



Westminster

Pharmaceutical Needs Assessment 2025-2028



City of
Westminster



Healthy Dialogues
LTD

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 Westminster 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 Westminster residents and whether there are any gaps, either now or within the lifetime of the document, from the date of its publication to the 30th September 2028. It assesses current and future provision with respect to:

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

Methodology

In November 2024, 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 Westminster population determined on a locality basis.
- A survey to Westminster patients and the public on their use and expectations of pharmaceutical services and an equality impact assessment.
- A survey to Westminster 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 Westminster.

A PNA consultation draft was published for formal consultation between 9th June to the 10th August 2025. Responses to the consultation were considered by the steering group before final publication of the PNA in October 2025.

Findings

Key population demographics of Westminster

The City of Westminster is a London borough with an estimated population of 211,611. Its population is projected to decrease by 1.1% in the lifetime of this PNA, though Church Street ward is forecast to show a 1.6% increase during that period. There are areas of high deprivation within the borough, with sixteen of the borough's 128 LSOAs among the most deprived 20% in England (Ministry of Housing, Communities & Local Government).

Key population health needs of Westminster

Westminster residents enjoy a higher life expectancy than the London and national picture. Health life expectancy broadly mirrors that of London and the nation as a whole.

The health and behaviour markers explored in this document indicate that Westminster is similar to national figures. The JSNA highlights the following areas to address: inequalities in life expectancy and healthy life expectancy, obesity in children and adults, mental health and wellbeing and screening and immunisation rates.

Patient and public engagement

A patient and public survey was disseminated across Westminster to explore how people use their pharmacy and their views on specific 'necessary' pharmaceutical services. A total of 96 people responded.

Most respondents chose their pharmacy because it was where their GP sends their prescriptions, was close to their home or work, or they were happy with the overall experience provided by the pharmacy. All respondents can reach their pharmacy in 20 minutes or less, with walking the most common means of reaching pharmacies

(93%). No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

Health and Wellbeing Board statements on service provision

There are 78 community pharmacies, one dispensing appliance contractor and two distance selling pharmacies located within the City of Westminster. There are also a further 115 community pharmacies located within a mile of Westminster's borders.

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 Westminster population. It has also considered 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 30th September 2028.

Westminster 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.

The PNA concluding statements are listed below.

Necessary services

These are services that necessary to meet the need for pharmaceutical services and could be provided within or outside of the Health and Wellbeing Board's area.

Current provision of necessary services during normal working hours

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 18 localities in Westminster.

Current provision of necessary services outside normal working hours

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 18 localities.

Future provision of necessary services during normal working hours

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 18 localities.

Future provision of necessary services outside normal working hours

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 18 localities.

Other relevant services

These are services that are not necessary to meet the need for pharmaceutical services but their provision secure improvements, or better access, to pharmaceutical services.

Current provision of other relevant services

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 18 localities.

Future provision of other relevant services

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

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Chapter 1 - Introduction

Purpose of the Pharmaceutical Needs Assessment

- 1.1 Community pharmacies are vital in providing quality healthcare within local communities. In addition to dispensing prescriptions, they frequently serve as the first point of contact for patients and the public. In some cases, they may be the only interaction individuals have with a healthcare professional.
- 1.2 A 'Pharmaceutical Needs Assessment' (PNA) outlines the pharmaceutical service requirements of a specific population. It provides an overview of the current pharmaceutical services available, including their locations and operating times. This PNA evaluates the pharmaceutical needs of the Westminster population.
- 1.3 NHS Pharmaceutical Services operate within a regulated and controlled market. Pharmacists or dispensing appliance contractors seeking to provide these services must apply to NHS England for inclusion on the Pharmaceutical List of the Health and Wellbeing Board.
- 1.4 The PNA plays a key role in planning and commissioning pharmaceutical services whilst supporting decision-making on new applications or changes to pharmacy locations. This includes:
 - Supporting NHS England in the 'market entry' decision-making process for applications concerning new pharmacies or modifications to existing pharmacy premises.
 - Providing guidance for commissioning enhanced pharmacy services by NHS England, as well as the local commissioning of services by the local authority and other relevant stakeholders.
- 1.5 The Westminster PNA can also:
 - Help the Health and Wellbeing Board (HWB) to inform stakeholders about the borough's pharmaceutical needs, enabling effective planning, development, and delivery of pharmacy services for the community
 - Support the HWB in working with providers to allocate services to areas of need whilst reducing duplication and ensuring adequate provision

PNA Legislation

- 1.6 From 2006, NHS Primary Care Trusts had a statutory responsibility to assess the pharmaceutical needs for their area and publish a statement of their first assessment and of any revised statements.
- 1.7 With the abolition of Primary Care Trusts and the creation of the Clinical Commissioning Groups (CCGs) in 2013 (and later Integrated Care Boards in 2022), Public Health functions were transferred to local authorities. The HWB were introduced and hosted by local authorities to bring together Commissioners of Health Services, Public Health, Adult Social Care, Children's services and Healthwatch.
- 1.8 The Health and Social Care Act of 2012 gave a responsibility to HWBs for developing and updating Joint Strategic Needs Assessments and Pharmaceutical Needs Assessments.

PNA Requirements

- 1.9 This PNA covers the period between 1st October 2025 and 30th September 2028. It is an update of the previous PNA which expires on the 30th September 2025¹. 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 HWBs
- 1.10 As outlined in the 2013 regulations, this PNA must include a statement of the following:
 - **Necessary Services – current provision:** services currently available that are necessary to meet the need for pharmaceutical services and could be provided within or outside of the health and wellbeing board's area.

¹ Westminster Health and Wellbeing Board (2022). Pharmaceutical Needs Assessment 2022
<https://www.westminster.gov.uk/sites/default/files/media/documents/Westminster%20PNA%202022%20Final.pdf>

- **Necessary Services – gaps in provision:** services that are not currently available but are deemed necessary by the HWB to address an existing need for pharmaceutical services
- **Other Relevant Services – current provision:** any services delivered or commissioned by the local authority, NHS England, the ICB, an NHS trust, or an NHS foundation trust that impact the need for pharmaceutical services in the area or where future provision could enhance quality or improve access to specific pharmaceutical services.
- **Improvement and better access - gaps in provision:** services that are not currently available but are considered by the HWB to enhance quality or improve access to pharmaceutical services if introduced.

1.11 Additionally, the PNA must include a map showing the premises where pharmaceutical services are provided and an explanation of how the assessment was made. This includes:

- Consideration of the varying needs across different localities
- Assessment of how the needs of individuals with protected characteristics have been addressed
- Evaluation of whether expanding pharmaceutical services would enhance access or improve service quality
- A report of the statutory consultation on the draft PNA

Consultation

1.12 A draft PNA must be put out for consultation for a minimum of 60-days prior to its publication.

1.13 The PNA was published for consultation between 9th June and 10th August 2025. The 2013 Regulations list those persons and organisations that the HWB must consult, which include:

- Any relevant local pharmaceutical committee (LPC) for the HWB area
- Any local medical committee (LMC) for the HWB area

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

1.14 All comments received were considered in the final PNA report to be presented to the HWB before the 1st October 2025.

Chapter 2 - Strategic Context

- 2.1 This section provides an overview of key policies, strategies and reports that shape the strategic context of community pharmacy services at both a national and local level.

National Context

- 2.2 Throughout the last decade, the health and social care system has transformed and evolved to meet a range of challenges. Consequently, it has seen significant changes towards greater integration between health and social care services, increased emphasis on preventative care and growing use of technology for remote monitoring and consultations. This has been undertaken whilst also facing challenges with an ageing population, more people experiencing long-term health conditions, and continued funding pressures.

Health and Care Act (2022)²

- 2.3 The Health and Care Act 2022 builds on NHS proposals from the Long-Term Plans. It emphasises the importance of collaboration, drawing on lessons from the 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.

Health Equity in England: Marmot Review 10 years on³

- 2.4 The objectives outlined in the Marmot review are intended to ensure the health life expectancy gap between the least deprived and most deprived are reduced. More specific to health, community pharmacists are uniquely placed at the heart of communities to support patients to provide the public a range of public health interventions, weight management services, smoking cessation services and vaccination services. At present community pharmacies provide a pivotal role in promoting healthier lifestyle information and disease prevention.

² Department of Health and Social Care (2022). Health and Care Act 2022. Available at: [Health and Care Act 2022 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2022/41/contents/enacted)

³ Institute of Health Equity (2020). Marmot Review 10 Years On. Available at: [Marmot Review 10 Years On - IHE](https://www.instituteofhealethequity.org/publications/marmot-review-10-years-on)

Plan for Change⁴

- 2.5 In 2024, HM Government launched their 'Plan for Change' outlining five missions to deliver a decade of national renewal. A focus on bringing care closer to where people live underpin the Health and Wellbeing ambitions which include transitioning how elective care is delivered, transforming patients' experience of care and transforming the model of care to make it more sustainable.
- 2.6 As part of this, on the 28th of January 2025, the Department of Health and Social Care entered into consultation with Community Pharmacy England regarding the 2024-2025, and 2025-2026 funding contractual framework⁵. This is intended to set the future direction for community pharmacy recognising it will play a vital role in supporting the delivery of the reforms that are set out in this plan.

Pharmacy Integration Fund

- 2.7 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.
- 2.8 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.

⁴ HM Government (2024). *Plan for Change: Milestones for mission-led government*. Available here: [Plan for Change – Milestones for mission-led government](#)

⁵ GOV.UK (2025). Government opens discussions with Community Pharmacy England over 2025 to 2026 funding contract. Available at: [Government opens discussions with Community Pharmacy England over 2025 to 2026 funding contract - GOV.UK](#)

Local Context

City of Westminster Joint Strategic Needs Assessment (JSNA)⁶

2.9 In 2024, the Joint Strategic Needs Assessment (JSNA) identified a number of key areas to support the people living within the borough to start well, live well and age well. A summary of these is outlined in this section:

- **Start well:** This acknowledges what happens in pregnancy, childhood, and adolescence impacts physical and emotional health all the way to adulthood. Where children live, their household income, and how they are cared for all impact their health and wellbeing. Areas of focus include, childhood obesity, oral health, education, childhood vaccinations, and young people and mental health.
- **Live well:** This recognises that people's surroundings, including employment and housing, and how lonely or isolated people feel can significantly affect their health. People's experiences and environment can cause different levels of health and wellbeing across the borough. Areas of focus include, mental health and wellbeing, drug misuse, obesity, long-term health conditions, smoking, drinking alcohol and sexual health.
- **Age well:** People are living longer, but they are not living longer in good health. This means that people are living longer with health problems and a lower quality of life. Areas of priority include, living in poor health, living alone and loneliness, screening and immunisations, help with self-care, dying well and living with dementia.

Health and Wellbeing Strategy⁷

2.10 The Joint Health and Wellbeing board set out a 10-year Health and Wellbeing Strategy that is targeted at reducing health inequalities across the borough.

2.11 The strategy outlines 10 key ambitions that aims to achieve good health and wellbeing that is equitable for all. These ambitions are outlined below:

- Children and young people are healthy, happy, safe and can achieve their full potential
- A focus on prevention and early intervention so everyone can improve their health and wellbeing, and prevent ill-health
- Support people to look after their mental health and wellbeing

⁶ JSNA City of Westminster (2024). *Our Borough Story*. Available here: [Joint Strategic Needs Assessment \(JSNA\) | Westminster City Council](#)

⁷ Kensington and Chelsea and Westminster's Health and Wellbeing Strategy (2023-2033). *Healthier and Happier Lives*. Available here: [RBKC and WCC Health and Wellbeing Strategy 2023](#)

- Everyone has a good quality home
- People feel safe and part of the community
- The boroughs are healthy environments
- Bring together health and wellbeing service to form teams around neighbourhoods to meet the health and social care needs of residents with a focus on reducing inequality
- Everyone feels that are treated with fairness and have control over their lives
- All are financially stable and have access to enriching opportunities and good jobs
- Everyone is supported and empowered to live as independently as possible

Chapter 3 - Methodology

3.1 In accordance with the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013, this Pharmaceutical Needs Assessment (PNA) has been developed using a range of data sources, including:

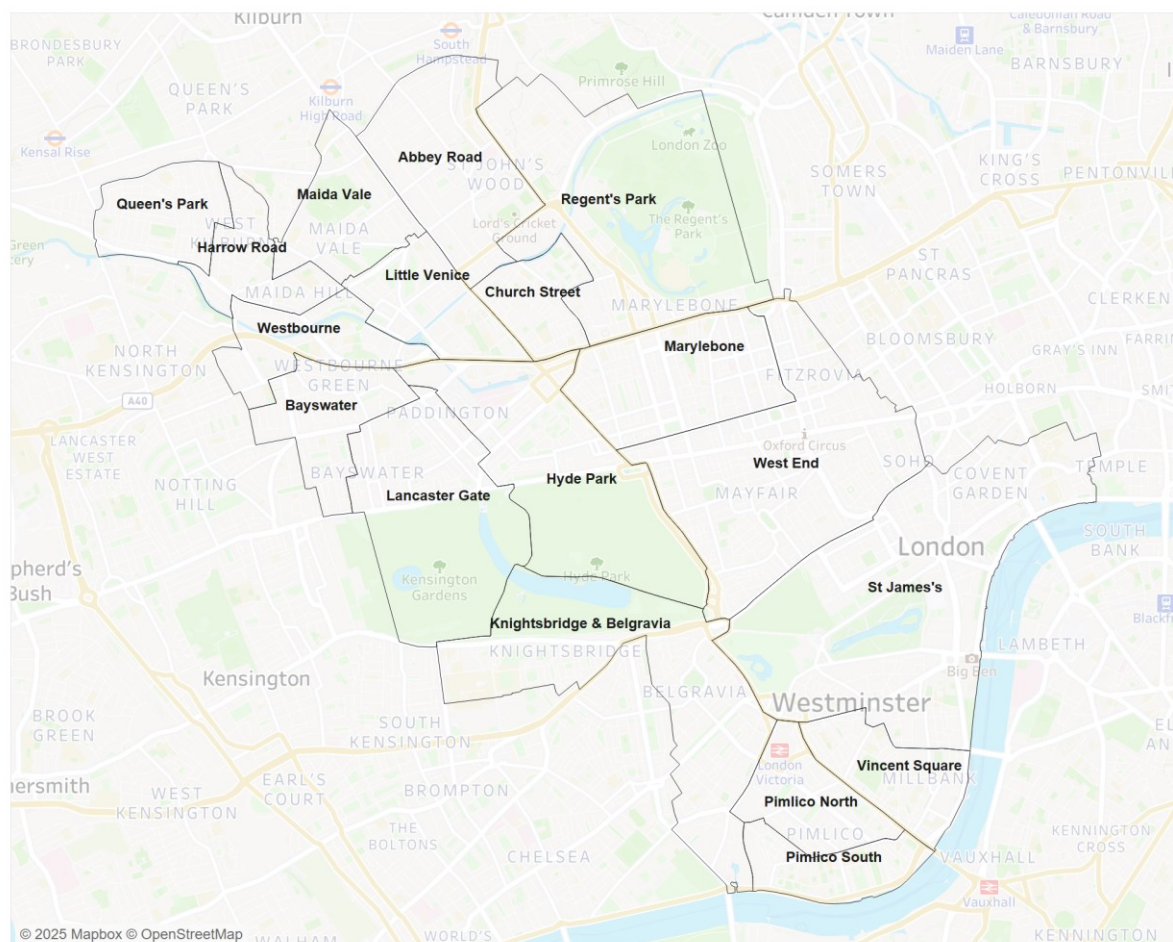
- Nationally published health and pharmacy data
- The Westminster Joint Strategic Needs Assessment (JSNA)
- Local health and wellbeing policies and strategies
- A survey of residents, workers, and students in Westminster
- NHS Business Services Authority data
- Commissioning data from:
 - Westminster City Council
 - NHS North West London Integrated Care Board (ICB)

3.2 The collected data provide insights into Westminster's population, including current and future health needs. This information helps assess how pharmaceutical services can support the Health and Wellbeing Board (HWB) in improving the health and wellbeing of local residents.

Geographical coverage

3.3 PNA regulations require that the HWB divides its area into localities as a basis for structuring the assessment. The PNA Steering Group selected wards to sub-divide the HWB's coverage. The majority of health and social care data is available at local authority council ward level as this level provides reasonable statistical rigour. Westminster's wards are presented in Figure 3.1.

Figure 3.1: Westminster City Council wards



- 3.4 The HWB assessed pharmacy provision and choice based on a 1-mile travel distance to reach a community pharmacy. 1-mile is approximately equivalent to a 20-minute walk. Lord Darzi's recent report on the state of the NHS⁸ also used a mile as a basis for accessibility of community pharmacies.
- 3.5 However, travel time is not the only factor considered for access when determining if there is sufficient pharmacy provision. Other factors considered include pharmacy provision outside normal working hours, proximity to GP practices, current and future population density, access via public transport and changes in healthcare provision and deprivation levels.

Patient and public survey

- 3.6 A patient and public survey was co-developed with the PNA group and shared across Westminster to understand how people use their pharmacies, what they use them for

⁸ Darzi (2024). Independent Investigation of the National Health Service in England. September 2024.

and their views of the pharmacy provision. Responses from the survey of people who live and work in Westminster were explored, including detailed analysis of the Protected Characteristics. The dissemination of the survey and its findings are presented in Chapter 6 of this PNA.

Pharmacy contractor survey

- 3.7 The contractor survey was developed in collaboration with the PNA group building on guidance from Community Pharmacy England. It was sent all to the community pharmacies within Westminster to capture data on services provided and opportunities for future commissioning. Findings from this survey support the analysis presented in relevant sections of Chapter 7 and 8 of this report.

Governance and Steering Group

- 3.8 The Westminster City Council HWB commissioned delivery of its PNA to Healthy Dialogues through a competitive tender process. The management governance of the production of this PNA was delegated by the HWB to the Westminster and Kensington and Chelsea PNA steering group.
- 3.9 Westminster and Kensington and Chelsea PNA steering group comprised representation from:
- Westminster City Council
 - The Royal Borough of Kensington and Chelsea
 - Community Pharmacy KCW
 - NHS North West London Integrated Care Board
 - Healthwatch
 - 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 the period of 9th June and 10th August 2025. Comments received during the consultation period were considered and incorporated into this final report to be published by 1st October 2025.

Chapter 4 - Population demographics

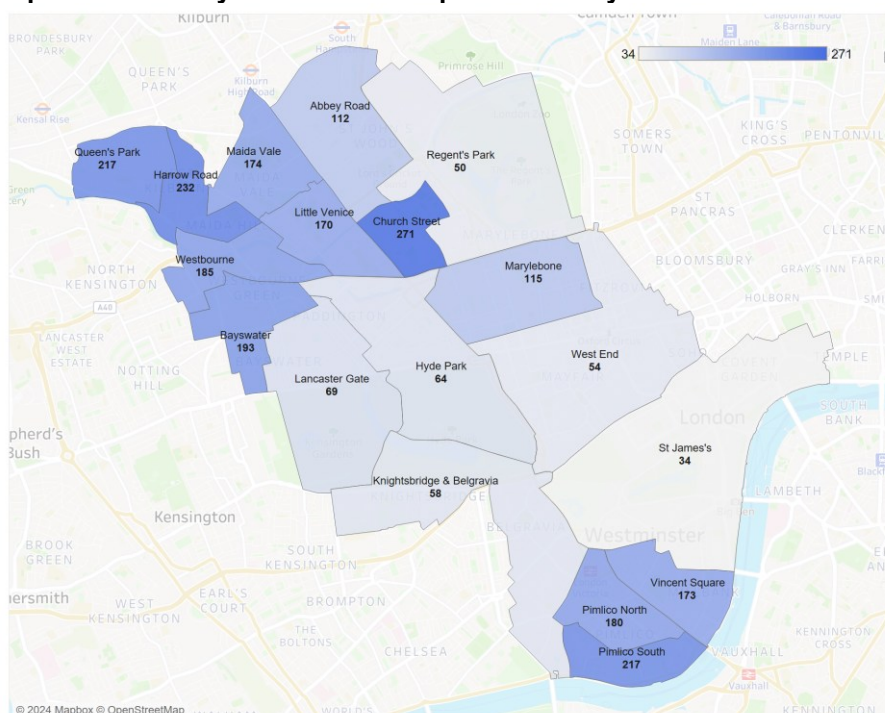
- 4.1 This chapter provides an overview of Westminster's population, highlighting aspects that are likely to influence the demand on pharmaceutical services. It examines the characteristics of the borough's residents, population size changes and the wider determinants of health.
- 4.2 Maps presented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

Demography

Population size and density

- 4.3 The Greater London Authority projects Westminster's resident population to be 211,611 in 2025 (Housing-led projections, central fertility identified capacity).
- 4.4 With a population density of 99 people per hectare, Westminster has the 10th highest population density in London.
- 4.5 There is great variation in population density at a ward-level, with the peak being at Church Street reaching 271 people per hectare, while St James has the lowest at 34 people per hectare (Figure 4.1).

Figure 4.1: Population density of Westminster per hectare by ward

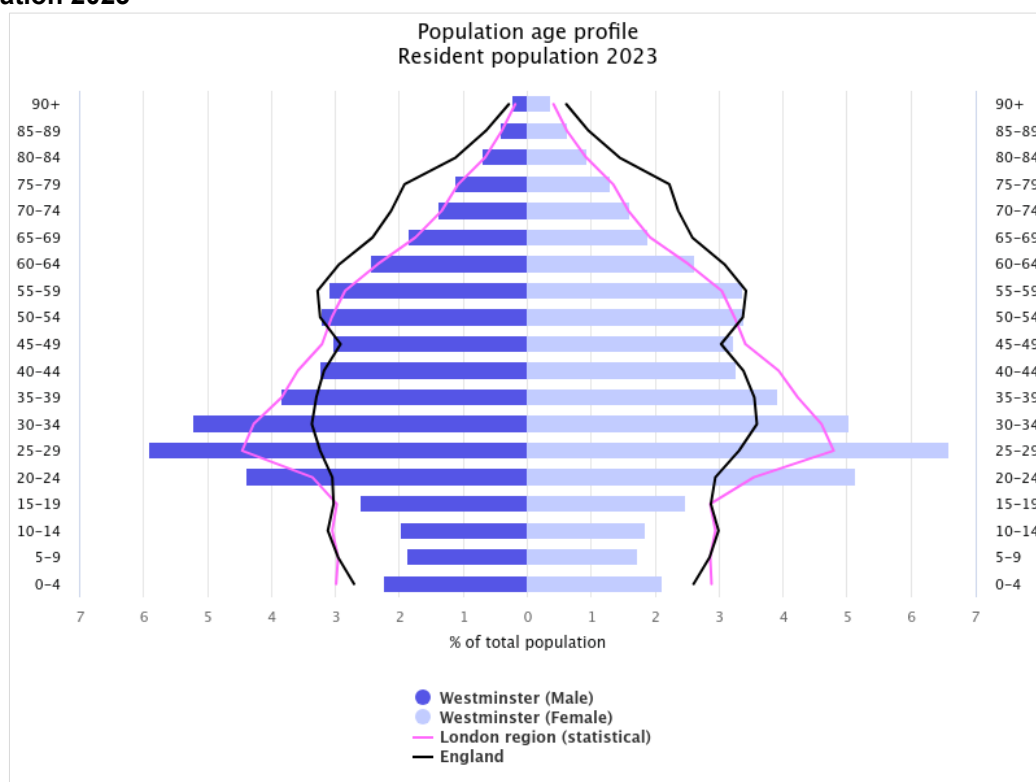


Source: GLA population projections, 2025

Age profile

- 4.6 Westminster's median age of 35 years is considerably lower than the national average (40 years).
- 4.7 Westminster's working age population (aged 16-64) make up 76% of the resident population. Older adults (aged 65 and over) make up 13% of the population. This is just above London's overall proportion which stands at 12%.
- 4.8 The figure below presents a breakdown of the age and gender of Westminster residents.

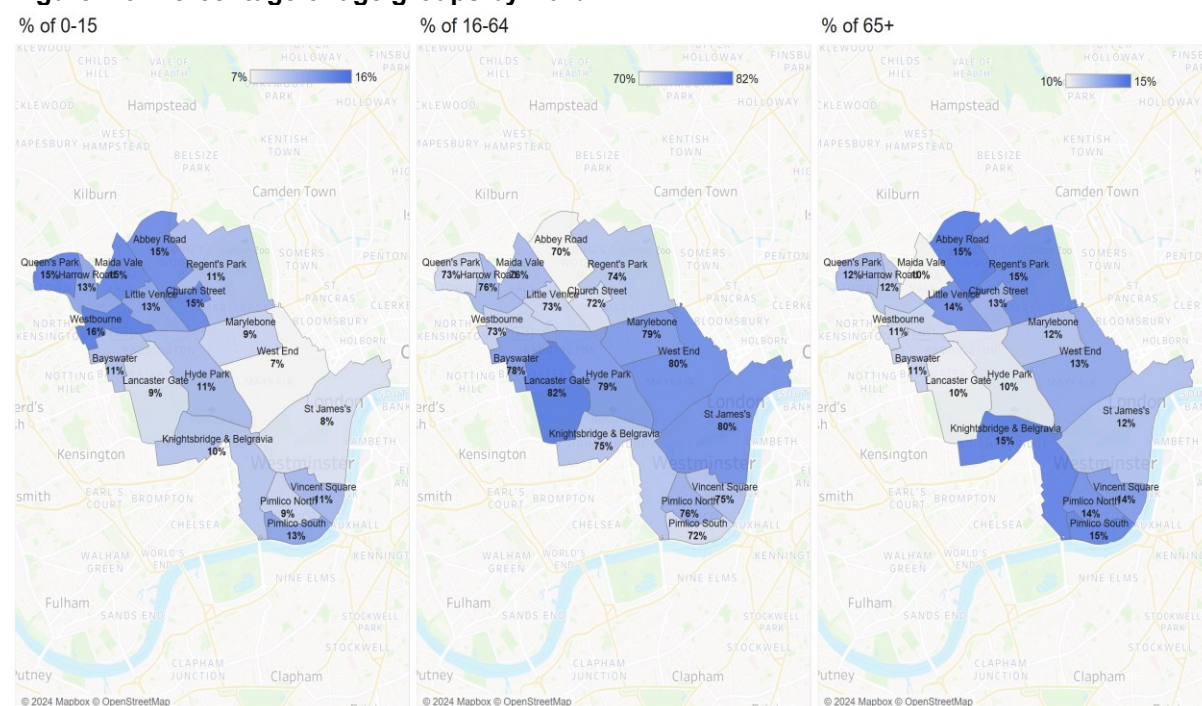
Figure 4.2: Proportion of Westminster resident population by age-band and gender, Resident Population 2023



Source: OHID, Public Health Profiles, 2025

4.9 At a ward level, Westbourne ward has the highest proportion of young people with 16% of its residents aged 15 or below. Conversely, Abbey Road, Knightsbridge & Belgravia, Pimlico South and Regent's Park represents the wards with the highest proportion of older adults (aged 65 and above), all at 15%. These ward breakdown by age groups is shown in the Figure 4.3 below.

Figure 4.3: Percentage of age groups by ward



Source: GLA population projections, 2025

Ethnicity and diversity

- 4.10 Often areas that have high diversity, also have higher levels of deprivation and health inequalities. NICE Guidance⁹ highlights that community pharmacies can impact on health inequalities in several ways. For example, pharmacy staff often reflect the social and ethnic backgrounds of the community they serve making them approachable to those who may not choose to access other health care services. It recommends that they take into consideration how a patient's personal factors may impact on the service they receive, for example, their gender, identity, ethnicity, faith, culture, or any disability. It also recommends that community pharmacists make use of any additional languages staff members may have.
- 4.11 Nearly half of Westminster residents are from an ethnic minority (45%), with Church Street ward having the largest proportion of those from an ethnic minority (67%). Conversely, Pimlico North has the lowest proportion of ethnic minorities (34%).

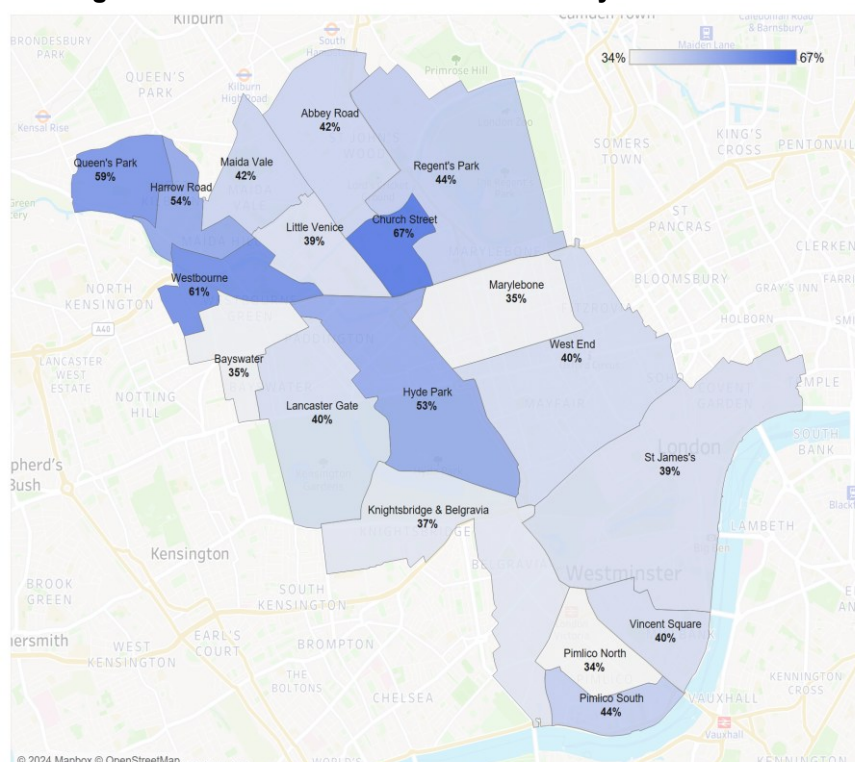
⁹ NICE guideline (2018) Community pharmacies: promoting health and wellbeing [NG102]

Table 4.1: Proportion of Westminster population by ethnicity

	Westminster	London	England
Asian or Asian British	17%	21%	9%
Black, Black British, Caribbean or African	8%	14%	4%
Mixed or Multiple ethnic groups	7%	6%	3%
White	55%	54%	82%
Other ethnic group	13%	6%	2%

Source: ONS, Census, 2021

Figure 4.4: Percentage of ethnic minorities in Westminster by ward



Source: ONS, Census 2021

4.12 There are over 85 languages spoken in Westminster. Arabic, French and Spanish are the most widely spoken main languages after English.

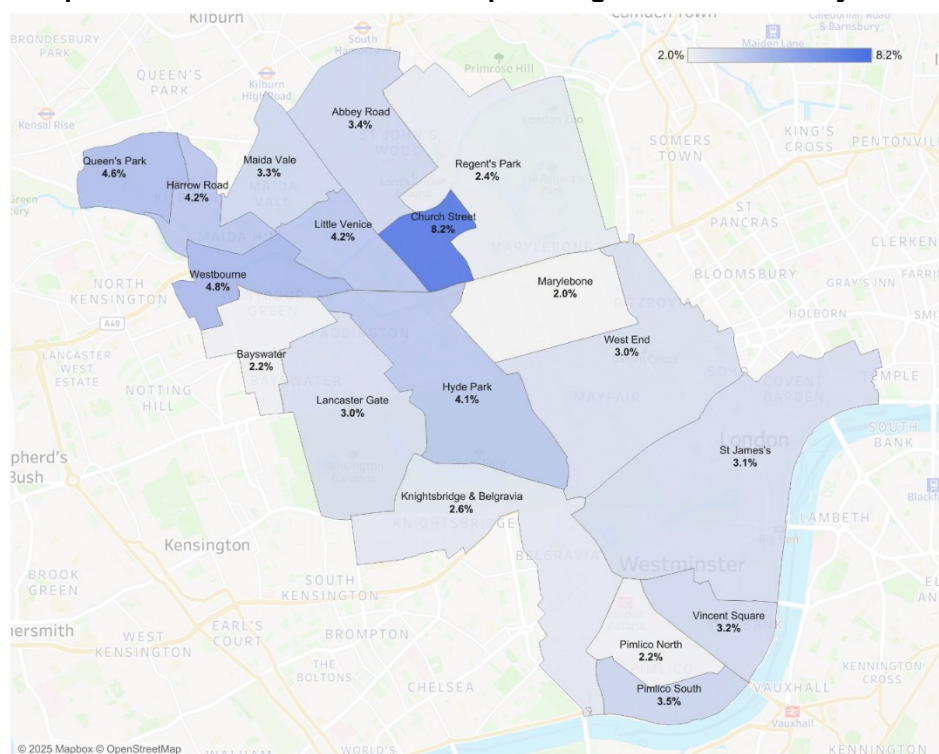
Table 4.2: Proportion of main languages spoken in Westminster - Top 10

Main Language	Percentage of population
English	73.6%
Arabic	3.7%
French	2.5%
Spanish	2.4%
Italian	2.1%
Portuguese	1.6%
Bengali	1.1%
Russian	1.0%
All other Chinese	1.0%
Greek	1.0%

Source: ONS, Census 2021

- 4.13 3.6% of the borough's populations report that they cannot speak English well or at all. The highest proportion of such residents is in Church Street ward (Figure 4.5).

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



Source: ONS, Census 2021

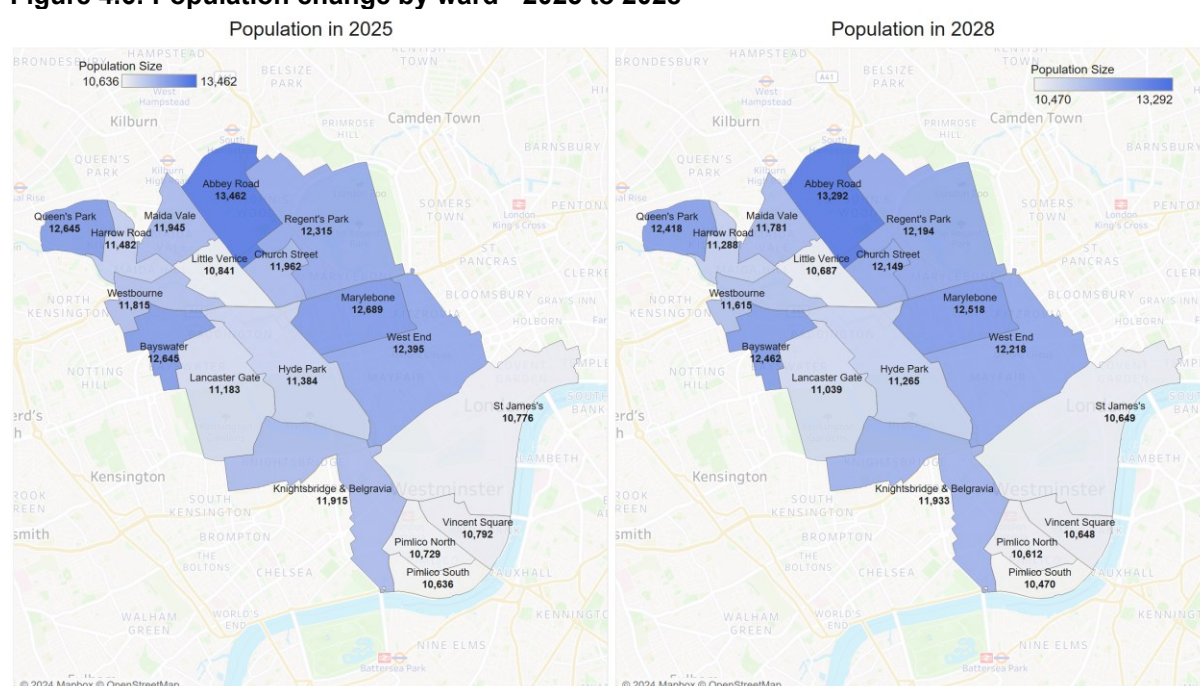
Population changes

- 4.14 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

- 4.15 During the 2025-2028 PNA period, Westminster's population is expected to decrease by 1.1% to 209,238 (GLA, Housing-led projections, central fertility identified capacity). These projections are based on mid-year population estimates and assumptions such as births, deaths, and migration.
- 4.16 Church Street ward is expected to have the largest increase in population size, expanding from 11,962 in 2025 to 12,149 in 2028, a 1.7% increase (see Figure 4.6 and Table 4.3). Pimlico South on the other hand, is expected to experience a 1.8% decrease in its population size.

Figure 4.6: Population change by ward - 2025 to 2028



Source: GLA population projections

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

Ward	2025	2026	2027	2028
Abbey Road	0.0%	-0.5%	-0.9%	-1.3%
Bayswater	0.0%	-0.5%	-1.0%	-1.4%
Church Street	0.0%	0.5%	0.9%	1.6%
Harrow Road	0.0%	-0.7%	-1.2%	-1.7%
Hyde Park	0.0%	-0.6%	-0.9%	-1.0%
Knightsbridge & Belgravia	0.0%	0.0%	0.1%	0.2%
Lancaster Gate	0.0%	-0.4%	-0.9%	-1.3%
Little Venice	0.0%	-0.5%	-1.0%	-1.4%
Maida Vale	0.0%	-0.5%	-1.0%	-1.4%
Marylebone	0.0%	-0.5%	-1.0%	-1.3%
Pimlico North	0.0%	-0.4%	-0.8%	-1.1%
Pimlico South	0.0%	-0.6%	-1.1%	-1.6%
Queen's Park	0.0%	-0.6%	-1.2%	-1.8%
Regent's Park	0.0%	-0.4%	-0.7%	-1.0%
St James's	0.0%	-0.5%	-1.0%	-1.2%
Vincent Square	0.0%	-0.5%	-0.9%	-1.3%
West End	0.0%	-0.5%	-1.0%	-1.4%
Westbourne	0.0%	-0.6%	-1.2%	-1.7%
Total	0.0%	-0.4%	-0.8%	-1.1%

Source: GLA population projections

Housing developments

- 4.17 The borough is forecast to complete the construction of 1,167 homes during the lifetime of the PNA. This includes both new dwellings as well as reprovisions (where residents are temporarily transferred to other housing while construction proceeds to their home before they return to the same site). The numbers are forecasts, but not all will be completed in the anticipated time.
- 4.18 The largest of these developments are:
- Church Street – This will deliver over 1,750 across all schemes, 430 of which are anticipated during the PNA's lifetime
 - Ebury Bridge - Across its 3 phases is expected to deliver a total of 750 homes. During the PNA's lifetime, 334 of these are forecast to be completed.
- 4.19 At a ward level, Church Street ward is expected to have the biggest number of units completed during the lifetime of the PNA (Table 4.4)

Table 4.4: Forecast housing development during PNA lifetime

Ward	No of homes
Church Street	430
Knightsbridge & Belgravia	334
Westbourne	209
Maida Vale	108
Pimlico South	43
Queen's Park	23
Little Venice	20
Total	1,167

Source: Westminster City Council

Wider determinants of health

- 4.20 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)¹⁰ and later the Marmot Review 10 Years On¹¹. They include factors such as deprivation, education, employment and fuel poverty.

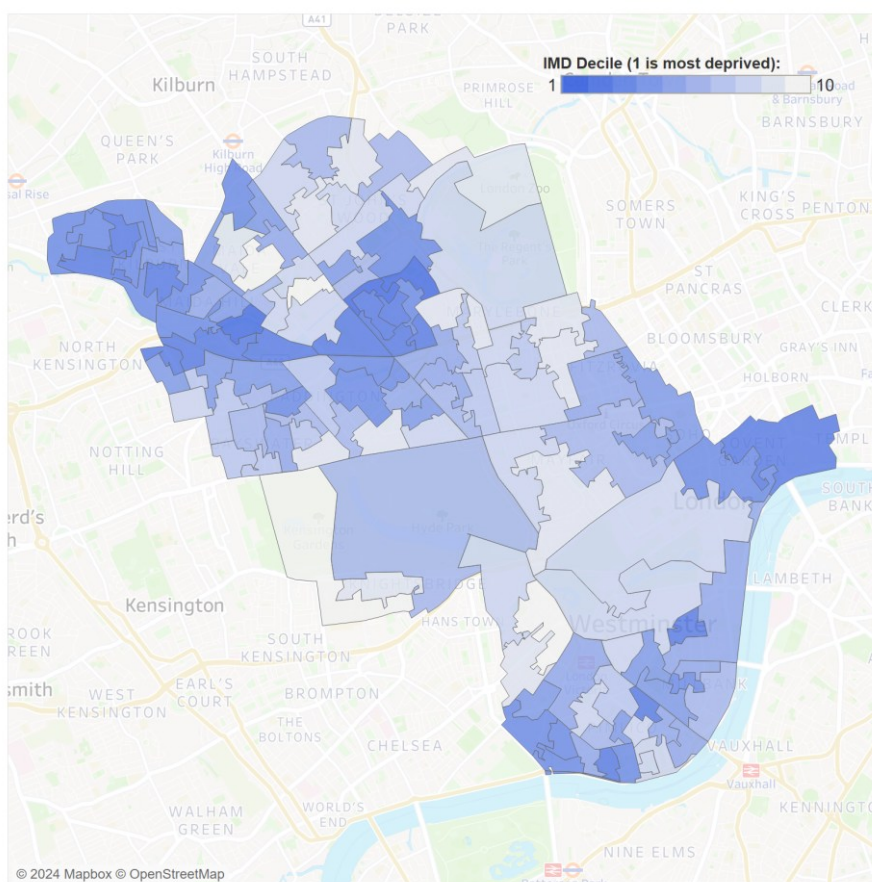
Index of Multiple Deprivation

- 4.21 The Index of Multiple Deprivation (IMD) is a well-established combined measure of deprivation based on a total of 37 separate indicators that encompass the wider determinants of health and reflect the different aspects of deprivation experienced by individuals living in an area. The 37 indicators fall under the following domains: Income Deprivation, Employment Deprivation, Health Deprivation and Disability, Education, Skills and Training Deprivation, Barriers to Housing and services, Living Environment Deprivation and Crime.
- 4.22 Westminster is ranked 88th out of the nation's 151 upper-tier local authorities, where 1 is the most deprived.
- 4.23 Figure 4.7 shows deprivation deciles at LSOA level, highlighting that there are areas of high deprivation in the borough. 16 of the borough's 128 LSOAs among the most deprived 20% in all of England (deprivation deciles of 1 or 2).

¹⁰ Fair Society Healthy Lives (The Marmot Review): <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

¹¹ Marmot Review 10 Years On (February 2020): <http://www.instituteofhealthequity.org/resources-reports/marmot-review-10-years-on>

Figure 4.7: The Index of Multiple Deprivation deciles in Westminster by LSOA highlighting areas of deprivation in the area, 2019



Source: Ministry of Housing, Communities & Local Government

Other economic markers

- 4.24 The unemployment rate is 5.0%, similar to the London average of 5.0%. the average net annual income varies by area (with a range between £27,000 to £56,000).
- 4.25 Almost a third of children live in poverty and 8,500 children are eligible for free school meals.
- 4.26 In 2022, 10% of people did not have enough income to afford sufficient fuel. This is lower than the regional and national rate of 10.4% and 13.1%, a slight decrease from 10.9% for the previous year (OHID, Public Health Profiles).

Patient groups with specific needs

Day visitors – tourists and commuters

- 4.27 There are over 1 million day and nighttime visitors to Westminster City Council a day. This includes approximately 545,000 tourists, 436,000 shoppers and 380,000

commuters. The top five countries where tourists visit from are USA, France, Germany, Italy and Spain.¹²

- 4.28 Multilingual staff in some of the community pharmacies can help overcome language barriers especially with tourists.
- 4.29 The easy accessibility of community pharmacies and the late opening times of some of the pharmacies make it more attractive to visitors who may not know how to access GPs. This is because they can walk in to be attended to without the need for registration, booking or referral
- 4.30 Advanced services offered by community pharmacies such as the pharmacy first service makes it possible for visitors who are registered with an NHS GP, even if elsewhere to access this service free of charge and can be offered treatment for any of the seven conditions under the pharmacy first clinical pathways provided, they meet the criteria. Additionally, they can also receive urgent medicine supply through this service if they forget or lose their medicine.

Refugee/asylum seekers

- 4.31 There are a significant number of asylum seekers and refugees in Westminster. As of 30th September 2024, there were 31 people in Westminster under the Afghan Resettlement Programme, 1,071 under Homes for Ukraine and 514 in Supported Asylum. This equates to 1,616 people or 0.76% of the population (Home Office, Immigration System Statistics, 2024).
- 4.32 Pharmacies serve as crucial, accessible resources for asylum seekers, offering immediate healthcare support and guiding them through the broader healthcare system. They help bridge gaps by directing individuals to the appropriate services. Language barriers can pose challenges, but many pharmacies provide interpreting services, ensuring asylum seekers can understand medical advice and instructions on medication use, ensuring they receive proper care despite language differences.

People who sleep rough

- 4.33 2,100 people were seen rough sleeping in Westminster during 2023/24. On a single night, it is estimated 277 people are sleeping rough. The impact of sleeping rough includes increased vulnerability, with rough sleepers facing heightened risks of

¹² Westminster City Council (November 2024). Facts and Figures.

physical and mental health problems and a lack of access to regular support services. Life expectancy for someone sleeping on the street is 30-40 years less than average¹³.

- 4.34 The Westminster City Council Homelessness Review 2024¹⁴ highlights the importance of accessible health services for rough sleepers and vulnerable populations. It emphasises the need for holistic support addressing mental health, substance misuse, and general healthcare.
- 4.35 Pharmacies play a vital role in supporting the health and well-being of people experiencing homelessness. As easily accessible services, often situated in areas with high levels of deprivation, pharmacies offer a crucial point of contact for marginalised groups, including those without stable accommodation or those dealing with substance misuse. Many individuals in these circumstances are more likely to seek help from a pharmacy than from a GP or other healthcare provider, as pharmacies provide a safe, confidential space for advice and support.
- 4.36 Pharmacists offer essential assistance in managing medications, promoting hygiene, providing sexual health services and vaccinations, and directing individuals to additional health and social care resources. They are also instrumental in harm reduction, offering advice, supplying clean needles to those who inject drugs, and providing supervised consumption services for individuals grappling with substance misuse issues.

¹³ Westminster City Council (Spring 2025). Borough Stories.

¹⁴ Westminster City Council (2024). Homelessness review 2024.

Summary of the demographics of Westminster

Westminster's population is estimated to 211,611, with high overall density but significant variation across wards. The borough's population is relatively young, with a median age of 35, and 76% in the working-age group.

Ethnic and cultural diversity is a defining feature of Westminster. Almost half of the population belongs to an ethnic minority, and Church Street ward stands out with 67% ethnic minority residents.

Although Westminster's population is expected to slightly decline during the PNA period, some wards, such as Church Street, are projected to grow due to housing developments, with the development sites at Church Street and Ebury Bridge of note.

There are areas of high deprivation in Westminster. Patient groups such as asylum seekers, refugees, rough sleepers, and over 1 million daily visitors may create additional demand for accessible, responsive healthcare services. Pharmacies are presented as essential touchpoints in the community, particularly for those who might not otherwise access formal healthcare systems.

Chapter 5 - Population health needs

- 5.1 This chapter outlines health and wellbeing in Westminster, in line with Borough Stories with an emphasis on areas that are likely to impact on the needs for community pharmacy services. In this chapter, life expectancy and healthy life expectancy in Westminster are explored. Additionally, health behaviours and major health conditions are examined.
- 5.2 The data explored in this chapter is from the Westminster Borough Stories¹⁵ or Office for Health Improvement & Disparities (OHID), Public Health Profiles, unless otherwise stated.

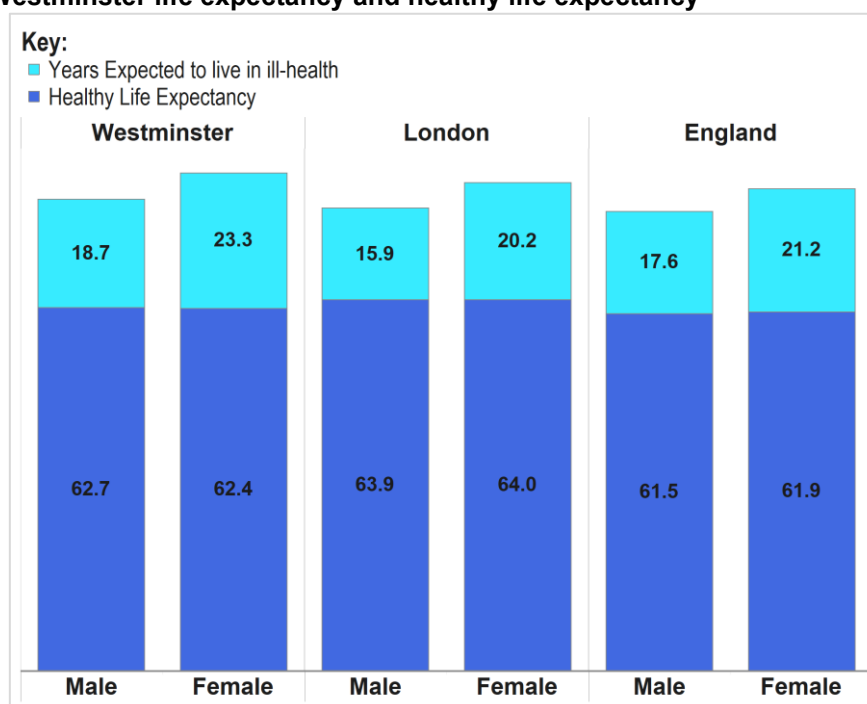
Place

Life expectancy and healthy life expectancy

- 5.3 Life expectancy is a statistical measure predicting the average number of years a person is expected to live for. Healthy life expectancy predicts how much of their life an individual can expect to live in good health, accounting for age-specific mortality rates and the prevalence of good health in their area.
- 5.4 Westminster residents have higher life expectancy compared to London region and England, but a similar healthy life expectancy. Westminster 2021-23 life expectancy figures are 81.3 years for males and 85.7 years for females, significantly higher than national and regional life expectancy figures.
- 5.5 **People in Westminster can expect to spend over a fifth of their lives in poor health:** Males are expected to live 18.6 years of their lives in ill-health and females are expected to live 23.3 years in ill health (2021-23 figures). Healthy life expectancies for males and females are similar to the national and regional averages at 62.7 and 62.4, respectively. Figure 5.1 below presents levels of life expectancy and healthy life expectancy in numbers of years for both men and women, for Westminster, the London region and England as a whole (Figure 5.1).

¹⁵ Westminster City Council (Spring 2025). Fairer Westminster: Our Borough Story.

Figure 5.1: Westminster life expectancy and healthy life expectancy



Start Well

- 5.6 Supporting people to start well considers factors during pregnancy, childhood and adolescence that impact on physical and emotional health which can influence individuals throughout adulthood.
- 5.7 **Less than 1 in 30 pregnant people smoked at time of delivery:** Due to the detrimental effects of smoking on the growth and development of the baby and health of the mother, smoking prevalence rates are monitored for pregnant women. The proportion of mothers who smoke at the time of delivery is low in Westminster, at 3% in Westminster in 2023/24, compared to 4% for the London region. This is significantly lower than the 7% for England.
- 5.8 **Over 1 in 3 children were overweight or obese by 10-11 years old:** childhood obesity can have significant impact on health outcomes, by increasing blood lipids, glucose intolerance, risk of Type 2 diabetes, hypertension, liver enzymes associated with fatty liver, exacerbation of conditions such as asthma and risk of psychological problems such as social isolation, low self-esteem, teasing and bullying. One quarter (25%) of children in Reception Class in Westminster in 2023/24 were overweight or obese, which is significantly worse than national figures and the second highest in the

London region. However, 39% of Children in Year 6 were overweight or obese in the same year, which is similar to regional and national figures.

- 5.9 **Over 1 in 3 children have not received two doses of the measles, mumps and rubella (MMR) immunisation:** In 2023/24, nearly two thirds (64%) children aged 5 years old had received two doses of the MMR vaccine in Westminster, compared to 73% for the London region. This is significantly lower than the England rate of 84%.
- 5.10 **Over 1 in 3 children have experience of tooth decay by 5 years old:** In 2021/22, 40% five years old had experience of visually obvious dental decay in Westminster, compared to 26% in the London region. This is significantly higher than the England rate of 24%.
- 5.11 **1 in 5 children and young people in Westminster have mental health needs.** This equates to around 10,600 children and young people in the borough.¹⁶
- 5.12 Community pharmacies play a crucial role at the start well stage. They do this through various avenue to support maternal health and pregnancy. For instance, they offer confidential advice and signposting to midwives or GPs, given that they are often the first point of contact for those who suspect they are pregnant. They also ensure access and provision of vitamins and supplements such as folic acid and vitamin D to expectant mothers, provide advice on colic, teething and over the counter medicines as well as offering treatment for common childhood issues such as ear infections and nappy rash. Additionally, they can provide advice on diet and medication safety during pregnancy, guide parents on dosages and safe storage of medicines and offer targeted support to pregnant women and their partners to quit smoking.
- 5.13 Some community pharmacies offer childhood immunisations and can help educate parents on NHS immunisation schedules and can also be an approachable first stop for new parents who may be dealing with post-natal depression or anxiety.

Live well

- 5.14 People's ability to live well, including their health behaviours, is influenced by social and environmental factors, as well as psychological factors such as loneliness and mental wellbeing.

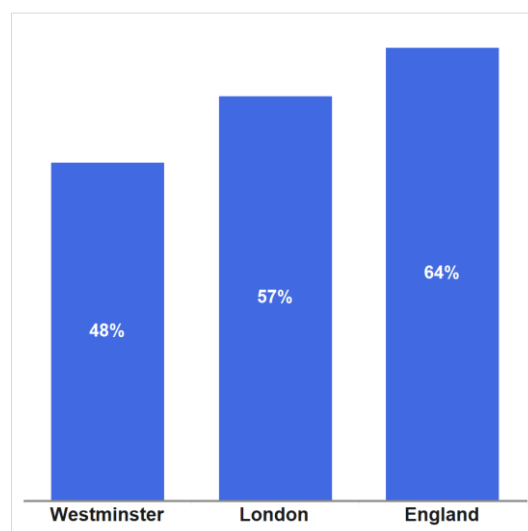
¹⁶ Westminster City Council (Spring 2025). Fairer Westminster: Our Borough Story.

- 5.15 **1 in 7 adults currently smoke in Westminster:** Smoking is the leading cause of premature death and preventable morbidity in England, accounting for over 16% of all premature deaths in England and more than 9% of years of life lost due to ill health, disability, or premature death. Smoking is also the primary factor driving the disparity in healthy life expectancy between more affluent and deprived populations. Smoking is linked to an increased risk of developing a wide range of diseases and conditions, including cancers, respiratory diseases, and cardiovascular diseases.¹⁷ Smoking prevalence is relatively high in Westminster, with 1 in 7 (14%) of Westminster's adult population aged 18+ reporting that they currently smoke (2023 data), which is statistically similar to the percentage for England (12%) and London region of 12%. However, smoking prevalence among those employed in routine and manual occupations is higher. In 2023, 43% of routine and manual workers in Westminster smoke, compared to the figure for England of 20%, and the London region of 15%¹⁸.
- 5.16 **Nearly half adults in Westminster are overweight or obese:** Obesity, defined as a body mass index (BMI) of 30 or over, is acknowledged as a key contributing factor to premature mortality and preventable ill health. Obesity increases the risk of developing many diseases, including certain cancers, high blood pressure, and type 2 diabetes, and increases the risk of death from COVID-19 by 40-90%. Obesity rates are low in Westminster in comparison to national figures, with 48% of adults living in Westminster being classified as being overweight or obese in 2022/23, significantly lower than the England rate of 64% and the third lowest in the London region (Figure 5.2).

¹⁷ GOV.UK - Health matters: smoking and quitting in England

¹⁸ *This data should be interpreted with caution due to known quality issues.*

Figure 5.2: Proportion of overweight (including obesity) adults (18+) in Westminster, London and England, 2022/23.



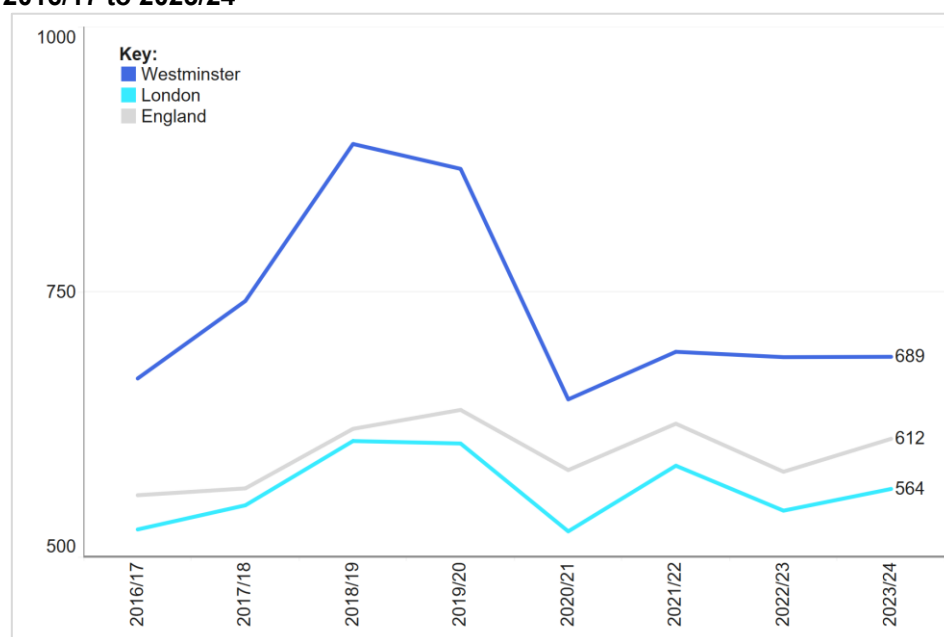
- 5.17 Over 2 in 3 people in Westminster are physically active:** Individuals who maintain a physically active lifestyle have a 20-35% lower risk of developing cardiovascular disease, coronary heart disease, and stroke compared to those who are sedentary, and tend to have better mental health and overall 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.¹⁹ The population of Westminster is relatively active. In 2022/23, 68% of adults in Westminster were considered 'physically active', similar to the England figure of 67%. Conversely, a quarter (25%) of adults in Westminster were considered 'physically inactive', similar to the England figure of 23%
- 5.18 47 deaths in Westminster were linked to alcohol consumption in 2023:** Harmful drinking is linked to a myriad of health issues such as brain damage, alcohol poisoning, chronic liver disease, breast cancer, skeletal muscle damage, and poor mental health, making it a major public health concern in the UK. Additionally, alcohol can contribute to accidents, acts of violence, criminal behaviour, and various social problems.²⁰ In Westminster in 2023, there were 47 deaths classified as 'alcohol-related mortality', which equates to a rate of 29 per 100,000 population, which is significantly lower than the rate for England (41 per 100,000) and the London region (34 per 100,000). While the rate of alcohol-related mortality has increased in England since 2019, it has remained relatively stable in Westminster and the London region. In 2023/24, there

¹⁹ World Health Organization - Global Status Report on Physical Activity 2022

²⁰ GOV.UK - Health matters: harmful drinking and alcohol dependence

were 1,203 admission episodes for alcohol-specific conditions in Westminster. This is a rate of 689 per 100,000 population, which is significantly higher than the rate for England of 612 and the rate for the London region of 564 (figure 5.3). Community pharmacies play a crucial role in connecting individuals to local addiction services. Some pharmacies are also able to provide medicine used in the treatment of alcohol use disorder (alcoholism) such as acamprosate.

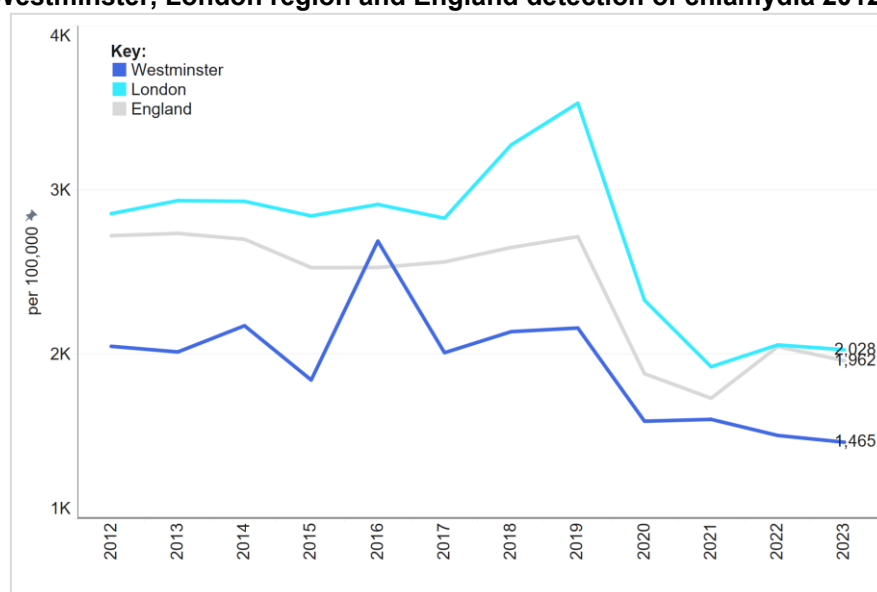
Figure 5.3: Admission episodes for alcohol-specific conditions in Westminster, London and England, 2016/17 to 2023/24



- 5.19 **7,000 residents aged 18 or over are at high risk of drug dependence:** Substance misuse is associated with mental health issues such as depression, disruptive behaviour, and suicide. Between 2021 and 2023, there were 29 deaths due to drug use in Westminster. This equates to a rate of 5 per 100,000 population, which is similar to the rates for England (5.5 per 100,000) and the London region (4 per 100,000). 6% of drug users aged 18 and over successfully completed treatment for opiate drug use in 2023, which is similar to the figures for England (5%) and the London region (5%). However, for non-opiate users aged 18 and over, the successful completion rate of drug treatment in Westminster was 23%, compared to 28% in the London region. This is significantly worse than the England rate of 30%.
- 5.20 **There were 4,845 new diagnoses of STIs (excluding chlamydia) in 2023 in Westminster:** Sexual health services in Westminster are delivered by Chelsea and Westminster Hospital NHS Foundation Trust, with contraception services also being

provided by various pharmacies across Westminster. The rate of new STI diagnoses in Westminster is higher than the national average. In 2023, the overall new STI diagnosis rate per 100,000 population (excluding chlamydia for those aged under 25) in Westminster was 2,292. This rate is the fifth highest in the London region (1,229 per 100,000) and over four times higher than the national rate for England (520 per 100,000). Chlamydia is the most commonly diagnosed STI in England, with rates higher among young adults compared to other age groups. In 2023, 249 cases of chlamydia were detected in Westminster, equating to a rate of 1,465 per 100,000 young people aged 15-24. This rate is lower than that for England (1,962) and London region (2,028). This has been decreasing since 2019 (figure 5.4). Chlamydia screening rates in Westminster are similar to the national average, with over a fifth (21%) of 15-24 year old females attending specialised sexual health clinics being screened in 2023. This is similar to the screening rates for England (20%) and London region (24%).

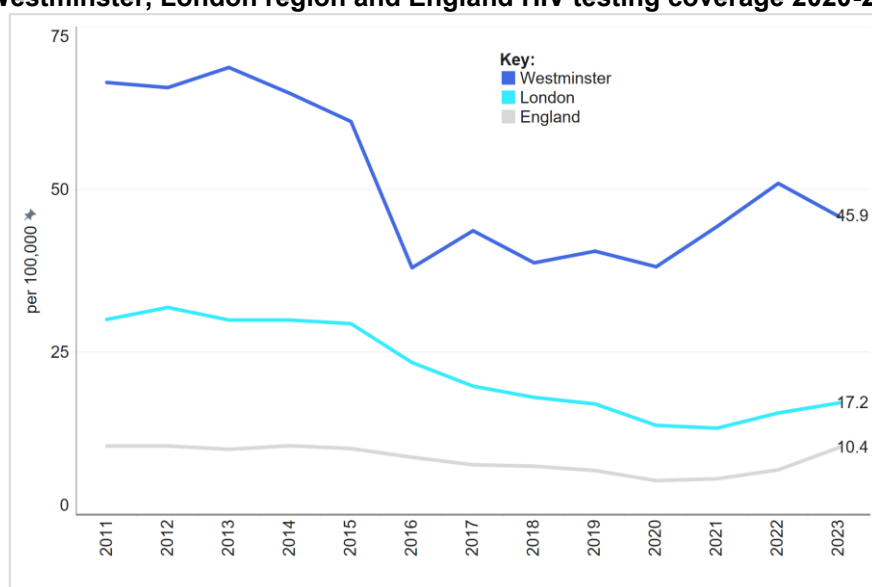
Figure 5.4: Westminster, London region and England detection of chlamydia 2012-23



- 5.21 1,474 people in Westminster were diagnosed with HIV in 2023:** The rate of HIV is comparatively low in Westminster. The latest figures show that there were 1,474 residents aged 15-59 years in Westminster in 2023 diagnosed with HIV. This equates to 10 per 1,000 population which is significantly higher than the national rate at 2 per 1,000, and the regional rate of 5 per 1,000. HIV testing coverage in 2023 was extremely high in Westminster, with over a tenth (10,645 per 100,000) people who attended specialist sexual health services being tested, which is significantly higher

than the rate for England (2,771 per 100,000) and higher than London's average (6,817 per 100,000). This has been increasing since 2020 (Figure 5.5).

Figure 5.5: Westminster, London region and England HIV testing coverage 2020-23



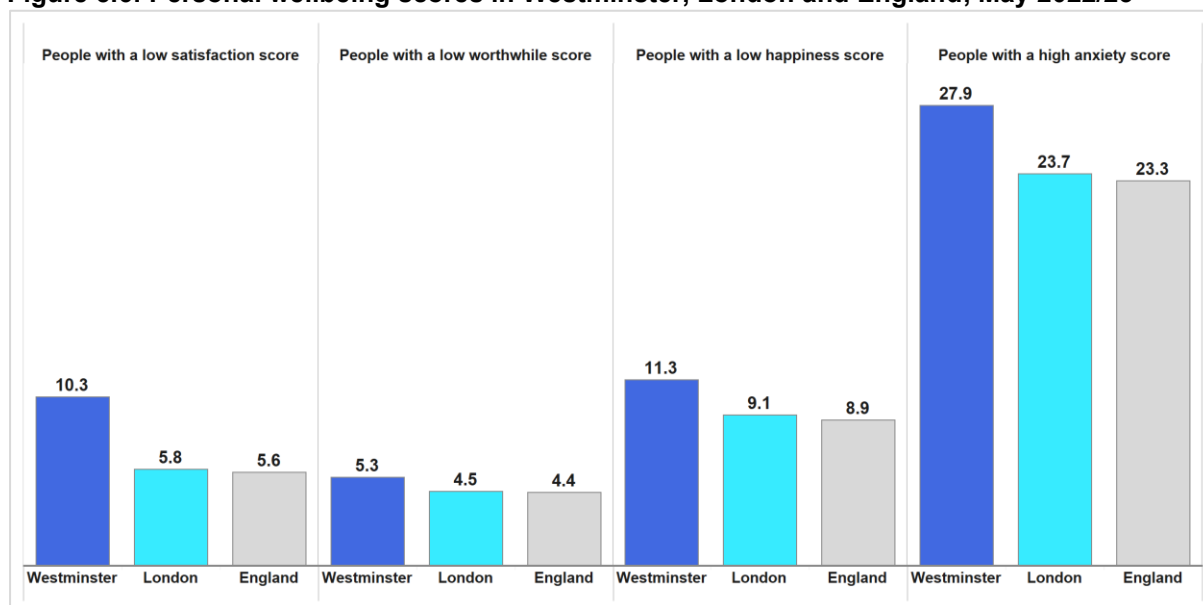
5.22 Nearly 1 in 4 people have high levels of anxiety: mental wellbeing is a priority area for the Kensington and Chelsea and Westminster's Health and Wellbeing Strategy 2023-2033.²¹ The ONS dataset 'Personal well-being estimates by Local Authority' uses four measures to assess personal wellbeing:

- Life satisfaction
- Feeling the things done in life are worthwhile
- Happiness
- Anxiety

5.23 Figure 5.6 below presents the results from the latest survey wave (2022-23), showing the percentage of respondents scoring low for each indicator. From this, Westminster has similar results to London and England for Anxiety, Happiness, Life Satisfaction and Worthwhileness.

²¹ Kensington and Chelsea and Westminster's Health and Wellbeing Strategy (2023-2033). <https://indd.adobe.com/view/cd23bb37-1bc4-4e0e-9521-871e8b796f80>

Figure 5.6: Personal wellbeing scores in Westminster, London and England, May 2022/23



- 5.24 Community pharmacies are key players at the live well stage due to their easy accessibility in the community. They can support people to live well through the various services they offer to help manage long term conditions. This includes services such as the new medicines service which ensures that patients with conditions such as asthma, diabetes or hypertension understand and manage their medications effectively; blood pressure monitoring which helps early detection and ongoing support.
- 5.25 Community pharmacies can promote healthy lifestyles through (smoking cessation services, weigh management and offering advice on alcohol), offer preventive health services (such as vaccinations, health checks and encouraging cancer screening as well educating on recognising of red flags) and offer mental health support (through spotting early signs if stress, anxiety or depression and signposting to GPs, talking therapies or Crisis teams).

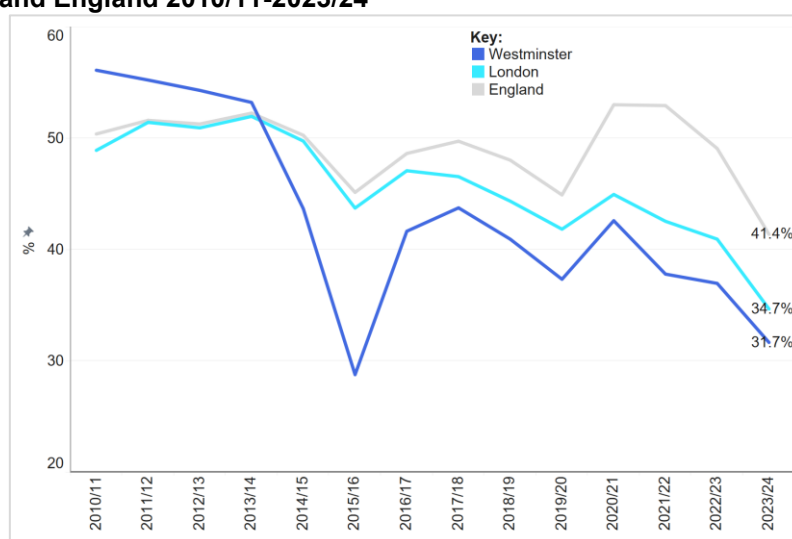
Age Well

- 5.26 As Westminster's population ages, the complexity of health and social care needs is increasing. Many older residents experience extended periods of ill health, social isolation, and limited access to essential services. Addressing these issues requires a focus on early diagnosis, preventative healthcare, and robust community support.
- 5.27 **1 in 10 people over 66 years old in Westminster live alone:** Social isolation and loneliness affect people at all ages but are particularly prominent among older adults.

In Westminster, 10% of residents aged over 66 live alone, similar to the England average of 13% (ONS 2021 Census).

- 5.28 According to the 2021/22–2022/23 Active Lives Adult Survey, only 6% of Westminster residents reported feeling lonely often or always, comparable to the regional and national rates of 7%.
- 5.29 However, data from the Adult Social Care Survey shows that just 34% of adult social care users (18+) and 31% of those aged 65+ receive as much social contact as they would like. These figures are significantly worse than national averages, indicating that over two-thirds of older adults receiving social care may be experiencing loneliness.
- 5.30 Pharmacies play a vital role in supporting mental health and wellbeing. They can help identify early symptoms, signpost individuals to services, and support safe medication use.
- 5.31 **1 in 12 aged 65+ live with dementia:** Dementia is one of the greatest healthcare challenges we face and is now a leading cause of death in both London and Westminster. In the borough, an estimated 1,950 people aged 65+ live with dementia, though only 1,250 have received a formal diagnosis. The highest rates of diagnosed dementia are found among Black or Black British residents.
- 5.32 **Less than 3 in 5 over 65s in Westminster have received the flu vaccine:** Flu vaccination uptake among older adults in Westminster is low. In 2023/24, only 57% of residents aged over 65 were vaccinated, the second lowest rate in the London region and significantly below the national average of 78%. This also falls short of the national coverage target of 75%.
- 5.33 Among at-risk individuals aged 6 months to 64 years, coverage was 32%, similar to the London average (35%) but below England's of 41% and the national target of 55%. Uptake among this group has been declining in recent years (Figure 5.7).

Figure 5.7. Prevalence of vaccination coverage for flu for at-risk individuals in Westminster, London region and England 2010/11-2023/24



- 5.34 **Nearly 1 in 3 deaths in Westminster are related to cancer:** In 2023, 32% of deaths in Westminster were cancer-related, which equates to 228 per 100,000, similar to rates in England (247) and London (226).
- 5.35 Mortality rates from lung, breast (females), prostate (males), colorectal, bladder, stomach, and blood cancers were comparable to national figures. However, oesophageal cancer mortality was significantly lower in Westminster at 7.4 per 100,000 compared to 11.6 in England.
- 5.36 Premature cancer mortality (under 75) in Westminster was 96 per 100,000 in 2021–2023, significantly better than England (122) and London (110).
- 5.37 **Nearly 1 in 4 deaths in Westminster were related to cardiovascular disease:** Cardiovascular disease (CVD), including heart disease and stroke, accounted for 24% of all deaths in Westminster in 2023. Hospital admission rates for coronary heart disease were low, at 315 per 100,000, significantly better than the England average of 391 and among the lowest in London.
- 5.38 Admissions for stroke were 168 per 100,000, comparable to the England rate of 173.
- 5.39 Community pharmacies are strategically placed to help older adults age well through supporting them in the safe and effective use of their medicines. They can help older adults manage multiple medications by providing tools such as blister packs and other reminder systems that can help improve adherence as well as working with their GPs to deprescribe unnecessary or potentially harmful medicines.

5.40 Furthermore, community pharmacies can help to reduce the incidence of falls in the elderly by reviewing medicines that can cause dizziness and offering vitamin D and other bone health supplements as well as offering advice on healthy eating. They can work with their carers so ensure that there are no disruptions in the provision of their prescribed medicines as well as signposting to social care or other community-based support groups when necessary.

Health and wellbeing challenges

In August 2024, the 'Joint Strategic Needs Assessment'²² highlighted 5 key health and wellbeing challenges for Westminster:

- Tackling health inequalities and reducing the gap life expectancy
- Supporting a growing population living longer in poor health
- Prevalence of obesity being high in both children and adults
- Recognition of the importance of mental health and wellbeing across the life course
- Screening and immunisation rates are among the lowest in the country

Summary of health needs

Overall, the people of Westminster enjoy a good level of health. They have a higher life expectancy, and a similar healthy life expectancy to the rest of the population in London and England. With this, females in Westminster can, on average, expect to live about 23.3 years of their lives in poor health and males for 18.6 years.

In general, the health and behaviour markers of Westminster residents are similar to London region and England as a whole, particularly in smoking, physical activity, loneliness and mental wellbeing.

In August 2024, the 'Joint Strategic Needs Assessment' highlighted 5 key health and wellbeing challenges for Westminster. They address inequalities in life expectancy and healthy life expectancy, obesity in children and adults, mental health and wellbeing and screening and immunisation rates.

²² City of Westminster (2024) Health and Wellbeing in Westminster

Chapter 6 - Patient and public survey

- 6.1 To understand patient and public views on the use of pharmacies in Westminster, a survey was developed and shared widely across the borough between 7th and 21st February 2025. This survey explored how residents, workers and students use and experience accessing local pharmacy services.
- 6.2 The survey also captured protected characteristics of respondents. A “protected characteristic” is a characteristic listed in section 149 (7) of the Equality Act 2010. These protected characteristics include age, ethnicity, gender, pregnancy and/or breastfeeding, sexual orientation, employment status, relationship status, and disability status.
- 6.3 The survey was approved by the PNA Group for use with the local population of Westminster prior to dissemination.
- 6.4 The findings of the survey and equality impact assessment are presented in the following chapter.

Westminster engagement strategy

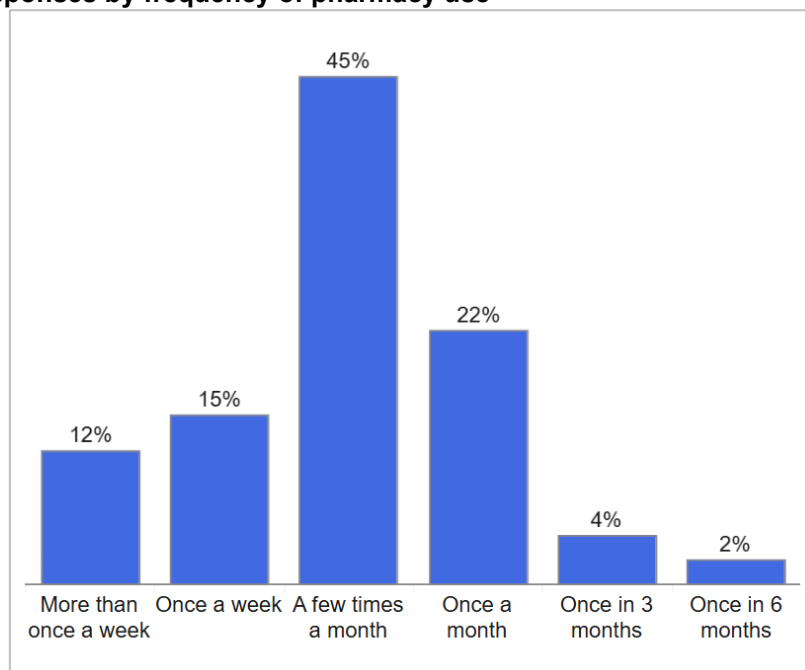
- 6.5 Working closely with the steering group and Westminster City Council Communications Team, the survey was promoted through a variety of channels. It was shared in the My Westminster newsletter, the Westminster schools bulletin, with NHS partners, libraries and voluntary sector organisations. Healthwatch also promoted the survey through their mini blog and their local community groups.
- 6.6 In total, the survey was completed by 96 residents, workers and students of Westminster.
- 6.7 This is a small sample size of the population and therefore not a representative sample. The findings do provide some insights on local views to pharmacy provision, however there are limits to the conclusions made from this analysis.

Results of the public survey

- 6.8 Pharmacies are well frequented by respondents in Westminster. A large proportion (45%) of respondents reported that they used their pharmacy a few times a month,

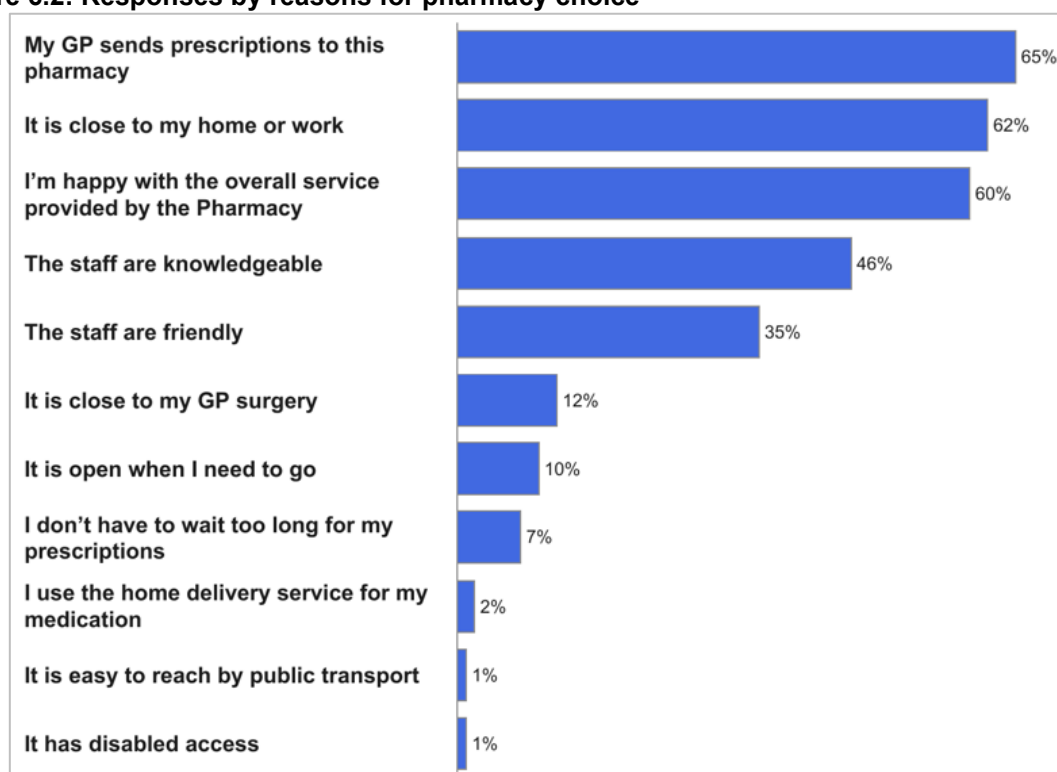
over a fifth (22%) stated once a month, 15% used it once a week, 12% more than once a week, 4% once every 3 months and only 2% once every 6 months (Figure 6.1).

Figure 6.1: Responses by frequency of pharmacy use



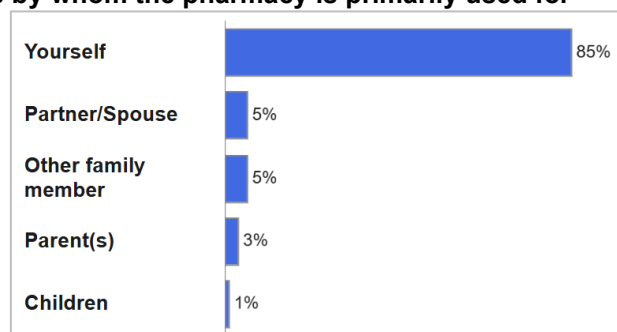
6.9 When asked to provide the top three reasons they chose their particular pharmacy, nearly two thirds (65%) reported that it was because it was where their GP sent their prescriptions to, for 62% it was because it was close to their home or work, 60% said it was because they are happy with the overall service provided, nearly half (46%) reported that the staff are knowledgeable and over a third (35%) felt that the staff were friendly (Figure 6.2).

Figure 6.2: Responses by reasons for pharmacy choice



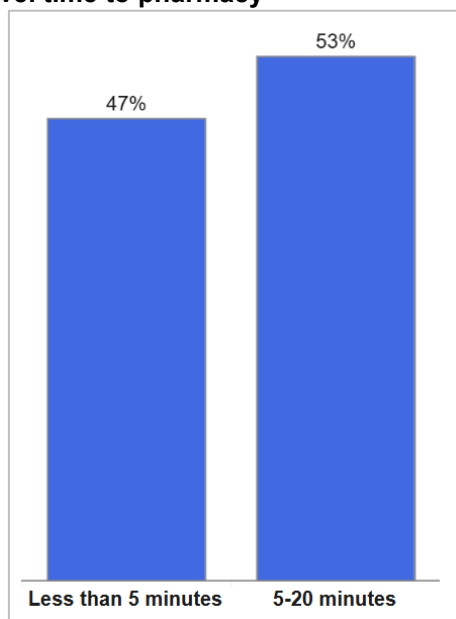
6.10 A large proportion (85%) of respondents reported that they primarily use a pharmacy for themselves, 5% primarily use a pharmacy for their partner/spouse, 5% for another family member, 3% for their parent(s) and only 1% for their children (Figure 6.3).

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



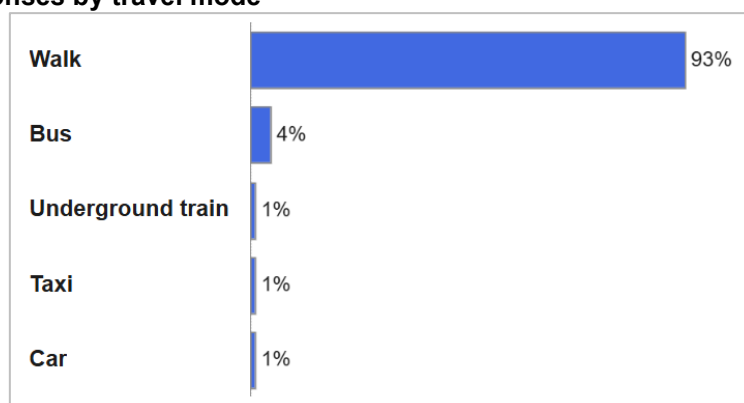
6.11 All respondents could reach their pharmacy in 20 minutes or less. For over half the respondents (53%), it takes between 5 and 20 minutes to travel to their pharmacy, with the remaining 47% saying it takes them less than 5 minutes (Figure 6.4).

Figure 6.4: Responses by travel time to pharmacy



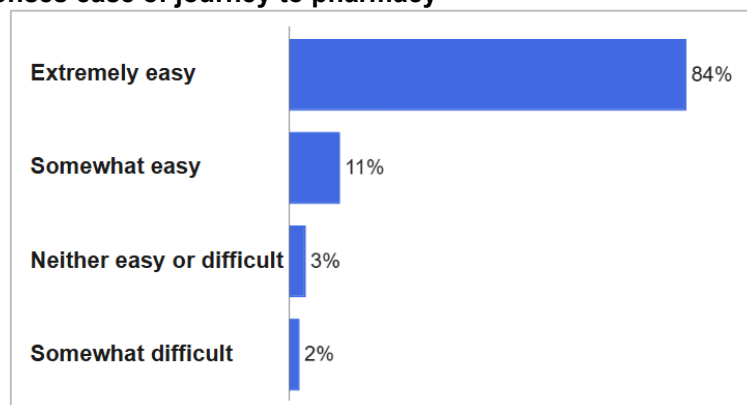
6.12 The vast majority of respondents (93%) walk to their pharmacy, 4% travel by bus, 1% use an underground train, 1% a taxi and 1% a car (Figure 6.5).

Figure 6.5: Responses by travel mode



6.13 Respondents were generally happy with their journey to their pharmacy, with majority of the respondents (84%) finding the journey to reach their pharmacy extremely easy, a further 11% finding it somewhat easy, only 3% finding it neither easy nor difficult and only 2% finding it somewhat difficult (Figure 6.6).

Figure 6.6: Responses ease of journey to pharmacy

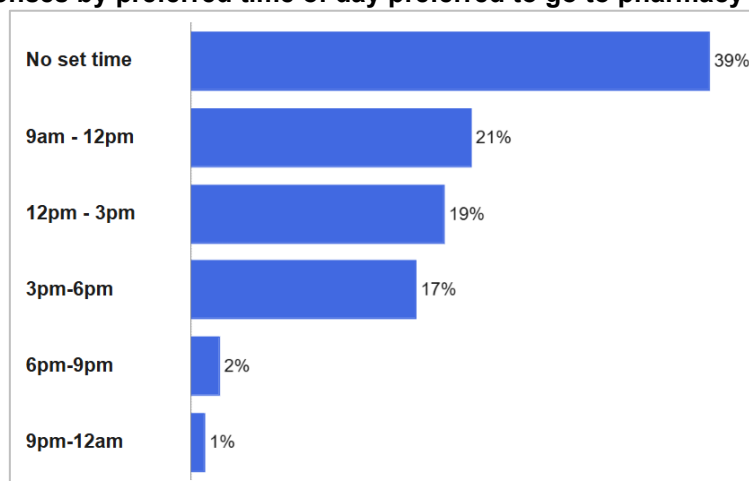


6.14 More than half of the respondents (51%) did not have a preference for whether they visit their pharmacy on a weekday or weekend, while 46% preferred to go on a weekday and only 3% preferred to go on a weekend (Figure 6.7). When asked what time of the day they usually go to their pharmacy, a large proportion (39%) had no set time, over a fifth (21%) between 9am-12pm, a little under a fifth (19%) between 12-3pm, 17% between 3-6pm, 2% between 6-9pm and 1% between 9pm-12am (Figure 6.8).

Figure 6.7: Responses by preferred day for pharmacy use

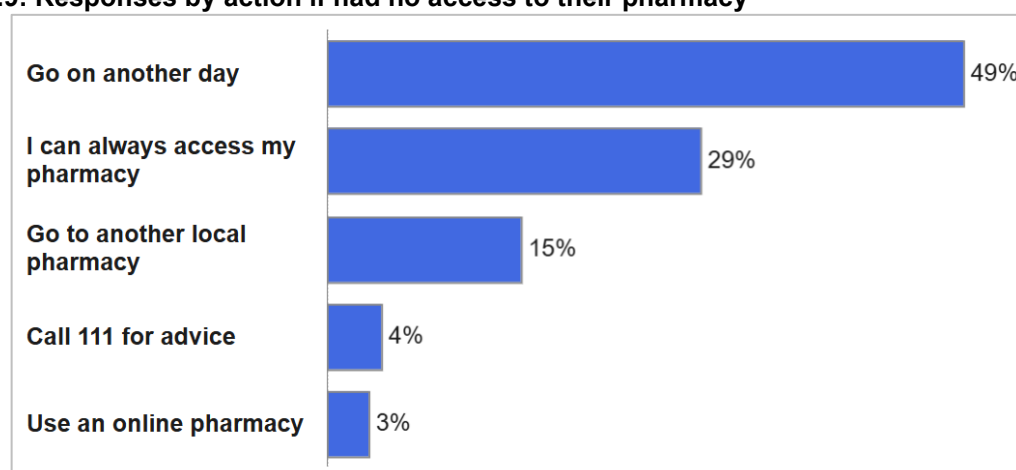


Figure 6.8: Responses by preferred time of day preferred to go to pharmacy



6.15 When asked what they would do if they could not access their pharmacy, nearly half (49%) would go on another day, while 29% report that they can always access their pharmacy, 15% would go to another pharmacy, a small number (4%) would call 111 for advice and a further 3% would use an online pharmacy instead (Figure 6.9).

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



6.16 In comments left in the public and patient survey, Westminster respondents were overwhelmingly positive about the services available at their pharmacy, considering them a valuable asset to the community, acting as a first point of call for many ailments and advice rather than seeing a GP. Respondents praised the 'wonderful' service, outlining that staff were helpful and knowledgeable.

Equality impact assessment

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

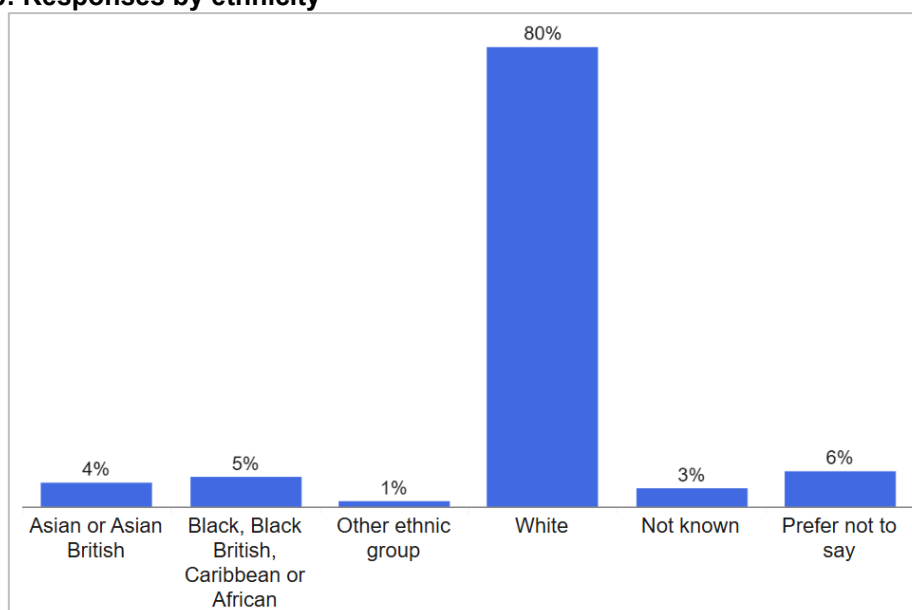
Age

- 6.18 To understand any differences between age groups, we compared differences between those aged over 65 (n=57), and individuals aged 65 and under (n=34).
- 6.19 Those aged under 65 were less likely to use a pharmacy once a week (3%).

Ethnicity

- 6.20 The vast majority (80%; n=77) respondents were from White ethnic groups, 6% (n=6) preferred not to say, 5% (n=5) were from Black, Black British, Caribbean or African ethnic groups, 4% (n=4) from Asian or Asian British ethnic groups, 3% (n=3) did not know their ethnic group and 1% (n=1) were from Other ethnic group (Figure 6.10).

Figure 6.10: Responses by ethnicity



- 6.21 There were no differences between ethnic groups in access to, or use of pharmacies.

Gender

- 6.22 Respondents were asked what sex they were registered with at birth. Nearly three quarters (74%; n=71) were registered as female, over a fifth (21%; n=20) were registered as male and 5% (n=5) preferred not to say. Respondents were also asked how they would describe their gender identity, with nearly three quarters (74%; n=71)

identifying as female, over a fifth (21%; n=20) identifying as male and 5% (n=5) preferring not to say. No respondents reported that they were Trans or had a Trans history.

- 6.23 There were no differences between genders in the preferred times to use the pharmacy.

Pregnancy and breastfeeding

- 6.24 When asked if they were currently or recently pregnant and/or currently breastfeeding, no respondents reported that they were currently or recently pregnant or breastfeeding.

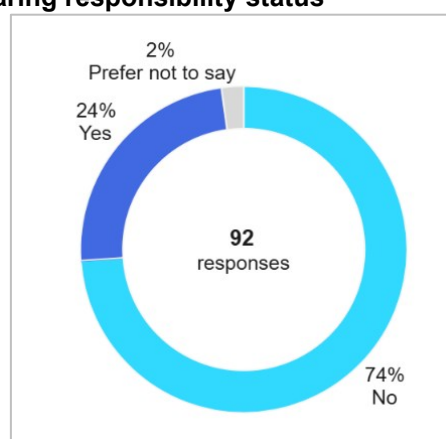
Employment status

- 6.25 Employment status was grouped into those who were in employment and those who were not. About two thirds (66%; n=64) were not in employment, a quarter (25%; n=25) were in employment and 7% (n=7) preferred not to say.
- 6.26 There were no differences between employment groups in access to, or use of pharmacies.

Caring responsibilities

- 6.27 Nearly three quarters (74%; n=68) did not have caring responsibilities, whilst just under a quarter (24%; n=22) did and 2% preferred not to say (n=2) (Figure 6.11).

Figure 6.11: Responses by caring responsibility status



- 6.28 Those with caring responsibilities were more likely to use a pharmacy more than once a week (32%) and less likely to use a pharmacy primarily for themselves (59%).

Long-Term Conditions

- 6.29 Over half (53%; n=49) respondents had a long-term physical or mental health condition or illness, whilst 44% (n=41) did not and 3% (n=3) preferred not to say (Figure 6.12). For a large proportion (42%; n=22) of these respondents stated 'yes, a little' when asked if their condition or illness reduces their ability to carry out day-to-day activities, over a quarter (27%; n=14) responded 'yes, a lot', a quarter (25%; n=13) responded with 'not at all' and 6% (n=3) preferred not to say (Figure 6.13).

Figure 6.12: Responses by long-term condition status

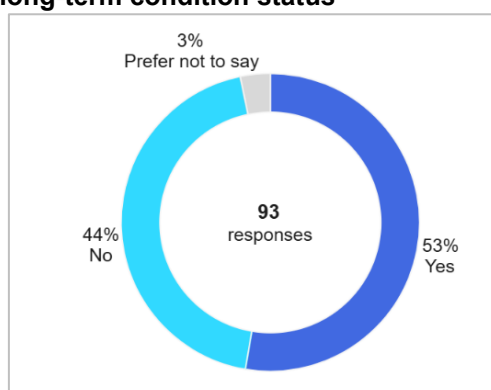
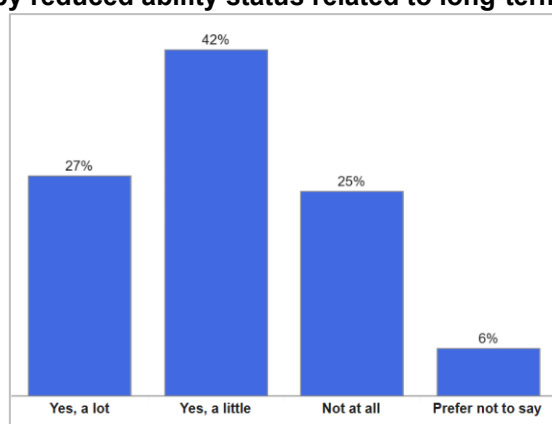


Figure 6.13: Responses by reduced ability status related to long-term condition

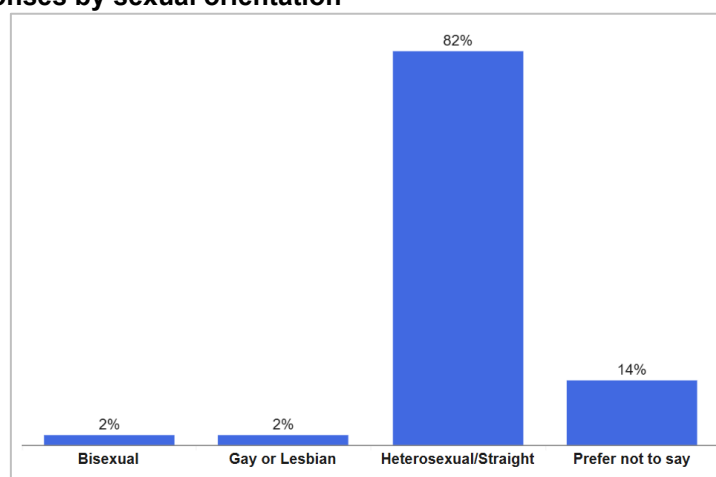


- 6.30 Those who responded 'yes, a lot' to having a reduced ability related to a long-term condition were less likely to be able to reach their pharmacy in less than 5 minutes (7%) and were more likely to prefer to go to a pharmacy on a weekday (71%).

Sexual orientation

- 6.31 Majority of respondents (82%; n=79) identified as heterosexual/straight, with 14% (n=13) preferring not to say, 2% (n=2) identified as bisexual and 2% (n=2) identifying as gay/lesbian (Figure 6.14).

Figure 6.14: Responses by sexual orientation

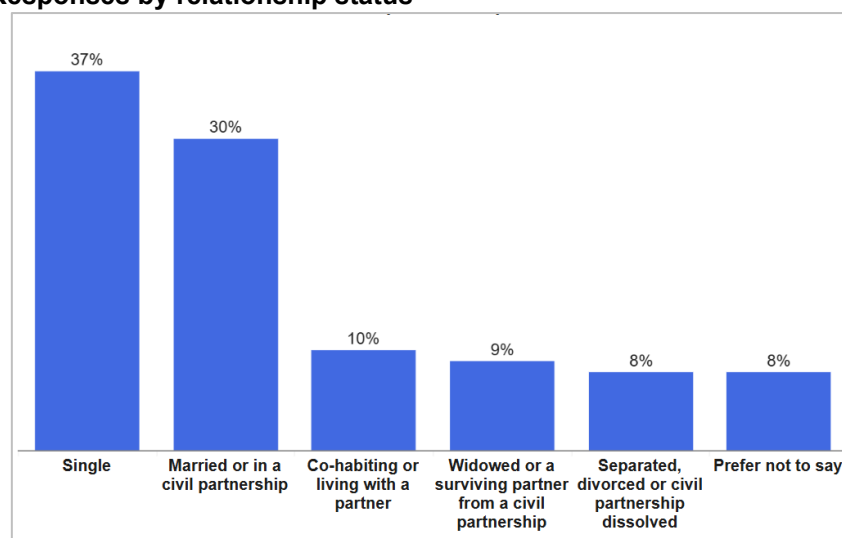


6.32 There were no differences in in access to or use of pharmacies between sexual orientation groups.

Relationship Status

6.33 Many respondents (37%; n=34) reported that they were single, 30% were married or in a civil partnership, a tenth (10%; n=9) were co-habiting or living with a partner, 9% (n=8) were widowed or a surviving partner from a civil partnership, 8% (n=7) were separated, divorced or had their civil partnership dissolved and 8% (n=7) preferred not to say (Figure 6.15).

Figure 6.15: Responses by relationship status



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

Summary of the patient and public engagement and equality impact assessment

To build an understanding of how pharmacies are being used in Westminster, a public and patient survey was carried out. This survey examined how pharmacies are being used by local people, as well as how and when they are being accessed. Following this, an exploration was carried out into the health needs of people with protected characteristics and vulnerable groups.

The survey received 96 responses from people who live, work and/or study in Westminster. The vast majority of respondents used their pharmacy at least once a month over the last 6 months. All respondents had a journey of 20 minutes or less to their pharmacy, with most opting to walk there. Overwhelmingly, survey respondents found this journey easy. There was no clear preference around when respondents access their pharmacy, including the time of day or whether they access it on a weekday or weekend.

No substantial differences or identified needs were found amongst protected characteristics groups and pharmacy usage.

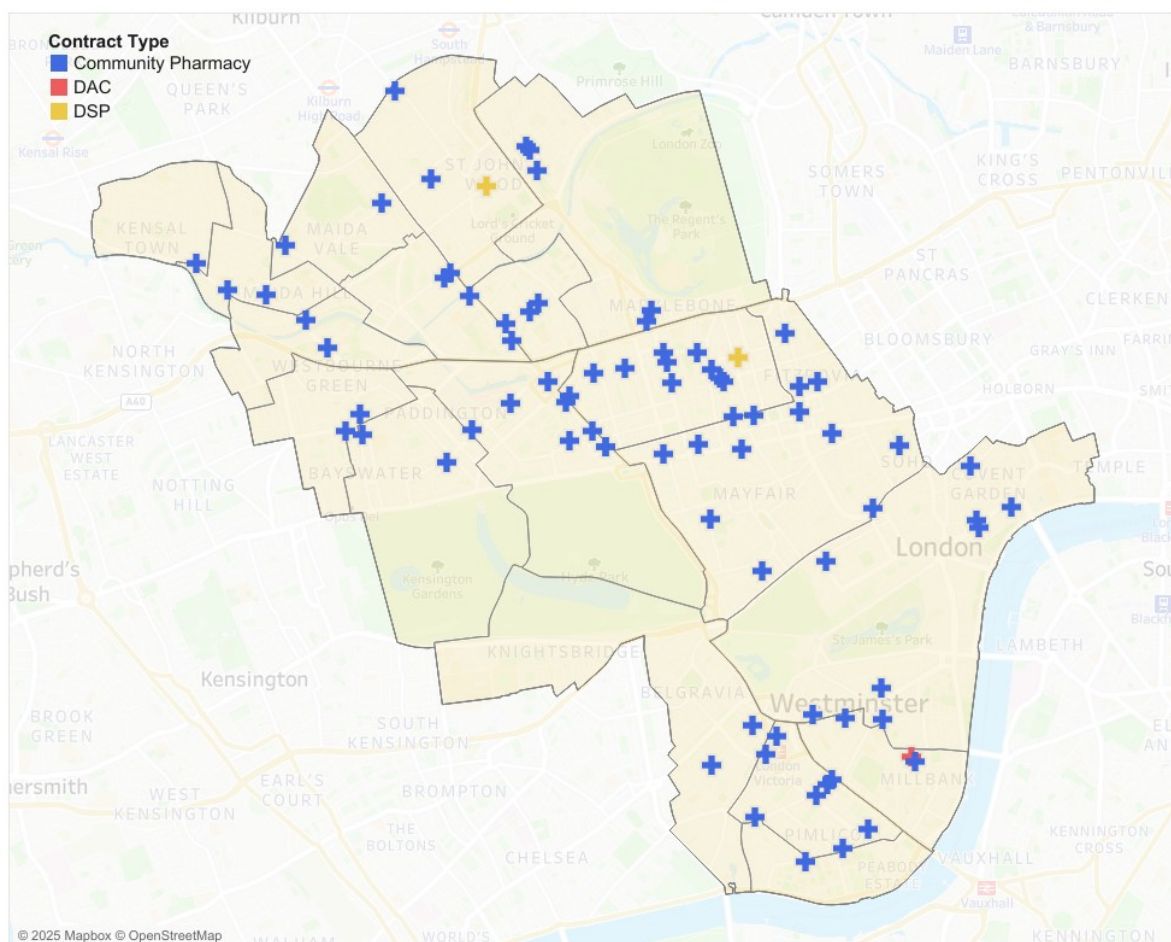
Chapter 7 - Pharmaceutical Services Provision

- 7.1 This chapter identifies the pharmaceutical service providers available in Westminster, 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 mile radius has been included around service providers to highlight their coverage.

Pharmaceutical Service Providers

- 7.4 As of August 2025, there are 81 pharmacies included in the pharmaceutical list for the Westminster HWB area, 78 of which are community pharmacies. The pharmacies are presented in the map in Figure 7.1 below. All the pharmacy providers in the borough are also listed in Appendix B.

Figure 7.1: Pharmaceutical service providers in Westminster



Source: NHSBSA

Community Pharmacies

- 7.5 Westminster's 78 community pharmacies equate to 3.7 community pharmacies per 10,000 residents (based on 2025 population estimate of 211,611). This ratio is considerably higher than the London and national averages of 1.9 and 1.7 pharmacies per 10,000 residents respectively (NHBSA and 2021 Census). Only the City of London has a higher proportion in all of London.

Dispensing Appliance Contractors (DACs)

- 7.6 Dispensing Appliance Contractors (DACs) are specialised service providers supply patients with prescribed appliances, primarily focusing on providing appliances such as stoma appliances, catheters, incontinence products and wound care appliances rather than medicines. Charles S Bullen Stomacare is the only DAC in Westminster.

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 Westminster.

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. There are 2 DSPs in Westminster; Medicine Porter on Circus Road and Pharmacierge Limited on Wimpole Street.

Local Pharmaceutical Services (LPS)

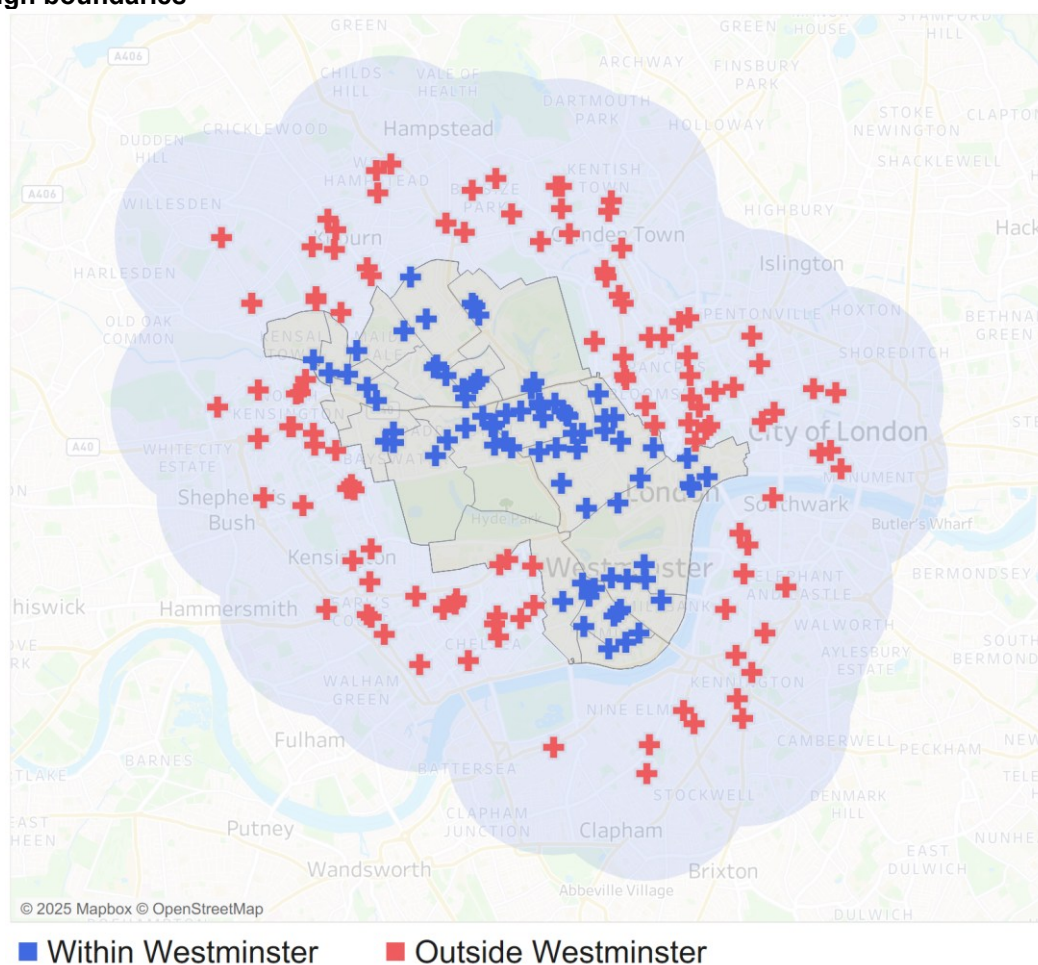
- 7.9 This is a type of pharmacy contract that allows commissioners to commission tailored pharmaceutical services to meet specific needs of a local population. There are no Local Pharmaceutical Service (LPS) contracts in Westminster and no areas in Westminster have been designated as LPS areas.

Accessibility

Distribution and Choice

- 7.10 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.
- 7.11 Figure 7.2 below shows the 78 community pharmacies located in Westminster and 115 additional pharmacies within one mile of its boundaries.

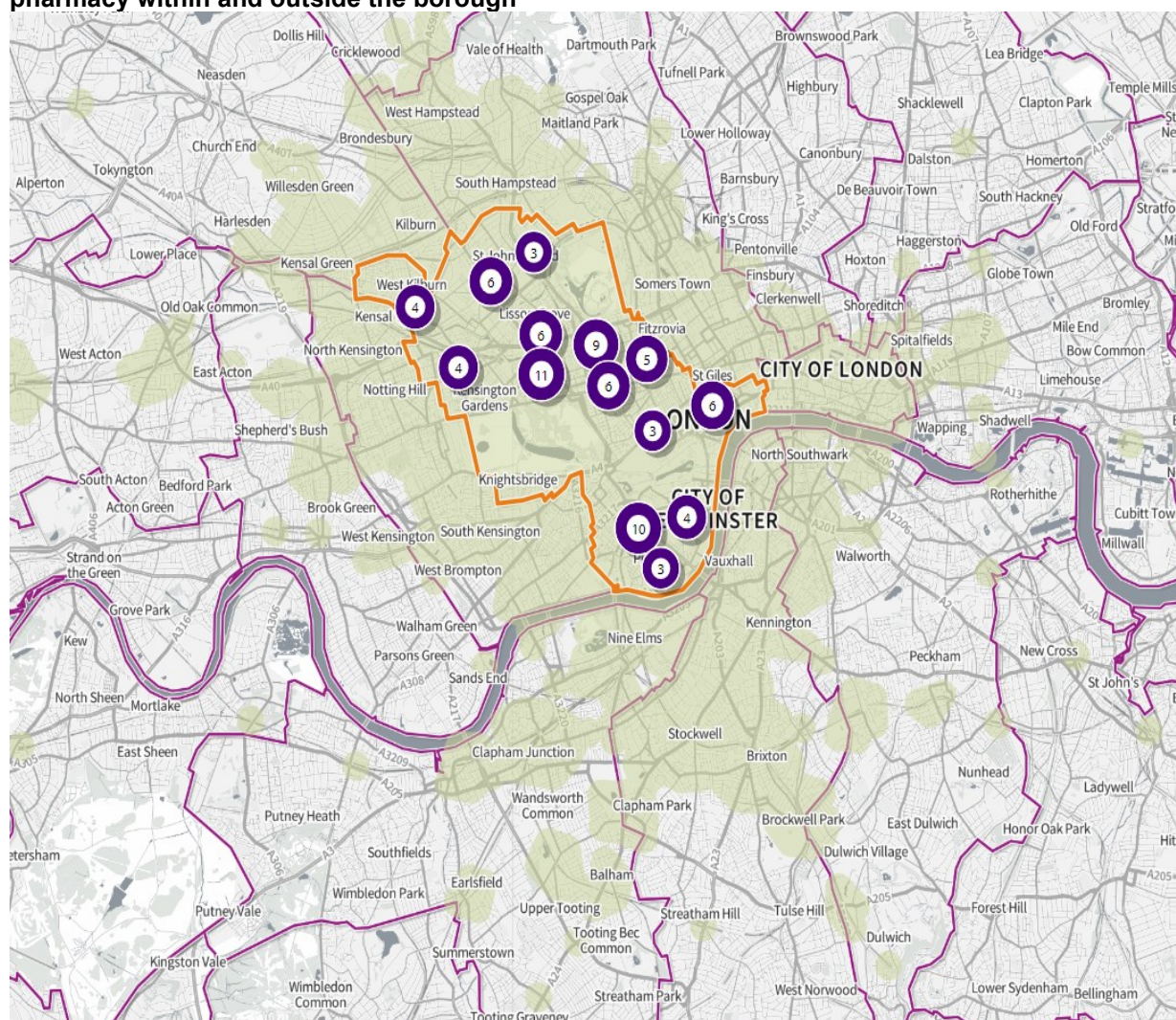
Figure 7.2: Distribution of community pharmacies in Westminster and within 1 mile of the borough boundaries



Source: NHSBSA

- 7.12 As seen, there is a good distribution of pharmacies in and around Westminster attesting to ease of access to pharmacies by its residents.
- 7.13 This is also reflected in terms of easy access to pharmacies by public transport as seen in 7.3 below. As seen, the entire borough is within reach of a pharmacy within 20 minutes by public transport.

Figure 7.3: Areas covered by 20-minute travel time by public transport to a Westminster pharmacy within and outside the borough



Source: Strategic Health Asset Planning and Evaluation Atlas Tool

7.14 The table below shows the geographical distribution of the pharmacies by electoral ward and the pharmacy to population ratio, expressed as number of community pharmacies per 10,000. As seen, all the wards have at least one pharmacy within them (with West End ward having the highest number of pharmacies).

Table 7.3: Distribution of community pharmacies by ward

Ward	Number of Community Pharmacies	Population Size	Community Pharmacies per 10,000
West End	13	12,395	10.5
Marylebone	11	12,689	8.7
St James's	8	10,776	7.4
Hyde Park	8	11,384	7
Pimlico North	7	10,729	6.5

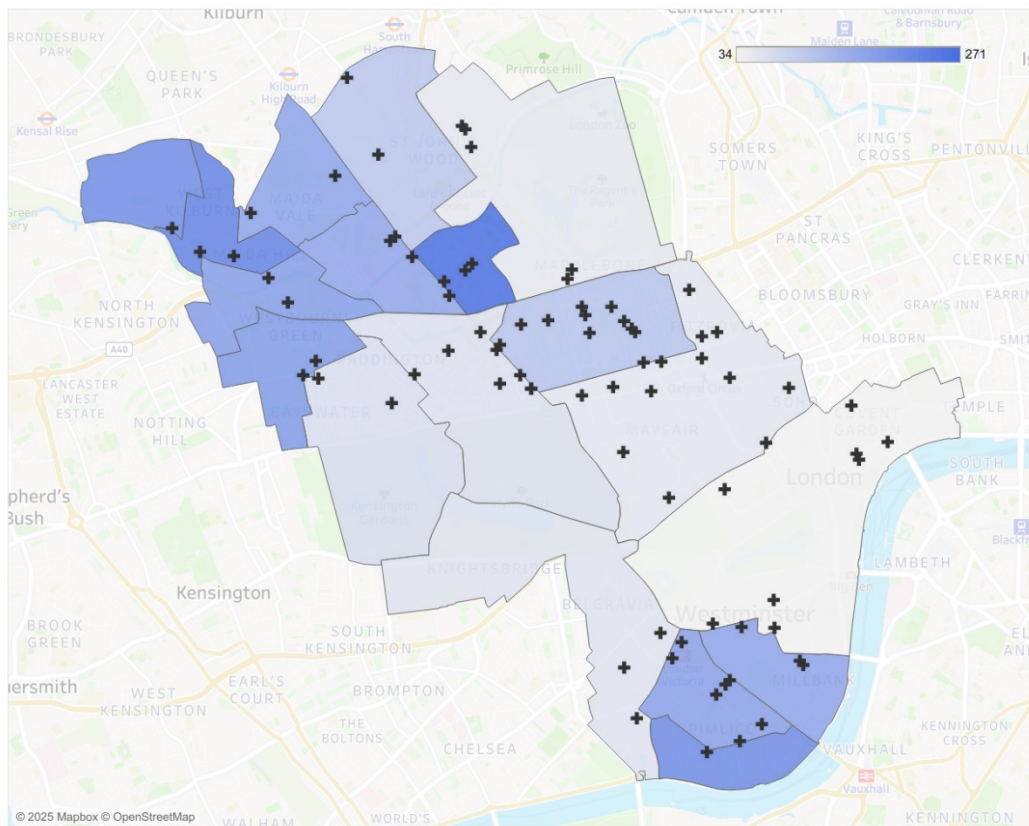
Regent's Park	5	12,315	4.1
Little Venice	4	10,841	3.7
Knightsbridge & Belgravia	3	11,915	2.5
Church Street	3	11,962	2.5
Westbourne	2	11,815	1.7
Vincent Square	2	10,792	1.9
Maida Vale	2	11,945	1.7
Lancaster Gate	2	11,183	1.8
Harrow Road	2	11,482	1.7
Bayswater	2	12,645	1.6
Abbey Road	2	13,462	1.5
Queen's Park	1	12,645	0.8
Pimlico South	1	10,636	0.9
Total	78	211,611	3.7

Source: NHSBSA & GLA Population Projections

Pharmacy distribution in relation to population density

- 7.15 As seen in Figure 7.4 below, pharmacies are well distributed in Westminster and tend to be concentrated in areas of higher density.

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

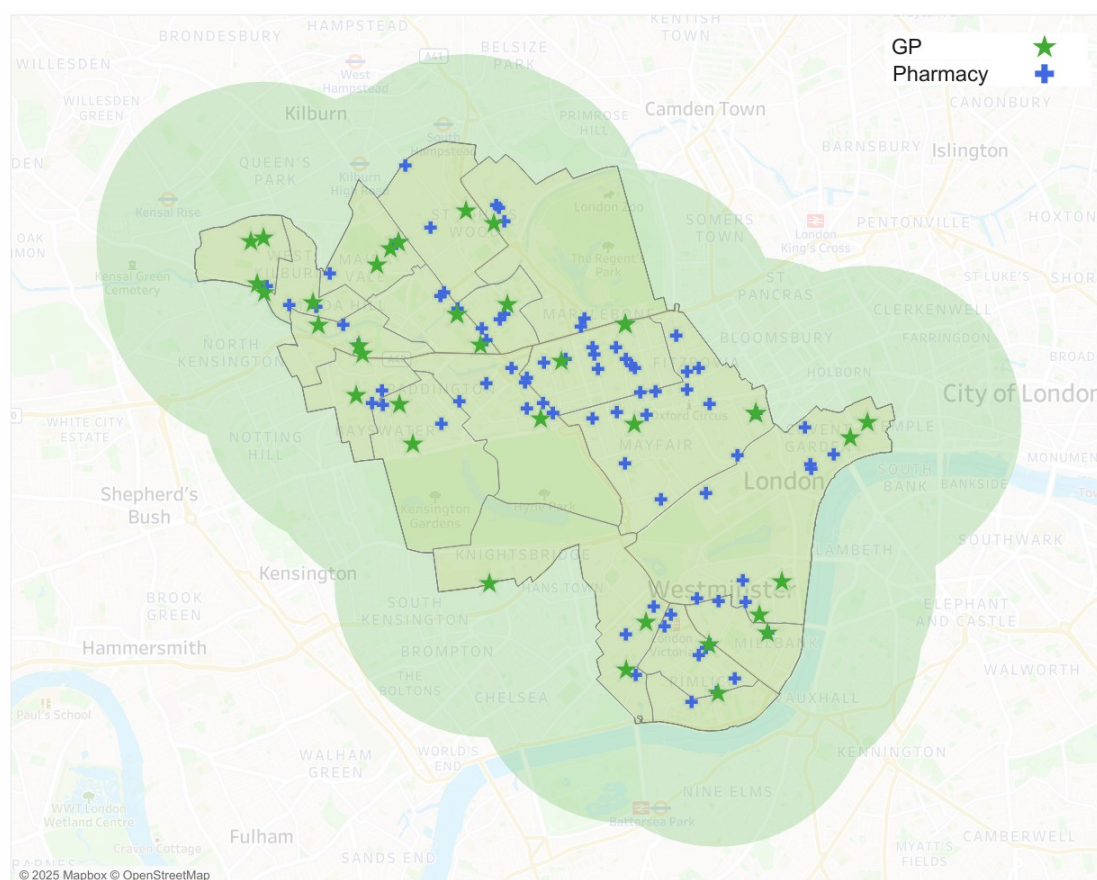


Source: GLA Population Projections & NHSBSA

Pharmacy Distribution in relation to GP Surgeries

- 7.16 In early 2019, the NHS Long Term Plan was announced that urged general practices to form Primary Care Networks (PCNs). PCNs are collaborative entities linking primary care services with hospital, social care and voluntary sector organisations and covering populations between 30,000–50,000 people. There are currently 40 general practices in Westminster with a combined patient list size population of 330,690. These general practices belong to one of 7 primary care networks (West-Hill Health, West End and Marylebone, St John's Wood & Maida Vale, South Westminster, Regent Health, Inclusive Health or South Camden).
- 7.17 Each of the primary care networks have expanded neighbourhood teams which is made up of a range of healthcare professionals including GPs, district nurses, allied health care professionals, community geriatricians and pharmacies. It is essential that community pharmacies are able to engage with the PCNs to maximise services provided to patients and residents.
- 7.18 Figure 7.5 below illustrates the ease of access to pharmacies from all GPs in Westminster.

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



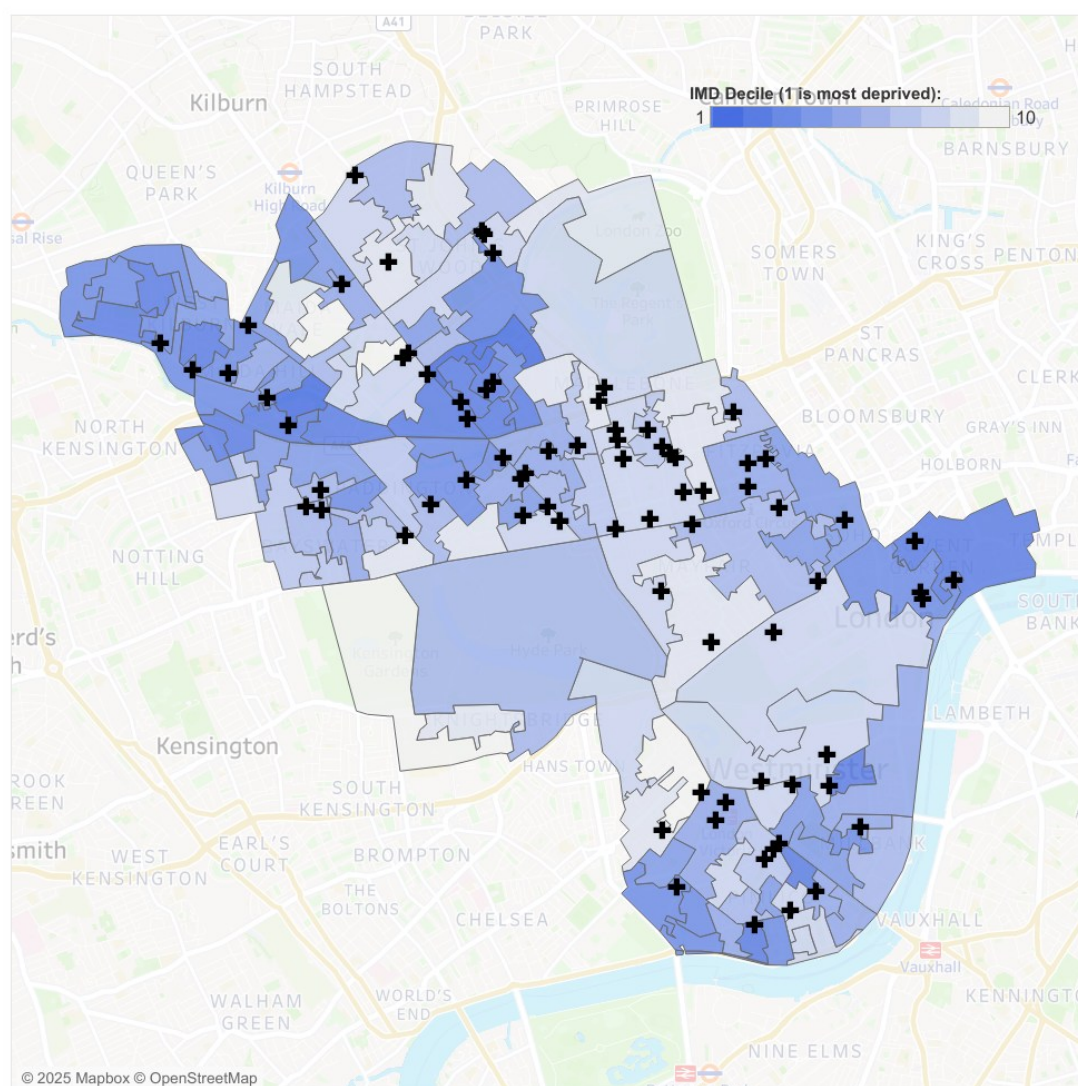
Source: NHSBSA

- 7.19 The NHSE data for 2024-2025 showed that **84.5% of items prescribed by GPs in Westminster were dispensed by pharmacies in Westminster**. The next largest borough where prescriptions written by GPs in Westminster were filled was Brent (3.6%).

Pharmacy Distribution in Relation to Index of Multiple Deprivation

- 7.20 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 Westminster



Source: NHSBSA & MHCLG

Opening times

- 7.21 Pharmacy contracts with NHS England stipulate the core hours during which each pharmacy must remain open. Historically, pharmacies held 40-hour or 100-hour contracts. However, due to increase in pharmacy closures which was found to particularly affect 100-hour pharmacies, the NHS terms of service was amended to allow 100-hour pharmacies to reduce to no less than 72 hours without needing to demonstrate a change in need. Under the amended regulations, pharmacies that held 100-hour contracts would have to remain open between 17:00 and 21:00 from Monday to Saturday, and between 11:00 and 16:00 on Sundays as well as leave the total core hours on Sunday unchanged so as to maintain out-of-hours pharmacy provision.

7.22 It is important to consider access to pharmacies both within and outside regular hours. The Steering Group defined evening opening pharmacies as pharmacies that are open after 6pm on weekdays.

100-hour pharmacies

7.23 Westminster has five 100-hour pharmacies, all of which are on Edgware Road:

- Devonshire Pharmacy
- Nasslam Pharmacy
- Safeer Pharmacy
- Alrasheed Pharmacy
- Bin-Seenaa

Evening Opening

7.24 There is wide availability of pharmacies in the evening, with 56 pharmacies in Westminster remaining open past 6pm on weekdays and another 86 within one mile of the borough's border. These are shown in figure 7.7 and table 7.4 below.

Figure 7.7: Distribution of community pharmacies open into the evening

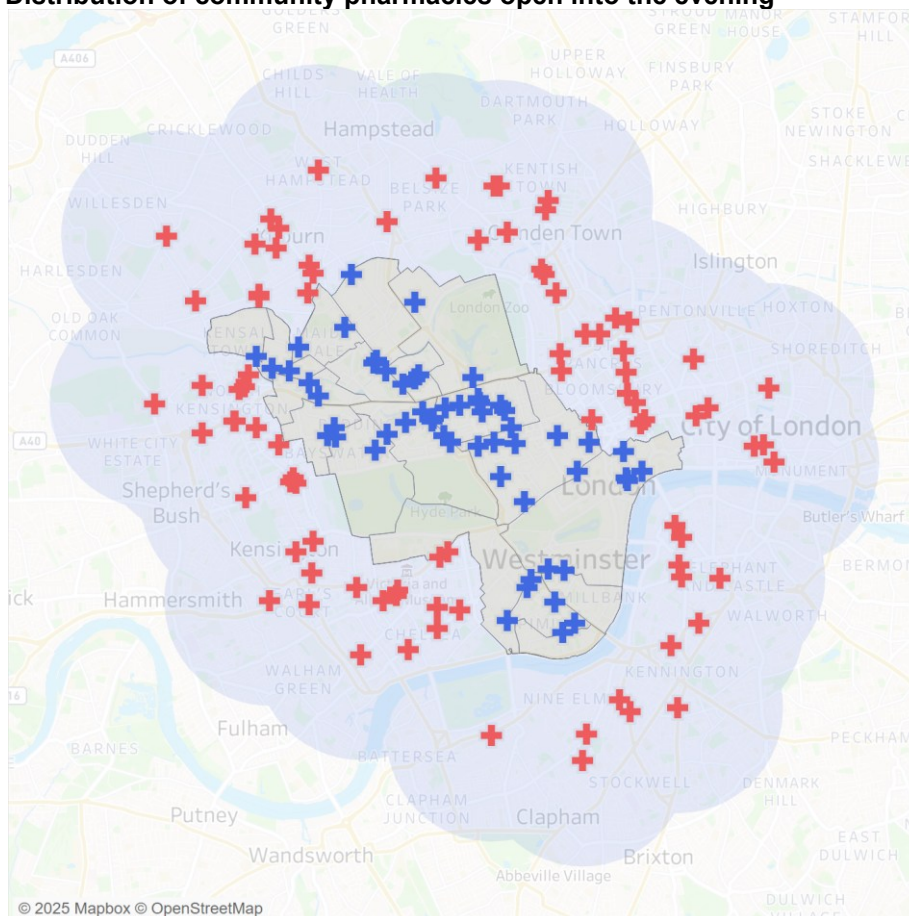


Table 7.4: Pharmacies in Westminster that are open in the evening by ward

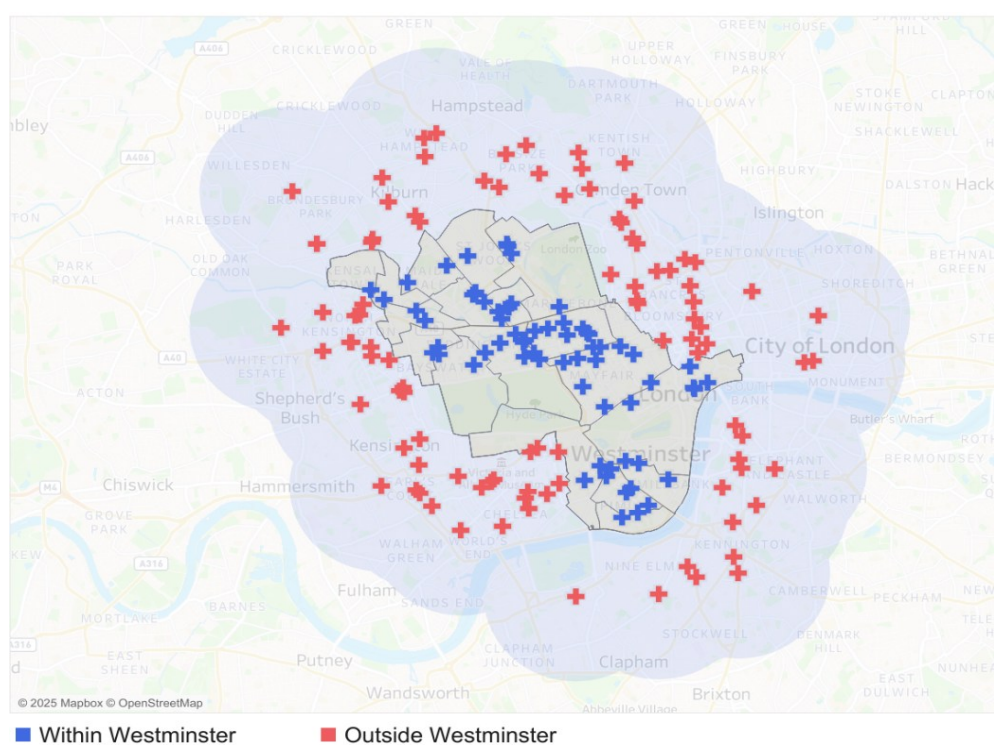
Ward	Number of pharmacies
Marylebone	9
West End	8
Hyde Park	7
St James's	5
Pimlico North	5
Little Venice	3
Church Street	3
Westbourne	2
Regent's Park	2
Maida Vale	2
Lancaster Gate	2
Harrow Road	2
Bayswater	2
Vincent Square	1
Queen's Park	1
Knightsbridge & Belgravia	1
Abbey Road	1
Total	56

Source: NHSBSA

Saturday Opening

7.25 Majority of the pharmacies (65 out of 78) in Westminster are open on Saturdays, with additional 98 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 Saturdays

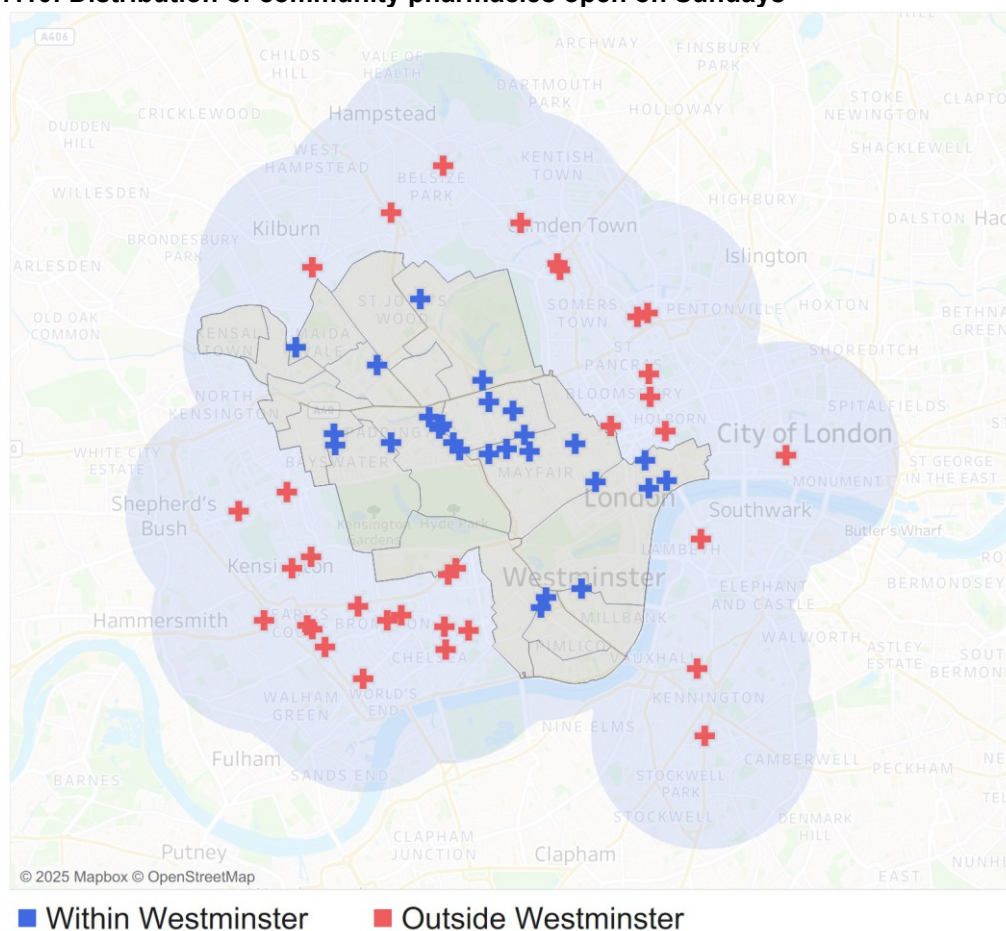


Source: NHSBSA

Sunday Opening

7.26 There are 27 pharmacies in Westminster and 33 others within one mile of its borders that are open on Sundays as shown in Figure 7.10 and Table 7.5 below.

Figure 7.10: Distribution of community pharmacies open on Sundays



Source: NHSBSA

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

Ward	Number of pharmacies
Hyde Park	6
West End	5
Marylebone	4
St James's	3
Regent's Park	2
Pimlico North	2
Vincent Square	1
Maida Vale	1
Little Venice	1
Lancaster Gate	1
Bayswater	1
Total	27

Source: NHSBSA

Summary of the accessibility of pharmacies in Westminster

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

Essential Services

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

- Dispensing medicines
- Discharge Medicines Service
- Dispensing Appliances
- Disposal of unwanted medicines
- Healthy Living Pharmacies
- Public Health (promotion of healthy lifestyles)
- Repeat Dispensing and eRD
- Sign Posting
- Support for Self-Care

Dispensing Medicines

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

- Accurate dispensing of prescribed medicines
- Checking of prescriptions for the appropriateness of the medicines, potential drug interactions, dosage accuracy and clarifying any queries or concerns with the prescriber
- Labelling and packaging in compliance with legal and clinical requirements

- Provision of counselling and advice to patients on how and when to take their medicines, possible side effects and actions to take if they occur, storage and disposal instructions for unused medicines
- Management of repeat prescription requests usually through the Electronic Prescription Service (EPS)
- Accurate record keeping of all dispensed items to ensure compliance to regulatory requirements and support clinical audits and continuity of care
- Having safeguards in place for minimisation of medicine wastage and ensuring that unused and damaged items are safely disposed of, preventing misuse or harm to the environment

7.29 Westminster pharmacies dispense an average of **3,874 items per month** (NHSBSA, 2024/25 financial year data). This is lower than London's average of 7,461 items per month and England's average of 8,689 items per month. This suggests that there is a good distribution and capacity amongst Westminster pharmacies to meet current and anticipated need in the lifetime of this PNA.

Discharge Medicines Service (DMS)

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

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

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

- Referral: Hospitals identify patients at risk of medication-related problems upon discharge and subject to the patient's consenting to a referral, they will

send a referral to the pharmacy via secure electronic system such as Refer to Pharmacy, PharmOutcomes or NHSmail

- **Community Pharmacy Review:** The community pharmacy reconciles their medicines by comparing the discharge summary with the current medication on records to identify and resolve any discrepancies. Tailored advice is provided to the patient about their medication changes, including potential side effects and usage instructions.
- **Ongoing Support:** The community pharmacist may follow up with the patient to ensure understanding and adherence and where necessary, could liaise with the GPs

Dispensing Appliances

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

Disposal of Unwanted Medicines

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

Healthy Living Pharmacies (HLP)

- 7.35 This is designed to improve public health by providing accessible health promotion interventions and wellbeing services and helping to reduce inequalities. It aligns with the promotion of healthy lifestyle which is a core requirement for all community pharmacies. Community pharmacists were required to become HLPs in 2020/2021 as agreed in the five-year CPCF. This requires pharmacies to comply with the HLP

framework requirements through ensuring a health promotion environment which meets stipulated standards, embedding health promotion and prevention in their everyday practice and making sure their staff are well equipped to deliver high quality public health interventions. They are also required to ensure that they continue to meet the terms of service requirements by reviewing their compliance against the requirements at least every 3 years.

Public Health (promotion of healthy lifestyles)

- 7.36 This is a core part of the CPCF which requires all community pharmacies to actively contribute to improving public health by providing targeted health and wellbeing advice to patients and supporting NHS public health campaigns. This aims to improve public health outcomes, promote preventative care and enhance accessibility through the convenience and important role that community pharmacies provide to patients who may not usually engage with other healthcare services.
- 7.37 The key requirements of this service include the following:
- Provision of a health promotion environment for instance through having clear displays of health advice materials in the pharmacy
 - Provision of tailored health promotion and lifestyle advice to patients who are receiving prescriptions for conditions where lifestyle can make significant difference such as hypertension and diabetes. This includes focusing on areas such as smoking cessation, healthy eating, exercise, reduction of alcohol consumption and mental health support
 - Providing support for NHS campaigns through actively participating in up to six national public health campaigns per financial year (1st April to 31st March) as directed by NHS England through ways such as displaying and distributing the campaign leaflets and engaging patients in discussions related to the campaign themes.
 - Signposting patients who require further support or specialised care to appropriate health, social care or voluntary services for instance referral to stop smoking cessation services and weight management programmes
 - Keeping records of the health promotion interventions undertaken and any referrals made and participating in evaluations to show the impact of such interventions

Repeat Dispensing and eRD

- 7.38 Repeat dispensing became an essential service within the CPCF since 2005. This service enables patients to obtain repeat supplies of their medicines and appliances prescribed on a repeat basis from their nominated pharmacy, without the need for their GP to issue a prescription each time a supply is needed. This service is suitable for patients on stable, long-term medications who understand how the service works and consent to participate. This helps to save GP and patients time, improve convenience and ensure ongoing medication adherence by allowing community pharmacies to be more actively involved in the safe supply of regular prescriptions of patients. This service was initially carried out with paper prescriptions. However, following the development of the Electronic Prescription Service (EPS), the majority of the repeat dispensing is now done through the EPS and referred to as the electronic Repeat Dispensing (eRD).
- 7.39 This service involves the community pharmacy ensuring that each repeat supply is required, confirming there is no reason why the patient should be referred back to their GP and if appropriate dispensing the repeat dispensing prescriptions issued by the GP at the agreed intervals based on the prescription batches.

Signposting

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

Support for Self-Care

- 7.42 The key components of this service are provision of advice and information to patient, promotion of self-care, supply of over-the-counter medicines by community pharmacy teams to patients as well as signposting them to other services if a condition is beyond

the scope of self-care. This service aims at empowering patients to manage minor ailments and common health conditions independently, with guidance from community pharmacy teams through their provision of advice and where necessary, sale of medicines. This also includes handling referrals from NHS 111.

- 7.43 Examples of minor ailments that can be addressed include cold and flu symptoms, sore throat, management of mild aches and pains, skin conditions such as eczema and insect bites, allergies and digestive issues such as constipation and diarrhoea. Provision of this service by community pharmacies help to reduce the burden on GPs and urgent care services, highlights the crucial role that community pharmacies play as the first point of contact for healthcare advice and fosters trust between the patients and the community pharmacy teams.

Advanced Services

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

Pharmacy First Service

- 7.47 The Pharmacy First Service is a scheme implemented in the United Kingdom to provide easy access to healthcare advice and treatment through community pharmacies. It aims to establish community pharmacies as the first port of call for all

healthcare advice, thereby reducing the pressure that General Practices and hospital emergency departments face through enabling them to handle minor ailments, provide emergency supply of medicines and NHS funded treatment via Patient Group Directions where appropriate for seven clinical conditions referred to as the clinical pathway consultations. The seven clinical pathways in the Pharmacy First service include sinusitis, sore throat, acute otitis media, infected insect bite, impetigo, shingles and uncomplicated urinary tract infection in women.

7.48 The Pharmacy First service commenced on the 31st January 2024, replacing the Community Pharmacy Consultation Service (CPCS). Patients can access this service through referral from one of the following routes:

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

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

7.50 There are three elements of the Pharmacy First service:

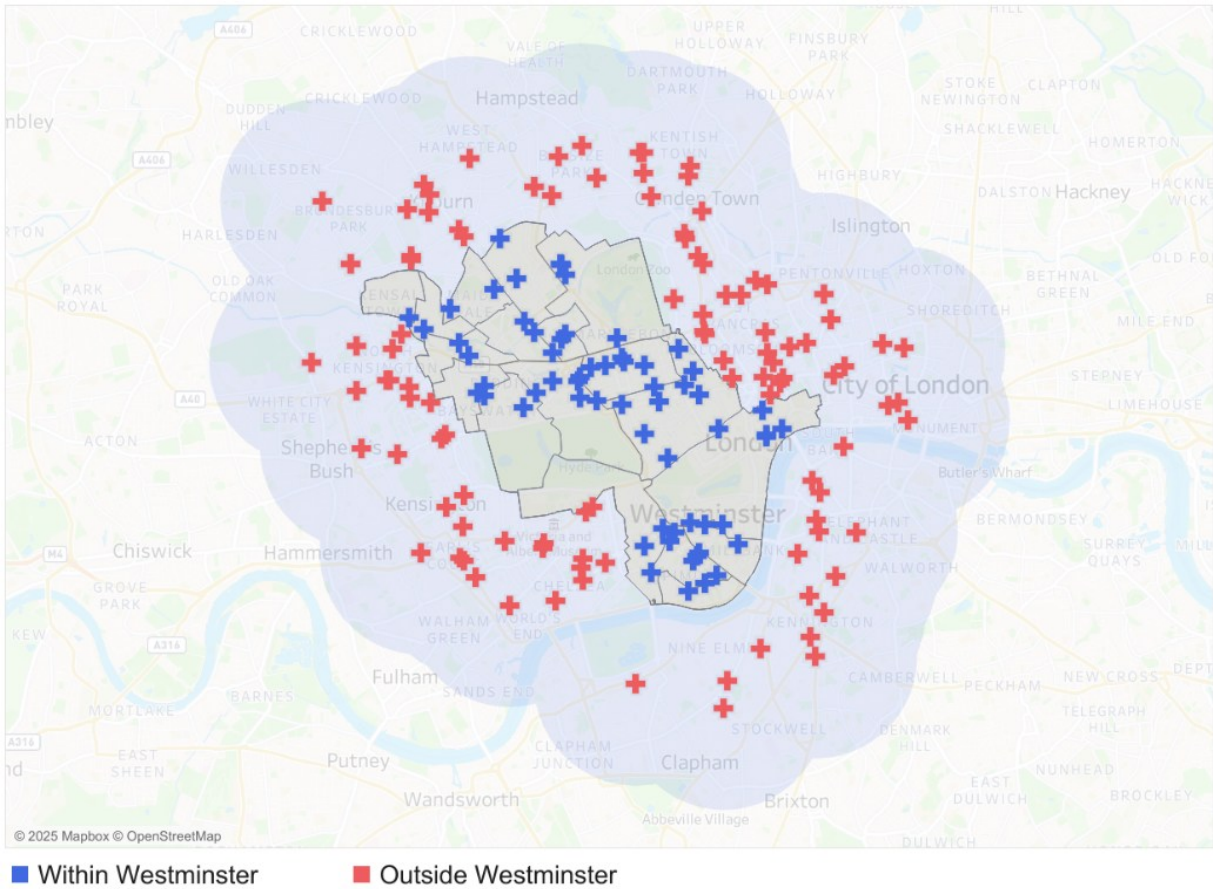
- Pharmacy First (clinical pathways consultations)
- Pharmacy First (urgent repeat medicine supply)
- Pharmacy First (NHS referrals for minor illness)

7.51 Pharmacy contractors can remotely deliver Pharmacy First where it is safe to do so, and with suitable safeguards to ensure face-to-face clinical assessment are provided in person or by good-quality video consultation where needed. Distance selling pharmacies (DSPs) can provide the service for six of the seven conditions (excluding the otitis media which requires in-person examination with an otoscope). DSPs are not able to provide Pharmacy First (clinical pathways) on their pharmacy premises because the first part of the consultation is an Essential service, which DSPs cannot provide. However, they can offer the service and where it is clinically appropriate to do so, minor illness consultations and urgent medicines supply consultations via

telephone/audio or video consultations by a pharmacist present at the pharmacy premises. Local Pharmaceutical Services (LPS) pharmacies wanting to provide the Pharmacy First service will need to contact their local commissioner to propose a contract variation that includes the Pharmacy First Service.

7.52 Majority of the pharmacies in Westminster (61 out of 78) provide Pharmacy First Service, with 105 additional pharmacies within one mile of its borders that provide pharmacy first service as can be seen in figure 7.11 below and table 7.6 below.

Figure 7.11: Distribution of community pharmacies that provide Pharmacy First Service



Source: NHSBSA

Table 7.6: Number of pharmacies in Westminster by ward that provide the Pharmacy First Service	
Ward	Number of pharmacies
West End	9
Pimlico North	7
Marylebone	7
St James's	6
Hyde Park	5
Regent's Park	4
Little Venice	3

Knightsbridge & Belgravia	3
Westbourne	2
Vincent Square	2
Maida Vale	2
Lancaster Gate	2
Church Street	2
Bayswater	2
Abbey Road	2
Queen's Park	1
Pimlico South	1
Harrow Road	1
Total	61

Source: NHSBSA

New Medicines Service

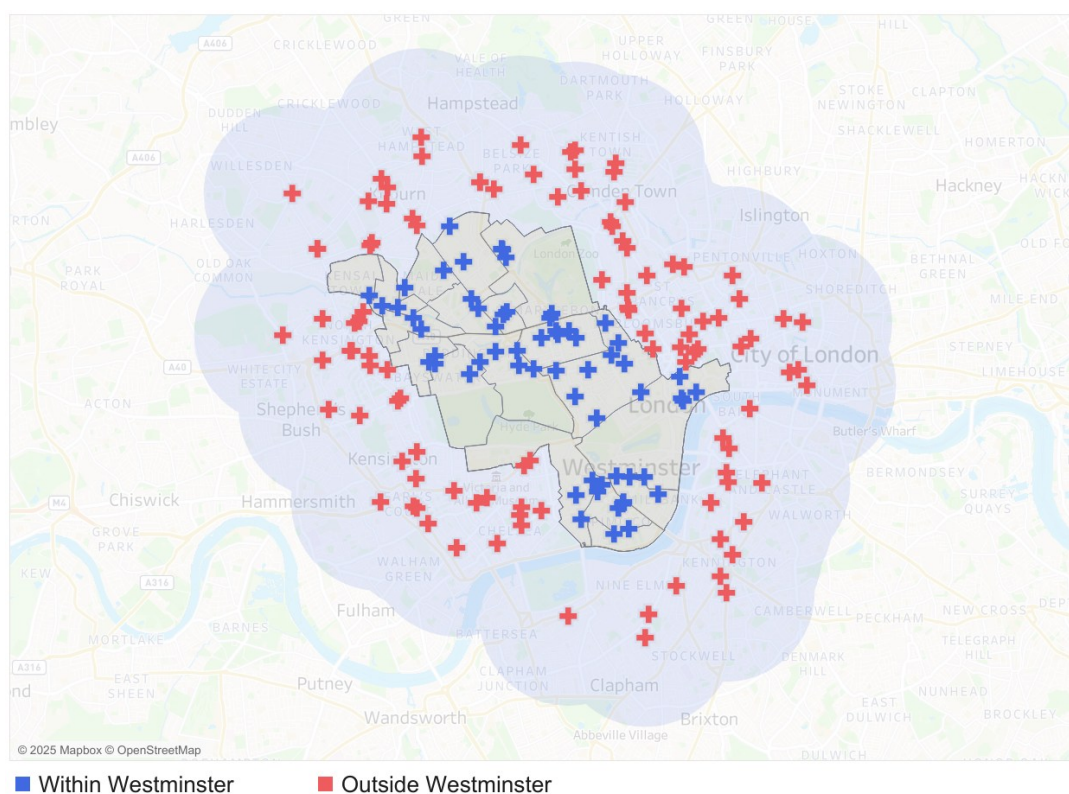
- 7.53 The New Medicines Service (NMS) is a structured, pharmacy-led service which commenced on the 1st of October 2011. It is provided under the NHS Community Pharmacy Contractual Framework to support patients and their carers in managing their medications effectively especially for long term conditions, by improving adherence and resolving medication-related issues.
- 7.54 The 2025–2026 CPCF focuses on embedding and extending services already being provided by community pharmacies. One of the key developments include the expansion of NMS to include support for patients with depression from October 2025. All pharmacists must complete Centre for Pharmacy Postgraduate Education (CPPE) Consulting with People with mental health problems online training to be able to support patients with dementia under the NMS.
- 7.55 The following conditions are covered by the service:
- Asthma and COPD
 - Diabetes (Type 2)
 - Hypertension
 - Hypercholesterolaemia
 - Osteoporosis
 - Gout
 - Glaucoma
 - Epilepsy

- Parkinson's disease
- Urinary incontinence/retention
- Heart failure
- Acute coronary syndromes
- Atrial fibrillation
- Long term risks of venous thromboembolism/embolism
- Stroke / transient ischemic attack; and
- Coronary heart disease

7.56 NMS consultations should usually take place in-person in the pharmacy's consultation room. However, they can also take place remotely via telephone or video consultation when clinically appropriate and with the patient's prior consent. Irrespective of whether the consultation is undertaken in-person or remotely, the environment must be such that the conversation cannot be overheard by others (except by someone the patient wants to hear the conversation such as a Carer). Where appropriate safe-guarding arrangements are in place, NMS can also be provided in patients' homes.

7.57 60 pharmacies in Westminster offer NMS and an additional 105 pharmacies within one mile of its borders also offering NMS. This is shown in figure 7.12 and Table 7.7 below.

Figure 7.12: Distribution of community pharmacies that provide NMS



Source: NHSBSA

7.58 A breakdown of NMS providers in Westminster is provided below.

Table 7.7: Number of NMS providers in Westminster by ward

Ward	Number of pharmacies
West End	9
St James's	6
Pimlico North	6
Regent's Park	5
Marylebone	5
Hyde Park	5
Little Venice	3
Knightsbridge & Belgravia	3
Westbourne	2
Vincent Square	2
Maida Vale	2
Lancaster Gate	2
Harrow Road	2
Church Street	2
Bayswater	2

Abbey Road	2
Queen's Park	1
Pimlico South	1
Total	60

Source: NHSBSA

Flu Vaccination Service

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

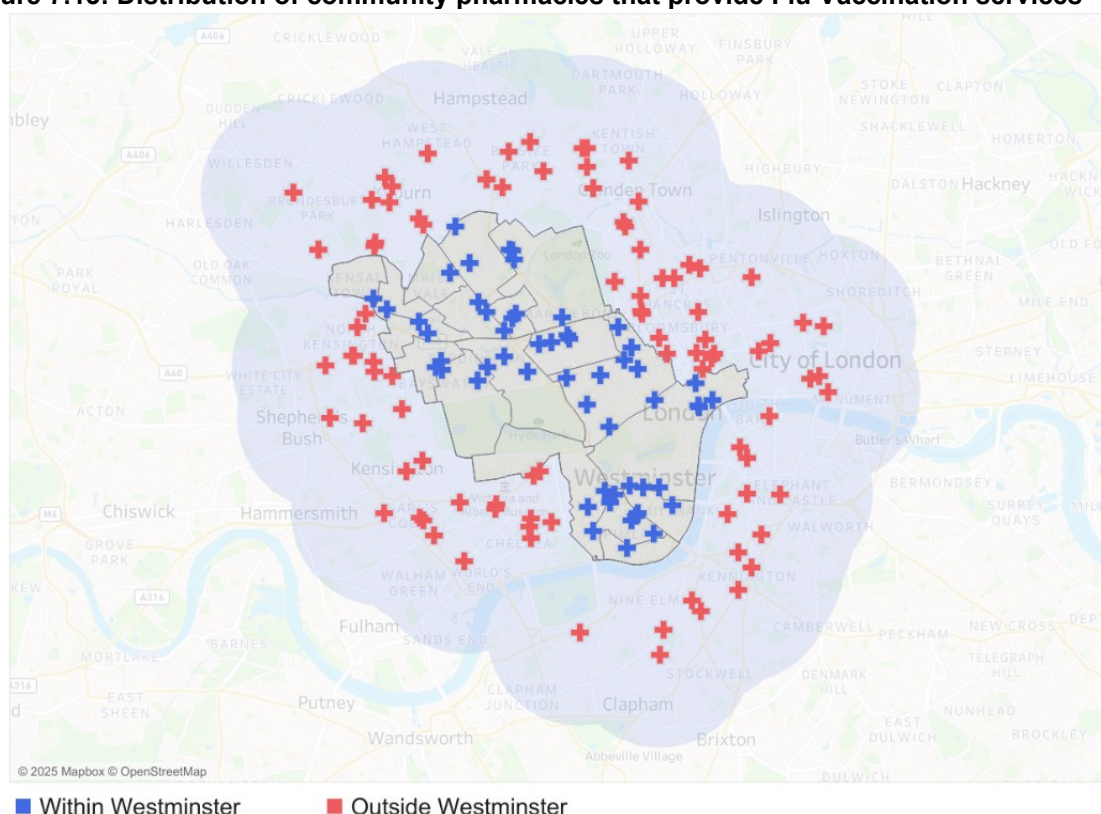
7.60 This service aims to sustain and maximise uptake of seasonal influenza vaccine in those who are most at risk of serious illness or death should they develop seasonal influenza through vaccination against the most prevalent strains of influenza virus. This is especially important as the impact of Covid-19 on the NHS continues to be felt and the possibility of potential co-circulation of influenza, Covid-19 and other respiratory viruses adding significant pressures in the NHS. The accessibility of pharmacies, their extended opening hours and the option they provide for patients to walk in without prior appointment make them an attractive alternative to general practice for patients seeking eligible for flu vaccination. Groups eligible for this service include:

- All people aged 65 or over
- People aged 18 to 64 in specified clinical risk groups including diabetes, chronic heart disease, chronic kidney disease, chronic liver disease, pregnant women
- People aged 18 or over and living in long-stay residential care homes or other long-stay care facilities (not including prisons, young offender's institutions, or university halls of residence)
- People aged 18 or over in receipt of a carer's allowance or those who are the primary carer of an elderly or disabled person.
- People aged 18 or over and close contacts of immunocompromised people.
- All frontline social care staff without an employer-led occupational scheme, including those employed by:
 - A registered residential care or nursing home.
 - A registered domiciliary care provider.
 - A voluntary managed hospice provider and

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

7.61 54 out of 78 pharmacies in Westminster provide flu vaccination advanced service, with 93 additional pharmacies within one mile of its borders that provide the service as can be seen in Figure 7.13 below and Table 7.8 below.

Figure 7.13: Distribution of community pharmacies that provide Flu Vaccination services



Source: NHSBSA

Table 7.8: Number of pharmacies in Westminster by ward that provide the Flu Vaccination Service

Ward	Number of pharmacies
West End	9
St James's	6
Pimlico North	6
Regent's Park	4
Marylebone	4
Little Venice	3
Knightsbridge & Belgravia	3
Hyde Park	3
Westbourne	2
Vincent Square	2

Lancaster Gate	2
Church Street	2
Bayswater	2
Abbey Road	2
Queen's Park	1
Pimlico South	1
Maida Vale	1
Harrow Road	1
Total	54

Source: NHSBSA

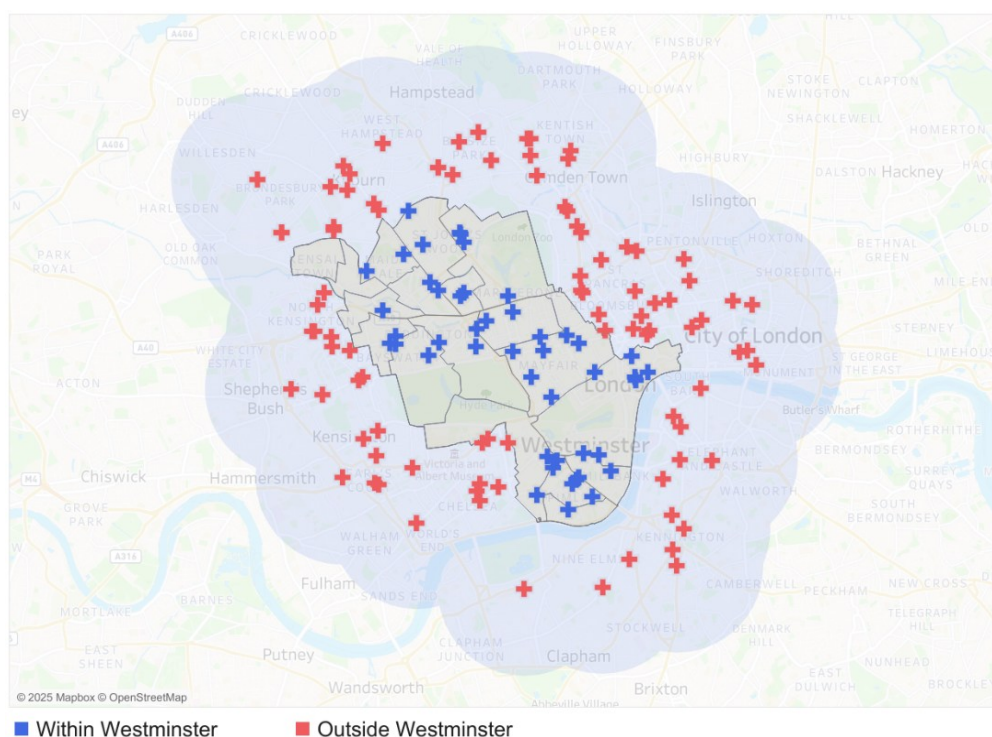
Pharmacy Contraceptive Service (PCS)

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

7.65 As part of the agreement within the 2025/2026 CPCF, the PCS will be expanded to include emergency hormonal contraception (EHC) from October 2025. This service expansion will allow all community pharmacies across England the opportunity to provide equitable access to EHC for patients. This expansion will move away from the regional variation seen to date. Contractors will have the opportunity to maximise the service's benefits by initiating a patient on oral contraception as part of an EHC consultation. Additionally, better use of skill mix for the PCS has been agreed through enabling the delivery of parts of these services by registered and non-registered pharmacy staff. This includes enabling the delivery of patient group directions (PGDs) by pharmacy.

7.66 46 out of the 78 community pharmacies in Westminster provide the pharmacy contraceptive service. An additional 91 pharmacies within one mile of Westminster's borders provide the pharmacy contraceptive service. This is shown in figure 7.14 and table 7.9 below

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



Source: NHSBSA

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

Ward	Number of pharmacies
West End	7
Pimlico North	6
St James's	5
Regent's Park	4
Marylebone	4
Vincent Square	2
Maida Vale	2
Little Venice	2
Lancaster Gate	2
Knightsbridge & Belgravia	2
Hyde Park	2
Church Street	2
Bayswater	2
Abbey Road	2
Westbourne	1
Pimlico South	1
Total	46

Source: NHSBSA

Hypertension Case-Finding Service

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

Stage 1: Blood pressure screening

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

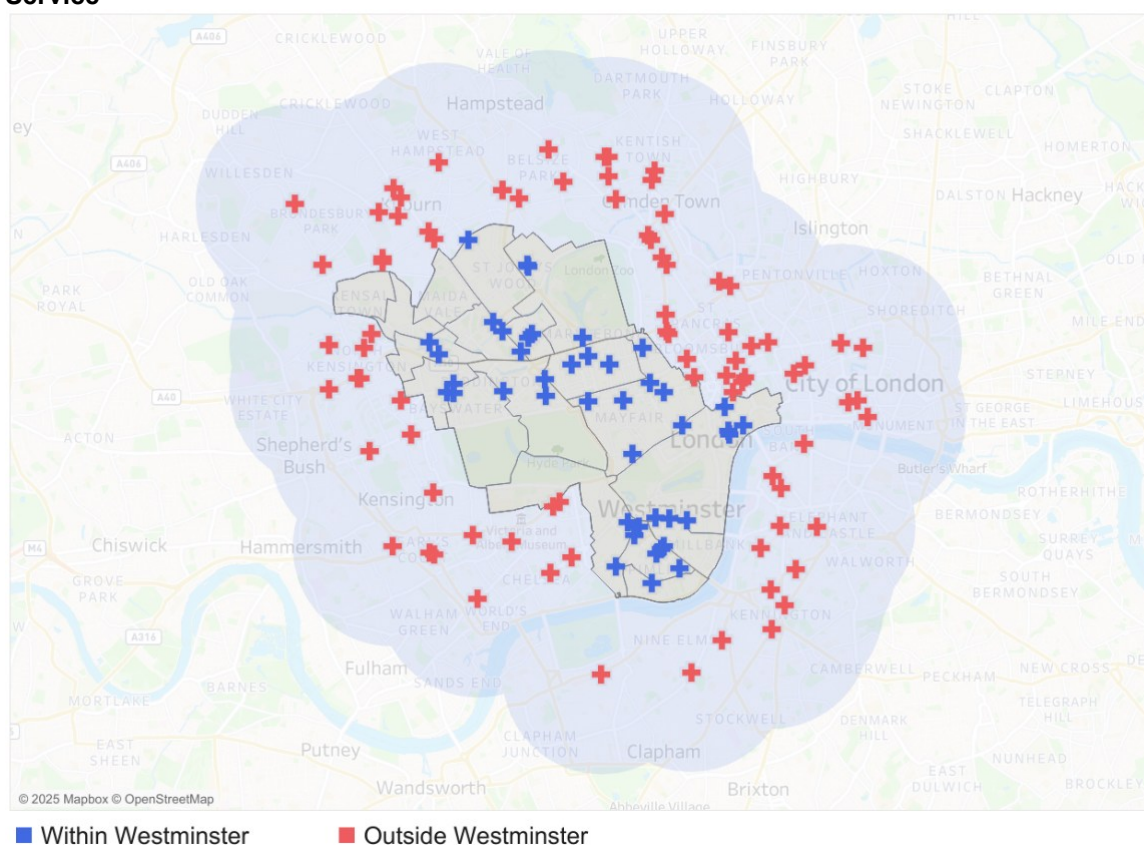
Stage 2: Ambulatory Blood Pressure Monitoring (ABPM)

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

As part of the NHS Hypertension Case-Finding Service, GPs can request community pharmacies to undertake ad hoc clinic and ambulatory blood pressure measurements for people with or without a diagnosis of hypertension where this has been agreed locally.

- 7.71 As part of the agreements made in the 2025/2026 CPCF which was finalised in March 2025, updates to the Hypertension Case Finding Service specification will be made to further align the service to National Institute for Health and Care Excellence (NICE) guidelines, which will place explicit restrictions on the number of funded clinic check consultations a patient can have within a specified time period. Changes will also be made to clarify when it is appropriate for general practices to refer patients to the service for a clinic check consultation. NHS England has also committed to re-look at home blood pressure monitoring to further support the diagnosis of hypertension.
- 7.72 43 out of 78 pharmacies in Westminster provide the Hypertension Case-Finding Service together with 82 other pharmacies within one mile of Westminster's borders as can be seen in figure 7.15 and table 7.10 below.

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



Source: NHSBSA

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

Ward	Number of pharmacies
West End	7
St James's	6
Pimlico North	6
Regent's Park	3
Marylebone	3
Little Venice	3
Hyde Park	3
Westbourne	2
Knightsbridge & Belgravia	2
Church Street	2
Bayswater	2
Vincent Square	1
Pimlico South	1
Lancaster Gate	1

Abbey Road	1
Total	43

Source: NHSBSA

Smoking Cessation Service (SCS)

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

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

7.78 The Smoking Cessation Service is available from 22 pharmacies as listed below.

Table 7.11: Community pharmacies offering Smoking Cessation Service

Pharmacy	Address	Locality
Victoria Pharmacy	22 Page Street, Westminster, London	Vincent Square
Boots	107-115 Long Acre, London	St James's
Vineyard Pharmacy	241 Elgin Avenue, London	Maida Vale
Meacher Higgins & Thomas	105a Crawford Street, London	Marylebone
Sumer Pharmacy	340 Harrow Road, London	Westbourne
Apek Pharmacy	107 Praed Street, London	Hyde Park
Keencare Ltd	6 Lower Belgrave Street, London	Knightsbridge & Belgravia
Fitzrovia Pharmacy	210 Great Portland Street, London	West End
Warwick Pharmacy	34-36 Warwick Way, London	Pimlico North
Nashi Pharmacy	55 Westbourne Grove, London	Bayswater
Superdrug Pharmacy	49-50 The Strand, London	St James's
Berkley Court Pharmacy	5-7 Melcombe Street, London	Regent's Park
Gees Chemist	27-29 Warwick Way, London	Pimlico North
Paxall Chemist	44 Lupus Street, London	Pimlico North
Woods Chemist	27-29 Church Street, London	Church Street
Shiv Pharmacy	70 Great Titchfield St, London	West End
Sherlock Holmes Chemists	82a Baker Street, London	Marylebone
Star Pharmacy	33 Strutton Ground, St James's Park, Westminster, London	St James's
Market Chemists	91-93 Church Street, London	Church Street
Hodgetts Pharmacy	79 Abbey Road, St John's Wood, London	Abbey Road
Curie Chemist	445 Edgware Road, London	Little Venice
Simmonds Chemist	105 Lupus Street, London	Pimlico South

Appliance Use Reviews (AUR) Service

- 7.79 The Appliance Use Review (AUR) service was the second Advanced Service introduced into the NHS Community Pharmacy Contractual Framework. It is offered by community pharmacies and Dispensing Appliance Contractors (DACs) who meet NHS requirements, including appropriate training and resources. It is designed to support patients using certain prescribed medical appliances by improving their understanding and use of the appliances, improving health outcomes and reducing waste. This is achieved through the following:
- establishing the way the patient uses the appliance and the patient's experience of such use
 - identifying, discussing and assisting in the resolution of poor or ineffective use of the appliance by the patient
 - advising the patient on the safe and appropriate storage of the appliance; and
 - advising the patient on the safe and proper disposal of the appliances that are used or unwanted
- 7.80 AURs can be conducted by a pharmacist or a specialist nurse in the pharmacy or at the patient's home. Where it is clinically appropriate and with the consent of the patient, this can be provided by telephone or video consultation. However, such consultations must be done in a way that maintains patient's confidentiality by ensuring is not overheard by others (except by someone whom the patient wants to hear the conversation such as a Carer).
- 7.81 Patients using prescribed medical appliances such as stoma appliances (such as colostomy or ileostomy bags), incontinence appliances (such as catheters and urine drainage bags) and wound care products can access this service. These patients are often identified during regular prescription dispensing or referred by healthcare professionals. AUR is appropriate for new appliance users as it helps to provide initial education on the appliance, when a patient reports issues such as discomfort or difficulty in using the appliance and as part of routine review to ensure continued appropriate use.

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

Stoma Appliance Customisation (SAC) Service

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

pharmacy must have procedures that ensure co-operation with inspection and review of the premises where the service is provided by the local NHS England team.

- 7.87 Except in exceptional circumstances such as illness, a three-months' notice is required to be given to NHS England and NHSBSA should a pharmacy want to cease providing the service.
- 7.88 No Westminster community pharmacies provided this service. However, residents can access the SAC service either from non-pharmacy providers within the borough (e.g. community health services) or from dispensing appliance contractors within and outside the borough.

Lateral Flow Device Tests Supply Service

- 7.89 This was commissioned as an advanced service from 6th November 2023. This service involves distribution and availability of rapid antigen tests used to detect COVID-19 and allow eligible patients or their representatives to walk into any participating community pharmacy to collect one box of 5 LFD tests. The full list of the patient groups eligible for this service is contained in the NICE Guidance and include adults with risk factors for progression to severe COVID-19 as defined by the Independent advisory group commissioned by the Department of Health and Social Care.
- 7.90 Following an update to the National Institute for Health and Care Excellence (NICE) guidance on antiviral treatment for COVID-19, from 1st May 2025, eligibility criteria for the service were updated to exclude the following:
- People aged 85 years and over
 - People with end-stage heart failure who have a long-term ventricular assistance device
 - People on the organ transplant waiting list
 - People resident in a care home who are aged 70 years and over
 - People resident in a care home who have a BMI of 35 kg/m² or more
 - People resident in a care home who have diabetes
 - People resident in a care home who have heart failure
 - People currently in a hospital who are aged 70 years and over
 - People currently in a hospital who have a BMI of 35 kg/m² or more

- People currently in a hospital who have diabetes
- People currently in a hospital who have heart failure

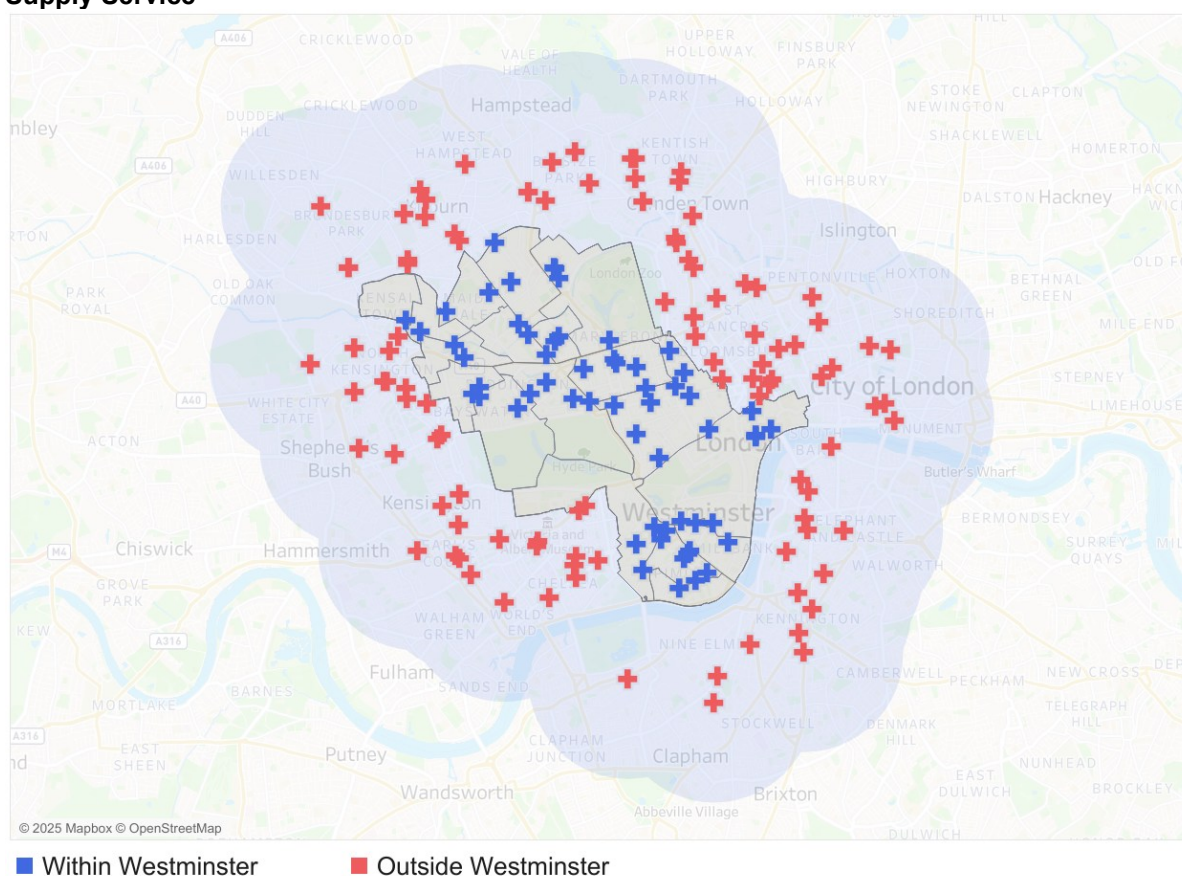
7.91 Before providing the service to patients, the pharmacist must confirm eligibility for supply of LFD tests through either of the following ways:

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

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

7.93 58 out of the 78 pharmacies in Westminster provide the Lateral Flow Device Tests Supply Service. This is in addition to 102 other pharmacies within one mile of its borders that provide the Lateral Flow Device Tests Supply Service as can be seen in Figure 7.16 and table 7.12 below.

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



Source: NHSBSA

Table 7.12: Number of community pharmacies in Westminster that provide the Lateral Flow Device Tests Supply Service by ward

Ward	Number of pharmacies
West End	9
Pimlico North	7
St James's	6
Marylebone	5
Regent's Park	4
Hyde Park	4
Little Venice	3
Knightsbridge & Belgravia	3
Westbourne	2
Vincent Square	2
Maida Vale	2
Lancaster Gate	2
Church Street	2
Bayswater	2

Abbey Road	2
Queen's Park	1
Pimlico South	1
Harrow Road	1
Total	58

Source: NHSBSA

Enhanced Pharmacy Services

7.94 The enhanced services are commissioned either by the NHS England London region, the ICB or the ICB through the DOP commissioning hub.

7.95 The enhanced services include:

- London Flu and COVID-19 vaccination service
- Bank Holiday Rota
- MMR Vaccination Service
- Covid-19 Oral Medicine Supply Service

London Flu and COVID-19 vaccination service

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

7.97 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
- To provide more opportunities and improve convenience for eligible patients to access flu vaccinations
- Include provision of flu vaccinations to a wider patient group, including carers, asylum seekers, the homeless and children from 2 to 18 years

7.98 The service is commissioned as part of North West London pharmacies' seasonal vaccination programme and is available from 22 Westminster pharmacies.

Table 7.12: Community pharmacies providing flu and COVID-19 vaccination service

Pharmacy	Address	Postcode
Audley Pharmacy	36 South Audley Street, London	W1K 2PL

Berkley Court Pharmacy	5-7 Melcombe Street, London	NW1 6AE
Clinichem Pharmacy	29 Upper Tachbrook Street, London	SW1V 1SN
Collins Chemist	285B Edgware Road, London	W2 1HP
Courtney Chemists	3 St Johns Wood High St, London	NW8 7NG
Curie Chemist	445 Edgware Road, London	W2 1TH
Gees Chemist	27-29 Warwick Way, London	SW1V 1QT
Greens Pharmacy - Belgravia	Glastonbury House, Abbots Manor, London	SW1V 4NP
Hodgetts Pharmacy	79 Abbey Road, St John's Wood, London	NW8 0AE
Hogg & Son Pharmacy	25 Kendal Street, London	W2 2AW
Holmes Pharmacy	6 Nugent Terrace, London	NW8 9QB
Keencare Pharmacy - Victoria	6 Lower Belgrave Street, London	SW1W 0LJ
Market Chemists	91-93 Church Street, London	NW8 8EU
Portmans Pharmacy	93-95 Tachbrook Street, London	SW1V 2QA
Remedy's Pharmacy	1 Clifton Road, Maida Vale, London	W9 1SZ
Safeer Pharmacy	194 Edgware Road, London	W2 2DS
Simmonds Pharmacy	105 Lupus Street, London	SW1V 3EN
Star Pharmacy	33 Strutton Ground, St James Park, Westminster, London	SW1P 2HY
Victoria Pharmacy	22 Page Street, Westminster, London	SW1P 4EN
Vineyard Pharmacy	241 Elgin Avenue, London	W9 1NJ
Warwick Pharmacy	34-36 Warwick Way, London	SW1V 1RY
Woods Chemist	27-29 Church Street, London	NW8 8ES

Source: NHS England

Bank Holiday Rota

- 7.99 This service is commissioned by the ICB through the DOP commissioning hub
- 7.100 During bank holidays in London, pharmacies operate a rota system to ensure continuous service. For instance, over Christmas and New Year holidays, specific pharmacies in London are scheduled to be open on designated days and times.
- 7.101 Two pharmacies in Westminster (Keencare Pharmacy - Victoria located on Lower Belgrave Street and Vineyard pharmacy located on Elgin Avenue) were part of London's Bank Holiday Rota. In addition to the scheduled pharmacies, which must remain open, any other pharmacies that wish to remain open over the bank holidays can also remain open.

MMR Vaccination Service

7.102 The MMR vaccination service by community pharmacy contractors was commissioned by the NHS England, London region in response to UK Health Security Agency declaring a national incident over rising cases of measles. Pharmacy contractors who wish to provide the service must meet the service specifications and comply with all guidance published by the Commissioner relating to delivery of local vaccination services in community settings. The contractor shall provide the service from the commencement date (1st July 2024) to the End date (30th June 2025), unless specified requirements for an earlier termination date are met and agreed. The MMR patient group direction details the inclusion and exclusion criteria.

7.103 The aims of this service include:

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

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

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

7.105 The pharmacy contractor must:

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

- Only administer MMR vaccine to patients under the provisions of this Enhanced Service

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

7.107 Where a patient meets the eligibility requirement and is vaccinated, the contractor must notify the patient's GP and the London CHIS via the SONAR POC system that the patient has received vaccination.

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

7.109 One Westminster pharmacy (Hodgetts Chemist located on Abbey Road) offers the MMR vaccination service.

COVID-19 Oral Medicine Supply Service

7.110 This service is commissioned by the ICB with the aim of prompt dispensing of prescriptions, patient counselling and delivery (if required) of the antiviral medication nirmatrelvir with ritonavir (Paxlovid®) for the treatment of COVID-19 for patients aged 18 and over by a selected number of community pharmacies across Northwest London that are signed up to provide the service.

7.111 Pharmacists and dispensary staff involved in the provision of the service are required to have relevant knowledge and training necessary to provide the service. This includes being aware of any updates to the national guidance regarding the treatment of COVID-19.

7.112 The pharmacy has a duty to offer support and advice to patients and their carers on the medication supplied to treat COVID-19 and to act as a point of contact for patients during their course of treatment and liaise with the prescriber e.g. GP/ Primary Care Pharmacist as deemed appropriate.

7.113 The pharmacy is only authorised to supply the antiviral medication in the original pack on the provision of a prescription sent from the selected Northwest London CMDU provider via EPS or paper FP10 (exceptional cases on a private prescription from the primary care CMDU provider if the patient has been triaged by this service).

- 7.114 As part of the supply process, the patient will be asked by the primary care provider (COVID Medicines Delivery Unit) their preferred pharmacy from those signed up to the service, and patients are encouraged to send a representative to collect the medication from the pharmacy. The EPS prescription will be sent to the pharmacy chosen by the patient or their representative. The patient's registered GP practice will also be notified of the prescription.
- 7.115 Two pharmacies (Portmans Pharmacy located at Tachbrook Street and Remedy's pharmacy located on Maida Vale) provide the COVID-19 Oral Medicine 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 Westminster City Council and Northwest London ICB to fulfil a local population health and wellbeing need. These services reduce the need for pharmaceutical services.

- 8.3 These services are listed below:

- Local authority commissioned services:
 - Needle Exchange Service
 - Supervised Consumption
 - Stop Smoking Service
- NHS Northwest ICB commissioned services:
 - In-hours Palliative Medicine Supply Service
 - Out-of-Hours Palliative Medicine Supply Service

Needle exchange service

- 8.4 The needle exchange service in Westminster supplies needles, syringes and other equipment used to prepare and take illicit drugs. The service is centred around the promotion of better health protection for intravenous drug users and to reduce the transmission of blood-borne viruses such as hepatitis B and C, and other infections caused by sharing injecting equipment.
- 8.5 Needle exchange services also aim to reduce the harm caused by injecting drugs through providing information and advice and acting as a gateway to other services, including drug treatment centres.
- 8.6 Needle exchange is not just for intravenous drug users, but also for those who use steroids or other performance or image enhancing drugs (PIEDs), Psychoactive compounds, chemicals, plants and methamphetamine, ketamine or other drugs.

- 8.7 The requirements for the service are set out in the Turning Point Specification for Needle and Syringe Program and the community pharmacy agreement.
- 8.8 Turning Point undertakes an annual audit to review quality of the service provision works closely with pharmacies and the local LPC over the lifetime of the agreement to review and agree any changes and provide a minimum of 28 days' notice to terminate where it is identified that quality standards are not met or if the demand is not there.
- 8.9 The needle exchange service is available from 10 pharmacies in Westminster.

Table 8.1: Community pharmacies offering needle exchange services

Pharmacy	Address	Locality
Victoria Pharmacy	22 Page Street, Westminster, London	Vincent Square
Bayswater Pharmacy	39-41 Porchester Road, Bayswater, London	Bayswater
Warwick Pharmacy	34-36 Warwick Way, London	Pimlico North
Portmans Pharmacy	93-95 Tachbrook Stret, London	Pimlico North
Browns Chemist	195 Shirland Road, London	Maida Vale
Boots	107 Victoria Street, London	Vincent Square
Benson Pharmacy	276 Harrow Road, London	Westbourne
Safeer Pharmacy	194 Edgware Road, London	Marylebone
Market Chemists	91-93 Church Street, London	Church Street
Boots	44-46 Regent Street, Piccadilly Circus, London	West End

Source: Turning Point & Community Pharmacy KCW

Supervised consumption

- 8.10 The borough commissions community pharmacies to provide supervised consumption as part of treatment services for opioid dependency.
- 8.11 Supervised consumption of opioid substitution treatment forms a critical element of safe and effective treatment in the community. It reduces risk of overdose and non-compliance with treatment, minimises diversion and enables people being treated for opioid dependency to utilise the benefits of pharmacy intervention around health choices. It is typically used for people who are new to treatment and/or have complex needs.
- 8.12 This service involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy.
- 8.13 It is a medicines adherence service which aims to reduce the risk of harm to the client by over- or under-usage of drug treatment, reduce the risk of harm to the local community by the inappropriate use of prescribed medicines via the illicit drug market or accidental exposure to prescribed medicines.

8.14 Pharmacies that provide this service:

- Ensure each supervised dose is correctly administered to the service user for whom it was intended.
- Liaise with the prescriber, named key worker and others directly involved in the care of the service user.
- Monitor service users' response to the prescribed treatment.
- Help service users access treatment by offering referral to specialist drug and alcohol treatment centres and health and social care professionals where appropriate.

8.15 19 pharmacies in Westminster provide the supervised consumption service.

Table 8.2: Community pharmacies offering supervised consumption service

Pharmacy	Address	Locality
Victoria Pharmacy	22 Page Street, Westminster, London	Vincent Square
Vineyard Pharmacy	241 Elgin Avenue, London	Maida Vale
Keencare Ltd	6 Lower Belgrave Street, London	Knightsbridge & Belgravia
Bayswater Pharmacy	39-41 Porchester Road, Bayswater, London	Bayswater
Warwick Pharmacy	34-36 Warwick Way, London	Pimlico North
Nashi Pharmacy	55 Westbourne Grove, London	Bayswater
Prince Chemist	486 Harrow Road, London	Harrow Road
Boots	Unit 42b, Victoria Station, London	Pimlico North
Boots	193 Oxford Street, London	West End
Portmans Pharmacy	93-95 Tachbrook Street, London	Pimlico North
Gees Chemist	27-29 Warwick Way, London	Pimlico North
Browns Chemist	195 Shirland Road, London	Maida Vale
Boots	107 Victoria Street, London	Vincent Square
Benson Pharmacy	276 Harrow Road, London	Westbourne
Safeer Pharmacy	194 Edgware Road, London	Marylebone
Star Pharmacy	33 Strutton Ground, St James's Park, Westminster, London	St James's
Market Chemists	91-93 Church Street, London	Church Street
Boots	44-46 Regent Street, Piccadilly Circus, London	West End
Simmonds Chemist	105 Lupus Street, London	Pimlico South

Source: Turning Point

Stop Smoking Service

- 8.16 This service will enable pharmacies to support residents who smoke to quit smoking by providing evidence-based, face-to-face treatment and behavioural support to smokers making quit attempts. Nicotine replacement therapy is offered to support residents in their quit attempts. The pharmacy will deliver the service in-line with government strategy and the most recent best practice recommendations for stop

smoking services issued by the National Institute for Health and Care Excellence (NICE) and the National Centre for Smoking Cessation and Training (NCSCT).

8.17 This service will be provided on the pharmacy's premises and delivered within existing operating hours, including weekend and evening provision to meet the needs of residents.

8.18 The pharmacy will offer each patient weekly counselling sessions for a total of 6 sessions comprising pre-quit, quit date and 4 follow-up sessions as highlighted below

8.19 The pharmacy can deliver sessions face to face, remotely or as a combination of both. Carbon monoxide (CO) monitoring will be used to verify the 4-week quit and will be carried out at every session where possible.

- Session 1 Initial Appointment (60mins)

Aim - Introduce the programme, understand past quit experiences, agree on a quit date, and determine the appropriate stop smoking aid(s) to be used.

- Session 2 Quit Date (30mins)

Aim. To confirm readiness to quit, discuss planning for high-risk situations, and recap the importance of the "not a puff" rule.

- Support sessions x 4 including 4-week Quit.

These sessions give support and guidance on how to maintain and sustain quitting using behavioural strategies.

8.20 Six Westminster pharmacies have enrolled to provide this service by August 2025.

Table 8.3: Community pharmacies enrolled to provide the Stop Smoking Service in Westminster

Pharmacy	Address	Locality
Collins Chemist	285b Edgware Road, London	Little Venice
Nashi Pharmacy	55 Westbourne Grove, London	Bayswater
Medicare (London) Ltd Pharmacy	570 Harrow Road, London	Queen's Park
Gees Chemist	27-29 Warwick Way, London	Pimlico North
Market Chemists	91-93 Church Street, London	Church Street
Clinichem Pharmacy	29 Upper Tachbrook Street, London	Pimlico North

Source: Reed Wellbeing

In-hours Palliative care medicines supply service

- 8.21 Palliative care drugs are specialist medicines that may not be all 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 care in the community. This allows rapid access to the supply of these medicines commonly prescribed in palliative (or End of Life) care, to enable a greater percentage of patients to die in their own home, if they wish to.
- 8.22 Westminster is part of NHS Northwest London, which along with other boroughs operate a rota to supply this service.
- 8.23 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).
- 8.24 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.
- 8.25 Six pharmacies in Westminster 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

- 8.26 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 shall make the supply when contacted by the out of hours provider.
- 8.27 GPs, hospices, health care professionals, care homes, and community health trusts can access the community pharmacies commissioned to provide this service.
- 8.28 Two pharmacies in Westminster are on the rota to provide the out-of-hours palliative care medicines supply service.

Other prescribing centres

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

Walk-in Centres

- 8.30 These centres provide urgent medical care for non-life-threatening conditions. Below are walk-in centres in Westminster:

- St Mary's Hospital located in Praed Street
- Pimlico Health at the Marven located at Pimlico
- Soho NHS Walk-in Centre located at Frith Street
- Victoria NHS Commuter Walk-in Centre located at Buckingham Gate

GP extended access hubs

- 8.31 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.
- 8.32 The extended access hubs are strategically located to serve different areas in Westminster.
- 8.33 GP extended access hubs in Westminster include:
- South Westminster Centre for Health located at Vincent Square
 - Connaught Square Practice located at Connaught Square

End of life services

- 8.34 A range of services are available in Westminster to support individuals requiring end-of-life care, including inpatient facilities, community-based services, and support organizations. These services aim to provide compassionate care tailored to individual's needs, ensuring comfort and dignity during end-of-life stages.
- 8.35 End of life services can be obtained from the following Westminster locations:
- St. John's Hospice located at Grove End Road
- 8.36 Residents of Westminster also have access to end of life services at acute care trusts (Chelsea and Westminster, St. Mary's hospital and Charing Cross Hospital).

Mental Health Services

- 8.37 A variety of mental health services are available in Westminster 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:
- South Westminster Community Mental Health Hub located at Vauxhall Bridge
 - Westminster CAMHS (Child and Adolescent Mental Health Services) located at Woodfield Road
 - Soho Centre for Health and Care located at Frith Street
 - University of Westminster Counselling and Mental Health Service located at New Cavendish Street
 - Gordon Hospital located at Bloomburg Street
 - West Central London Mind located at Monck Street
 - The Priory Wellbeing Centre located at Harley Street
 - Samaritans located at Marshall Street

Chapter 9 - Conclusions and Statements

- 9.1 This PNA has considered the current provision of pharmaceutical services across the borough of Westminster 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 Westminster with consideration of surrounding HWB areas.

Current Provision

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

Current provision of necessary services

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

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

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

9.7 The above criteria were used to measure access in each of the 18 localities within Westminster's HWB.

9.8 There are 3.7 community pharmacies per 10,000 residents in Westminster. This ratio far exceeds the London average of 1.9 and national average of 1.7 pharmacies per 10,000 residents.

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

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

Current provision of necessary services during normal working hours

9.11 All pharmacies are open for at least 40 hours each week. There are 78 community pharmacies in the borough, and a further 115 within a mile of the border of Westminster, providing good access as determined in Chapter 7.

Based on the information available at the time of developing the PNA, no gaps were identified in the current provision of necessary services inside normal working hours in any of the 18 localities.

Current provision of necessary services outside normal working hours

9.12 On weekdays, 56 pharmacies in Westminster are open past 6pm. These are mapped out in Chapter 7 and show good coverage of services available on weekdays outside normal working hours.

9.13 Sixty-five of the borough's seventy-eight community pharmacies are open on Saturday while twenty-seven 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 18 localities.

Current provision of other relevant services

Current provision of advanced pharmacy services

- 9.14 The following advanced services are currently available for provision by community pharmacies: Pharmacy first service, New Medicine Service, Flu Vaccination Service, Pharmacy Contraception Service, Hypertension Case-finding Service, Smoking Cessation Service, Appliance Use Reviews, Stoma Appliance Customisation and Lateral Flow Device Tests Supply Service.
- 9.15 The Pharmacy First Service is provided by majority (61 out of 78) of the pharmacies in the borough.
- 9.16 NMS is widely available with 60 pharmacies in the borough providing it.
- 9.17 Flu vaccinations are also widely provided, with 54 pharmacies in the borough offering them.
- 9.18 Forty-three pharmacies provide the Hypertension Case-finding Service.
- 9.19 Forty-six pharmacies in Westminster offer the Pharmacy Contraception Service.
- 9.20 22 pharmacies provide the Smoking Cessation service.
- 9.21 Though the available NHSBSA data does not show any Westminster community pharmacies delivering the AURs or SACs, pharmacies indicated via their contractor survey that they do. These services are also widely available from other health providers such as district nurses and dispensing appliance contractors.
- 9.22 The Lateral Flow Device Test Supply Service is provided by 58 out of 78 pharmacies in Westminster.
- 9.23 It is therefore concluded that there is sufficient provision of advanced services to meet the needs of the residents of Westminster.

Current access to enhanced pharmacy services

- 9.24 There are currently four enhanced services commissioned by 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 22 pharmacies), the Bank Holiday Rota Service (provided by two pharmacies), MMR vaccination service (provided by one pharmacy) and COVID-19 oral medicine supply service (provided by two pharmacies).

Current access to locally commissioned services

- 9.25 These services are commissioned by the London Borough of Westminster and Northwest London ICB. Pharmacies are commissioned to deliver these services to fulfil the specific health and wellbeing of the Westminster population. These services include Needle exchange services, Supervised Consumption, a local Stop Smoking Service, In-Hours Palliative Medicine Supply Service and Out of Hours Palliative Medicine Supply Service
- 9.26 Ten pharmacies in Westminster offer the Needle exchange service
- 9.27 19 community pharmacies in Westminster provide the Supervised Consumption Service.
- 9.28 Six Westminster pharmacies are enrolled in the local Stop Smoking Service.
- 9.29 Six pharmacies in Westminster are on the rota to provide the In-hours palliative care medicines supply service
- 9.30 Two pharmacies in Westminster are on the rota to provide the out-of-hours palliative care medicines supply service
- 9.31 Overall, there is very good availability of locally commissioned services in the borough.

Based on the information available at the time of developing the PNA, no gaps were identified in services that if provided would secure improvements and better access to pharmaceutical services in general, or pharmaceutical services of a specific type in any of the 18 localities.

Future Provision

- 9.33 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

- 9.34 The HWB is aware of new regulatory changes by the Department of Health and Social Care affecting DSPs. This includes that from 23rd June 2025, no new applications for DSPs can be accepted/are permitted under the Pharmaceutical and Local Pharmaceutical Services (PLPS) regulations. It is also expected that from 1st October 2025 (with exception of COVID-19 and influenza vaccination services), DSPs will no longer be permitted to deliver directed services (Advanced and Enhanced services) in person to a patient. They may continue to deliver the COVID-19 and influenza vaccination services onsite, face-to-face, at their premises, until 31st March 2026.
- 9.35 The HWB is aware of the following applications to open pharmacies in the area:
- Bepharma Ltd to open a DSP at 82 Harley Street, W1G 7HN
 - Imperial London Medical to open a DSP at 72 Shaftesbury Avenue, W1D 6NA
- 9.36 The Department of Health and Social Care (DHSC) laid out new regulations in June 2025 affecting distance selling pharmacies (DSPs). This includes that from 23rd June 2025, no new applications for DSPs can be accepted/are permitted under the Pharmaceutical and Local Pharmaceutical Services (PLPS) regulations. It is also expected that from 1st October 2025 (with exception of COVID-19 and influenza vaccination services), DSPs will no longer be permitted to deliver directed services (Advanced and Enhanced services) in person to a patient. They may continue to deliver the COVID-19 and influenza vaccination services onsite, face-to-face, at their premises, until 31st March 2026.
- 9.37 The PNA is aware of and has considered the proposed housing developments in Westminster, particularly the larger developments in Church Street and Ebury Bridge.
- 9.38 The analysis has considered these developments, as well as other causes of population increases. Westminster pharmacies have low dispensing numbers

compared to the rest of the nation (3,874 items per month compared to 8,689 for the national average). This indicates that the pharmacies, including those around the new developments, have ample capacity to cater for the additional pharmaceutical provision demands created by the expected population increase.

- 9.39 It is therefore concluded that pharmacy provision within Westminster 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 18 localities. The anticipated population increase is likely to be met by the pharmacies in the area, as indicated by the low dispensing numbers.

Future provision of necessary services outside normal working hours

- 9.40 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 18 localities.

Future provision of other relevant services

- 9.42 Through the contractor survey, local pharmacies have indicated that they have capacity to meet future increases in demand for advanced, enhanced and locally commissioned services.
- 9.43 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 in any of the localities.

Appendix A: Westminster City Council and the Royal Borough of Kensington & Chelsea PNA Group Terms of Reference

Background

NHS pharmaceutical services operate within a regulated market, requiring any pharmacist who wishes to provide these services to apply for inclusion on the Pharmaceutical List. The framework for this process is established by the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (SI 2013 No. 349) and subsequent amendments.

Under these regulations, Health and Wellbeing Boards are responsible for publishing a Pharmaceutical Needs Assessment (PNA) every three years. A PNA assesses the need for pharmaceutical services within a given area, detailing the services currently provided and their accessibility for the population. NHS England uses the PNA as a basis for evaluating applications and for shaping local commissioning strategies.

The Westminster and Kensington & Chelsea Health and Wellbeing Boards have now commenced the update of their PNAs, targeted for completion by 1st October 2025.

Role

The primary role of the PNA group is to advise and develop structures and processes to support the preparation of the PNA. Ensuring that is comprehensive, well researched, well considered and robust. 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 NHS North West London

ICB 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 an engagement 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, integrates, and aligns with the joint strategic needs assessment, the health and wellbeing strategy and 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 population.
- Approve the framework for the PNA document, including determining the maps which will be included.
- Ensure that the PNA contains sufficient information to inform commissioning of enhanced services, by NHS England; and commissioning of locally commissioned services by NHS North West London ICB and other local health and social care organisations.
- Ensure a robust, and timely consultation is undertaken in accordance with the Regulations; including formally considering and acting upon consultation responses and overseeing the development of the consultation report for inclusion in the final PNA.
- Consider and document the processes by which the HWB will discharge its responsibilities for maintaining the PNA.
- Where appropriate, comment, on behalf of the Health and Wellbeing Board, on formal PNA consultations undertaken by neighbouring HWBs.
- Advise the HWB, if required, when consulted by NHS England in relation to consolidated applications.
- Document and manage potential and actual conflicts of interest.

Accountability and reporting

The Westminster and Kensington & Chelsea 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 Group.

The PNA Group will be accountable to the Health and Wellbeing Board and will report on progress as required by the Health and Wellbeing Board.

The pre-consultation draft and the final draft PNA will be presented to the Health and Wellbeing Board for approval.

Membership

Chair: Ashlee Mulimba, Healthy Dialogues

Name	Organisation
Blessing Ogunoshun	Healthwatch
Anne-Marie McCooey	NHS North West London ICB
Hitesh Patel	Community Pharmacy KCW
Colin Brodie	Westminster City Council and the London Borough of Kensington & Chelsea
Joel Mulimba	Healthy Dialogues
Ashlee Mulimba	Healthy Dialogues

An agreed deputy may be used where the named member of the group is unable to attend. Other staff members / stakeholders may be invited to attend meetings for the purpose of providing advice and/or clarification to the group.

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 Westminster City Council and the London Borough of Kensington & Chelsea
- NHS North West London ICB
- Community Pharmacy KCW
- 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 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. Following publication of the final PNA, the PNA Group will be convened on an 'as required' basis to:

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

Appendix B: List of pharmaceutical service providers in Westminster HWB area (correct as of August 2025)

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Ainsworth Homeopathic Pharmacy	FJ185	36 New Cavendish Street, London	W1G 8UF	Community pharmacy	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Alrasheed Pharmacy	FXH58	39 Edgware Road, London	W2 2JE	Community pharmacy	Yes	Yes	Yes	No	No	No	Yes	Yes	No	Yes	No	No	No	No	No
Apek Pharmacy	FE720	107 Praed Street, London	W2 1NT	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	Yes	No	No	No	No
Audley Pharmacy	FYV08	36 South Audley Street, London	W1K 2PL	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	No	No	No
Bayswater Pharmacy	FFN81	39-41 Porchester Road, Bayswater, London	W2 5DP	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Benson Pharmacy	FR177	276 Harrow Road, London	W2 5ES	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Berkley Court Pharmacy	FML57	5-7 Melcombe Street, London	NW1 6AE	Community pharmacy	No	No	No	No	No	No	No	Yes	No	No	Yes	No	No	No	No
Bin-Seena Pharmacy	FTK64	73 Edgware Road, London	W2 2HZ	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Boots	FA906	107-115 Long Acre, London	WC2E 9NT	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
Boots	FC968	355-361 Oxford Stree, 13-16 Woodstock Street, London	W1C 2JL	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FCA00	124 High Street, St Johns Wood, London	NW8 7SG	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Boots	FCR41	302 Regent Street, London	W1B 3AS	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FHV67	5 Cathedral Walk, Victoria, London	SW1E 5JH	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	No
Boots	FJJ43	105-109 The Strand, London	WC2R 0AA	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FLR73	Unit 42b, Victoria Station, London	SW1V 1JU	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No	No
Boots	FM364	193 Oxford Street, London	W1D 2JY	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No	No
Boots	FM589	166-172, Queensway, London	W2 6LY	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Boots	FM688	Unit 1, 508-520 Oxford Street, London	W1C 1NB	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FN172	198 Baker Street, London	NW1 5RT	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FQ560	33 Clifton Road, Maida Vale, London	W9 1SY	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Boots	FQT75	107 Victoria Street, London	SW1E 6RA	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Boots	FTA34	426-427 Strand, London	WC2R 0QE	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FV172	Unit 6, 115 Buckingham Palace Rd, London	SW1 W 9SJ	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Boots	FV474	44-46 Regent Street, Piccadilly Circus, London	W1B 5RA	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Boots	FY004	Unit 57, Platform 1, Paddington Station, London	W2 1BA	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Boots	FY188	96-98 Baker Street, London	W1U 6TJ	Community pharmacy	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Browns Chemist	FP414	195 Shirland Road, London	W9 2EU	Community pharmacy	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No
Charles S Bullen Stomacare	FJM43	34 Page Street, London	SW1P 4ES	DAC	No	No	No	Yes	No	No	No	No	No	No	No	Yes	No	No	No
Clinichem Pharmacy	FYR46	29 Upper Tachbrook Street, London	SW1V 1SN	Community pharmacy	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	Yes

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Collins Chemist	FEF06	285b Edgware Road, London	W2 1HP	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	No	No	No	No	Yes
Courtney Chemists	FER86	3 St Johns Wood High St, London	NW8 7NG	Community pharmacy	No	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	No	No	No
Curie Chemist	FX604	445 Edgeware Road, London	W2 1TH	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
Dajani Pharmacy	FKX76	21 New Cavendish Street, London	W1G 9TY	Community pharmacy	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Devonshire Pharmacy	FAQ26	215 Edgeware Road, London	W2 1ES	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Dolphins Pharmacy	FKE09	9-11 The Broadway, London	SW1H 0AZ	Community pharmacy	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Dr Harris & Co Chemists	FFF12	29 St James's Street, London	SW1A 1HD	Community pharmacy	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Fitzrovia Pharmacy	FFH75	210 Great Portland Street, London	W1W 5PH	Community pharmacy	No	No	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No	No
Gees Chemist	FN761	27-29 Warwick Way, London	SW1V 1QT	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
Greens Pharmacy	FLK58	29-31 Edbury Bridge Road, London	SW1V 4NP	Community pharmacy	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Healthxchange Pharmacy Uk Ltd	FFP11	79 Great Portland Street, London	W1W 7LS	Community pharmacy	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Hodgetts Pharmacy	FVJ40	79 Abbey Road, St John's Wood, London	NW8 0AE	Community pharmacy	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Hogg & Son Pharmacy	FRD96	25 Kendal Street, London	W2 2AW	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Holmes Pharmacy	FVT13	6 Nugent Terrace, London	NW8 9QB	Community pharmacy	No	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	No	No	No
John Bell & Croydon	FGP84	50-54 Wigmore Street, London	W1U 2AU	Community pharmacy	Yes	Yes	Yes	No	No	No	Yes	No	Yes	Yes	No	No	No	No	No
Keencare Ltd	FER55	6 Lower Belgrave Street, London	SW1 W 0LJ	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
Life Pharmacy	FF259	400 Oxford Street, London	W1A 1AB	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Madesil Pharmacy	FT749	20 Marylebone High Street, London	W1U 4PB	Community pharmacy	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Market Chemists	FRG14	91-93 Church Street, London	NW8 8EU	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes
Meacher Higgins & Thomas	FDK02	105a Crawford Street, London	W1H 2HU	Community pharmacy	Yes	Yes	No	No	Yes	Yes	No	Yes	No	Yes	Yes	No	No	No	No
Medicare (London) Ltd Pharmacy	FLW91	570 Harrow Road, London	W9 3QH	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	No	No	No	No	Yes
Medicine Porter ²³	FVK71	2 nd Floor, 45 Circus Road, London	NW8 9JH	DSP	No	No	No	-	-	-	-	-	-	-	-	-	-	-	-
Moore's Pharmacy	FWN84	45 Craven Road, Paddington, London	W2 3BX	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	No	No	No	No	No

²³ This is a recently opened DSP, activity data is not yet available

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Nashi Pharmacy	FK236	55 Westbourne Grove, London	W2 4UA	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
Nasslam Pharmacy	FK102	19 Edgware Road, London	W2 2JE	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No
Nvs Pharmacy	FNF09	Unit 5, 46 Baker Street, London	W1U 7BR	Community pharmacy	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Paxall Chemist	FNW76	44 Lupus Street, London	SW1V 3EB	Community pharmacy	Yes	Yes	No	No	No	No	Yes	Yes	No	Yes	Yes	No	No	No	No
Peter's Pharmacy	FT352	55 Paddington Street, London	W1U 4HX	Community pharmacy	No	No	No	No	No	No	No	Yes	No	No	No	No	No	No	No
Pharmacentre	FCT73	149 Edgware Road, London	W2 2HU	Community pharmacy	Yes	Yes	Yes	No	No	Yes	No	Yes	No	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Pharmacierge Limited ²³	FGW08	43A Wimpole Street, Cray Road, London	W1G 8AQ	DSP	No	No	No	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacare	FA488	414-416 Edgware Road, London	W2 1ED	Community pharmacy	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Pitchkins & Currans	FRW51	46 Chippenham Road, Maida Vale, London	W9 2AF	Community pharmacy	Yes	No	No	No	No	No	No	Yes	No	No	No	No	No	No	No
Portmans Pharmacy	FMH15	93-95 Tachbrook Stret, London	SW1V 2QA	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes	No
Prince Chemist	FLE65	486 Harrow Road, London	W9 3QA	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	No	Yes	No	No	Yes	No	No
Remedy's Pharmacy	FMT61	1 Clifton Road, Maida Vale, London	W9 1SZ	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Safeer Pharmacy	FRA80	194 Edgware Road, London	W2 2DS	Community pharmacy	Yes	Yes	Yes	No	No	No	No	No	Yes	Yes	No	No	Yes	Yes	No
Seymour Pharmacy	FVX47	56 Crawford Street, London	W1H 4JH	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	No	Yes	Yes	No	No	No	No	No
Sherlock Holmes Chemists	FQA23	82a Baker Street, London	W1U 6AA	Community pharmacy	Yes	No	No	No	Yes	No	Yes	Yes	No	Yes	Yes	No	No	No	No
Shiv Pharmacy	FPV36	70 Great Titchfield St, London	W1W 7QN	Community pharmacy	No	No	No	No	Yes	No	Yes	Yes	No	Yes	Yes	No	No	No	No
Simmonds Chemist	FYX89	105 Lupus Street, London	SW1V 3EN	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
St John Wood Pharmacy	FT371	142 St Johns Wood High St, London	NW8 7SE	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Star Pharmacy	FRE01	33 Strutton Ground, St James's Park, Westminster , London	SW1P 2HY	Community pharmacy	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
Sumer Pharmacy	FE354	340 Harrow Road, London	W9 2HP	Community pharmacy	Yes	No	No	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	No	No
Superdrug Pharmacy	FL592	49-50 The Strand, London	WC2N 5LH	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No
The Pharmacy At Mayfair & Clinic	FHV04	4 Shepherd Market, London	W1J 7QB	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No
Victoria Pharmacy	FA467	22 Page Street, Westminster , London	SW1P 4EN	Community pharmacy	No	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Vineyard Pharmacy	FC572	241 Elgin Avenue, London	W9 1NJ	Community pharmacy	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No

Pharmacy	ODS Code	Address	Post Code	Contract Type	Open in evening	Open on Saturday	Open on Sunday	AUR	Flu vaccination	Hypertension Case-Finding	LFD	NMS	PCS	Pharmacy First	SCS	SAC	Supervised Consumption	Needle Exchange	Local Stop Smoking
Walden Chemists	FAT36	65 Elizabeth Street, Eaton Square, London	SW1 W 9PJ	Community pharmacy	No	Yes	No	No	Yes	No	Yes	Yes	No	Yes	No	No	No	No	No
Warwick Pharmacy	FHT60	34-36 Warwick Way, London	SW1V 1RY	Community pharmacy	No	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
Watsons Pharmacy	FLR52	1 Frith Street, London	W1D 3HZ	Community pharmacy	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No
Wigmore Pharmacy	FX754	23 Wigmore Street, London	W1U 1PL	Community pharmacy	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No
Woods Chemist	FP835	27-29 Church Street, London	NW8 8ES	Community pharmacy	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	No

Appendix C: Consultation report

This report presents the findings of the consultation for the Westminster PNA for 2025 to 2028.

For the consultation, the draft PNA was sent to a list of statutory consultees outlined in Chapter 1, paragraph 1.13. In total 7 people responded to the consultation via email or via our consultation survey, they represented:

- Three members of the public (via survey)
- Two community pharmacies (Boots pharmacy and Browns Pharmacy) (via survey)
- Ahlulbait Cultural Centre (via survey)
- NHS England via email

The PNA steering group constituted the majority of the stakeholders we must consult with for this consultation who fed into this PNA before it was presented for the 60-day consultation. The responses to the survey regarding the PNA were positive. They are presented in the table below. Additional comments received via are presented in the table that follows.

Consultation survey Question	Yes	No	Unsure or not applicable
Has the purpose of the pharmaceutical needs assessment been explained?	4	2	
Does the pharmaceutical needs assessment reflect the current provision of pharmaceutical services within your area?	3		3
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?	2	3	1
Does the draft pharmaceutical needs assessment reflect the needs of your area's population?	4	2	
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?	3	1	2
Has the pharmaceutical needs assessment provided information to inform how pharmaceutical services may be commissioned in the future?	3	1	2
Has the pharmaceutical needs assessment provided enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors?	3	2	1
Do you agree with the conclusions of the pharmaceutical needs assessment?	3	1	2
Are there any pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?	4	1	1

The table below presents the comments received during the statutory 60-day consultation period and the response to those comments from the steering group.

Comment received during consultation	PNA Steering Group response
NHS England: There are 2 new DSPs in Westminster FVK71 – Medicine Porter Ltd t/a Medicine Porter. Opened 27 June 2025. Not open evenings, Saturdays or Sundays. 2nd Floor, 45 Circus Road, London, NW8 9JH FGW08 – Pharmaierge Ltd t/a Pharmaciierge. Opened 12 May 2025. Not open evenings, Saturdays or Sundays. 43A Wimpole St, Cray Road, London, W1G 8AQ This now makes 80 Pharmacies including the 2 DSPs and 1 DAC a total of 81 premises in Westminster.	Thank you for your response and for providing an update of service provision. The list of pharmacies listed in the draft for consultation was gleaned from NHBSA data as of December 2024. The list was updated after the consultation period and now includes these newly opened DSPs.
NHS England: The reduction in hours for “100” hour pharmacies was optional and not a given, only one of the pharmacies in Westminster has taken this option and reduced their hours, the others still have that option if they determine that they wish to reduce hours. The narrative on the PNA appears to suggest that all of the “100” hour pharmacies have reduced hours to 72 hours, and this is not the case.	The wording in the PNA states that terms of service were amended such that 100-hour pharmacies are allowed to reduce their hours to no less than 72 hours without needing to demonstrate a change in need. This does not indicate that all 100-hour pharmacies must reduce their hours of operation.
NHS England: It is noted that there are 5 “100” hour pharmacies in Westminster, the one missing from the PNA listing is Bin-Seena Pharmacy, this was a recent change of ownership, but as the previous pharmacy was “100” hours this condition has remained. Please can this be noted as a “100” hour pharmacy.	This has been updated.
NHS England: As community pharmacy services have been delegated to ICBs, it is the ICB that is commissioning enhanced services although in some instances it could be through the DOP Commissioning Hub. There are also National enhanced pharmacy services commissioned by NHS England. The London flu, Covid and MMR are commissioned by NHS England, London Region. The Bank Holiday Rota is commissioned by the ICB through the DOP Commissioning Hub	The commissioning bodies for the various services have been updated as appropriate.

Covid-19 Oral Medicine Supply Service would be commissioned by the ICB if there were a service in this borough. Locally Commissioned services commissioned by the ICB will need to become enhanced services at the time that these are renewed.	
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