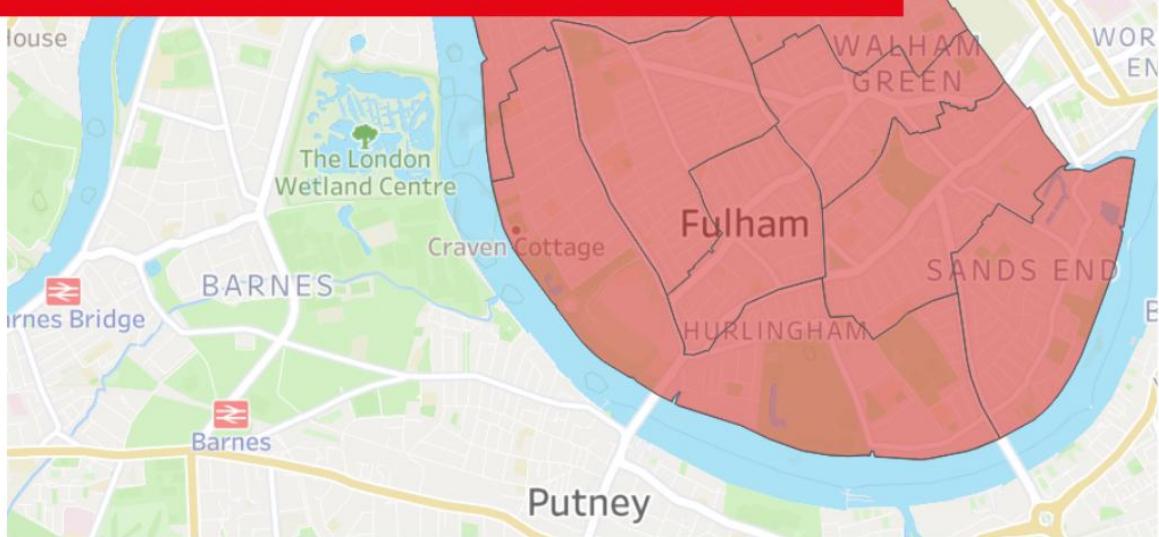


# Hammersmith & Fulham Pharmaceutical Needs Assessment - 2026-2029



# 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 Hammersmith & Fulham 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 Hammersmith & Fulham residents and whether there are any gaps, either now or within the lifetime of the document, from the date of its publication to the 31<sup>st</sup> January 2029. It assesses current and future provision with respect to:

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

## Methodology

In August 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 Hammersmith & Fulham population determined on a locality basis.
- A survey to Hammersmith & Fulham patients and the public on their use and expectations of pharmaceutical services
- A survey to Hammersmith & Fulham pharmacy contractors to determine their capacity to fulfil any identified current or future needs.
- An assessment of the commissioned Essential, Advanced, Enhanced and Locally Commissioned services provided in Hammersmith & Fulham.

A draft of the PNA was published for formal consultation between October and December 2025. Responses to the consultation were considered by the steering group before final publication of the PNA.

## **Findings**

### **Key population demographics of Hammersmith & Fulham**

The London Borough of Hammersmith & Fulham is an inner London borough with an estimated population of 190,925. This population is projected to increase by 1.8% in the lifetime of this PNA. College Park & Old Oak ward is forecast to have the largest increase in population size (35.9%).

There remain pockets of deprivation across the borough, with 15 of the borough's 115 neighbourhoods (Lower Super Output Areas) among the most deprived 20% in England (Ministry of Housing, Communities & Local Government).

### **Key population health needs of Hammersmith & Fulham**

Broadly, life expectancy for both males and females in Hammersmith & Fulham is in line with regional and national figures, but healthy life expectancy is significantly better than the national average. Circulatory diseases, cancer and respiratory diseases were the biggest causes of life expectancy gap between the most and least deprived in the borough.

Hammersmith & Fulham shows great strength among a number of health behaviour indicators including adult obesity, levels of physical activity, smoking rates and chlamydia screening. However, there are some challenges identified, with Hammersmith & Fulham performing worse than regional and national comparators in the following areas:

- Admission for alcohol-specific conditions
- Mortality from drug misuse
- Rates of new STI and HIV diagnoses
- Uptake of flu vaccination among over-65s and at-risk groups
- Social care users reporting sufficient social contact
- Suicide rates

### **Patient and public engagement**

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. A total of 161 people responded.

Nearly all respondents (95%) can 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 unmet needs were identified in pharmacy usage across protected characteristic groups.

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

There are 37 community pharmacies and one distance selling pharmacy located within the London Borough of Hammersmith & Fulham. There are further 82 community pharmacies located within a mile of Hammersmith & Fulham'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 Hammersmith & Fulham 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 31<sup>st</sup> January 2029.

The London Borough of Hammersmith & Fulham 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.

# Contents

Hammersmith & Fulham Pharmaceutical Needs Assessment - 2026-2029 .....	1
Executive Summary .....	2
Introduction .....	2
Methodology .....	2
Findings .....	3
Health and Wellbeing Board statements on service provision.....	4
Contents .....	5
Glossary of terms .....	7
Chapter 1 - Introduction .....	9
Purpose of the Pharmaceutical Needs Assessment.....	9
PNA legislation .....	9
PNA requirements .....	10
Consultation.....	10
PNA Revisions and updates .....	11
Chapter 2 - Strategic context .....	12
National context.....	12
Local context .....	13
Chapter 3 - Methodology .....	16
Localities and determination of accessibility .....	16
Patient and public engagement.....	17
Pharmacy contractor survey .....	18
Governance and Steering Group .....	18
Stakeholder consultation and report .....	18
Chapter 4 - Population demographics .....	19
About the area .....	19
Demography .....	20
Wider determinants of health .....	25
Patient groups with specific needs.....	27
Chapter 5 - Population health needs .....	32
Life expectancy and healthy life expectancy.....	32
Our health and behaviours .....	33
Major health conditions .....	42
Chapter 6 - Public engagement .....	46
Engagement strategy .....	46

Responses to questionnaire.....	47
Demographic breakdown of participants.....	50
Chapter 7 - Pharmaceutical service provision .....	52
Pharmaceutical service providers .....	52
Accessibility .....	54
Essential services.....	64
Advanced services .....	65
Enhanced pharmacy services .....	76
Chapter 8 - Other NHS Services .....	79
Locally commissioned services.....	79
Other prescribing centres .....	80
Chapter 9 - Conclusions and Statements .....	82
Current Provision.....	82
Future Provision .....	85
Appendix A - Hammersmith & Fulham Pharmaceutical Needs assessment .....	87
Terms of reference .....	87
Appendix B - Pharmacy provision within Hammersmith & Fulham .....	91
Appendix C – Pharmacy provision within 1-mile distance of Hammersmith & Fulham.....	96
Appendix D - Consultation report.....	103

# Glossary of terms

**A&E** – Accident and Emergency

**ABPM** – Ambulatory Blood Pressure Monitoring

**AF** – Atrial Fibrillation

**AUR** – Appliance Use Review

**BMI** – Body Mass Index

**CCG** – Clinical Commissioning Groups

**CHD** – Coronary Heart Disease

**CHIS** – Child Health Information Service

**CoL** – City of London

**COPD** – Chronic Obstructive Pulmonary Disease

**COVID-19** – Coronavirus Disease 2019

**CPCF** – Community Pharmacy Contractual Framework

**CPCS** – Community Pharmacist Consultation Service

**CPPE** – Centre for Pharmacy Postgraduate Education

**CPSAS** - Community Pharmacy Selfcare Advice Service

**CVD** – Cardiovascular Disease

**DAC** – Dispensing Appliance Contractor(s)

**DHSC** – Department of Health and Social Care

**DMS** – Discharge Medicines Service

**DOPS / DOP** – Dentistry, Optometry and Pharmacy (Services)

**DSP** – Distance Selling Pharmacy

**EHC** – Emergency Hormonal Contraception

**EPS** – Electronic Prescription Service

**eRD** – Electronic Repeat Dispensing

**GP** – General Practitioner / General Practice

**GPFV** – General Practice Forward View

**HIV** – Human Immunodeficiency Virus

**HLP** – Healthy Living Pharmacies

**HWB** – Health and Wellbeing Board

**ICB** – Integrated Care Board

**ICS** – Integrated Care System

**IMD** – Index of Multiple Deprivation

**JCVI** – Joint Committee on Vaccination and Immunisation

**JSNA** – Joint Strategic Needs Assessment

**LBHF** – London Borough of Hammersmith & Fulham

**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

**MYS** – Manage Your Service

**NCRS** – National Care Records Service

**NCSCT** – National Centre for Smoking Cessation and Training

**NHSE** – National Health Service England

**NHS** – National Health Service

**NHSBSA** – National Health Service Business Services Authority

**NICE** – National Institute for Health and Care Excellence

**NMS** – New Medicines Service

**NRT** – Nicotine Replacement Therapy

**NWL** - NHS North West London

**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

**UKHSA** - UK Health Security Agency

# Chapter 1 - Introduction

## Purpose of the Pharmaceutical Needs Assessment

- 1.1 Pharmacies are a cornerstone of primary care, often acting as the most accessible healthcare provider within communities. A 'Pharmaceutical Needs Assessment' (PNA) acts as a statement of the needs of pharmaceutical services of the population in a specific area. It sets out a statement of the pharmaceutical services currently provided, together with when and where these are available to a given population. This PNA specifically assesses the pharmaceutical needs of the Hammersmith & Fulham population.
- 1.2 NHS Pharmaceutical Services operate within a regulated and controlled market. Pharmacists or dispensing appliance contractors seeking to provide these services must apply to NHS England for inclusion on the Pharmaceutical List of the Health and Wellbeing Board area.
- 1.3 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:
  - Supporting 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 pharmacy services by NHS England, as well as the local authority and other commissioners, such as Integrated Care Boards (ICBs).

## PNA legislation

- 1.4 Since 2006, NHS Primary Care Trusts have been legally required to assess the pharmaceutical needs of their area and publish both a statement on their initial assessment and any updated statements. In 2013, when Public Health functions were transferred to local authorities, Health and Wellbeing Boards were created and hosted by local authorities to bring together commissioners of Health Services, Public health, Adult Social Care, Children's services, and Healthwatch. The Health and Social Care Act of 2012 assigned Health and Wellbeing Boards the responsibility of developing and updating Pharmaceutical Needs Assessments.

## PNA requirements

1.5 The PNA covers the period between 1<sup>st</sup> February 2026 and 31<sup>st</sup> January 2029. 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.

1.6 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.
- **Improvements 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.

1.7 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 statutory consultation on the draft PNA.

## Consultation

1.8 A draft PNA must be put out for consultation for a minimum of 60-days prior to its publication. The 2013 Regulations list those persons and organisations that the HWB must consult, which include:

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

1.9 All comments received during the consultation period were considered and are reflected in this final PNA report.

## **PNA Revisions and updates**

1.10 The PNA must reflect any changes that impact the needs for the pharmaceutical services in Hammersmith & Fulham. As such, it should be updated every three years.

1.11 The HWB is also required to revise the PNA publication if significant changes in pharmaceutical services occur before 1<sup>st</sup> February 2029. Not all changes within a population or area will necessarily influence the need for pharmaceutical services. If the HWB identifies a minor change that requires review, they will issue supplementary statements to update the PNA.

# 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 Over the past decade, the health and social care system transformed and evolved to address a wide range of challenges. Consequently, significant progress has been made in integrating health and social care services, placing greater focus on preventative care and expanding the use of technology for remote monitoring and consultations. These developments have taken place against the backdrop of an ageing population, rising numbers of people with long-term health conditions and ongoing funding pressures.

### Health and Care Act (2022)<sup>1</sup>

2.3 The Health and Care Act 2022 builds on NHS proposals from the NHS Long-Term Plan<sup>2</sup>. It emphasises the importance of collaboration, drawing on lessons from the COVID-19 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.

### Pharmacy Integration Fund

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

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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)

<sup>2</sup> NHS England. (2019). The NHS long term plan. <https://www.longtermplan.nhs.uk/>.

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

#### **Fit for the Future: 10 Year Health Plan for England<sup>3</sup>**

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

### **Local context**

#### **London Borough of Hammersmith & Fulham Joint Strategic Needs Assessment (JSNA)<sup>4</sup>**

2.7 The JSNA outlines key statistical health and wellbeing information associated with adults, children and young people, mental health and the environment. Within this, the following acknowledgements are made:

- Adult health is shaped by a range of factors, including genetics, lifestyle and wider social influences. The health needs of adults are often complex, requiring coordinated and continuous interventions. Public health plays a vital role in identifying these needs, improving the quality and value of care, and addressing health inequalities within this population group.
- Giving every child and young person the best start in life is vital to reducing health inequalities and supporting long-term wellbeing. This requires sustained investment in children's services and strong partnerships across sectors to improve health outcomes. Addressing wider determinants of health, increasing childhood immunisation uptake and reducing obesity are all key to ensuring healthier futures for children and young people.

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<sup>3</sup> NHS (2025). Fit for the Future: 10 Year Health Plan for England. Available at: [NHS Long Term Plan](#)

<sup>4</sup> London Borough of Hammersmith & Fulham (n.d.) Joint Strategic Needs Assessment (JSNA). Available at: [Joint Strategic Needs Assessment \(JSNA\) | London Borough of Hammersmith & Fulham](#)

- Mental health affects physical health and overall wellbeing. It can be improved through accessible, high-quality services for diagnosis and treatment, alongside effective prevention strategies that promote positive mental health.
- Health and wellbeing are largely influenced by the environments in which people live. Access to green spaces, quality housing, safe transport and secure surroundings all shape people's ability to make healthy choices. These environmental factors are key drivers of health inequalities but improving them can enhance health outcomes and help reduce disparities across communities.

#### **Health and Wellbeing Strategy 2024-2029<sup>5</sup>**

2.8 Hammersmith & Fulham set out a 5-year Health and Wellbeing Strategy which aims to reduce health inequalities and improve the health of every resident. Informed by resident feedback, best practice and the Marmot principles, the strategy outlines four priorities that are centred on ensuring everyone in Hammersmith & Fulham live in safety and with dignity. These priorities are to:

- Address key health issues innovatively and proactively so that people stay as healthy as possible for as long as possible.
- Amplify community strengths and capabilities to tackle health inequalities
- Cultivate the conditions necessary for people to flourish and build their resilience.
- Eliminate the barriers to information and mitigate misinformation

#### **Hammersmith & Fulham Health and Care Partnership<sup>6</sup>**

2.9 The Hammersmith & Fulham Health and Care Partnership is a borough-based partnership, first established in 2016 to work with and for local residents to improve health, care and wellbeing outcomes.

2.10 The partnership includes health and care organisations working together with residents of Hammersmith & Fulham to improve health and care services for local people. It is a key part of the changes in the NHS which has seen commissioning responsibility move to North West London level, but with the borough-based partnerships responsible for planning and delivering care.

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<sup>5</sup> London Borough of Hammersmith & Fulham (2024). Health and Wellbeing Strategy 2024 to 2029. Available at: [1378 - H&F Health & Wellbeing Strategy 2024-2029 proof 7.indd](https://www.hf.gov.uk/1378-H&F-Health-Wellbeing-Strategy-2024-2029-proof-7.indd)

<sup>6</sup> Hammersmith & Fulham Health and Care Partnership Better Together (2024). Available at: [Hammersmith & Fulham Health and Care Partnership | Borough based partnership | Hammersmith and Fulham, London, UK](https://www.hf.gov.uk/Hammersmith-Fulham-Health-and-Care-Partnership-Borough-based-partnership-Hammersmith-and-Fulham-London-UK)

2.11 The partners work together to improve health and wellbeing, reduce inequalities, develop more integrated services and develop trusting relationships with communities.

**Health and care strategy for North West London (2023)<sup>7</sup>**

2.12 This strategy outlines how NHS North West London and the eight local authority boroughs will support and improve the health and care needs of the communities, improve life expectancy, quality of life and reduce inequalities. It outlines six strategic priorities with a series of activities and plans to address these areas:

- Support health and wellbeing for the population
- Reduce inequalities in outcomes, access and experience
- Improve access to care
- Keep people at home wherever possible
- Support babies, children and young people to lead happy and healthy lives, and become happy and healthy adults
- Ensure the health and care system is as productive and high quality as it can be

2.13 The strategic priorities were built on a number of statements of policy including the Our Vision for London<sup>8</sup>. Our Vision for London outlines 10 objectives as follows:

- Reducing childhood obesity
- Improving the emotional wellbeing of children and young Londoners
- Improving mental health and progress towards zero suicides
- Improving air quality
- Improving tobacco control and reducing smoking
- Reducing the prevalence and impact of violence
- Improving the health of homeless people
- Improving services and prevention for Human Immunodeficiency Virus (HIV) and other Sexually Transmitted Infections (STIs)
- Supporting Londoners with dementia

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<sup>7</sup> North West London Integrated Care System (2023). Health and Care Strategy for North West London 2023: How NHS North West London and the eight local authority boroughs will support and improve the health and care needs of our communities, improve life expectancy, quality of life and reduce inequalities. Available at: [NW London ICS Health and Care Strategy 2023.pdf](https://www.nw-london-ics.nhs.uk/our-strategy/our-strategy-2023/)

<sup>8</sup> NHS England (2019) Our Vision for London: The next steps on our journey to becoming the healthiest global city. Available at: [11448 hlp london vision - annual report 2019 full version.pdf](https://www.gov.uk/government/publications/our-vision-for-london-the-next-steps-on-our-journey-to-becoming-the-healthiest-global-city/our-vision-for-london-the-next-steps-on-our-journey-to-becoming-the-healthiest-global-city)

# 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 Hammersmith & Fulham JSNA<sup>9</sup>
- Local policies and strategies
- A questionnaire to Hammersmith & Fulham pharmacy contractors
- A questionnaire to people who live, work and study in the Hammersmith & Fulham
- Commissioning data from:
  - NHS Business Services Authority
  - London Borough of Hammersmith & Fulham
  - NHS North West London ICB

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

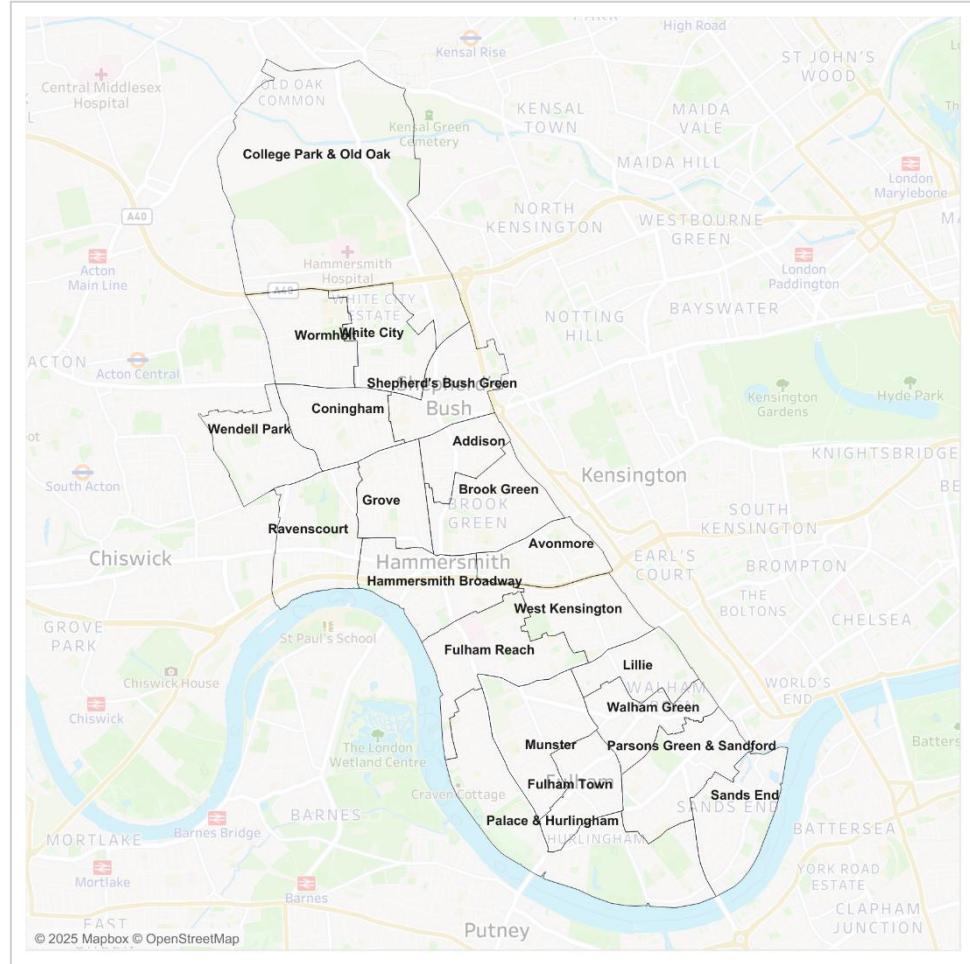
## Localities and determination of accessibility

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

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<sup>9</sup> <https://www.lbhf.gov.uk/health-and-care/public-health/joint-strategic-needs-assessment-jsna>

**Figure 3.1: Hammersmith & Fulham electoral wards**



- 3.4 The HWB assessed pharmacy provision and choice based on a 1-mile travel distance to reach a community pharmacy. This equates to approximately a 20-minute walk to a pharmacy. Additionally, a 20-minute travel time by public transport is considered as being a reasonable measure to identify accessibility and choice.
- 3.5 This document also explores pharmacy provision in line with a range of factors, including availability outside normal working hours, proximity to GP practices, current and future population density, changes in healthcare provision, and deprivation levels.

## Patient and public engagement

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

## **Pharmacy contractor survey**

3.7 A questionnaire was sent all to the community pharmacies within Hammersmith & Fulham to capture data on services provided and opportunities for future commissioning. Findings from this questionnaire support the analysis presented in Chapter 7 and 8 of this report.

## **Governance and Steering Group**

3.8 LBHF commissioned the 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 Hammersmith & Fulham steering group.

3.9 The Steering Group comprised representation from:

- Hammersmith & Fulham Public Health Team
- Middlesex Local Pharmaceutical Committee
- NHS North West London Integrated Care Board
- Healthy Dialogues.

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

## **Stakeholder consultation and report**

3.11 A draft of this PNA was published for statutory consultation between October and December 2025. Comments received during the consultation period were considered and incorporated into the final document to be published by 31<sup>st</sup> January 2026.

# Chapter 4 - Population demographics

- 4.1 This chapter provides an overview of Hammersmith & Fulham'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 and the wider determinants of health.
- 4.2 Maps presented in this chapter illustrate population characteristics such as density and deprivation, using gradients to denote intensity. The legends accompanying each map explain these gradients.

## About the area

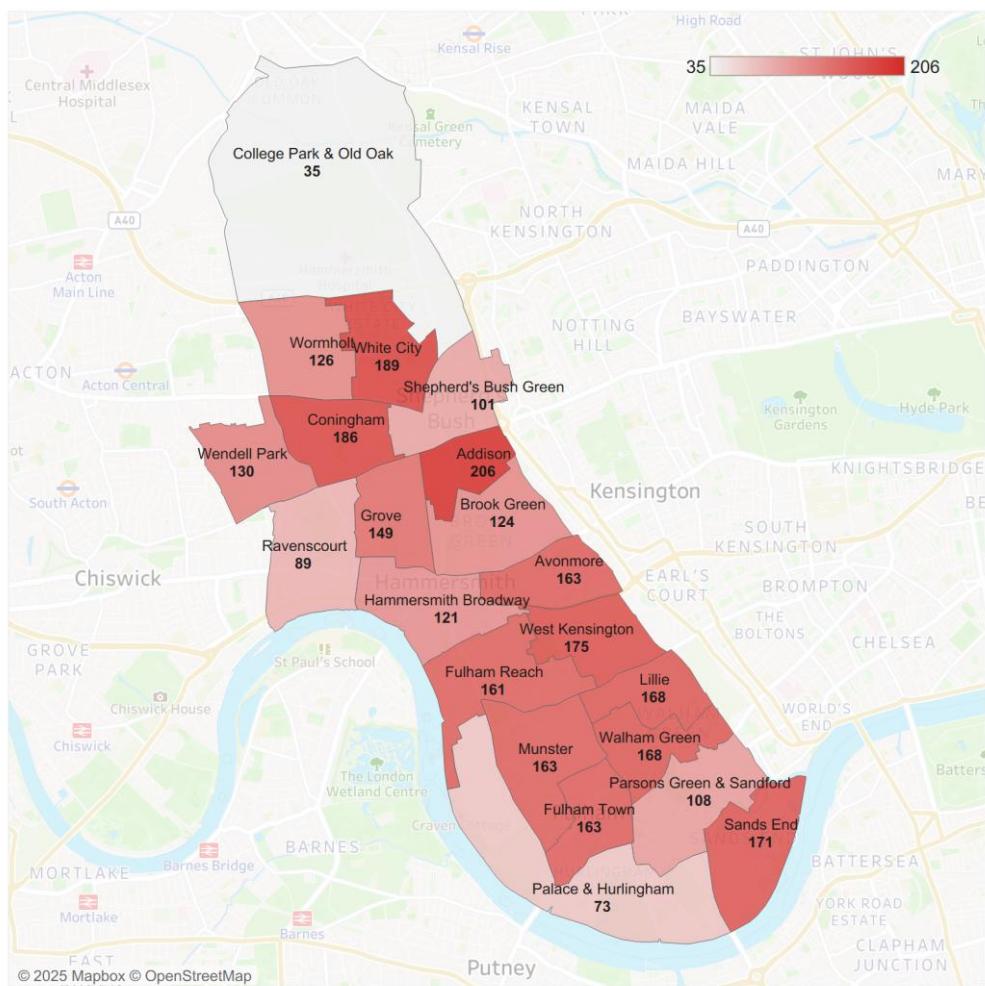
- 4.3 The London Borough of Hammersmith & Fulham is an inner London borough located to the west of central London. It is bordered by several other boroughs: Kensington and Chelsea to the east, Wandsworth to the south (across the River Thames), Brent to the north, and Ealing and Hounslow to the west.
- 4.4 Hammersmith itself is a bustling district with excellent transport links and a lively arts scene, home to venues such as the Hammersmith Apollo, a famous performance venue that hosts music, comedy, and entertainment events. Fulham, in contrast, has a more residential and upmarket character, known for its leafy streets, riverside walks, and community atmosphere.
- 4.5 Sport plays a prominent role in the borough's identity, with two Premier League football clubs based here: Chelsea FC at Stamford Bridge and Fulham FC at Craven Cottage. The borough also offers green spaces such as Bishops Park, Ravenscourt Park, and the Thames Path, which provide residents and visitors with opportunities for leisure and relaxation. The River Thames itself forms a defining feature, shaping much of the borough's landscape and offering attractive waterfront living and recreation.
- 4.6 The borough is also home to major employers and institutions, including parts of Imperial College London and a cluster of media and tech companies, particularly around White City. Westfield London, one of the largest urban shopping centres in Europe, lies just outside the borough's boundary in Shepherd's Bush but is easily accessible to its residents.

# Demography

## Population size and density

- 4.7 The Greater London Authority projects Hammersmith & Fulham's population to be 190,925 in 2025 (Housing-led projections, central fertility identified capacity).
- 4.8 With a population density of 116 people per hectare, Hammersmith & Fulham is the one of the most densely populated boroughs, with only five other London boroughs topping it.
- 4.9 Population density peaks in Addison ward reaching 206 people per hectare. Conversely, College Park & Old Oak ward has the lowest at 35 people per hectare (Figure 4.1).

**Figure 4.1: Population density of Hammersmith & Fulham per hectare by ward**



Source: GLA population projections, 2025

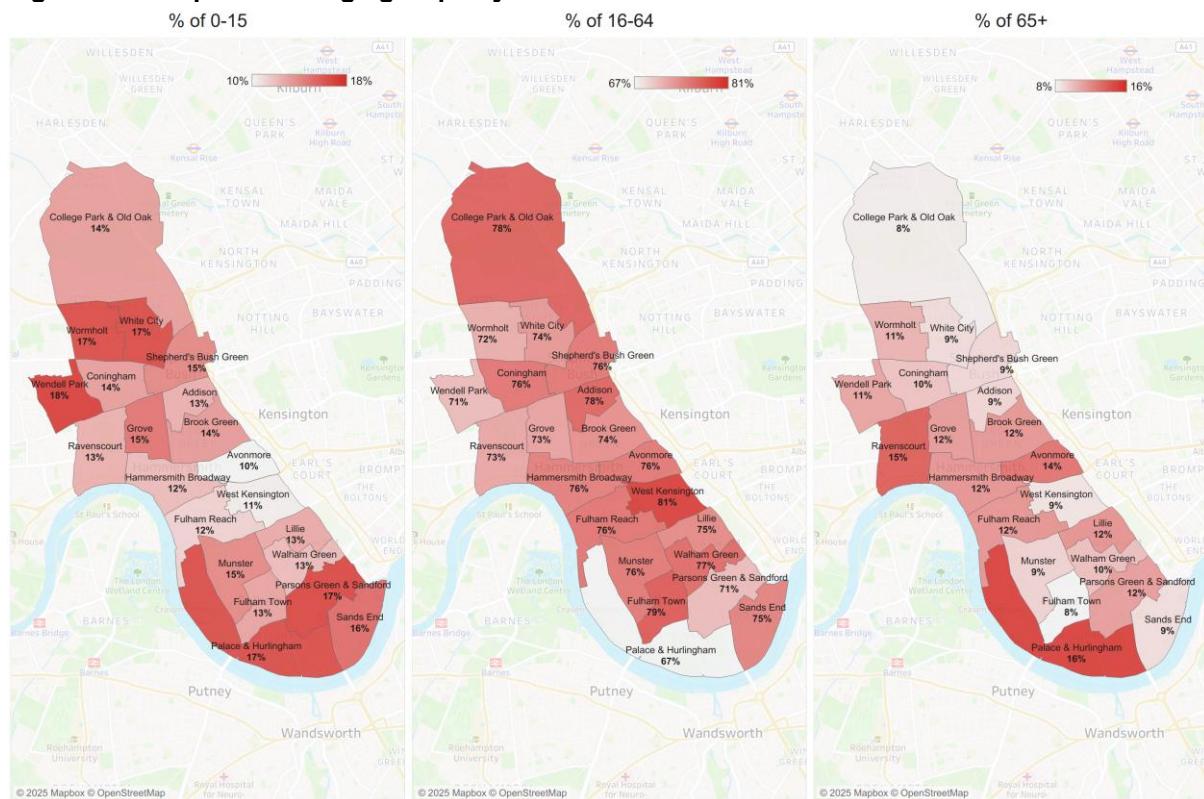
## Age profile

- 4.10 Hammersmith & Fulham's median age of 34 years is lower than both the London and national averages (35 and 40 years respectively).

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

4.12 At a ward level, Wendell Park ward has the highest proportion of young people with 18% of its population aged 15 or below. Conversely, Palace & Hurlingham represents the ward with the highest proportion of older adults (aged 65 and above). These wards breakdown by age groups is shown in the Figure 4.2 below.

**Figure 4.2: Proportion of age groups by ward**



Source: GLA population projections, 2025

### Ethnicity and diversity

4.13 Often areas that have high diversity, also have higher levels of deprivation and health inequalities. NICE Guidance<sup>10</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,

<sup>10</sup> NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]

culture, or any disability. It also recommends that community pharmacists make use of any additional languages staff members may have.

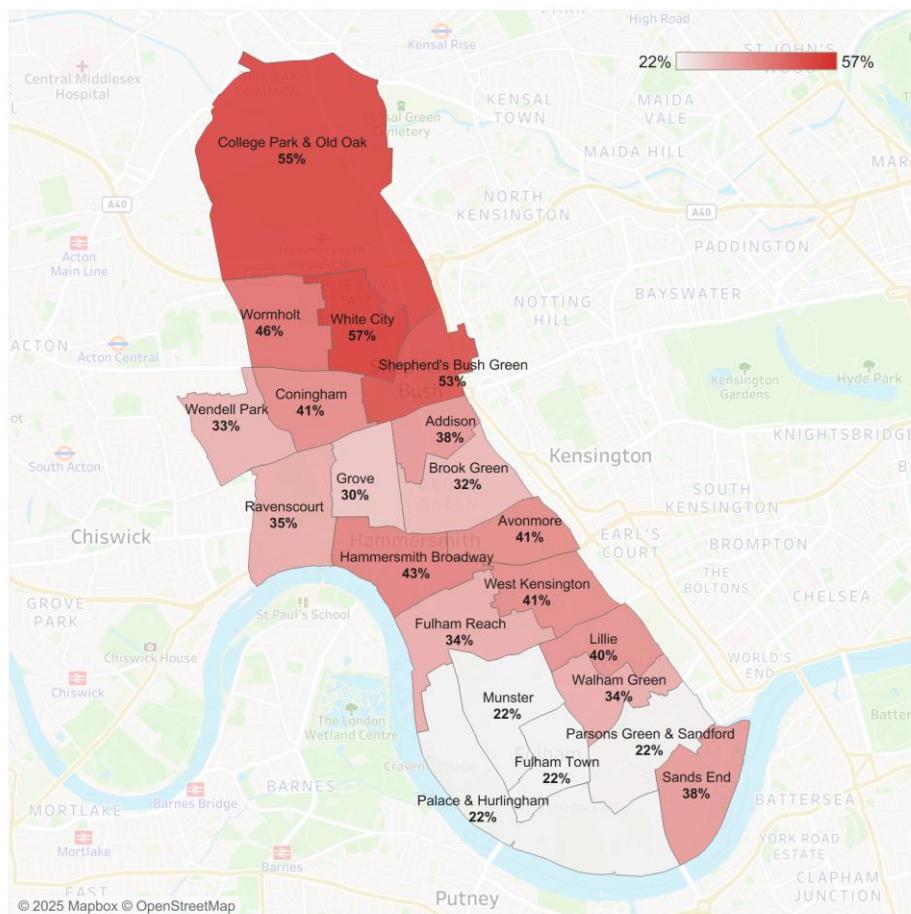
4.14 37% of Hammersmith & Fulham residents are from an ethnic minority, with White City exhibiting the highest representation of those from ethnic minorities (57%). Conversely, the southernly wards of Parson Greens & Sandford, Munster, Palace & Hurlingham and Fulham Town have the lowest representation (all at 22%).

**Table 4.1: Proportion of Hammersmith & Fulham population by ethnicity**

	Hammersmith & Fulham	London	England
Asian or Asian British	11%	21%	9%
Black, Black British, Caribbean or African	12%	14%	4%
Mixed or Multiple ethnic groups	7%	6%	3%
White	63%	54%	82%
Other ethnic group	7%	6%	2%

Source: ONS, Census, 2021

**Figure 4.3: Proportion of ethnic minorities in Hammersmith & Fulham by ward**



Source: ONS, Census 2021

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

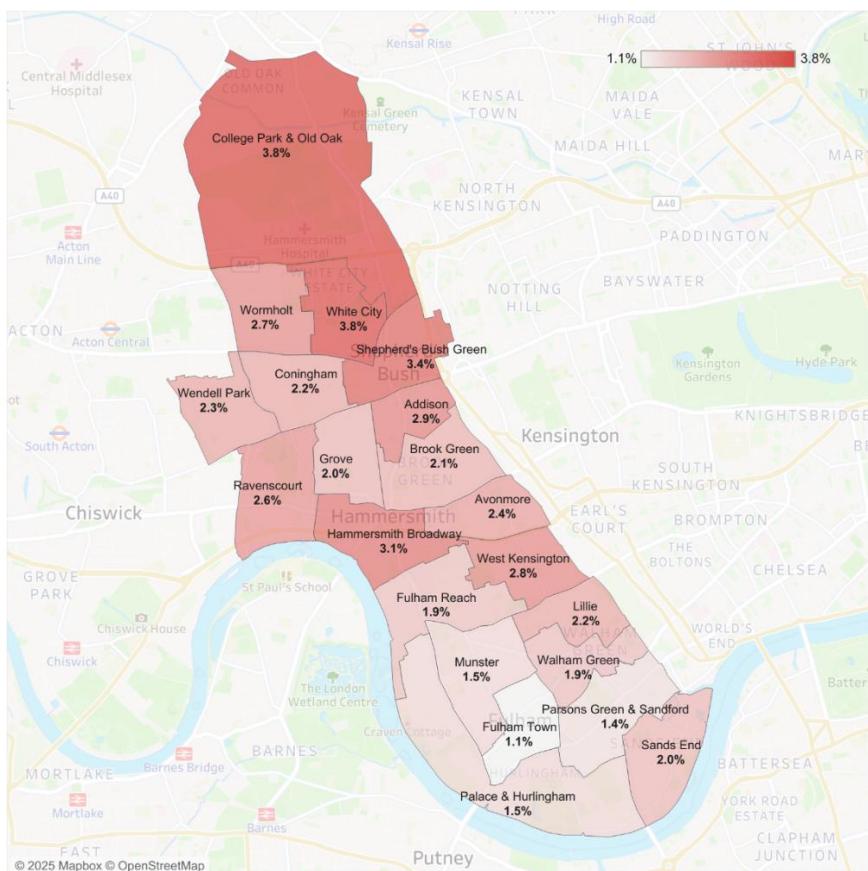
**Table 4.2: Proportion of main languages spoken in Hammersmith & Fulham - Top 10**

Main Language	Percentage
English	78.6%
French	2.5%
Spanish	2.5%
Italian	2.3%
Arabic	1.6%
Portuguese	1.3%
Polish	0.9%
Tagalog or Filipino	0.8%
Somali	0.7%
All other Chinese	0.7%

Source: ONS, Census 2021

4.16 Only 2.3% of the borough's populations report that they cannot speak English well or at all. The highest proportion of such residents are in College Park & Old Oak & White City wards (Figure 4.4).

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



## Population changes

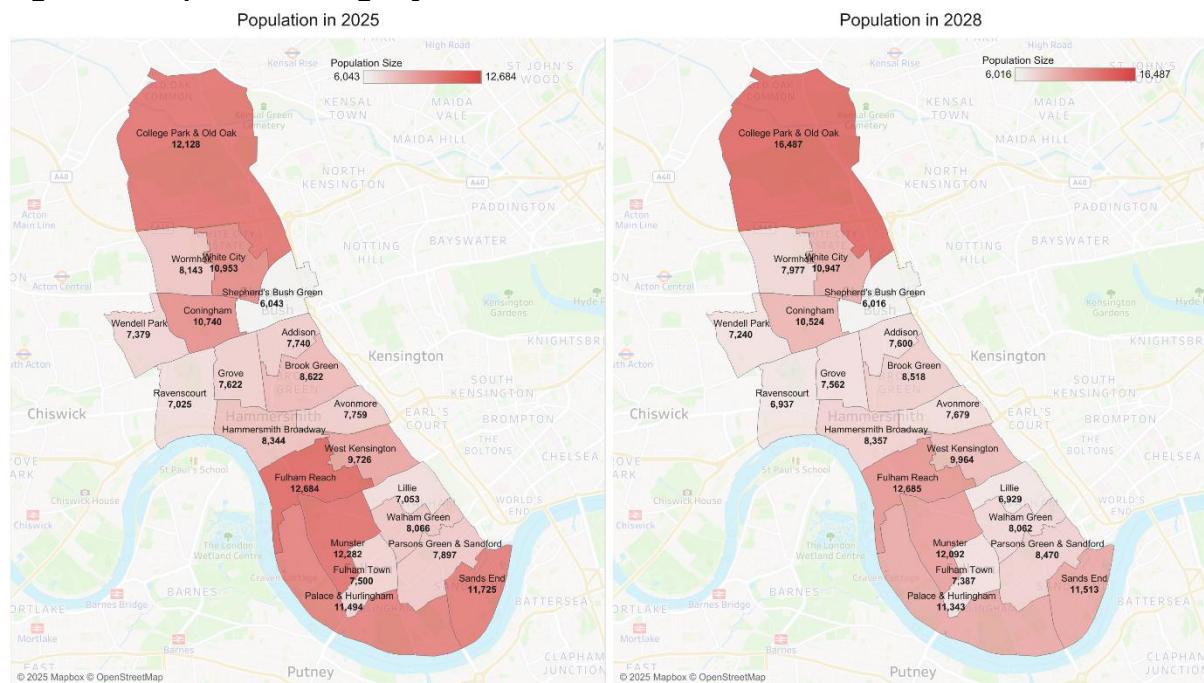
4.17 Any population increases sustained in the lifetime of this PNA need to be taken into consideration. Population increases will likely place increased demands on community pharmacy services with different population groups having different needs.

### Population size forecast

4.18 During the 2025-2028 PNA period, Hammersmith & Fulham's population is expected to grow by 1.8% to 194,288 (GLA, Housing-led projections, central fertility identified capacity). These projections incorporate assumptions about future housing development and are based on mid-year population estimates and assumptions such as births, deaths, and migration.

4.19 College Park & Old Oak ward is expected to have the largest increase in its population size, expanding from 12,128 in 2025 to 16,487 by 2028, a 35.9% increase (see Figure 4.5 and Table 4.3). Wormholt on the other hand, faces a 2.0% decrease in its population.

**Figure 4.5: Population change by ward - 2025 to 2028**



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

Ward	2025	2026	2027	2028
College Park & Old Oak	0.0%	10.6%	22.9%	35.9%
Parsons Green & Sandford	0.0%	2.2%	4.7%	7.3%

West Kensington	0.0%	0.8%	1.6%	2.4%
Hammersmith Broadway	0.0%	0.4%	0.3%	0.2%
Fulham Reach	0.0%	-0.1%	-0.1%	0.0%
Walham Green	0.0%	-0.1%	-0.1%	-0.1%
White City	0.0%	0.0%	0.0%	-0.1%
Shepherd's Bush Green	0.0%	0.1%	-0.1%	-0.4%
Grove	0.0%	-0.2%	-0.5%	-0.8%
Avonmore	0.0%	-0.4%	-0.8%	-1.0%
Brook Green	0.0%	-0.4%	-0.8%	-1.2%
Ravenscourt	0.0%	-0.4%	-0.9%	-1.3%
Palace & Hurlingham	0.0%	-0.4%	-0.8%	-1.3%
Fulham Town	0.0%	-0.5%	-1.0%	-1.5%
Munster	0.0%	-0.5%	-1.1%	-1.5%
Lillie	0.0%	-0.6%	-1.2%	-1.8%
Sands End	0.0%	-0.5%	-1.2%	-1.8%
Addison	0.0%	-0.6%	-1.2%	-1.8%
Wendell Park	0.0%	-0.7%	-1.3%	-1.9%
Coningham	0.0%	-0.7%	-1.4%	-2.0%
Wormholt	0.0%	-0.7%	-1.4%	-2.0%
<b>Total</b>	<b>0.0%</b>	<b>0.5%</b>	<b>1.1%</b>	<b>1.8%</b>

Source: GLA population projections

### ***Housing developments***

4.20 At the time of drafting, site-specific housing development data was not available. However, LBHF confirmed they are on target to provide 1,609 homes per year over the next 15 years. Currently, the indicative projections for the next 5 years by growth area is as follows:

- Fulham Regeneration Area: 3,000 units
- Hammersmith Town Centre Regeneration Area: 500 units
- South Fulham Riverside Regeneration Area: 1,500 units
- White City Regeneration Area: 4,500 units
- Outside: 2,000 units

The above represents a total of 11,500 units projected to be completed in the next 5 years.

### **Wider determinants of health**

4.21 There are a range of social, economic and environmental factors that impact on an individual's health behaviours, choices, goals and ultimately health outcomes. These

are outlined in Fair Society, Healthy Lives: (The Marmot Review)<sup>11</sup> and later the Marmot Review 10 Years On<sup>12</sup>. They include factors such as deprivation, education, employment and fuel poverty.

### **Index of Multiple Deprivation**

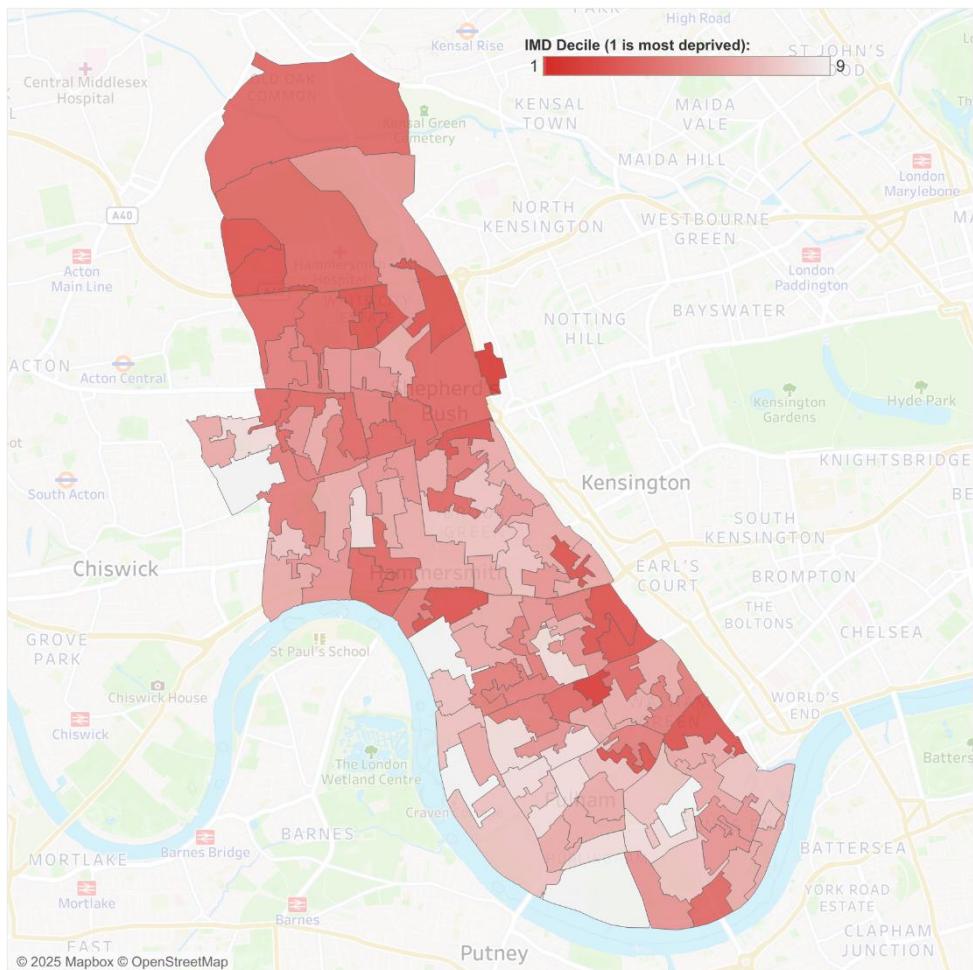
- 4.22 The Index of Multiple Deprivation (IMD 2025) is a well-established combined measure of deprivation based on a total of 55 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 55 indicators fall under the following domains: Income, Employment, Health and Disability, Education, Skills and Training, Barriers to Housing and Services, Living Environment and Crime.
- 4.23 Hammersmith & Fulham is ranked 85<sup>th</sup> out of the nation's 153 upper-tier local authorities, where 1 is the most deprived.
- 4.24 Figure 4.6 shows deprivation deciles at Lower Super Output Area (LSOA) level, highlighting that there are pockets of deprivation in the borough, with 15 of the borough's 115 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2).

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<sup>11</sup> Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

<sup>12</sup> Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

**Figure 4.6: The Index of Multiple Deprivation deciles in Hammersmith & Fulham by LSOA, 2025**



Source: Ministry of Housing, Communities & Local Government

### Other economic markers

- 4.25 78.1% of the working age population of the borough are in employment (2023/24). This is higher than the London and England averages (74.5% and 75.7% respectively).
- 4.26 13.8% (3,904) of children residing in the borough are in relative low-income families. This is a lower proportion than London and England where 17.8% and 22.1% of children were from relative low-income families respectively (OHID, Public Health Outcomes Framework 2023/24).
- 4.27 In 2023, 8.2% of residents did not have enough income to afford sufficient fuel. This is lower than the regional and national rate of 9.3% and 11.4% respectively (OHID).

### Patient groups with specific needs

#### Violence against women and girls

- 4.28 Tackling Violence Against Women and Girls (VAWG) is a key strategy for Hammersmith & Fulham. VAWG is the umbrella term used to describe a range of

violent and abusive acts and behaviours, which are predominantly, but not exclusively, directed against women and girls. This term is used to describe abuse against all genders but highlights the disproportionate impact on women and girls.

- 4.29 In 2023/24, there were 22.3 domestic abuse-related incidents per 1,000 people, matching the London average and lower than the national rate of 27.1 per 1,000. Sexual offences were recorded at 2.8 per 1,000 which is higher than the London rate (2.5 per 1,000) and lower than national figure of 3.0 per 1,000. Hospital admissions for violence including sexual violence were 45.7 per 100,000 in 2020/21-2022/23, higher than both the London and national rates of 34.8 per 100,000 and 34.2 per 100,000 respectively (OHID, Public Health Profiles).
- 4.30 To address these concerns Hammersmith & Fulham adopt a Coordinated Community Response (CCR) which ensures a whole system response to VAWG. Adopting an ecological model, the CCR develops interventions across multiple levels (individual, community, institutional and societal) to address the wider context in which VAWG happens.<sup>13</sup>
- 4.31 Pharmacies can play a role as a community asset for people who are experiencing violence or abuse. They provide a safe space in their consultation rooms for victims of domestic abuse, whilst acting as community partners, helping raise awareness and support of the borough's broader efforts to prevent VAWG, support survivors and hold abusers accountable through collaboration and education.
- 4.32 Pharmacy teams are trained and able to recognise signs of abuse, respond compassionately, maintain confidentiality, and direct individuals to appropriate specialist services where necessary.
- 4.33 Pharmacies also raise awareness through distribution of leaflets, posters, or digital screens in waiting areas which provided information about what constitutes abuse, where help is available, rights of the victims, and how to report harassment or violence.

#### **People who are homeless**

- 4.34 In 2023/24, 1,288 households in Hammersmith & Fulham (15.5 per 1,000) were in temporary accommodation. This rate is worse than the national average for England (4.6 per 1,000) but better than London rate of 17.2 per 1,000. In the same period, the

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<sup>13</sup> LBHF (nd.). Ending Violence Against Women and Girls Strategy 2022 – 2027. [https://www.lbhf.gov.uk/sites/default/files/section\\_attachments/ending-violence-against-women-and-girls-strategy-2022-2027.pdf](https://www.lbhf.gov.uk/sites/default/files/section_attachments/ending-violence-against-women-and-girls-strategy-2022-2027.pdf)

number of households owed a duty under the Homeless Reduction Act was 16.0 per 1,000. The 1,337 households were within 56 days of becoming homeless, requiring council support to prevent homelessness. Furthermore, in 2023/24, there were 462 people who were rough sleeping and were known to outreach workers (Trust for London, 2025).

4.35 The council's 'Homelessness and Rough Sleeping Strategy 2021 to 2026) outlines key priorities for addressing homelessness in the borough:

- End rough sleeping in Hammersmith & Fulham for good
- Working with a range of third sector partners and other public bodies to maximise early interventions and homelessness prevention
- Delivering the right housing solutions
- Improving resident experience and making every contact count
- Delivery safe housing solutions that support at risk residents in housing need.

4.36 Pharmacies can play a crucial role in supporting the health and well-being of people experiencing homelessness. Given that they are easily accessible within the community, they provide an important point of contact for marginalised groups, including those without stable accommodation or those struggling with substance misuse. Many individuals in these situations are more likely to seek support from a pharmacy than a GP or other healthcare provider, as pharmacies offer a safe and confidential environment for advice and assistance.

4.37 Pharmacists provide essential support with managing medication, promoting hygiene, offering sexual health services and vaccinations, and signposting individuals to further health and social care services. They can also play a key part in harm reduction by offering advice, supplying clean needles to those who inject drugs, and providing supervised consumption services for individuals facing substance misuse challenges.

### **Gypsy, Roma and Traveller community**

4.38 Gypsy, Roma and Traveller communities are the most disadvantaged minority groups in Europe, experiencing the poorest health outcomes.<sup>14</sup> A recent Briefing on health inequalities experienced by Gypsy, Roma and Traveller communities discussed severe health inequalities experienced by the communities. It included, lower life

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<sup>14</sup> Alison McFadden, Lindsay Siebelt, Anna Gavine, Karl Atkin, Kerry Bell, Nicola Innes, Helen Jones, Cath Jackson, Haggi Haggi, Steve MacGillivray, Gypsy, Roma and Traveller access to and engagement with health services: a systematic review, European Journal of Public Health, Volume 28, Issue 1, February 2018, Pages 74–81

expectancy, higher rates of long-term illness, and mental health struggles. Discrimination, mistrust of healthcare services, and barriers like poor access to education and inadequate accommodation exacerbate these issues. Additionally, it discussed challenges like digital exclusion and difficulties in registering with GP practices further hinder access to proper healthcare.<sup>15</sup> Key areas for improvement include enhancing healthcare access, building trust through culturally competent services, and improving data collection to better address these health disparities.

- 4.39 In 2021, there were 89 people in Hammersmith & Fulham who identified as Gypsy or Irish Traveller in the UK Census 2021. However, these figures are widely recognised as underestimates. Longstanding stigma, racism, and discrimination mean that many people do not feel safe disclosing their ethnicity, and national categorisation issues persist. Research, including work undertaken in Scotland and by the ONS (2022, 2024), has shown that GRT populations remain significantly underrepresented in official data collections. The NHS data dictionary also continues to group GRT populations together, limiting accurate reporting and understanding of distinct health experiences within these communities.
- 4.40 To support Gypsy, Roma and Traveller communities, pharmacies can play an important role in providing culturally safe and inclusive services. This includes ensuring that pharmacy teams receive specific cultural safety and anti-racism training to better understand the communities' diverse experiences, health beliefs, and barriers to accessing care. Recent resources produced by Friends, Families and Travellers<sup>16</sup>, the Roma Support Group<sup>17</sup> and UKHSA<sup>18</sup> offer guidance for healthcare professionals in delivering culturally safe and equitable care.<sup>19</sup>
- 4.41 Traveller and Gypsy communities may find Pharmacies offering flu, COVID-19, and other vaccinations more accessible to other places such as the General practices. Hence, community pharmacies through offering such services to these communities,

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<sup>15</sup> Gypsy Traveller Empowerment. (2022). Health inequalities experienced by Gypsies and Travellers in England. Retrieved from [https://www.gypsy-traveller.org/wp-content/uploads/2022/11/Briefing\\_Health-inequalities-experienced-by-Gypsies-and-Travellers-in-England.pdf](https://www.gypsy-traveller.org/wp-content/uploads/2022/11/Briefing_Health-inequalities-experienced-by-Gypsies-and-Travellers-in-England.pdf)

<sup>16</sup> Friends, Families and Travellers. (2023). Resources for healthcare professionals: Improving access and experiences for Gypsy, Roma and Traveller communities. Retrieved from <https://www.gypsy-traveller.org/health-professionals-resources>.

<sup>17</sup> Roma Support Group. (2023). *Working with Roma communities: Guidance for health and care professionals*. Retrieved from <https://www.romasupportgroup.org.uk>.

<sup>18</sup> UK Health Security Agency. (2023). *Improving health outcomes for Gypsy, Roma and Traveller communities: Guidance for healthcare professionals*. Retrieved from <https://www.gov.uk/government/organisations/uk-health-security-agency>

<sup>19</sup> LBHF (2017). Gypsy and Traveller Background Paper.

further play a crucial role in promoting public health. They can also signpost to or host mobile screening services (e.g. cervical screening).

### **Summary of the demographics of Hammersmith & Fulham**

Hammersmith & Fulham is a densely populated inner London borough with a projected population of 190,925 in 2025, rising to 194,288 by 2028. The borough has a younger population with a median age of 34 years, below the London and national averages.

Its diversity is reflected by 37% of residents being from minority ethnic groups. Diversity is highest in White City, where more than half of residents identify as from an ethnic minority background. Around 2.3% of residents are not proficient in English, with the highest proportions in College Park & Old Oak and White City wards.

Groups with specific pharmaceutical needs identified include people experiencing homelessness, victims of domestic abuse and the Gypsy, Roma, and Traveller community. These groups often face barriers in accessing healthcare, and pharmacies play a vital role in providing accessible services, harm reduction, and tailored support to meet their needs.

# Chapter 5 - Population health needs

- 5.1 The following chapter provides an overview of the health and wellbeing of local people in Hammersmith & Fulham, focussing on needs related to community pharmacy services. This includes an exploration of life expectancy and healthy life expectancy, local health behaviours and prevalence of major health conditions.
- 5.2 The data outlined in this chapter is sourced from Office for Health Improvement and Disparities, Public Health Profiles, 2025.

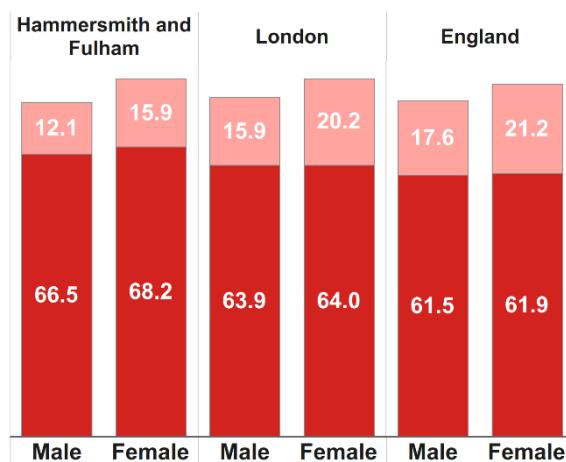
## **Life expectancy and healthy life expectancy**

- 5.3 Life expectancy is the average number of years a person can expect to live. Healthy life expectancy is the average number of years an individual is expected to live in good health. This is calculated based on age-specific mortality rates and the prevalence of good health in their area.
- 5.4 Life expectancy varies between males and females in Hammersmith & Fulham, with males having a life expectancy of 78.6 between the years 2021-23, similar to that of London (79.8) and England (79.1). Females in Hammersmith & Fulham have a better life expectancy than the national average. Between 2021-23, females in Hammersmith & Fulham had a life expectancy of 84.1, which is significantly higher than the England average (83.1), although is similar to the London average of 84.1.
- 5.5 Positively, individuals living in Hammersmith & Fulham can expect to have a good healthy life expectancy. For males, the healthy life expectancy sits at 66.5 and for females it is 68.2. Both these figures are significantly higher than the England averages. However, this highlights that males in Hammersmith & Fulham are expected to live 12.1 years in ill-health whilst females are expected to live up to 15.9 years in ill-health. Figure 5.1 below presents life expectancy and healthy life expectancy in years for men and women in Hammersmith & Fulham, London and England.

**Figure 5.1: Hammersmith & Fulham life expectancy and healthy life expectancy**

**Key:**

- Years Expected to live in ill-health
- Healthy Life Expectancy



## Our health and behaviours

- 5.6 Community pharmacies support local health and wellbeing in a myriad of ways. For example, they are well-placed to provide opportunistic screening and brief interventions as they are often located at the heart of communities, providing 'walk-in' access to their services.
- 5.7 Within the NHS Community Pharmacy Contractual Framework, community pharmacies have an obligation to ensure appropriate provisions are in place to offer health promotion on risk factors such as smoking cessation and weight management. They can also use their interactions with their local communities as opportunities for health promotion and signposting, giving advice and information on wellbeing and self-care.
- 5.8 This section explores the health behaviours and lifestyle factors impacting on health and wellbeing, as well as how pharmacies can support these through the Healthy Living Pharmacy framework and by signposting. Topics include weight management, physical activity, smoking, alcohol consumption, substance misuse, mental health, and sexual health.

## **Smoking**

5.9 Smoking is the leading cause of premature death and preventable illness in England, estimated to account for 16% of all premature deaths<sup>20</sup> and about 10 years of life lost due to ill health, disability or early death.<sup>21</sup> Smoking increases the risk of many diseases and conditions, such as cancer, respiratory diseases and cardiovascular diseases.

5.10 In 2023, 11.7% of adults aged 18 and over in Hammersmith & Fulham smoked, similar to 11.7% in London and 11.6% in England. Smoking rates were similar among those in routine and manual occupations in Hammersmith & Fulham at 19.3%, compared to 15.2% in London and 19.5% in England, although there is a quality issue noted 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, 2.8% of mothers in Hammersmith & Fulham smoked at the time of delivery, compared to the rate of 3.9% in London. This is significantly better than the England rate of 7.4%.

5.12 Community pharmacies can support smoking cessation by providing leaflets and booklets containing information on how to quit smoking and the health risks associated with smoking. As detailed in chapter 7, they also offer smoking cessation services, providing brief advice on stopping smoking, information about vaping, provide nicotine replacement therapies as well as prescription medicines such as varenicline and bupropion to support smoking cessation.

## **Alcohol**

5.13 Harmful drinking can increase the risk of 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 result from alcohol consumption.<sup>22</sup>

5.14 In 2023, there were 38 deaths classified as 'alcohol-related mortality' in Hammersmith & Fulham. This equates to a rate of 28.7 per 100,000 population, similar to the rate for

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<sup>20</sup> Public Health England (2019). Health matters: stopping smoking – what works?. <https://www.gov.uk/government/publications/health-matters-stopping-smoking-what-works/health-matters-stopping-smoking-what-works>

<sup>21</sup> Action on Smoking and Health (2024). Smoking Statistics. <https://ash.org.uk/resources/view/smoking-statistics>

<sup>22</sup> GOV.UK - Health matters: harmful drinking and alcohol dependence.

the London region (33.7 per 100,000) and is statistically lower than the rate for England (40.7 per 100,000).

- 5.15 In 2023/24, there were 1,463 admission episodes for alcohol-specific conditions in Hammersmith & Fulham. This is a rate of 1,073 per 100,000, which is significantly worse than the rate for England of 612 per 100,000 and is worse than the rate for 564 per 100,000.
- 5.16 Community pharmacies can assist individuals with alcohol use disorder (alcoholism) to reach local addiction services and may be able to provide medicine, such as acamprosate, which is used in treatment.

### **Substance misuse**

- 5.17 Substance misuse services are provided in Hammersmith and Fulham by Turning Point Hammersmith and Fulham, who can provide 1:1 support, overdose prevention naxolone kits and professional training for over 18s. Furthermore, Turning Point Resilience provide drug and alcohol support for under 25s at White City Community Centre. Additionally, there is the free NHS service, Club Drug Clinic. Other support can be found from organisations such as Build on Belief, who provide social activities and peer support for people recovering from substance misuse.
- 5.18 Substance misuse is associated with mental health issues, such as depression, disruptive behaviour and suicide. Between 2021 and 2023, there were 50 deaths in Hammersmith & Fulham due to drug misuse. This equates to a rate of 8.9 per 100,000 population, which is significantly higher than the rate for England (5.5 per 100,000) and higher than the London region (3.8 per 100,000).
- 5.19 In 2023/24, 8% of opiate drug users aged 18 and over in Hammersmith & Fulham successfully completed treatment for opiate use, which is significantly higher than the England rate (5.1%) and higher than the London region (5.2%). Among non-opiate users aged 18 and over, the successful treatment completion rate in Hammersmith & Fulham was 33.2%, compared to 29.5% for England and 28% for London.
- 5.20 Community pharmacies provide several harm reduction services for substance misuse:
  - Needle exchange
  - Opioid substitution therapies (e.g., methadone and Buprenorphine)
  - Supervised consumption services

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

### **Weight management**

5.22 Obesity is classified as a Body Mass Index (BMI) exceeding 30. It 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).

5.23 Obesity rates are low in Hammersmith & Fulham, with 45.6% of adults being overweight or obese in 2023/24, significantly lower than the national average of 64.5% and lower than the London rate of 57.8%.

5.24 Obesity is a particular concern among children due to its impact on long-term health and wellbeing 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, they may experience psychological issues, including social isolation, low self-esteem, teasing and bullying.

5.25 In 2023/24, 22.4% of children in Reception Class in Hammersmith & Fulham were classified as overweight or obese, similar to the England rate of 22.1%. Among children in Year 6, 35.7% were overweight or obese in Hammersmith & Fulham, similar to the national average of 35.8% and the London region of 37.8%.

5.26 Community pharmacies can provide an onward referral to local weight management support or the NHS Digital Weight Management Programme for those who would benefit from weight management advice and one-to-one coaching from a weight loss expert.

### **Physical activity**

5.27 Being physically active can reduce the risk of many health conditions, including 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>23</sup>

5.28 The population of Hammersmith & Fulham is relatively active. In 2023/24, 76.4% of adults were considered 'physically active', significantly higher than the England average of 67.4%, and the fifth highest in the London region. Only 16.7% of adults in

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<sup>23</sup> World Health Organization - Global Status Report on Physical Activity 2022

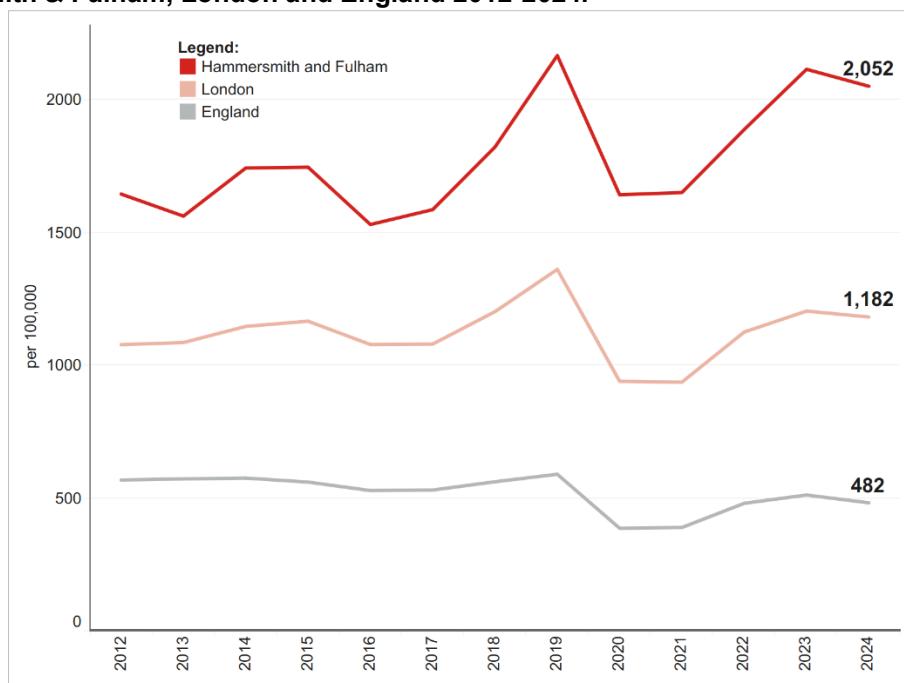
Hammersmith & Fulham were classed as 'physically inactive', significantly lower than the England rate of 22% and lower than the London rate of 22.7%.

### Sexual health

5.29 Sexual health services in Hammersmith & Fulham are provided by the Chelsea and Westminster Hospital NHS Foundation Trust through sexual health clinics such as 10 Hammersmith Broadway and John Hunter Clinic for Sexual Health. Online services are also available through Sexual Health London.

5.30 The rate of new sexually transmitted infection (STI) diagnoses in Hammersmith & Fulham is high. In 2024, the overall rate of new STI diagnoses (excluding chlamydia in those under 25) was 2,052 per 100,000. This is the sixth highest rate in London and significantly higher than the national rate for England (482 per 100,000). This trend has been increasing since 2020 (Figure 5.2).

**Figure 5.2. New STI diagnoses (excluding chlamydia in those under 25) rate per 100,000 in Hammersmith & Fulham, London and England 2012-2024.**



5.31 Chlamydia is the most commonly diagnosed STI in England, with the highest prevalence among young adults. In 2024, there were 427 cases of chlamydia detected in Hammersmith & Fulham, equating to a rate of 1,600 per 100,000 young people aged 15–24. The national rate for this is 1,250 per 100,000 and the London rate is 1,457 per 100,000.

5.32 Positively, Chlamydia screening rates among females in Hammersmith & Fulham are high, with 24% of 15–24-year-olds attending specialised sexual health clinics being

screened in 2024. This is above the screening rates for England (18%) and the London region (21.2%).

5.33 Community pharmacies play a crucial role in promoting and supporting sexual health in a variety of ways, such as:

- STI self-testing
- Chlamydia treatment
- Contraceptive counselling to support decision-making around contraception methods
- Emergency contraceptive services and products for on-going contraception

5.34 Condoms can easily be purchased at pharmacies.

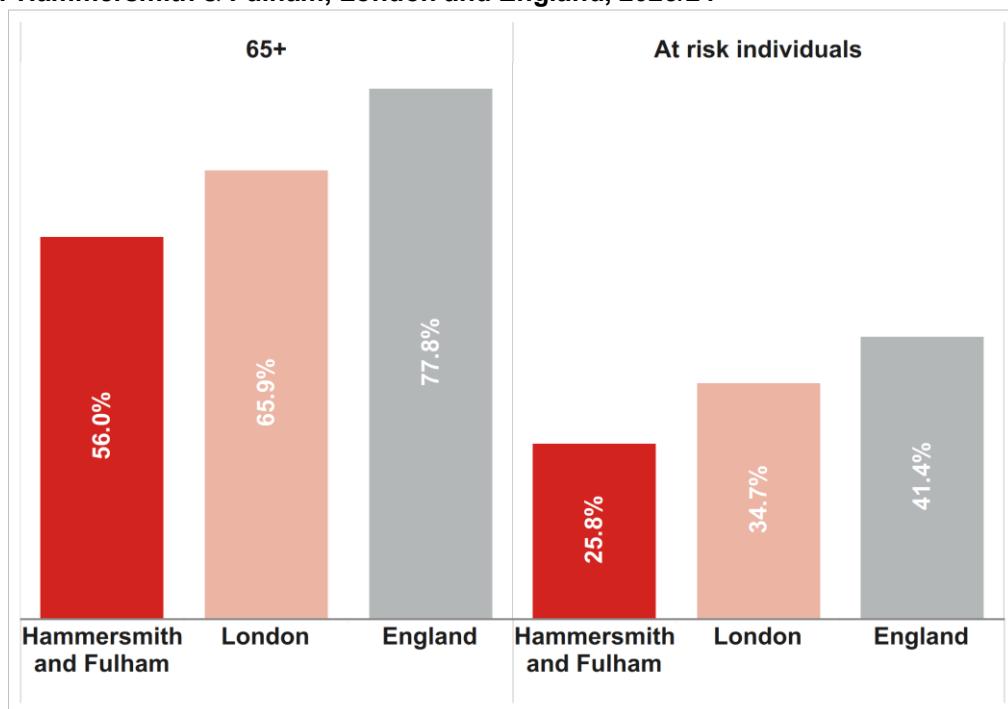
5.35 Community pharmacies provide information through leaflets, brochures, and one-on-one consultations on topics related to sexual health. Pharmacists can help individuals understand the signs and symptoms of common STIs and inform on safe sex practices and treatment seeking. Some pharmacies may be able to screen for STIs such as chlamydia.

### **Flu vaccination**

5.36 The flu vaccination is offered to individuals at greater risk of developing serious complications from flu. In 2023/24, 56% of over-65s in Hammersmith & Fulham received the vaccine. This is the lowest in the London region, below the England average of 77.8% and is below the national vaccination coverage target of 75%.

5.37 Flu vaccination coverage for at-risk individuals aged 6 months to 64 years in Hammersmith & Fulham was 25.8% in 2023/24, the lowest in the London region and below the England average of 41.4%. It also remains well below the national vaccination coverage target of 55%.

**Figure 5.3: Population vaccination coverage: Flu – at risk individuals and Flu – aged 65 and over for Hammersmith & Fulham, London and England, 2023/24**



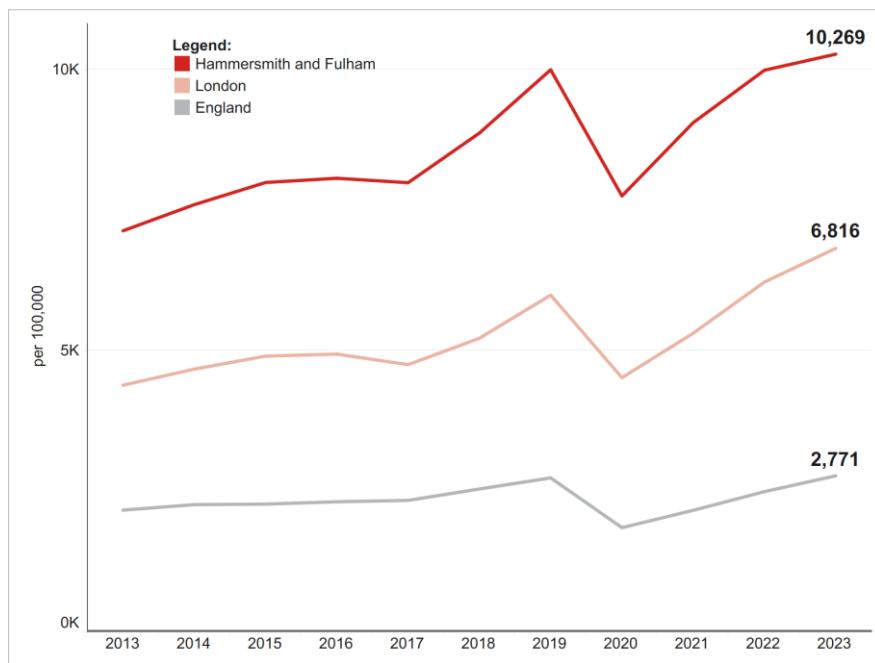
5.38 Pharmacies improve accessibility and uptake of flu vaccines and reduce the need to visit a GP for vaccination by providing convenient walk-in services for flu vaccination. This can help to reach vulnerable populations who may be at higher risk of complications from the flu (e.g., older adults, people with chronic conditions, pregnant women and people who might be less likely to visit their GP). Further details about the flu vaccination advanced and enhanced services can be found in Chapter 7.

#### HIV

5.39 The rate of HIV diagnosis is comparatively high in Hammersmith & Fulham. The latest figures show that there were 41 residents in Hammersmith & Fulham in 2023 newly diagnosed with HIV. This equates to 22 per 100,000 population which is significantly higher than the national rate of 10.4 per 100,000 and higher than the regional rate of 17.2 per 100,000.

5.40 Positively, HIV testing coverage is relatively high in Hammersmith & Fulham. In 2023, 10,269 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 Hammersmith & Fulham, London and England, 2013-2023**



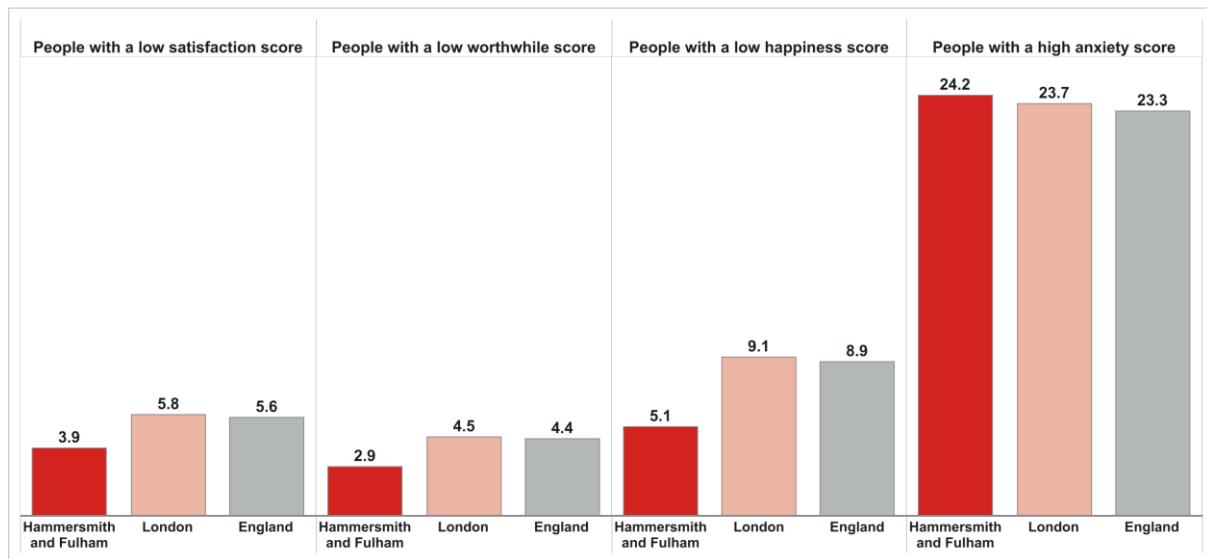
### Mental wellbeing

5.41 Mental health and wellbeing, health behaviours (e.g., smoking, diet, physical activity and alcohol consumption) and physical health are inextricably linked.

5.42 The ONS dataset 'Personal well-being estimates by Local Authority'<sup>24</sup> uses four measures to assess personal well-being: life satisfaction, feeling the things done in life are worthwhile, happiness, and anxiety. Figure 5.5 below presents the results from the latest survey wave (2022-23), showing the percentage of respondents scoring low for each indicator. Hammersmith & Fulham has statistically similar results to London and England for Anxiety, Life Satisfaction and Worthwhileness, and statistically better results for Happiness.

<sup>24</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 5.5: Personal wellbeing scores in Hammersmith & Fulham, London and England in 2022/23**



### **Mental health**

- 5.43 Childhood and adolescence provide an opportune time to prioritise mental health among individuals, as this can have a substantial impact on children and young people's physical and mental health into adulthood.<sup>25</sup> In 2022/23, 2.3% of school pupils in Hammersmith and Fulham had a primary Special Education Need identified as a Social, Emotional and Mental Health need. This is the sixth lowest in the London region, and significantly lower than the England rate of 3.3%.
- 5.44 0.6% (1,839) patients registered with a Hammersmith & Fulham GP were newly diagnosed with depression in 2022/23. 1.1% patients have a mental health condition such as schizophrenia, bipolar affective disorder and other psychoses (2023/24).
- 5.45 Mental health illnesses such as Major Depressive Disorder, anxiety disorders, bipolar and schizophrenia can all increase the risk of suicide.<sup>26</sup> Between 2021-23, there were 58 deaths from suicide and injury of undetermined intent in Hammersmith and Fulham, which equates to a rate of 10.7 per 100,000. This is the highest in the London region but is similar to the England rate of 10.7 per 100,000.

<sup>25</sup> Department of Health and Social Care (2024). Improving the mental health of babies, children and young people: a framework of modifiable factors. <https://www.gov.uk/government/publications/improving-the-mental-health-of-babies-children-and-young-people/improving-the-mental-health-of-babies-children-and-young-people-a-framework-of-modifiable-factors>

<sup>26</sup> Moitra et al. (2021). Estimating the risk of suicide associated with mental disorders: A systematic review and meta-regression analysis. <https://PMC.ncbi.nlm.nih.gov/articles/PMC8095367/>

### ***Social isolation and loneliness***

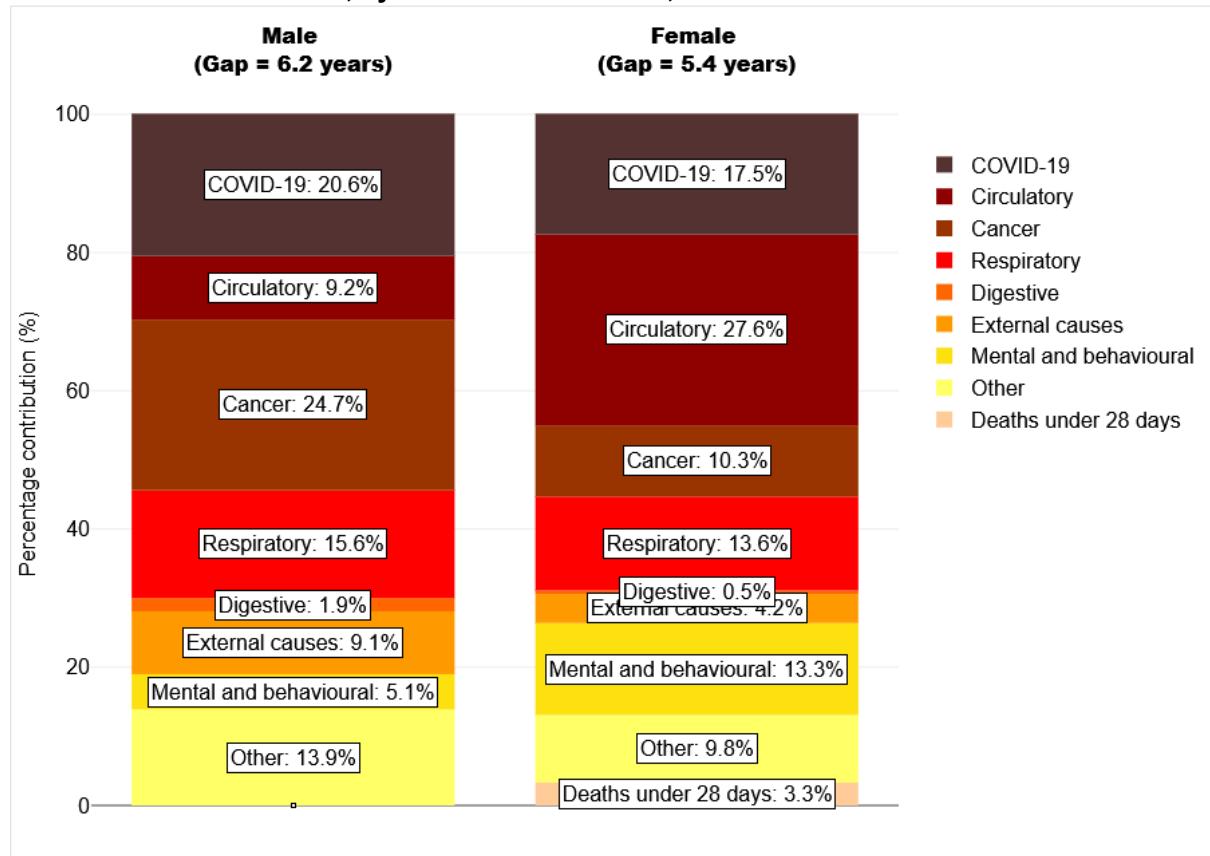
- 5.46 Social isolation and loneliness can negatively impact health and wellbeing by increasing behavioural risk factors, leading to poor mental health and higher morbidity and mortality rates from conditions such as acute myocardial infarction and stroke.
- 5.47 To understand how prevalent loneliness is, the 2021/22 to 2022/23 Active Lives Adult Survey asked respondents, "How often do you feel lonely?". In Hammersmith & Fulham, 7.1% reported that they feel lonely always or often, similar to the national figure of 6.8% and the regional figure of 7%.
- 5.48 The 2023/24 Adult Social Care Survey found that 36.1% of adult social care users aged 18 and over reported having as much social contact as they would like, which is significantly lower than the national rate of 45.6%, and is the fourth lowest in the London region. These figures highlight that almost two thirds of those receiving social care in Hammersmith & Fulham do not have sufficient social contact and are likely experiencing isolation and loneliness.
- 5.49 Pharmacies have a key role in supporting the mental health and wellbeing of their communities, as they are well-placed to spot new or worsening symptoms in patients and can signpost or refer them to existing support services. They can work closely with patients experiencing poor mental health to ensure the safe and effective use of medications. For patients experiencing a mental health crisis, pharmacists may be able to provide immediate access to necessary medications, such as emergency supplies of medicines used for the treatment of mental health conditions, supporting individuals to manage their condition until they can access further support.

### **Major health conditions**

- 5.50 There is a gap in the life expectancy between the most deprived and least deprived populations within a district. For Hammersmith & Fulham, there is a gap of 6.2 years for males and 5.4 years for females. By exploring the causes of this gap and understanding health conditions having the greatest impact on local populations, it is possible to identify where a targeted approach is needed.
- 5.51 Figure 5.6 illustrates the breakdown of the life expectancy gap (by broad cause of death) between the most deprived and least deprived quintiles of Hammersmith & Fulham for 2020 to 2021. The leading cause of the life expectancy gap between the most and least deprived quintiles of Hammersmith & Fulham for males was cancer, accounting for 24.7% of the gap, the second was COVID-19, accounting for 20.6%,

whilst the third was respiratory diseases, accounting for 15.6% of the gap. 'Other' diseases accounted for 13.9% of the gap, circulatory diseases for 9.2% and external causes accounted for 9.1% of the gap. For females, circulatory disease were the main contributors, accounting for 27.6% of the gap, COVID-19 for 17.5%, respiratory diseases for 13.6%, mental and behavioural for 13.3% and cancer for 10.3%.

**Figure 5.6: Life expectancy gap between the most deprived quintile and least deprived quintile of Hammersmith & Fulham, by broad cause of death, 2020-21**



5.52 The next section will take a closer look at cancer, circulatory diseases and respiratory diseases and their impact in Hammersmith & Fulham.

### Circulatory diseases

5.53 Circulatory diseases are a leading cause of death globally. These are disease that affect the heart and blood vessels. For the period 2021-2023, the under 75 mortality rate from cardiovascular disease in Hammersmith & Fulham was 71 per 100,000 population which was similar to the figures for the London region (74.5 per 100,000 population) and the England rate (77.1 per 100,000 population).

- 5.54 The most recent prevalence of Coronary Heart Disease (CHD) patients in Hammersmith & Fulham general practices (2023/24) (1.2%) was similar to the London region (1.9%) and just over half the overall England rate (3%).
- 5.55 Stroke prevalence is relatively low in Hammersmith & Fulham. In 2023/24, 0.9% of patients registered with a GP in Hammersmith & Fulham 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**

- 5.56 Cancer is a group of diseases whereby abnormal cells grow and reproduce, with the potential to spread to other areas of the body. In 2023, the mortality rate from cancer in Hammersmith & Fulham was 210 per 100,000, significantly lower than the rates in England (247 per 100,000) and lower than the rate in London (226 per 100,000).
- 5.57 Premature cancer mortality (under 75) in Hammersmith & Fulham was 108 per 100,000 in 2021–2023, also significantly better than England (122 per 100,000) and similar to London (110 per 100,000).
- 5.58 Mortality rates for lung, breast (females), prostate (males), colorectal, bladder, stomach and oesophageal cancers, as well as for leukaemia and lymphoma, were comparable to national figures.

### **Respiratory diseases**

- 5.59 Respiratory diseases are among the leading causes of death in England for people aged under 75. These can include flu, pneumonia, and chronic lower respiratory diseases such as chronic obstructive pulmonary disease (COPD).
- 5.60 In Hammersmith & Fulham, the under-75 mortality rate for respiratory diseases between 2021 and 2023 was 29.6 per 100,000 population. This rate is similar to the national rate for England, which stands at 30.3 per 100,000, and the rate for the London region at 25.5 per 100,000.
- 5.61 One of the major respiratory diseases is COPD. The mortality rate from COPD in Hammersmith & Fulham was 44.1 per 100,000 in 2021-2023, similar to the rate for London of 38.8 per 100,000 and the England rate of 43.9 per 100,000.

## **Summary of health needs**

Overall, the people of Hammersmith & Fulham experience good health compared with London and England averages. Life expectancy is broadly in line with regional and national figures for men, and higher for women. Healthy life expectancy is significantly better than national averages for both sexes, although many years are still lived in ill-health. An inequality gap remains between the most and least deprived residents, driven mainly by circulatory diseases, cancer, and respiratory diseases.

There are clear strengths in local health behaviours: adult obesity levels are low, physical activity is high, smoking rates are average, and chlamydia screening among young women is above national and London levels.

Some challenges stand out where Hammersmith & Fulham performs worse than regional and national comparators. These include:

- High rates of admission episodes for alcohol-specific conditions (2023/24)
- Higher mortality from drug misuse (2021–23)
- High rates of new STI diagnoses and HIV diagnoses (2023–24)
- Low uptake of flu vaccination among over-65s and at-risk groups (2023/24)
- Low levels of adult social care users reporting sufficient social contact (2023/24)
- Suicide rates that are the highest in London (2021–23)

Community pharmacies are well-placed to support local people across many of these areas. They deliver smoking cessation, weight management referrals, alcohol and drug harm reduction services, sexual health advice and testing, flu vaccination, and mental health signposting. Their accessibility makes them a vital part of addressing health inequalities in Hammersmith & Fulham.

# Chapter 6 - Public engagement

6.1 In order to gain the views of the public on pharmaceutical services, a questionnaire was developed by the Steering Group and made available via an online survey platform from 5<sup>th</sup> September to the 22<sup>nd</sup> September 2025. The questionnaire included equality questions.

## Engagement strategy

6.2 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 Nextdoor.

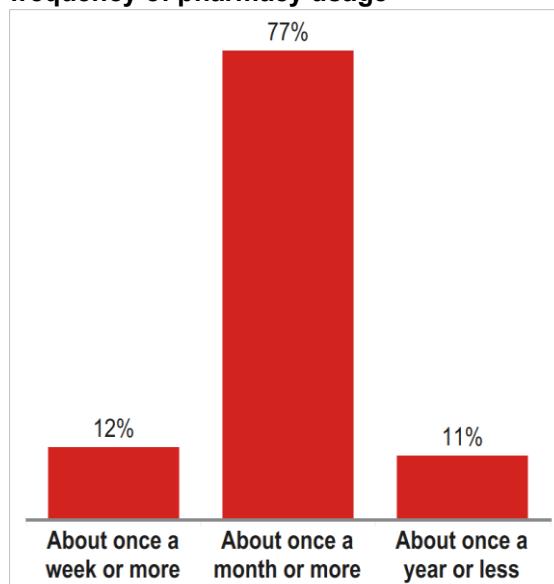
6.3 In addition, the survey was shared widely with a broad network of local stakeholders. This included representatives from primary care networks, Healthwatch, the Carers Network, commissioned services, family champions, libraries, faith groups, gyms, and housing schemes voluntary and community sector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

Sobus | Healthwatch Hammersmith & Fulham | Carers Network | H&F Faith Forum | South Fulham & Central PCN | North PCN | Family Champions | Action on Disability | Age UK Hammersmith & Fulham | Alzheimer's Society | Barnardo's (SEone Service) | Barons Court Project | The Creighton Centre | The Brunswick Club | Doorstep Library Network | Fulham Good Neighbour Service | Groundwork London | H&F CAB | H&F Foodbank | H&F Law Centre | ParentsActive (former H&F Mencap) | H&F Mencap | Safety Net People First (SNPF) | Urbanwise London | H&F Volunteer Centre | Hammersmith Community Gardens Association | Home-Start | The Lido Foundation | London Sports Trust | Lyric | Open Age | Ray's Playhouse | Resurgo Trust | Sand End Associated Project in Action | Shepherds Bush Families Project & Children's Centre | The Sulgrave Club | Urban Partnership Group | Violence Intervention Project | West London Action for Children | Westway Community Transport | William Morris Society & Kelmscott Fellowship | Young H&F Foundation | Silver socials | Family Hubs | Sheltered Housing Schemes | Day opportunities lead | Nourish Hub | MCWO Muslim Community Group | Minaret Centre Muslim Community Group | Iranian Assoc - Muslim Community Group | Western Ballers - Muslim Community Group | WLICC – Muslim Community Group Men's only service | Patient Reference Groups

## Responses to questionnaire

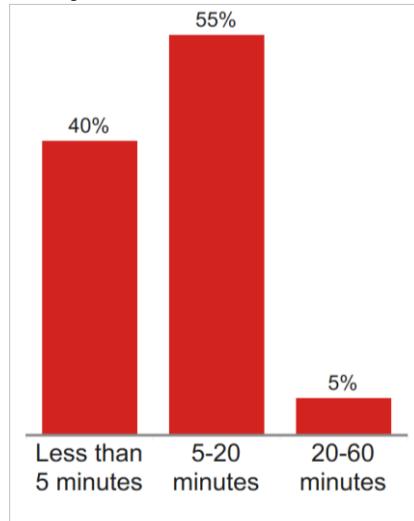
- 6.4 There were **161 responses** to the public engagement questionnaire; all were completed online.
- 6.5 Generally, the local community use pharmacies regularly. 77% of respondents stated that they visited a pharmacy about once a month or more in the previous 6 months.

**Figure 6.1: Responses to frequency of pharmacy usage**



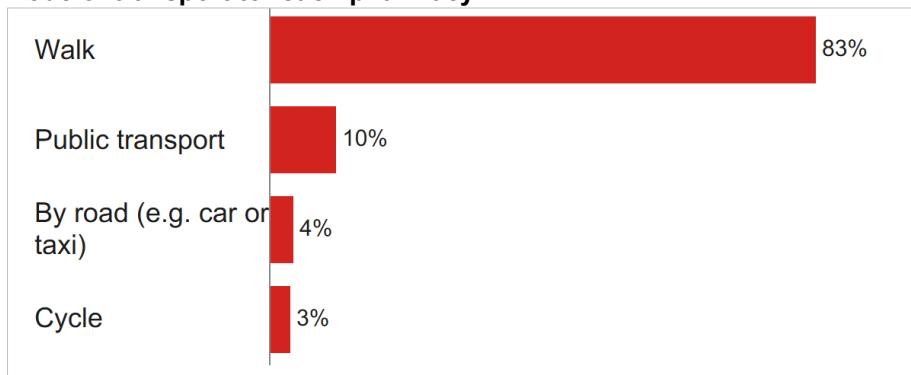
- 6.6 The questionnaire ascertained factors that influence respondent's choice of pharmacy. Proximity was the overwhelming reason stated, playing a role in 91% of responses. Other factors stated include good service (68%), convenience of opening times (33%) and availability of parking (8%).
- 6.7 For the vast majority of responders (95%), their journey time to a pharmacy is less than 20 minutes, with 40% being able to get to a pharmacy in less than 5 minutes. 5% of respondents take between 20 and 60 minutes to reach their pharmacy.

**Figure 6.2: Travel time to a pharmacy**



6.8 Walking was the most common method of reaching a pharmacy (83%), followed by public transport (10%), road (4%) and cycling (3%).

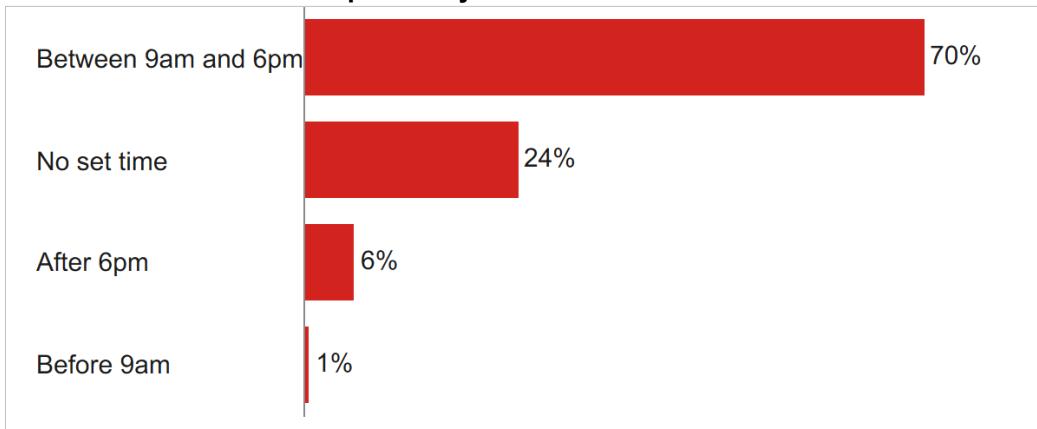
**Figure 6.3: Mode of transport to reach pharmacy**



6.9 44% of respondents preferred to visit a pharmacy on a weekday, 6% on a weekend while half (50%) did not have a preference.

6.10 Whilst 24% of respondents did not have a preference as to what time they visited a pharmacy, for those that did the most popular time was between 9am and 6pm (70% of responses), followed by after 6pm (6% of responses) and then 12 noon to 3pm (13%).

**Figure 6.4: Preferred time to visit pharmacy**



6.11 The questionnaire sought to find out the actions people took when they were not able to access their pharmacy. Most (55%) chose to go another day, 34% stated they always have access to their pharmacy, 10% would use a different health care service while 1% would get carer assistance.

#### **Additional comments about local pharmacy services**

6.12 A total of 94 respondents chose to share further comments about local pharmacy services. Of these, 41 were positive, 33 raised concerns or suggestions for improvement, 12 highlighted both positive aspects and areas for change, and 8 were neutral observations (e.g., about how they use pharmacies).

6.13 Themes from the positive comments included:

- Friendly, helpful and knowledgeable staff who provide trusted advice
- Convenience of local pharmacies, especially for people with limited mobility
- Appreciation of repeat prescription and delivery services
- Value of pharmacies for vaccinations and the Pharmacy First service
- The important role of pharmacies in reducing pressure on GPs and hospitals

6.14 Examples of positive comments include:

“Excellent advice from the pharmacy staff.”

“My pharmacy work incredibly hard to serve the community... they don't appear to have enough staff.”

“Bush pharmacy is very close, always have a pharmacist who can give advice and provide treatment.”

They are friendly and remember me as I have collected my prescriptions there for years.”

“Fantastic Oza Chemist – kind, caring and efficient, all you need in a pharmacy.”

“At 85 years old, it is extremely helpful to have a convenient pharmacy and to have personal contact with a pharmacist who is familiar with one's circumstances.”

6.15 Themes from comments suggesting improvements included:

- **Opening hours:** requests for extended evening or weekend opening
- **Stock availability:** difficulties obtaining certain medicines, leading to repeat visits or delays
- **Staffing pressures:** reports of long queues, especially in larger chain pharmacies
- **Communication gaps:** issues with texts about prescription readiness, unclear messages between GP practices and pharmacies
- **Accessibility:** concerns about closures (e.g., Tesco Brook Green), reduced home delivery options for older or disabled people
- **Service quality:** some frustration with long waits for prescriptions and perceptions that retail activities sometimes overshadow healthcare roles

#### 6.16 Here are some example comments:

“Yes, the pharmacies should be open for longer in the evening so I can go after work.”

“The main problem I experience is that two of my local pharmacies are struggling to supply common drugs prescribed by my GP.”

“The pharmacy in Boots, King Street is understaffed. Today there were about 10 people in front of me and I waited more than half an hour to pick up a prescription.”

“It was a shame that Tesco Brook Green was allowed to close its pharmacy... it was the only one nearby which opened on a Sunday.”

“Pharmacies and GPs need to inform patients if prescriptions are ready to be collected or sent off – a simple text message could save wasted journeys.”

## Demographic breakdown of participants

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

- **Age:** 1% (n=2) were aged 15 or less, 45% (n=69) were of working age while 54% (n=82) were over 65 years old.
- **Ethnicity:** 6% identified as Asian or Asian British, 9% as Black, Black British, Caribbean or African, 71% as White, 12% preferred not to say, while 1% did not know their ethnic background.
- **Gender:** Females made up 72% (n=113), while males made up 23% (n=37) of the respondents. 5% (n=8) of respondents preferred not to state the gender. In response to the question about whether participants were a trans man/trans woman or had a trans history, only 1% (n=1) answered in the affirmative while 94% (n=144) of respondents said no.
- **Religion:** Christians made up 59% (n=93) of responses, those without a religion or atheist 23% (n=36), those that preferred not to say 13% (n=21), Muslims 2% (n=3), Buddhists 2% (n=3) and those of the Jewish faith 1% (n=1).
- **Employment status:** 45% (n=65) were in employ, 53% (n=77) were not in employment and 2% (n=3) were students.

- **Sexual orientation:** 1% (n=2) identified as bisexual; 6% (n=9) as gay or lesbian and 78% (n=124) as heterosexual/straight.
- **Long term condition and disability:** 46% (n=73) of respondents reported having a long-term condition. 44% (n=38) stated that their conditions or illnesses reduced their ability to carry out day-to-day activities a little, and 30% (n=26) said a lot.
- **Relationship status:** 9% (n=14) were cohabiting or living with a partner; 26% (n=41) were married or in a civil partnership; 9% (n=14) were separated, divorced, or had a civil partnership dissolved; 36% (n=57) were single; and 9% (n=14) were widowed.
- **Pregnancy:** 3% (n=4) were pregnant at the time of completing the survey or had been pregnant in the previous calendar year.
- **Breastfeeding:** 3% (n=4) were breastfeeding at the time of completing the survey.
- **Caring responsibility:** 72% (n=114) did not have caring responsibilities, and 23% (n=37) identified as carers.

6.18 Overall, no meaningful differences in responses were identified across the different groups that responded to the survey.

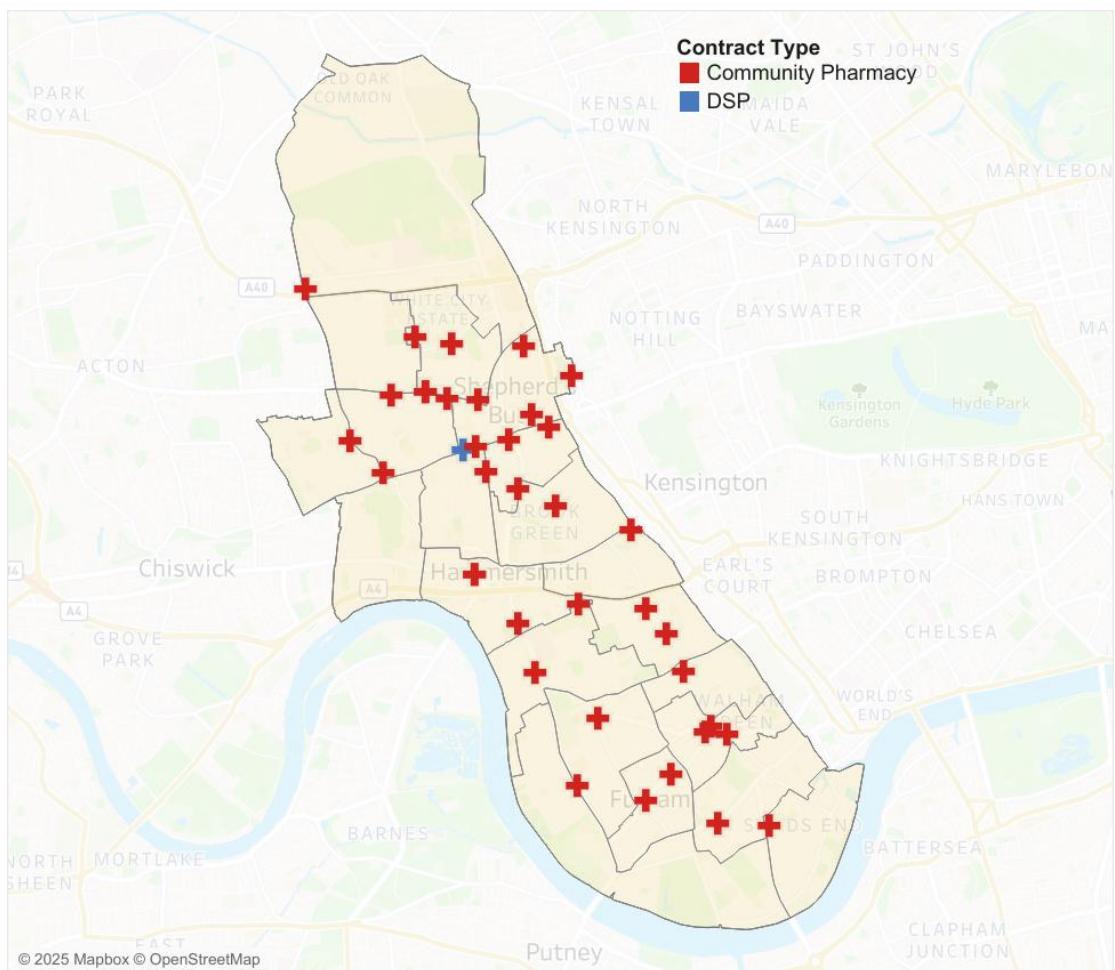
# Chapter 7 - Pharmaceutical service provision

- 7.1 This chapter identifies the pharmaceutical service providers available in Hammersmith & Fulham, the services they provide and maps their accessibility.
- 7.2 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.
- 7.3 Where appropriate, a 1-mile radius has been included around service providers to highlight their coverage.

## Pharmaceutical service providers

- 7.4 As of December 2025, there are 38 pharmacies included in the pharmaceutical list for the Hammersmith & Fulham HWB area, 37 of which are community pharmacies. The area's pharmacies are presented in the map in Figure 7.1 below as well as being listed in Appendix B.

Figure 7.1: Pharmaceutical service providers in Hammersmith & Fulham



Source: NHSBSA

### Community Pharmacies

7.5 Hammersmith & Fulham's 37 community pharmacies equate to about **2.0 community pharmacies per 10,000** (based on 2025 population estimate of 190,925). This ratio is considerably higher than the national average of 1.7 pharmacies per 10,000 residents (NHBSA and 2021 Census).

### Dispensing Appliance Contractors (DACS)

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

### **GP Dispensing Practices**

7.7 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 Hammersmith & Fulham.

### **Distance Selling Pharmacies (DSPs)**

7.8 Distance Selling Pharmacies (DSPs) are pharmacies that operate mainly through remote means, such as online platforms, phone or mail rather than providing face to face services.

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

- No new applications for DSPs can be accepted/are permitted from 23<sup>rd</sup> June 2025
- DSP can no longer deliver directed services (advanced and enhanced services) in person to a patient (with exception of COVID-19 and influenza vaccination services. This exception is only until March 2026).

7.10 There is one DSP in Hammersmith & Fulham (Pharmacy on Wheels on Goldhawk Road).

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

7.11 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 Hammersmith & Fulham and no areas in Hammersmith & Fulham have been designated as LPS areas.

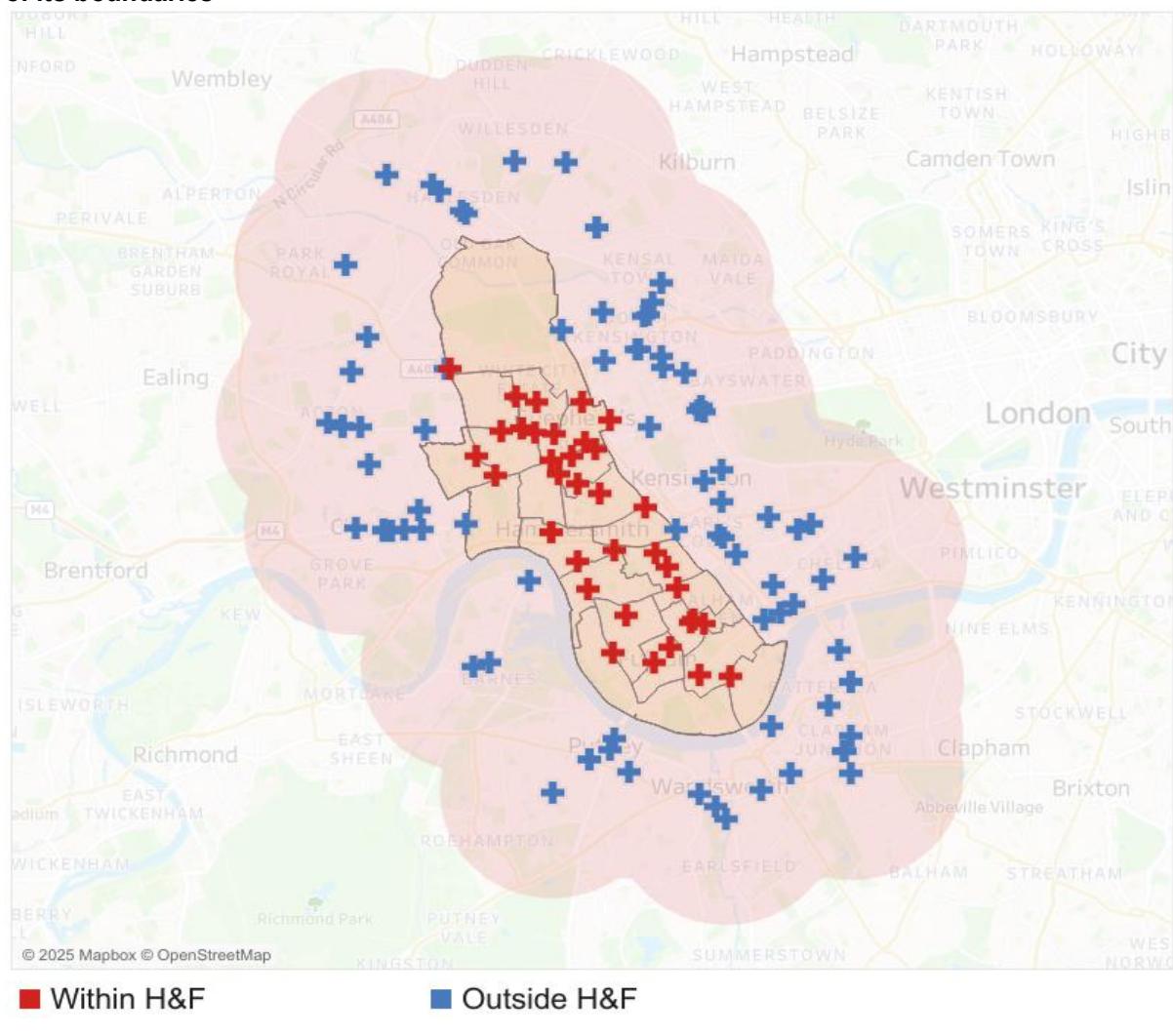
## **Accessibility**

### **Distribution and Choice**

7.12 The PNA Steering Group established a maximum acceptable distance of one mile for resident to access pharmaceutical services. This distance equates to about 20 minutes' walk.

7.13 Figure 7.2 below shows the 37 community pharmacies located in Hammersmith and Fulham and the additional 82 pharmacies within one mile of its boundaries.

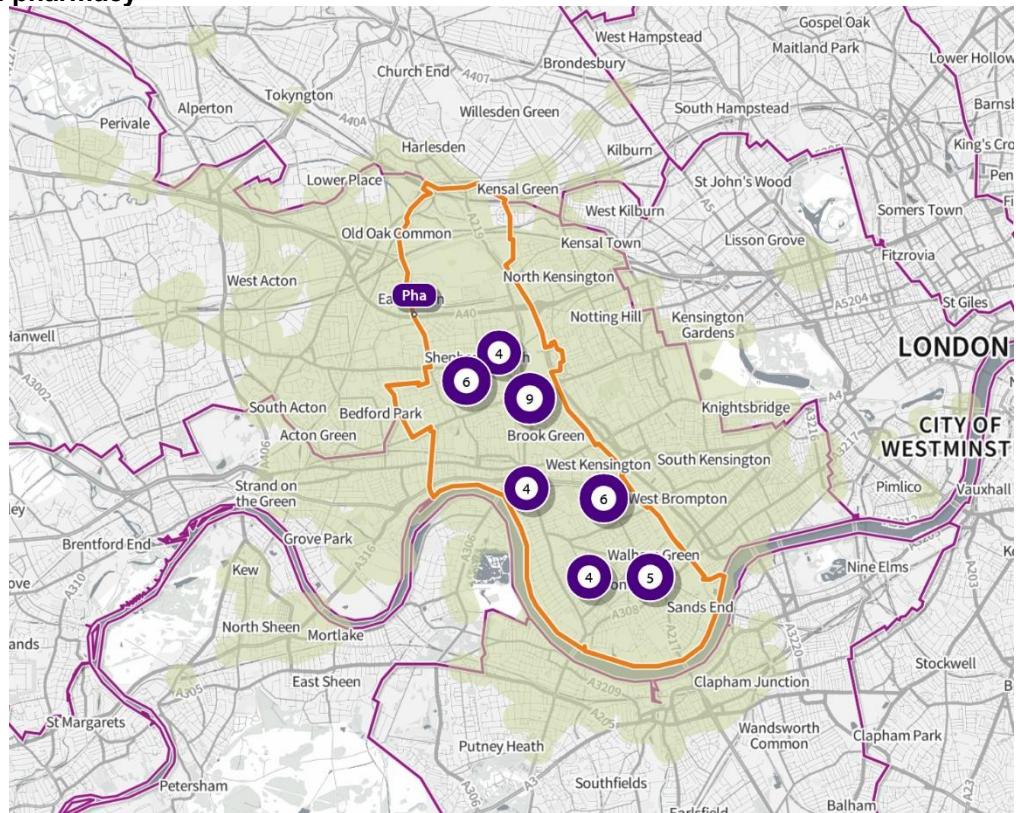
**Figure 7.2: Distribution of community pharmacies in Hammersmith & Fulham and within 1 mile of its boundaries**



Source: NHSBSA

- 7.14 As seen, there is a good distribution of pharmacies in and around Hammersmith & Fulham attesting to ease of access to pharmacies by its residents.
- 7.15 This is also reflected in terms of easy access to pharmacies by public transport. As seen in 7.3 below, the entire borough is within 20 minutes of a pharmacy by public transport.

**Figure 7.3: Areas covered by 20-minute travel time by public transport to a Hammersmith & Fulham pharmacy**



Source: Strategic Health Asset Planning and Evaluation Atlas Tool

7.16 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. As seen, most the wards have at least one pharmacy within them; the exceptions being Warmholt, Ravenscourt and Palace & Hurlingham wards.

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

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
Shepherd's Bush Green	4	6,043	6.6
Hammersmith Broadway	4	8,344	4.8
White City	5	10,953	4.6
Addison	3	7,740	3.9
Walham Green	3	8,066	3.7
Coningham	3	10,740	2.8
Fulham Town	2	7,500	2.7
Brook Green	2	8,622	2.3
West Kensington	2	9,726	2.1
Munster	2	12,282	1.6
Lillie	1	7,053	1.4
Wendell Park	1	7,379	1.4
Grove	1	7,622	1.3

Avonmore	1	7,759	1.3
Parsons Green & Sandford	1	7,897	1.3
Sands End	1	11,725	0.9
College Park & Old Oak	1	12,128	0.8
Fulham Reach	1	12,684	0.8
Wormholt	0	8,143	0
Ravenscourt	0	7,025	0
Palace & Hurlingham	0	11,494	0
<b>Total</b>	<b>38</b>	<b>190,925</b>	<b>2.0</b>

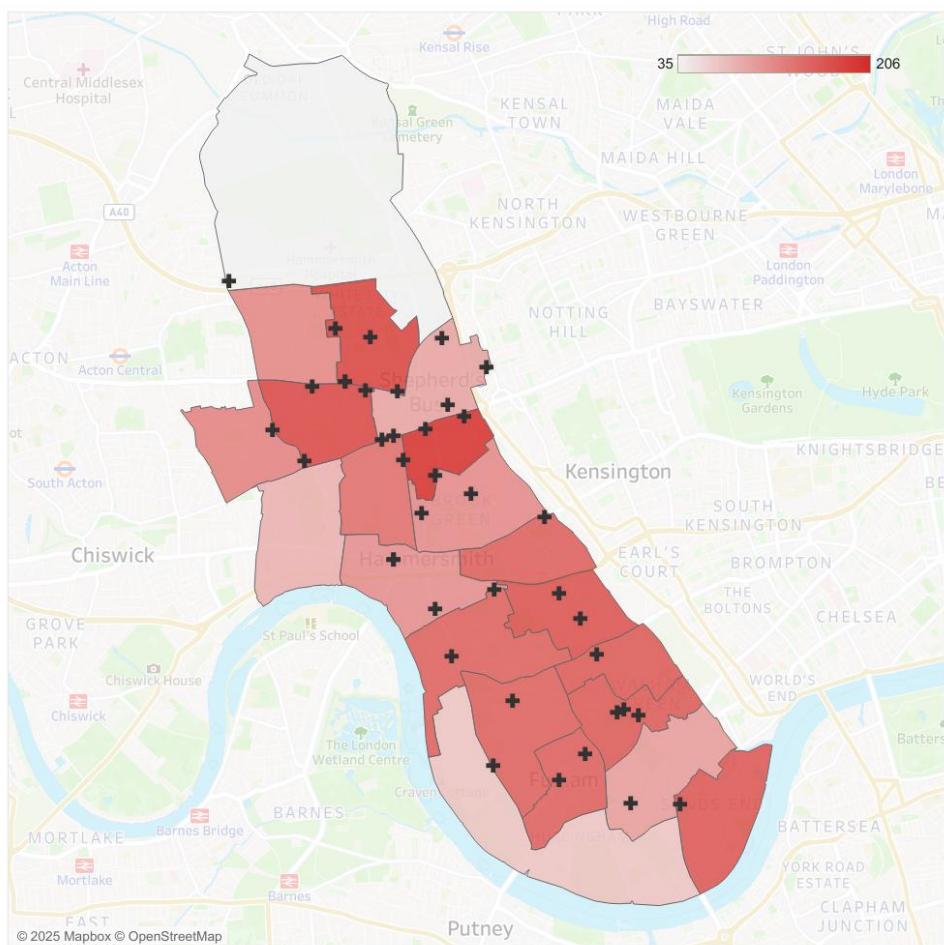
Source: NHSBSA & GLA Population Projections

7.17 Though Wormholt, Ravenscourt and Palace & Hurlingham wards do not have community pharmacies with them, their residents are well served by pharmacies in the surrounding wards including those in neighbouring HWB areas as evidenced in Figure 7.2 and 7.3 above.

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

7.18 Community pharmacies in Hammersmith & Fulham are broadly more concentrated in areas of higher population densities as shown in Figure 7.4.

**Figure 7.4: Pharmacy locations in relation to population density by ward in Hammersmith & Fulham**



**Source: GLA & NHSBSA**

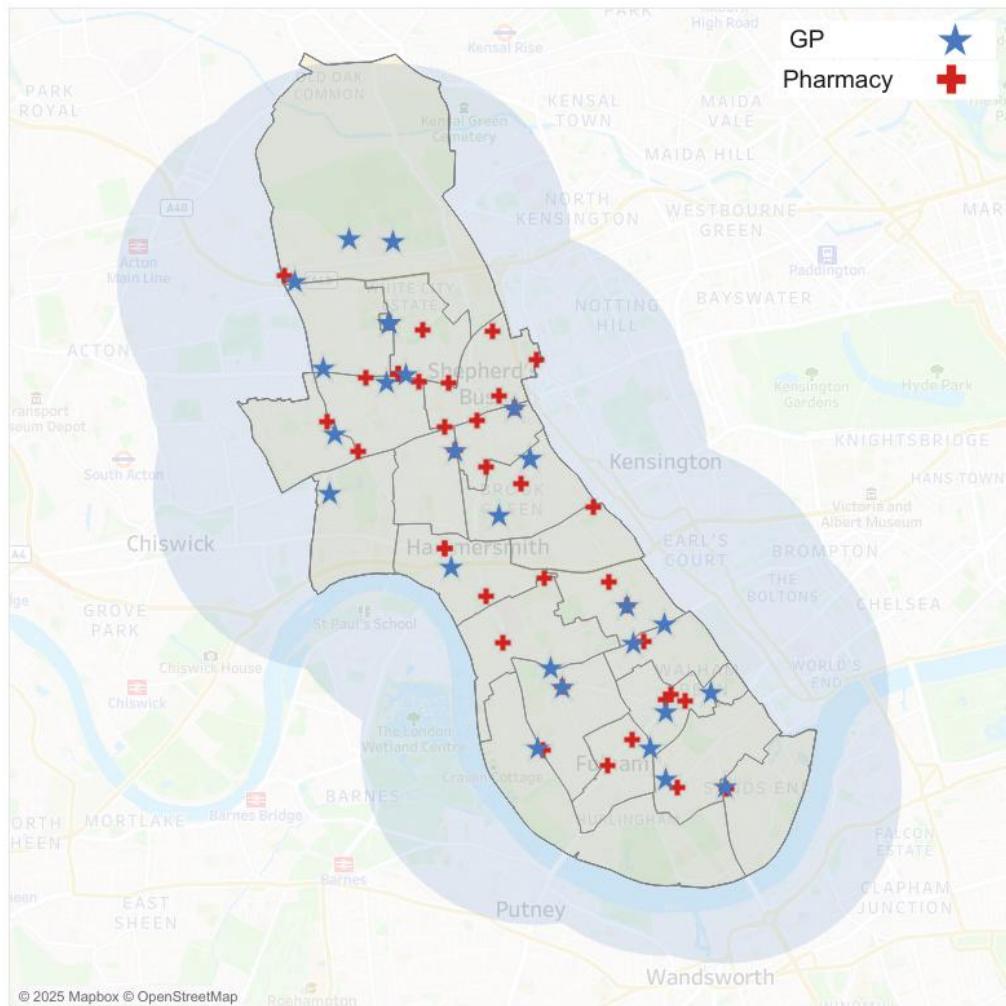
#### ***Pharmacy Distribution in relation to GP Surgeries***

- 7.19 In early 2019, the NHS Long Term Plan was announced that urged general practices to form Primary Care Networks (PCNs). PCNs are collaborative entities linking primary care services with hospital, social care and voluntary sector organisations and covering populations between 30,000 and 50,000 people.
- 7.20 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.
- 7.21 There are currently 29 general practices in Hammersmith & Fulham with a combined patient list size population of 336,815. These General Practices belong to one of five

PCNS (Hammersmith & Fulham North, Hammersmith & Fulham partnership, Hammersmith & Fulham Central, Babylon GP at hand or South Fulham).

7.22 Figure 7.5 below shows that there is a pharmacy within accessible distance (one mile) of all GPs in Hammersmith & Fulham.

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



Source: NHSBSA

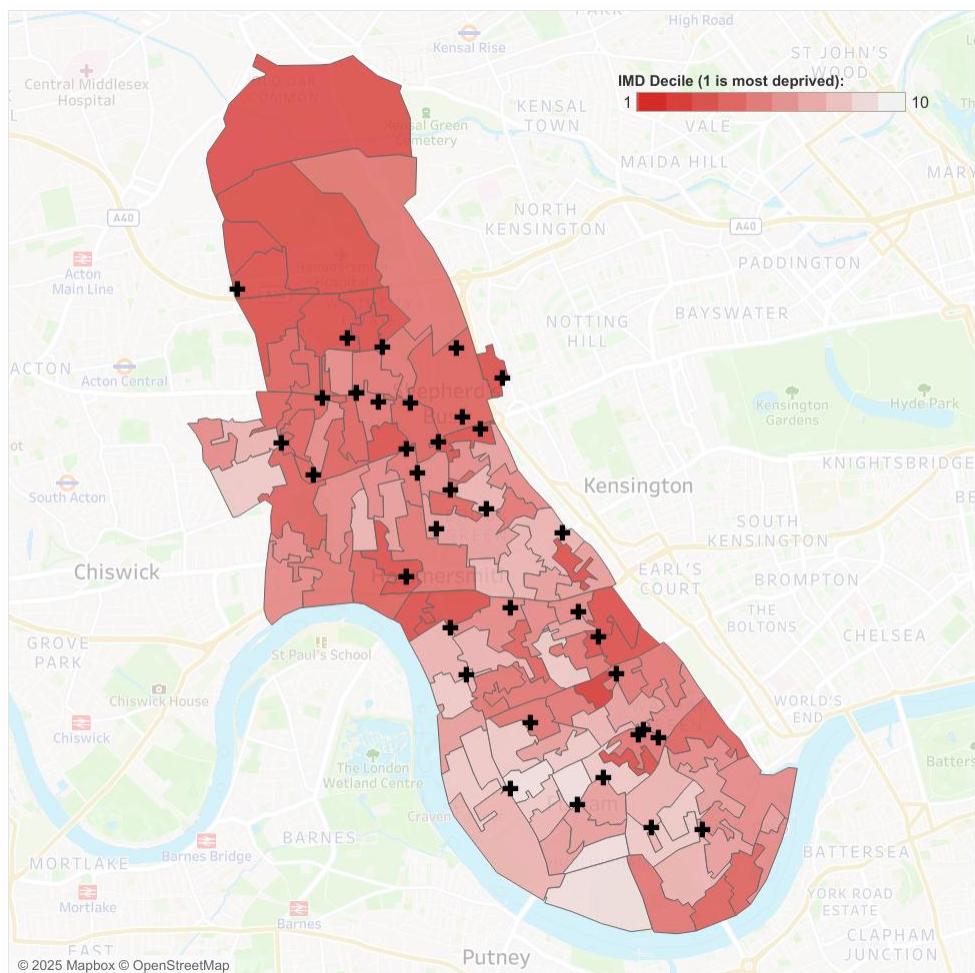
7.23 The NHSE data for 2024-2025 showed that **75.2% of items prescribed by GPs in Hammersmith & Fulham were dispensed by pharmacies in Hammersmith & Fulham**. The next largest borough were prescriptions written by GPs in Hammersmith & Fulham were filled was Ealing (6.0%).

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

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

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

**Figure 7.6: Pharmacy locations in relation to deprivation deciles in Hammersmith & Fulham**



Source: MHCLG & NHSBSA

### Opening times

7.26 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 to maintain out-of-hours pharmacy provision.

7.27 It is important to consider access to pharmacies both within and outside regular hours. The Steering Group defined 9am to 6pm as regular opening hours.

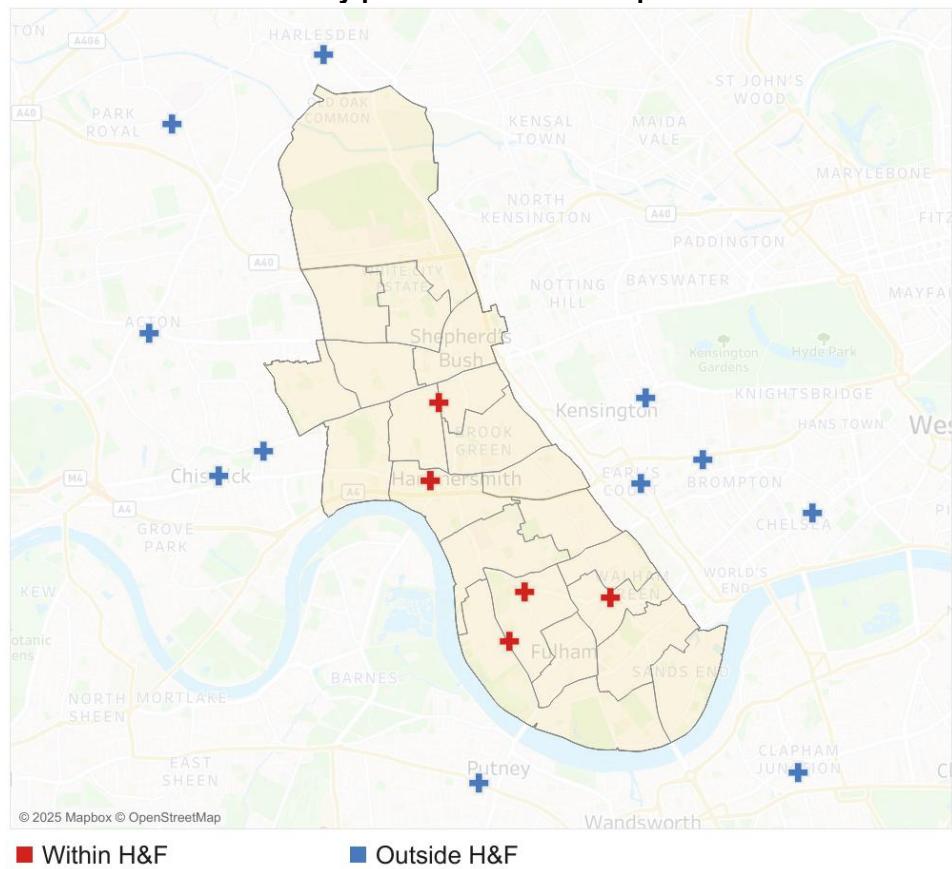
***100-hour pharmacies***

7.28 Hammersmith & Fulham has one 100-hour pharmacy (Boots located at Unit 7, Fulham Broadway Retail Centre).

***Early morning opening***

7.29 Six pharmacies in Hammersmith & Fulham are open before 9am on weekdays. There are 11 pharmacies within one mile of its borders that are also open before 9 am as can be seen in Figure 7.7.

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

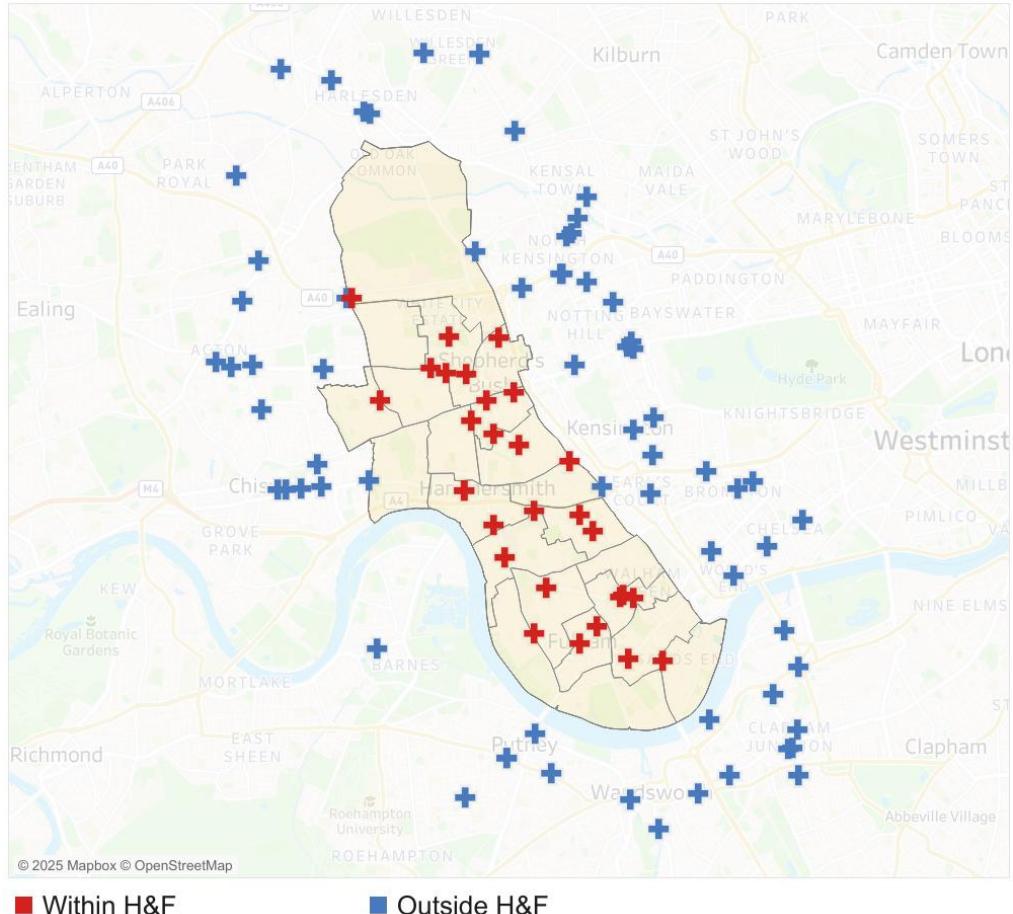


Source: NHSBSA

***Late closing pharmacies***

7.30 There are 29 pharmacies in Hammersmith & Fulham and 66 others within one mile of its borders that are open past 6pm on weekdays as shown below.

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



■ Within H&F

■ Outside H&F

Source: NHSBSA

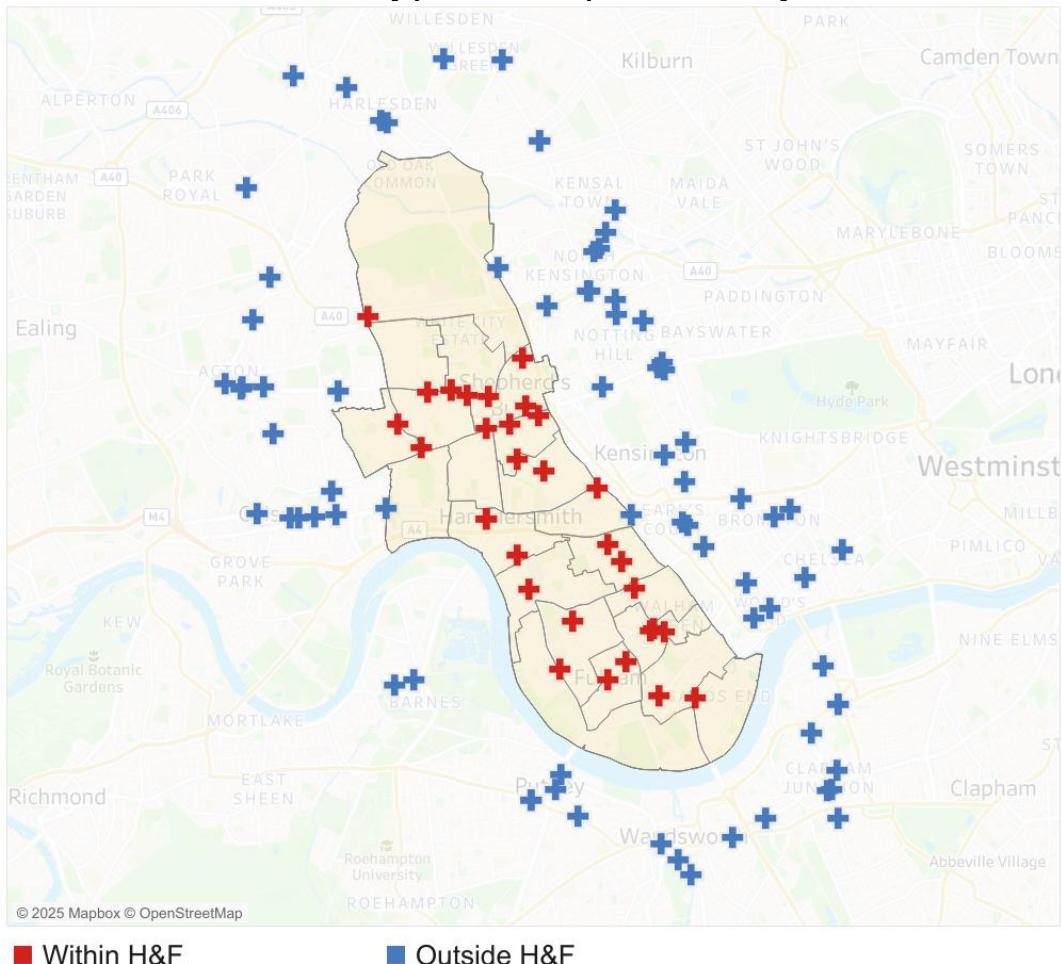
**Table 7.2: Community pharmacies in Hammersmith & Fulham by ward that are open past 6pm on weekdays**

Ward	Number of pharmacies
Hammersmith Broadway	4
White City	3
Walham Green	3
Addison	3
West Kensington	2
Munster	2
Fulham Town	2
Wendell Park	1
Shepherd's Bush Green	1
Sands End	1
Parsons Green & Sandford	1
Grove	1
Fulham Reach	1
Coningham	1
College Park & Old Oak	1
Brook Green	1
Avonmore	1
<b>Total</b>	<b>29</b>

### **Saturday opening**

7.31 Nearly all pharmacies in Hammersmith & Fulham (32 out of 37) are open on Saturdays, with additional 74 pharmacies within one mile of its borders open on Saturdays as can be seen in Figure 7.9.

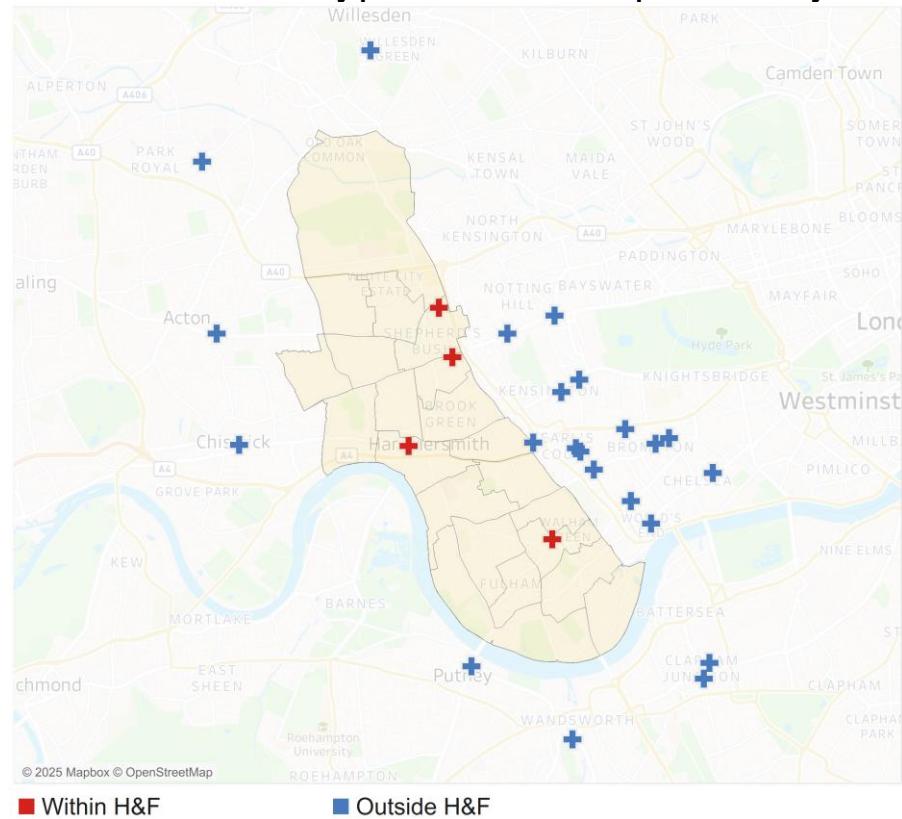
**Figure 7.9: Distribution of community pharmacies open on Saturday**



### **Sunday opening**

7.32 There are 4 pharmacies in Hammersmith & Fulham and 22 others within one mile of its borders that are open on Sundays as shown in Figure 7.10.

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



Source: NHSBSA

#### Summary of the accessibility of pharmacies in Hammersmith & Fulham

Overall, there is good distribution and accessibility of pharmacies in and around Hammersmith & Fulham both in areas of low and high deprivation. There is also a good number of pharmacies that are open outside regular hours.

## Essential services

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

- Dispensing medicines.
- Discharge Medicines Service.
- Dispensing Appliances.
- Disposal of unwanted medicines.
- Healthy Living Pharmacies.

- Public Health (promotion of healthy lifestyles).
- Repeat Dispensing and eRD.
- Sign Posting.
- Support for Self-Care.

### **Dispensing medicines**

7.34 Hammersmith & Fulham pharmacies **dispense an average of 5,891 items per month** (NHSBSA, 2024/25 financial year data). This is considerably lower than London's average of 7,461 items per month and England's average of 8,692 items per month. This suggests there is capacity amongst Hammersmith & Fulham pharmacies to meet current and anticipated need in the lifetime of this PNA.

### **Advanced services**

7.35 Advanced services are nationally set and specified optional services that community pharmacies and dispensing appliance contractors can choose to provide. These services go beyond essential pharmacy services, offering targeted support to improve patient outcomes, enhance public health, and reduce pressure on other parts of the healthcare system.

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

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

- Pharmacy First service
- New Medicines Service (NMS)
- Flu Vaccination Service, Pharmacy Contraceptive Service (PCS)
- Hypertension Case-Finding Service
- Smoking Cessation Service
- Appliance Use Review (AUR) service
- Stoma Appliance Customisation (SAC) service
- Lateral Flow Device Test Supply (LFD) service

### **Pharmacy First service**

7.38 This service builds upon the erstwhile Community Pharmacist Consultation Service (CPCS) by extending its scope to provide clinical consultations and NHS-funded treatment for a comprehensive list of minor illnesses. The Pharmacy First pathway integrates seamlessly into community pharmacy services, improving patient access to

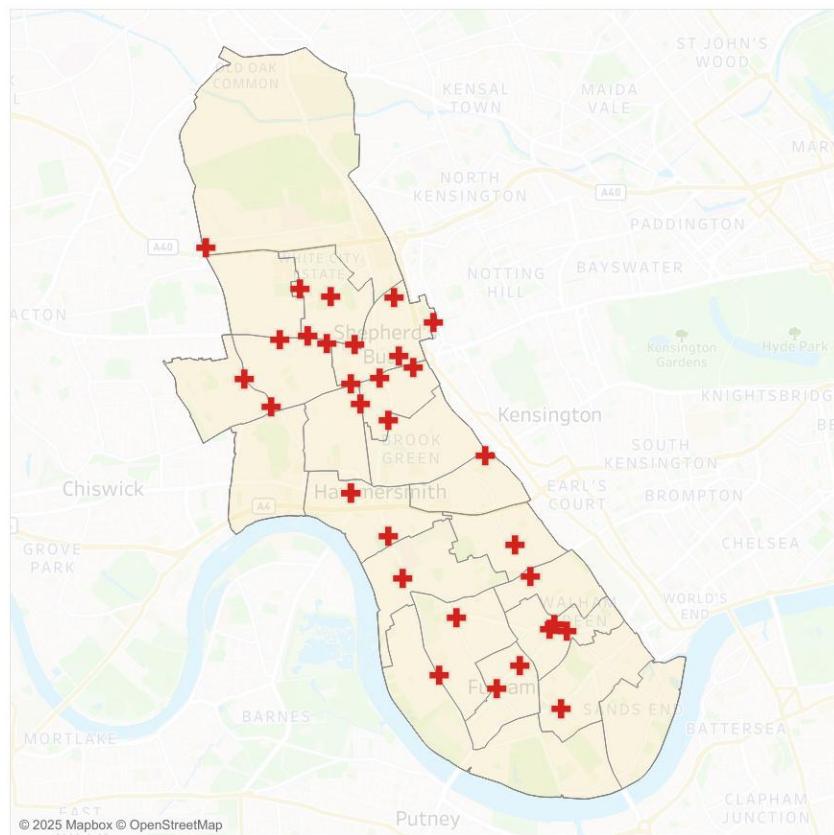
care and reducing demand on GP surgeries and urgent care. It allows pharmacists to clinically assess and treat eligible patients for the following conditions:

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

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

7.40 Nearly all the community pharmacies in Hammersmith & Fulham (33 out of 37) provide Pharmacy First services as can be seen in Figure 7.11 below and Table 7.3 below.

**Figure 7.11: Distribution of pharmacies that provide Pharmacy First service in Hammersmith & Fulham**



Source: NHSBSA

**Table 7.3: Number of pharmacies in Hammersmith & Fulham by ward that provide the Pharmacy First service**

Ward	Number of pharmacies
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White City	5
Shepherd's Bush Green	4
Walham Green	3
Hammersmith Broadway	3
Coningham	3
Addison	3
Munster	2
Fulham Town	2
West Kensington	1
Wendell Park	1
Parsons Green & Sandford	1
Lillie	1
Grove	1
Fulham Reach	1
College Park & Old Oak	1
Avonmore	1
<b>Total</b>	<b>33</b>

Source: NHSBSA

### New Medicines Service

7.41 The New Medicines Service (NMS) is a structured, pharmacy-led service that commenced on the 1st of October 2011. It is provided under the NHS Community Pharmacy Contractual Framework to support patients and their carers in managing their medications effectively especially for long-term conditions, by improving adherence and resolving medication-related issues.

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

7.43 The following conditions are covered by the service:

- Asthma and COPD.
- Diabetes (Type 2).
- Hypertension.
- Hypercholesterolaemia.
- Osteoporosis.
- Gout.
- Glaucoma.
- Epilepsy.

- Parkinson's disease.
- Urinary incontinence/retention.
- Heart failure.
- Acute coronary syndromes.
- Atrial fibrillation.
- Long term risks of venous thromboembolism/embolism.
- Stroke / transient ischemic attack.
- Coronary heart disease.
- Depression (from October 2025) .

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

7.45 Thirty-five pharmacies in Hammersmith & Fulham offer NMS as shown is shown in Figure 7.12 and Table 7.4 below.

**Figure 7.12: Distribution of pharmacies in Hammersmith & Fulham that offer NMS**



Source: NHSBSA

**Table 7.4: Number of NMS providers in Hammersmith & Fulham by Ward**

Ward	Number of pharmacies
White City	5
Shepherd's Bush Green	4

Walham Green	3
Hammersmith Broadway	3
Coiningham	3
Addison	3
West Kensington	2
Munster	2
Fulham Town	2
Wendell Park	1
Parsons Green & Sandford	1
Lillie	1
Grove	1
Fulham Reach	1
College Park & Old Oak	1
Brook Green	1
Avonmore	1
<b>Total</b>	<b>35</b>

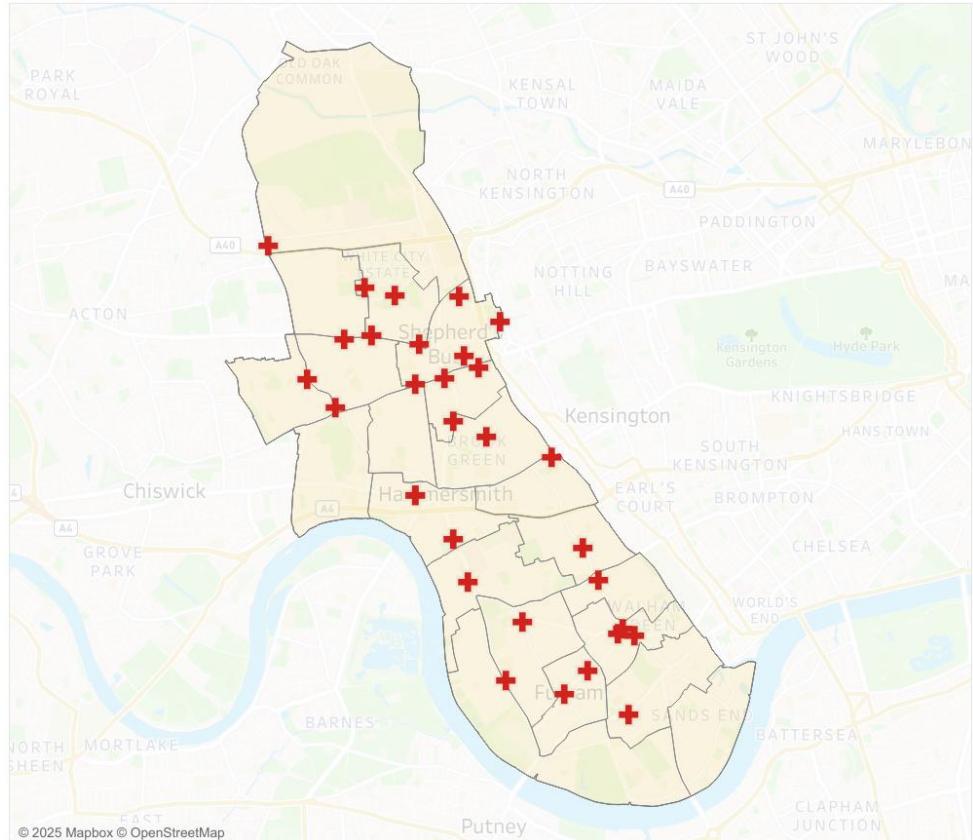
Source: NHSBSA

### **Flu Vaccination Service**

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

7.47 Thirty-two out of 37 pharmacies in Hammersmith & Fulham provide flu vaccination advanced service as can be seen in Figure 7.13 below and Table 7.5 below.

**Figure 7.13: Distribution of pharmacies that provide flu vaccination service**



Source: NHBSA

**Table 7.5: Number of pharmacies in Hammersmith & Fulham by ward that provide the flu vaccination service**

Ward	Number of pharmacies
White City	5
Shepherd's Bush Green	4
Walham Green	3
Hammersmith Broadway	3
Addison	3
Munster	2
Fulham Town	2
Coningham	2
West Kensington	1
Wendell Park	1
Parsons Green & Sandford	1
Lillie	1
Fulham Reach	1
College Park & Old Oak	1
Brook Green	1
Avonmore	1
<b>Total</b>	<b>32</b>

Source: NHBSA

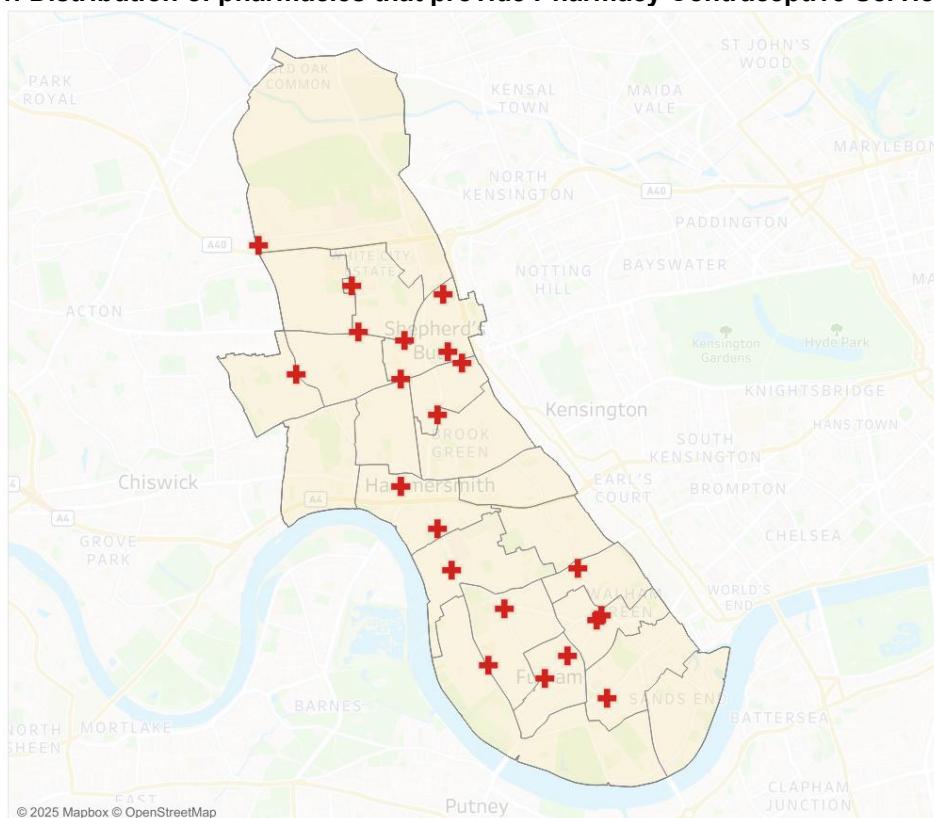
### Pharmacy Contraceptive Service (PCS)

7.48 The PCS provides ongoing access to oral contraception through community pharmacies, including initial and repeat supplies of contraceptives. Pharmacists offer consultations to assess patient suitability, provide advice on proper contraceptive use, and support adherence to treatment. This service ensures easier and more convenient access to contraceptive services, particularly for patients unable to attend GP clinics, and plays an important role in reducing unplanned pregnancies.

7.49 As part of the agreement within the 2025/2026 CPCF, the PCS will be expanded to include emergency hormonal contraception (EHC) from October 2025. This service expansion will allow all community pharmacies across England the opportunity to provide equitable access to EHC for patients. This expansion will move away from the regional variation seen to date.

7.50 Twenty-two out of the 37 pharmacies in Hammersmith & Fulham provide the pharmacy contraceptive service.

**Figure 7.14: Distribution of pharmacies that provide Pharmacy Contraceptive Service**



Source: NHSBSA

**Table 7.6: Number of pharmacies by ward in Hammersmith & Fulham that provide the Pharmacy Contraceptive Service**

Locality	Number of pharmacies
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White City	3
Shepherd's Bush Green	3
Hammersmith Broadway	3
Walham Green	2
Munster	2
Fulham Town	2
Addison	2
Wendell Park	1
Parsons Green & Sandford	1
Lillie	1
Fulham Reach	1
College Park & Old Oak	1
<b>Total</b>	<b>22</b>

Source: NHSBSA

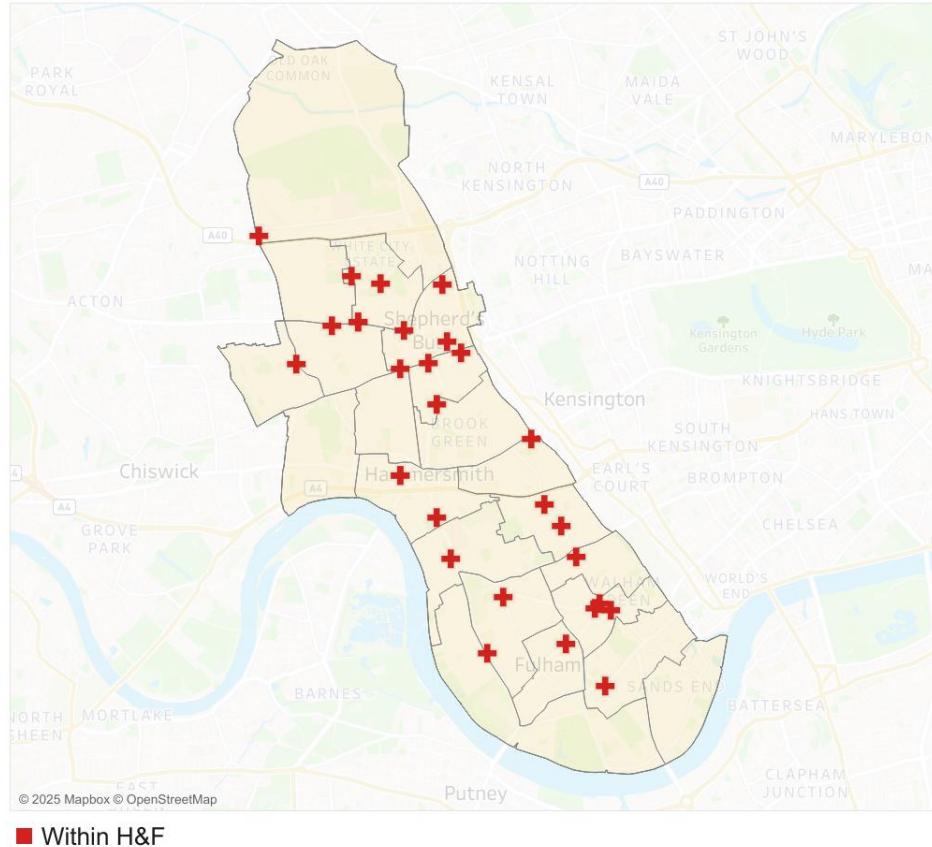
### **Hypertension Case-Finding Service**

7.51 This service focuses on identifying and managing individuals with undiagnosed hypertension (high blood pressure), a major risk factor for cardiovascular disease, which remains a leading cause of morbidity and mortality in the UK. Community pharmacists offer blood pressure checks to patients aged 40 years and over, or to those under 40 with a family history of hypertension, or where clinical judgement indicates a need. If elevated readings are identified during the consultation, pharmacists provide ambulatory blood pressure monitoring (ABPM) where necessary to confirm a diagnosis. Patients with confirmed hypertension or readings indicating potential risk are referred to their GP for further diagnosis and treatment.

7.52 By detecting hypertension early, this service enables timely intervention to prevent complications such as stroke, heart attacks, and other cardiovascular events. It also supports public health priorities by addressing health inequalities, empowering patients with awareness about their cardiovascular health, and helping reduce the burden on general practice and secondary care services.

7.53 Twenty-nine pharmacies in Hammersmith & Fulham provide the Hypertension Case-Finding Service as can be seen in figure 7.15 and table 7.7 below.

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



Source: NHSBSA

**Table 7.7: Number of pharmacies by ward in Hammersmith & Fulham that provide the Hypertension Case-Finding Service**

Locality	Number of pharmacies
White City	5
Walham Green	3
Shepherd's Bush Green	3
Hammersmith Broadway	3
Addison	3
West Kensington	2
Munster	2
Wendell Park	1
Parsons Green & Sandford	1
Lillie	1
Fulham Town	1
Fulham Reach	1
Coningham	1
College Park & Old Oak	1
Avonmore	1
<b>Total</b>	<b>29</b>

Source: NHSBSA

### **Smoking Cessation Service (SCS)**

- 7.54 This service supports patients who started a “stop smoking programme” in hospital to continue their journey in community pharmacy upon discharge by providing structured, one-to-one behavioural support alongside access to nicotine replacement therapy (NRT). At present, only NRT and behavioural support are available through the service, but there are plans to include the supply of medications that act as quit smoking aids (varenicline and cytisinicline).
- 7.55 Three pharmacies in Hammersmith & Fulham (Fulham Palace Road Pharmacy located on Fulham Palace Road, Healthside Pharmacy on Shepherds Bush Road and Fulham Pharmacy on Fulham Road) offer SCS.

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

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

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

- 7.58 The SAC service ensures that stoma appliances are customised to meet the individual needs of each patient. Community pharmacists make necessary adjustments to stoma bags to ensure a proper fit, improving comfort and functionality whilst addressing issues like leakage or skin irritation. This service helps prevent complications, enhances quality of life and supports patients in managing their stoma effectively.
- 7.59 No pharmacies in Hammersmith & Fulham indicated the provided this service in the previous year. However, Hammersmith & Fulham residents can access the SAC service from non-pharmacy providers within the borough (e.g. community health services) as well as dispensing appliance contractors outside the borough.

## Lateral Flow Device Tests Supply Service

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

7.61 Nine community pharmacies in Hammersmith & Fulham provide the Lateral Flow Device Tests Supply Service as can be seen in Figure 7.16 and Table 7.8 below.

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



Source: NHSBSA

**Table 7.8: Number of Pharmacies in Hammersmith & Fulham by ward that provide the Lateral Flow Device Tests Supply Service**

Ward	Number of pharmacies
Coningham	2
White City	1
West Kensington	1
Wendell Park	1
Munster	1
Fulham Town	1
College Park & Old Oak	1
Brook Green	1

Total	9
Source: NHSBSA	

## Enhanced pharmacy services

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

- London Flu and COVID-19 vaccination service
- Bank Holiday Rota
- In- hours Palliative Care Medicines Supply Service
- Out-of-hours Palliative Care Medicines Supply Service

### London Flu and COVID-19 vaccination service

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

7.64 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.

7.65 Table 7.9 shows the 19 pharmacies in Hammersmith & Fulham currently offering the London flu and COVID-19 vaccination service.

**Table 7.9: Pharmacies providing flu and COVID-19 vaccination**

<b>Pharmacy Name</b>	<b>Address</b>
C E Harrod Chemist	207 New Kings Rd, London
Fontain Pharmacy	290 Munster Rd, London
Fulham Palace Pharmacy	331 Fulham Palace Road
Fulham Pharmacy	608 Fulham Road, London
Globe Chemist	8 Kings Parade, Askew Road, Shepherds Bush
Goldhawk Pharmacy	9 Goldhawk Road
Green Light Pharmacy - Shepherds Bush	228-230 Uxbridge Rd
H. Lloyd Chemist	5 Hammersmith Road, London
Hammersmith Pharmacy	109 Fulham Palace Road, London
Healthside Pharmacy	90 Shepherds Bush Road, London
Jays Pharmacy	175 Uxbridge Road, Shepherds Bush
Kanari Pharmacy	682-684 Fulham Road, London
Lime Grove Pharmacy	66 Goldhawk Road, Shepherd Bush, London
Marcus Jones Pharmacy	96 Old Oak Common Lane, London
Myhealth Pharmacy	402 North End Road
North End Pharmacy	100A North End Road, West Kensington
Oza Chemist	9 Fulham Broadway
Parkland Pharmacy	Unit 2 Cranston Court, 56 Bloemfontein Rd, London
Windwood Chemist	96 Askew Road, London

Source: NHS North West London ICB

### **Bank Holiday Rota**

7.66 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.

7.67 Two Hammersmith & Fulham pharmacies are on the Bank Holiday rota for 2025 - 2028.

### **In-hours Palliative Care Medicines Supply Service**

7.68 Palliative care drugs are specialist medicines that may not be routinely stocked in all community pharmacies. The purpose of this service is for community pharmacies to stock and supply an agreed list of specialist medicines for use in palliative care during usual opening hours to allow for an increase in patient (or end of life) care in the community. This allows rapid access to the supply of these medicines, enabling a

greater percentage of patients to receive the required care in their own home, if they wish to.

- 7.69 Hammersmith & Fulham along with other boroughs in NHS North West London ICB area operates a rota to supply this service.
- 7.70 If the participating pharmacy is not able to dispense the required medication within a reasonable timeframe, or at least on the same day, the pharmacy must make arrangements on behalf of the patient or carer for another pharmacy locally to dispense the required medication (e.g. telephone another local pharmacy on the list of pharmacies providing in hours palliative drugs service or wholesalers to check they have the required medications and help to get the prescription sourced).
- 7.71 On the very occasional incidences where medicines are not available in any pharmacy (e.g. manufacturing problems) the participating pharmacy will liaise directly with the prescriber to identify a suitable course of action.
- 7.72 Four pharmacies in Hammersmith & Fulham are on the rota to provide the In-hours palliative care medicines supply service. These pharmacies hold the specified list of medicines and will dispense them in response to an NHS prescription.

#### **Out-of-hours Palliative Care Medicines Supply Service**

- 7.73 This service requires pharmacists to supply a medicine on the approved palliative care medicines list only via a prescription when no pharmacy in the locality is open. The pharmacist supplies the medication when contacted by an out-of-hours provider.
- 7.74 GPs, hospices, health care professionals, care homes, and community health trusts can access the community pharmacies commissioned to provide this service.
- 7.75 Two pharmacies in Hammersmith & Fulham are on the rota to provide the out-of-hours palliative care medicines supply service.

# Chapter 8 - Other NHS Services

8.1 This chapter looks at services that are part of the health service, that though not considered pharmaceutical services under the 2013 regulations, are considered to affect the need for pharmaceutical services.

## Locally commissioned services

8.2 These are services commissioned by the London Borough of Hammersmith & Fulham to fulfil the local population's health and wellbeing needs.

8.3 These services are listed below:

- Emergency Hormonal Contraception

### Emergency Hormonal Contraception

8.4 The Hammersmith & Fulham Emergency Hormonal Contraceptive (EHC) service aims to improve access to free emergency contraception and sexual health advice for individuals aged 13 and above.

8.5 This service is delivered by trained community pharmacists under a Patient Group Direction (PGD).

8.6 The service provides Levonorgestrel 1.5mg or Ulipristal acetate 30mg following a confidential consultation with the objectives of reducing unplanned pregnancies, supporting integrated sexual health services, addressing inequalities, and identifying potential child sexual exploitation.

8.7 Pharmacists also offer advice on regular contraception, sexually transmitted infections (STIs), and safe sex practices. As part of the service, clients are signposted to online STI testing via SHL.UK and provided with free condoms through the Freedoms service. The service is accessible to both residents and non-residents of the borough.

8.8 Pharmacists providing this service must meet strict training, competency, and DBS requirements, with regular audits ensuring quality and compliance.

8.9 Eight pharmacies in Hammersmith & Fulham listed in Table 7.10 below offer EHC.

8.10 It should be noted that, as mentioned in the previous chapter, from October 2025, EHC will become a national offering as part of the PCS service.

**Table 7.10: Pharmacies providing Emergency Contraceptive Service**

Pharmacy	Address	Ward
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Bush Pharmacy	334 Uxbridge Road, London	White City
Forrest Pharmacy	67 Blythe Road, London	Brook Green
Fulham Pharmacy	608 Fulham Road, London	Fulham Town
Goldhawk Pharmacy	9 Goldhawk Road, Shepherds Bush, London	Addison
Greenlight Pharmacy	228 Uxbridge Road, Shepherds Bush, London	White City
Jays Pharmacy	175 Uxbridge Road, Shepherds Bush, London	Coningham
Lime Grove Pharmacy	66 Goldhawk Road, Shepherds Bush, London	Shepherd's Bush Green
Parkland Pharmacy	Unit 2, Cranston Court, 56 Bloemfontein Road, London	White City

Source: London Borough of Hammersmith and Fulham Council

## Other prescribing centres

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

### Walk-in Centres

8.39 These centres provide urgent medical care for non-life-threatening conditions. Below are the walk-in centres in Hammersmith & Fulham:

- Charing Cross Hospital Urgent Care Centre located at Fulham Palace Road
- Hammersmith Hospital Urgent Care located at Du Cane Road
- Parkview Children's Walk-in Clinic located at Bloemfontein Road
- Parsons Green Walk-in Clinic located at Parsons Green

### GP extended access hubs

8.40 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.

8.41 The extended access hubs are strategically located to serve different areas in Hammersmith & Fulham.

8.42 GP extended access hubs in Hammersmith & Fulham include:

- Brook Green Medical Centre on Bute Gardens
- Cassidy Medical Centre on Fulham Road
- Parkview Practice on Bloemfontein Road

### **Mental Health Services**

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

- Hammersmith & Fulham Mental Health Unit & Community Services located at Claybrook Road
- Child & Adolescent Mental Health Service (CAMHS) located at Glenthorne Road
- Perinatal Mental Health Service & Liaison Psychiatry located at Hammersmith Hospital
- Hammersmith & Fulham Talking Therapies located at Hammersmith Road.

# Chapter 9 - Conclusions and Statements

- 9.1 This PNA has considered the current provision of pharmaceutical services across Hammersmith & Fulham's HWB area and assessed whether it meets the needs of the population and whether there are any gaps in the provision of pharmaceutical services either now or within the lifetime of this document.
- 9.2 This chapter will summarise the conclusions of the provision of these services in Hammersmith & Fulham with consideration of surrounding HWB areas.

## Current Provision

- 9.3 The Hammersmith & Fulham 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 Hammersmith & Fulham 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 Hammersmith & Fulham PNA Group has identified the following as Other Relevant Services:
  - Adequate provision of advanced, enhanced, and locally commissioned services to meet the need of the local population, including premises which although outside the Hammersmith & Fulham HWB area, but which nevertheless have secured improvements, or better access to pharmaceutical services in its area.

- 1.1 Preceding chapters of this document have set out the provisions of these services with reference to the localities, as well as identifying service by contractors outside the HWB area, as contributing towards meeting the need for pharmaceutical services in Hammersmith & Fulham.

## Current provision of necessary services

- 9.5 Essential services are deemed as necessary services as described above. In assessing the provision of essential services against the needs of the population, the PNA steering group considered access as the most important factor in determining the extent to which the current provision of essential services meets the needs of the

population. To determine the level of access within the borough to pharmaceutical services, the following criteria were considered:

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

9.6 The above criteria were used to measure access in each of the 21 localities within Hammersmith & Fulham's HWB.

9.7 There are 2.0 community pharmacies per 10,000 residents in Hammersmith & Fulham. This ratio is greater than the London average of 1.9 as well as the national average of 1.7 pharmacies per 10,000 residents.

9.8 The entire borough's population is within 1 mile of a pharmacy. Additionally, all residents are within a 20-minute commute of a pharmacy via public transport. All GP practices are also within 1 mile of a pharmacy.

9.9 Factoring in all of this, the residents of Hammersmith & Fulham are well served in terms of the number and location of pharmacies.

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

9.10 All pharmacies are open for at least 40 hours each week. There are 37 community pharmacies in HWB area, and a further 82 within a mile of the border of Hammersmith & Fulham, providing good access as shown in Chapter 7.

Based on the information available at the time of developing the PNA, no gaps were identified in the current provision of necessary services inside normal working hours in any of the 21 localities in Hammersmith & Fulham.

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

9.11 On weekdays, 6 pharmacies in Hammersmith & Fulham are open before 9am and 29 are open after 6pm. These are mapped out in Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

9.12 Thirty-two of the borough's thirty-seven community pharmacies are open on Saturday while four 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 21 localities in Hammersmith & Fulham.

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

- 9.13 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.
- 9.14 The Pharmacy First Service is provided by majority (33 out of 37) of the pharmacies in the borough.
- 9.15 NMS is widely available with 35 pharmacies in the borough providing it.
- 9.16 Flu vaccinations are also widely provided, with 32 pharmacies in the borough offering them.
- 9.17 Twenty-nine pharmacies provide the Hypertension Case-finding Service.
- 9.18 Twenty-two pharmacies in Hammersmith & Fulham offer the Pharmacy Contraception Service.
- 9.19 Three pharmacies in Hammersmith & Fulham provide the Smoking Cessation Service.
- 9.20 Though the available NHSBSA data does not show any Hammersmith & Fulham pharmacies delivering the AURs or SACs, pharmacies indicated via the LPC that they are willing to do so if commissioned. These services are also widely available from other health providers such as district nurses and dispensing appliance contractors.
- 9.21 The Lateral Flow Device test supply service is provided by 9 pharmacies in Hammersmith & Fulham.
- 9.22 There are currently four enhanced services commissioned by the NHSE London region, the ICB or the ICB through the DOP commissioning hub. These are the London flu and COVID-19 vaccination service (offered at three pharmacies), the Bank Holiday Rota Service (provided by two pharmacies), in-hours palliative care medicines supply service (provided by 4 pharmacies) and out-of-hours palliative care medicines supply service (provided by 2 pharmacies).
- 9.23 Locally commissioned services are commissioned by LBHF. The Emergency Hormonal Contraception is the only locally commissioned service in LBHF.

9.24 Eight pharmacies in Hammersmith & Fulham offer the Emergency Hormonal Contraception service.

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

## Future Provision

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

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

### Future provision of necessary services

#### *Future provision of necessary services during normal working hours*

9.26 The PNA is aware of and has considered proposed changes in Hammersmith & Fulham during its lifetime including commitment to building more houses. The overall population size of Hammersmith & Fulham is predicted to increase by 1.8%, with College Park & Old Oak ward being expected to have the largest rate of population increase (35.9%).

9.27 The analysis has considered expected changes in population size against the current and expected capacity of pharmaceutical service provision. Hammersmith & Fulham pharmacies have comparatively low dispensing numbers compared to the rest of the nation (5,891 items per month compared to 8,689 for the national average). This suggests that the pharmacies have ample capacity to cater for the additional pharmaceutical provision demands created by the anticipated changes in population size.

9.28 It is therefore concluded that pharmacy provision within Hammersmith & Fulham is well placed to support these during the lifetime of the PNA.

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

***Future provision of necessary services outside normal working hours***

9.29 The Health and Wellbeing Board is not aware of any notifications to change the supplementary opening hours for pharmacies at the time of publication.

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

**Future provision of other relevant services**

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

9.31 The PNA analysis is satisfied that there is sufficient capacity to meet any increased demand of services.

Based on the information available at the time of developing this PNA, no future needs were identified for improvement and better access.

# Appendix A - Hammersmith & Fulham Pharmaceutical Needs assessment

## Steering Group Terms of Reference

### Background

The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist who wishes to provide NHS Pharmaceutical services, must apply to be on the Pharmaceutical List.

The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) and subsequent amendments set out the system for market entry. Under the Regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA); and NHS England is responsible for considering applications.

A PNA is a document which records the assessment of the need for pharmaceutical services within a specific area. As such, it sets out a statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population. The PNA is used by NHS England and the North West London (NWL) Integrated Care System (ICS) for the London Borough of Hammersmith & Fulham Council 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.

Hammersmith & Fulham Health and Wellbeing Board has now initiated the process to refresh the PNAs by 31 January 2026.

### Role

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

In addition, the group is responsible for:

- Responding to formal PNA consultations from neighbouring HWBs on behalf of the Health and Wellbeing boards.
- Establishing arrangements to ensure the appropriate maintenance of the PNA, following publication, in accordance with the Regulations.

## Objectives

- Ensure the new PNA meets the requirements of the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 and its amendments. This includes current and future *needs* of pharmaceutical access.
- Develop the PNA so that it documents all locally commissioned services, including public health services commissioned; and services commissioned by the ICS and other NHS organisations as applicable; and provides the evidence base for future local commissioning.
- Agree a project plan and ensure representation of the full range of stakeholders.
- Ensure a stakeholder and communications plan is developed to inform pre-consultation engagement and to ensure that the formal consultation meets the requirements of the Regulations.
- Ensure that the PNA, although it is a separate document, integrates, and aligns both the joint strategic needs assessment and the health and wellbeing strategy of Hammersmith & Fulham as well as other key regional and national strategies.
- Ensure that the requirements for the development and content of PNAs are followed, and that the appropriate assessments are undertaken, in accordance with the Regulations. This includes documenting current and future needs for, or improvements and better access to, pharmaceutical services as will be required by the local populations.
- Approve the framework for the PNA document, including determining the maps which will be included.
- Ensure that the PNA contains sufficient information to inform commissioning of enhanced services, by NHS England; and commissioning of locally commissioned services by the local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations; including formally considering and acting upon consultation responses and overseeing the development of the consultation report for inclusion in the final PNA.
- Consider and document the processes by which the HWB will discharge its responsibilities for maintaining the PNA.
- Comment, on behalf of the Hammersmith & Fulham Health and Wellbeing boards, on formal PNA consultations undertaken by neighbouring HWBs
- Advise the HWB, if required, when consulted by NHS England in relation to consolidated applications.
- Document and manage potential and actual conflicts of interest.

## Accountability and reporting

Hammersmith & Fulham 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 Health and Wellbeing board and will report on progress at the September 2025 Health and Wellbeing Board and as required by the Health and Wellbeing Board.

The pre-consultation draft and the final draft PNAs will be presented to the Health and Wellbeing Board for approval in January 2026.

## Membership

**Chair: Dr. Nicola Lang**

Name	Organisation
Dr. Nicola Lang	London Borough of Hammersmith & Fulham
Dr. Ashlee Mulimba	Healthy Dialogues Ltd
Susan Hughes	London Borough of Hammersmith & Fulham
Helen Byrne	London Borough of Hammersmith & Fulham
Michael Levitan	Hammersmith & Fulham Local Pharmaceutical Committee
Sarita Bahri	London Borough of Hammersmith & Fulham – BI Team
Gerald Alexander	Hammersmith & Fulham Local Pharmaceutical Committee
Susan Roostan	NHS North West London ICB
Nicky Green	Communications, London Borough of Hammersmith & Fulham
Punita Patel	NHS North West London ICB
Caroline Farrar	CLCH – ICP Partnership
tbc	Healthwatch rep

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

A meeting of the group shall be regarded as quorate where there is one representative from each of the following organisations / professions:

- Chair (or nominated deputy)
- Representative from Public Health for Hammersmith & Fulham
- LPC
- Healthy Dialogues

## Declaration of Interests

It is important that potential, and actual, conflicts of interest are managed:

- Declaration of interests will be a standing item on each PNA Steering Group agenda.
- A register of interests will be maintained and will be kept under review by the HWB.

- Where a member has a potential or actual conflict of interest for any given agenda item, they will be entitled to participate in the discussion but will not be permitted to be involved in final decision making.

## **Frequency of meetings**

The group will meet on a monthly basis or as required for the lifetime of this project. The Steering Group will meet in January 2026 to sign off the PNA for submission to the HWB.

# Appendix B - Pharmacy provision within Hammersmith & Fulham

Ward	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Addison	Community Pharmacy	FAL39	Goldhawk Pharmacy	9 Goldhawk Road, Shepherds Bush, London	W12 8QQ	✓	✓			✓	✓		✓		✓	✓	
Addison	Community Pharmacy	FE658	Boots	Unit 5-6, West 12 Shopping Centre, Shepherds Bush, London	W12 8PP	✓	✓	✓		✓	✓		✓	✓	✓		
Addison	Community Pharmacy	FG861	Healthside Pharmacy	90 Shepherds Bush Road, London	W6 7PD	✓	✓			✓	✓		✓	✓	✓	✓	
Avonmore	Community Pharmacy	FK632	H Lloyd Chemist	5 Hammersmith Road, Kensington, London	W14 8XJ	✓	✓			✓	✓		✓		✓		
Brook Green	Community Pharmacy	FLR27	Forrest Pharmacy	67 Blythe Road, London	W14 0HP	✓	✓			✓		✓	✓				
College Park & Old Oak	Community Pharmacy	FJQ74	Marcus Jones Pharmacy	96 Old Oak Common Lane, East Acton, London	W3 7DA	✓	✓			✓	✓	✓	✓	✓	✓		
Coningham	Community Pharmacy	FHK46	Babylon Health	57 Uxbridge Road,	W12 8NR	✓	✓						✓		✓		

Ward	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
				Shepherds Bush, London													
Coningham	Community Pharmacy	FQ417	Globe Chemist	8 Kings Parade, Askew Road, Shepherds Bush, London	W12 9BA	✓				✓		✓	✓		✓		
Coningham	Community Pharmacy	FV137	Jays Pharmacy	175 Uxbridge Road, Shepherds Bush, London	W12 9RA	✓				✓	✓	✓	✓		✓		
Coningham	DSP	FCR61	Pharmacy On Wheels	86 Goldhawk Road, White City, London	W12 8HD								✓		✓		
Fulham Reach	Community Pharmacy	FY324	Boots	198-200 Fulham Palace Rd, Hammersmith, London	W6 9PA	✓	✓			✓	✓		✓	✓	✓		
Fulham Town	Community Pharmacy	FWC05	Fulham Pharmacy	608 Fulham Road, London	SW6 5RP	✓	✓			✓	✓		✓	✓	✓	✓	
Fulham Town	Community Pharmacy	FXQ10	Kanari Pharmacy	682-684 Fulham Road, London	SW6 5SA	✓	✓			✓		✓	✓	✓	✓		
Grove	Community Pharmacy	FHK84	Jhoots Pharmacy	Richford Gate Health Ctr, 49 Richford Gate, Richford Street, London	W6 7HY	✓							✓		✓		
Hammersmith Broadway	Community Pharmacy	FAT39	Doctor Care Pharmaclinic	3 Margravine Gardens, Barons Court,	W6 8RL	✓											

Ward	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
				Hammersmith, London													
Hammersmith Broadway	Community Pharmacy	FJ678	Hammersmith Pharmacy	109-111 Fulham Palace Rd, Hammersmith, London	W6 8JA	✓	✓			✓	✓		✓	✓	✓		
Hammersmith Broadway	Community Pharmacy	FL310	Boots	41-43 King Street, Hammersmith, London	W6 9HW	✓	✓	✓		✓	✓		✓	✓	✓		
Hammersmith Broadway	Community Pharmacy	FMF82	Superdrug Pharmacy	65-69 King Street, Hammersmith, London	W6 9HW	✓	✓			✓	✓		✓	✓	✓		
Lillie	Community Pharmacy	FPV83	Superdrug Pharmacy	317 North End Road, Fulham, London	SW6 1NN		✓			✓	✓		✓	✓	✓		
Munster	Community Pharmacy	FD905	Fontain Pharmacy	290 Munster Road, London	SW6 6BQ	✓	✓			✓	✓		✓	✓	✓		
Munster	Community Pharmacy	FEM03	Fulham Palace Pharmacy	331 Fulham Palace Road, London	SW6 6TE	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Parsons Green & Sandford	Community Pharmacy	FE147	C.E. Harrod Chemist	207 New Kings Road, Fulham, London	SW6 4SR	✓	✓			✓	✓		✓	✓	✓		
Sands End	Community Pharmacy	FXV48	Pyramid Pharmacy	117-121 Wandsworth Bridge Rd, Fulham, London	SW6 2TP	✓	✓										

Ward	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Shepherd's Bush Green	Community Pharmacy	FC883	Lime Grove Pharmacy	66 Goldhawk Road, Shepherds Bush, London	W12 8HA		✓			✓	✓		✓	✓	✓	✓	
Shepherd's Bush Green	Community Pharmacy	FFQ59	Superdrug Pharmacy	92-94 Uxbridge Road, Shepherds Bush, London	W12 8LR		✓			✓	✓		✓	✓	✓		
Shepherd's Bush Green	Community Pharmacy	FXM72	Faro Pharmacy	16 Swanscombe Road, London	W11 4SX					✓			✓		✓		
Shepherd's Bush Green	Community Pharmacy	FYN39	Boots	Unit 1225, Westfield S/Ctr, Ariel Way, White City, London	W12 7HT	✓	✓	✓		✓	✓		✓	✓	✓		
Walham Green	Community Pharmacy	FDQ50	Boots	Unit 7, Fulham Broadway, Retail Centre, Fulham Road, London	SW6 1BH	✓	✓	✓		✓	✓		✓	✓	✓		
Walham Green	Community Pharmacy	FF775	Oza Chemist	9 Fulham Broadway, Fulham, London	SW6 1AA	✓	✓			✓	✓		✓		✓		
Walham Green	Community Pharmacy	FNM06	Myhealth Pharmacy	392-402 North End Road, Fulham, London	SW6 1LU	✓	✓			✓	✓		✓	✓	✓		
Wendell Park	Community Pharmacy	FL905	Windwood Chemist	96 Askew Road, London	W12 9BL	✓	✓			✓	✓	✓	✓	✓	✓		
West Kensington	Community Pharmacy	FDP99	Pyramid Pharmacy	Unit 4, 160 North End Road, West Kensington, London	W14 9PR	✓	✓			✓	✓	✓	✓	✓	✓		

Ward	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
West Kensington	Community Pharmacy	FEX79	North End Pharmacy	100a North End Road, West Kensington, London	W14 9EX	✓	✓			✓	✓		✓				
White City	Community Pharmacy	FEE50	Bush Pharmacy	334 Uxbridge Road, London	W12 7LL		✓			✓	✓	✓	✓	✓	✓		
White City	Community Pharmacy	FM812	Pestle & Mortar	388 Uxbridge Road, London	W12 7LL	✓	✓			✓	✓		✓		✓		
White City	Community Pharmacy	FPE14	Pestle & Mortar	59 South Africa Road, London	W12 7PA	✓				✓	✓		✓		✓		
White City	Community Pharmacy	FPK47	Greenlight Pharmacy	228 Uxbridge Road, Shepherds Bush, London	W12 7JD	✓	✓			✓	✓		✓	✓	✓		
White City	Community Pharmacy	FRT73	Parkland Pharmacy	Unit2, Cranston Court, 56 Bloemfontein Road, London	W12 7FG					✓	✓		✓	✓	✓		

# Appendix C – Pharmacy provision within 1-mile distance of Hammersmith & Fulham

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Brent	Community Pharmacy	FCF74	Chana Chemist	Willesden Centre For H&C, Robson Avenue, London	NW10 3RY	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Brent	Community Pharmacy	FF283	Catto Chemist	79 High Street, Harlesden, London	NW10 4NS	✓	✓			✓	✓		✓		✓	✓	
Brent	Community Pharmacy	FLW88	Angie's Pharmacy	96 Craven Park Road, Harlesden, London	NW10 4AG	✓	✓			✓	✓		✓		✓	✓	
Brent	Community Pharmacy	FQ459	Asda Pharmacy	Park Royal Industrial Est, 2-20 Western Road, Ealing, London	NW10 7LW	✓	✓	✓		✓	✓		✓	✓	✓	✓	
Brent	Community Pharmacy	FR520	Dollmeads Dispensing Chemist	53 Chamberlayne Road, Kensal Rise, London	NW10 3ND		✓			✓	✓		✓	✓	✓	✓	
Brent	Community Pharmacy	FRA07	Serena Dispensing Chemist	7 Library Parade, Craven Park Road, Harlesdon, London	NW10 8SG								✓		✓	✓	
Brent	Community Pharmacy	FTN30	Richards & Curtis	6 Sidmouth Parade, Sidmouth Road, Willesden, London	NW2 5HG	✓	✓			✓			✓		✓	✓	
Brent	Community Pharmacy	FV117	Greenfield Pharmacy	61 Chamberlayne Road, Kensal Rise, London	NW10 3ND	✓	✓			✓		✓	✓	✓	✓	✓	
Brent	Community Pharmacy	FVJ61	S&S Chemists	23 Hillside, London	NW10 8LY	✓	✓			✓	✓	✓	✓	✓	✓	✓	

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Brent	Community Pharmacy	FXA07	Chana Chemist	96-98 High Street, Harlesden, London	NW10 4SL	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Brent	DAC	FKM09	Salts Medilink	10 Oliver Business Park, Park Royal, London	NW10 7JB				✓								✓
Brent	DSP	FFP48	Rightcare Pharmacy Limited	29 Park Parade, Harlesdon, London	NW10 4JG												
Ealing	Community Pharmacy	FA252	Crossbells Pharmacy	131 The Vale, Acton, London	W3 7RQ	✓	✓						✓		✓		
Ealing	Community Pharmacy	FC091	Zahra Pharmacy	72 High Street, Acton, London	W3 6LE	✓	✓	✓		✓			✓	✓	✓		
Ealing	Community Pharmacy	FDR11	Jallas Pharmacy	311-313 Horn Lane, North Acton, London	W3 0BU	✓	✓			✓	✓		✓		✓		
Ealing	Community Pharmacy	FER30	Pyramid Pharmacy	1 Crown Street, Acton, London	W3 8SA	✓	✓			✓	✓	✓	✓	✓	✓		
Ealing	Community Pharmacy	FLD79	Banks Chemist	59 Old Oak Common Lane, East Acton, London	W3 7DD	✓				✓	✓	✓	✓	✓	✓		
Ealing	Community Pharmacy	FPV41	Dillons Pharmacy	17 Church Road, Acton, London	W3 8PU	✓	✓			✓	✓	✓	✓	✓	✓		
Ealing	Community Pharmacy	FQE36	Horn Lane Pharmacy	142 Horn Lane, Acton, London	W3 6PG	✓	✓				✓		✓			✓	
Ealing	Community Pharmacy	FX732	Wellcare Group Limited	155 High Street, Acton, London	W3 6LP		✓			✓	✓	✓	✓	✓	✓		
Ealing	Community Pharmacy	FXY41	Alisha Pharmacy	257 Acton Lane, Chiswick, London	W4 5DG	✓	✓			✓	✓	✓	✓	✓	✓		
Ealing	DSP	FKR16	Medirect2u	123 High Street, Acton, London	W3 6LY								✓		✓		

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Ealing	DSP	FQ169	Zee Pharmacy	8e Europa Studios, Victoria Road, London	NW10 6ND												
Hounslow	Community Pharmacy	FDW10	Chiswick Pharmacy	24 Dolman Road, Chiswick, London	W4 5UY												
Hounslow	Community Pharmacy	FHN27	Sabel Pharmacy Ltd	446 Chiswick High Road, Chiswick, London	W4 5TT		✓			✓	✓	✓	✓	✓	✓	✓	
Hounslow	Community Pharmacy	FHW98	Bedford Park Pharmacy	5 Bedford Park Corner, Chiswick, London	W4 1LS	✓	✓							✓			
Hounslow	Community Pharmacy	FK550	Campbells Chemist	300-302 Chiswick High Rd, Chiswick, London	W4 1NP	✓	✓			✓	✓		✓	✓	✓	✓	
Hounslow	Community Pharmacy	FKW46	Churchills Pharmacy	202 Chiswick High Road, Chiswick, London	W4 1PD	✓	✓			✓	✓		✓	✓	✓	✓	
Hounslow	Community Pharmacy	FNM38	West London Pharmacy	154 Chiswick High Road, London	W4 1PR	✓	✓			✓	✓		✓		✓	✓	
Hounslow	Community Pharmacy	FRF81	Boots	332 Chiswick High Road, Chiswick, London	W4 5TA	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Hounslow	Community Pharmacy	FV669	Pestle & Mortar	10 High Road, Chiswick, London	W4 1TH	✓	✓			✓	✓		✓		✓	✓	
Kensington And Chelsea	Community Pharmacy	FAV27	Blenheim Pharmacy	202 Portobello Road, London	W11 1LA	✓	✓			✓			✓		✓	✓	
Kensington And Chelsea	Community Pharmacy	FC727	Spivack Chemist	173 Ladbroke Grove, London	W10 6HJ	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FCK97	Kensington Pharmacy	4 Stratford Road, London	W8 6QD	✓	✓							✓		✓	

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	✓ Open in evenings	✓ Open on Saturday	✓ Open on Sunday	AUR	✓ Flu vaccination	✓ Hypertension Case-Finding	✓ LFD	✓ NMS	✓ PCS	✓ Pharmacy First	✓ SCS	✓ SAC
Kensington And Chelsea	Community Pharmacy	FE207	Medicine Chest	413-415 Kings Road, London	SW10 0LR	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FF202	Dr Evans Pharmacy	15 Elgin Crescent, Kensington, London	W11 2JA		✓			✓			✓		✓	✓	
Kensington And Chelsea	Community Pharmacy	FF592	Boots	96-98 Notting Hill Gate, London	W11 3QA	✓	✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FG051	Boots	148-150 Kings Road, Chelsea, London	SW3 4UT	✓	✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FG671	Tesco Instore Pharmacy	Instore Pharmacy, West Cromwell Road, Kensington, London	W14 8PB	✓	✓	✓		✓	✓		✓		✓		
Kensington And Chelsea	Community Pharmacy	FH396	Golborne Pharmacy	106 Golborne Road, London	W10 5PS	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FHR66	Chana Chemist	114 Ladbroke Grove, London	W10 5NE	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FJ365	Zafash Pharmacy	233-235 Old Brompton Road, London	SW5 0EA		✓	✓		✓				✓		✓	
Kensington And Chelsea	Community Pharmacy	FJA08	Dajani Pharmacy	92 Old Brompton Road, London	SW7 3LQ	✓	✓	✓									
Kensington And Chelsea	Community Pharmacy	FK764	Shelly's	10 North Pole Road, North Kensington, London	W10 6QL	✓	✓			✓			✓		✓	✓	
Kensington And Chelsea	Community Pharmacy	FKG79	Earls Court Chemist	206 Earls Court Road, London	SW5 9QB	✓	✓	✓		✓	✓	✓	✓	✓		✓	
Kensington And Chelsea	Community Pharmacy	FL862	Worlds End Pharmacy	469 Kings Road, London	SW10 0LU		✓			✓				✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FLA67	Harley's Pharmacy	35-37 Old Brompton Road, London	SW7 3HZ	✓	✓	✓		✓	✓			✓		✓	
Kensington And Chelsea	Community Pharmacy	FLF10	Boots	Units 30-31, Gloucester Arcade,	SW7 4SF	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
				128 Gloucester Road, London													
Kensington And Chelsea	Community Pharmacy	FLR83	Boots	228-232 Fulham Road, London	SW10 9NB	✓	✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FLV31	Dillons Pharmacy	24 Golborne Road, London	W10 5PF	✓	✓			✓	✓	✓	✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FM115	Boots	127a Kensington High St, London	W8 5SF	✓	✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FMD23	Baywood Dispensing Chemist	239 Westbourne Grove, London	W11 2SE	✓	✓			✓	✓	✓	✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FMH12	Boots	254 Earls Court Road, London	SW5 9AD		✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FNC99	Dr Care Pharmacy	73 Golborne Road, London	W10 5NP	✓	✓						✓				
Kensington And Chelsea	Community Pharmacy	FNL97	Speedwell Pharmacy	The Gatehouse, St Charles Ctr, Exmoor St, London	W10 6DZ					✓			✓		✓		
Kensington And Chelsea	Community Pharmacy	FNY66	Hillcrest Pharmacy	104-106 Holland Park Ave, London	W11 4UA	✓	✓	✓		✓	✓		✓	✓	✓		
Kensington And Chelsea	Community Pharmacy	FQH86	Jhoots Pharmacy	513 Kings Road, London	SW10 0TX					✓	✓		✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FRJ68	Bramley Pharmacy	132 Bramley Road, London	W10 6TJ	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FTV78	I.T. Lloyd	255 Kings Road, Chelsea, London	SW3 5EL	✓	✓							✓		✓	
Kensington And Chelsea	Community Pharmacy	FX258	Notting Hill Pharmacy	12 Pembridge Road, London	W11 3HL	✓	✓				✓		✓	✓	✓	✓	
Kensington And Chelsea	Community Pharmacy	FX265	Calder Pharmacy Of Notting Hill	55/57 Notting Hill Gate, London	W11 3JS	✓	✓										

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	✓ Open in evenings	✓ Open on Saturday	✓ Open on Sunday	AUR	✓ Flu vaccination	Hypertension Case-Finding	LFD	✓ NMS	PCS	✓ Pharmacy First	SCS	SAC
Kensington And Chelsea	Community Pharmacy	FY364	Pestle & Mortar	213 Kensington High St, London	W8 6BD	✓	✓	✓					✓			✓	
Richmond	Community Pharmacy	FDM96	Prime Pharmacy	198 Castelnau, Barnes, London	SW13 9DW								✓				
Richmond	Community Pharmacy	FP266	Round The Clock Pharmacy	69 Church Road, Barnes, London	SW13 9HH	✓	✓			✓			✓		✓		
Richmond	Community Pharmacy	FPG04	Forward Pharmacy	90 Church Road, Barnes, London	SW13 0DQ		✓			✓						✓	
Richmond	DSP	FNR02	Verdun Pharmacy	1 Verdun Road, Barnes, London	SW13 9AN											✓	
Wandsworth	Community Pharmacy	FC815	Boots	95/98 The Wandsworth, Shopping Centre, Wandsworth, London	SW18 4TG		✓	✓		✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FCL10	Husbands Pharmacy	124 Upper Richmond Road, Putney, London	SW15 2SP	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FD303	Boots	45/53 Putney High Street, London	SW15 1SP	✓	✓	✓		✓	✓		✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FE033	Clarke Pharmacy	217 St Johns Hill, Battersea, London	SW11 1TH	✓	✓			✓			✓			✓	
Wandsworth	Community Pharmacy	FFH00	Healthchem (Battersea) Ltd	166-168 Battersea Bridge Rd, London	SW11 3AW	✓	✓			✓		✓	✓			✓	
Wandsworth	Community Pharmacy	FG402	The Olde Pharmacy	50 Chatfield Road, Battersea, London	SW11 3UY	✓				✓			✓			✓	
Wandsworth	Community Pharmacy	FHM82	Superdrug Pharmacy	36 St. Johns Road, Battersea, London	SW11 1PW	✓	✓			✓	✓		✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FJL27	Paydens Pharmacy	266a Upper Richmond Road, Putney, London	SW15 6TQ	✓	✓			✓	✓	✓	✓	✓	✓	✓	

HWB Area	Contract Type	ODS Code	Pharmacy	Address	Post Code	Open in evenings	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC
Wandsworth	Community Pharmacy	FKP46	Boots	109 High Street, Putney, London	SW15 1SS		✓			✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FM656	Putney Pharmacy	278 Upper Richmond Road, Putney, London	SW15 6TQ	✓	✓			✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FMC35	East Hill Pharmacy	53 East Hill, Wandsworth, London	SW18 2QE	✓	✓			✓	✓		✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FNG23	Mansons Pharmacy	195 Wandsworth High St, London	SW18 4JE	✓	✓			✓	✓	✓	✓	✓		✓	
Wandsworth	Community Pharmacy	FP107	Krystal Pharmacy	248 Battersea Park Road, London	SW11 3BP		✓			✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FRF12	Barkers Chemist	49 Falcon Road, Battersea, London	SW11 2PH	✓	✓			✓	✓	✓	✓	✓		✓	
Wandsworth	Community Pharmacy	FTV91	Wandsworth Pharmacy	96 Garratt Lane, Wandsworth, London	SW18 4DH	✓	✓			✓	✓		✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FVK09	Boots	21/23 St. Johns Road, Clapham Junction, London	SW11 1QN	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FX324	Ashburton Pharmacy	30 Chartfield Avenue, Roehampton, London	SW15 6HG	✓											
Wandsworth	Community Pharmacy	FX689	Jennings Chemist	262 Battersea Park Road, London	SW11 3BP	✓	✓			✓	✓		✓	✓	✓	✓	
Wandsworth	Community Pharmacy	FY670	Gois The Chemist	27 Northcote Road, London	SW11 1NJ	✓	✓			✓	✓		✓	✓		✓	
Wandsworth	Community Pharmacy	FYN24	Boots	10 Falcon Lane, Clapham Junction, London	SW11 2LG	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	
Westminster	Community Pharmacy	FLW91	Medicare (London) Ltd Pharmacy	570 Harrow Road, London	W9 3QH	✓	✓			✓	✓		✓	✓	✓	✓	

# Appendix D - Consultation report

This report presents the findings of the consultation for the Hammersmith & Fulham PNA for 2025 to 2028. For the consultation, the draft PNA was sent to a list of statutory consultees as outlined in Chapter 1, paragraph 1.8. In total, 2 responses were received to the consultation, either via email or via a consultation survey. Responses were received from:

- Boots UK Limited
- NHS England

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

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

Do you agree with the conclusions of the pharmaceutical needs assessment?	1		
Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?			

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

Comment received during consultation	PNA Steering Group response
<b>NHS England:</b> We have noted 2 discrepancies in relation to pharmacy opening hours: FY324 Boots. Does not open on Sundays. FRT73 Parkland Pharmacy – appears to have reduced their hours without permission as this crosses their core hours. They should be noted as opening on weekday evenings. We will contact them separately regarding their opening hours.	The document has been amended to reflect these updates. The comment regarding Parkland Pharmacy has been noted.
<b>NHS England:</b> Page 54 provides some information regarding the changes to the regulations for DSPs. Please note that DSPs can no longer deliver advanced and enhanced services in person to patients. There is an exception for Covid 19 and Flu, but this exception IS ONLY until March 2026. The date caveat has been omitted from the PNA.	This caveat is now reflected in the document.
<b>NHS England:</b> The Bank Holiday Rota for 2025-2028 will also include 2 pharmacies from Hammersmith & Fulham HWBB.	The document has been amended to reflect this.
<b>NHS England:</b> Redevelopment areas have been mentioned including two large scale projects, sites in White City and Fulham Thames side, where the exact details are not known as yet but have been taken account of within this PNA. If there are any further details to clarify these developments this would be useful, as this	The comment is noted with thanks. The steering group has made every effort to obtain detailed housing forecasts for these projects.

could impact on decision making for any new applications, otherwise it is difficult to understand what has been taken account of when the PNA statements are made.