

LONDON BOROUGH OF HAMMERSMITH & FULHAM

Report to: Health and Wellbeing Board

Date: 21/01/2026

Subject: H&F Pharmaceutical Needs Assessment 2026-29

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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 Department of Health and Social Care (DHSC) 2021 guidance.

Hammersmith and Fulham's previous PNA spans the period 2022-25 and so we must refresh the PNA for the period 2026-2029 by the end of this period.

This report sets out the development of the Pharmaceutical Needs Assessment (PNA) 2026-29 for H&F Health and Wellbeing, and requests sign-off for publication.

RECOMMENDATIONS

The Board is recommended to:

1. Approve the Hammersmith and Fulham Pharmaceutical Needs Assessment (PNA) 2026- 2029 for publication.
 2. Delegate authority to the PNA Steering Group to determine whether future changes in pharmaceutical services are minor (requiring only a supplementary statement) or sufficiently significant to warrant a new PNA within the next three years, and to report these decisions to the Health and Wellbeing Board.
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Wards Affected: All

Our Values	The H&F Corporate Plan highlights core values reflected in the PNA's approach. Key points include compassion and inclusion, ensuring no resident is overlooked; financial efficiency and sustainability to avoid resource
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	duplication; transparency and accountability through a thorough consultation process; and a focus on prevention and early intervention to address health needs proactively.
Building shared prosperity	PNAs help build shared prosperity by reducing health inequalities in underserved areas, supporting community wellbeing, enabling local economic growth, facilitating collaboration among professionals, and optimizing resource allocation for health investments.
Creating a compassionate and inclusive council	A compassionate and inclusive council seeks to meet the diverse needs of its community, focusing on those underserved. It should engage inclusively, address health inequalities, maintain transparency and accountability, and commit to continuous improvement through annual reviews of the PNA based on community feedback.
Doing things with residents, not to them	A core principle in developing PNAs is to engage meaningfully with residents, working with communities to meet their actual needs. Key elements include early engagement, diverse methods for inclusivity, targeting less engaged groups, and reporting on the consultation process and feedback use.
Being ruthlessly financially efficient	PNAs help health systems identify and meet local pharmaceutical needs. They promote financial efficiency by directing investment, reducing duplication, and ensuring services reach those in need.
Taking pride in H&F	H&F pharmacies are essential for healthcare, emphasising equity and accessibility. Community feedback shows appreciation for service quality and staff knowledge, guiding regular assessments.
Rising to the challenge of the climate and ecological emergency	To tackle the climate and ecological emergency, PNAs should consider the environmental effects of pharmaceuticals, improve prescribing guidance, reduce unnecessary prescriptions, focus on prevention, and adopt sustainable practices.

Background Papers Used in Preparing This Report

None.

DETAILED ANALYSIS

BACKGROUND

1. Every three years, all Health and Wellbeing Boards are statutorily required to publish and regularly update a Pharmaceutical Needs Assessment (PNA) for their borough that outlines the pharmaceutical service needs of their population.

The PNA serves two main purposes:

- to assist NHS England in evaluating requests for new pharmacies or changes to existing ones
 - to aid local commissioners in deciding on services that community pharmacies could offer to address the future health needs of the population.
2. 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.
 3. The PNA assesses 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.
 4. These are services commissioned by NHS England and the Northwest London (NWL) Integrated Care System (ICS) for the London Borough of Hammersmith & Fulham Council; they include: Advanced Enhanced and Other NHS services.

PNA structure

5. The PNA comprises of two key sections:
 - An epidemiological description of the borough as well as a general population survey, which was 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.
6. 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.
7. H&F Public Health commissioned specialist provider, Healthy Dialogues Ltd, via the Council's Capital E Sourcing Procurement Portal; to conduct their PNA from June 2025. In July 2025 a steering group was formed to oversee the PNA process to ensure that it meets statutory regulations. The steering group is chaired by Healthy Dialogues and includes representation from H&F Public Health Team, NHS ICB, Healthwatch and Middlesex Local Pharmaceutical Committee.
Proposal(s)
8. The proposal is to approve the PNA as presented, which would ensure that the Board discharges its statutory requirements within the required timescale.

Options Considered

(1) The Health and Wellbeing Board could approve the PNA as presented. This is the preferred option.

(2) Alternatively, the Health and Wellbeing Board could choose not to approve the PNA and request further changes. This is not the preferred option, since it would incur delay and the Board would fail to comply with the statutory requirement to adopt an updated PNA by 1 February 2026.

9. The process of the development of the PNA included:

- a review of the current and future demographics and health needs of H&F population, led by the H&F Business Intelligence Team.
- a survey for H&F patients and residents to provide information on how they use pharmacy services and the expectations they have of these
- an assessment of the commissioned essential, advanced, and locally commissioned services provided in H&F

Patient and public engagement

10. A patient and public survey was disseminated across Hammersmith & Fulham to explore how people use their pharmacy and their views on specific 'necessary' pharmaceutical services. An online survey was conducted to examine how pharmacies are being used in H&F. This survey examined how local people use their pharmacies, as well as how and when they access them. Following this, an exploration was carried out into the health needs of people with protected characteristics and vulnerable groups.

11. The survey was promoted through a range of channels to reach residents and staff. It was featured on the council's 'Have Your Say' webpage and the internal staff website, shared via the council's e-news bulletin and through LBHF social media platforms including Meta, WhatsApp and Next-door.

12. In addition, the survey was shared widely with a broad network of local stakeholders. This included representatives from primary care networks, Healthwatch, the Carers Network, commissioned services, family champions, libraries, faith groups, gyms, housing schemes and voluntary and community sector organisations.

13. The mandatory consultation period for the draft PNA ran from 14 October 2025 to 14 December 2025 with statutory stakeholders. Responses to the consultation were considered in the final PNA report and the consultation report is included in the full Pharmaceutical Needs Assessment.

Key Assessment Findings

14. The resident survey received 161 responses from people who live, work and/or study in H&F. The survey did not show any substantial differences or identified needs or pharmacy usage by protected characteristics. Nearly all respondents (95%) reported that they reach their pharmacy in 20 minutes or less, with walking being the most common means of getting to a pharmacy (83%). No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

15. As of November 2025, there are 38 pharmacies included in the pharmaceutical list for the Hammersmith & Fulham area, 37 of which are community pharmacies. There are a further 82 are within one mile of the border of Hammersmith & Fulham.
16. On weekdays, 6 pharmacies in Hammersmith & Fulham are open before 9am and 29 are open after 6pm. These are mapped out in Appendix 1 Chapter 7 and show good coverage of services available on weekdays outside normal working hours. 32 of the borough's 37 community pharmacies are open on Saturday while 5 are open on Sunday. Considering these pharmacies and those in neighbouring boroughs, as shown in the maps in Appendix 1 Chapter 7, there is adequate accessibility of pharmacies to residents on weekends.
17. The 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 H&F population. It has also determined whether there are any gaps or need for improvements or better access in the provision of pharmaceutical service either now or within the lifetime of this document.
18. H&F is well served in relation to the number and location of pharmacies. The Steering Group on behalf of the Health and Wellbeing Board has concluded that there are no gaps in current and future access to Necessary, Advanced and locally commissioned pharmaceutical services for the residents of H&F, and no needs for improvements or better access were identified.
19. Following agreement by the Health and Wellbeing Board to publish the report, it will be made publicly available on the H&F webpages.
20. Changes in pharmacies in H&F (e.g. closures, changes to hours or locations, pending housing developments data etc) will continue to be monitored throughout the life of the PNA. Should those changes result in a substantial and material change to pharmaceutical services locally, the H&F PNA Steering Group will convene to consider whether or not a supplementary statement is required, in line with regulations, or bring forward a full review of the PNA.
21. Healthy Dialogues Ltd will share resources for how to facilitate this monitoring including a process flow chart for identifying what changes constitute a change in pharmaceutical service provision and a template for production of supplementary statements (editable by the HWB or its nominated officer). They have implemented similar systems for other local authorities, ensuring their ability to meet their duty to keep the PNA up to date without unnecessary burden.

LIST OF APPENDICES

Appendix 1 - H&F Pharmaceutical Needs Assessment 2026 - 2029