is classified as obese when their Body Mass Index (BMI) exceeds 30.
- 5.21 In 2023/24, 58.3% of adults in Hackney were overweight or obese, significantly lower than the national average of 64.5% but similar to the London rate of 57.8%.
- 5.22 Childhood obesity is increasing and has a significant impact on long-term health outcomes. Children who are overweight or obese have increased risk of elevated blood lipids, glucose intolerance, type 2 diabetes, hypertension, and liver enzyme increases linked to fatty liver disease. Additionally, children who are obese may experience psychological issues, including social isolation, low self-esteem, teasing and bullying.
- 5.23 City and Hackney have high levels of overweight and obesity among children. In 2023/24, 26.3% of children in Reception Class in City and Hackney were classified as overweight or obese, significantly worse than the England rate of 22.1% and is the highest in the London region. Similarly, among children in Year 6, 41.4% were overweight or obese in City and Hackney, significantly higher than the national average of 35.8% and the fifth highest in the London region.
- 5.24 Community pharmacies support people who would benefit from weight management advice by providing an onward referral to local weight management support or the NHS Digital Weight Management Programme where individuals can receive one-to-one coaching from a weight loss expert.

### **Physical activity**

- 5.25 Maintaining a physically active lifestyle can reduce the risk of developing cardiovascular disease, coronary heart disease, and stroke. It can also help to improve mental health and overall wellbeing. 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.<sup>20</sup>
- 5.26 The population of Hackney is relatively active. In 2023/24 73.2% of adults in Hackney were considered 'physically active', significantly higher than the England average of 67.4%. Only 15.3% of adults in Hackney were classed as 'physically inactive', significantly lower than the England rate of 22% and the third lowest in the London region.

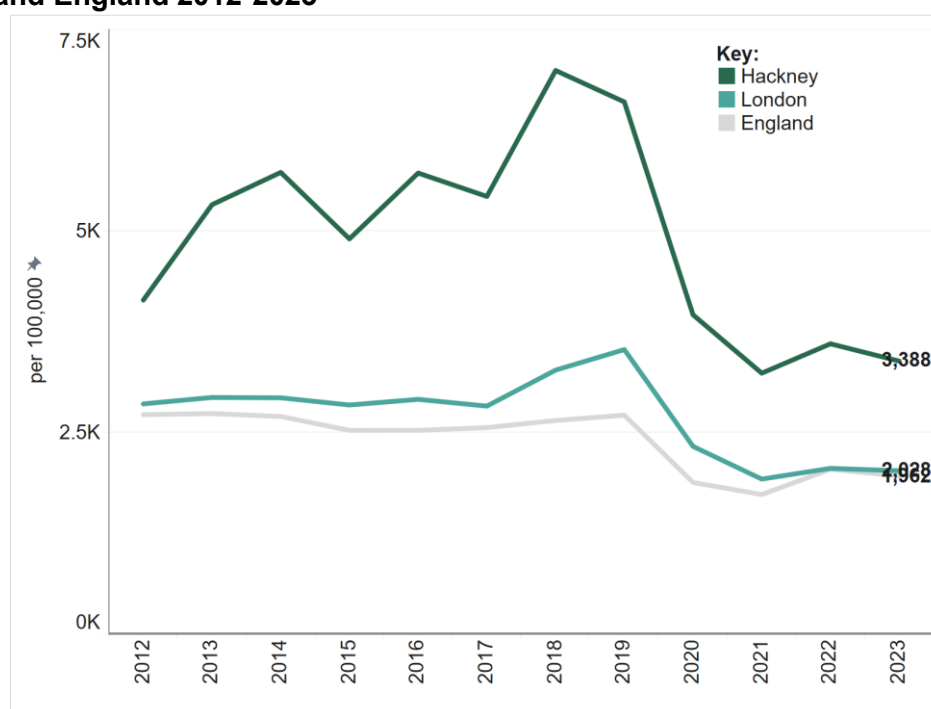
### **Sexual health**

- 5.27 Sexual health services in Hackney are provided by the Homerton Healthcare NHS Foundation Trust, GPs, pharmacies and online through Sexual Health London.
- 5.28 The rate of new sexually transmitted infection (STI) diagnoses in Hackney is considerably higher than the national average. In 2023, the overall rate of new STI diagnoses (excluding chlamydia in those under 25) was 2,547 per 100,000. This is the fourth highest rate in London and significantly higher than the national rate for England (520 per 100,000).
- 5.29 Chlamydia is the most commonly diagnosed STI in England, with the highest prevalence among young adults. In 2023, there were 599 cases of chlamydia detected in Hackney, equating to a rate of 3,388 per 100,000 young people aged 15–24 (females). This is significantly higher than the rates for England (1,962 per 100,000) and the London rate of (2,028 per 100,000). This has been decreasing in Hackney since 2018 (Figure 5.3).

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<sup>20</sup> World Health Organization - Global Status Report on Physical Activity 2022

**Figure 5.3. Chlamydia detection rate per 100,000 aged 15-24 (female) in Hackney, London and England 2012-2023**



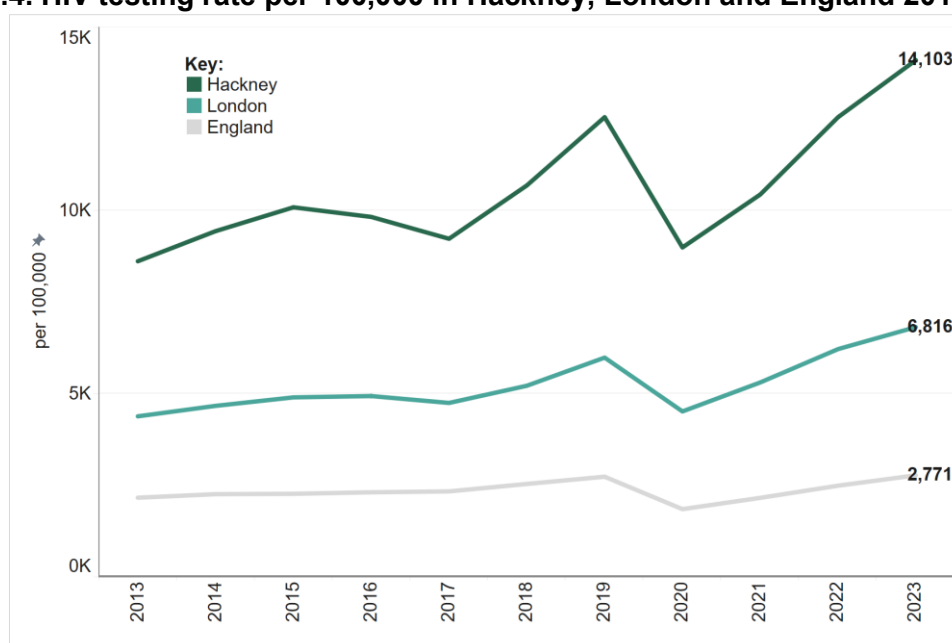
- 5.30 Chlamydia screening rates in Hackney are high, with 36.9% of 15–24-year-olds attending specialised sexual health clinics being screened in 2023. This is above the screening rates for England (20.4%) and the London region (24.3%).
- 5.31 Community pharmacies are vital in promoting and supporting sexual health in a variety of ways, such as STI self-testing, chlamydia treatment and providing contraceptive counselling to support the selection of contraception methods, offering emergency contraceptive services as well as products for on-going contraception. It is possible to easily purchase condoms at pharmacies, and they are also provided free of charge as part of the locally commissioned enhanced service. The role of community pharmacies in providing both PrEP and sexual health related vaccinations such as Hepatitis A/B, Mpox, HPV catch up and MenB for gonorrhoea prevention is an area that is likely to be developed locally for commissioning in 2025/26.
- 5.32 Community pharmacies can also be accessed for information through leaflets, brochures, and one-on-one consultations on topics related to sexual health. Pharmacists can help individuals understand the signs and symptoms of common STIs and provide instruction on safe sex practices, treatment seeking as well as when to get tested. Some pharmacies may also be able to screen for STIs such as chlamydia, increasing access and encouraging early detection.



## HIV

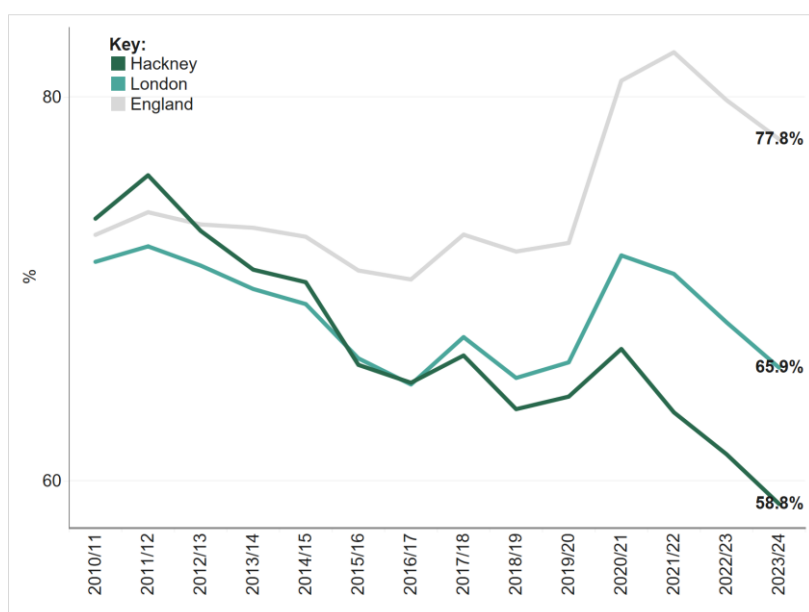
- 5.33 The rate of HIV is comparatively high in Hackney. The latest figures show that there were 75 residents aged 15-59 years in Hackney in 2023 newly diagnosed with HIV. This equates to 28.5 per 100,000 population which is higher to the regional rate of 17.2 per 100,000 and the national rate of 10.4 per 100,000.
- 5.34 HIV testing coverage in 2023 is the third highest in the London region. In Hackney, 14,103 per 100,000 people who attended specialist sexual health services were tested, which is higher than the London rate of 6,816.5 per 100,000 and is significantly higher than the rate for England (2,770.7 per 100,000). This has been increasing since 2019 (Figure 5.4).

**Figure 5.4. HIV testing rate per 100,000 in Hackney, London and England 2013-2023**



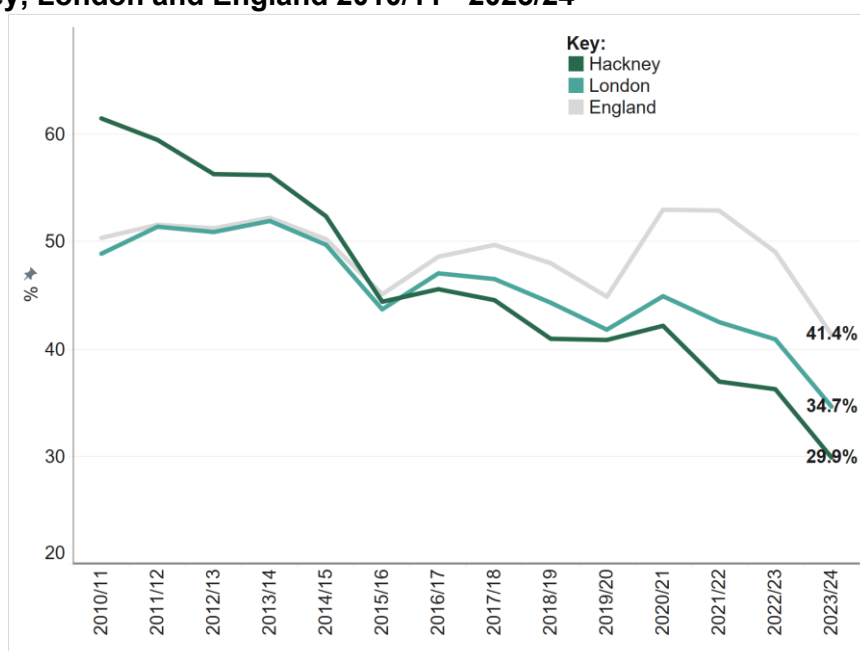
## Flu vaccination

- 5.35 The flu vaccination is offered to individuals at greater risk of developing serious complications from flu. In 2023/24, 58.8% of over-65s in City and Hackney received the vaccine. This is below the England average of 77.8% and is below the national vaccination coverage target of 75%. Figure 5.5. Prevalence of flu vaccination coverage for 65s and over in City and Hackney, London and England 2010/11 - 2023/24



5.36 Flu vaccination coverage for at-risk individuals aged 6 months to 64 years in City and Hackney was 29.9% in 2023/24, the fourth lowest in the London region and below the England average of 41.4%. It also remains below the national vaccination coverage target of 55%. The coverage rate for at-risk individuals has been declining in recent years (Figure 5.6).

**Figure 5.6. Prevalence of vaccination coverage for flu for at risk individuals in City and Hackney, London and England 2010/11 - 2023/24**



5.37 Pharmacies provide walk-in services for flu vaccination without the need for an appointment, helping to improve accessibility and uptake of flu vaccines, reducing the need to visit a GP for vaccination. They are well-placed to reach vulnerable

populations who may be at higher risk of complications from the flu, such as older adults, people with chronic conditions, or pregnant women and people who might be less likely to visit their GP. More details about the flu vaccination advanced and enhanced services can be found in Chapter 7 of this report.

## MMR Vaccinations

- 5.38 Measles, Mumps, Rubella (MMR) a combined vaccine that protects against measles, mumps, and rubella, three highly contagious viral infections. City and Hackney have the lowest uptake of the vaccine in England across both age groups (ages 2 and 5) (figure 5.7).

**Figure 5.7: Population vaccination coverage for MMR in City and Hackney, London and England in 2023/24**

Indicator	Period	Hackney			England			
		Recent Trend	Count	Value	Value	Worst	Range	Best
Population vaccination coverage: MMR for one dose (2 years old)	2023/24	↓	2,720	67.7%*	88.9%	67.7%		96.3%
Population vaccination coverage: MMR for one dose (5 years old)	2023/24	↓	3,135	78.2%*	91.9%	78.2%		97.1%
Population vaccination coverage: MMR for two doses (5 years old)	2023/24	↓	2,437	60.8%*	83.9%	60.8%		94.5%

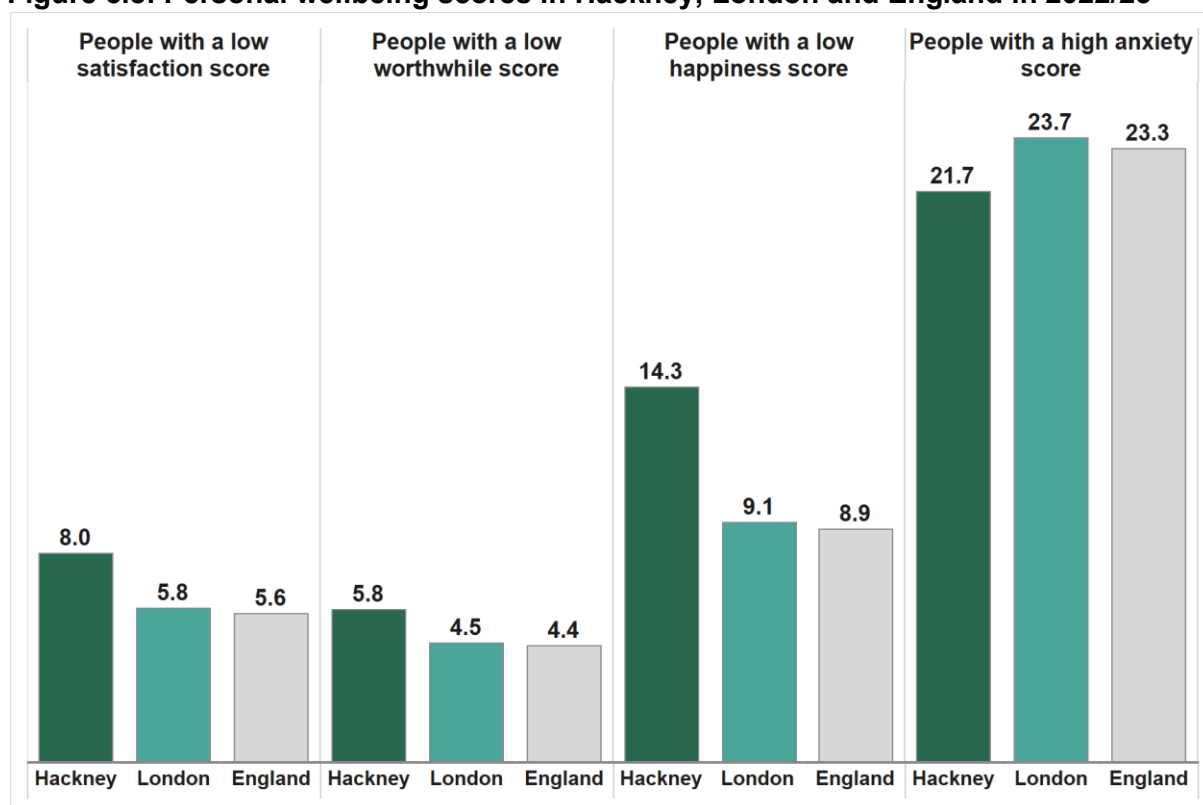
- 5.39 Children in Hackney can receive their MMR vaccinations from their GP practice, Walk-in Clinics, and Catch-up Clinics in schools. In addition, parents and carers can book an appointment for their child with the Local Vaccination Team if they have missed a vaccination.

## Mental wellbeing

- 5.40 Mental health and wellbeing are inextricably linked to physical health and health behaviours such as smoking, physical activity and alcohol consumption.
- 5.41 The ONS dataset 'Personal well-being estimates by Local Authority'<sup>21</sup> uses four measures to assess personal well-being: life satisfaction, feeling the things done in life are worthwhile, happiness, and anxiety. Figure 5.8 below presents the results from the latest survey wave (2022-23), showing the percentage of respondents scoring low for each indicator. Hackney has statistically similar results to London and England for Anxiety, Happiness, Life Satisfaction and Worthwhileness.


<sup>21</sup> ONS, Personal Wellbeing in the UK, 2020-2021, October 2021. <https://www.ons.gov.uk/datasets/wellbeing-local-authority/editions/time-series/versions/2>

**Figure 5.8: Personal wellbeing scores in Hackney, London and England in 2022/23**



### *Social isolation and loneliness*

- 5.42 Social isolation and loneliness are linked to increased behavioural risk factors, poor mental health, and higher morbidity and mortality rates from conditions such as acute myocardial infarction and stroke. The 2021/22 to 2022/23 Active Lives Adult Survey asked respondents, "How often do you feel lonely?", to understand the proportion who feel lonely always or often. City and Hackney had the fifth highest figure in the London region, with 9.2% reporting that they feel lonely often or always, which is higher than the national figure of 6.8% and the regional figure of 7%.
- 5.43 The 2023/24 Adult Social Care Survey found that 41.1% of adult social care users aged 18 and over reported having as much social contact as they would like, which is similar to the regional rate of 40.7% but significantly lower than the national rate of 45.6%. These figures highlight that over half of those receiving social care do not have sufficient social contact and are likely experiencing isolation and loneliness.
- 5.44 Pharmacies can support population mental health and wellbeing by helping to identify new or worsening symptoms in patients, signposting or referring individuals to existing support services. They can also work with patients to ensure the safe and effective

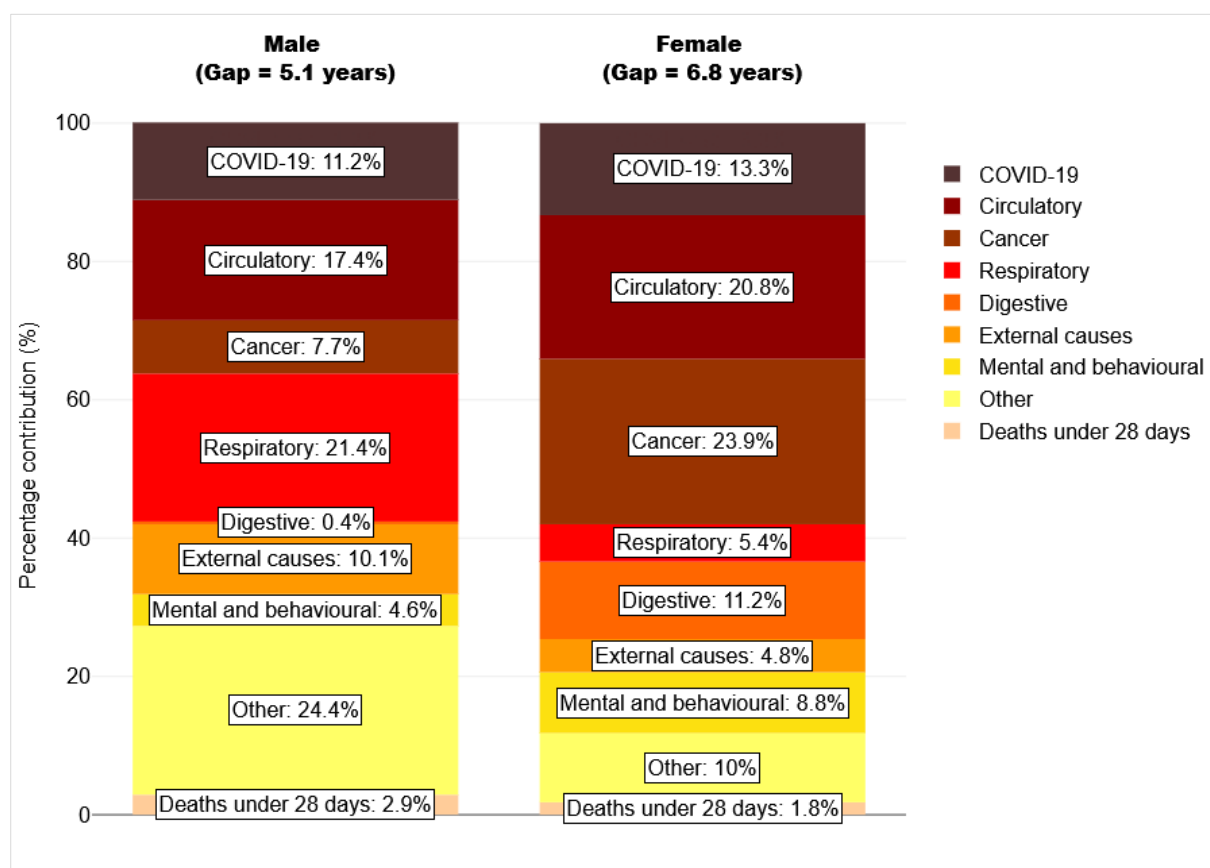


use of medications. Pharmacists can also support those experiencing a mental health crisis by providing immediate access to necessary medications, such as emergency supplies of medicines used for the treatment of mental health conditions, helping individuals manage their condition until they can access further support.

## **Major health conditions**

- 5.45 In examining the causes of the life expectancy gap between the most deprived and least deprived populations within a district, valuable insight can be gleaned into which health conditions have the greatest impact on local populations. This can highlight where a targeted approach is needed.
- 5.46 Figure 5.9 illustrates the breakdown of the life expectancy gap (by broad cause of death) between the most deprived and least deprived quintiles of City and Hackney for 2020 to 2021. The leading cause of the life expectancy gap between the most and least deprived quintiles of City and Hackney for males was 'other' diseases, accounting for 24.4% of the gap, the second was respiratory diseases, accounting for 21.4%, whilst the third was circulatory diseases, accounting for 17.4% of the gap. COVID-19 accounted for 11.2% of the gap, external causes accounted for 10.1% of the gap and cancer for 7.7% of the gap. For females, cancer was the main contributor, accounting for 23.9% of the gap, circulatory diseases for 20.8%, COVID-19 for 13.3%, digestive for 11.2% and 'other' diseases for 10%.

**Figure 5.9: Scarf chart showing the breakdown of the life expectancy gap between the most deprived quintile and least deprived quintile of City and Hackney, by broad cause of death, 2020-21**



5.47 The following section will take a closer look at respiratory diseases, circulatory diseases and cancer, and their impact in Hackney.

### Respiratory diseases

5.48 Respiratory diseases, such as flu, pneumonia, and chronic lower respiratory diseases such as chronic obstructive pulmonary disease (COPD), are some of the leading causes of death in England for those under 75.

5.49 In City and Hackney, the under-75 mortality rate for respiratory diseases between 2021 and 2023 was 36.2 per 100,000 population. This rate is higher than both 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. This is the third highest in the London region.

5.50 One of the major respiratory diseases is COPD. The mortality rate from COPD in City and Hackney was 53.8 per 100,000 in 2021-2023, which was 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.



### **Circulatory diseases**

- 5.51 Circulatory diseases are those that affect the heart and blood vessels and are among the leading causes of death globally. For the period 2021-2023, the under 75 mortality rate from cardiovascular disease in City and Hackney was 99.7 per 100,000 population which was higher than the figures for the London region (74.5 per 100,000 population) and significantly higher than the England rate (77.1 per 100,000 population).
- 5.52 The most recent prevalence of CHD patients in Hackney general practices (2023/24) (1.6%) was similar to the London region (1.9%) and just over half the overall England rate (3%).
- 5.53 Stroke prevalence is relatively low in Hackney. In 2023/24, 0.9% of patients registered with a GP in Hackney had a stroke or transient ischaemic attack (TIA) diagnosis. This is similar to the London rate of 1.1% but less than half of the England rate of 1.9%.

### **Cancer**

- 5.54 Cancer is a group of diseases whereby abnormal cells grow and reproduce, potentially spreading to other areas of the body. In 2023, the mortality rate from cancer in City and Hackney was 262.5 per 100,000, similar to rates in England (247 per 100,000) and London (226 per 100,000). This is the third highest in the London region. However, premature cancer mortality (under 75) in City and Hackney was 135 per 100,000 in 2021–2023, significantly worse than England (122 per 100,000) and London (110 per 100,000).
- 5.55 Mortality rates for breast (females), prostate (males), colorectal, bladder and stomach cancers were comparable to national figures.
- 5.56 Mortality rate from lung cancer was significantly worse in City and Hackney at 57.7 per 100,000 than England at 47.5 per 100,000. Additionally, the mortality rate for leukaemia and lymphoma was significantly worse in City and Hackney at 25.5 per 100,000 than England at 20.2 per 100,000.
- 5.57 However, oesophageal cancer mortality was significantly lower in City and Hackney at 7.1 per 100,000 compared to 11.6 per 100,000 in England.

### **Summary of health needs**

Overall, the people of Hackney can expect to have a reasonable level of health, similar to that of the London region and England. Despite this, life expectancy is lower than the regional and national figures, whilst healthy life expectancy is similar. There is an inequality gap in the life expectancy between those living in the most deprived areas of City and Hackney compared to those living in the least deprived areas.

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

- Proportion of reception and Year 6 school pupils who are overweight or obese (2023/24).
- Rate of 15-59 year olds newly diagnosed with HIV (2023).
- Flu vaccination coverage for over 65s and 'at-risk' individuals (2023/24).
- Proportion of residents who reported feeling lonely always or often (2021/22-2022/23).
- Admission episodes for alcohol-specific conditions in Hackney (2023/24).

Respiratory diseases, circulatory diseases and cancer are the 'Major Health Conditions' identified as the main causes of this inequality gap.

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## Chapter 6 - Patient and public survey

- 6.1 To gain insight into the views of patients and the public regarding the use of pharmacies, a survey was developed and widely distributed across in City and Hackney between 4<sup>th</sup> March and the 1<sup>st</sup> May 2025. The survey explored how residents, workers, and students access and experience local pharmacy services.
- 6.2 In addition to service use, the survey collected information on respondents' protected characteristics, as defined in section 149(7) of the Equality Act 2010. These include age, ethnicity, gender, pregnancy and breastfeeding status, sexual orientation, employment status, relationship status, and disability status.
- 6.3 The survey was reviewed and approved by the PNA Steering Group for use with the local population before it was shared.
- 6.4 The following chapter presents the survey findings for Hackney along with the results of the equality impact assessment.

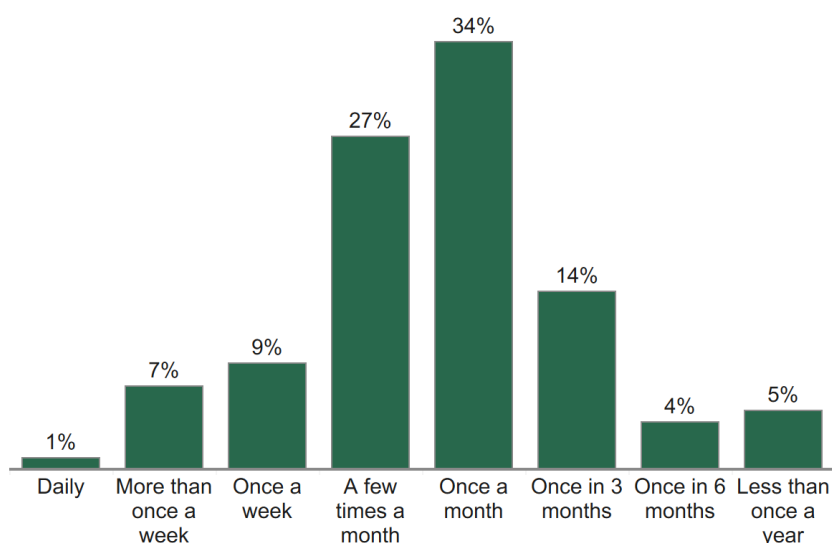
### **Hackney engagement strategy**

- 6.5 Working closely with the steering group and the Hackney Communications Team, the survey was promoted through a variety of channels. It was shared via the Hackney Healthwatch networks and social media channels, Community Champions, Hackney Faith Forum, Hackney Community and Voluntary Sector groups and newsletter, the Hackney poverty reduction newsletter and the Population Health Hub and libraries across the borough.
- 6.6 In total, the survey was completed by 106 residents, workers and students of Hackney.

### **Results of the public survey**

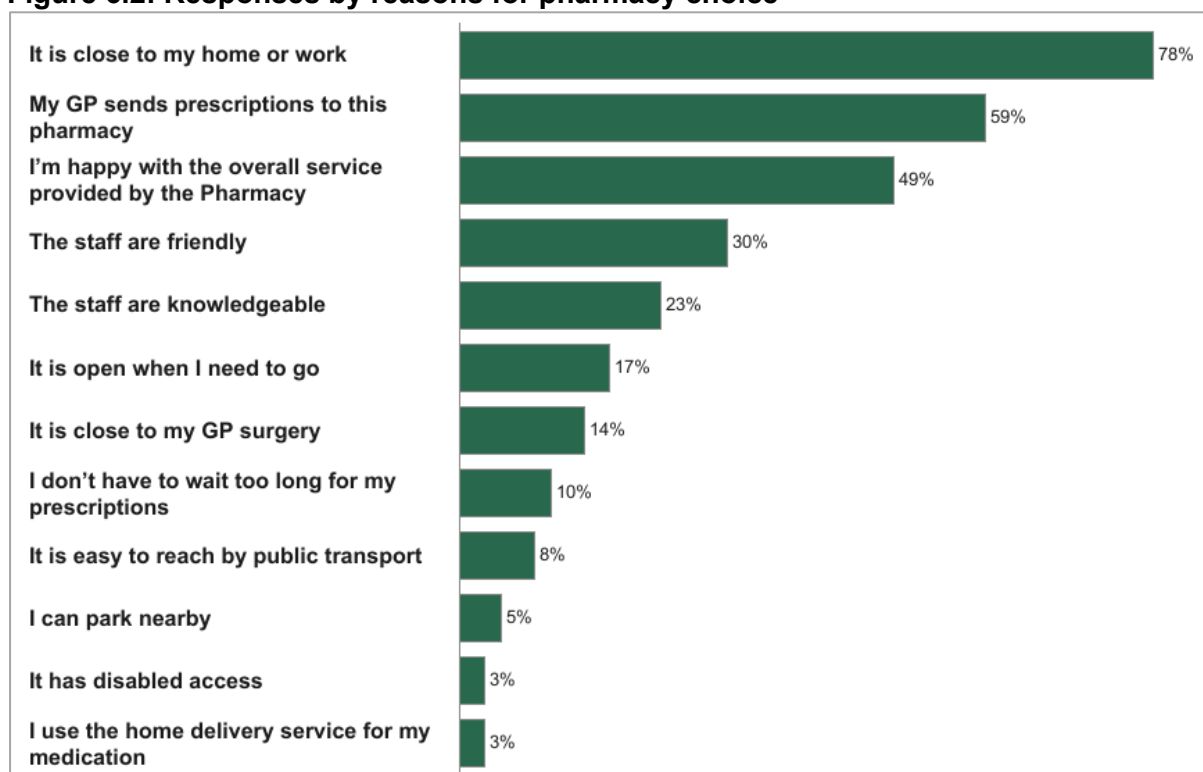
- 6.7 Pharmacies are well visited by respondents in Hackney. Over a third (34%) of respondents reported that they used their pharmacy once a month, over a quarter (27%) a few times a month, 14% once every 3 months, 9% used it once a week, 7% more than once a week, 5% less than once a year, 4% once every 6 months and 1% daily (Figure 6.1).

**Figure 6.1: Responses by frequency of pharmacy use**



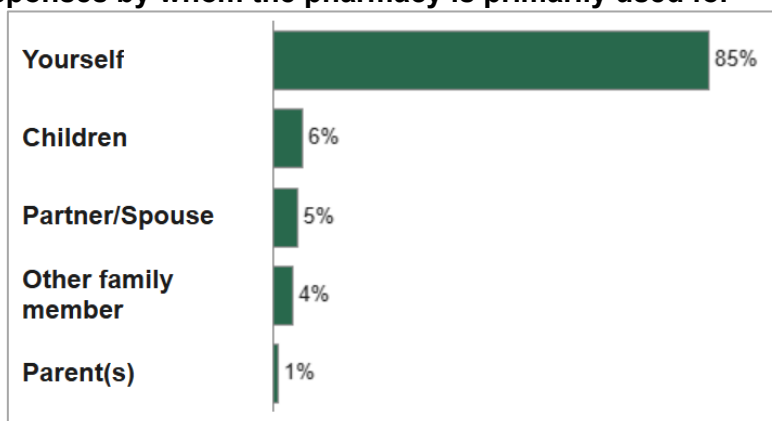
6.8 When asked respondents to provide the top three reasons they chose their particular pharmacy, over three quarters (78%) reported that it was because it was close to their home or work, for 59% it is where their GP sends their prescriptions, for 30% it is because the staff is friendly and nearly a quarter (23%) find the staff to be knowledgeable (Figure 6.2).

**Figure 6.2: Responses by reasons for pharmacy choice**



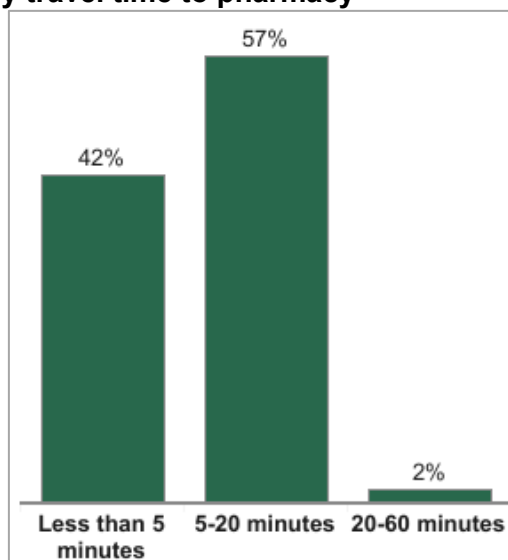
- 6.9 A large proportion (85%) of respondents reported that they primarily use a pharmacy for themselves, 6% primarily use a pharmacy for their children, 5% primarily for their partner/spouse, 4% for another family member and 1% for their parent(s) (Figure 6.3).

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



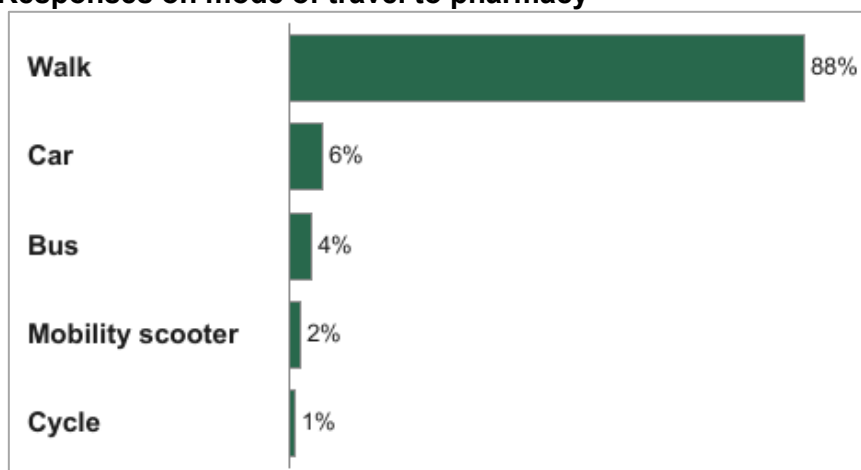
- 6.10 Overwhelmingly, respondents could reach their pharmacy in 20 minutes or less. For 57%, it takes between 5 and 20 minutes to travel to their pharmacy, for 42% the journey is less than 5 minutes and only 2% spend between 20-60 minutes travelling to their pharmacy (Figure 6.4).

**Figure 6.4: Responses by travel time to pharmacy**



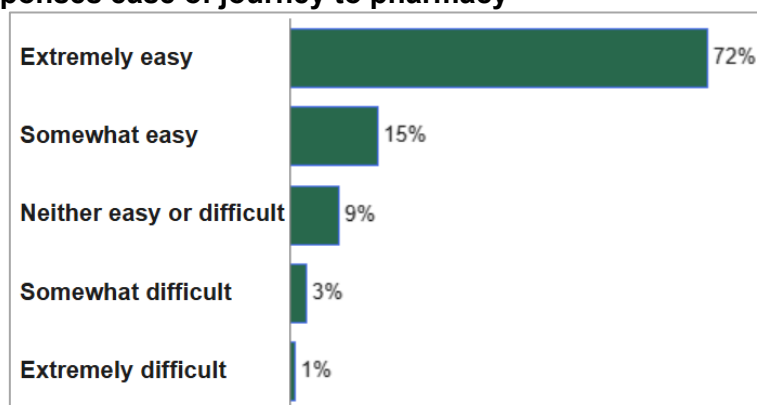
- 6.11 Most (88%) respondents chose to walk to their pharmacy, with 6% travelling by car, 4% by bus, 2% by mobility scooter and 1% cycling (Figure 6.5).

**Figure 6.5: Responses on mode of travel to pharmacy**



6.12 Generally, respondents were happy with their journey to their pharmacy, with nearly three quarters (72%) finding the journey to reach their pharmacy extremely easy, a further 15% finding it somewhat easy, 9% finding it neither easy nor difficult, 3% finding it somewhat difficult and only 1% finding it to be extremely difficult (Figure 6.6).

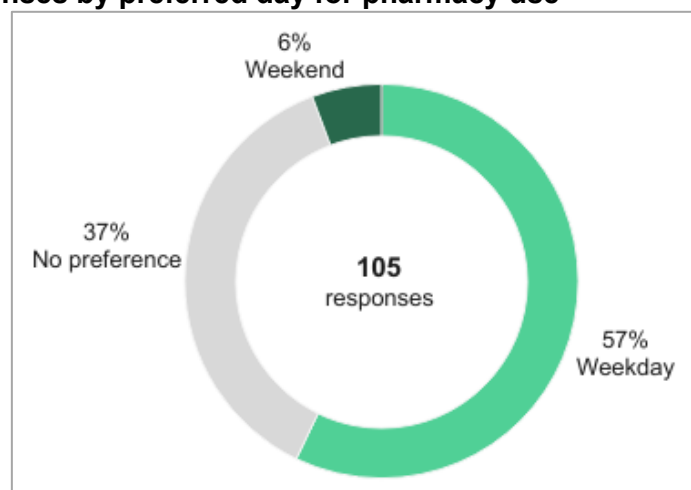
**Figure 6.6: Responses ease of journey to pharmacy**



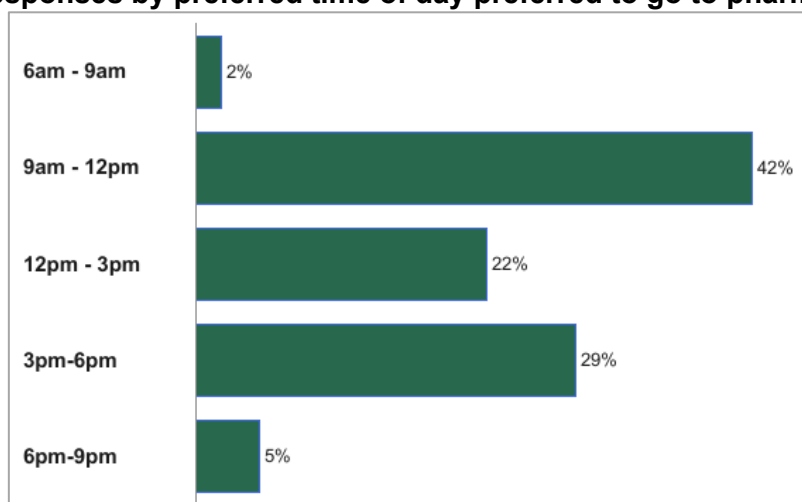
6.13 Most respondents (57%) preferred to visit their pharmacy on a weekday, with 37% having no preference and 6% preferring to visit on a weekend (Figure 6.7). When asked what time of the day they usually go to their pharmacy, 42% said it was between 9am-12pm, 29% between 3-6pm, over a fifth (22%) between 6-9pm and 2% between 6am-9am (Figure 6.8).



**Figure 6.7: Responses by preferred day for pharmacy use**

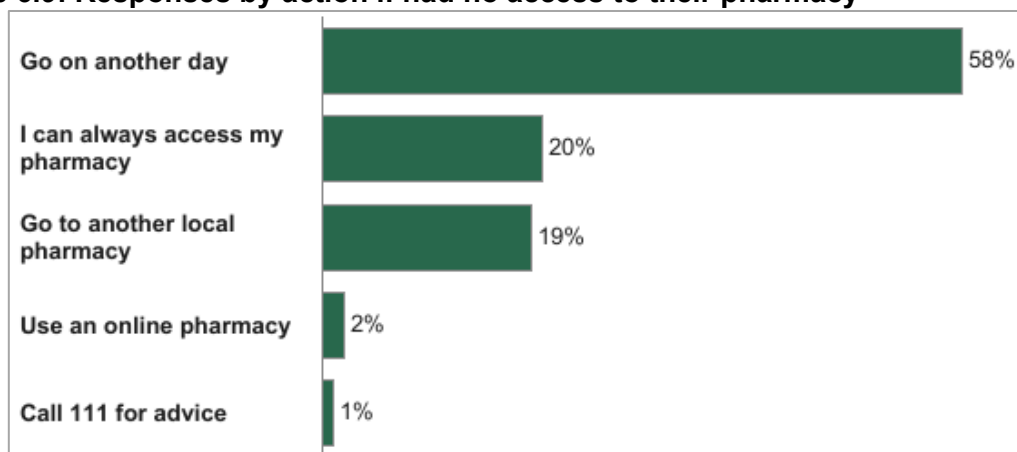


**Figure 6.8: Responses by preferred time of day preferred to go to pharmacy**



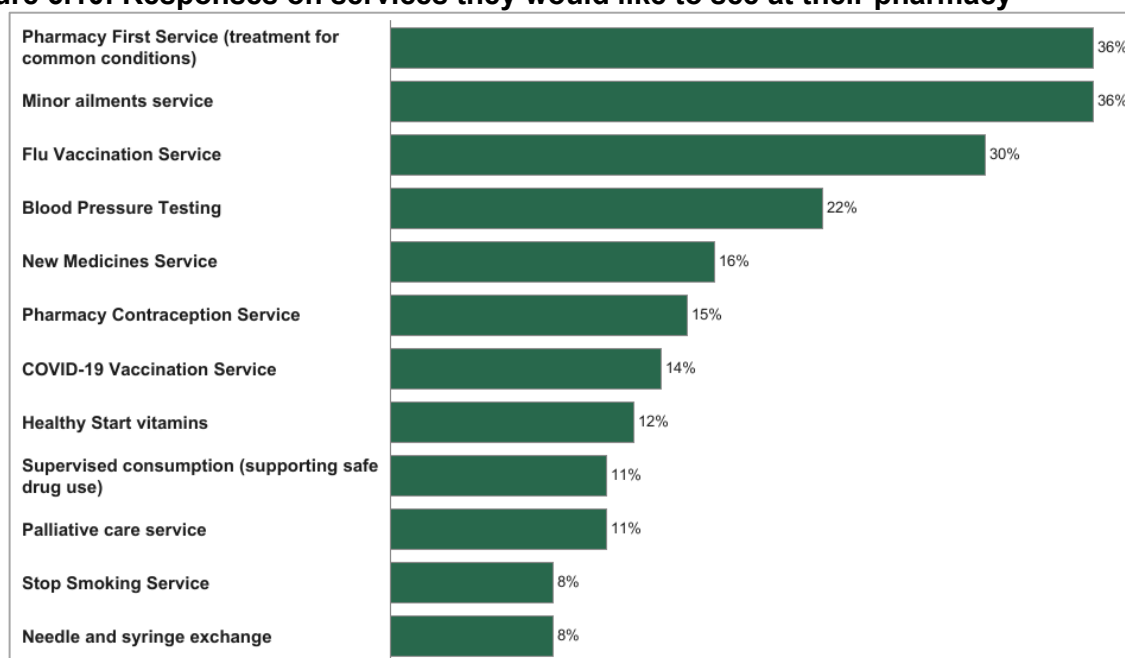
6.14 When asked what they would do if they could not access their pharmacy, most (58%) would go on another day, while a fifth (20%) reported that they could always access their pharmacy, nearly a fifth (19%) would go to another pharmacy, 2% would use an online pharmacy and 1% would call 111 for advice (Figure 6.9).

**Figure 6.9: Responses by action if had no access to their pharmacy**



- 6.15 Respondents were asked what services they would like to see at their pharmacy, with 36% wanting to see pharmacy first service, another 36% wanting a minor ailments service, 30% a flu vaccination service and over a fifth (22%) blood pressure testing (Figure 6.10).

**Figure 6.10: Responses on services they would like to see at their pharmacy**



- 6.16 In comments left on the survey, respondents outlined how valuable they found local pharmacies, with many appreciating the good service they experience. However, there were some concerns with the accessibility of some pharmacies, particularly for wheelchair users. Furthermore, some respondents felt that additional opening hours would be beneficial to increase opportunities to access pharmacies.

## Equality impact assessment

- 6.17 This section examines the patient and public survey responses by different groups representing protected characteristics to understand similarities and differences between groups.

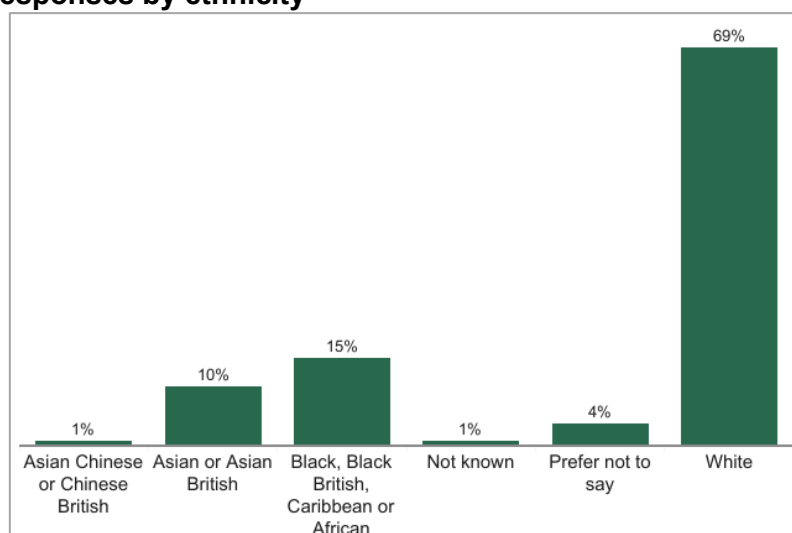
### Age

- 6.18 To understand any differences between age groups, we compared differences between those aged over 65 (n=33), and individuals aged 65 and under (n=72).
- 6.19 There were no differences between age groups in access to or use of pharmacy.

## Ethnicity

- 6.20 The majority (69%; n=73) respondents were from White ethnic groups, 15% (n=16) were from Black, Black British, Caribbean or African ethnic groups, a tenth (10%; n=11) were from Asian or Asian British ethnic groups, 4% (n=4) preferred not to say, 1% (n=1) were from Asian Chinese or Chinese British ethnic groups and 1% (n=1) did not know their ethnicity (Figure 6.11).

**Figure 6.11: Responses by ethnicity**



- 6.21 Those from Asian or Asian British ethnic groups were less likely to choose their pharmacy because it is where their GP sends their prescription (27%).

## Gender

- 6.22 Respondents were asked what sex they were registered with at birth. Most (69%; n=73) were registered as female, over a quarter (26%; n=28) were registered as male and 5% (n=5) preferred not to say. Respondents were also asked how they would describe their gender identity, with 69% (n=73) identifying as women, a quarter (25%; n=27) identifying as men and 3% (n=3) identified as non-binary and 3% (n=3) preferred not to say. No respondents reported that they were Trans or had a Trans history.
- 6.23 There were no differences between genders in access to or use of pharmacies.

## Pregnancy and breastfeeding

- 6.24 When asked if they were currently or recently pregnant and/or currently breastfeeding, 3% (n=3) respondents reported that they were currently or recently pregnant and 2% (n=2) reported that they were breastfeeding.

- 6.25 Those who were currently or recently pregnant were more likely to choose their pharmacy because they find the staff knowledgeable (67%) and friendly (67%). They were also less likely to use their pharmacy primarily for themselves (33%) and were more likely to use their pharmacy between 9am-12pm (100%).

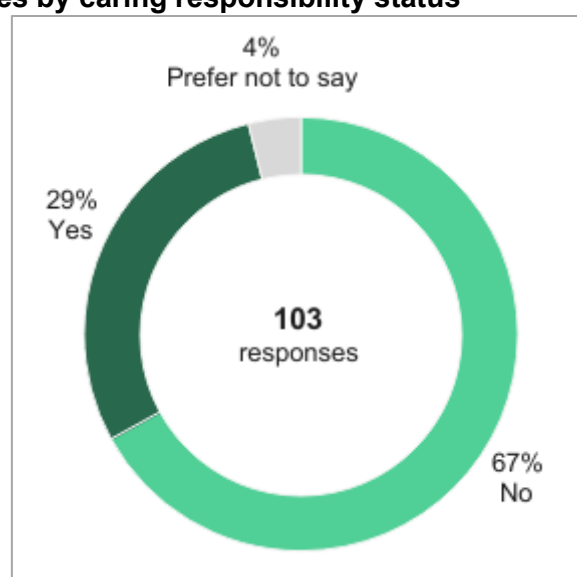
### **Employment status**

- 6.26 Employment status was grouped into those who were in employment and those who were not. Just under half (46%; n=49) were not in employment, half (50%; n=52) were in employment and 5% (n=5) preferred not to say.
- 6.27 There were no differences between those in employment and those not in employment in access to or use of pharmacies.

### **Caring responsibilities**

- 6.28 Two thirds (67%; n=69) did not have caring responsibilities, whilst 29% (n=30) did and 4% preferred not to say (n=4) (Figure 6.12).

**Figure 6.12: Responses by caring responsibility status**



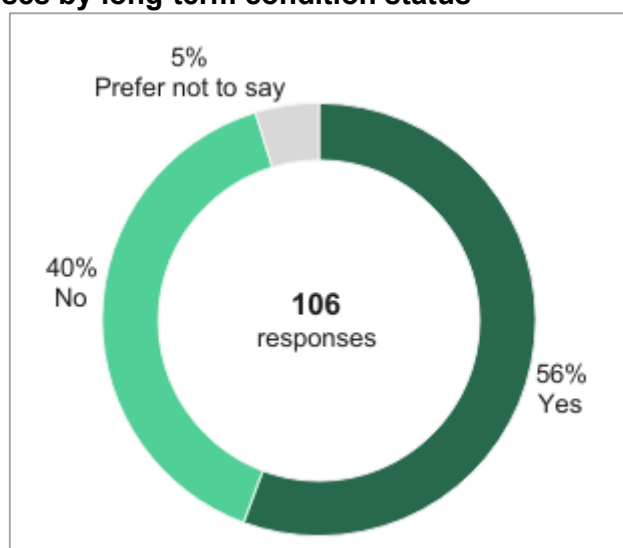
- 6.29 There were no differences between those with and those without caring responsibilities in access to and use of pharmacies.

### **Long-Term Conditions**

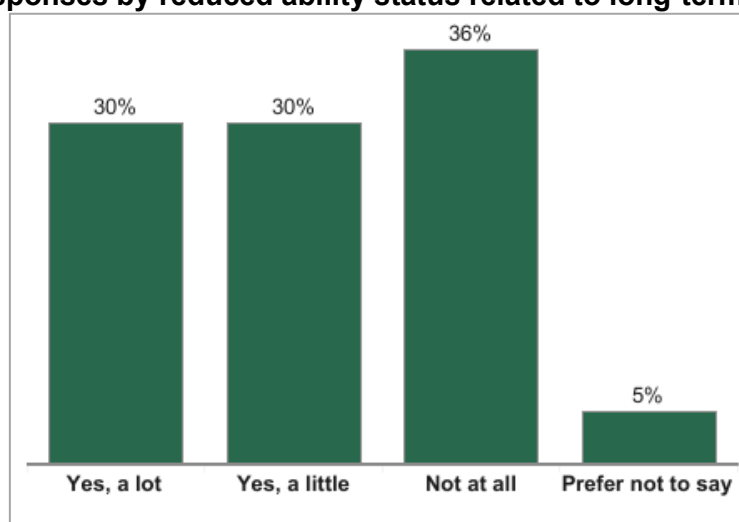
- 6.30 Over half (56%; n=59) respondents had a long-term physical or mental health condition or illness, whilst nearly half (40%; n=42) did not and 5% (n=5) preferred not to say (Figure 6.13). A large proportion (36%; n=23) of these respondents stated 'not at all' when asked if their condition or illness reduces their ability to carry out day-to-

day activities, 30% (n=19) responded with 'yes, a little', an additional 30% (n=19) responded 'yes, a lot and 5% (n=3) preferred not to say (Figure 6.14).

**Figure 6.13: Responses by long-term condition status**



**Figure 6.14: Responses by reduced ability status related to long-term condition**

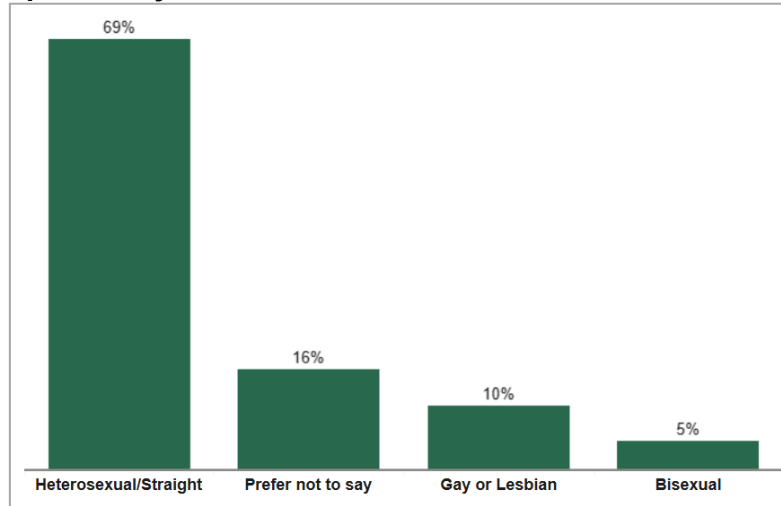


- 6.31 Those with a long-term condition were more likely to choose their pharmacy because it is where their GP sends their prescriptions (71%) compared to those without a long-term condition (45%). Those with a long-term condition were less likely to find their journey to their pharmacy to be 'extremely easy' (61%) compared to those without a long-term condition (90%).
- 6.32 Those who responded 'yes, a lot' to having a reduced ability related to a long-term condition were less likely to have a journey of less than 5 minutes to reach their pharmacies (11%) and were less likely to consider this journey to be 'extremely easy' (21%).

### **Sexual orientation**

- 6.33 Over two thirds (69%; n=73) identified as heterosexual/straight, with 16% (n=17) preferring not to say, a tenth (10%; n=11) identifying as gay/lesbian and 5% (n=5) identifying as bisexual (Figure 6.15).

**Figure 6.15: Responses by sexual orientation**



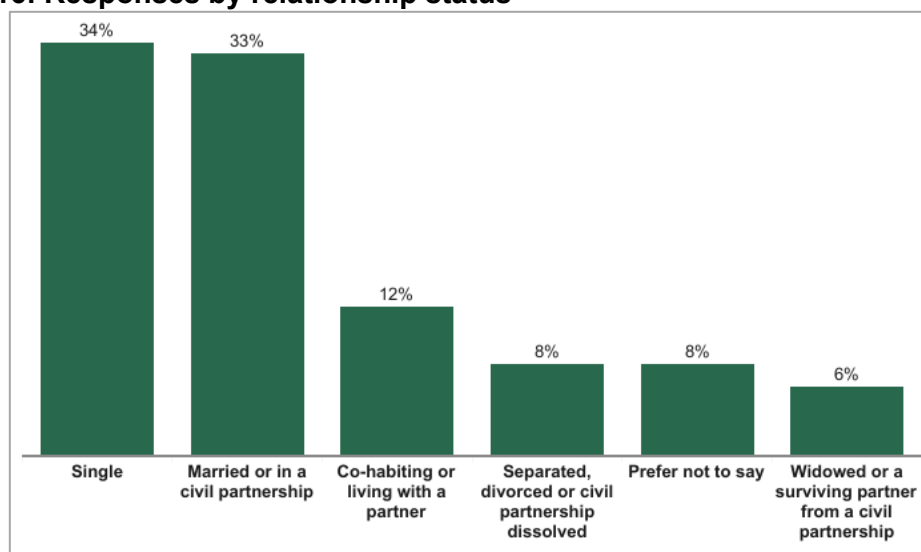
- 6.34 Those who identified as gay or lesbian were less likely to choose their pharmacy because it is where their GP sends their prescriptions (18%).

### **Relationship Status**

- 6.35 Over a third (34%; n=36) reported that they were single, a third (33%; n=35) reported that they were married or in a civil partnership, 12% (n=13) were co-habiting or living with a partner, 8% (n=8) were separated, divorced or had their civil partnership dissolved, 8% (n=8) preferred not to say and 6% (n=6) were widowed or a surviving partner from a civil partnership (Figure 6.16).



**Figure 6.16: Responses by relationship status**



6.36 There were no differences in access to or use of pharmacies between relationship status groups.

### **Summary of the patient and public engagement and equality impact assessment**

To ascertain how pharmacies are being used in Hackney, a public and patient survey was carried out. The survey sought to understand how local people are using pharmacies, including how and when they are accessing them.

The survey received 106 responses from people who live, work and/or study in Hackney. The vast majority of respondents used their pharmacy at least once a month over the last 6 months. Nearly all respondents could reach their pharmacy in 20 minutes or less with most choosing to walk there. Generally, survey respondents found this to be an easy journey. Respondents typically preferred to visit their pharmacy on a weekday and usually visited between 9am and 6pm.

To understand the health needs of people with protected characteristics and vulnerable groups, an equalities impact assessment was undertaken. No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage. Although, those with a long-term condition reported that they were more likely to choose their pharmacy because it is where their GP sends their prescriptions and were less likely to find their journey to the pharmacy 'extremely easy'.

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# Chapter 7 - Pharmaceutical Services Provision

7.1 This chapter identifies the pharmaceutical service providers available in Hackney, the services they provide and maps their accessibility. It evaluates the adequacy of services by considering:

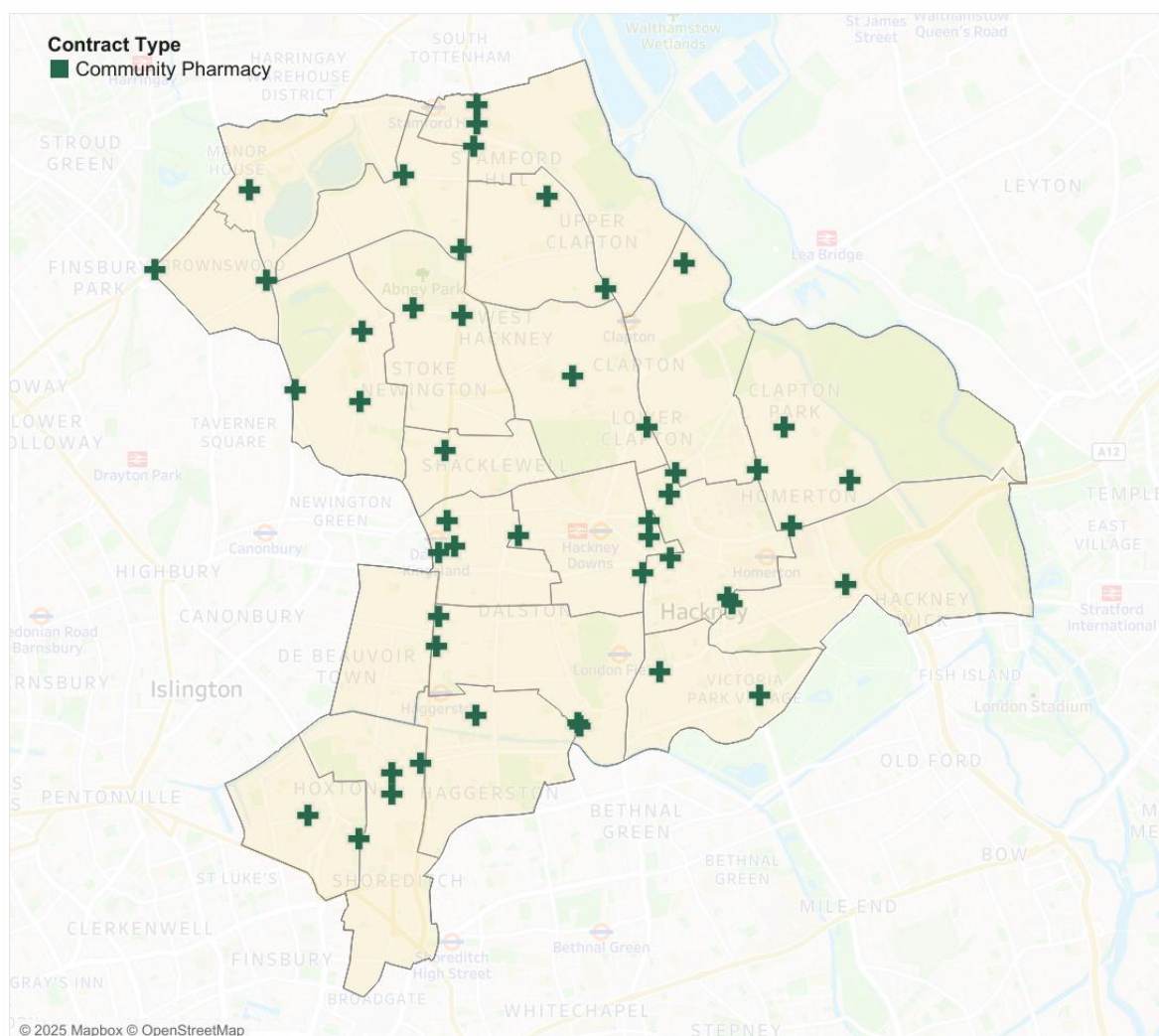
- Different types of pharmaceutical services provided
- Geographical distribution and choice of pharmacies within and outside the borough
- Opening hours
- Dispensing data and capacity
- Pharmacies that provide essential, advanced and enhanced services

7.2 Where appropriate, a 0.8-mile radius has been included around service providers to highlight their coverage.

## Pharmaceutical Service Providers

7.3 As of August 2025, there are 47 pharmacies included in the pharmaceutical list for the Hackney HWB area, all of which are community pharmacies. The pharmacies are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough and those within 0.8 mile of its boundary are also listed in Appendix B.

**Figure 7.1: Pharmaceutical service providers in Hackney**



Source: NHSBSA

### Community Pharmacies

- 7.4 Hackney's 47 community pharmacies equate to **1.8 community pharmacies per 10,000** residents (based on 2025 population estimate of 266,894). This ratio is just above the national average of 1.7 pharmacies per 10,000 residents (NHSBSA and 2021 Census).

### Dispensing Appliance Contractors (DACs)

- 7.5 Dispensing Appliance Contractors (DACs) are specialised service providers supply patients with prescribed appliances, primarily focusing on providing appliances such as stoma appliances, catheters, incontinence products and wound care appliances rather than medicines. There are no Dispensing Appliance Contractors in Hackney.

## **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 Hackney.

## **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. There are no DSPs in Hackney.

## **Local Pharmaceutical Services (LPS)**

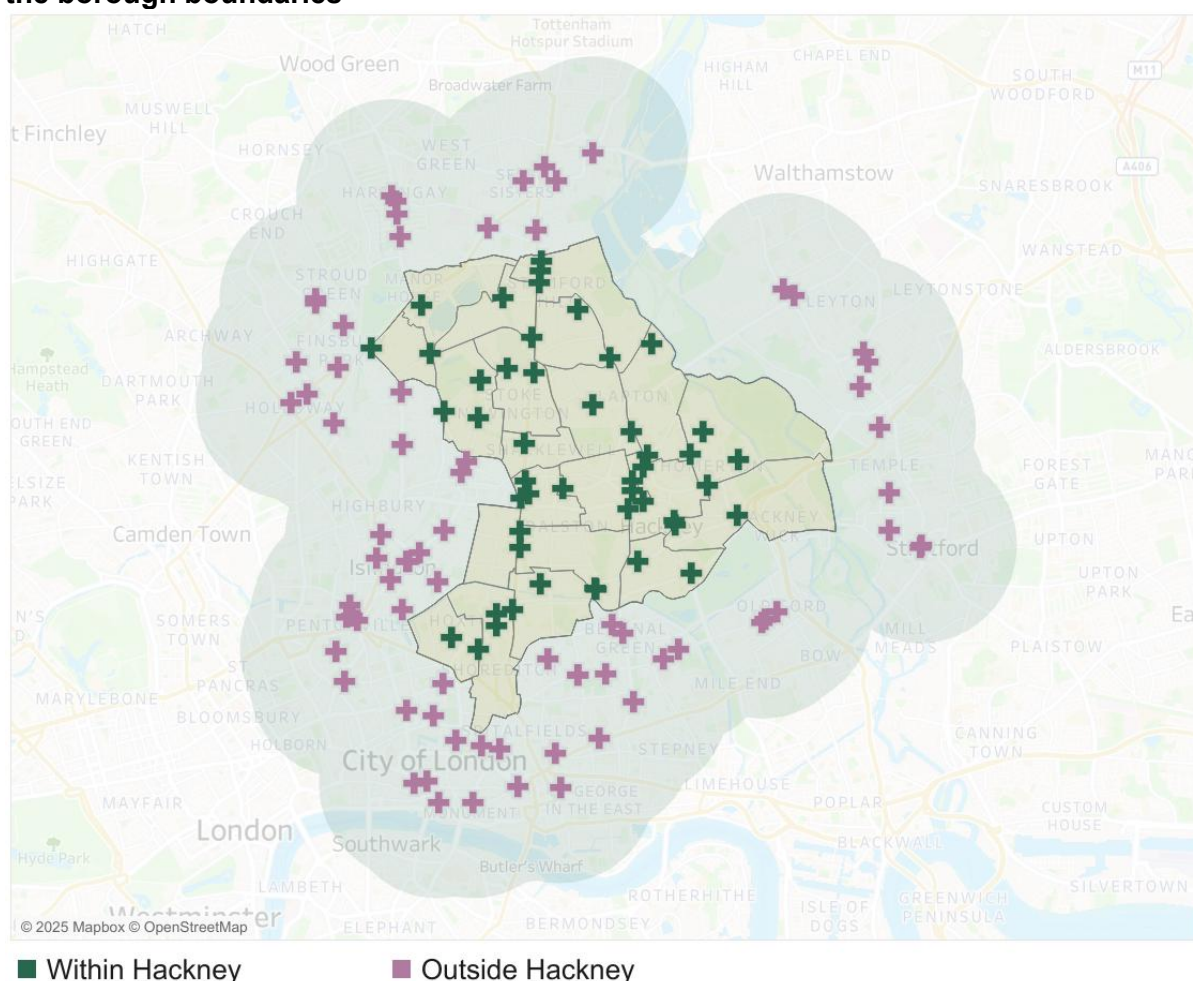
- 7.8 This is a type of pharmacy contract that allows commissioners to commission tailored pharmaceutical services to meet specific needs of a local population. There are no Local Pharmaceutical Service (LPS) contracts in Hackney and no areas in Hackney have been designated as LPS areas.

# **Accessibility**

## **Distribution and Choice**

- 7.9 As described in Chapter 3, the PNA Steering Group established a maximum acceptable distance for residents to access pharmaceutical services of:
- 15 minutes' walk (equivalent of about 0.8 mile) or
  - 10 minutes' drive or
  - 15 minutes by public transport
- 7.10 Figure 7.2 below shows the 47 community pharmacies located in Hackney and 73 additional pharmacies within 0.8 mile of its boundaries.

**Figure 7.2: Distribution of community pharmacies in Hackney and within 0.8 mile of the borough boundaries**

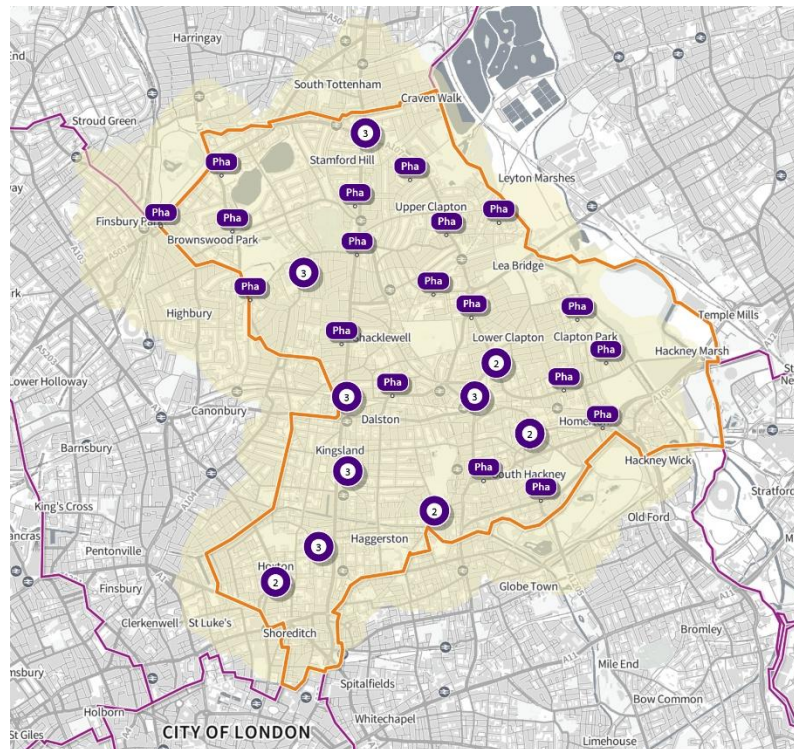


**Source: NHSBSA**

- 7.11 As seen, there is a good distribution of pharmacies in and around Hackney attesting to ease of access to pharmacies by its residents.
- 7.12 This is also reflected in terms of easy access to pharmacies by public transport as seen in Figures 7.3 to 7.5 below. Hackney's boundary is shown as orange in these images. As seen, the entire borough is within reach of a pharmacy as per the established criteria (within 15 minutes by walking, 10 minutes by car and 15 minutes by public transport).

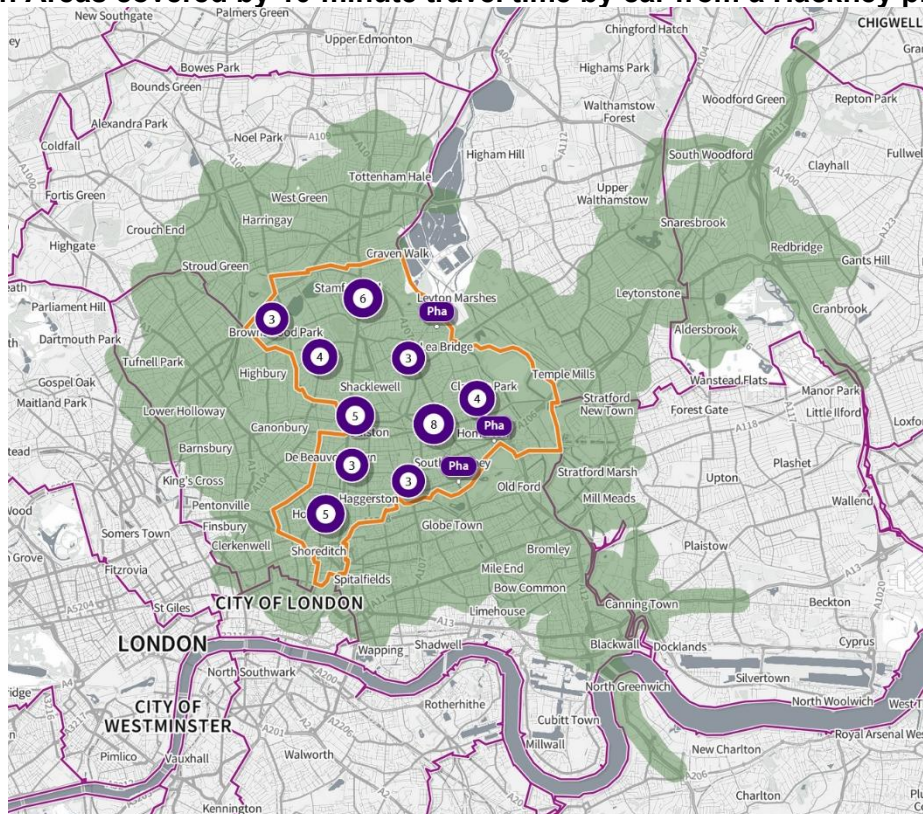


**Figure 7.3: Areas covered by 15-minute travel time by walking from a Hackney pharmacy**



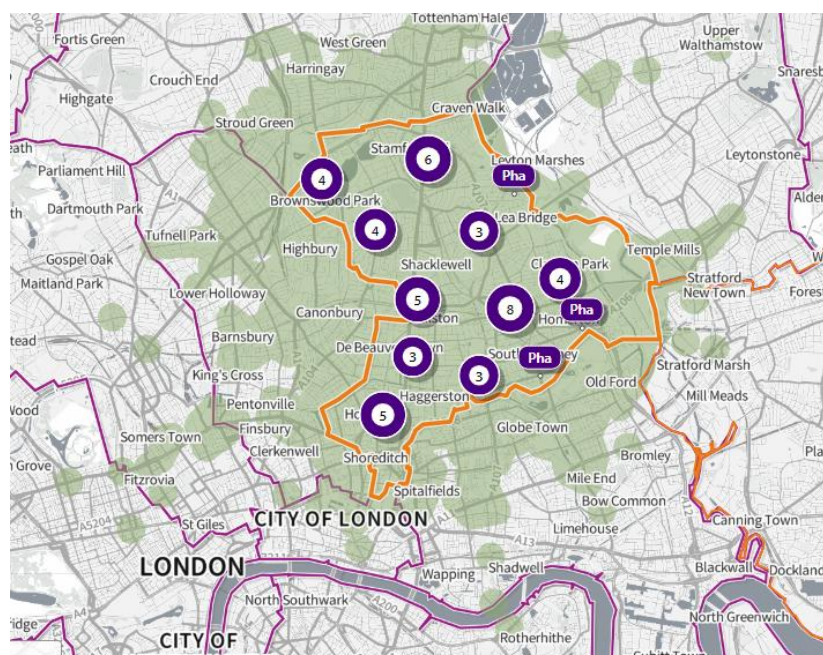
Source: Strategic Health Asset Planning and Evaluation Atlas Tool

**Figure 7.4: Areas covered by 10-minute travel time by car from a Hackney pharmacy**



Source: Strategic Health Asset Planning and Evaluation Atlas Tool

**Figure 7.5: Areas covered by 15-minute travel time by public transport from a Hackney pharmacy**



Source: Strategic Health Asset Planning and Evaluation Atlas Tool

7.13 The table below shows the geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio documented as number of community pharmacies per 10,000.

**Table 7.1: Distribution of community pharmacies by ward**

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
London Fields	4	13,100	3.1
Dalston	4	9,157	4.4
Springfield	3	15,905	1.9
Lea Bridge	3	14,113	2.1
King's Park	3	13,126	2.3
Hoxton East & Shoreditch	3	12,530	2.4
Hackney Central	3	13,038	2.3
Clissold	3	12,739	2.4
Victoria	2	12,476	1.6
Stoke Newington	2	13,570	1.5
Stamford Hill West	2	10,430	1.9
Hoxton West	2	14,605	1.4
Homerton	2	14,319	1.4
Hackney Wick	2	13,214	1.5
Hackney Downs	2	13,179	1.5
Cazenove	2	15,716	1.3
Brownswood	2	9,284	2.2
Woodberry Down	1	12,838	0.8



Shacklewell	1	9,238	1.1
Haggerston	1	14,849	0.7
De Beauvoir	0	9,478	0.0
<b>Total</b>	<b>47</b>	<b>266,906</b>	<b>1.8</b>

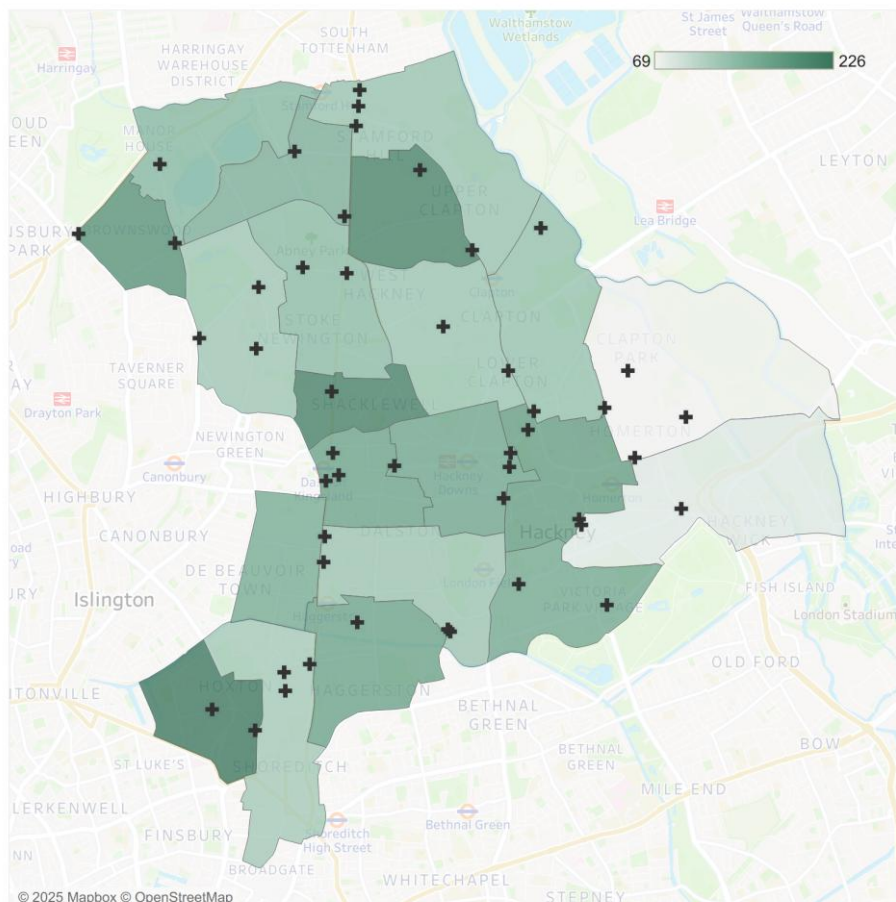
Source: NHSBSA & GLA Population Projections

7.14 As seen in table 7.1 above, all the wards except De Beauvoir have at least one pharmacy within them (with London Fields and Dalston ward having the highest pharmacy to population ratio). Despite not having any community pharmacies within it, De Beauvoir residents are still well served by pharmacies in the surrounding wards as seen in the preceding Figure 7.2.

#### *Pharmacy distribution in relation to population density*

7.15 As seen in Figure 7.6 below, pharmacies are well distributed in Hackney and tend to be concentrated in areas of higher density.

**Figure 7.6: Pharmacy locations in relation to population density by ward in Hackney**



Source: GLA Population Projections & NHSBSA

#### *Pharmacy Distribution in relation to GP Surgeries*

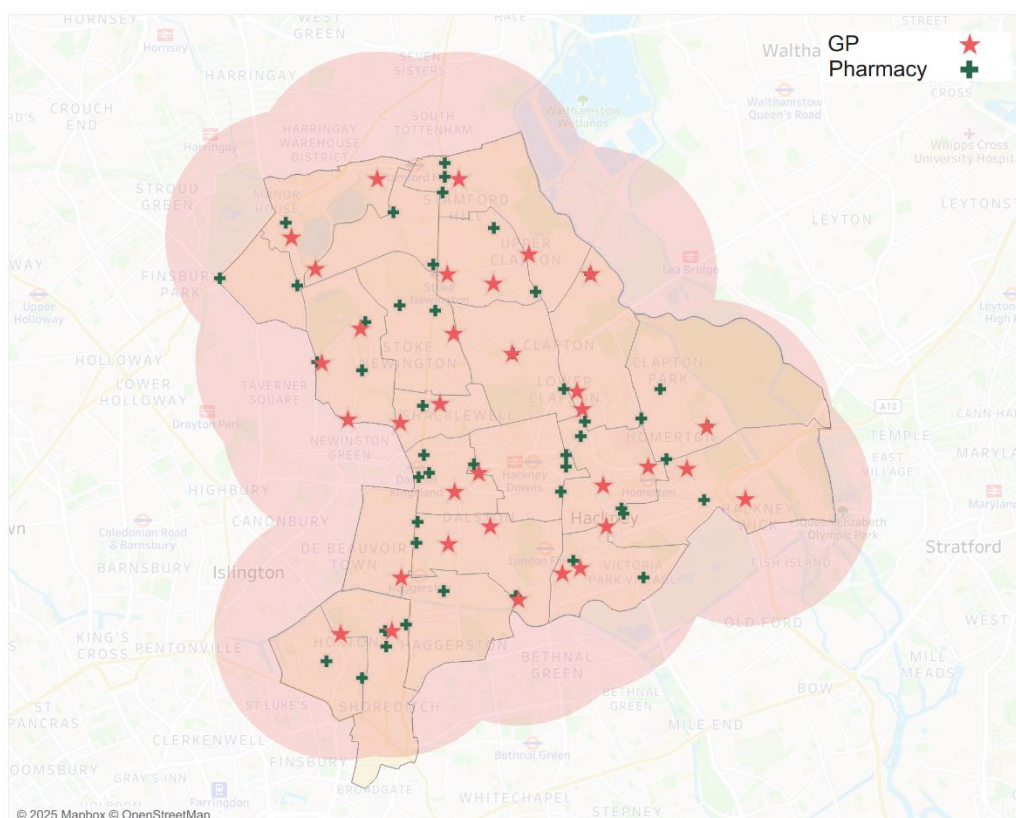
7.16 In early 2019, the NHS Long Term Plan was announced that urged general practices to form Primary Care Networks (PCNs). PCNs are collaborative entities linking primary

care services with hospital, social care and voluntary sector organisations and covering populations between 30,000–50,000 people. There are currently 37 general practices in Hackney with a combined prescribing list size population of 347,709. These general practices belong to one of 8 primary care networks in City and Hackney (Hackney Downs PCN, Clissold Park PCN, Hackney Marshes PCN, Shoreditch Park & City PCN, Well Street Common PCN, London fields, Woodberry Wetlands and Springfield park).

7.17 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 Figure 7.7 below illustrates the ease of access to pharmacies from all GPs in Hackney.

**Figure 7.7: General practices and their 0.8-mile coverage in relation to community pharmacies**



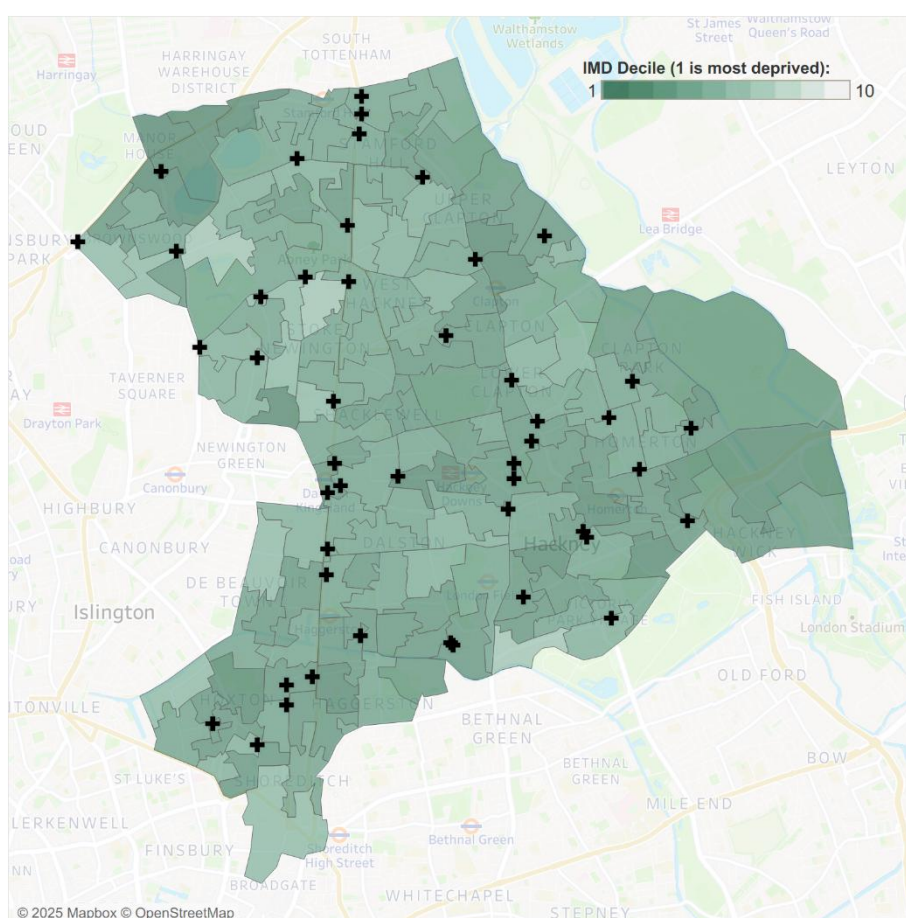
Source: NHSBSA

- 7.19 The NHSE data for 2024-2025 showed that **86.7% of items prescribed by GPs in Hackney** were dispensed by pharmacies in Hackney. The next largest borough where prescriptions written by GPs in Hackney were filled was Islington (4.1%).

#### *Pharmacy Distribution in Relation to Index of Multiple Deprivation*

- 7.20 Figure 7.8 below shows there is good pharmacy distribution among the areas of high deprivation.

**Figure 7.8: Pharmacy locations in relation to deprivation deciles in Hackney**



Source: NHSBSA & MHCLG

#### **Opening times**

- 7.21 Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically, pharmacies held 40-hour or 100-hour contracts. However, due to increase in pharmacy closures which was found to particularly affect 100-hour pharmacies, the NHS terms of service was amended to allow 100-hour pharmacies to reduce to no less than 72 hours without needing to



demonstrate a change in need. Under the amended regulations, pharmacies that held 100-hour contracts would have to remain open between 17:00 and 21:00 from Monday to Saturday, and between 11:00 and 16:00 on Sundays as well as leave the total core hours on Sunday unchanged so as to maintain out-of-hours pharmacy provision.

- 7.22 It is important to consider access to pharmacies both within and outside regular hours. The Steering Group defined evening opening pharmacies as pharmacies that remain open past 5.30pm on weekdays.

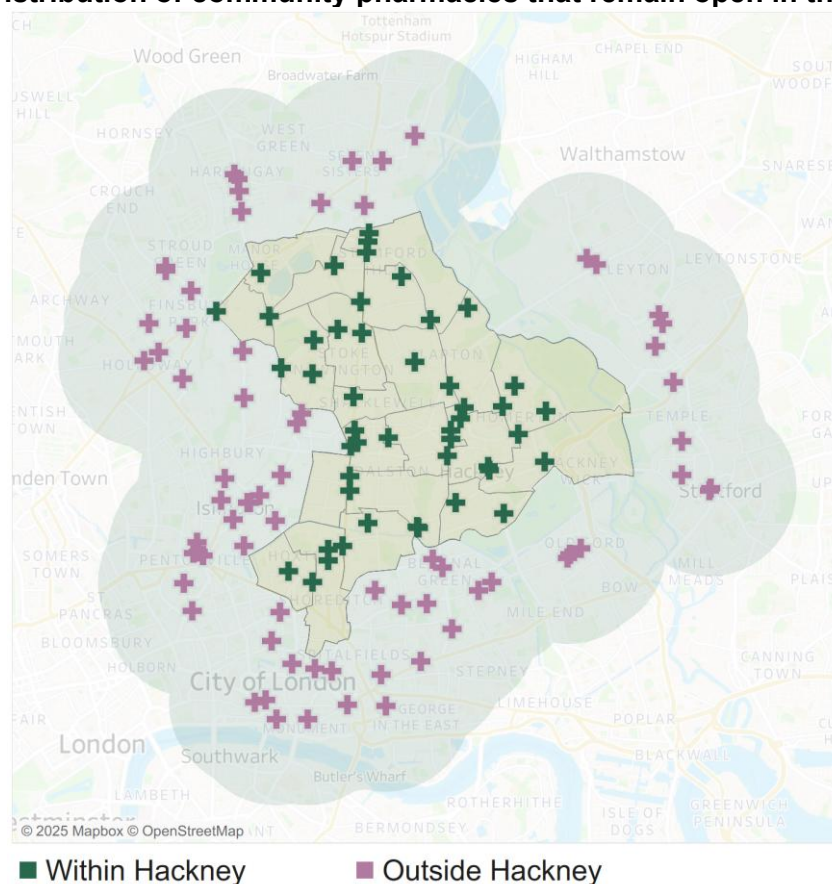
### *100-hour pharmacies*

- 7.23 Hackney has no 100-hour pharmacies.

### *Evening Opening*

- 7.24 There is wide availability of pharmacies in the evening, with all 47 pharmacies remaining open past 5.30pm on weekdays and another 71 within 0.8 mile of the borough's boundary. These are shown in Figure 7.9 and table 7.2 below.

**Figure 7.9: Distribution of community pharmacies that remain open in the evening**



Source: NHSBSA

**Table 7.2: Pharmacies in Hackney that remain open in the evening by ward**

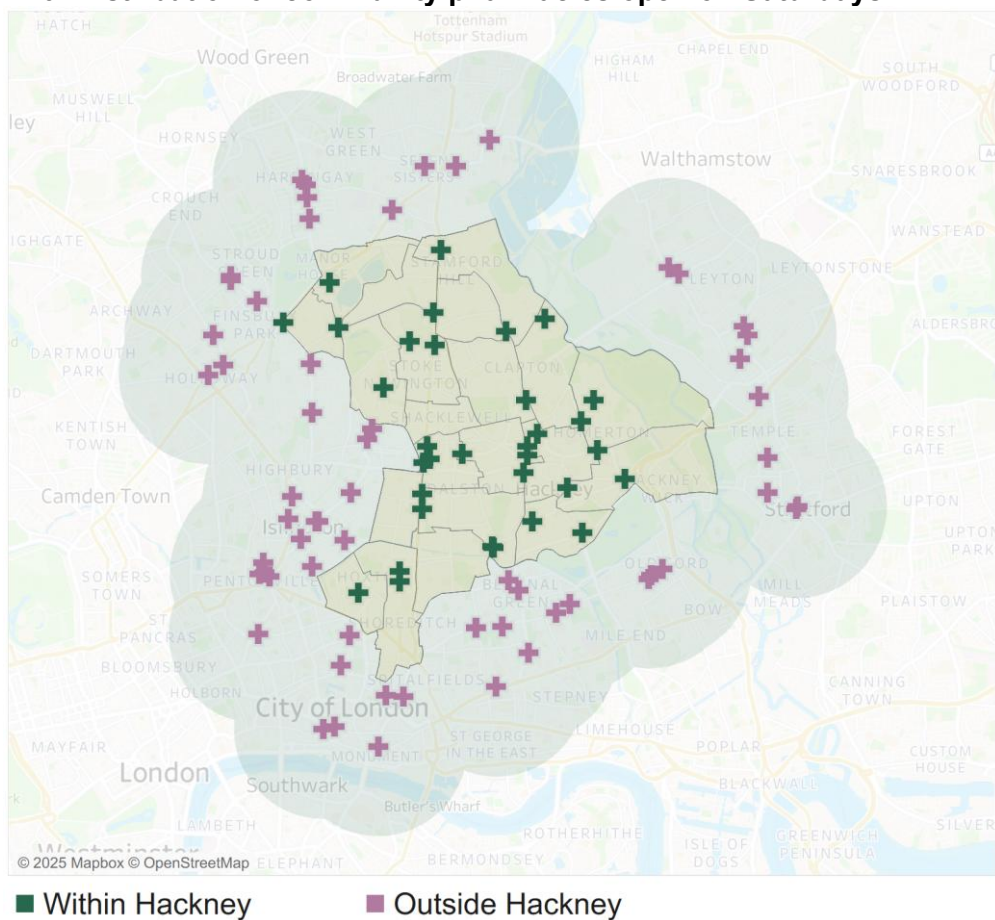
Ward	Number of pharmacies
London Fields	4
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Woodberry Down	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>47</b>

Source: NHSBSA

### *Saturday Opening*

- 7.25 Majority of the pharmacies (33 out of 47) in Hackney are open on Saturdays, with additional 60 pharmacies within close reach of the borough's boundaries that are open on Saturdays as can be seen in Figure 7.10.

**Figure 7.10: Distribution of community pharmacies open on Saturdays**

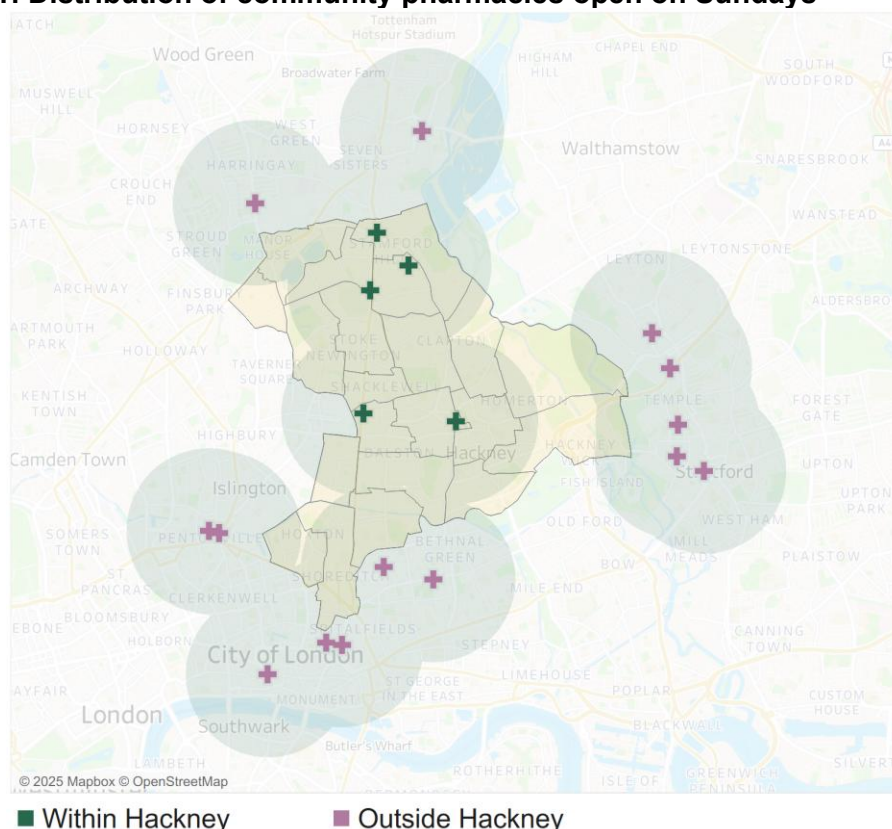


Source: NHSBSA

### ***Sunday Opening***

- 7.26 There are 5 pharmacies in Hackney and 14 others within 0.8 mile of its boundaries that are open on Sundays as shown in Figure 7.11 and Table 7.3 below.

**Figure 7.11: Distribution of community pharmacies open on Sundays**



Source: NHSBSA

**Table 7.3: Community pharmacies in Hackney that are open on Sundays**

Pharmacy	Address	Ward
Boots	82-84 Kingsland High St, Dalston, London	Dalston
Boots	386-388 Mare Street, London	Hackney Central
Green Light Pharmacy	51 Oldhill Street, Stoke Newington, London	Cazenove
Morrisons Pharmacy	47-49 Stamford Hill, Stoke Newington, London	Stamford Hill West
Boots	Craven House Corner, 222-224 Stamford Hill, Stoke Newington, London	Springfield

Source: NHSBSA

### Summary of the accessibility of pharmacies in Hackney

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



## Essential Services

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

- 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

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

- Accurate dispensing of prescribed medicines
- Checking of prescriptions for the appropriateness of the medicines, potential drug interactions, dosage accuracy and clarifying any queries or concerns with the prescriber
- Labelling and packaging in compliance with legal and clinical requirements
- Provision of counselling and advice to patients on how and when to take their medicines, possible side effects and actions to take if they occur, storage and disposal instructions for unused medicines
- Management of repeat prescription requests usually through the Electronic Prescription Service (EPS)
- Accurate record keeping of all dispensed items to ensure compliance to regulatory requirements and support clinical audits and continuity of care

- Having safeguards in place for minimisation of medicine wastage and ensuring that unused and damaged items are safely disposed of, preventing misuse or harm to the environment

7.29 Hackney pharmacies dispense an average of **6,657 items per month** (NHSBSA, 2024/25 financial year data). This is lower than London's average of 7,461 items per month and England's average of 8,689 items per month. This suggests that there is a good distribution and capacity amongst Hackney pharmacies to meet current and anticipated need in the lifetime of this PNA.

### **Discharge Medicines Service (DMS)**

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

7.31 This service is intended for patients who are discharged with changes to their medication regimen as well as patients who are likely to benefit from support in understanding or managing their medications, for instance those with polypharmacy, frailty or chronic conditions.

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

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

- Ongoing Support: The community pharmacist may follow up with the patient to ensure understanding and adherence

### **Dispensing Appliances**

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

### **Disposal of Unwanted Medicines**

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

### **Healthy Living Pharmacies (HLP)**

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

## **Public Health (promotion of healthy lifestyles)**

7.36 This is a core part of the CPCF which requires all community pharmacies to actively contribute to improving public health by providing targeted health and wellbeing advice to patients and supporting NHS public health campaigns. This aims to improve public health outcomes, promote preventative care and enhance accessibility through the convenience and important role that community pharmacies provide to patients who may not usually engage with other healthcare services.

7.37 The key requirements of this service include the following:

- Provision of a health promotion environment for instance through having clear displays of health advice materials in the pharmacy
- Provision of tailored health promotion and lifestyle advice to patients who are receiving prescriptions for conditions where lifestyle can make significant difference such as hypertension and diabetes. This includes focusing on areas such as smoking cessation, healthy eating, exercise, reduction of alcohol consumption and mental health support
- Providing support for NHS campaigns through actively participating in up to six national public health campaigns per financial year (1<sup>st</sup> April to 31<sup>st</sup> March) as directed by NHS England through ways such as displaying and distributing the campaign leaflets and engaging patients in discussions related to the campaign themes.
- Signposting patients who require further support or specialised care to appropriate health, social care or voluntary services for instance referral to stop smoking cessation services and weight management programmes
- Keeping records of the health promotion interventions undertaken and any referrals made and participating in evaluations to show the impact of such interventions

## **Repeat Dispensing and eRD**

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

dispensing is now done through the EPS and referred to as the electronic Repeat Dispensing (eRD).

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

### **Signposting**

- 7.40 This service involves pharmacies helping people who seek assistance by directing them to the most appropriate health, social care or support services for help when their needs fall outside the pharmacy's scope. Examples include needs related to social care, specialist medical advice or community health programmes. This ensures that patients receive timely and appropriate care. Pharmacies are required to offer clear guidance on where the patient can access the required service. This could include providing contact details, directions or making a direct referral to such services if appropriate.
- 7.41 The lists of sources of care and support in the area can be obtained from NHS England and pharmacies should maintain an up-to-date directory of local services, including NHS and voluntary organisations to aid accurate signposting.

### **Support for Self-Care**

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

## Advanced Services

- 7.44 Advanced services are nationally set and specified optional services which community pharmacies and dispensing appliance contractors can choose to provide. These services go beyond essential pharmacy services, offering targeted support to improve patient outcomes, enhance public health, and reduce pressure on other parts of the healthcare system.
- 7.45 Pharmacies who choose to provide these services must meet the requirements set out in the Secretary of State Directions.
- 7.46 The NHS community Pharmacy Contractual Framework (CPCF) lists nine advanced services. These include the Pharmacy First service, New Medicines Service (NMS), Flu Vaccination Service, Pharmacy Contraceptive Service (PCS), Hypertension Case-Finding Service, Smoking Cessation Service. Two of the Advanced services are appliance advanced services that pharmacies and dispensing appliance contractors can choose to provide. These are the Appliance Use Review (AUR) service and the Stoma Appliance Customisation (SAC) service. Additionally, the Lateral Flow Device Test Supply (LFD) service was commissioned as an advanced service from November 2023.

### Pharmacy First Service

- 7.47 The Pharmacy First service is a scheme implemented in the United Kingdom to provide easy access to healthcare advice and treatment through community pharmacies. It aims to establish community pharmacies as the first port of call for all healthcare advice, thereby reducing the pressure that General Practices and hospital emergency departments face through enabling them to handle minor ailments, provide emergency supply of medicines and NHS funded treatment via Patient Group Directions where appropriate for seven clinical conditions referred to as the clinical pathway consultations. The seven clinical pathways in the Pharmacy First service include sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles and uncomplicated urinary tract infection in women.
- 7.48 The Pharmacy First service commenced on the 31<sup>st</sup> January 2024, replacing the Community Pharmacy Consultation Service (CPCS) which ended on the 30<sup>th</sup> January, 2024. Patients can access this service through referral from one of the following routes:

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

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

7.50 There are three elements of the Pharmacy First service:

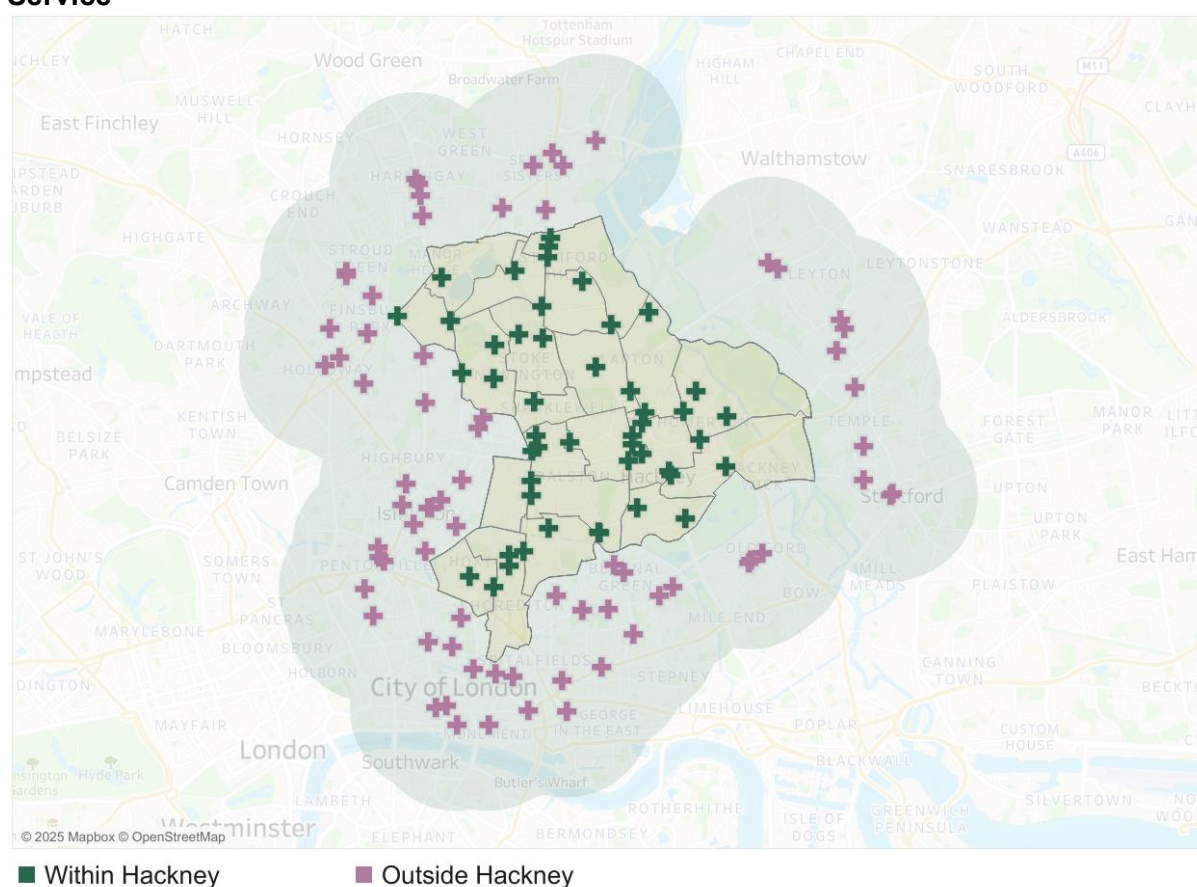
- Pharmacy First (clinical pathways consultations)
- Pharmacy First (urgent repeat medicine supply)
- Pharmacy First (NHS referrals for minor illness)

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

7.52 All the 47 pharmacies in Hackney provide Pharmacy First Service, with 72 additional pharmacies within 0.8 mile of its boundaries that provide pharmacy first service as can be seen in Figure 7.12 below and table 7.4 below.



**Figure 7.12: Distribution of community pharmacies that provide Pharmacy First Service**



Source: NHSBSA

**Table 7.4: Number of pharmacies in Hackney that provide the Pharmacy First Service by ward**

Ward	Number of pharmacies
London Fields	4
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2

Brownswood	2
Woodberry Down	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>47</b>

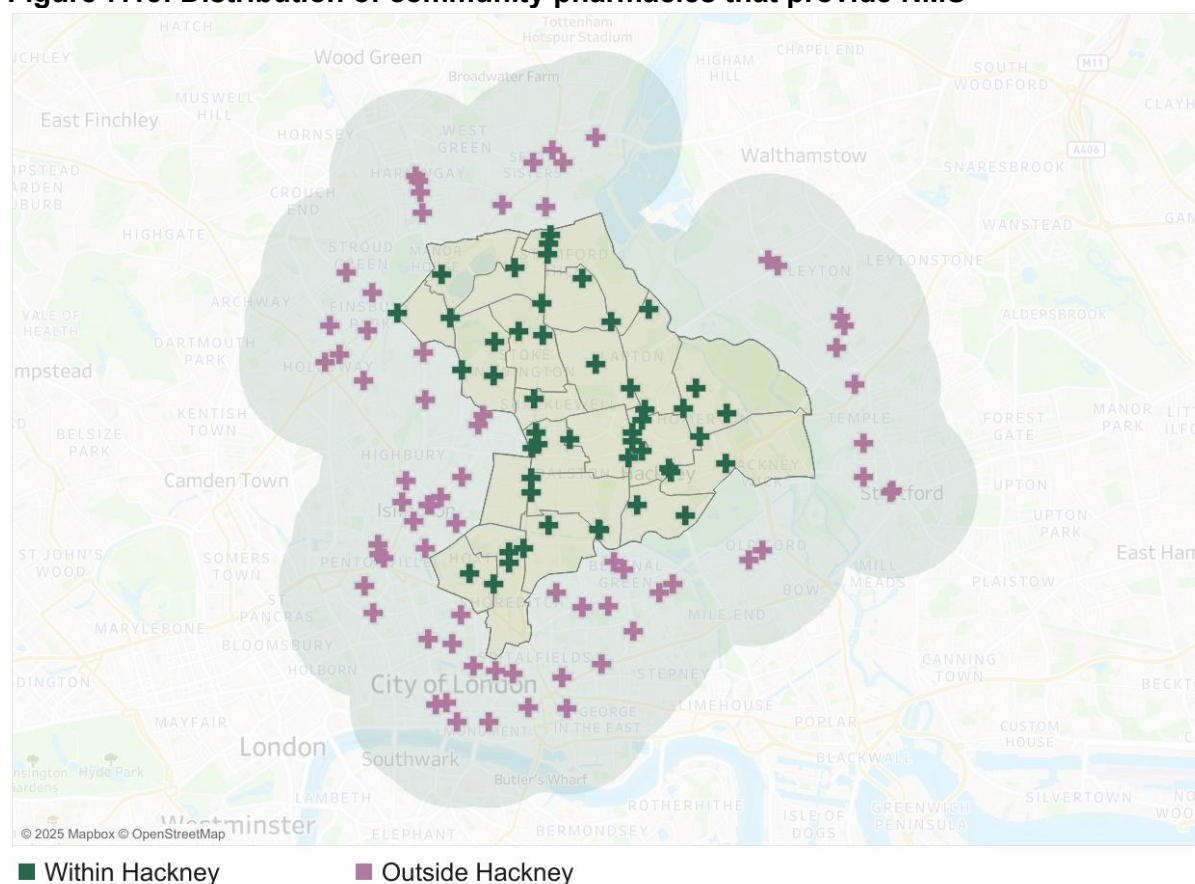
## New Medicines Service

- 7.53 The New Medicines Service (NMS) is a structured, pharmacy-led service which commenced on the 1st of October 2011. It is provided under the NHS Community Pharmacy Contractual Framework to support patients and their carers in managing their medications effectively especially for long term conditions, by improving adherence and resolving medication-related issues.
- 7.54 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 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.
- 7.55 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 will be reflected in the updated service specification)
- 7.56 NMS consultations should usually take place in-person in the pharmacy's consultation room. However, they can also take place remotely via telephone or video consultation

when clinically appropriate and with the patient's prior consent. Irrespective of whether the consultation is undertaken in-person or remotely, the environment must be such that the conversation cannot be overheard by others (except by someone the patient wants to hear the conversation such as a carer). Where appropriate safe-guarding arrangements are in place, NMS can also be provided in patients' homes.

- 7.57 All 47 pharmacies in Hackney offer NMS and an additional 70 pharmacies within 0.8 mile of its boundaries also offering NMS. This is shown in Figure 7.13 and Table 7.7 below.

**Figure 7.13: Distribution of community pharmacies that provide NMS**



Source: NHSBSA

- 7.58 A breakdown of NMS providers in Hackney by ward is provided below.

**Table 7.5: Number of NMS providers in Hackney by ward**

Ward	Number of pharmacies
London Fields	4
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3

Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Woodberry Down	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>47</b>

Source: NHSBSA

### Flu Vaccination Service

7.59 Community pharmacies began providing flu vaccinations under a nationally commissioned service from September 2015.

7.60 This service aims to sustain and maximise uptake of seasonal influenza vaccine in those who are most at risk of serious illness or death should they develop seasonal influenza. The accessibility of pharmacies, their extended opening hours and the option they provide for patients to walk in without prior appointment make them an attractive alternative to general practice for patients seeking eligible for flu vaccination. Eligible groups include:

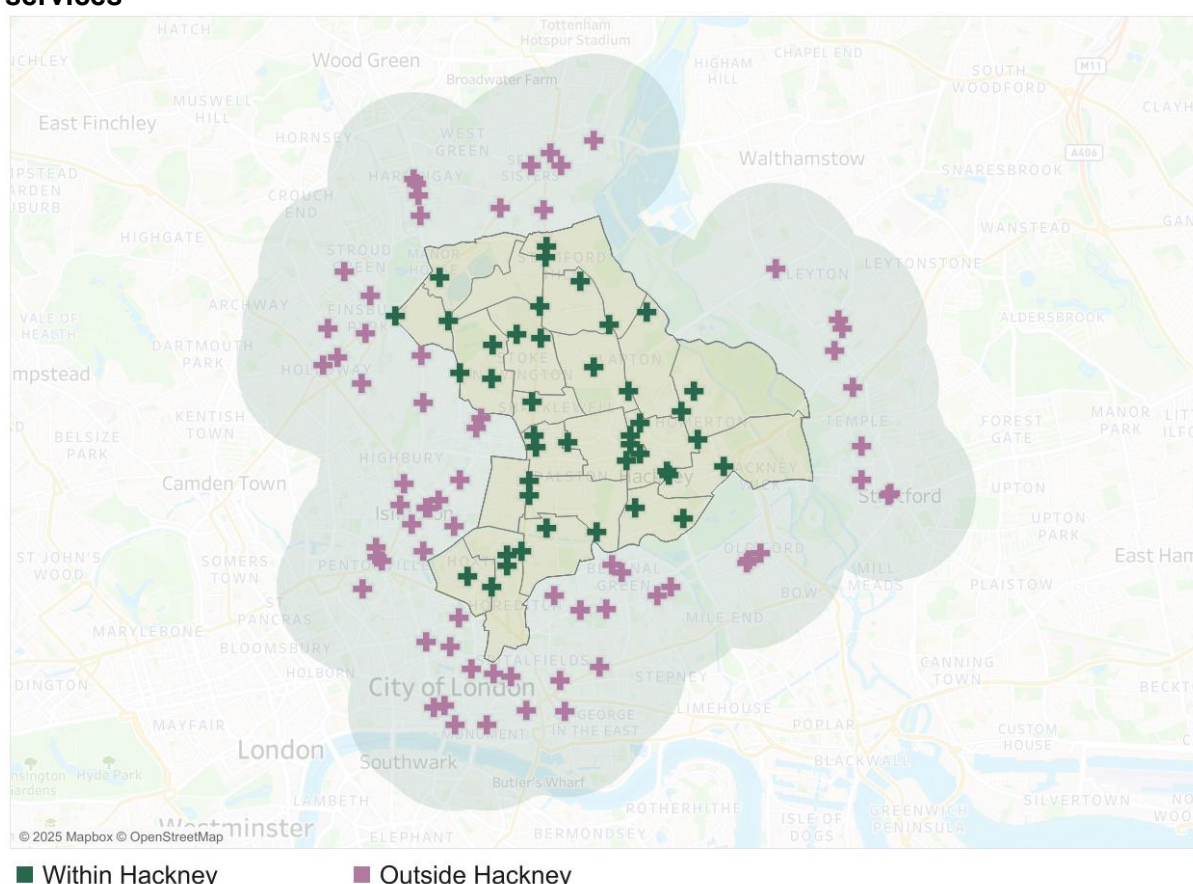
- All people aged 65 years or over
- Those aged between 18 and 65, and in specified clinical risk groups including diabetes, chronic heart disease, chronic kidney disease, chronic liver disease, pregnant women
- People aged 18 or over and living in long-stay residential care homes or other long-stay care facilities (not including prisons, young offender's institutions, or university halls of residence)
- People aged 18 or over in receipt of a carer's allowance or those who are the primary carer of an elderly or disabled person.
- People aged 18 or over and are close contacts of immunocompromised people.
- All frontline social care staff without an employer-led occupational scheme, including those employed by:
  - A registered residential care or nursing home.



- A registered domiciliary care provider.
- A voluntary managed hospice provider and
- Frontline workers employed through direct Payment (personal budgets) and/or Personal Health Budgets to deliver domiciliary care to patients and service users, such as personal assistants

7.61 41 out of 47 pharmacies in Hackney provide flu vaccination advanced service, with 68 additional pharmacies within 0.8 mile of its boundaries that provide the service as can be seen in Figure 7.14 below and Table 7.6 below.

**Figure 7.14: Distribution of community pharmacies that provide Flu Vaccination services**



Source: NHSBSA

**Table 7.6: Number of pharmacies in Hackney that provide the Flu Vaccination Service by ward**

Ward	Number of pharmacies
London Fields	3
Hoxton East & Shoreditch	3
Hackney Central	3
Dalston	3
Clissold	3
Victoria	2

Stoke Newington	2
Springfield	2
Lea Bridge	2
King's Park	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Woodberry Down	1
Stamford Hill West	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>41</b>

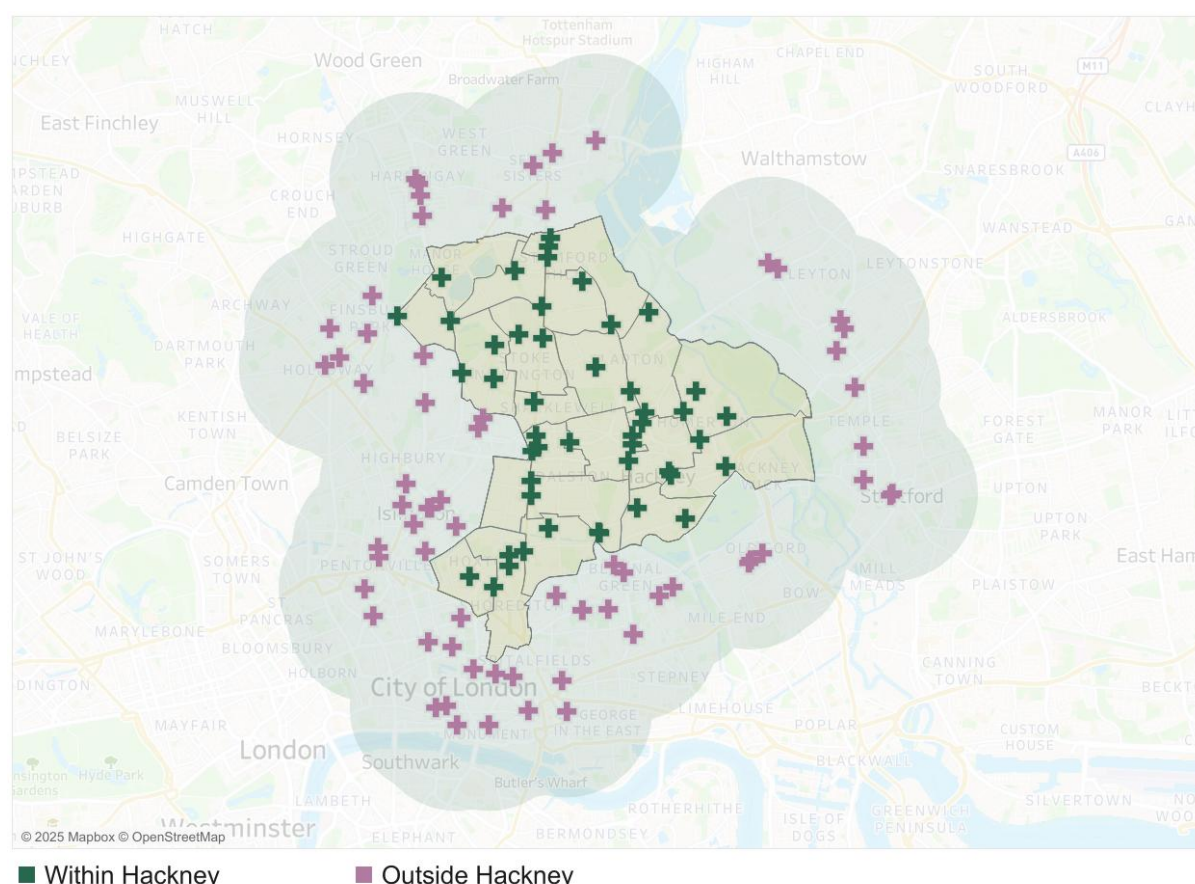
### Pharmacy Contraceptive Service (PCS)

- 7.62 The Pharmacy Contraceptive Service began in April 2023 to allow for continued supply of oral contraception from community pharmacies and from 1st December 2023 included both initiation and on-going supply of oral contraceptives. The aim of this service is to offer greater choice and access to those considering starting or continuing their current form of oral contraception. This forms part of the Community Pharmacy Contractual framework (CPCF) and seeks to reduce the pressure on GPs and sexual health clinics. The service allows for self-referral as well as referral by general practice, sexual health clinics and other NHS service providers such as NHS 111 to a participating pharmacy.
- 7.63 The service involves trained community pharmacists either initiating oral contraceptives or providing on-going supply under the patient group directions.
- Initiation: This includes commencement of oral contraception for the first time in patients who wish to start oral contraceptives, needs to restart oral contraceptives following a pill free break or when a person is being switched to an alternative pill following consultation
  - Ongoing supply: This focuses on ongoing management and supply of oral contraceptives for patients previously initiated by another provider for instance a General Practitioner or sexual health clinic
- 7.64 Pharmacies are required to respond to anyone requesting the Pharmacy Contraceptive service as soon as is reasonably possible. However, in the case where the pharmacy is unable to offer a consultation service within the time needed to meet

the person's contraception needs, they should be signposted to an alternative pharmacy or other service for a consultation

- 7.65 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. Contractors will have the opportunity to maximise the service's benefits by initiating a patient on oral contraception as part of an EHC consultation. Additionally, better use of skill mix for the PCS has been agreed through enabling the delivery of parts of these services by registered and non-registered pharmacy staff. This includes enabling the delivery of patient group directions (PGDs) by pharmacy.
- 7.66 All 47 pharmacies in Hackney provide the pharmacy contraceptive service. An additional 66 cross-boundary pharmacies provide the pharmacy contraceptive service.

**Figure 7.15: Distribution of community pharmacies that provide Pharmacy Contraceptive Service**





**Table 7.7: Number of pharmacies in Hackney that provide PCS by ward**

Ward	Number of pharmacies
London Fields	4
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Woodberry Down	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>47</b>

Source: NHSBSA

### Hypertension Case-Finding Service

- 7.67 This is commonly referred to as the NHS Blood Pressure Check Service in public-facing communications. This was commissioned as an advanced service from 1st October 2021 with only registered pharmacy professionals (pharmacists and pharmacy technicians) being allowed to provide the service. However, this was extended from the 1<sup>st</sup> December 2023 to allow other suitably trained and competent staff to provide the service.
- 7.68 This service provides an opportunity to promote healthy behaviours to patients, and it is aimed at early detection of hypertension and reduction of the risks of associated medical conditions such as stroke and heart diseases through early intervention.
- 7.69 This service is part of the NHS Long Term Plan that emphasises preventive healthcare strategies and demonstrates the NHS commitment to reducing morbidity and mortality due to cardiovascular diseases.
- 7.70 The service operates in two stages:

### ***Stage 1: Blood pressure screening***

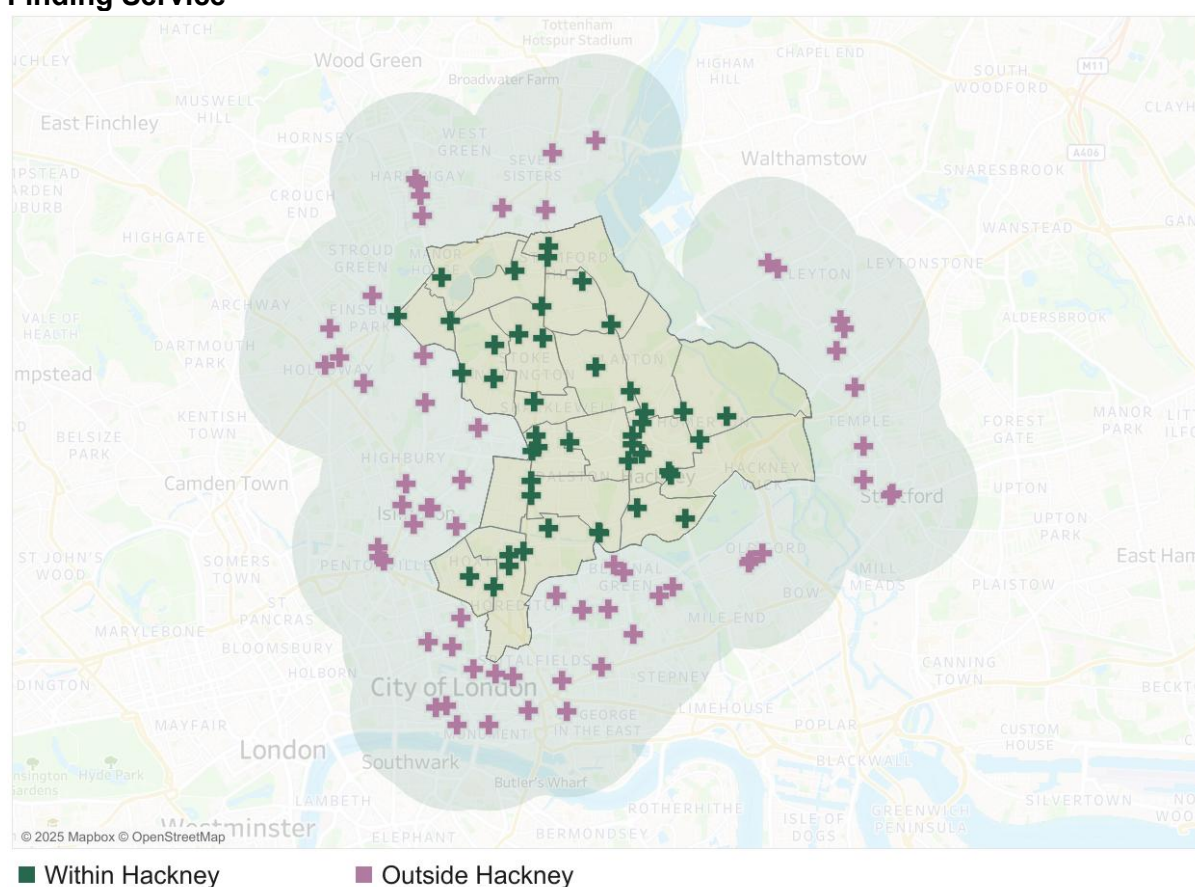
This involves identifying people aged 40 years or older, or at the discretion of the Pharmacy staff, people under the age of 40, with high blood pressure (who do not have a current diagnosis of hypertension) and to refer them to general practice to confirm diagnosis and for appropriate management.

### ***Stage 2: Ambulatory Blood Pressure Monitoring (ABPM)***

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

- 7.71 As part of the NHS Hypertension Case-Finding Service, GPs can request community pharmacies to undertake ad hoc clinic and ambulatory blood pressure measurements for people with or without a diagnosis of hypertension where this has been agreed locally.
- 7.72 As part of the agreements made in the 2025/2026 CPCF which was finalised in March 2025, updates to the Hypertension Case Finding Service specification will be made to further align the service to National Institute for Health and Care Excellence (NICE) guidelines, which will place explicit restrictions on the number of funded clinic check consultations a patient can have within a specified time period. Changes will also be made to clarify when it is appropriate for general practices to refer patients to the service for a clinic check consultation. NHS England has also committed to re-look at home blood pressure monitoring to further support the diagnosis of hypertension.
- 7.73 43 out of 47 pharmacies in Hackney provide the Hypertension Case-Finding Service together with 62 other pharmacies within 0.8 of Hackney's boundaries as can be seen in Figure 7.16 below.

**Figure 7.16: Distribution of community pharmacies that provide the Hypertension Case Finding Service**



Source: NHSBSA

**Table 7.8: Number of pharmacies in Hackney that provide the Hypertension Case-Finding Service by ward**

Ward	Number of pharmacies
London Fields	4
Dalston	4
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Springfield	2
Lea Bridge	2
King's Park	2
Hoxton West	2
Homerton	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Woodberry Down	1

Shacklewell	1
Haggerston	1
Hackney Wick	1
<b>Total</b>	<b>43</b>

Source: NHSBSA

### Smoking Cessation Service (SCS)

- 7.74 The smoking cessation service was commissioned as an advanced service from 10th March 2022. It is an initiative designed to support individuals who want to quit smoking by offering accessible, evidence-based help through community pharmacies. It forms part of the NHS long term plan of making England a smoke-free society by supporting people in contact with NHS services to quit based on an established smoking cessation model, consequently reducing smoking rates, tackling smoking-related illnesses, reducing morbidity and mortality from smoking and reducing inequalities associated with higher rates of smoking. This service is open to adults referred from hospital settings under the NHS tobacco Dependency Treatment Programme as well as patients identified during routine pharmacy consultations.
- 7.75 Currently, only pharmacists and pharmacy technicians can provide this service.
- 7.76 To provide the service pharmacists and pharmacy technicians must have:
- Read and understood the operational processes to provide the SCS as described in the service specification
  - Successfully completed the following National Centre for Smoking Cessation and Training (NCSCT) courses and satisfactorily passed the assessments (where applicable)
  - Stop Smoking Practitioner training and certification
  - Mental health and smoking cessation course
  - Pregnancy and smoking cessation course; and
  - E-cigarettes: a guide for healthcare professionals course.
  - Have read the NCSCT Standard Treatment Programme (STP), which will be used to support consultations
- 7.77 Pharmacists and pharmacy technicians are also required to be aware of the availability of locally commissioned services that they can sign post patients to where applicable as well as support helplines or groups that they can inform patients about.
- 7.78 As part of the service requirements for this service, pharmacies are required to have a consultation room with IT equipment accessible within the room to allow for

contemporaneous documentation of the consultations provided as part of this service. This means that pharmacies that have agreement with NHS England that their pharmacy is too small for a consultation room and pharmacies (including distance selling pharmacies) that do not have a consultation room are not able to provide this service solely on a remote basis.

- 7.79 Currently data available from NHSBSA does not show any Hackney pharmacy providing the Smoking Cessation Service, though this likely due to data quality issues. This is supported by pharmacies indicating via the area's LPC that they currently offer it.

### **Appliance Use Reviews (AUR) Service**

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

- establishing the way the patient uses the appliance and the patient's experience of such use
- identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient
- advising the patient on the safe and appropriate storage of the appliance; and
- advising the patient on the safe and proper disposal of the appliances that are used or unwanted

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

- 7.82 Patients using prescribed medical appliances such as stoma appliances (such as colostomy or ileostomy bags), incontinence appliances (such as catheters and urine drainage bags) and wound care products can access this service. These patients are

often identified during regular prescription dispensing or referred by healthcare professionals. AUR is appropriate for new appliance users as it helps to provide initial education on the appliance, when a patient reports issues such as discomfort or difficulty in using the appliance and as part of routine review to ensure continued appropriate use.

- 7.83 Though no pharmacies within Hackney indicated providing the service, AURs are widely available from prescribing health, social care providers and DACs outside the borough.

### **Stoma Appliance Customisation (SAC) Service**

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



- suitable and designated for modification of the appliances and
- suitable for the volume of customisation being undertaken at any given time.

- 7.87 Where the pharmacist carries out customisation at other premises outside the pharmacy, such premises must comply with the above specified criteria and the pharmacist must have procedures that ensure co-operation with inspection and review of the premises where the service is provided by the local NHS England team.
- 7.88 Except in exceptional circumstances such as illness, a three-months' notice is required to be given to NHS England and NHSBSA should a pharmacist want to cease providing the service.
- 7.89 No Hackney pharmacies provided this service. However, residents can access the SAC service either from non-pharmacy providers within the borough (e.g. community health services) or from dispensing appliance contractors outside the borough.

### **Lateral Flow Device Tests Supply Service**

- 7.90 This was commissioned as an advanced service from 6th November 2023. This service involves distribution and availability of rapid antigen tests used to detect COVID-19 and allow eligible patients or their representatives to walk into any participating community pharmacy to collect one box of 5 LFD tests. The full list of the patient groups eligible for this service is contained in the NICE Guidance and include adults with risk factors for progression to severe COVID-19 as defined by the Independent advisory group commissioned by the Department of Health and Social Care.
- 7.91 Following an update to the National Institute for Health and Care Excellence (NICE) guidance on antiviral treatment for COVID-19, from 1<sup>st</sup> May 2025, eligibility criteria for the service were updated to exclude the following:
- People aged 85 years and over
  - People with end-stage heart failure who have a long-term ventricular assistance device
  - People on the organ transplant waiting list
  - People resident in a care home who are aged 70 years and over
  - People resident in a care home who have a BMI of 35 kg/m<sup>2</sup> or more
  - People resident in a care home who have diabetes
  - People resident in a care home who have heart failure

- People currently in a hospital who are aged 70 years and over
- People currently in a hospital who have a BMI of 35 kg/m<sup>2</sup> or more
- People currently in a hospital who have diabetes
- People currently in a hospital who have heart failure

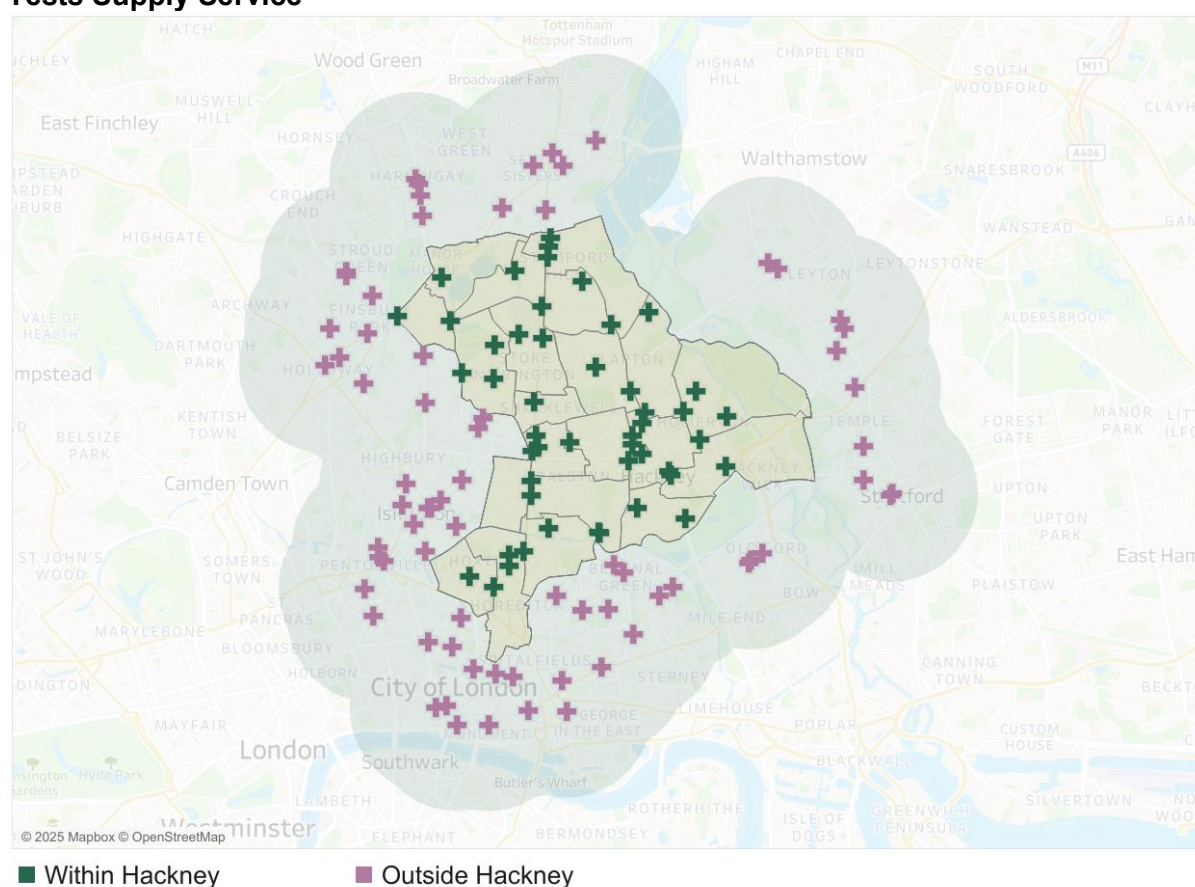
7.92 Before providing the service to patients, the pharmacist must confirm eligibility for supply of LFD tests through either of the following ways:

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

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

7.94 All 47 pharmacies in Hackney provide the Lateral Flow Device Tests Supply Service. This is in addition to 72 other pharmacies within 0.8 mile of its boundaries that provide the Lateral Flow Device Tests Supply Service as can be seen in Figure 7.17 and table 7.10 below.

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



Source: NHSBSA

**Table 7.10: Number of pharmacies in Hackney that provide the Lateral Flow Device Tests Supply Service by ward**

Ward	Number of pharmacies
London Fields	4
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3
Victoria	2
Stoke Newington	2
Stamford Hill West	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownwood	2

Woodberry Down	1
Shacklewell	1
Haggerston	1
<b>Total</b>	<b>47</b>

## Enhanced Pharmacy Services

7.95 NHSE in conjunction the London ICBs currently commission locally enhanced services in the London region.

7.96 The enhanced services include:

- London Flu and COVID-19 vaccination service
- Bank Holiday Rota
- MMR Vaccination Service

### London Flu and COVID-19 vaccination service

7.97 This enhanced service enables eligible Community 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.

7.98 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

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

### Bank Holiday Rota

7.100 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.

7.101 Two pharmacies in Hackney were part of London's Bank Holiday Rota over the Christmas period in 2024/25. In addition to the scheduled pharmacies, which must remain open, any other pharmacies that wish to remain open over the bank holidays can also remain open.

7.102 A new service will be commissioned starting from Christmas 2025 by the ICB.

### **MMR Vaccination Service**

7.103 The MMR vaccination service by community pharmacy contractors was introduced following the UK Health Security Agency's declaration of a national incident in response to rising measles cases. Under this service, pharmacy contractors must meet the specified requirements and adhere to all NHS England guidance for delivery in community settings. The MMR patient group direction outlines strict inclusion and exclusion criteria.

7.104 The aims of the MMR vaccination service include:

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

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

- Those who are resident and/or registered with a GP practice in the London region, those who are resident in the London region and not registered with a GP practice and
- Individuals who are aged 5 years to 19yrs+364 days and having made reasonable attempts to check immunisation status via the London CHIS and/or the patient's SCR (immunisations tab)

7.106 The pharmacy contractor must:

- Ensure that the delivery of the vaccination services is accessible, appropriate and sensitive to the needs of all patients
- Ensure every effort is made to access the Patients vaccination record via the London CHIS and/or the Summary Care Record (Immunisation tab) to establish eligibility for any outstanding MMR1 and or MMR 2 vaccines
- Ensure that vaccinations are provided in line with the PGD and the Green Book
- Have a process in place to check any updates to the Green Book; and

- Only administer MMR vaccine to patients under the provisions of this enhanced service

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

7.108 Where a patient meets the eligibility requirement and is vaccinated, the contractor must notify the patient's GP and the London CHIS (Child Health Information Service) via the SONAR POC system that the patient has received vaccination.

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

7.110 In City and Hackney, MMR uptake remains the lowest in the country-well below the level needed for herd immunity. Although NHS England London has explored including pharmacies in the local provision of MMR vaccination, it is not currently a commissioned service in the area. While expanding access, such as through pharmacies is essential, it may not be sufficient on its own to improve uptake in Hackney, where deeper social, cultural, and systemic barriers may also be contributing to low vaccination rates.



## 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 deemed to affect the need for pharmaceutical services.

### Locally commissioned services

- 8.2 These are services commissioned by the London Borough of Hackney, City of London and North East London ICB to fulfil a local population health and wellbeing need.
- 8.3 These services are listed below:

- Local authority commissioned services:
  - Needle exchange service.
  - Supervised Consumption service.
  - Take Home Naloxone Programme
  - Sexual Health Service
  - City of London and Hackney Stop Smoking Service
  - Healthy Start City & Hackney
- NHS North East ICB commissioned services:
  - Palliative End of Life Care (PEoLC) Service
  - Community Pharmacy Selfcare Advice Service (CPSAS)
  - Community Pharmacy Independent Prescribing Pathfinder Programme

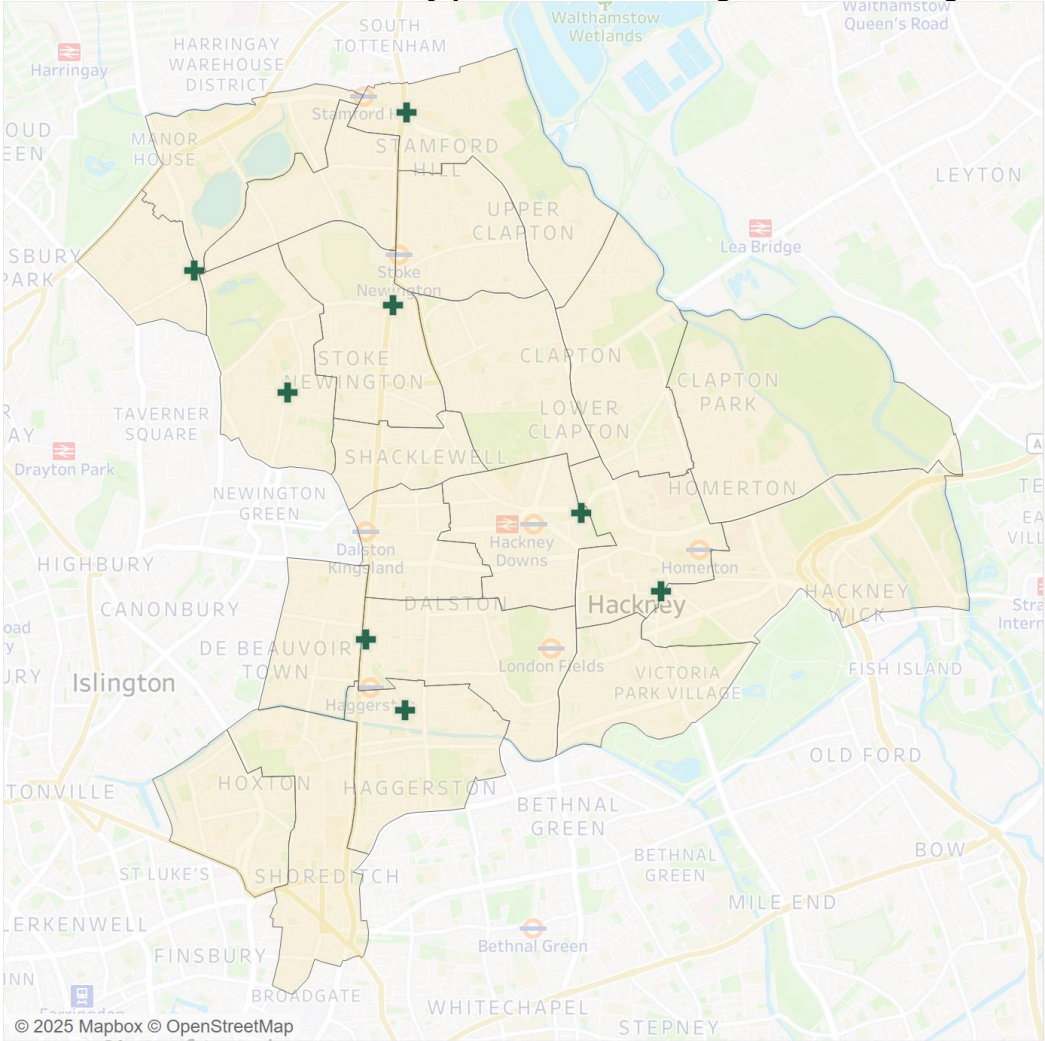
### Needle exchange service

- 8.4 The needle exchange service in Hackney 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.
- 8.5 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.
- 8.6 This service provides needle and syringe programme for all adults aged 18 years or above requiring sterile injecting equipment and the exchange of clean needles,

syringes and associated injecting paraphernalia including those engaged in the wider treatment system.

- 8.7 This service is available to all adult intravenous drug users including anabolic steroids users and recreational drugs users.
- 8.8 Community pharmacists can also signpost people to the service, either via the Specialist Harm Reduction Service or directly.
- 8.9 Community pharmacists 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.
- 8.10 Eight pharmacies in Hackney are contracted to offer the needle exchange service as can be seen in Figure 8.1 and Table 8.1 below.

**Figure 8.1: Distribution of community pharmacies offering needle exchange services**



Source: London Borough of Hackney

**Table 8.1: List of Hackney pharmacies offering needle exchange services**

Pharmacy	Address	Ward
----------	---------	------

Kingsland Pharmacy	406 Kingsland Road, London	London Fields
Armstrongs Pharmacy	279 Green Lanes, London	Brownswood
Clockwork Pharmacy	398-400 Mare Street, Hackney, London	Hackney Central
Haggerston Pharmacy	201 Haggerston Road, Hackney, London	Haggerston
Benjamin Chemist	190 S/Newington High St, Stoke Newington, London	Stoke Newington
Boots	Craven House Corner, 222-224 Stamford Hill, Stoke Newington, London	Springfield
Clockwork Pharmacy	239 Well Street, London	Homerton
Allen Pharmacy	150 Albion Road, Stoke Newington, London	Clissold

Source: London Borough of Hackney

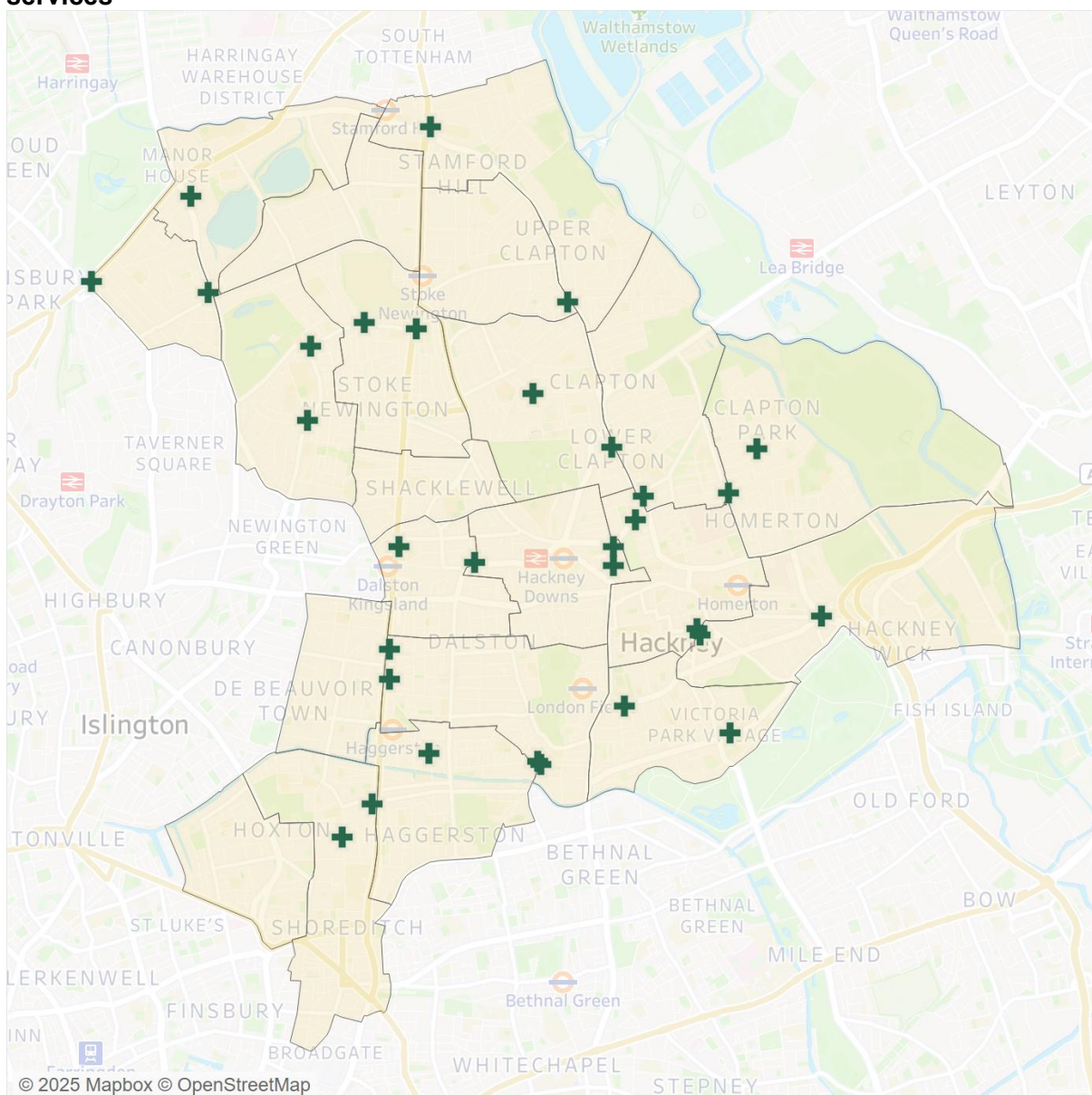
## Supervised consumption

- 8.11 The borough commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency.
- 8.12 Pharmacists and contractor staff involved in the provision of this service should have relevant knowledge and be appropriately trained in the operation of the service.
- 8.13 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.
- 8.14 This service involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy.
- 8.15 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.
- 8.16 Pharmacies that provide this service:
  - Ensure there is sufficient coverage and availability for the supervised consumption of opiate substitute treatment prescribed by the service. They are encouraged to use the City and Hackney neighbourhood model to ensure equitable access to pharmacies offering supervised consumption, which includes the City of London.

- 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.

8.17 The service is widely available in Hackney, with 31 community pharmacies offering it (Figure 8.2, Table 8.2).

**Figure 8.2: Distribution of community pharmacies offering supervised consumption services**





**Table 8.2: Number of community pharmacies offering supervised consumption services by ward**

Ward	Number of pharmacies
London Fields	4
Victoria	2
Stoke Newington	2
Lea Bridge	2
Hoxton East & Shoreditch	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Hackney Central	2
Dalston	2
Clissold	2
Brownswood	2
Woodberry Down	1
Springfield	1
King's Park	1
Haggerston	1
Cazenove	1
<b>Total</b>	<b>31</b>

Source: London Borough of Hackney

**Take Home Naloxone Programme (THN)**

- 8.18 The THN service relates to the supply of Prenoxad® 1mg/ml pre-filled syringe (2ml) injection for lay administration
- 8.19 This THN service in Hackney is available to anyone over 16 years old.
- 8.20 Contractors are required to offer a user-friendly, non-judgmental, client-centred and confidential service.
- 8.21 Pharmacies supplying Prenoxad® as part of their drug treatment service must have a Standard Operating Procedure (SOP) in place which covers the ordering, storage, access, supply, monitoring and disposal arrangements for Prenoxad®.
- 8.22 Community pharmacy staff issuing supplies of Prenoxad® to individuals must as best practice:
- Be authorised by name to make Prenoxad® supplies (individuals are authorised to make supplies once they have completed the specified training and signed the training record)
  - Keep up to date with any changes to the service. Any changes to the service is communicated via Turning Point.

- The pharmacy should retain a training record for each member of staff completing the training
- Apply a label to each Prenoxad® unit confirming supply by the named pharmacy only
- Know where to refer to for further information and advice
- Pharmacies are required to keep a record of the naloxone they supply

8.23 Take Home Naloxone service is available from 3 Hackney pharmacies:

- Kingsland Pharmacy on Kingsland Road
- Haggerston Pharmacy on Haggerston Road
- Clockwork Pharmacy on Well Street

### **Sexual Health Service**

8.24 The London Borough of Hackney commissions community pharmacies to provide a service for sexual health and contribute to an improvement in the sexual and reproductive health and wellbeing of people in the City of London and Hackney, with a particular emphasis on young people.

8.25 Medicines counter staff must refer all requests for chlamydia treatment or Emergency Hormonal Contraception (EHC) to the pharmacist without delay. The pharmacist must personally speak with and advise the person requesting treatment. Advice may be given over the telephone, but medication can only be dispensed to the intended user in person.

8.26 The principal aims of this service are:

- To increase the use of condoms by sexually active young people (aged under 25 years);
- To achieve high screening rates for chlamydia and gonorrhoea in sexually active young people.
- To improve access to treatment of chlamydia and other sexually transmitted infections (STIs) for sexually active young people.
- To increase access to EHC for all women, non-binary persons and transgender men who need it.

8.27 The key objectives of this service are:

- To supply chlamydia and gonorrhoea postal testing kits to sexually active young people, free of charge.

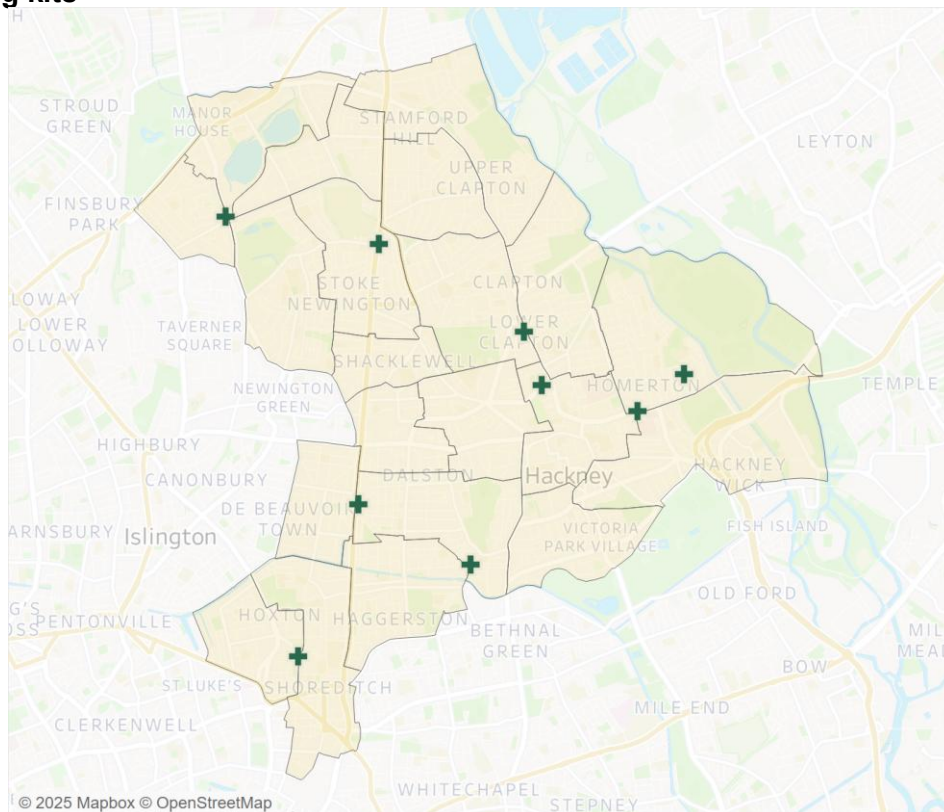


- To supply antibiotic treatment for chlamydia to (young) people who have received a definitive or equivocal diagnosis, as well as their sexual contacts, free of charge.
- To supply EHC to all women, non-binary people with a womb, or transgender men who need it, free of charge.
- To increase awareness of the risk of contracting STIs through unprotected sex and thereby help to decrease the incidence of STIs among young people.
- To signpost the availability of other services, thereby increasing numbers of residents accessing sexual and reproductive health services.
- To refer vulnerable patients, especially young people, into sexual and reproductive to the appropriate service.
- The pharmacy must deal with all requests for any element of this service sensitively, discreetly and in a non-judgemental manner. Clients should be offered the option of using a private space for the discussion or consultation.

8.28 The pharmacist can supply chlamydia/gonorrhoea screening kits to the intended user for their own use, plus additional kits for partner screening.

8.29 Chlamydia/gonorrhoea screening kits are provided by 9 Hackney pharmacies, presented in Figure 8.3 and table 8.3.

**Figure 8.3: Distribution of community pharmacies offering chlamydia/gonorrhoea screening kits**

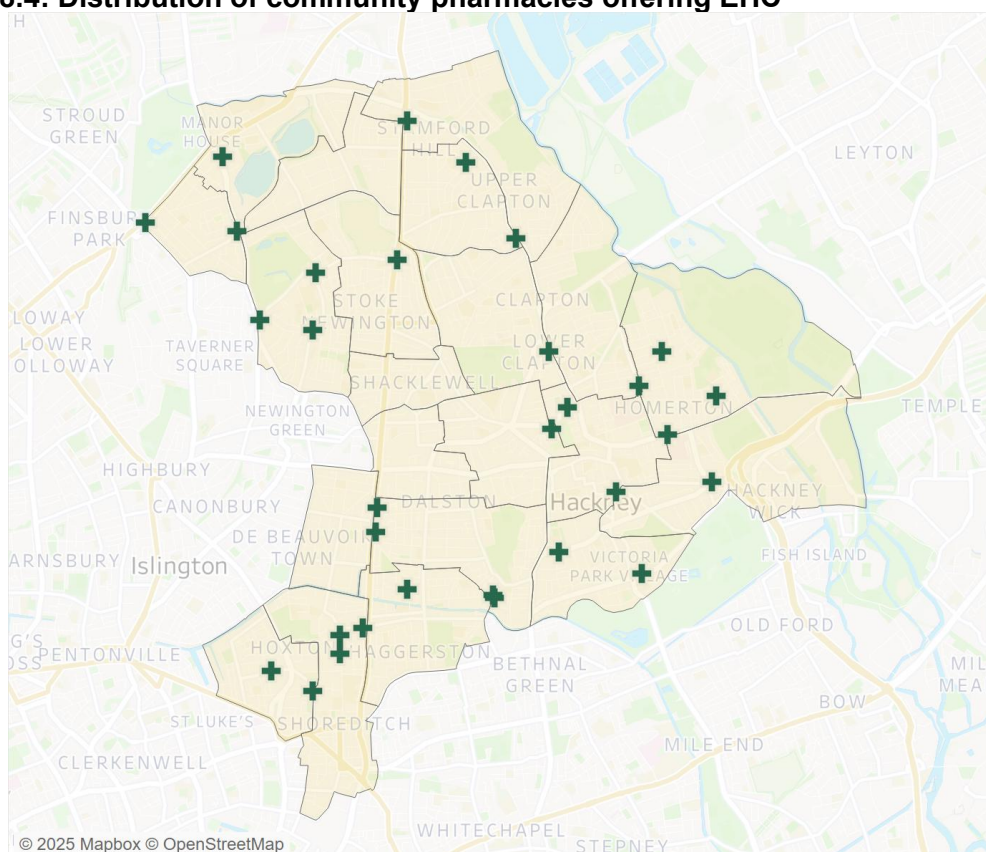


**Table 8.3: List of community pharmacies offering chlamydia/gonorrhoea screening kits**

Pharmacy	Address	Ward
FA Strange Chemist	185 Lower Clapton Road, London	Hackney Downs
Silverfields Chemists	141 Homerton High St, London	King's Park
Judds Chemist	73 Pitfield Street, City And Hackney, London	Hoxton West
Kingsland Pharmacy	406 Kingsland Road, London	London Fields
Norlington Ltd	3 Broadway Market, Dalston, London	London Fields
Safedale Ltd	59 Lower Clapton Road, Upper Clapton, London	Homerton
Armstrongs Pharmacy	279 Green Lanes, London	Brownswood
Benjamin Chemist	190 S/Newington High St, Stoke Newington, London	Stoke Newington
Silverfields	5 Kingsmead Way, Hackney, London	King's Park

Source: London Borough of Hackney

8.30 EHC is provided by 31 Hackney pharmacies, presented in Figure 8.4 and table 8.4.

**Figure 8.4: Distribution of community pharmacies offering EHC**

Source: London Borough of Hackney

**Table 8.4: Number of community pharmacies offering EHC in Hackney by ward**

Ward	Number of pharmacies
London Fields	4

King's Park	3
Hoxton East & Shoreditch	3
Clissold	3
Victoria	2
Hoxton West	2
Homerton	2
Cazenove	2
Brownswood	2
Woodberry Down	1
Stoke Newington	1
Springfield	1
Lea Bridge	1
Haggerston	1
Hackney Wick	1
Hackney Downs	1
Hackney Central	1
<b>Total</b>	<b>31</b>

Source: London Borough of Hackney

### City of London and Hackney Stop Smoking Service

- 8.31 Community pharmacies in the City of London and London Borough of Hackney are commissioned to support delivery of this service aimed at reducing smoking prevalence and related harm in local populations, with a specific focus on high-risk and high-prevalence groups.
- 8.32 The service will provide specialist support to smokers aged 12 and over through both face-to-face and remote interventions, offering a flexible and accessible programme that reflects the diverse needs of residents and workers across City and Hackney. The service will work alongside local partners, including NHS services and community stakeholders, to ensure timely and seamless access to support.
- 8.33 The principal aims of this service are:
- To reduce smoking prevalence and smoking-related harm in City and Hackney;
  - To support smokers in quitting or reducing tobacco use, with a view to eventual cessation;
  - To target tobacco-related health inequalities by prioritising delivery to high-need communities and vulnerable groups;
  - To contribute to the national Smokefree 2030 ambitions by reducing smoking rates to 5% or lower;

- To decrease demand on local health and care services by supporting healthier lifestyles.

8.34 The key objectives of this service are:

- To provide an integrated, evidence-based stop smoking service accessible to residents, workers, and students aged 12 and over in City and Hackney;
- To prioritise support for the following key groups:
  - People from socioeconomically deprived backgrounds
  - Residents of social housing
  - People in routine and manual occupations
  - High smoking prevalence ethnic groups (e.g. Turkish, Kurdish, Black Caribbean, Bangladeshi, Eastern European, Vietnamese)
  - Individuals with poor mental health or long-term conditions
  - Pregnant women and their families
  - People experiencing homelessness, substance misuse or multiple needs
  - LGBTQIA+ communities
- To offer behavioural support alongside approved pharmacotherapy, including Nicotine Replacement Therapy (NRT), in accordance with NICE guidelines;
- To provide harm reduction support for individuals not yet ready to quit but motivated to reduce use;
- To track quit outcomes at 4, 26, and 52 weeks, including carbon monoxide (CO) validation where possible;
- To ensure that clients are not concurrently enrolled with other stop smoking programmes.

8.35 Pharmacotherapy offered through the service may include:

- Nicotine patches (16hr or 24hr)
- Gum, lozenges, microtabs
- Nasal spray, mouth spray
- Inhalators

These may be provided for up to 12 weeks per quit attempt and should only be supplied alongside behavioural support from trained advisors.

- 8.36 Community pharmacies may refer clients interested in vaping to the core stop smoking service, as electronic cigarettes are only provided by trained specialist advisors within the service. Bupropion (Zyban), Varenicline, and other non-approved pharmacotherapies must not be supplied under this scheme.
- 8.37 All staff delivering the Stop Smoking Service must ensure that care is provided in a respectful, confidential, and non-judgmental manner. Clients should be offered the option to discuss their quit attempt in a private consultation space if desired.
- 8.38 Twelve Hackney pharmacies offer this service.

**Table 8.5: List of pharmacies offering City of London and Hackney Stop Smoking Service**

Pharmacy	Address	Ward
FA Strange Chemist	185 Lower Clapton Road, London	Hackney Downs
Spring Pharmacy Ltd	233-235 Hoxton Street, London	Hoxton East & Shoreditch
Judds Chemist	73 Pitfield Street, City And Hackney, London	Hoxton West
Kingsland Pharmacy	406 Kingsland Road, London	London Fields
Safedale Ltd	59 Lower Clapton Road, Upper Clapton, London	Homerton
Asvacare	97 Upper Clapton Road, Upper Clapton, London	Cazenove
Armstrongs Pharmacy	279 Green Lanes, London	Brownwood
Finstead (Hoxton) Ltd	193 Hoxton Street, London	Hoxton East & Shoreditch
Haggerston Pharmacy	201 Haggerston Road, Hackney, London	Haggerston
Clockwork Pharmacy	236-238 Well Street, Hackney, London	Hackney Wick
J Edmunds Pharmacy	47 Kingsland High Street, London	Dalston
Regal Pharmacy	48 Chatsworth Road, Upper Clapton, London	Lea Bridge

Source: London Borough of Hackney

## Healthy Start City & Hackney

- 8.39 Community pharmacies in the City of London and Hackney are commissioned to support the delivery of the *Healthy Start City & Hackney* scheme, which aims to improve maternal and child health outcomes by reducing vitamin D deficiency and promoting adequate intake of essential vitamins in pregnancy and early childhood.
- 8.40 The *Healthy Start* service provides free vitamin supplements to:
- Pregnant women and new mothers (until their child turns one),
  - Children from birth until their fourth birthday, who are either resident in the City of London or the London Borough of Hackney, or registered with a GP in these areas.

8.41 The primary aims of this service are:

- To reduce high levels of vitamin D deficiency among pregnant women, new mothers, and children under four years of age in City and Hackney;
- To increase the uptake of folic acid during early pregnancy, thereby reducing the risk of neural tube defects such as spina bifida;
- To ensure adequate intake of vitamins A, C and D in young children, supporting healthy growth, bone development, vision, and immune function.

8.42 The key objectives of this service are:

- To increase the number of eligible women taking Healthy Start vitamin tablets, which include folic acid and vitamins C and D;
- To increase the number of children receiving Healthy Start vitamin drops, which include vitamins A, C and D;
- To promote the Healthy Start scheme to eligible families through community pharmacies, children's centres, and healthcare professionals;
- To encourage registration with the Healthy Start programme and regular collection of supplements from designated pharmacies or children's centres;
- To signpost families to wider support services where appropriate.

8.43 The service must be promoted by pharmacies routinely to pregnant women, new mothers, and families with children under the age of four.

8.44 The service forms part of NICE-recommended antenatal care and must be discussed routinely with families by midwives, health visitors, and other relevant professionals. Promotion must also take place through children's centres and other local authority services.

8.45 All staff involved in the delivery of this service must ensure that advice and provision are offered in a sensitive, respectful, and non-judgemental manner. Private consultation space should be made available where required.

8.46 Fourteen pharmacies deliver this service.

**Table 8.6: List of community pharmacies offering Healthy Start vitamins**

Pharmacy	Address	Ward
Spring Pharmacy Ltd	233-235 Hoxton Street, London	Hoxton East & Shoreditch
Safedale Ltd	100 Stoke Newington, Church Street, Stoke Newington, London	Stoke Newington
Sonigra Pharmacy	44a-44b Well Street, Hackney, London	Victoria
Kingsland Pharmacy	406 Kingsland Road, London	London Fields




Safedale Ltd	59 Lower Clapton Road, Upper Clapton, London	Homerton
Asvacare	97 Upper Clapton Road, Upper Clapton, London	Cazenove
Armstrongs Pharmacy	279 Green Lanes, London	Brownswood
Guardian Pharmacy	448 Kingsland Road, Dalston, London	London Fields
Green Light Pharmacy	51 Oldhill Street, Stoke Newington, London	Cazenove
Haggerston Pharmacy	201 Haggerston Road, Hackney, London	Haggerston
Benjamin Chemist	190 S/Newington High St, Stoke Newington, London	Stoke Newington
Park Pharmacy	286 Seven Sisters Road, London	Brownswood
Regal Pharmacy	48 Chatsworth Road, Upper Clapton, London	Lea Bridge
Allen Pharmacy	150 Albion Road, Stoke Newington, London	Clissold

Source: London Borough of Hackney

### **Palliative End of Life Care (PEoLC) Service**

- 8.47 The purpose of this service is to ensure 24/7 availability of PEoLC medicines through community pharmacies in NEL, in turn enabling the provision of PEoLC in accordance with patients' and families' preferences.
- 8.48 Community pharmacies commissioned to provide the out of hours service also supplement the in-hours provision of PEoLC medicines, commissioned through the 25/26 Pharmacy Quality Scheme, as part of the nationally commissioned Community Pharmacy Contractual Framework. They maintain a specific stock of PEoLC medicines and are listed on the NHS Profile Manager as a 'Pharmacy Palliative Care Medication Stockholder'.
- 8.49 During out of hours, a rota system is operated, to provide the out of hours PEoLC medicine supply service. The pharmacies on-call will be so for the entirety of the week, inclusive of weekends and any bank holidays that may fall within that week. The community pharmacies are strategically located to ensure coverage of NEL is represented as fairly as possible, to allow for timely access to the medicines for all NEL residents.
- 8.50 In circumstances where a community pharmacist is unable to supply the PEoLC medicines, they must direct / signpost the individual to the nearest commissioned community pharmacy, checking first that they have the required medicine(s) in stock.
- 8.51 Pharmacists and staff involved in the provision of the service will have received the appropriate training to deliver the service.

- 
- 8.52 Palliative and End of Life care services are currently being reviewed across North East London to ensure that a consistent service is delivered across the entirety of the geography.
- 8.53 Ten pharmacies across City and Hackney provide the service.

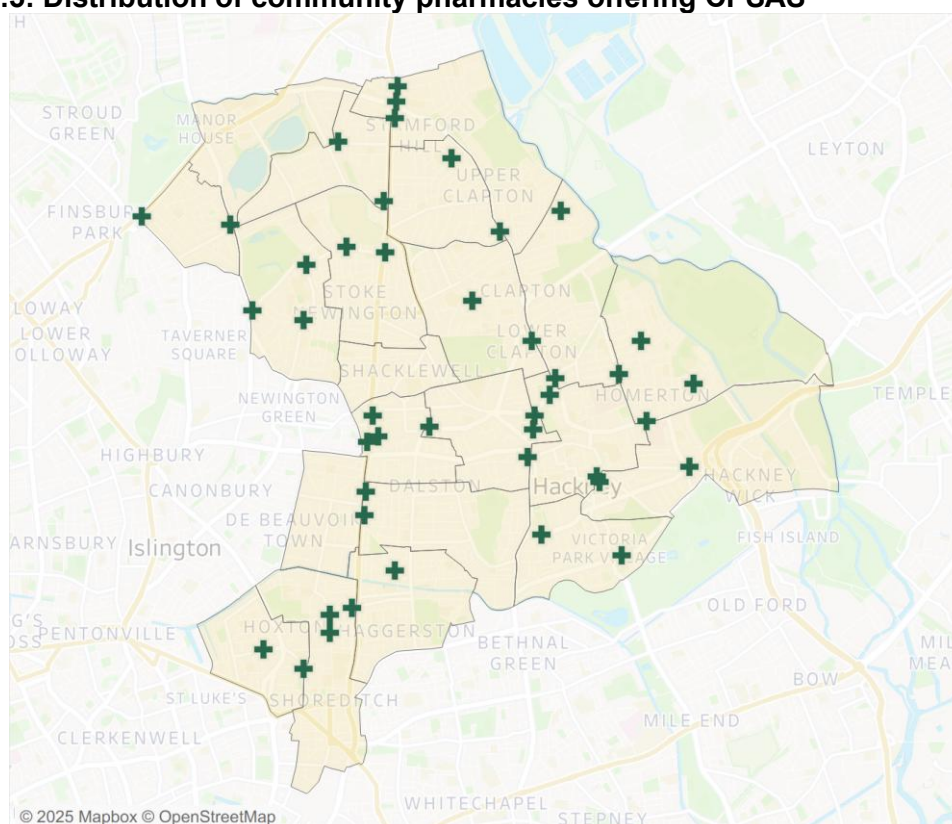
### **Community Pharmacy Selfcare Advice Service (CPSAS)**

- 8.54 This service, commissioned by North East London Integrated Care Board, launched on the 22<sup>nd</sup> July 2024.
- 8.55 This service has been funded by the Population Health and Integration 'Shared Ambition' Fund, to help reduce health inequalities in NEL. This is a priority in the current context of significant health inequalities within our population, with those living in more deprived areas experiencing poorer health outcomes, and high cost of living pressures across NEL
- 8.56 Any pharmacies in North East London who have signed up to this service can provide support to socially vulnerable NEL residents to self-manage their minor ailments with clinical advice and free over-the-counter medicines where indicated. The pharmacies will also provide overall health and wellbeing advice, this includes signposting/referral to other relevant local services e.g. blood pressure checks and sexual health services.
- 8.57 The eligibility criteria for CPSAS are registered patients with a NEL practice, who are currently receiving any financial related benefits e.g. Universal credit, Income support or related allowance and HC2 certificate. This also expands to their dependents who are 18 years of age and under. The CPSAS eligibility also includes specific population such as young care leavers, homeless, refugee and asylum seekers in North East London.
- 8.58 The primary access to service was initially via a referral from patient's GP or NHS111 through the NHSE commissioned service – Pharmacy First, where walk-ins were only accepted for patients who are homeless, refugee and asylum seekers.
- 8.59 However, from 4<sup>th</sup> August 2025, access to CPSAS was extended to walk in for all eligible patients, i.e. not limited to those who are homeless, refugee and asylum seekers. This extension was effected to widen access to patient groups who do not routinely visit their practices

8.60 CPSAS has improved patient access to medicines for minor illnesses related conditions, reduced health inequalities by removing the barrier of cost of medicines. This service has also enhanced patient access to timely advice and support on health and wellbeing, providing targeted interventions and reduced fragmentations between care pathways for socially vulnerable cohorts. With the widening of access to CPSAS, it is hoped that this service can help reduce pressures on GP appointments and on A&E.

8.61 43 Hackney pharmacies offer this service.

**Figure 8.5: Distribution of community pharmacies offering CPSAS**



Source: NHS North East ICB

**Table 8. 7: Number of community pharmacies offering CPSAS by ward**

Ward	Number of pharmacies
Dalston	4
Springfield	3
Lea Bridge	3
King's Park	3
Hoxton East & Shoreditch	3
Hackney Central	3
Clissold	3

Victoria	2
Stoke Newington	2
Stamford Hill West	2
London Fields	2
Hoxton West	2
Homerton	2
Hackney Wick	2
Hackney Downs	2
Cazenove	2
Brownswood	2
Haggerston	1
<b>Total</b>	<b>43</b>

Source: NHS North East ICB

### Community Pharmacy Independent Prescribing (IP) Pathfinder Programme

- 8.62 The aim of the community pharmacy IP pathfinder programme is to establish a framework for the future commissioning of NHS community pharmacy clinical services incorporating independent prescribing.
- 8.63 Following submission of an expression of interest to NHSE, in August 2023 NEL ICB were approved for 6 NEL community pharmacies to become pathfinder sites.
- 8.64 The model that was agreed was to link each community pharmacy to one GP practice in close proximity. As part of this programme, the clinical models agreed were:
- Hypertension and CVD risk reduction
  - Lipid review
- 8.65 The nominated community pharmacist providing the clinical review service is a qualified independent prescriber. A robust training framework was implemented to upskill the pharmacists to provide these services in the community pharmacy. The pharmacists have access to EMIS web for their linked practice and are able to book appointments, view and write into patient records, request and access blood tests and prescribe medication in line with the service specifications for the agreed clinical models.
- 8.66 The development of community pharmacists plays a crucial role in shaping the future of healthcare services. Preliminary evaluation from the pathfinder and lipid POCT has

demonstrated the positive impact of the role of a community pharmacy in providing clinical services and prescribing medication in the community pharmacy setting.

- 8.67 Community pharmacies are already providing health screening and monitoring and proactively expanding this in the community pharmacy setting will help with early detection and management of long-term conditions.
- 8.68 The community pharmacy independent prescribing pathfinder programme has demonstrated that community pharmacists can take a more active role in managing chronic conditions such as hypertension. There is potential to increase their scope of practice further to manage patients with diabetes, respiratory conditions and more complex cardiovascular conditions. In addition, it is hoped to further develop the pathfinder community pharmacists into Designated Prescribing Practitioners (DPPs) to support the future development of pharmacist prescribers.
- 8.69 Ten Hackney pharmacies are currently enrolled in the service.

**Table 8. 8: Community pharmacies in the Community Pharmacy Independent Prescribing Pathfinder Programme**

Pharmacy	Address	Ward
FA Strange Chemist	185 Lower Clapton Road, London	Hackney Downs
Spring Pharmacy Ltd	233-235 Hoxton Street, London	Hoxton East & Shoreditch
Kingsland Pharmacy	406 Kingsland Road, London	London Fields
Unipharm Pharmacy	253 Kingsland Road, London	Hoxton East & Shoreditch
Haggerston Pharmacy	201 Haggerston Road, Hackney, London	Haggerston
Devs Chemist	103a Dalston Lane, Hackney, London	Dalston
Park Pharmacy	286 Seven Sisters Road, London	Brownwood
Bees Chemist	261 Wick Road, Hackney, London	Hackney Wick
Regal Pharmacy	48-50 Chatsworth Road, Upper Clapton, London	Lea Bridge
Allen Pharmacy	150 Albion Road, Stoke Newington, London	Clissold

## Other prescribing centres

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

### Walk-in Centres

- 8.71 These centres provide urgent medical care for non-life-threatening conditions. Below are the walk-in centres in Hackney

- Greenhouse Walk-in centre located at Tudor Road
- Walk-in Crisis café located at the Raybould centre

### GP extended access hubs

- 8.72 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.
- 8.73 The extended access hubs are strategically located to serve different areas in Hackney.
- 8.74 GP extended access hubs in Hackney include:
- Nightingale Practice located at Kenninghall Road
  - The Hoxton Surgery located at Rushton Street
  - The Richmond Road Medical Centre located at Richmond Road
  - The Neaman Practice located at Half Moon Court
  - Stamford Hill Group Practice located at Egerton Road

### End of life services

- 8.75 A range of services are available in Hackney to support individuals requiring end-of-life care, including inpatient facilities, community-based services, and support organizations. These services aim to provide compassionate care tailored to individual's needs, ensuring comfort and dignity during end-of-life stages.
- 8.76 End of life services can be obtained from the following Hackney locations:



- St Joseph's Hospice located at Mare Street
- Palliative Care Team at Homerton University Hospital
- The Good Care Group- Palliative Care at Home located at York Road
- Hackney Bereavement Service, Balls Pond Road

### **Mental Health Services**

8.77 A variety of mental health services are available in Hackney to support individuals across needing support with their mental health. These services include community-based teams, specialised programs, and support organisations, all working collaboratively to provide comprehensive care:

- City and Hackney Child and Adolescent Mental Health Service (CAMHS) located at Homerton Row
- City and Hackney Centre for Mental Health located at Homerton Row
- City and Hackney Wellbeing Network (various locations)
- City and Hackney Specialist Psychotherapy Service located at Donald Winnicott Centre
- Children and Families Clinical Service located at Hackney Service Centre on Hillman Street
- Heads Up- Early Detection Service located at Vivienne Cohen House

## Chapter 9 - Conclusions and Statements

- 9.1 This PNA has considered the current provision of pharmaceutical services across the Hackney 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 conclusion of the provision of these services in Hackney with consideration of surrounding HWB areas.

### Current Provision

- 9.3 The Hackney 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 Hackney 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 PNA steering group has identified the following as Other Relevant Services:
- Adequate provision of advanced, enhanced, and locally commissioned services to meet the need of the local population, including premises which although outside the Hackney HWB area, but which nevertheless have secured improvements, or better access to pharmaceutical services in its area
- 9.5 Preceding chapters of this document have set out the provisions of these services with reference to their locality, as well as identifying services by contractors outside the HWB area, as contributing towards meeting the need for pharmaceutical services in Hackney.

### Current provision of necessary services

- 9.6 In assessing the provision of necessary services against the needs of the population, the PNA steering group considered access as the most important factor in determining the extent to which the current provision of essential services meets the needs of the population. To determine the level of access within the borough to pharmaceutical services, the following criteria were considered:

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

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

9.8 There are 1.8 community pharmacies per 10,000 residents in Hackney. This ratio exceeds the national average of 1.7 pharmacies per 10,000 residents.

9.9 All of the borough's population is within a 15-minute walk to a pharmacy. Additionally, all residents can reach a pharmacy in 10 minutes by car or 15 minutes by public transport. All GP practices in Hackney are also within 0.8 mile of a pharmacy.

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

#### *Current provision necessary services during normal working hours*

9.11 All pharmacies in Hackney are open for at least 40 hours each week. There are 47 community pharmacies in the borough, and a further 73 within 0.8 mile of Hackney's boundaries, providing good access as determined in Chapter 7.

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

#### *Current provision of necessary services outside normal working hours*

9.12 On weekdays, all 47 pharmacies are open past 5:30pm. These are mapped out in Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

9.13 Thirty-three of the borough's 47 community pharmacies are open on Saturday while five are open on Sunday. Considering these pharmacies and those in neighbouring boroughs, as shown in the maps in Chapter 7, there is adequate accessibility of pharmacies to residents on weekends.

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

## **Current provision of other relevant services**

### **Current provision of advanced pharmacy services**

- 9.14 The following advanced services are currently available for provision by community pharmacies: Pharmacy First Service, New Medicine Service, Flu vaccination service, Pharmacy Contraception Service, Hypertension Case-finding service, Smoking Cessation Service, Appliance Use Reviews, Stoma Appliance Customisation and Lateral Flow Device tests supply service.
- 9.15 The Pharmacy First Service is provided by all 47 pharmacies in the borough.
- 9.16 NMS is widely available with all 47 pharmacies in the borough providing it.
- 9.17 Flu vaccinations are also widely provided, with 41 pharmacies in the borough offering them.
- 9.18 All 47 pharmacies in Hackney offer the Pharmacy Contraception Service.
- 9.19 Forty-three pharmacies provide the Hypertension Case-finding Service.
- 9.20 According to the NHSBA data, no pharmacies have indicated providing the national Smoking Cessation Service in the previous fiscal year. However, through the LPC the PNA has ascertained that local pharmacies are indeed already providing the service and have capacity to continue doing so.
- 9.21 Though no pharmacies in Hackney indicated providing the Appliance Use Review Service or Stoma Appliance Customisation Service, these services are widely available from other health providers such as district nurses and dispensing appliance contractors. Pharmacies have also indicated that they are willing to provide these services if called upon to do so.
- 9.22 The Lateral Flow Device test supply service is provided by all 47 pharmacies in Hackney
- 9.23 It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of Hackney.

### **Current provision of enhanced pharmacy services**

- 9.24 There are currently three enhanced services commissioned by the London region of NHSE in conjunction with London ICBs. These are the London Flu and COVID-19 vaccination service, the Bank Holiday Rota Service and the MMR Vaccination Service.
- 9.25 At the time of drafting, no data was available about pharmacies offering the London Flu and COVID-19 vaccination service.
- 9.26 Two Hackney pharmacies were on the most recent Bank Holiday Rota.
- 9.27 Although no pharmacies in City or Hackney are commissioned to deliver the MMR vaccination service, MMR vaccination can be accessed through alternative avenues such as GP surgeries, community clinics and school-based programs.

### **Current provision of locally commissioned Services**

- 9.28 These services are commissioned by the London Borough of Hackney and North East London ICB. Pharmacies are commissioned to deliver these services to fulfil the specific health and wellbeing of the Hackney population. These services are the needle exchange service, supervised consumption Service, take home naloxone programme, sexual health services, Healthy Start City & Hackney, the Palliative End of Life Care Service, Community Pharmacy Selfcare Advice Service and the Community Pharmacy Independent Prescribing Pathfinder Programme.
- 9.29 Eight pharmacies in Hackney offer the needle exchange service.
- 9.30 Thirty-one pharmacies in Hackney provide supervised consumption services.
- 9.31 The take home naloxone service is available from three pharmacies.
- 9.32 Chlamydia/gonorrhoea screening kits are available from 9 pharmacies while Emergency Hormonal Contraception (EHC) is available from 31 pharmacies.
- 9.33 Healthy Start City & Hackney is provided by 14 pharmacies.
- 9.34 Ten pharmacies across City and Hackney provide the Palliative End of Life Care Service.
- 9.35 Community Pharmacy Selfcare Advice Service is available from all 43 pharmacies.
- 9.36 Ten Hackney pharmacies are enrolled in the Community Pharmacy Independent Prescribing Pathfinder Programme.
- 9.37 Overall, there is very good availability of locally commissioned services in the borough.

Based on the information available at the time of developing the PNA, no gaps were identified in services that if provided would secure improvements and better access to pharmaceutical services in general, or pharmaceutical services of a specific type in any of the localities.

## Future Provision

9.38 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*

9.39 The HWB is aware of new regulatory changes by the Department of Health and Social Care affecting DSPs. This includes that from 23<sup>rd</sup> June 2025, no new applications for DSPs can be accepted/are permitted under the Pharmaceutical and Local Pharmaceutical Services (PLPS) regulations. It is also expected that from 1<sup>st</sup> October 2025 (with exception of COVID-19 and influenza vaccination services), DSPs will no longer be permitted to deliver directed services (Advanced and Enhanced services) in person to a patient. They may continue to deliver the COVID-19 and influenza vaccination services onsite, face-to-face, at their premises, until 31<sup>st</sup> March 2026.

9.40 The PNA is aware of and has considered proposed changes in Hackney including commitment to building more houses. The overall population size of Hackney is predicted to decrease by 0.8%, but two wards are expected to show an increase, with Hackney Wick ward expected to have the largest rate of population increase. The PNA is aware of and has considered the proposed housing developments in Hackney, particularly large development sites. The largest of the development sites include:

- Colville Estate, N1 5NA (477 units)
- The Nightingale Estate, Downs Road, E5 8QH (400 units)
- The Kings Crescent Estate, Queens Drive, N4 2XD (217 units)
- Eagle Wharf Road, N1 7ED (139 units)

9.41 The analysis has considered these developments alongside other causes of population increase and found that these changes do not represent large shifts in the population size. Furthermore, Hackney pharmacies have comparatively low



dispensing numbers compared to the rest of the nation (6,657 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 small changes in population size.

- 9.42 It is therefore concluded that pharmacy provision within Hackney 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*

- 9.43 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**

- 9.44 Through the LPC, local pharmacies have indicated that they have capacity to meet future increases in demand for advanced, enhanced and locally commissioned services.
- 9.45 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.

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# Appendix A – City and Hackney Pharmaceutical Needs Assessment Steering Group Terms of Reference

## Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist, dispensing appliance contractor or dispensing doctor (rural areas only), who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List. The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) and subsequent amendments set out the system for market entry. Under the Regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA); and NHS England is responsible for considering applications.

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

The City of London and the London Borough of Hackney published their last PNAs under the Regulations in October 2022. The Health and Wellbeing Board has now initiated the process to refresh the PNAs; this is in accordance with the Regulations which require a new document to be published every 3 years. The PNAs will be published by the Health and Wellbeing Boards by the 1<sup>st</sup> October 2025.

## Role

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

In addition, the group is responsible for:

- Responding to formal PNA consultations from neighbouring HWBs on behalf of the Health and Wellbeing Boards

- Establishing arrangements to ensure the appropriate maintenance of the PNAs, following publication, in accordance with the Regulations.

## Objectives

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

- Comment, on behalf of the Hackney and City of London HWBs, 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 City and Hackney Health and Wellbeing Boards 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 PNA steering group will be accountable to the London Borough of Hackney and City of London Health and Wellbeing Boards and will report on progress as required by the Health and Wellbeing Boards.

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

## **Membership**

Membership of the group shall be:

- City of London and the London Borough of Hackney Public Health Team
- Community Pharmacy NEL
- NHS North East London
- Healthwatch City of London
- Healthwatch Hackney
- Healthy Dialogues.

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

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


### **Quorum**

Meetings will be considered quorate regardless of the number of members present.

### **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.

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

## **Frequency of meetings**

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

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

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

## Appendix B – Pharmacy provision within Hackney and 0.8 miles of its boundary (equivalent of 15-minute walk)

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
Hackney	Brownswood	Community Pharmacy	FLK24	Armstrongs Pharmacy	279 Green Lanes, London	N4 2EX	No	Yes	Yes	No
			FRN23	Park Pharmacy	286 Seven Sisters Road, London	N4 2AA	No	Yes	Yes	No
	Cazenove	Community Pharmacy	FJV08	Asvacare	97 Upper Clapton Road, Upper Clapton, London	E5 9BU	No	Yes	Yes	No
			FQJ85	Green Light Pharmacy	51 Oldhill Street, Stoke Newington, London	N16 6LU	No	Yes	No	Yes
	Clissold	Community Pharmacy	FE884	Safedale Ltd	162 Green Lanes, Stoke Newington, London	N16 9DL	No	Yes	No	No
			FGL56	Safedale Ltd	2-3 Kingsway Parade, Albion Road, Stoke Newington, London	N16 0TA	No	Yes	No	No
			FXW48	Allen Pharmacy	150 Albion Road, Stoke Newington, London	N16 9PA	No	Yes	Yes	No
	Dalston	Community Pharmacy	FJ798	Boots	82-84 Kingsland High St, Dalston, London	E8 2NS	No	Yes	Yes	Yes
			FLP16	Superdrug Pharmacy	Unit 10/11, Dalston Cross Shop.Ctr, Kingsland High Rd, London	E8 2LX	No	Yes	Yes	No
			FR817	Devs Chemist	103a Dalston Lane, Hackney, London	E8 1NH	No	Yes	Yes	No
			FR966	J Edmunds Pharmacy	47 Kingsland High Street, London	E8 2JS	No	Yes	Yes	No
	Hackney Central	Community Pharmacy	FM050	Clockwork Pharmacy	398-400 Mare Street, Hackney, London	E8 1HP	No	Yes	Yes	No
			FMH45	Marijak Ltd	319 Mare Street, Hackney, London	E8 1EJ	No	Yes	Yes	No



HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FPQ52	Boots	386-388 Mare Street, London	E8 1HR	No	Yes	Yes	Yes
	Hackney Downs	Community Pharmacy	FA049	FA Strange Chemist	185 Lower Clapton Road, London	E5 8EQ	No	Yes	Yes	No
			FW281	Day Lewis Pharmacy	Units 1&2, Millenium Ph 3, 14 Kenninghall Road, London	E5 8BY	No	Yes	No	No
	Hackney Wick	Community Pharmacy	FR127	Clockwork Pharmacy	236-238 Well Street, Hackney, London	E9 6QT	No	Yes	Yes	No
			FV223	Bees Chemist	261 Wick Road, Hackney, London	E9 5DG	No	Yes	Yes	No
	Haggerston	Community Pharmacy	FQT86	Haggerston Pharmacy	201 Haggerston Road, Hackney, London	E8 4HU	No	Yes	No	No
	Homerton	Community Pharmacy	FJL58	Safedale Ltd	59 Lower Clapton Road, Upper Clapton, London	E5 0NS	No	Yes	Yes	No
			FXG01	Clockwork Pharmacy	239 Well Street, London	E9 6RG	No	Yes	No	No
	Hoxton East & Shoreditch	Community Pharmacy	FE438	Spring Pharmacy Ltd	233-235 Hoxton Street, London	N1 5LG	No	Yes	Yes	No
			FN141	Unipharm Pharmacy	253 Kingsland Road, London	E2 8AN	No	Yes	No	No
			FNH97	Finstead (Hoxton) Ltd	193 Hoxton Street, London	N1 6RA	No	Yes	Yes	No
	Hoxton West	Community Pharmacy	FFE07	Judds Chemist	73 Pitfield Street, City And Hackney, London	N1 6BT	No	Yes	No	No
			FW125	Murray's Chemist	96-98 Murray Grove, Islington, London	N1 7QP	No	Yes	Yes	No
	King's Park	Community Pharmacy	FDL21	Silverfields Chemists	141 Homerton High St, London	E9 6AS	No	Yes	Yes	No
			FR228	Bees Pharmacy	199-201 Rushmore Road, Upper Clapton, London	E5 0HD	No	Yes	Yes	No
			FVX01	Silverfields	5 Kingsmead Way, Hackney, London	E9 5QG	No	Yes	No	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
	Lea Bridge	Community Pharmacy	FEJ54	Friends Pharmacy	46 Lower Clapton Road, Hackney, London	E5 0RN	No	Yes	No	No
			FQA73	Hackney Pharmacy	15a Urban Hive, Theydon Road, Clapton, London	E5 9BQ	No	Yes	Yes	No
			FVG39	Regal Pharmacy	48 Chatsworth Road, Upper Clapton, London	E5 0LP	No	Yes	Yes	No
	London Fields	Community Pharmacy	FW613	Unipharm Pharmacy	68 Broadway Market, London	E8 4QJ	No	Yes	Yes	No
			FH739	Kingsland Pharmacy	406 Kingsland Road, London	E8 4AA	No	Yes	Yes	No
			FJ119	Norlington Ltd	3 Broadway Market, Dalston, London	E8 4PH	No	Yes	Yes	No
			FMW48	Guardian Pharmacy	448 Kingsland Road, Dalston, London	E8 4AE	No	Yes	Yes	No
	Shacklewell	Community Pharmacy	FEV31	Wellcare Pharmacy	77 Stoke Newington Road, London	N16 8AD	No	Yes	No	No
	Springfield	Community Pharmacy	FEJ93	Green Light Pharmacy	170-172 Stamford Hill, London	N16 6QX	No	Yes	No	No
			FGK75	Land Chemist	272 Stamford Hill, London	N16 6TY	No	Yes	No	No
			FVX51	Boots	Craven House Corner, 222-224 Stamford Hill, Stoke Newington, London	N16 6TT	No	Yes	Yes	Yes
	Stamford Hill West	Community Pharmacy	FQP06	Morrisons Pharmacy	47-49 Stamford Hill, Stoke Newington, London	N16 5SR	No	Yes	Yes	Yes
			FTQ13	Green Light Pharmacy	90 Dunsmure Road, Stoke Newington, London	N16 5JY	No	Yes	No	No
	Stoke Newington	Community Pharmacy	FEG25	Safedale Ltd	100 Stoke Newington, Church Street, Stoke Newington, London	N16 0AP	No	Yes	Yes	No
			FRD47	Benjamin Chemist	190 S/Newington High St, Stoke Newington, London	N16 7JD	No	Yes	Yes	No
	Victoria	Community Pharmacy	FG591	Sonigra Pharmacy	44a-44b Well Street, Hackney, London	E9 7PX	No	Yes	Yes	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FNX01	Victoria Park Pharmacy	215-217 Victoria Park Rd, London	E9 7HD	No	Yes	Yes	No
	Woodberry Down	Community Pharmacy	FJM40	Localcare Pharmacy	274 Green Lanes, London	N4 2HE	No	Yes	Yes	No
City Of London		Community Pharmacy	FD099	Chauhan S Chemist	36 Goswell Road, London	EC1 M 7AA	No	No	No	No
			FDC23	Boots	80 Cannon Street, London	EC4N 6AE	Yes	Yes	No	No
			FGC54	Boots	200 Bishopsgate, London	EC2 M 4NR	Yes	Yes	Yes	Yes
			FGG53	Boots	11 Octagon Arcade, Liverpool Street Station, London	EC2 M 2AB	Yes	Yes	Yes	Yes
			FGQ44	Boots	60 Gracechurch Street, London	EC3V 0HR	Yes	Yes	Yes	No
			FHN79	Boots	21 New Change Passage, London	EC4 M 9AG	Yes	Yes	Yes	Yes
			FTH22	Boots	88 Aldgate High Street, London	EC3N 1LH	Yes	Yes	No	No
			FTP53	Boots	107 Cheapside, London	EC2V 6DN	Yes	Yes	Yes	No
			FVC98	Boots	171 Moorgate, London	EC2 M 6XQ	Yes	Yes	No	No
Haringey		Community Pharmacy	FAM62	Boots	Unit 2a, Tottenham Hale Retail Pk, Broad Lane, Tottenham	N15 4QD	No	Yes	Yes	Yes
			FJ342	Reena Pharmacy	50 West Green Road, Tottenham, London	N15 5NR	No	Yes	Yes	No
			FL197	Parade Chemist	25 Grand Parade, Green Lanes, Haringey, London	N4 1LG	No	Yes	Yes	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FNJ72	Green Light Pharmacy	4 Grand Parade, Green Lanes, Haringey, London	N4 1JX	No	Yes	Yes	No
			FPE65	Tesco Instore Pharmacy	230 High Road, Tottenham, London	N15 4AJ	Yes	Yes	Yes	Yes
			FQ011	Stearns Pharmacy	571 Green Lanes, London	N8 0RL	No	Yes	Yes	No
			FQ264	Santas Pharmacy	182 Stroud Green Road, Haringey, London	N4 3RN	No	Yes	Yes	No
			FR702	Coopers Pharmacy	59a Broad Lane, Tottenham, London	N15 4DJ	No	Yes	Yes	No
			FR778	Safedale Ltd	491-493 Seven Sisters Rd, Tottenham, London	N15 6EP	No	Yes	Yes	No
			FRW62	Med-Chem Uk Ltd	73 Grand Parade, Green Lanes, Haringey, London	N4 1DU	No	Yes	Yes	Yes
			FX076	Mansons Chemists Limited	108 High Road, South Tottenham, London	N15 6JR	No	Yes	No	No
		DSP	FA345	Good Health Pharmacies Ltd	112 West Green Road, Tottenham, London	N15 5AA	No	Yes	No	No
Islington		Community Pharmacy	FDN39	St Peter's Pharmacy	51 St Peters St, London	N1 8JR	No	Yes	Yes	No
			FEM36	Essex Pharmacy	Essex Pharmacy, 41 Essex Road, Islington, London	N1 2SF	No	Yes	Yes	No
			FF023	Roger Davies Pharmacy	41 Stroud Green Road, London	N4 3EF	No	Yes	Yes	No
			FFX11	Boots	35-37 Islington High St, Islington, London	N1 9LH	No	Yes	Yes	Yes
			FG894	Apex Pharmacy	204 Essex Road, London	N1 3AP	No	Yes	No	No
			FHD65	Apex Pharmacy	199 Old Street, London	EC1V 9NP	No	Yes	Yes	No
			FJ143	Superdrug Pharmacy	54 Chapel Market, London	N1 9EW	Yes	Yes	Yes	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FJ680	Devs Chemist	110 Seven Sisters Road, London	N7 6AE	No	Yes	Yes	No
			FJA90	Nuchem Pharmaceuticals Ltd	159 Stroud Green Road, Finsbury Park, London	N4 3PZ	No	Yes	Yes	No
			FJH03	Prime Response Pharmacy	70 Chapel Market, Islington, London	N1 9ER	No	Yes	Yes	Yes
			FJJ16	Portmans Pharmacy	Unit 5, Cherry Tree Walk, Whitecross Street, London	EC1Y 8NX	No	Yes	Yes	No
			FKR70	Savemain Ltd	166/168 Essex Road, London	N1 8LY	No	Yes	Yes	No
			FL630	Highbury Pharmacy	14 Highbury Park, London	N5 2AB	No	Yes	Yes	No
			FM604	Wc & K King Chemist	35 Amwell Street, London	EC1R 1UR	No	Yes	No	No
			FMD88	Superdrug Pharmacy	5-9 Seven Sisters Road, London	N7 6AJ	No	Yes	Yes	No
			FN508	Goldvenue Limited	155 Essex Road, London	N1 2SN	No	Yes	Yes	No
			FPC65	Wellcare Pharmacy	50 Newington Green, Stoke Newington, London	N16 9PX	No	Yes	Yes	No
			FPP76	Leoprim Chemist	328 Essex Road, London	N1 3PB	No	Yes	Yes	No
			FQ525	C&H Pharmacy	179 Blackstock Road, London	N5 2LL	No	Yes	Yes	No
			FRM14	Clerkenwell Pharmacy	44 Exmouth Market, London	EC1R 4QE	Yes	Yes	Yes	No
			FRM52	Douglas Pharmacy	34 Ritchie Street, London	N1 0DG	Yes	Yes	Yes	No
			FVG24	New North Pharmacy	297 New North Road, London	N1 7AA	No	Yes	Yes	No
			FVH52	Mahesh Chemist	111 Newington Green Road, London	N1 4QY	No	Yes	Yes	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FVQ29	Hornsey Road Pharmacy	84 Hornsey Road, London	N7 7NN	No	Yes	No	No
			FW897	Chemitex Pharmacy	332 Hornsey Road, London	N7 7HE	No	Yes	Yes	No
			FWK02	Dermacia Pharmacy	19 Canonbury Lane, London	N1 2AS	No	Yes	Yes	No
			FWN43	Apteka Chemist	179 Seven Sisters Road, London	N4 3NS	No	Yes	Yes	No
			FXC57	Clan Pharmacy	150 Upper Street, Islington, London	N1 1RA	No	Yes	Yes	No
		DAC	FC850	Apex Appliances	199 Old Street, London	EC1V 9NP	No	Yes	Yes	No
		DSP	FEW08	Pharmica	1-5 Clerkenwell Road, London	EC1 M 5PA	No	Yes	No	No
Newham		Community Pharmacy	FJ753	Osbon Pharmacy	54 The Mall, Stratford Shopping Centre, London	E15 1XE	No	Yes	Yes	No
			FJE68	Boots	31-32 The Mall, The Stratford Centre, Stratford, London	E15 1XD	Yes	Yes	Yes	Yes
			FN420	Boots	31-32 Lower Ground Floor, Westfield Stratford City, London	E20 1EH	Yes	Yes	Yes	Yes
		DSP	FQP48	Newgen Pharmacy	St Mary's Medical Centre, Unit 4, 245 High Street, London	E15 2LS	No	Yes	No	No
		LPS	FVM47	Salus Pharmacy	40 Liberty Bridge Road, London	E20 1AS	Yes	Yes	Yes	Yes
Tower Hamlets		Community Pharmacy	FA089	Sai Pharmacy	19 Stable Walk, Goodman Fields, London	E1 8ZF	No	Yes	No	No
			FDN37	Florida Pharmacy	307 Bethnal Green Road, London	E2 6AH	No	Yes	Yes	No
			FG327	The Old Maids Pharmacy	321 Bethnal Green Road, London	E2 6AH	No	Yes	Yes	No
			FGH29	Massingham	197 Roman Road, London	E2 0QY	No	Yes	Yes	No



HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FHF74	Day Lewis Pharmacy	12-14 Old Montague Street, London	E1 5NG	Yes	Yes	No	No
			FKA84	Columbia Pharmacy	104 Columbia Road, London	E2 7QB	No	Yes	No	Yes
			FLP93	Boots	426/428 Bethnal Green Rd, London	E2 0DJ	No	Yes	Yes	Yes
			FNH88	Sinclairs	559 Roman Road, Bow, London	E3 5EL	No	Yes	Yes	No
			FQD10	Regionchoice Ltd	68 Cambridge Heath Road, Stepney, London	E1 5QJ	No	Yes	Yes	No
			FRD18	Borno Chemists Limited	204 Cambridge Heath Road, London	E2 9NQ	No	Yes	Yes	No
			FT030	Parnell Chemist	625-627 Roman Road, Bow, London	E3 2RN	No	Yes	Yes	No
			FTT82	Bell Pharmacy Bow	520 Roman Road, London	E3 5ES	Yes	Yes	Yes	No
			FTW15	Britannia Pharmacy	80 Roman Road, Bethnal Green, London	E2 0PG	No	Yes	Yes	No
			FV078	Bee Pharmacy	517 Hackney Road, London	E2 9ED	No	Yes	Yes	No
			FXR56	Day Lewis Pharmacy	253 Whitechapel Road, Stepney, London	E1 1DB	No	Yes	Yes	No
		DSP	FDW47	Pharmacyforce	Lower Ground Floor, 101 Whitechapel Road, London	E1 1DT	No	Yes	No	No
			FLF08	Letterboxpharmacy.Com	Ground & Lower Ground Fl, 20 Spelman Street, London	E1 5LQ	No	Yes	No	No
			FWE15	Phlo-Digital Pharmacy	Unit 13 Containerville, 35 Corbridge Crescent, London	E2 9EZ	No	Yes	No	No
Waltham Forest		Community Pharmacy	FA711	Leyton Orient Pharmacy	2nd Fl, Matchroom Stadium, Oliver Road, Leyton	E10 5NF	No	Yes	Yes	Yes
			FEF76	Beaconsfield Pharmacy	249 Markhouse Road, Walthamstow, London	E17 8EE	No	Yes	Yes	No

HWB	Locality	Contract Type	ODS Code	Pharmacy	Address	Post Code	Early Opening	Late Closing	Open on Saturday	Open on Sunday
			FGV40	Anji's	335 Lea Bridge Road, Leyton, London	E10 7LA	No	Yes	Yes	No
			FLG01	Asda Pharmacy	Leyton Mills Centre, 1 Marshall Road, Leyton, London	E10 5NH	Yes	Yes	Yes	Yes
			FW701	Meraj Pharmacy	471 High Road, Leyton, London	E10 5EL	No	Yes	Yes	No
			FXA11	Marijak Ltd	354 High Road, Leyton, London	E10 6QE	No	Yes	Yes	No

## Appendix C - Consultation report

This report presents the findings of the consultation for the Hackney PNA for 2025 to 2028. For the consultation, the draft PNA was sent to a list of statutory consultees outlined in Chapter 1, paragraph 1.13. In total 10 people responded to the consultation via email or via our consultation survey, they represented:

- Dev's Chemist
- Community pharmacy (not specified)
- Guardian Pharmacy
- Kingsland Pharmacy
- C&H primary care clinical lead
- Boots UK limited
- Homerton Hospital NHS FT
- Healthwatch Hackney
- NHS North East London ICB
- Hackney Wick Ward (Cllr Christopher Kennedy)
- NHS England

The PNA steering group constituted the majority of the stakeholders we must consult with for this consultation who fed into this PNA before it was presented for the 60-day consultation. The responses to the survey regarding the PNA were positive. They are presented in the table below. Additional comments received via 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?	9		
Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area?	9		
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?		7	
Does the draft pharmaceutical needs assessment reflect the needs of your area's population?	9		
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?	8		
Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future?	8	1	
Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?	8	1	
Do you agree with the conclusions of the pharmaceutical needs assessment?	9		

Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?	4	4	
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The table below presents the comments received during the statutory 60-day consultation period and the response to those comments from the steering group.

Comment received during consultation	PNA Steering Group response
<b>Community pharmacy (not specified):</b> There are plenty of pharmacy services can be developed to assist patients with mental health issues and elderly patients but funding is limited.	Thank you for your comment. It will be shared with the ICB for discussion.
<b>NHS England:</b> Please add in page numbers, this will assist in pin pointing information. Also, Market Entry applicants need to quote page numbers on applications, where they are missing this will cause an issue.	This has been corrected.
<b>NHS England:</b> Tesco FQV62 closed in May 2025, this should be noted on the PNA and removed. An assessment should be made to ensure that this closure does not affect any of the PNA statements made. Therefore, there are now 47 pharmacies in Hackney.	The closure is now reflected in the document.
<b>NHS England:</b> National changes to the pharmacy regulations need to be added to the PNA, especially the information regarding DSPs and the changes to services for these.	The PNA has been updated to include the new regulatory changes regarding DSPs
<b>NHS England:</b> Page 66. 7.14. Please check the sentence here as this appears to be missing some context and appears to be missing some wording?	This section has now been re-worded to make it clearer
<b>NHS England:</b> Page 28 Housing developments, this details the areas where developments are to be seen over the lifetime of the PNA, there are larger developments in De Beauvoir and Hackney Downs. Whilst there is a map of the developments, from a PSRC decision making stance this makes determining new applications very difficult as we cannot be certain what developments were taken into account when the PNA was written. It would therefore be really helpful to detail any of the large scale developments that have been considered when making the PNA statements.	The larger housing developments are now explicitly mentioned in Chapter 4 and their implications assessed in Chapter 9
<b>NHS England:</b>	This has been updated

Page 96 Bank Holiday Rota – A new service will be commissioned starting from Christmas 2025 by the ICB.	
<b>NHS England:</b> Page 98 Locally commissioned services There is a typo, these should be North East London ICB services.	The has been corrected
<b>NHS England:</b> Since the publication of the last PNA pharmaceutical services have been delegated to ICBs and therefore they can and should now commission services as locally enhanced services where they fall within this category. There will be some services that were commissioned previously as ICB locally commissioned services that will now need to transition to Locally enhanced services. We have noted that some of the services commissioned by the ICB are therefore quoted in the PNA within the wrong heading and these need to be amended and if appropriate the context of the PNA amended.	The latest PNA guidance states the following: “Where an ICB commissions a service from one or more pharmacies using the NHS standard contract, this is a locally commissioned service and not an enhanced service. The HWB will therefore need to seek clarification from the ICB or ICBs for its areas on the contracting route used to commission services from pharmacies in order to establish whether they are enhanced services or locally commissioned services. HWBs should reference locally commissioned services in their PNA as other NHS services (see Other NHS services)”.