

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Health and Wellbeing Board

Date: 23/06/2025

Subject: Pharmaceutical Needs Assessment 2025-28

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SUMMARY

Health and Wellbeing Boards (HWWB) have a statutory responsibility to publish and keep up to date a statement of needs for pharmaceutical services for their population. This is called the Pharmaceutical Needs Assessment (PNA).

The development and delivery of a completed PNA must meet the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the DHSC 2021 guidance.

Hammersmith and Fulham's previous PNA spans the period 2022-25 (see appendix 1), and so we must refresh the PNA for the period 2025-2028 by the end of this calendar year.

The purpose of the PNA is to:

- Map current pharmaceutical services against local health needs.
- Identify gaps in service provision, both current and projected.
- Inform commissioning decisions and market entry for new pharmacies.
- Support service development to address local health priorities and reduce inequalities

RECOMMENDATIONS

1. For the Health and Wellbeing Board to note and comment on the approach.

Wards Affected: All

Our Values	<p>The H&F Corporate Plan outlines core values that are mirrored in the PNA's approach:</p> <ul style="list-style-type: none"> • Compassion and Inclusion: The PNA's focus on identifying and addressing service gaps will ensure that no resident is left behind, embodying the Council's commitment to compassion and inclusion. • Financial Efficiency and Sustainability: By providing robust evidence for commissioning and service planning, the PNA will support efficient use of resources and helps avoid duplication, in line with the council's value of being "ruthlessly financially efficient". • Transparency and Accountability: The statutory consultation and publication process for the PNA will ensure transparency, accountability, and compliance with regulatory requirements—key aspects of the Council's governance values. • Prevention and Early Intervention: The PNA will enable early identification of health needs and directs resources toward prevention, supporting the Corporate Plan's focus on proactive, preventative approaches to health and wellbeing.
Building shared prosperity	<p>PNAs play a key role in building shared prosperity by:</p> <ul style="list-style-type: none"> • Reducing health inequalities through targeted interventions in underserved communities, which improves health outcomes. • Supporting community wellbeing by providing accessible healthcare, health advice, and promoting healthy lifestyles. • Enabling local economic development by supporting pharmacies as small businesses. • Facilitating collaboration among public and healthcare professionals for better health planning. • Optimizing resource allocation with up-to-date evidence for effective health investments.
Creating a compassionate and inclusive council	<p>A compassionate and inclusive council aims to understand and meet the diverse needs of its community, especially those underserved. In terms of the PNA, this means:</p> <ul style="list-style-type: none"> • Inclusive Engagement: The Council should use various methods, such as in-person meetings and phone outreach, to connect with those lacking internet access or facing language barriers. • Addressing Health Inequalities: The Council must consider the needs of different groups and show how they will ensure fair access to services. • Transparency and Accountability: Decisions and their reasons should be documented and shared to build trust. • Continuous Improvement: The PNA will be reviewed annually to stay relevant and respond to community feedback.
Doing things with local residents, not to them	<p>A core principle in developing PNAs is meaningful engagement with local residents. The process focuses on working with communities instead of imposing decisions on them. This helps services fit the actual needs of the population. Key elements will include:</p> <ul style="list-style-type: none"> • Early and ongoing engagement, seeking views from patients and the public early in the process.

	<ul style="list-style-type: none"> • Multiple engagement methods are necessary for inclusivity. Formal consultations are required to inform PNA conclusions. • An inclusive approach targets groups less likely to engage. • Finally, the PNA must report on the consultation process and how feedback was used.
Being ruthlessly financially efficient	PNAs are essential tools for identifying and addressing local pharmaceutical needs. When used rigorously, they enable health systems to be financially efficient by targeting investment, avoiding unnecessary duplication, and ensuring that services are provided where they are most needed. This approach supports both effective patient care and responsible use of public funds.
Taking pride in H&F	Pharmacies play a crucial role in healthcare and serve as vital community resources. The borough focuses on equity, accessibility, and improving public health services. Resident feedback highlights the convenience, knowledgeable staff, and quality of pharmacy services. Regular assessments ensure these services meet evolving community health needs and involve local input in their development.
Rising to the challenge of the climate and ecological emergency	<p>To address the climate and ecological emergency, PNAs should consider:</p> <ul style="list-style-type: none"> • the environmental effects of pharmaceutical services. • Incorporating the environmental impact of medicines into NHS prescribing guidance. • Reduction in unnecessary prescribing and enhance medicines management. • Focusing on prevention to lower medicine demand. • Adopting sustainable practices in daily operations.

Background Papers Used in Preparing This Report

None.

DETAILED ANALYSIS

1. The PNA assesses whether the current provision of pharmacies and the commissioned services they provide meet the needs of the Hammersmith & Fulham residents and whether there are any gaps, either now or within the lifetime of the needs assessment.
2. The PNA will assess current and future provision with respect to:
 - Necessary Services, which are accessibility of pharmacies and their provision of Essential Services such as dispensing medicines and appliances, repeat dispensing, clinical governance, signposting and support for self-care.
 - Other Relevant Services and Other Services.
3. These are services commissioned by NHS England and the North West London (NWL) Integrated Care System (ICS) for the London Borough of

Hammersmith & Fulham Council, they include: Advanced Enhanced and Other NHS services.

PNA structure








4. The PNA will comprise two key sections:
 - An epidemiological description of the borough as well as a general population survey, which will be led by the H&F Business Intelligence Service
 - A technical section outlining provision of key pharmacy services, number of pharmacies per head of population, distance of residents from pharmacies and carrying out a full consultation with all statutory stakeholders about the content of the assessment for a minimum 60-day period.
 - The development and delivery of a completed PNA must meet the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and the DHSC 2021 guidance.

Next steps

5. To deliver the Pharmaceutical Needs Assessment (PNA) for 2025-28, a specialist provider will be chosen according to Contract Standing Order 9 (CSO 9) and the most suitable and economically advantageous tender will be selected to deliver. The selection process will involve advertising and competition during June 2025, with three quotes obtained through the Council's Capital E Sourcing Procurement Portal.
6. The chosen provider will work with local stakeholders to develop the PNA, conduct needs analysis and surveys and produce the final report for approval by the Health and Well Being Board.
7. The draft PNA will be open for mandatory consultation for 60 days, from approximately 1 September 2025 to 31 October 2025, with results reviewed by the PNA Steering Group in early November 2025 before final publication. Progress updates will be shared with the Health and Well-Being Board in September.
8. The Provider will supply a report that aligns with the 2022-25 PNA report, covering various aspects, including demographics, health needs, local health services, pharmaceutical service access, and pharmacy service details. The Provider will also assist the Business Intelligence Team in mapping local pharmacy services and developing processes for future supplementary statements as needed.
9. A PNA Steering Group will be established and will oversee compliance with health and regulatory standards. The group will be chaired by the Council's Public Health team and will take place monthly over the next six months comprising of representatives from the Local Pharmaceutical Committee, provider of the technical section below, Public health senior representative, Business intelligence lead, NHS lead from the ICB (Integrated Commissioning Board – ICB - Chief Pharmacist) as well as NHSE who are the primary commissioners for the majority of community pharmacy services.

Timeline

10. The table below provides an indicative timeline for the tender, development and publishing of the PNA.

	May 25	Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25
1. Steering Group								
2. Tender – Invitation to Quote from Providers								
3. Contract award Governance								
4. PNA development and HWWB Update								
5. 60-day consultation to statutory stakeholders								
6. Finalised PNA draft goes to HWWB for approval								
7. Publish PNA								

APPENDICES

Appendix 1 – H&F Pharmaceutical Needs Assessment 2022-25:

<https://democracy.lbhf.gov.uk/documents/s121503/Item%207%20LBHF%20PNA%202022-2025.pdf>