

### 3.2.1 Essential Services

#### 3.2.1.2 Access - Opening Hours (continued)

Locality	Ward	Number of Pharmacies Offering Essential Services							
		Weekdays				Saturdays			Sundays
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later	
1. Mayday	Bensham Manor	1	2	1	1	2	1	1	1
	Norbury	0	4	1	2	2	1	0	0
	West Thornton	0	4	2	0	3	1	1	1
2. Thornton Heath	South Norwood	0	2	1	0	2	0	0	0
	Thornton Heath	0	4	2	1	4	1	0	0
	Upper Norwood	1	3	1	1	3	2	1	1
3. Woodside & Shirley	Ashburton	0	3	0	1	3	2	0	0
	Shirley	0	2	1	1	2	1	0	0
	Woodside	2	2	2	0	2	2	1	2
4. New Addington & Selsdon	Fieldway	0	2	0	0	1	0	0	0
	Heathfield	0	4	3	1	4	3	0	1
	New Addington	1	2	2	0	2	2	0	0
	Selsdon & Ballards	0	3	2	0	2	0	0	0
5. Purley	Coulsdon East	0	2	0	2	2	0	0	0
	Coulsdon West	0	3	0	0	3	2	0	1
	Kenley	0	3	1	1	2	0	0	0
	Purley	1	4	1	0	4	2	1	1
	Sanderstead	0	3	0	1	3	1	0	0
6. East Croydon	Addiscombe	1	3	3	0	3	2	0	1
	Broad Green	1	5	2	0	3	3	2	3
	Croham	0	2	0	1	2	0	0	0
	Fairfield	5	8	4	1	7	7	3	5
	Selhurst	1	5	1	0	4	2	1	1
Grand Total		14	75	30	14	65	35	11	18
Percentage of Total		19%	100%	40%	19%	87%	47%	15%	24%

#### Notes

- There are no pharmacies in Waddon ward.
- Weekdays – all pharmacies open until 5:30pm each day with the following exceptions:
  - Five pharmacies have an early closing day (Weds or Thurs) closing at 1pm
  - One pharmacy closes at 4.30pm on Thursday
- Saturday: 69 pharmacies open on a Saturday:
  - 65 open between 9am and noon; the other 4 open after 9am
  - All 69 pharmacies are open 11am – noon



## Pharmaceutical Needs Assessment Map 3: Pharmacies - Weekday Extended Hours

### Legend

- Pharmacies - Open Weekdays  
by 8am and/or up until 7pm or later
- 100 Hour Pharmacies - Open Weekdays  
by 8am and/or up until 7pm or later
- LPS Pharmacies - Open Weekdays  
by 8am and/or up until 7pm or later

### Distance Buffers

- 0.5 mile
- 1 mile

Croydon

Croydon Localities

Wards

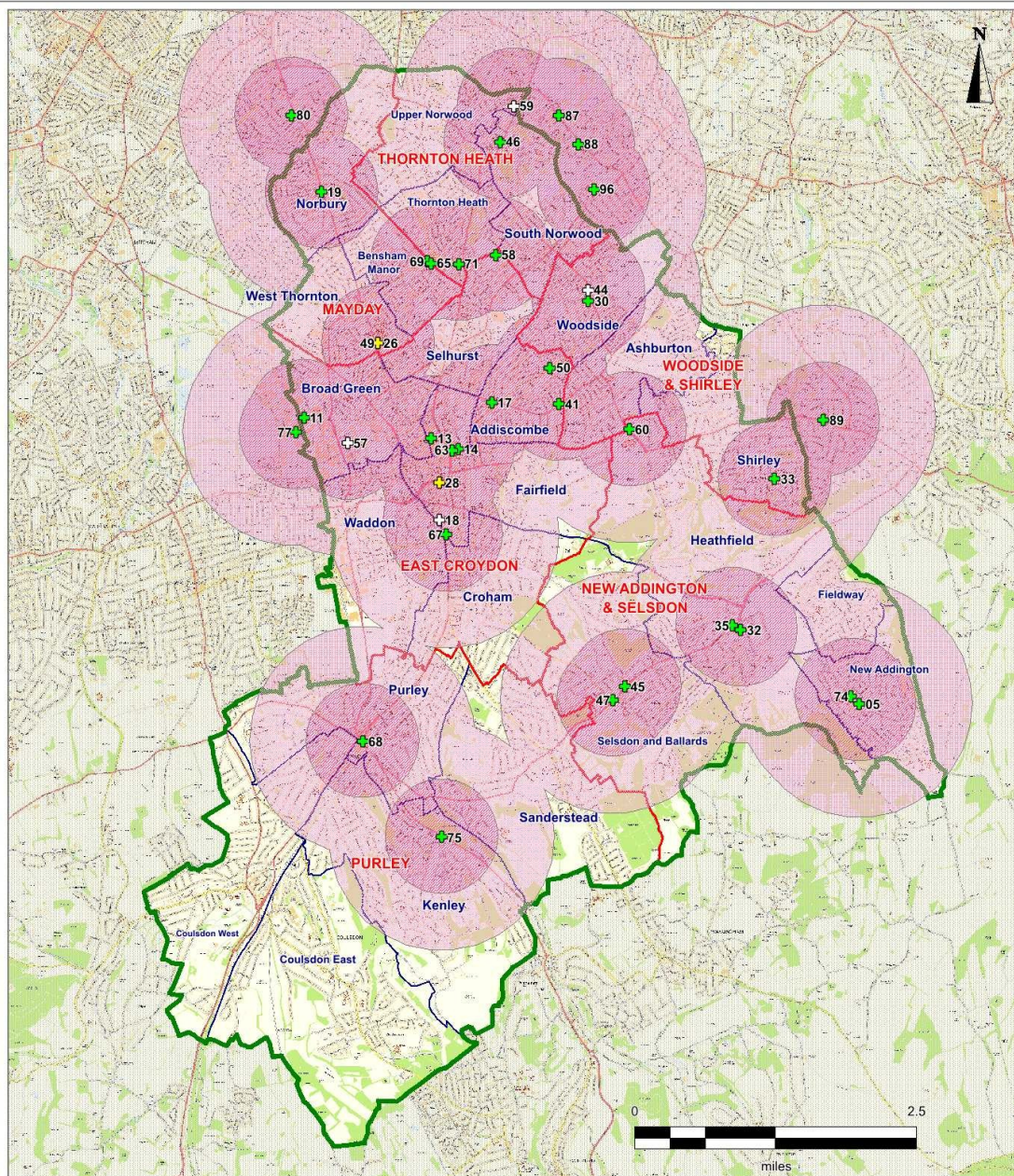
### Croydon Pharmacies

- |   |   |
|---|---|
| 05 Aumex Pharmacy - CR0 0JD                   | 46 Lloyds Pharmacy - SE19 2NT <sup>#</sup>          |
| 11 Boots Uk Limited - CR0 4YJ <sup>#</sup>    | 47 Lloyds Pharmacy - CR2 8LG <sup>#</sup>           |
| 13 Boots Uk Limited - CR9 1SN                 | 49 Mayday Community Pharmacy - CR7 7HQ <sup>#</sup> |
| 14 Boots Uk Limited - CR0 1LD <sup>+</sup>    | 50 Medibank Pharmacy - CR0 6HE                      |
| 17 Croychem Ltd - CR0 6AA <sup>#</sup>        | 57 Sainsbury's Pharmacy - CR0 4XT                   |
| 18 Croydon Pharmacy - CR0 1DP                 | 58 Sainsbury's Pharmacy - SE25 6XB                  |
| 19 Day Lewis Pharmacy - SW16 4BE <sup>#</sup> | 59 Sainsbury's Pharmacy - SE19 3RW                  |
| 26 Day Lewis Pharmacy - CR7 7HQ <sup>#</sup>  | 60 Shirley Pharmacy - CR0 8SS <sup>#</sup>          |
| 28 Fairview Pharmacy - CR9 1PJ                | 63 St. Clare Chemist - CR0 1LG                      |
| 30 Fishers Chemist - SE25 5NT                 | 65 Superdrug Pharmacy - CR7 7JG <sup>#</sup>        |
| 32 Goldmantle Pharmacy - CR0 9AS <sup>#</sup> | 67 Swan Pharmacy - CR0 1BJ <sup>#</sup>             |
| 33 Greenchem - CR0 8NG <sup>#</sup>           | 68 Tesco Stores Limited - CR8 2HA                   |
| 35 Harris Chemist Ltd - CR2 8JJ <sup>#</sup>  | 69 Tesco Stores Limited - CR7 8RX                   |
| 41 Larchwood Pharmacy - CR0 6RB <sup>#</sup>  | 71 Thornton Heath Pharmacy - CR7 8RU <sup>#</sup>   |
| 44 Lloyds Pharmacy - SE25 4PT                 | 74 Your Local Boots Pharmacy - CR0 0JB <sup>#</sup> |
| 45 Lloyds Pharmacy - CR2 8LH <sup>#</sup>     | 75 Zina Chemist - CR8 5AA <sup>#</sup>              |

### Out of area pharmacies within 0.5 miles of the border

- |  |   |
|--|---|
| 77 Asda - CR0 4XS <sup>#</sup>             | 88 Kamsons Pharmacy - SE20 8AJ <sup>#</sup> |
| 80 Copes Pharmacy - SW16 3QQ <sup>#</sup>  | 89 Lloydspharmacy - BR4 0ND <sup>#</sup>    |
| 87 Hamlet Pharmacy - SE19 2AS <sup>#</sup> | 96 TT Pharmacy - SE20 7YZ                   |

+ Only open by 8am  
# Only open up until 7pm or later





## Pharmaceutical Needs Assessment

### Map 4: Pharmacies - Open Saturdays

#### Legend

- + Pharmacies open Saturdays
- + 100 Hour Pharmacies open Saturdays
- + LPS Pharmacies open Saturdays

- Croydon
- Croydon Localities
- Wards

#### Percentile rank of IMD score 2010 by LSOA

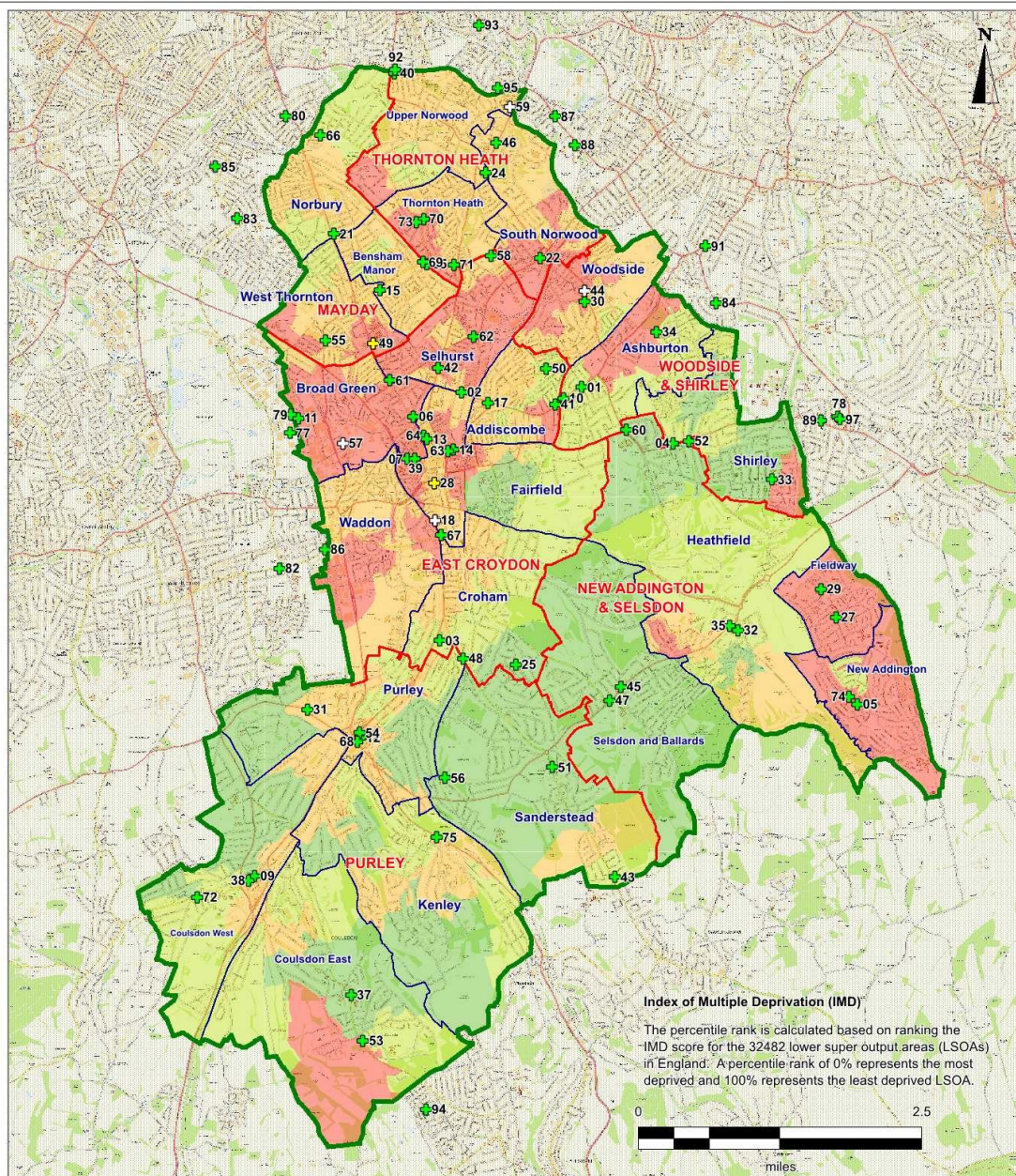
- < 25 %
- 25 to 49.9 %
- 50 to 74.9 %
- 75 to 100 %

#### Croydon Pharmacies

- |                                    |  |  |
|------------------------------------|--|--|
| 01 Addiscombe Pharmacy - CR0 7AE   | 29 Fieldway Pharmacy - CR0 9DX         | 53 Old Coulsdon Pharmacy - CR5 1EN     |
| 02 Alcom Chemist - CR0 2BZ         | 30 Fishers Chemist - SE25 5NT          | 54 Orion Pharmacy - CR8 2BP            |
| 03 Andrew Mccog Pharmacy - CR2 6ES | 31 Foxley Lane Pharmacy - CR8 3EE      | 55 Parade Pharmacy - CR0 3EW           |
| 04 Andrew Mccog Pharmacy - CR0 8TE | 32 Goldmantle Pharmacy - CR0 9AS       | 56 Riddlesdown Pharmacy - CR8 1HR      |
| 05 Aumex Pharmacy - CR0 0JD        | 33 Greenchem - CR0 8NG                 | 57 Sainsbury's Pharmacy - CR0 4XT      |
| 06 A-Z Pharmacy - CR0 2TA          | 34 Greenchem - CR0 7RA                 | 58 Sainsbury's Pharmacy - SE25 6XB     |
| 07 Barkers Chemist - CR0 1RN       | 35 Harris Chemist Ltd - CR2 8JU        | 59 Sainsbury's Pharmacy - SE19 3RW     |
| 08 Boots UK Limited - CR5 2ND      | 37 Holmes Pharmacy - CR0 1EH           | 60 Shirley Pharmacy - CR0 9SS          |
| 09 Boots UK Limited - CR0 6RD      | 38 Infohealth Pharmacy - CR5 2RA       | 61 Shivas Pharmacy - CR0 2TG           |
| 10 Boots UK Limited - CR0 4YJ      | 39 Kent Chemist - CR0 1RB              | 62 Smart City Pharmacy - SE25 5QF      |
| 11 Boots UK Limited - CR8 2AF      | 40 Klub Pharmacy Ltd - SE19 3NG        | 63 St Clare Chemist - CR0 1LG          |
| 12 Boots UK Limited - CR9 1SN      | 41 Larchwood Pharmacy - CR0 6RB        | 64 Superdrug Pharmacy - CR0 1US        |
| 13 Boots UK Limited - CR0 1LD      | 42 Lloyd George Pharmacy - CR0 2JG     | 65 Superdrug Pharmacy - CR7 7JG        |
| 14 Boots UK Limited - CR0 1LD      | 43 Lloyds Pharmacy - CR2 9BY           | 66 Superdrug Pharmacy - SW16 3LU       |
| 15 Brigstock Pharmacy - CR7 7JN    | 44 Lloyds Pharmacy - SE25 4PT          | 67 Swan Pharmacy - CR0 1BJ             |
| 16 Croychem Ltd - CR0 6AA          | 45 Lloyds Pharmacy - CR2 8LH           | 68 Tesco Stores Limited - CR8 2HA      |
| 17 Croychem Ltd - CR0 1DP          | 46 Lloyds Pharmacy - SE19 2NT          | 69 Tesco Stores Limited - CR7 8RX      |
| 18 Croydon Pharmacy - SW16 4DT     | 47 Lloyds Pharmacy - CR2 8LG           | 70 Thompsons Chemist - CR7 8JF         |
| 19 Day Lewis Pharmacy - SE25 6EP   | 48 Makepeace & Jackson - CR2 0PH       | 71 Thornton Heath Pharmacy - CR7 8RU   |
| 20 Day Lewis Pharmacy - SE25 6DP   | 49 Mayday Community Pharmacy - CR7 7HQ | 72 Valley Pharmacy - CR5 3BR           |
| 21 Day Lewis Pharmacy - CR2 0EJ    | 50 Medibank Pharmacy - CR0 6HE         | 73 Wilkes Chemist - CR7 8LZ            |
| 22 Day Lewis Pharmacy - CR7 7HQ    | 51 Medipharm - CR2 9LA                 | 74 Your Local Boots Pharmacy - CR0 0JB |
| 23 Dougans Chemist - CR0 0QF       | 52 Mona Pharmacy Ltd - CR0 8BJ         | 75 Zina Chemist - CR8 5AA              |
| 24 Fairview Pharmacy - CR9 1PJ     |  |  |

#### Out of area pharmacies within 0.5 miles of the border

- |                                 |                                  |                                |
|---------------------------------|----------------------------------|--------------------------------|
| 77 Asda - CR0 4XS               | 84 Elmers Pharmacy - BR3 3DY     | 91 Macks Pharmacy - BR3 3HN    |
| 78 Boots - BR4 0PU              | 85 Fairlight Pharmacy - SW16 5HX | 92 Pascoe Pharmacy - SE27 0QT  |
| 79 Boots - CR0 4                | 86 Glory Chemist - CR0 4NH       | 93 Paxton Pharmacy - SE19 1QS  |
| 80 Copes Pharmacy - SW16 3QQ    | 87 Hamlet Pharmacy - SE19 2AS    | 94 Paydens - CR3 5XL           |
| 82 Day Lewis Pharmacy - SM6 9DF | 88 Kamsons Pharmacy - SE20 8AJ   | 95 Seagrove Chemist - SE19 1TQ |
| 83 Eagle Pharmacy - SW16 4TF    | 89 Lloyds Pharmacy - BR4 0ND     | 97 Westchem Pharmacy - BR4 0PX |





## Pharmaceutical Needs Assessment

### Map 5: Pharmacies - Open Saturdays until 5pm or later

#### Legend

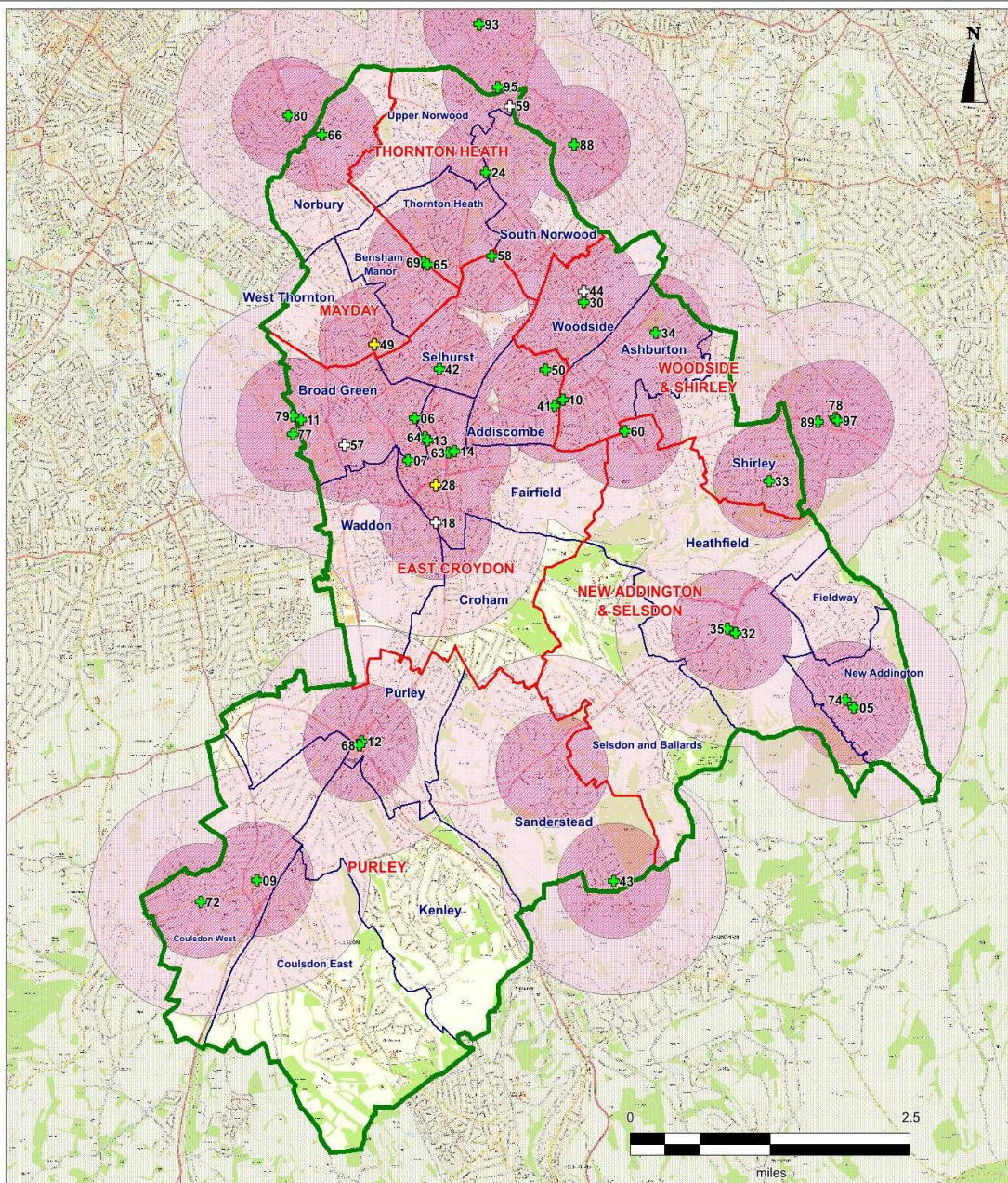
- + Pharmacies open Saturdays until 5pm or later
- + 100 Hour Pharmacies open Saturdays until 5pm or later
- + LPS Pharmacies open Saturdays until 5pm or later
- Croydon
- Croydon Localities
- Wards

#### Croydon Pharmacies

05 Aumex Pharmacy - CR0 0JD	42 Lloyd George Pharmacy - CR0 2JG
06 A-Z Pharmacy - CR0 2TA	43 Lloyds Pharmacy - CR2 9BY
07 Barkers Chemist - CR0 1RN	44 Lloyds Pharmacy - SE25 4PT
09 Boots Uk Limited - CR5 2ND	49 Mayday Community Pharmacy - CR7 7HQ
10 Boots Uk Limited - CR0 6RD	50 Medibank Pharmacy - CR0 6HE
11 Boots Uk Limited - CR0 4YJ	57 Sainsbury's Pharmacy - CR0 4XT
12 Boots Uk Limited - CR8 2AF	58 Sainsbury's Pharmacy - SE25 6XB
13 Boots Uk Limited - CR9 1SN	59 Sainsbury's Pharmacy - SE19 3RW
14 Boots Uk Limited - CR0 1LD	60 Shirley Pharmacy - CR0 8SS
18 Croydon Pharmacy - CR0 1DP	63 St Clare Chemist - CR0 1LG
24 Day Lewis Pharmacy - SE25 6DP	64 Superdrug Pharmacy - CR0 1US
28 Fairview Pharmacy - CR9 1PJ	65 Superdrug Pharmacy - CR7 7JG
30 Fishers Chemist - SE25 5NT	66 Superdrug Pharmacy - SW16 3LU
32 Goldmantle Pharmacy - CR0 9AS	68 Tesco Stores Limited - CR8 2HA
33 Greenchem - CR0 8NG	69 Tesco Stores Limited - CR7 8RX
34 Greenchem - CR0 7RA	72 Valley Pharmacy - CR5 3BR
35 Harris Chemist Ltd - CR2 8JJ	74 Your Local Boots Pharmacy - CR0 0JB
41 Larchwood Pharmacy - CR0 6RB	

#### Out of area Pharmacies within 0.5 miles of the border

77 Asda - CR0 4XS	89 Lloyds Pharmacy - BR4 0ND
78 Boots - BR4 0PU	93 Paxton Pharmacy - SE19 1QS
79 Boots - CR0 4	95 Seagrove Chemist - SE19 1TQ
80 Copes Pharmacy - SW16 3QQ	97 Westchem Pharmacy - BR4 0PX
88 Kamsons Pharmacy - SE20 8AJ	





## Pharmaceutical Needs Assessment

### Map 6: Pharmacies - Open Saturdays until 7pm or later

#### Legend

- + Pharmacies open Saturdays until 7pm or later
- + 100 Hour Pharmacies open Saturdays until 7pm or later
- + LPS Pharmacies open Saturdays until 7pm or later

#### Distance Buffers

- 0.5 mile
- 1 mile

Croydon

Croydon Localities

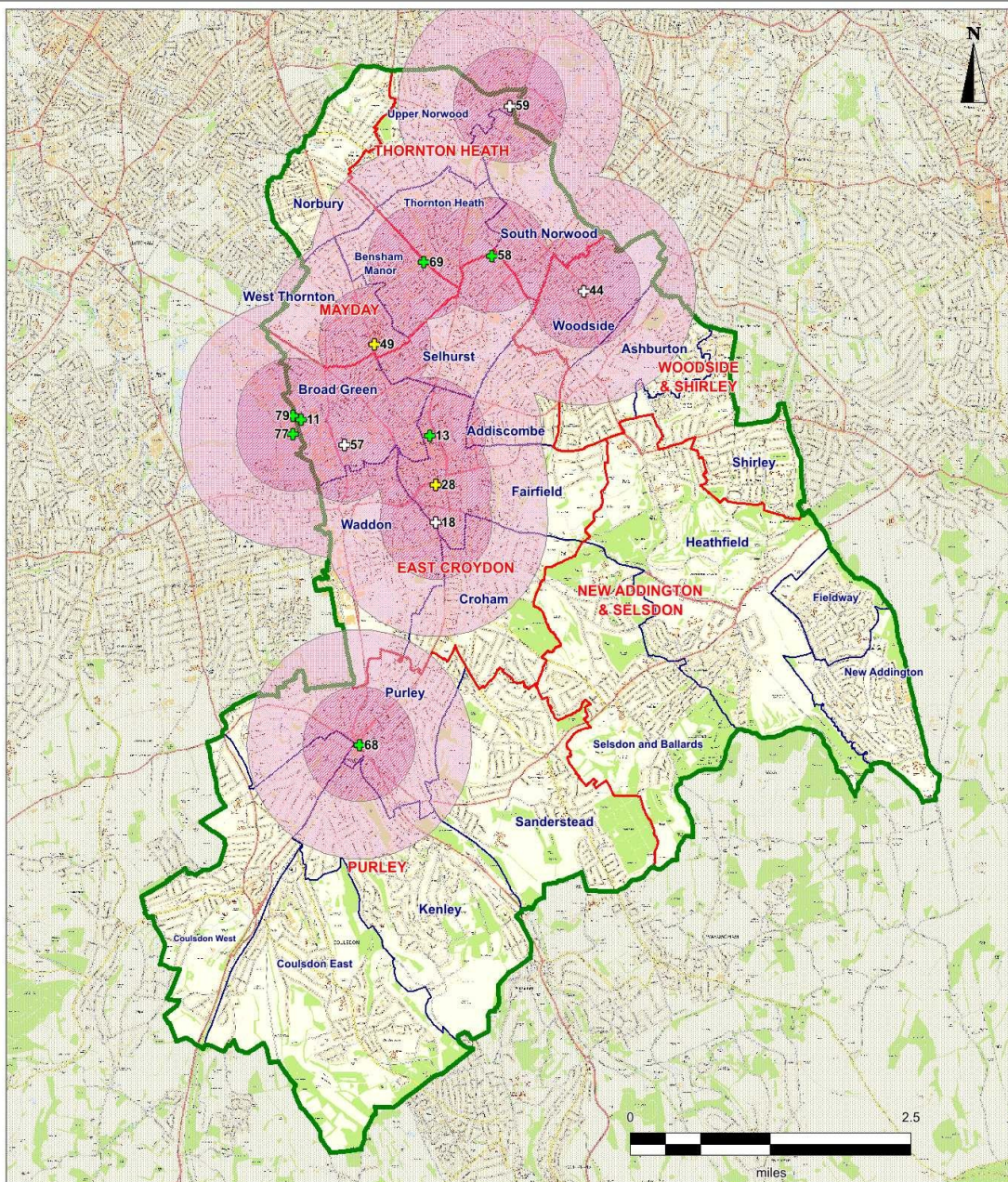
Wards

#### Croydon Pharmacies

11 Boots Uk Limited - CR0 4YJ  
 13 Boots Uk Limited - CR9 1SN  
 18 Croydon Pharmacy - CR0 1DP  
 28 Fairview Pharmacy - CR9 1PJ  
 44 Loyds Pharmacy - SE25 4PT  
 49 Mayday Community Pharmacy - CR7 7HQ  
 57 Sainsbury's Pharmacy - CR0 4XT  
 58 Sainsbury's Pharmacy - SE25 6XB  
 59 Sainsbury's Pharmacy - SE19 3RW  
 68 Tesco Stores Limited - CR8 2HA  
 69 Tesco Stores Limited - CR7 8RX

#### Out of area Pharmacies within 0.5 miles of the border

77 Asda - CR0 4XS  
 79 Boots - CR0 4





## Pharmaceutical Needs Assessment Map 7: Pharmacies - Open Sundays

### Legend

- + Pharmacies open Sundays
- + 100 Hour Pharmacies open Sundays
- + LPS Pharmacies open Sundays

- Croydon
- Croydon Localities
- Wards

#### Distance Buffers

- 0.5 mile
- 1 mile

#### Percentile rank of IMD score 2010 by LSOA

- < 25 %
- 25 to 49.9 %
- 50 to 74.9 %
- 75 to 100 %

#### Croydon Pharmacies

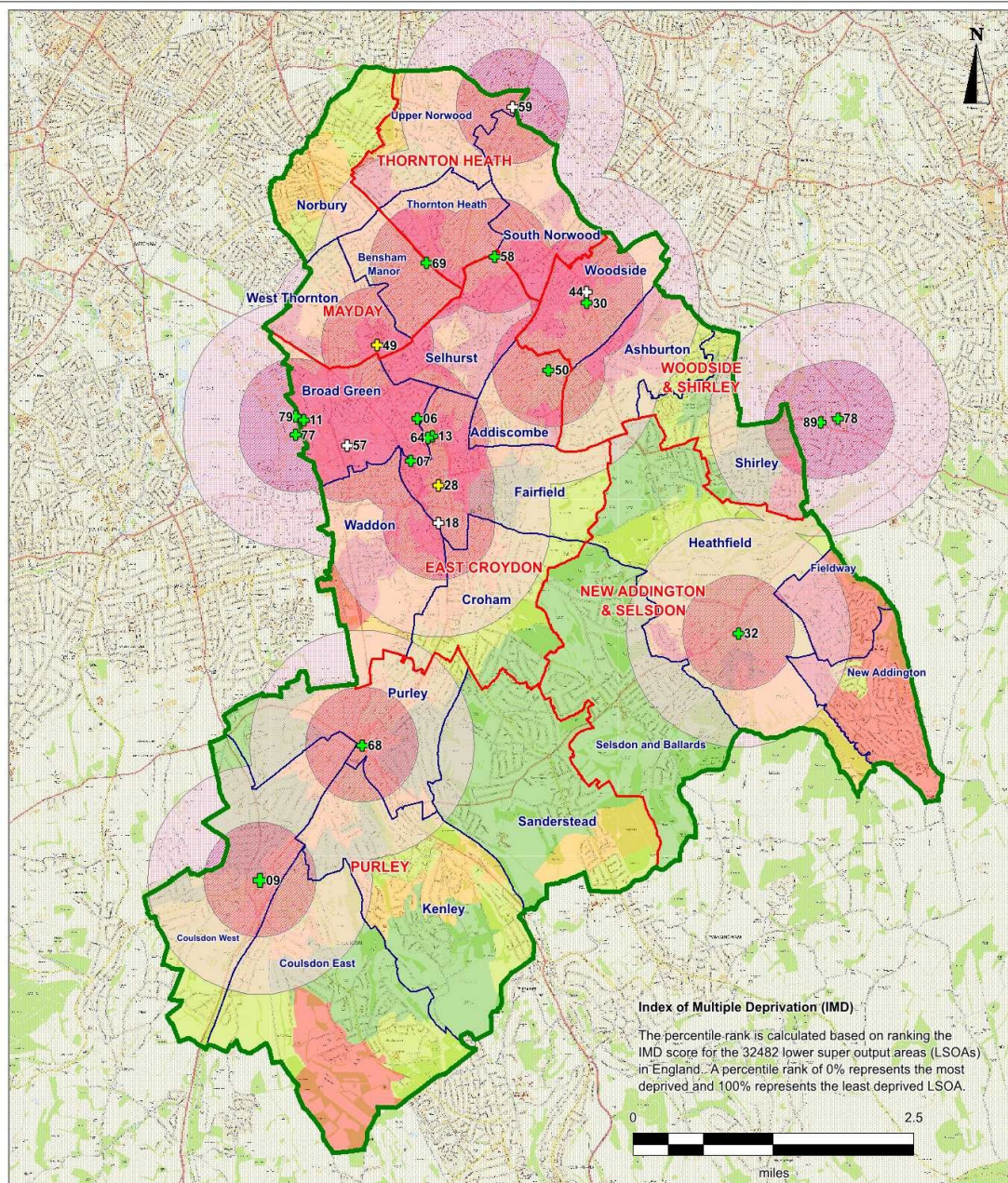
06 A-Z Pharmacy - CR0 2TA  
07 Barkers Chemist - CR0 1RN  
09 Boots Uk Limited - CR5 2ND  
11 Boots Uk Limited - CR0 4YJ  
13 Boots Uk Limited - CR9 1SN  
18 Croydon Pharmacy - CR0 1DP  
28 Fairview Pharmacy - CR9 1PJ  
30 Fishers Chemist - SE25 5NT  
32 Goldmantle Pharmacy - CR0 9AS

44 Lloyds Pharmacy - SE25 4PT  
49 Mayday Community Pharmacy - CR7 7HQ  
50 Medibank Pharmacy - CR0 6HE  
57 Sainsbury's Pharmacy - CR0 4XT  
58 Sainsbury's Pharmacy - SE25 6XB  
59 Sainsbury's Pharmacy - SE19 3RW  
64 Superdrug Pharmacy - CR0 1US  
68 Tesco Stores Limited - CR8 2HA  
69 Tesco Stores Limited - CR7 8RX

#### Out of area Pharmacies within 0.5 miles of the border

77 Asda - CR0 4XS  
78 Boots - BR4 0PU

79 Boots - CR0 4  
89 Lloyds Pharmacy - BR4 0ND





## 3.2.1 Essential Services

### 3.2.1.3 Dispensing

#### Overview

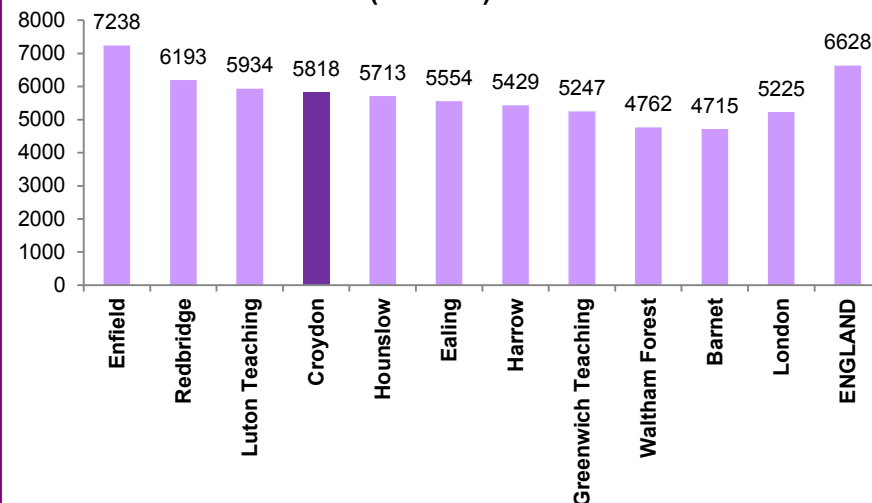
In our review of dispensing we have looked at a number of factors:

- The pattern of dispensing. This includes a high level comparison with our ONS comparators together with a more detailed look at Croydon
- The extent to which the dispensing needs of our residents are met by pharmacies in neighbouring areas
- The role of repeat dispensing and electronic prescription services
- The future capacity of our pharmacies to continue to meet pharmaceutical need

#### Current Picture

- The graph, on the right, compares the **average** pharmacy dispensing rate in Croydon with our ONS comparators and the London and England average. The data (which includes all prescriptions dispensed by Croydon pharmacies, not just those issued by Croydon GPs) demonstrate that the dispensing rate for Croydon pharmacies is higher than many of our comparators and the London average; but below the England average
- A detailed review of the total number of items dispensed against prescriptions written by Croydon GPs has been undertaken in order to identify where these were either dispensed or personally administered by a GP surgery (e.g. injections):
  - The total number of items dispensed was 5,299,265 (Mar 2013 - Feb 2014)
  - In total 3,619 organisations either dispensed, or personally administered, one more items
  - 90% of these items were dispensed by Croydon pharmacies
  - 10% were either dispensed by pharmacies outside of the area or were personally administered by a GP surgeries
- The table on the right, demonstrates significant variation in dispensing rates between localities, although there is generally a correlation with the number of pharmacies per 100,000. Woodside & Shirley, which has the lowest number of pharmacies per 100,000 has a higher rate than all ONS comparators (apart from Enfield) and the London & England average

Average monthly prescriptions per pharmacy (2012/13)



Health & Social Care Information Centre, General Pharmaceutical Services, England, 2012/13

Locality	No. of Pharmacies	Items Dispensed	% Total Items	Annual Items / Pharmacy	Items / Pharmacy / Month
1. Mayday	10	766,958	16%	76,696	6,391
2. Thornton Heath	9	485,725	10%	53,969	4,497
3. Woodside & Shirley	7	579,214	12%	82,745	6,895
4. New Addington & Selsdon	11	761,426	16%	69,221	5,768
5. Purley	15	914,550	19%	60,970	5,081
6. East Croydon	23	1,244,091	26%	54,091	4,508
Total	75	4,751,964	100%	63,360	5,280



## 3.2.1 Essential Services

### 3.2.1.3 Dispensing (continued...)

#### Cross Border Dispensing

- The table on the right provides an overview of cross-border dispensing and includes the 'top 20' pharmacies and DACs which have dispensed the most items against prescriptions written by Croydon GPs
- Cross border dispensing is important in that it serves to improve access to pharmaceutical services, particularly for those residents who live close to the borders with other Health & Wellbeing Board areas, or for those who choose to get their prescription dispensed closer to their place of work or via an internet pharmacy

#### Repeat Dispensing

- Repeat dispensing allows patients, who have been issued with a repeatable prescription, to collect their repeat medication from pharmacy without having to request a new prescription from their GP
- Benefits of repeat dispensing include:
  - Reduced GP practice workload, freeing up time for clinical activities
  - Greater predictability in workload for pharmacies which facilitates the delivery of a wider range of pharmaceutical services
  - Reduced waste as pharmacies only dispense medicines which are needed
  - Greater convenience for patients
- Repeat dispensing rates have increased over the last 5 years, but they remain low in that only 5.6% items (March 2014) were attributable to repeat dispensing. The average for the year was 3.9%

#### Electronic Prescription Services

- EPS allows for the electronic transfer of prescriptions to a patient's chosen pharmacy. The system is more efficient and reduces errors; it can reduce trips for patients between the GP surgery and pharmacy
- NHS England lead on EPS with support from the CCG
- Croydon has one of the highest number of GP practices, within London, with EPS software activated and ready to use

#### Summary of Cross Border Dispensing (All Items)

HWB Area	Pharmacy Name	Post Code	No. of Items	% Total
Lambeth	Seagrove Chemist	SE19 1TQ	51,753	0.98%
	Westbury Chemist	SW16 1BS		
	Sainsbury's Pharmacy	SW16 3PY		
Bromley	Boots the Chemist	BR1 1DN	36,504	0.69%
	Lloyds Pharmacy	BR4 0ND		
	Boots the Chemist	BR4 0PU		
	Coney Hall Pharmacy	BR4 9JB		
	TT Pharmacy	SE20 7YZ		
Surrey	Boots the Chemist	CR3 6RT	23,368	0.44%
	Sainsbury's Pharmacy	CR6 9DY		
	Lloyds Pharmacy	CR6 9NA		
Wandsworth	Healthchem	SW11 3AW	12,150	0.23%
	Salts Medilink*	SW18 4SX		
Others	Pharmacy Plus	BS5 6NR	58,765	1.11%
	Walworth Pharmacy	SE17 1JJ		
	Charter Health Care	PE2 6BJ		
	Securicare Medical Supplies	HP10 9QY		
	Makepeace Pharmacy	SE26 4RS		
	North West Ostomy Supplies	M28 3PT		
	Eagle Chemist	SW16 4TR		

#### Note on table above

- A total of 3,619 organisations either dispensed or personally administered one or more items written on prescriptions issued by Croydon GPs
- Croydon pharmacies and DAC dispensed 90% of the items
- The remaining 10% were either dispensed out of the area or were personally administered by a GP surgery
- Salts Medilink has relocated to another area, which is distant from Croydon



### 3.2.1 Essential Services

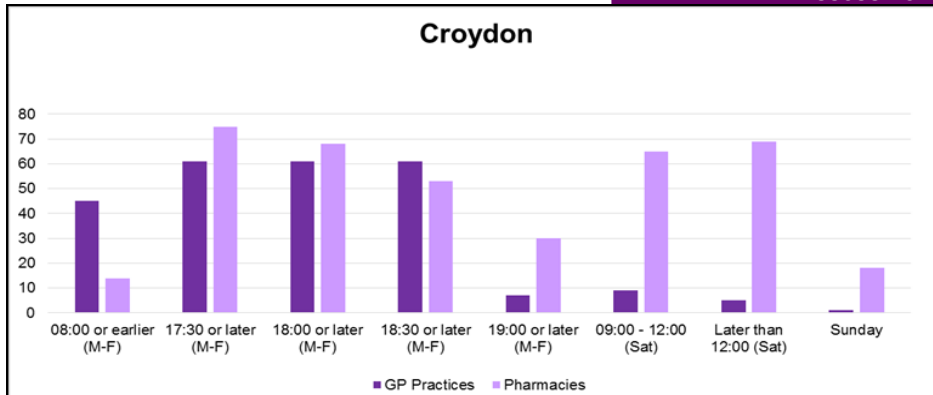
#### 3.2.1.3 Dispensing (Continued...)

##### Alignment with Other NHS services

- An important pharmaceutical need is for residents to get timely access to dispensing. This is critical for medicines which need to be started urgently e.g. palliative care medicines
- We therefore looked at pharmacy opening hours in the context of GP opening hours and other NHS services

##### Current Picture

- GP core hours are 8am – 6:30pm on Mondays to Fridays; in addition some GP practices open for extended hours
- The graph on the right demonstrates that within Croydon, there is always a pharmacy open when a GP surgery is open (based on reception opening hours); and the graphs on the next page illustrate that this is the case for all localities. This means that residents will always be able to get a prescription dispensed, within the locality within which they have seen their GP
- However, at certain times of the day access to, and choice of, pharmacy is more limited. This is particularly the case in the mornings at 8am or earlier; and in the evenings at 18:30 or later. At these times, residents may have to travel further to get a prescription dispensed or wait until their regular pharmacy opens
- Patients may access services from the following providers during extended hours (all available 365 days a year):
  - Minor Injuries Units based at Purley War Memorial Hospital (Purley) & Parkway Health Centre (New Addington) between 2pm – 8pm every day
  - The GP-Led Health Centre and Walk-In Centre based at Edridge Road (Fairfield) between 8am and 8pm
  - The GP Out of Hours Service, based at Croydon University Hospital (Mayday)
  - The Urgent Care Centre & Accident and Emergency Department, at Croydon University Hospital (Mayday), which open 24 hours a day
  - All of these providers stock medicines which can be issued to patients. However, FP10 prescriptions may be used if a non-stock medicine is required, in which case, patients may be able to access the out of hours service provided by Mayday Community Pharmacy (see section 3.2.1.2)



##### Insights from our Public Survey

- In our survey, we asked residents if they had seen an emergency doctor in the out of hours period and not been able to get a prescription dispensed because a pharmacy was closed
- Only 8% of respondents had experienced this; 68% said they had had no problems; 24% said “not relevant” or “can’t remember”
- Weekday evenings after 5pm and Sundays were the most common times when problems were experienced (noting that this information needs to be viewed with caution due to the low number of respondents)

##### Pharmacy Urgent Repeat Medication (PURM) Service

- In December 2014, NHS England launched a Pharmacy Urgent Repeat Medication service. This is a pilot scheme which will run until April 2015
- NHS 111 refers people directly to pharmacies when they need an emergency supply of medicines. The aim is to reduce pressure on GP appointments and unscheduled care services at times of high demand

##### The Future

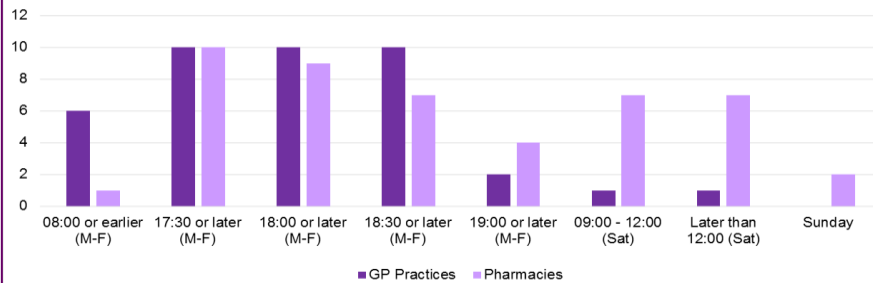
- If Croydon GPs move to a 7 day a week service, the current pattern of pharmacy opening hours is unlikely to be sufficient to meet pharmaceutical needs, in terms of timely access to dispensing
- The PURM service potentially plays a valuable role in improving access to medicines. *If the evaluation of the pilot demonstrates value for money and reduced pressure on GP and unscheduled care services, we would consider a wider roll-out, alongside other priorities, when determining our commissioning intentions*



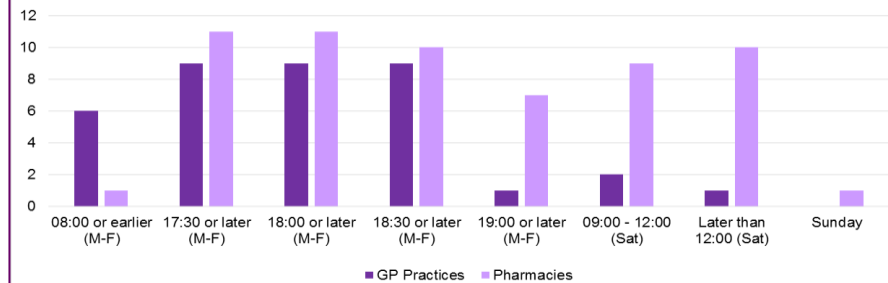
## 3.2.1 Essential Services

### 3.2.1.3 Dispensing (Continued...)

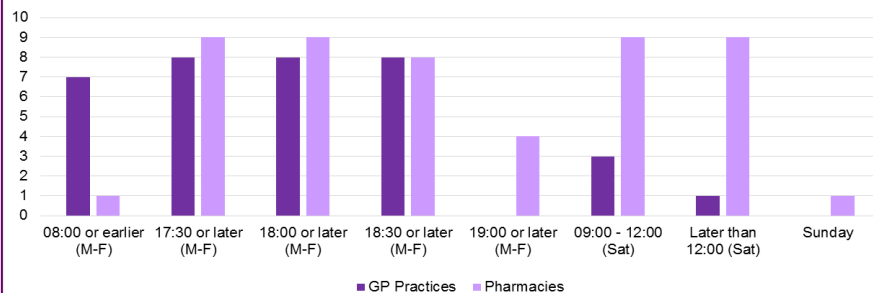
Mayday Locality



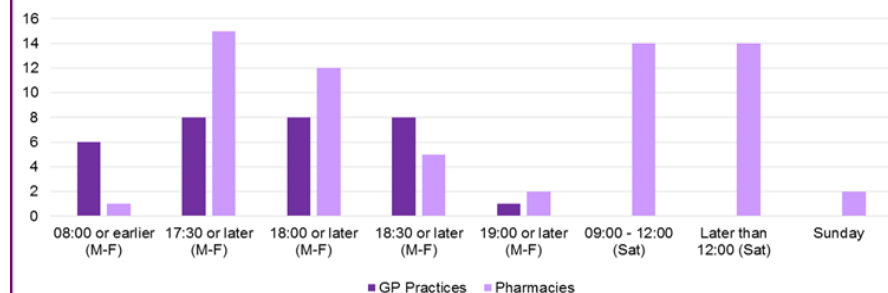
New Addington & Selsdon Locality



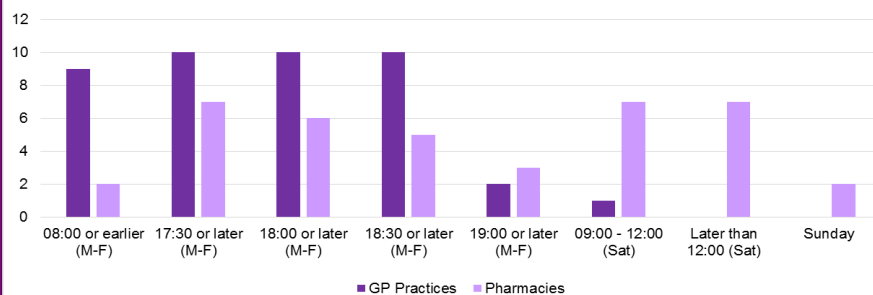
Thornton Heath Locality



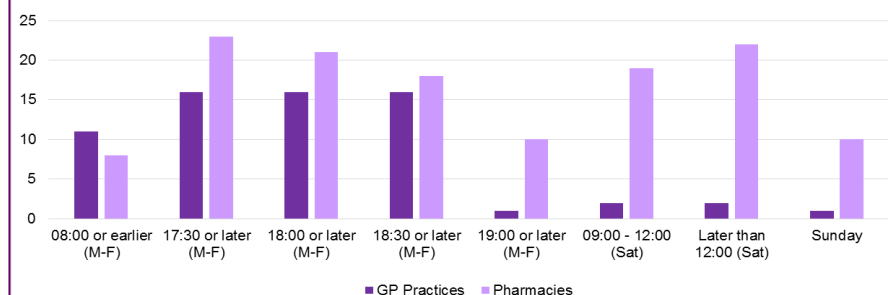
Purley Locality



Woodside & Shirley Locality



East Croydon Locality





## 3.2.1 Essential Services

### 3.2.1.4 Access & Support for those with Disabilities

#### Overview

- A key consideration, is the extent to which a pharmacy has taken action to meet the needs of those with a disability
- This was explored in our community pharmacy questionnaire and our online public survey

#### Current Picture

- The table (on the right) summarise the findings from our community pharmacy questionnaire at locality level and ward level

#### Wheelchair access

- 91% (67/74) pharmacies are fully accessible to wheel chairs
- All localities, apart from Thornton Heath, have one or more pharmacy which are not fully accessible to wheelchairs. However, this does not impact significantly upon choice

#### Support for People with Hearing Impairment

- 55% (41/74) offer support which aids communication with those who are hearing impaired:
  - 30% (22/74) pharmacies have hearing loops
  - 20% (15/74) have a member of staff who is able to use sign language
  - 2.7% (2/74) have both
- Access and choice for people with hearing impairment is more limited in both the Purley and New Addington & Selsdon localities where only two and three pharmacies respectively offer support for people with hearing impairment

#### Support for People with Visual Impairment or who are Blind

- 85% (63/74) offer support, where this is requested:
  - 15% (11/74) pharmacies provide labels with Braille;
  - 80% (59/74) pharmacies provide large print labels
  - Other support includes supply of magnifying lenses (5/74); monitored dosage systems (3/74); "talking" labels (2/74)
  - 11% (8/74) pharmacies provide a combination of the above
- 4 Localities have between one and four pharmacies which don't provide any support for visual impairment

#### Consultations in patients' homes

- 38 (51%) pharmacies undertake consultations in patients homes

### Community Pharmacy Survey Findings

Locality	Ward	Wheel chair Access	Hearing Impairment		Visual Impairment / Blindness	
			Hearing Loop	Signing	Braille on labels	Large print labels
1. Mayday	Bensham Manor	2	1	0	0	1
	Norbury	3	1	1	0	3
	West Thornton	4	1	0	0	4
2. Thornton Heath	South Norwood	1	1	0	0	2
	Thornton Heath	4	1	1	0	4
	Upper Norwood	2	1	0	0	3
3. Woodside & Shirley	Ashburton	3	1	0	0	3
	Shirley	2	0	1	0	2
	Woodside	2	2	0	0	1
4. New Addington & Selsdon	Fieldway	2	1	1	1	0
	Heathfield*	3	0	0	1	2
	New Addington	2	1	0	0	2
	Selsdon & Ballards	3	2	1	2	4
5. Purley	Coulsdon East	2	0	1	1	1
	Coulsdon West	1	0	2	1	1
	Kenley	3	0	1	1	4
	Purley	4	2	0	0	2
	Sanderstead	3	1	2	3	8
6. East Croydon	Addiscombe	3	0	0	1	5
	Broad Green	5	2	0	0	1
	Croham	0	0	1	1	1
	Fairfield	8	4	2	0	2
	Selhurst	5	0	1	0	1
Total		67	22	15	12	57
% Total (based on 74 pharmacies*)		91%	30%	20%	16%	77%

\* Results exclude Shirley Pharmacy which did not respond to the questionnaire

The results of the public survey are summarised on the next page

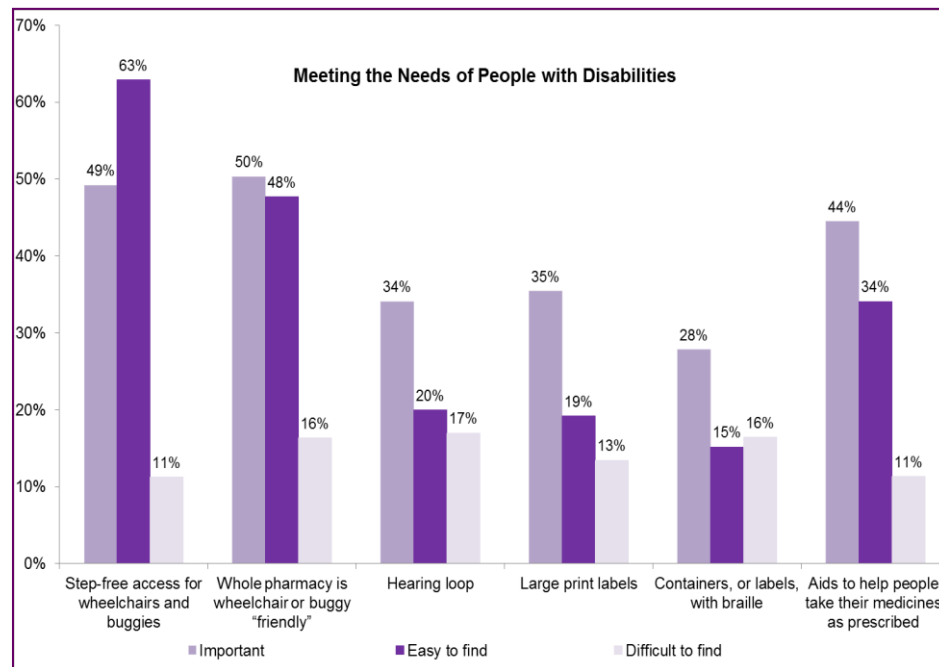


## 3.2.1 Essential Services

### 3.2.1.4 Access & Support for those with Disabilities (cont...)

#### Insights from our Public Survey

- In order to understand how our pharmacies meet the specific needs of our residents we asked *how important the following factors were*:
    - Step-free access to the pharmacy (to facilitate access for wheel chair users and people with buggies)
    - The pharmacy as whole being wheel chair or buggy friendly
    - A hearing loop (to facilitate communication for people with hearing impairment)
    - Provision of large print labels (to support people with visual impairment with identifying their medicines and taking the correct dose)
    - Provision of containers, or labels, with braille (to support people who are blind with identifying their medicines and taking the correct dose)
    - Aids to help people take their medicines as provided e.g. reminder charts or multi-compartment containers (to support people with cognitive impairment and those on complex medication regimens with taking their medicines as provided)
  - Respondents who identified a factor as being important were then asked how easy it was to find a pharmacy (response elements included: very easy; easy; neither easy nor difficult; difficult; very difficult; don't know)
  - The graph on the right-hand side summarises the findings. It demonstrates that some respondents find it difficult to find a pharmacy which can provide support with their disability – this applies to support for people with physical, sensory and
- Pharmacies are required to make reasonable adjustments to support the needs of those with protected characteristics under the Equality Act 2010
  - They receive a payment as a contribution towards providing auxiliary aids, for people eligible under the Equality Act 2010, who require support with taking their medicines



#### Opportunities to Secure Improvements

- Our community pharmacy questionnaire, together with insights from the public survey, demonstrate that some pharmacies have taken steps to support people with disabilities particularly with respect to:
  - Ensuring all public areas of the pharmacy are wheelchair & buggy friendly
  - Providing appropriate facilities and support for people with hearing impairment
  - Providing large print labels to support the visually impaired
  - Introducing simple measures e.g. reminder charts to help people take their medicines as prescribed
  - Offering consultations in patients' homes will improve access to pharmacy services to those who are less able to get to a pharmacy
- We would like to see more pharmacies following this lead; and anticipate that the community pharmacy questionnaire will continue to provide valuable insights into the needs of our residents.

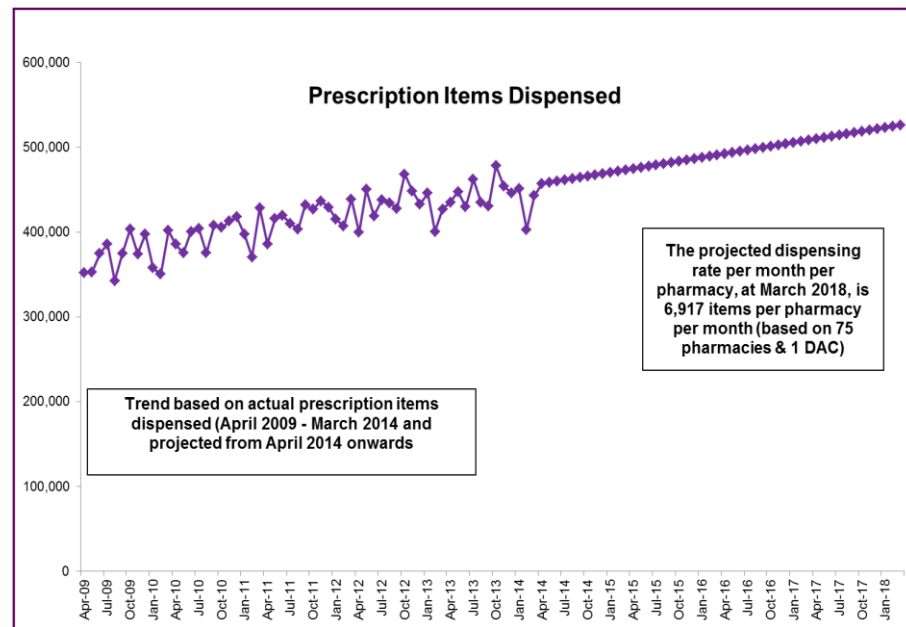


## 3.2.1 Essential Services

### 3.2.1.5 Future capacity

#### Future Capacity

- The pattern and growth in prescribing is of relevance to the future dispensing capacity of Croydon pharmacies. The graph on the right plots the number of items dispensed per month, between April 2009 and March 2014 and projected through to March 2018
- The graph illustrates that the trend is for the volume of items to continue to increase. Assuming that the number of pharmacies & DAC remains constant, the average number of items per month has been estimated to be 6,917 per pharmacy per month. This dispensing rate is higher than the **current** England and London averages, and all of our ONS Comparators, with the exception of Enfield
- Whilst there are the following limitations with the analysis, it provides a guide to the future dispensing capacity of pharmacies:
  - The items data doesn't include prescriptions issued by out of area GPs and other prescribers e.g. dentists, hospital FP10s etc
  - We have assumed that the proportion of cross border dispensing and personally administered items by GP practices will remain at 10%
  - It doesn't allow for changes in prescribing patterns which may arise as a result of changes in evidence, guidelines, local demography etc



Prescription Pricing Division; Electronic Prescribing & Cost Data for NHS Croydon CCG;

#### Other NHS Services

##### Croydon University Hospital

- There is an in-house dispensary which supplies medicines to inpatients and at discharge. Out-patient dispensing has been outsourced to an external pharmacy, under a local arrangement, which does not fall within NHS Pharmaceutical Services
- The Emergency (A&E) department sometimes issues FP10s out of hours

##### Croydon Community Services

- FP10s are issued by outpatients at the Purley Hospital site; and by some community practitioners. There are no plans to change the arrangements

##### South London & Maudsley Mental Health Trust

- FP10s issued by community teams including CAMHS, addictions and older adult services. There are no plans to change the arrangements

#### Housing and Commercial Developments

*Croydon is currently undergoing a programme of significant economic, housing & commercial development which will impact upon the population size and demographic profile of the area. These developments will impact upon future NHS Pharmaceutical Services*

*This is explored in more detail on pages 44 - 48*



## 3.2.1 Essential Services

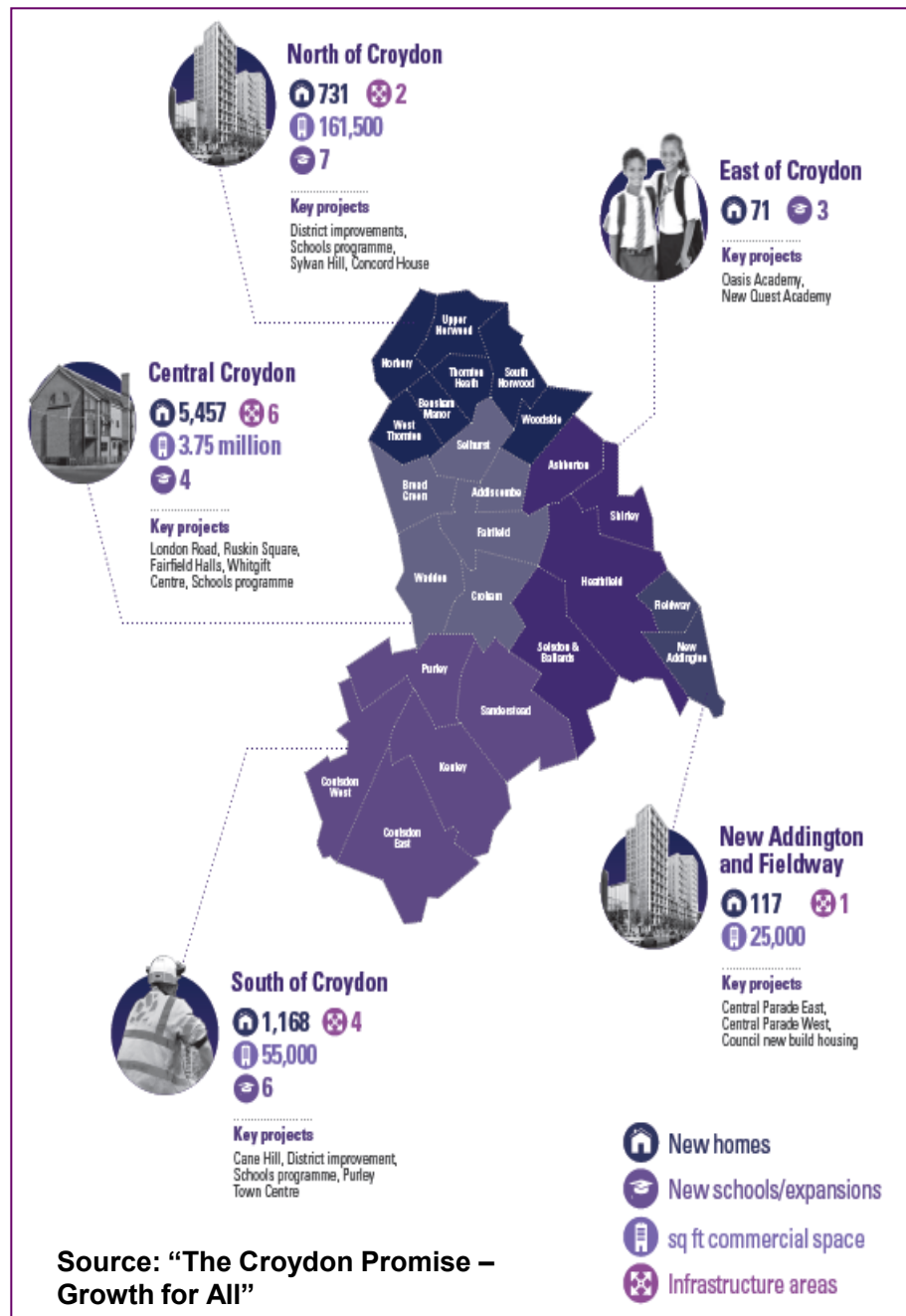
### 3.2.1.3 Future capacity (cont...)

#### Overview - Croydon in the Future

- Two key publications set out the vision for Croydon (which is summarised in the box below):
  - “Croydon Economic Development Plan 2013 – 2018”
  - “The Croydon Promise – Growth for All” (published September 2014)
- The table, on the right, provides a flavour of the key projects which are planned in support of delivery of the vision by 2020. These will fundamentally change the population demographics within Croydon
- It should be noted that the maximum timescale of our PNA is 3 years (i.e. it will run through until the end of 2018) and that many of the housing and commercial developments are subject to planning permission. This presents a challenge with respect to determining the future impact for NHS Pharmaceutical Services
- To address this, we have projected the population of our wards and localities through until the end of 2018 and made an assessment of the impact upon the distribution of pharmacies compared with our ONS comparators (see page 45 - 48). We will keep developments under review with a view to updating our

#### The Vision – Croydon in 2020

- 16,000 new jobs will have been created within a growing economy
- 9,500 homes will have been built, or will be in the process of being built
- Within the metropolitan centre, the Whitgift redevelopment (one of Europe’s largest shopping malls) will be open and a new ‘cultural quarter’ including the modernisation of Fairfield Halls
- New offices will be focused around the East Croydon area
- The redevelopment of East Croydon station will be underway which will improve access between Central London, Gatwick and the South East
- An internationally recognised university will facilitate Croydon becoming a hub for learning
- Genuine alternatives to the private car, including train, tram, bus, bicycle or foot, will change the way people move around





## 3.2.1 Essential Services

### 3.2.1.3 Future capacity (cont...)

Locality	Ward	IMD Rank*	Pharmacies	Pharmacies by locality	Population (2014)	Pharmacies per 100,000 population (2014)	Locality Pharmacies / 100,000 Population (2014)	Projected Population (2018)	Pharmacies / 100,000 population (projected)	Locality Pharmacies / 100,000 Projected Population 2018)	Difference by Locality
1. Mayday	Bensham Manor	13	2	10	16481	12.1	19.5	16716	12.0	19.1	-0.3
	Norbury	15	4		16985	23.6		17302	23.1		
	West Thornton	10	4		17878	22.4		18240	21.9		
2. Thornton Heath	South Norwood	5	2	9	16833	11.9	17.9	17164	11.7	17.6	-0.3
	Thornton Heath	6	4		16809	23.8		17045	23.5		
	Upper Norwood	9	3		16503	18.2		16896	17.8		
3. Woodside & Shirley	Ashburton	11	3	7	15055	19.9	15.0	15269	19.6	14.8	-0.2
	Shirley	17	2		14602	13.7		14810	13.5		
	Woodside	8	2		17029	11.7		17275	11.6		
4. New Addington & Selsdon	Fieldway	1	2	11	11771	17.0	22.6	11975	16.7	21.8	-0.8
	Heathfield	18	4		13538	29.5		14052	28.5		
	New Addington	2	2		11167	17.9		11818	16.9		
	Selsdon & Ballards	24	3		12124	24.7		12513	24.0		
5. Purley	Coulsdon East	21	2	15	12600	15.9	21.3	13089	15.3	20.5	-0.7
	Coulsdon West	22	3		14007	21.4		14516	20.7		
	Kenley	20	3		15489	19.4		16039	18.7		
	Purley	19	4		15341	26.1		15941	25.1		
	Sanderstead	23	3		13104	22.9		13528	22.2		
6. East Croydon	Addiscombe	14	3	23	17564	17.1	20.9	18730	16.0	19.6	-1.3
	Broad Green	3	5		19705	25.4		21051	23.8		
	Croham	16	2		16115	12.4		16628	12.0		
	Fairfield	12	8		20484	39.1		23758	33.7		
	Selhurst	4	5		18443	27.1		18912	26.4		
	Waddon	7	0		17529	-		17995	-		
Total			75		377156	19.9		391,262	19.2		

#### Notes

London and England averages for the number of pharmacies per 100,000 (2012/13) are 22.5 and 21.6 respectively; it is not possible to project these forward to 2018

\*IMD = Index of Multiple Deprivation (2010) where 1 is the highest rank and 24 is the lowest within Croydon; "The 5 wards ranked highest in terms of deprivation are highlighted in purple



## 3.2.1 Essential Services

### 3.2.1.3 Future capacity (cont...)

Locality	Considerations for Future Pharmaceutical Services	Implications for Pharmaceutical Needs of the Locality
Mayday	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 900 people, which would effectively decrease the number of pharmacies per 100,000 by 0.3; this would take the locality slightly further away from the current London and England averages</li> <li>The number of items dispensed per pharmacy per month is above the current Croydon and London average but just below the England average</li> <li>Access to pharmacies, during extended hours on weekdays, Saturdays and Sundays is generally good in this locality (with the exception of Norbury ward)</li> </ul>	<ul style="list-style-type: none"> <li><b>Potential current &amp; future gap in pharmaceutical needs identified</b> <ul style="list-style-type: none"> <li>The overall increase in population is relatively small and is unlikely to have a significant impact upon the ability of pharmacies to meet the pharmaceutical needs of the resident population</li> <li>Pharmacies have an option to increase the number of pharmacists employed to help meet any increases in dispensing volume; noting that 5 (50%) pharmacies regularly have two or more pharmacists on duty</li> <li>If the LPS contract, held by Mayday Community Pharmacy, is terminated there will be a gap (current and future) with respect to out of hours access to medicines as this pharmacy will revert to 'normal hours' (see page 25)</li> </ul> </li> </ul>
Thornton Heath	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 960 people, which would effectively decrease the number of pharmacies per 100,000 by 0.3; this would take the locality further away from the current London &amp; England averages, noting that South Norwood ward (ranked 5 on the IMD) already has the lowest number of pharmacies per 100,000</li> <li>The number of items dispensed per pharmacy per month is below the current Croydon, London and England averages</li> <li>Access to pharmacies, during extended hours on weekdays, Saturdays and Sundays is generally good in this locality</li> </ul>	<ul style="list-style-type: none"> <li><b>No future gaps identified</b> <ul style="list-style-type: none"> <li>The overall increase in population is relatively small and is unlikely to have a significant impact upon the ability of pharmacies to meet the pharmaceutical needs of the resident population</li> <li>Dispensing rates are below average suggesting that there is capacity within the existing network of pharmacies to meet the future dispensing needs of the resident population</li> <li>Pharmacies have the option of employing additional pharmacists to ensure there is sufficient capacity, noting that 1 (11%) pharmacy regularly has two pharmacists on duty</li> </ul> </li> </ul>
Woodside & Shirley	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 660 people, which would effectively decrease the number of pharmacies per 100,000 by 0.2; this would take the locality slightly further away from the current London and England averages, noting that this locality has the lowest number of pharmacies per 100,000 in Croydon</li> <li>The number of items dispensed per pharmacy per month is above the Croydon, London and England averages</li> <li>Access to pharmacies, during extended hours on weekdays &amp; Saturdays is good. The locality is less well served on a Sunday</li> <li>In Woodside, there is a 'pharmacy free zone' at the far end of Portland Road (before the railway bridge). However, a pharmacy opened in March 2014 in Addiscombe but is close to the border with Woodside; Woodside residents may choose to use this</li> <li>Shirley residents may choose to access pharmacies in Bromley</li> </ul>	<ul style="list-style-type: none"> <li><b>No future gaps identified</b> <ul style="list-style-type: none"> <li>The overall increase in population is small and is unlikely to have a significant impact upon the ability of pharmacies (within the locality, in neighbouring localities or neighbouring HWB areas) to meet the pharmaceutical needs of the resident population</li> <li>Dispensing rates are above average. However, pharmacies have the option of employing additional pharmacists to ensure there is sufficient capacity, noting that 3 (43%) pharmacies regularly have two or more pharmacists on duty</li> <li>There are small areas of the locality which are not as well served by pharmacies on a Sunday. However, this is not regarded as a gap as the area concerned is not densely populated and residents do not have to travel much further than a mile to access a pharmacy</li> </ul> </li> </ul>

## 3.2.1 Essential Services

### 3.2.1.3 Future capacity (cont...)

Locality	Considerations for Future Pharmaceutical Services	Implications for Pharmaceutical Needs of the Locality
<b>New Addington &amp; Selsdon</b>	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 1,750 people, which would effectively decrease the number of pharmacies by 0.8 per 100,000; this would take the locality below the current London average, but it would remain above the current &amp; projected Croydon average and above the current England average</li> <li>However, there is a lack of correlation between pharmacy services and deprivation within this locality, which will potentially get worse, particularly in New Addington and to a lesser extent in Fieldway</li> <li>The number of items dispensed per pharmacy per month is above the current Croydon and London average but below the England average</li> <li>Access to pharmacies, during extended hours on weekdays &amp; Saturdays is good. Much of the locality is not well served on a Sunday</li> <li>The draft PNAs for Surrey and Bromley indicates that their HWB are partially reliant upon pharmacies within this locality</li> </ul>	<ul style="list-style-type: none"> <li><b>Future gap identified; and current &amp; future opportunities for improvements</b> <ul style="list-style-type: none"> <li>The overall projected increase in population is potentially significant enough to impact upon the ability of pharmacies to meet the pharmaceutical needs of the resident population, particularly when limited access on Sundays and cross border flows are taken into account</li> <li>Given the high levels of deprivation in New Addington and Fieldway we have identified that there is a future gap in this locality. In the short term, <b>access may be improved through the provision of additional opening hours, particularly on a Sunday</b>. Pharmacies also have an option to increase the number of pharmacists employed to help meet any increases in the number of prescription items; noting that 3 (30%) pharmacies regularly have two or more pharmacists on duty</li> <li>In the longer term, we have identified that <b>an additional pharmacy (providing the full range of advanced, enhanced and locally commissioned services and ideally located within the more deprived New Addington ward) will be required</b> (this gap is based on the assumption that the population grows as projected)</li> </ul> </li> </ul>
<b>Purley</b>	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 2,570 people, which would effectively decrease the number of pharmacies by 0.7 per 100,000; this would take the locality slightly further away from the current London and England averages, but it would remain above Croydon's current and projected future average</li> <li>A further reduction (to just below the projected Croydon average) would be seen if the ESPLPS pharmacy ceases to be viable following return to the pharmaceutical list</li> <li>The number of items dispensed per pharmacy per month is below the current Croydon, London and England averages</li> <li>Access to pharmacies, during extended hours on weekdays, Saturday afternoons and evenings and Sundays is limited within this locality (there is only one pharmacy which opens until 10pm on weekdays and Saturdays; and only two pharmacies open on Sundays)</li> <li>The Purley minor injuries unit (MIU) opens from 2pm – 8pm every day and uses FP10 prescriptions</li> </ul>	<ul style="list-style-type: none"> <li><b>Current and future opportunities to improve access</b> <ul style="list-style-type: none"> <li>There is sufficient future capacity within the existing network of pharmacies, even if the ESPLPS pharmacy closes, to meet the estimated population growth, particularly since dispensing rates are lower than average</li> <li>Pharmacies have the option of employing additional pharmacists to provide additional capacity, if required, noting that 6 (40%) pharmacy regularly have two pharmacists on duty</li> <li>On Sundays, there are no pharmacies open between 5pm and 8pm. This means that on the infrequent occasions when people may need to use a pharmacy to access dispensing, following a consultation at the Purley MIU during this period, they have to travel more than 2 miles to do so</li> <li>Taking all this into account, we have concluded that there opportunities to <b>improve access through the provision of additional hours on weekday evenings, Saturday afternoons &amp; evenings and Sundays, in the south &amp; east of the locality</b>. This would promote more convenient access for people using the Purley MIU as well as helping to build capacity to meet future pharmaceutical needs of the locality</li> </ul> </li> </ul>



## 3.2.1 Essential Services

### 3.2.1.3 Future capacity (cont...)

Locality	Considerations for Future Pharmaceutical Services	Implications for Pharmaceutical Needs of the Locality
East Croydon	<ul style="list-style-type: none"> <li>The locality population increase is estimated as 7,230 people, which would effectively decrease the number of pharmacies per 100,000 by 1.3; this would take the locality slightly further away from the current London and England averages. However, it would remain above Croydon's current and projected future average</li> <li>There is also an ambitious plan to develop commercial space which will create a greater influx of commuters into the locality</li> <li>The number of items dispensed per pharmacy per month is below the current Croydon, London and England averages</li> <li>Access to pharmacies, during extended hours on weekdays is good; and reasonable on both Saturday afternoons &amp; evenings and Sundays. However, there is no access within one mile in small parts of Waddon, Croham and Fairfield at these times</li> <li>The LPS contract for Fairview Pharmacy, based within the Edridge Road GP Led Health Centre &amp; Walk-In Centre is being reviewed. This pharmacy opens from 8am – 8pm every day</li> </ul>	<ul style="list-style-type: none"> <li><b>Future gap in pharmaceutical need; and current &amp; future opportunities for improvements</b> <ul style="list-style-type: none"> <li>The overall projected increase in population, together with a likely growth in the number of commuters entering Croydon, is significant enough to impact upon the ability of pharmacies to meet the pharmaceutical needs of the resident population</li> <li>This capacity could be further reduced if the LPS contract (Fairview Pharmacy) is terminated by NHS England; in addition valuable access during extended hours on weekdays, Saturdays and Sundays would be lost. Whilst another pharmacy in the locality opens for extended hours, there would be a gap on Sunday mornings for people using the GP-led Health Centre and Walk-In centre</li> <li>In the short term, <b><i>the provision of additional opening hours on weekday evenings, Saturday afternoons and evenings and Sundays, would improve access in the Fairfield, Croham and Waddon wards</i></b>; Pharmacies also have an option to increase the number of pharmacists employed to help meet any increases in the number of prescription items; noting that 7 (30%) pharmacies regularly have two or more pharmacists on duty</li> <li>In the longer term, we have identified that <b><i>an additional pharmacy (providing the full range of advanced, enhanced and locally commissioned services) will be required</i></b> (this gap is based on the assumption that the population grows as projected and that commercial developments come to fruition)</li> </ul> </li> </ul>

## 3.2.1 Essential Services

### 3.2.1.4 Meeting the Needs of Specific Populations

#### Meeting the needs of those with a protected characteristic

Age	✓	<ul style="list-style-type: none"> <li>Advice and support needs to be tailored according to a patient's age. For example:               <ul style="list-style-type: none"> <li>Older people often take multiple medications and are more susceptible to side effects</li> <li>Parents may require advice on managing their child's medicines during school hours or advice on managing minor ailments</li> </ul> </li> <li>People of working age, may wish to access services outside of normal working hours e.g. on weekdays before or after work; or at weekends. 57% of pharmacies told us that they offer consultations in the work place which provides another mechanism to improve access to pharmacy services for this age group</li> </ul>
Disability	✓	<ul style="list-style-type: none"> <li>Many pharmacy users may be considered as disabled. This may include disability as a consequence of their disease as well as physical, sensory or cognitive impairment</li> <li>Pharmacies offer a range of support including:               <ul style="list-style-type: none"> <li>The provision of large print labels for those who are visually impaired</li> <li>Supply of original packs with braille or medicines labelled in braille for those who are blind</li> <li>The use of hearing loops to aid communication for those with impaired hearing</li> <li>Provision of a multi-compartment compliance aid which may help to improve adherence in those who have cognitive impairment</li> </ul> </li> <li>People with a disability may have to exercise a choice and choose a pharmacy which better addresses their needs</li> </ul>
Gender	✓	<ul style="list-style-type: none"> <li>We have identified that younger adults, particularly men, are less likely to visit pharmacies. We, therefore, need to ensure that our pharmacies maximise opportunities to target health promotion and public health interventions (e.g. alcohol &amp; smoking cessation advice and stop smoking services) at this group</li> </ul>
Race	✓	<ul style="list-style-type: none"> <li>Language may be a barrier to effectively delivering advice on taking medicines, health promotion advice and public health interventions. We have identified an opportunity to sign post patients to pharmacies where their first language is spoken</li> <li>BAME communities are exposed to a range of health challenges from low birth rate and infant mortality through to a higher incidence of long term conditions. People in this group are more likely to take medicines. This provides an opportunity to target health promotion advice and public health interventions in order to promote healthy lifestyles and improve outcomes</li> </ul>
Religion or belief	✓	<ul style="list-style-type: none"> <li>Pharmacies are able to provide medicines related advice to specific religious groups. For example, advice on taking medicines during Ramadan; advice on whether or not a medicine contains ingredients derived from animals</li> </ul>
Pregnancy and maternity	✓	<ul style="list-style-type: none"> <li>Pharmacies are ideally placed to provide health promotion advice to women who are pregnant or planning to become pregnant. They play a vital role in helping to ensure that pregnant and breast feeding mothers avoid medicines which may be harmful</li> </ul>
Sexual orientation	✗	<ul style="list-style-type: none"> <li>No specific needs identified</li> </ul>
Gender reassignment	✓	<ul style="list-style-type: none"> <li>Pharmacies may be part of the care pathway for people undergoing gender reassignment and play a role in ensuring the medicines which form part of that treatment are available and provided without delay or impediment</li> </ul>
Marriage & civil partnership	✗	<ul style="list-style-type: none"> <li>No specific needs identified</li> </ul>



## 3.2.1 Essential Services

### 3.2.1.5 Conclusions

#### Conclusions on Essential Services

- Essential services are provided by all NHS Pharmaceutical Services contractors. We have, therefore, used provision of these services to explore a range of factors which are relevant to the pharmaceutical needs of our population. Many of the findings in this section e.g. access in relation to opening hours, support for people with disabilities etc are pertinent to other pharmacy based services and our conclusions should be borne in mind when reviewing the remainder of the PNA
- We have identified that essential services are **necessary to meet the pharmaceutical needs of our population** for the following reasons:
  - Dispensing is a fundamental service which ensures that patients can access prescribed medicines in a safe, reliable and timely manner. FP10 prescriptions may only be dispensed by providers of NHS Pharmaceutical Services
  - Through supporting health promotion campaigns; and a proactive approach to delivering health promotion and sign posting advice, community pharmacy plays a valuable role in addressing the health needs and tackling the health inequalities of Croydon's population

#### Distribution of Pharmacies

- Croydon has a below average number of pharmacies
- The distribution of pharmacies is not uniform. There is not necessarily a correlation with deprivation and population density. Whilst this is most pronounced in the New Addington and Selsdon Locality, there are examples of this in all localities
- Our public survey suggests that the number of residents who can access a pharmacy within 20 minutes (94%) falls slightly short of the England average whereby 99% population are within 20 minutes of a pharmacy by car; and 96% within 20 minutes on foot
- There is a choice of two or more pharmacies in every ward, apart from Waddon which has no pharmacies. Residents in this ward may choose to access a pharmacy in a neighbouring ward either within the Borough of Croydon or in the Sutton area

#### Opening Hours

- On weekdays (9am - 5:30pm) there is good access, and a choice of, pharmacy for residents. Similarly, on Saturdays (9am – noon) 65 (87%) of pharmacies are open which provides reasonable access. This was reflected in our public survey, where over 92% and 81% of respondents said it was easy or very easy to find a pharmacy at these times
- Outside of these hours, access and choice within Croydon is more limited and our findings below are reinforced by our public survey:
  - **Weekdays** (before and including 8am; and in the evenings from 7pm onwards) particularly in the Purley locality where residents living in the southern most areas may have to travel more than two miles to access a pharmacy
  - **Saturdays**, when access and choice becomes more limited in the afternoons and evenings. This is particularly the case in parts of the Purley, New Addington & Selsdon, Woodside & Shirley and Mayday Localities
  - **Sundays**, there is limited availability in all localities apart from Thornton Heath and East Croydon
  - There is an LPS service which provides overnight access to medicines which are required urgently; this contract is currently being reviewed by NHS England
- 4 pharmacies open for 100 hours a week and a further 3 pharmacies open for over 90 hours, which help to improve access. However, some residents need to travel more than 5 miles in order to reach these
- With respect to other services:
  - There is a reasonable alignment with GP opening hours and within each locality there is always one or more pharmacies open when a GP surgery is open; however the current pattern of opening is unlikely to be sufficient if GP practices move to a 7 day a week service
  - There is gap in Purley on a Sunday, between 5pm – 8pm, when no pharmacies are open to serve the needs of people using the Purley minor injuries unit

## 3.2.1 Essential Services

### 3.2.1.5 Conclusions (cont...)

#### Conclusions on Essential Services

##### Dispensing

- Croydon pharmacies have higher dispensing rates compared with our ONS comparators and the London & England averages
- 90% of prescription items written by GPs in Croydon are dispensed by Croydon pharmacies
- There is scope to increase repeat dispensing services because of the benefits for patients, pharmacies and the health economy in general

##### Access & Support for People with Disabilities

- We have identified that some pharmacies within Croydon have taken steps to provide support for people with physical, sensory and cognitive impairment and disabilities, however, there are opportunities for more pharmacies to follow this lead

##### Future capacity

- In considering future capacity and the ability to meet the future pharmaceutical needs of our population, we have taken into account the current trend for growth in prescription items and planned housing and commercial developments. We have identified the following gaps:
  - Insufficient future capacity in the New Addington & Selsdon (New Addington Ward) and East Croydon Localities
  - Current and future access to pharmacies during extended hours. This applies on weekday evenings, Saturday afternoons & evenings and Sundays and is particularly the case for the following localities: Purley locality (wards in the south and the east), New Addington & Selsdon, Woodside & Shirley, East Croydon (Croham, Fairfield and Waddon) and small parts of the Mayday locality
  - The need for residents to access dispensing services at the weekend, if GPs move to a 7 day a week service

Taking all of the above into account, our overall conclusions for essential services may be summarised as follows:

##### Current Need

- None identified

##### Future Need

- Additional pharmacies in the New Addington & Selsdon locality (New Addington ward) and the East Croydon locality. This is to ensure there is sufficient capacity to meet the needs of a growing population (and to enhance pharmaceutical support in the more deprived areas)
- Additional hours, particularly for the Purley, New Addington & Selsdon & some parts of the Mayday localities to allow timely access to medicines, if GPs move to a 7 day a week service; this would be dependent upon the operational arrangements for GP opening, once known
- An arrangement to ensure overnight access to medicines, in the event that the LPS Out of Hours pharmacy is terminated
- An arrangement to ensure users of the Edridge Road GP Led Health Centre & Walk In Centre can access medicines in the event that the Fairview LPS contract is terminated

##### Improvements or Better Access (this is a current and future need)

- Extending opening hours on weekday evenings and at weekends would improve access and choice to dispensing and other essential services. This would be particularly beneficial for residents who work full time and for those who prefer to use a pharmacy outside of regular opening hours; and would facilitate ensuring there is sufficient capacity to meet the future pharmaceutical needs of the population
- Extending opening hours on a Sunday, between the hours of 5pm – 8pm, would provide more convenient access for to dispensing for people who have used the minor injuries unit at Purley Memorial Hospital (Purley ward, Purley Locality)



## 3.2.2 Premises

### 3.2.2.2 Consultation Areas

#### Overview

- Consultation areas provide a place in which private discussions may be held within a pharmacy. These areas are a pre-requisite for the provision of advanced, enhanced and locally commissioned services and also facilitate confidentiality when a pharmacy user wishes to seek advice on a sensitive matter
- For advanced services, the characteristics of a pharmacy consultation area have been defined<sup>9</sup>:
  - There must be a sign designating the private consultation area
  - The area or room must be:
    - Clean and not used for the storage of any stock
    - Laid out and organised so that any materials or equipment which are on display are healthcare related
    - Laid out and organised so that when a consultation begins, the patient's confidentiality and dignity is respected
- In recognition of the interdependency between the commissioning of a broad range of services from pharmacy and the presence of a suitable consultation area, we explored the facilities available in our community pharmacy questionnaire; the table on the right summarises the results

#### Conclusions on Consultation Areas

- Almost all pharmacies (97%) have at least one consultation area; which in the majority of cases is a confidential closed room (95%)
- Most consultation areas are well equipped, but there opportunities to:
  - Ensure the use of technology is embraced in order to facilitate confidential discussions and information exchange, where required by the service
  - Improve security through the use of CCTV and panic buttons
  - Make adaptations to support those with disabilities, particularly meeting the needs of wheelchair users and those with a hearing impairment
- 15% pharmacies also stated in the community pharmacy questionnaire, that they have made improvements i.e. screens etc. to further enhance confidentiality within the pharmacy
- 51% pharmacies said they currently provide consultations in a patient's home, which supports improving access for the housebound

#### Consultation Areas & Facilities

Feature	Rationale	No. (n=74)*	%
On-site	Facilitates 'walk in' approach to service delivery	72	97%
Closed room	For confidentiality	70	95%
Space for a chaperone	Important for patients who wish to be accompanied during a consultation	52	70%
Wheel chair access	Improves access to a confidential area for those with a physical disability	51	69%
Hearing loop within the room	Improves quality of the consultation for those with a hearing impairment	15	20%
Computer	For contemporaneous patient records	62	84%
Internet access	Access to on-line resources	55	74%
Medication records	Access to patients' medication history during the consultation	55	74%
Telephone	Allows confidential calls to be made	33	45%
Nhs.net email	Allows confidential correspondence	35	47%
N3 connection	Secure connection for sharing confidential data and information	36	49%
Sink with hot water	Required for services which include examination or taking samples	55	74%
Examination couch	Allows for a broader range of services to be provided	6	8%
CCTV	Affords protection and security	10	14%
Panic button	Affords protection and security	16	22%
Other Facilities on the Premises			
Patient toilet	Facilitates provision of samples	28	38%

\* Results exclude Shirley Pharmacy, which did not respond to the questionnaire 52

### 3.2.3 Advanced Services

#### 3.2.3.1 Medicines Use Reviews & Prescription Interventions

##### Overview

- The Medicines Use Review (MURs) & Prescription Intervention (PI) service consists of structured reviews for people taking multiple medicines
- The service aims to improve patients' understanding of their medicines with the outcome of improving adherence and reducing waste
- MURs tend to be proactive and targeted at specific patient groups whereas PIs are more reactive and are usually undertaken following the identification of a serious adherence issue
- The pharmacy must have a consultation area which complies with specified criteria; and the pharmacist undertaking the service must be accredited to do so. A pharmacy may also seek permission, from NHS England, to provide MURs in the domiciliary setting
- A pharmacy may:
  - Only offer an MUR to a patient who has been using the pharmacy for 3 months or more (this is known as the '3 month rule'). The 3 month rule does not apply to prescription interventions
  - Undertake up to 400 MURs per annum
  - From 2014/15, 70% of MURs must be directed to target groups i.e.
    - People on high risk medicines (NSAIDs, anti-coagulants, anti-platelets, diuretics)
    - Those who have been recently discharged from hospital
    - People who have been prescribed certain respiratory medicines
    - Those taking 4 or more medicines and who either have cardiovascular disease or whom are at risk of cardiovascular

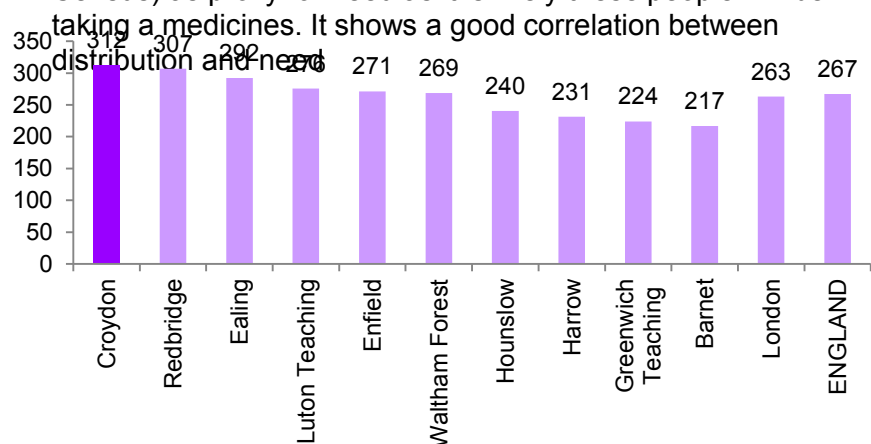
##### The Evidence Base

- The effectiveness of MURs at improving adherence, improving outcomes and reducing medicines related risks including adverse effects, has been demonstrated in studies<sup>10</sup>:
  - 49% of patients reported receiving recommendations to change how they take their medicines, and of these 90% were likely to make the change(s)
  - 77% had their medicines knowledge improved by the MUR
  - 97% of patients thought the place where the MUR was conducted was sufficiently confidential
  - 85% of patients scored the MUR 4 or 5 on a usefulness scale where 1 was not useful and 5 very useful

##### The Current Picture

- 73 (97%) pharmacies offer Medicine Use Reviews & PIs
- The graph (below) compares Croydon with our ONS comparators:
  - The average number of MURs per pharmacy was 312; a performance which is higher than all comparators
  - All areas are below the maximum threshold of 400 MURs per annum
- The table (next page) demonstrates:
  - Good access on weekdays (9am – 5:30pm) & Saturdays (9am – 12 pm)
  - Reasonable access on weekday evenings and Saturday afternoons
  - Access outside of these hours is more limited, in all localities apart from East Croydon
- Map 8** plots pharmacies against the percentage of people who

reported themselves as being in "bad or very bad health" (2011 Census) as proxy for need as it is likely these people will be taking a medicines. It shows a good correlation between distribution and need.



Health & Social Care Information Centre, General Pharmaceutical Services, England, 2012/13

##### Croydon Activity 2013/14

- 33% pharmacies delivered the maximum number of MURs
- 68% pharmacies delivered a higher than average number of MURs
- 8% of pharmacies undertook less than 100 MURs; One did none
- Almost 23,000 MURs were undertaken; this was 6,200 less than the maximum number permitted



### 3.2.3 Advanced Services

#### 3.2.3.1 Medicines Use Reviews & Prescription Interventions

Locality	Ward	Number of Pharmacies Offering the Medicines Use Review & Prescription Intervention Services							Sundays	Not offered
		Weekdays				Saturdays				
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am – noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	1	2	1	1	2	1	1	1	0
	Norbury	0	4	1	2	2	1	0	0	0
	West Thornton	0	4	2	0	3	1	1	1	0
2. Thornton Heath	South Norwood	0	2	1	0	2	0	0	0	0
	Thornton Heath	0	4	2	1	4	1	0	0	0
	Upper Norwood	1	3	1	1	3	2	1	1	0
3. Woodside & Shirley	Ashburton	0	3	0	1	3	2	0	0	0
	Shirley	0	2	1	1	2	1	0	0	0
	Woodside	2	2	2	0	2	2	1	2	0
4. New Addington & Selsdon	Fieldway	0	2	0	0	1	0	0	0	0
	Heathfield	0	4	3	1	4	3	0	1	0
	New Addington	1	2	2	0	2	2	0	0	0
	Selsdon & Ballards	0	3	2	0	2	0	0	0	0
5. Purley	Coulsdon East	0	2	0	2	2	0	0	0	0
	Coulsdon West	0	3	0	0	3	2	0	1	0
	Kenley	0	3	1	1	2	0	0	0	0
	Purley	1	4	1	0	4	2	1	1	0
	Sanderstead	0	3	0	1	3	1	0	0	0
6. East Croydon	Addiscombe	1	3	3	0	3	2	0	1	0
	Broad Green	1	4	2	0	3	3	2	3	1
	Croham	0	2	0	1	2	0	0	0	0
	Fairfield	4	7	4	1	7	6	3	5	1
	Selhurst	1	5	1	0	4	2	1	1	0
Grand Total		13	73	30	14	65	34	11	18	2
Percentage of Total		17%	97%	40%	19%	87%	45%	15%	24%	3%

#### Note

- The Internet Pharmacy, located in the East Croydon Locality, may invite people to attend for MURs providing that no essential services are provided as part of the consultation
- The pharmacy is not active and has been shown as 'not offering the service'



## Pharmaceutical Needs Assessment

### Map 8: Pharmacies providing Medicines Use Reviews

#### Legend

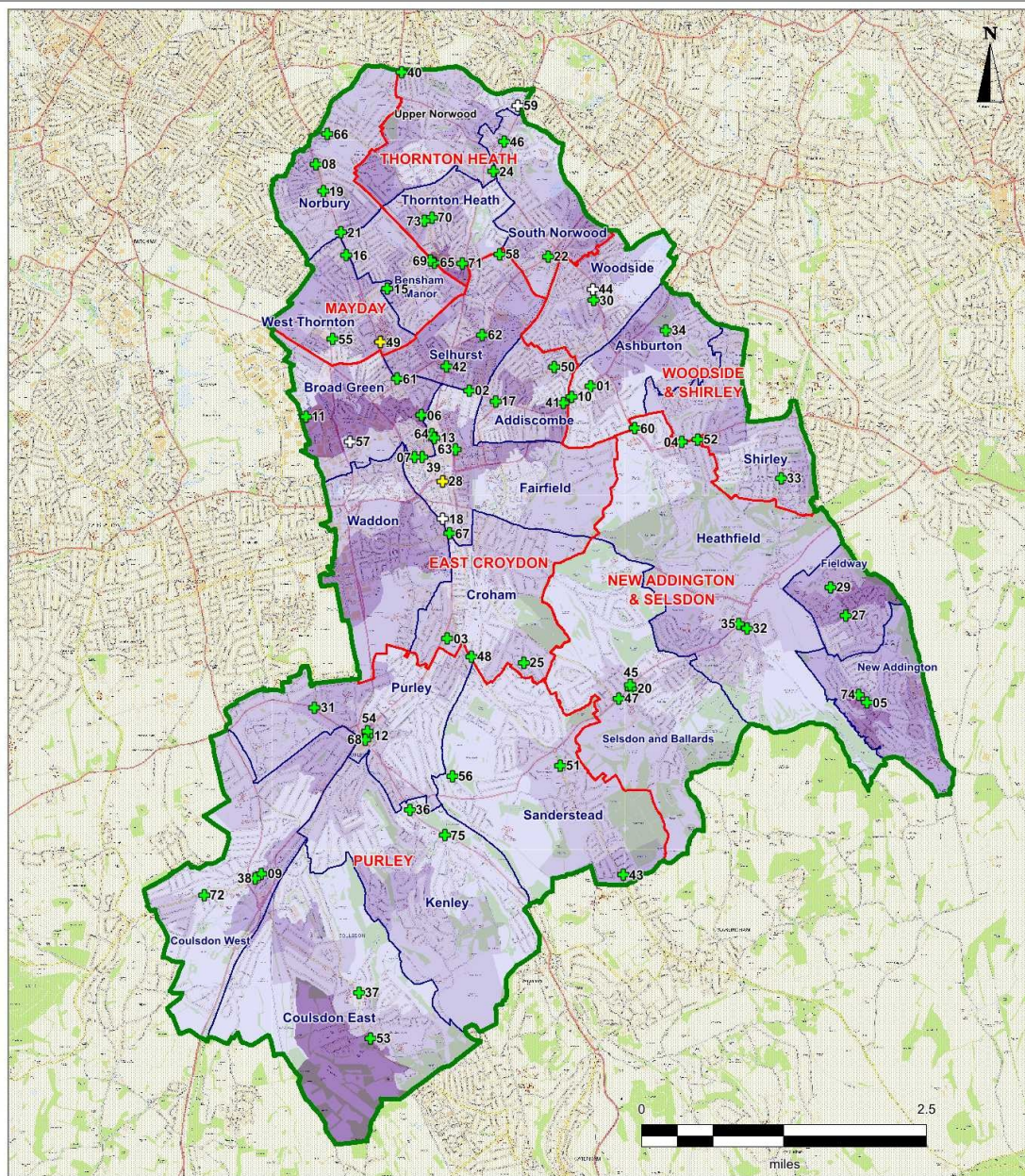
- + Croydon Pharmacies providing Medicines Use Reviews
- + 100 Hour Pharmacies providing Medicines Use Reviews
- + LPS Pharmacies providing Medicines Use Reviews
- Croydon
- Croydon Localities
- Croydon Wards

#### Percentage of persons in bad or very bad health by LSOA

- 8.1 to 9.5 %
- 6.6 to 8.0 %
- 5.1 to 6.5 %
- 3.6 to 5.0 %
- 2.0 to 3.5 %

#### Croydon Pharmacies

- |                                     |  |  |
|-------------------------------------|--|--|
| 01 Addiscombe Pharmacy - CR0 7AE    | 28 Fairview Pharmacy - CR9 1PJ         | 53 Old Coulsdon Pharmacy - CR5 1EN     |
| 02 Alcom Chemist - CR0 2BZ          | 29 Fieldway Pharmacy - CR0 9DX         | 54 Orion Pharmacy - CR8 2BP            |
| 03 Andrew McCoig Pharmacy - CR2 6ES | 30 Fishers Chemist - SE25 5NT          | 55 Parade Pharmacy - CR0 3EW           |
| 04 Andrew McCoig Pharmacy - CR0 8TE | 31 Foxley Lane Pharmacy - CR8 3EE      | 56 Riddelsdown Pharmacy - CR8 1HR      |
| 05 Aumex Pharmacy - CR0 0JD         | 32 Goldmantle Pharmacy - CR0 9AS       | 57 Sainsbury's Pharmacy - CR0 4XT      |
| 06 A-Z Pharmacy - CR0 2TA           | 33 Greenchem - CR0 8NG                 | 58 Sainsbury's Pharmacy - SE25 5XB     |
| 07 Barkers Chemist - CR0 1RN        | 34 Greenchem - CR0 7RA                 | 59 Sainsbury's Pharmacy - SE19 3RW     |
| 08 Bids Chemist - SW16 4AE          | 35 Harris Chemist Ltd - CR2 8JJ        | 60 Shirley Pharmacy - CR0 8SS          |
| 09 Boots UK Limited - CR5 2ND       | 36 Hobbs Pharmacy - CR8 5JE            | 61 Shivas Pharmacy - CR0 2TG           |
| 10 Boots UK Limited - CR0 6RD       | 37 Holmes Pharmacy - CR5 1EH           | 62 Smart City Pharmacy - SE25 5QF      |
| 11 Boots UK Limited - CR0 4YJ       | 38 Infohealth Pharmacy - CR5 2RA       | 63 St Clare Chemist - CR0 1LG          |
| 12 Boots UK Limited - CR8 2AF       | 39 Kent Chemist - CR0 1RB              | 64 Superdrug Pharmacy - CR0 1US        |
| 13 Boots UK Limited - CR9 1SN       | 40 Klub Pharmacy Ltd - SE19 3NG        | 65 Superdrug Pharmacy - CR7 7JG        |
| 15 Brigstock Pharmacy - CR7 7JN     | 41 Larchwood Pharmacy - CR0 6RB        | 66 Superdrug Pharmacy - SW16 3LU       |
| 16 Cranston Ltd - CR7 6JE           | 42 Lloyd George Pharmacy - CR0 2JG     | 67 Swan Pharmacy - CR0 1BU             |
| 17 Crochem Ltd - CR0 6AA            | 43 Lloyds Pharmacy - CR2 9BY           | 68 Tesco Stores Limited - CR8 2HA      |
| 18 Croydon Pharmacy - CR0 1DP       | 44 Lloyds Pharmacy - SE25 4PT          | 69 Tesco Stores Limited - CR7 6RX      |
| 19 Day Lewis Pharmacy - SW16 4BE    | 45 Lloyds Pharmacy - CR2 8LH           | 70 Thompsons Chemist - CR7 8JF         |
| 20 Day Lewis Pharmacy - CR2 8LB     | 46 Lloyds Pharmacy - SE19 2NT          | 71 Thornton Heath Pharmacy - CR7 8RU   |
| 21 Day Lewis Pharmacy - SW16 4DT    | 47 Lloyds Pharmacy - CR2 8LG           | 72 Valley Pharmacy - CR5 3BR           |
| 22 Day Lewis Pharmacy - SE25 6EP    | 48 Makepeace & Jackson - CR2 0PH       | 73 Wilkes Chemist - CR7 8LZ            |
| 24 Day Lewis Pharmacy - SE25 6OP    | 49 Mayday Community Pharmacy - CR7 7HQ | 74 Your Local Boots Pharmacy - CR0 0JE |
| 25 Day Lewis Pharmacy - CR2 0EJ     | 50 Medibank Pharmacy - CR0 6HE         | 75 Zina Chemist - CR8 5AA              |
| 26 Day Lewis Pharmacy - CR7 7HQ     | 51 Medipham - CR2 9LA                  |  |
| 27 Douglans Chemist - CR0 0QF       | 52 Mona Pharmacy Ltd - CR0 8BJ         |  |





## 3.2.3 Advanced Services

### 3.2.3.1 Medicines Use Reviews & Prescription Interventions

#### Meeting the needs of those with a protected characteristic

Age	✓	Older people, on multiple medications, require MURs. People who work may wish to access the service during extended hours. Care Home residents may benefit
Disability	✓	MURs help to assess & provide support to patients to improve adherence e.g. provision of large print labels for those with visual or cognitive impairment
Gender	✗	No specific needs identified
Race	✓	Language may be a barrier to delivering MURs. People from BAME communities are more likely to take medicines and benefit from MURs
Religion or belief	✗	No specific needs identified
Pregnancy and maternity	✓	MURs help pregnant women, those planning pregnancy and those breast feeding to avoid harmful medicines
Sexual orientation	✗	No specific needs identified
Gender reassignment	✓	MURs may help to improve adherence to medicines

#### Further Provision

We wish to see all pharmacies achieving the maximum number of MURs per year. To improve access we would like to see more pharmacies opening earlier in the morning and staying open later in the evening, where there is a demand for service provision at this time.

#### The Future

- We anticipate there will be an increase in the number of people requiring MURs as a result of more patients being cared for closer to home and due to population growth
- MURs need to be targeted at those who will benefit the most, in order to ensure that there is sufficient capacity to meet this future need

#### Conclusions

- Targeted MURs improve adherence with the prescribed regimen, help to manage medicines related risks and improve patient outcomes:
  - People with long term conditions with multiple medicines benefit from regular reviews
  - It is estimated that up to 20% of all hospital admissions are medicines related<sup>6</sup> and arise as a result of treatment failure or unintended consequence (e.g. a side effect or taking the wrong dose)
- We have concluded that this service is **necessary** to meet the pharmaceutical needs of our population, on the basis that:
  - The service may only be provided by community pharmacists
  - There is published evidence to demonstrate the benefits of MURs
  - There is good alignment with local strategic priorities in that MURs contribute towards reducing premature death through the effective management of long term conditions
- There is a good correlation between service provision and need, even though two pharmacies don't offer the service at all
- With respect to access, we have identified that there is more limited access on:
  - Weekdays & Saturdays up until and including 8:00am
  - Saturday evenings from 7pm onwards
  - Sundays
- This pattern of opening may present a constraints for residents; for example people who work full time and who may prefer to access the MUR service on weekday evenings or at the weekend
- There is scope for some pharmacies to increase the number of MURs which are undertaken, whereas others are delivering the service at full capacity
- Whilst PIs may be accessed from any accredited pharmacy, the 3 month rule means that MURs may not be accessed from a pharmacy other than the regular pharmacy. This has implications in that residents using pharmacies which don't offer the service and those who wish to use the service during extended hours cannot choose to go to alternative pharmacy. In addition, this may result in constraints with respect to meeting the future pharmaceutical needs of the population, particularly where a pharmacy is already undertaking 400 MURs per year

## 3.2.3 Advanced Services

### 3.2.3.2 New Medicine Service (NMS)

#### Overview

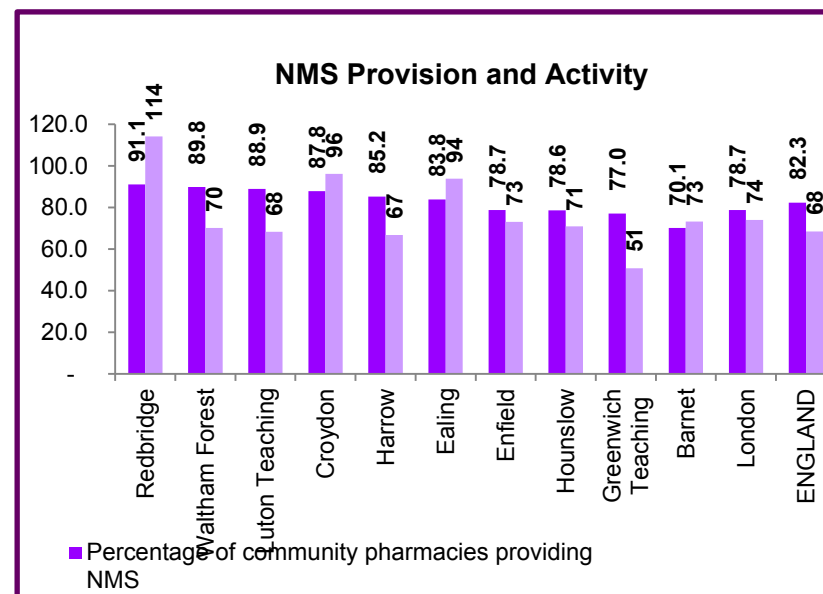
- The aim of the New Medicine Service (NMS) is to support patients with long-term conditions, who are taking a **newly prescribed medicine**, to help improve medicines adherence
- The service is focused on the following patient groups and conditions:
  - Asthma and COPD
  - Diabetes (Type 2)
  - Hypertension
  - Antiplatelet / anticoagulant therapy
- Patients are either referred into the service by a prescriber when a new medicine is started (this can be from primary or secondary care) or are identified opportunistically by the community pharmacist
- The number of NMS interventions which a pharmacy may undertake is linked to their volume of dispensing in any given month

#### The Current Picture

- 71 (95%) pharmacies are signed up to provide the NMS. This is higher than the London and England average
- Benchmarking data (see graph on the right) summarises Croydon's provision and performance against our ONS comparators. The average number of NMS reviews undertaken by our pharmacies is significantly higher than most of our ONS comparators as well as the London and England averages.
- The table (next page) shows:
  - Very good access on weekdays (9am – 5:30pm) and on Saturdays (9am -12pm)
  - There is more limited access outside of these hours, with no provision on Saturday at 7pm or after in New Addington & Selsdon locality
- Map 9** plots pharmacies against a backdrop of the percentage of people who reported themselves as being in bad or very bad health (2011 Census). The map shows good correlation between pharmacy distribution and need in all localities

#### The Evidence Base

- A recent randomised control trial demonstrated that the NMS intervention in community pharmacy may deliver health benefits by increasing adherence to medication and be cost effective<sup>11</sup>:
  - The NMS increased adherence by around 10% and increased identification in the numbers of medicine related problems and solutions
  - Economic modelling showed that the NMS could increase the length and quality of life for patients, while costing the NHS less than the those in the comparator group
  - Pharmacy ownership however, was likely to have affected effectiveness, with adherence seen to double, following an NMS if conducted by small multiple compared to an independent
- In a study evaluating a telephone based pharmacy advisory service, pharmacists met patients' needs for information and advice on medicines, when starting treatment<sup>12</sup>





### 3.2.3 Advanced Services

#### 3.2.3.2 New Medicine Service (NMS)

Locality	Ward	Number of Pharmacies Offering the New Medicine Service								Not offered
		Weekdays				Saturdays			Sundays	
		8am or earlier	9am – 5.30pm	7pm or later	Closed for lunch	9am - noon	5pm or later	7pm or later		
1. Mayday	Bensham Manor	1	2	1	1	2	1	1	1	0
	Norbury	0	4	1	2	2	1	0	0	0
	West Thornton	0	4	2	0	3	1	1	1	0
2. Thornton Heath	South Norwood	0	2	1	0	2	0	0	0	0
	Thornton Heath	0	4	2	1	4	1	0	0	0
	Upper Norwood	1	3	1	1	3	2	1	1	0
3. Woodside & Shirley	Ashburton	0	3	0	1	3	2	0	0	0
	Shirley	0	2	1	1	2	1	0	0	0
	Woodside	2	2	2	0	2	2	1	2	0
4. New Addington & Selsdon	Fieldway	0	2	0	0	1	0	0	0	0
	Heathfield	0	3	2	1	3	2	0	1	1
	New Addington	1	2	2	0	2	2	0	0	0
	Selsdon & Ballards	0	3	2	0	2	0	0	0	0
5. Purley	Coulsdon East	0	2	0	2	2	0	0	0	0
	Coulsdon West	0	3	0	0	3	2	0	1	0
	Kenley	0	3	1	1	2	0	0	0	0
	Purley	1	3	1	0	3	2	1	1	1
	Sanderstead	0	3	0	1	3	1	0	0	0
6. East Croydon	Addiscombe	1	3	3	0	3	2	0	1	0
	Broad Green	1	5	2	0	3	3	2	3	0
	Croham	0	2	0	1	2	0	0	0	0
	Fairfield	3	6	3	1	6	5	2	4	2
	Selhurst	1	5	1	0	4	2	1	1	0
Grand Total		12	71	28	14	62	32	10	17	4
Percentage of Total		16%	95%	37%	19%	83%	43%	13%	23%	5%