

Community pharmacy in Croydon – Views from service users and providers

March 2026



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Executive Summary

Community pharmacy is one of the four pillars of the primary care system in England, along with general practice, optical services and dentistry. (Baird, 2025) It primarily dispenses and sells medicines, but it has a wider role delivering other NHS and publicly funded services. Most high streets have a community pharmacy as do most large supermarkets.

Between August and November 2025, we surveyed 211 residents about their experience of using community pharmacy services. We also asked 16 pharmacists about their experience of delivering services to ensure we got a rounded perspective on community pharmacy services.

Findings

From service users

Services currently most used were about medicines and tests: To collect medicines, new medicines advice, lateral flow and blood pressure tests. (see Q3, p.15).

Residents would like to use a wider range of services. This included Pharmacy First, new medicines advice and support, blood tests, cholesterol and blood sugar level testing, general health and weight management advice. (see Q3, p.15).

Location was convenient: Most (83%) found their community pharmacy to be very close or close to where they live. (see Q4, p17).

Opening hours worked for most residents: 95% agreed that hours worked with some particularly welcoming weekend opening. (see Q5, p18).

Consultation rooms: Just over a third (36%) had used consultation rooms (see Q6, p 23). Of these nearly all (96%) were able to access them (see Q7, p.23), with 92% finding the consultation rooms very comfortable or comfortable. Most told us that the rooms were clean and tidy and staff made them feel at ease. (see Q8, p.24).

Knowledge of Pharmacy First was known by nearly half (44%). Most had heard about Pharmacy First from their GP, a TV advert or other NHS provider. (see Q9, p.28) and Q10, p.29).

Just over a quarter used Pharmacy First (28%). Of those 34% (18% overall) had used it for relevant conditions, such as earache and sore throat. We learnt that nine other conditions were thought to be under Pharmacy First. This included two that were close and others unrelated such as Backache, contraception, flu jabs and overall treatment for health problems. (see Q11, p30 and Q12, p.31). Most were very positive or positive about Pharmacy First as they understood what the service was. (see Q13, p.32).

Most (75%) of those who did not know about Pharmacy First are now aware of it and would use it. Reasons they gave included easier to use as no appointment, easier to access than a GP, helpful and quicker. Of those who said they would not use Pharmacy First, they preferred to see their GP first. (see Q14, p.33).

Prescriptions: Most (53%) expected to collect a prescription within a day and a further 27% in 2 days. We heard that half are influenced by their GP telling them it is ready (45%) or previous prescription experience (28%), with just one in five relying on the NHS App. (see Q15, p.41 and Q16, p.42).

Overall experience of community pharmacy is very positive or positive at 91%. Only one person had a negative experience. (see Q.17, p.46).

Improvements: Most suggested longer opening hours, more medicines stock, a reduction in waiting times and quicker services. Smaller themes mentioned included employing more staff, staff attitudes regarding medications delivery, duty of care, better communication, and site improvements. (see Q.18 p.56).

From pharmacists

Many aspects working well for their pharmacy: All agreed advanced services, including new medicines, vaccine and hypertension machines were beneficial, followed by helping patients and being recognised by patients and residents. 12 pharmacists (75%) saw Pharmacy First as working well. (see Q2, p.71).

There were many challenges: Medicines supply was the highest concern followed by workforce and financial viability. IT systems, security and service development concerned some. (see Q3, p.74).

Patients have been affected as a result. Medicines not being in stock is a concern. Patients go from pharmacy to pharmacy or switch to other medicines. As economically unviable pharmacies are shut, there are greater expectations of Pharmacy First, impacting patient choice on where to go. (see Q4, p 77).

Pharmacy First has affected service for just under half: Some pharmacists find it time consuming, particularly explaining what Pharmacy First is, how it can and cannot support, and the additional administration. They have found benefits, including enhancing their reputation to support patients directly and showing what they can offer. (see Q5, p79).

Nearly all pharmacists feel very confident or confident in delivering their service. (see Q6, p80).

Improvements they would like to see: Pharmacists would like to see better awareness of what Pharmacy First is and what pharmacist are allowed to offer, including the range of services that reduce the burden on other services. They want better and more consistent funding to support staffing and provide more training for staff in different roles. (see Q7, p81).

Recommendations

Better communication of the range of community pharmacy services that can be offered to patients: There is a gap in residents' understanding of the different services that community pharmacies offer in Croydon. Better promotion may support better health outcomes and reduce the pressures on other NHS services.

Clearer communications about Pharmacy First: More focused communication of what Pharmacy First does and does not offer is needed. This would help public confidence and awareness in using Pharmacy First, and support community pharmacists in managing the expectations of what conditions they can and cannot support within the scheme.

Better communication about potential waiting times and challenges with stock: Improved pharmacist communication with the patient when the medicine is prescribed will help manage expectations. Better communication and information sharing between GPs and pharmacists on expected collection times and availability of some medicines, will help manage expectations on both sides and build confidence.

Pharmacists would like to be involved in wider discussions on primary care. As one of the four pillars of primary care services, community pharmacists have said their involvement in wider discussions will show how they can reduce the burden on other services. With high patient confidence of using a community pharmacy, this suggests this is a good way to introduce wider NHS services.

Enhanced training for pharmacists: Some pharmacists would like to see enhanced training to support the more effective delivery of services ensuring better patient satisfaction.

A review of funding to community pharmacy to meet patient and system demand: For some pharmacists, the financial margins are narrow. When looking at what services could be provided within a community pharmacy, this needs to be done alongside a review of funding to ensure greater sustainability. This will help support pharmacists with staffing challenges and to continue delivering an effective service that meets patient demand.

Background

Introduction

Community pharmacy is one of the four pillars of the primary care system in England, along with general practice, optical services and dentistry. (Baird, 2025) It primarily dispenses and sells medicines, but it has a wider role delivering other NHS and publicly funded services. Most high streets have a community pharmacy as do many large supermarkets.

Community Pharmacists can be owned or operated by one of three groups: sole traders, partnerships or as registered companies. They all most always have a responsible pharmacist on site to meet safety and legal requirements.

Community Pharmacies offer three ranges of services:

- **Essential services** are mandatory services that they are required to deliver under a national contract. This includes dispensing of medicines and medical appliances, advising patients of self-care, advice on healthy living and medicines support following hospital discharge.
- **Advanced services** are set at national level but optional services that the pharmacy can choose to provide. This includes flu vaccination, the New Medicine Service (which helps patients understand and make use of a newly prescribed medicine, blood pressure checking, smoking cessation contraception) and Pharmacy First, which enables patients to go directly to the pharmacist without visiting the doctor (GP) on seven conditions.
- **National enhanced services** such as vaccination services for some respiratory conditions.

Community pharmacies in Croydon can also take on locally commissioned services which may be funded by the South West London Integrated Care Boards, and Croydon's Public Health team.

From a service user perspective, community pharmacy is a key service. In 2024/25 they prescribed 1.16 billion items (NHSBSA, 2025) and had 69 million walk-in advice consultations, with 56 million people going to pharmacy as their first port of call (CommunityPharmacyEngland, 2024).

A Healthwatch England report from 2024, suggested that 72% of people had used one in the last three months. (HealthwatchEngland, 2024)

Shared insight shows how people value community pharmacies in accessibility and speed of service, and the then newly launched Pharmacy First scheme. The report also shared service user concerns of medicines shortages, the closure of some pharmacies and the impact this has on services.

Local context

The recent Pharmaceutical Needs Assessment (PNA) (Croydon Council, 2025), provides key information about the delivery of community pharmacy. Croydon has 63 community pharmacies equating to 15.8 pharmacies per 100,000 population, which is below the national average. Of these, our focus was on 60 Croydon-based community pharmacies as the remaining three were distance selling pharmacies that are out of the project remit. The PNA, published in October 2025 while our survey was live, used measures to analyse access, transport and use of services within the methodology of the needs assessment. Croydon residents were encouraged to self-complete, with 258 responding to their public questionnaire. The survey provided insight to a range of themes about pharmacy without directly referring to specific pharmacies. This included use of a pharmacy, how often a person used it and the convenience of days and time available to use services. We also saw what influences residents' choice, use of transport to access services, and their experiences of using services.

While there were more responses to their public engagement, these were not evenly distributed across different areas of Croydon and more heavily represented by some populations in terms of age and ethnicity. Some questions also covered similar themes to those questions asked in the PNA.

We considered other themes that were not directly covered in the PNA survey including use and experience of consultation rooms, knowledge and use of Pharmacy First, expectation of prescription waiting times and what influenced this. We then suggested improvements.

This survey seeks to complement the work undertaken to give commissioners and service providers greater insight on how Croydon service users see community pharmacy. Another aspect of this project was to gain community pharmacy providers perspective on their experience delivering the service to help provide further insight about this service.

Method

Between August and November 2025, we undertook 211 face-to-face surveys at 28 of the 60 pharmacies across Croydon as well as service users at Croydon University Hospital about the community pharmacy they used. At least one pharmacy was represented in each the nine Primary Care Networks. We gained experiences from Croydon pharmacies including Norbury to Sandersted and Waddon to New Addington. We used a convenience sample method based on who attended the specific pharmacy or Croydon University Hospital at the time Healthwatch attended. We spent approximately an hour in each pharmacy and in some cases, many people were seen, in others very few.

We also received 16 online surveys from Croydon pharmacists about their experience of delivering services to give a rounded perspective on the service.

A note of terminology: There are references to 'patients' and 'service users' in this report. Patient tends to be used to describe those who received NHS commissioned services or prescribed medicines, with most referred to by a GP. Service user is a broader term that reflects those using wider services that a pharmacy provides. We are using both terms but essentially, they both mean those using community pharmacy services.

Questions

The full survey is included in the Appendix and question numbers are represented in relevant sections. Please note some questions were for classification and may not be presented in the main report.

Limitations

Sample of pharmacies: While the sample represents a good range of the 52 of the 60 Croydon pharmacies, this means relatively few services users responses represent each pharmacy. One pharmacy received 15 responses, while eight community pharmacies were not represented.

List of services: The question on the list of services was long and there was confusion about the terms used to explain services, for example dispensing medicines, which was later corrected to collecting medicines. This may explain why some general services were used less than expected.

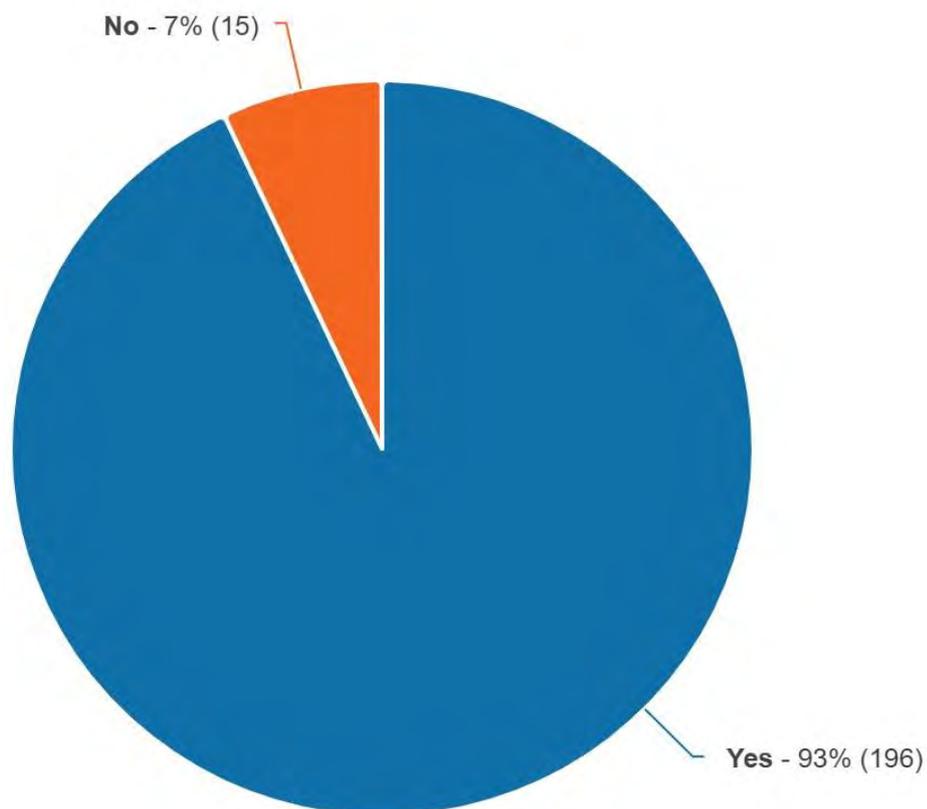
Demographics: The method was based on convenience sampling. This means we spoke to people as they came into the pharmacy. However, by ensuring we

visited 28 pharmacies in different areas of Croydon, we were able to represent different ages, gender and ethnicity. The distribution is shown in this section in comparison to Croydon's population. While Asian populations are underrepresented, and White populations overrepresented, Black African and Caribbean are aligned closely to Croydon's population. Age reflected middle age to older populations, but they may be the more regular users of community pharmacy between the hours of 9am to 5pm when we conducted the surveys. It should be noted that while people stated disabilities and long-term conditions, the survey did not speak to anyone who used a wheelchair who might be affected by some pharmacy consultation rooms. This may be an important remit of a future study.

Service user insight

Use of pharmacy

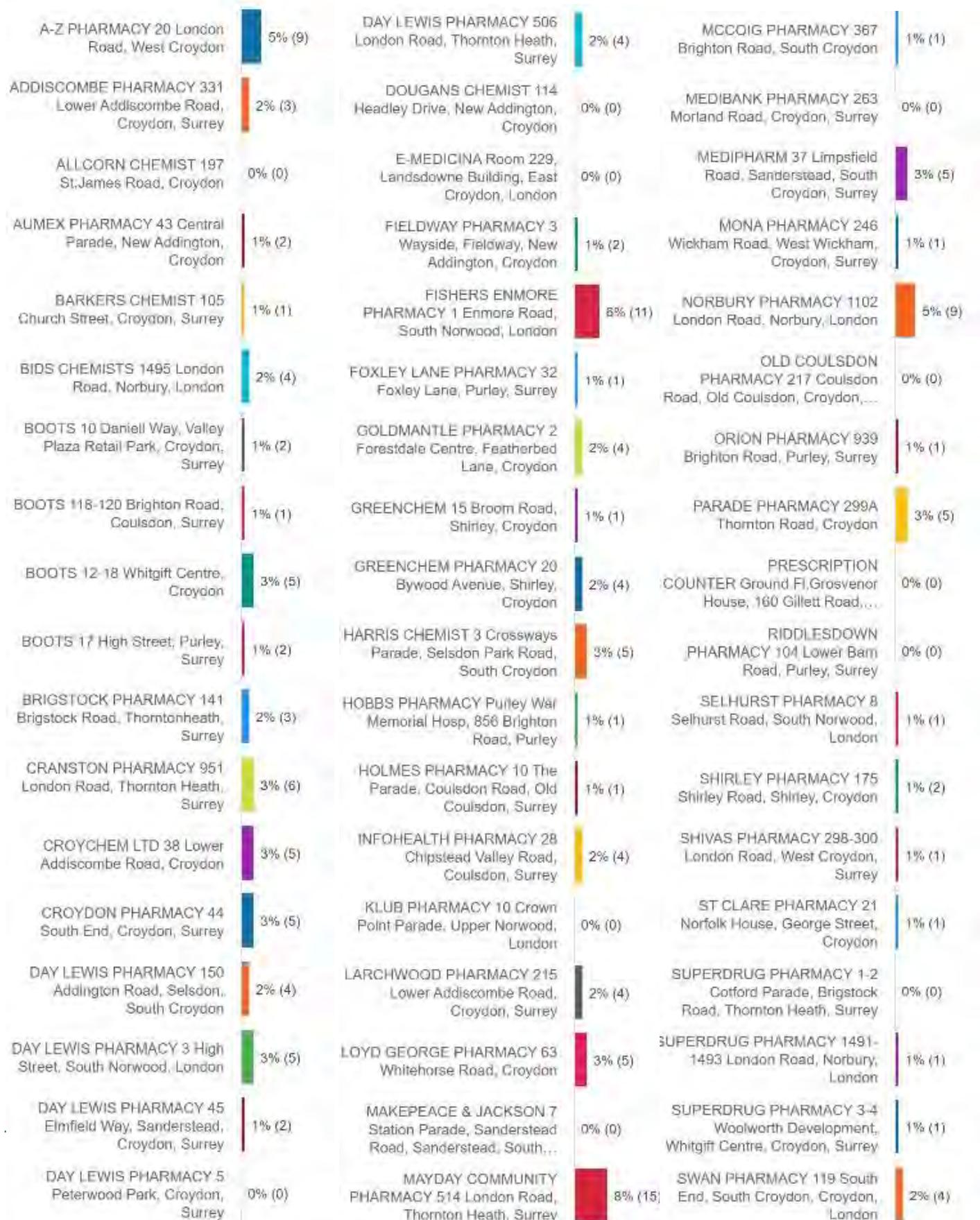
Q1. Have you used a local community pharmacy in the last 12 months?

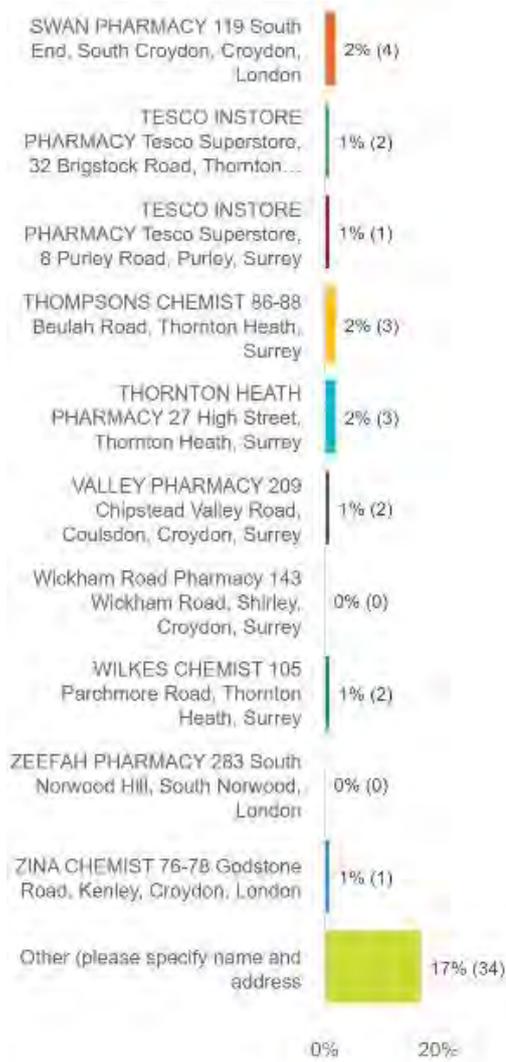


Most said they had used community pharmacy in the last 12 months.

Analysis of the No responses showed that participants have collected prescription on behalf of those they care for. Others who had not used the pharmacy in the last 12 months still had experience of using pharmacy services.

Q2. Which community pharmacy do you use?





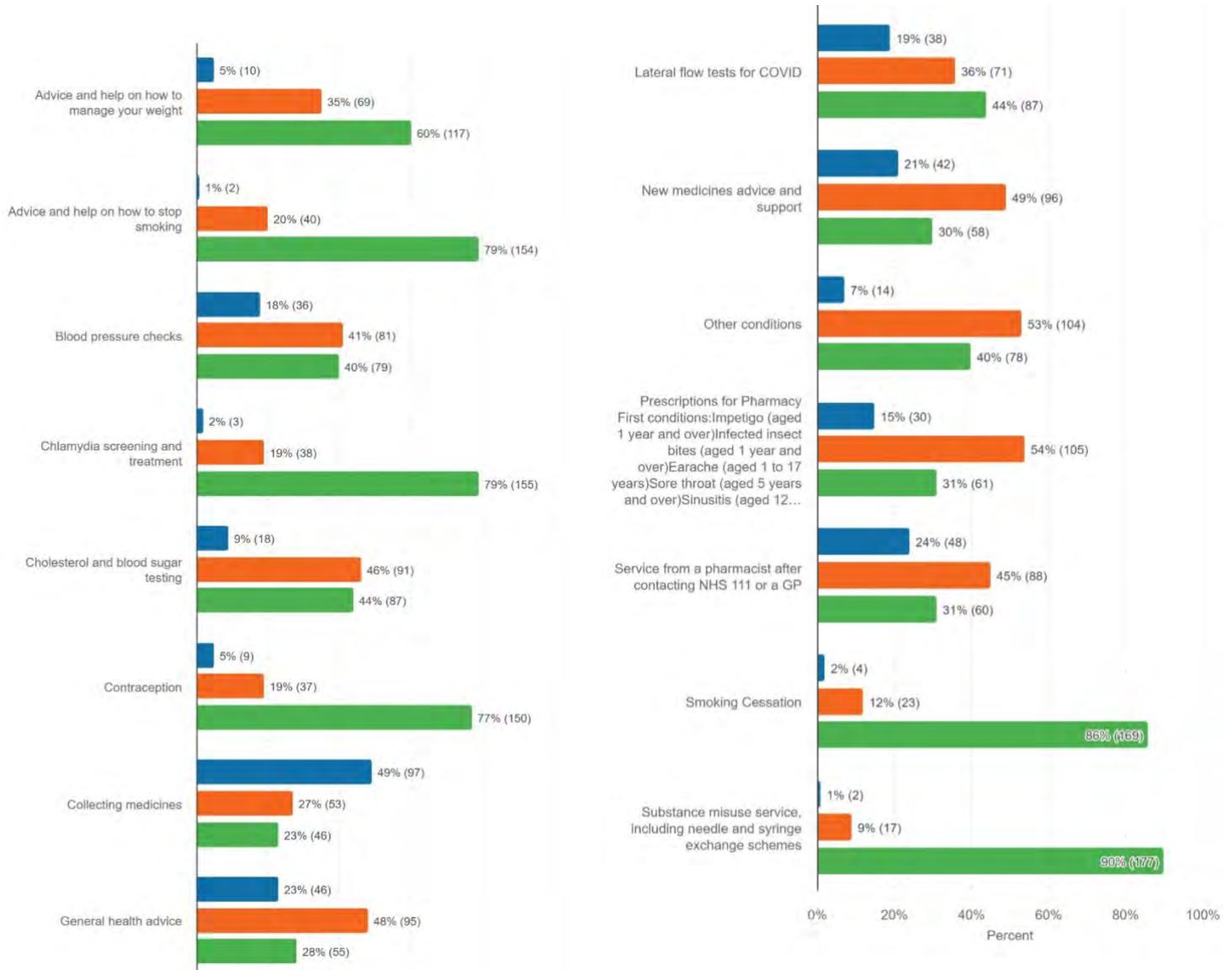
Those coded under 'Other'	Responses
Name of pharmacy	
Medipharmacy	6
Osborne Pharmacy	5
Akasi Pharmacy	3
McCoig Pharmacy – 143 Wickham Road	3
Sefgrove Pharmacy	3
Kamsons, Worlingham	2
Leander Road Pharmacy	1
Chipstead Valley	1
Pharmacy2you	1
Coney Pharmacy	1
McCoig Shirley	1
Payment Pharmacy	1
Kardashi Pharmacy	1
Specific pharmacy not mentioned	5

Most (52) of Croydon's community pharmacists have been represented by respondents in the survey. Mayday Community Pharmacy had the most responses at 15, and eight were not represented.

Please note Day Lewis Peterwood Park, E-Medicina and Prescription Counter are pharmacies based in Croydon but are not community pharmacists, so were excluded from a planned visit.

Services used, would consider using and would not use

Q3. What services do you use and what ones would you consider using?



Most used services for collecting medicines, new medicines advice, lateral flow tests, and blood pressure tests.

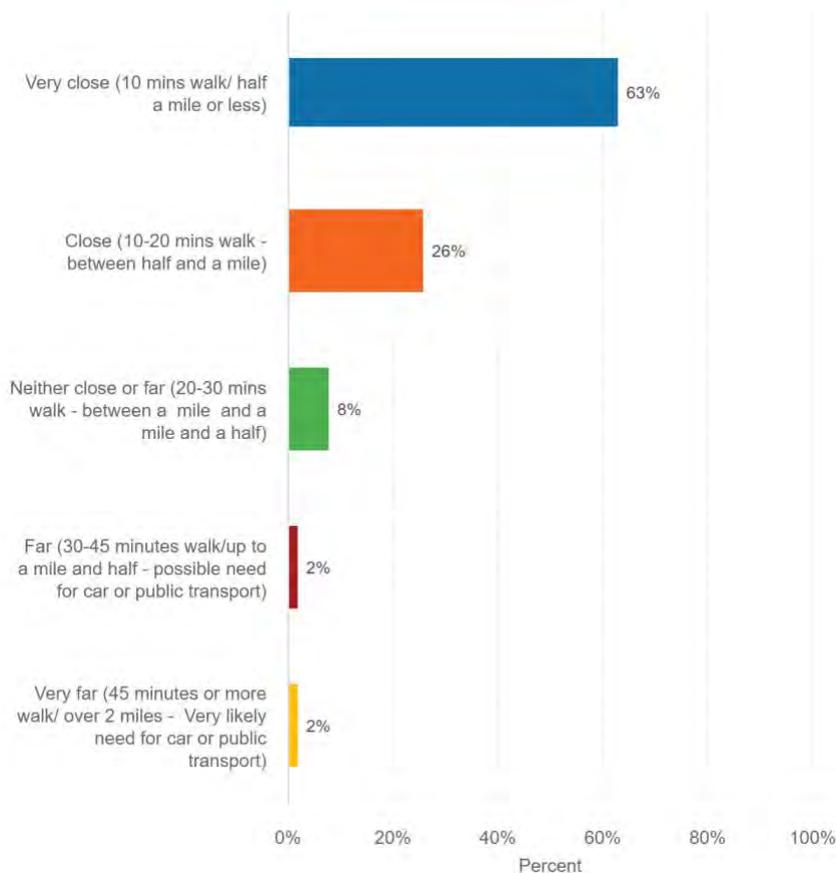
Most would like to use services for Pharmacy First conditions, other conditions, new medicines advice and support, general health advice, cholesterol and blood sugar testing, blood tests, and advice on how to manage weight.

Services that are least likely to be used are substance misuse, smoking cessation, advice on stopping smoking, chlamydia screening, contraception, and weight management.

It should be noted that the demographic range (see appendix), may reflect choice of services, particularly ones for specific conditions or needs.

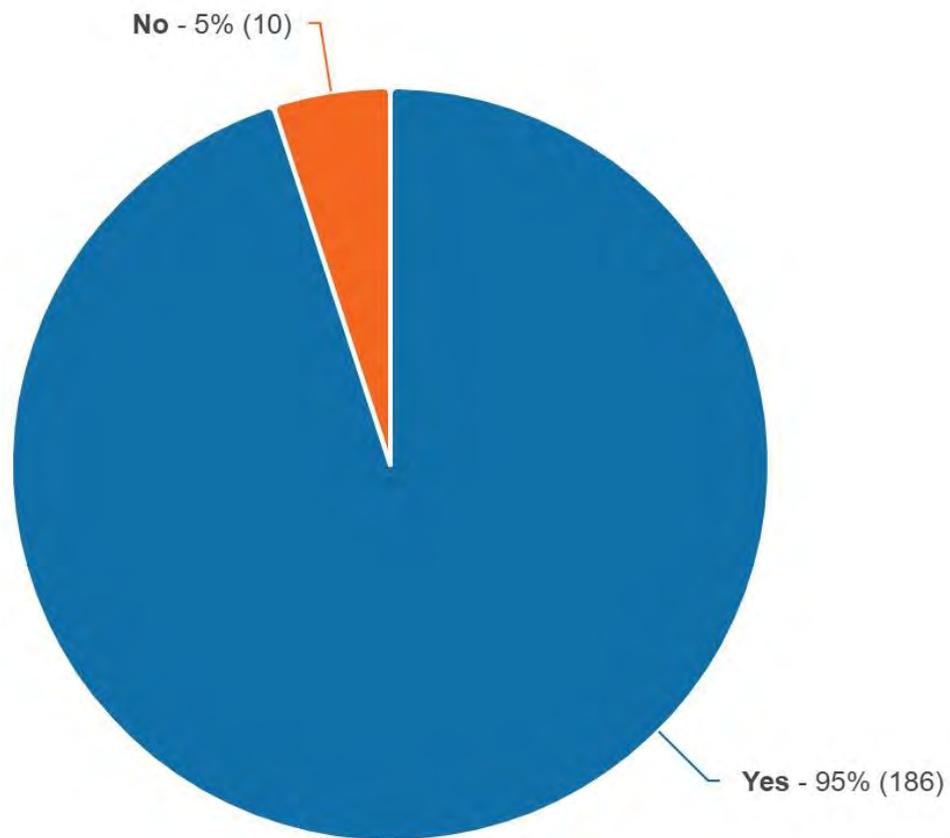
Convenience of services

Q4. How close is the pharmacy to where you live?



Most found their community pharmacy to be very close or close to where they live.

Q5. Is the pharmacy open at hours that work for you?



Nearly all found their community pharmacy open at hours that worked for them, with some particularly welcoming weekend opening.

Of those that did not and said that hours did not work for them, it was mainly about limited open hours, such as being closed at a weekend or on a Wednesday.

Convenient (selection from 43 respondents)

"Open at the weekend."

"It's convenient for me."

"It's very convenient."

"Get there easily and convenient."

"Retired so it's easy to get to."

"It's close near to me."

"The pharmacy is convenient."

"Convenient for me."

"It's convenient and they are nice and helpful."

"Convenient for when I need it."

"Because you live close and it's attached to the GP."

"I am quite busy, but I always get my medicines I need."

"Proximity."

"Yes, as it's open on Saturday."

"Open whenever I need it."

"Because I just live around the corner so easy for prescriptions."

"It's convenient for the hours I work."

Opening hours (from 63 respondents)

"The pharmacy opens at 9am but only have to go once a month."

"It's open every day."

"Kind of good opening hours."

"The are open until 9pm and weekends this allows me to pick up my medication at any time."

"In emergency used 24hr pharmacy or go to A and E."

"Yes, although they close at 6pm."

"The are open all day including weekends."

"Yes, they operate Monday to Saturday."

"Yes, it opens to hours that suit us. We have other pharmacy in the area too."

"Normal business hours."

"Business hours and convenient"

"They are open 7 days a week. Very busy pharmacy and they are helpful."

"They opening hours are suitable unless there is a medical emergency."

"The opening hours suits me."

"It's open till late."

"Business hours opening."

"It does work for me, and my gym is not far. I can also call and go pick up my medication."

"Open business hours."

"The pharmacy opens at the hours that suits me and I can pick up my medication when its ready."

"The only pharmacy that is open till late so works for me, staff know me, so they are friendly."

"It's open whenever I need it."

"This one does as they are open longer hours."

"It's always open seven days a week including Xmas."

"They are open late till 10pm which is works if I'm working late myself."

"It's open at weekends."

"Hours work for me."

"Work 9 to 5 so works for me as close to work."

"Because I do shift work so there will always be a pharmacy open till ten."

"Because whenever I want to come here, they are open."

"Because of my two months repeat prescription and they are very helpful and I know the manager for over ten years, but opening hours are very good."

“Open during the day – in the morning they are already open, it’s local and convenient as near the tram and bus stop.”

“It’s open on time.”

“Well, it is open Saturdays so no problems.”

“Open when I need it.”

“It’s used to close at lunchtime so now it’s open longer.”

“It’s open Saturday so it works.”

“Because whenever we want them, they are available.”

“It’s open when I need it.”

Not convenient (selection from 10 respondents)

“Not open on Sundays, used to be but at head office.”

“Doesn’t open on Saturday which is a pain as for emergencies I have to go elsewhere, and they may not have what you need so you’re a bit stuck.”

“Closed at weekends, I use after school. Useful to be open at weekend. 24 hours in Streatham.”

“They could be better, evening opening hours and weekends hours would be good.”

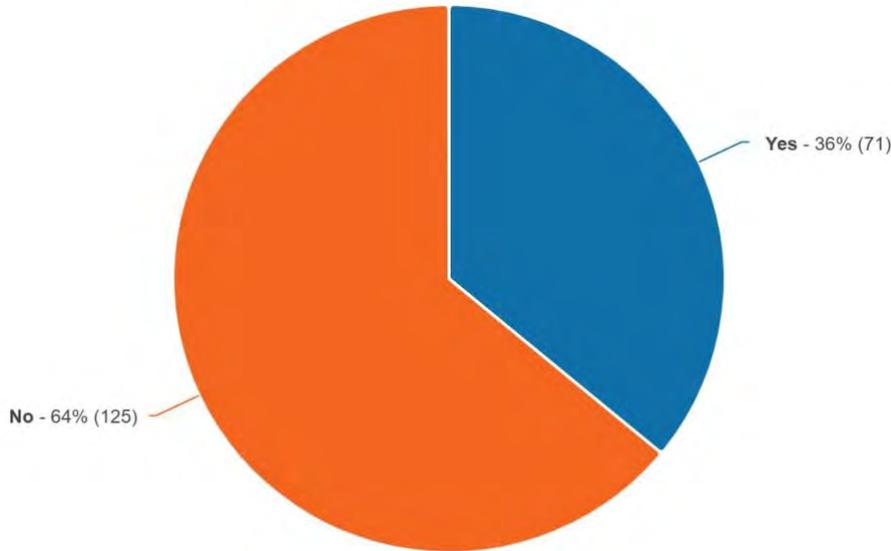
“More flexible for anti-social hours, weekends and things.”

“Because they close on a Wednesday.”

“Prefer Saturday afternoon opening.”

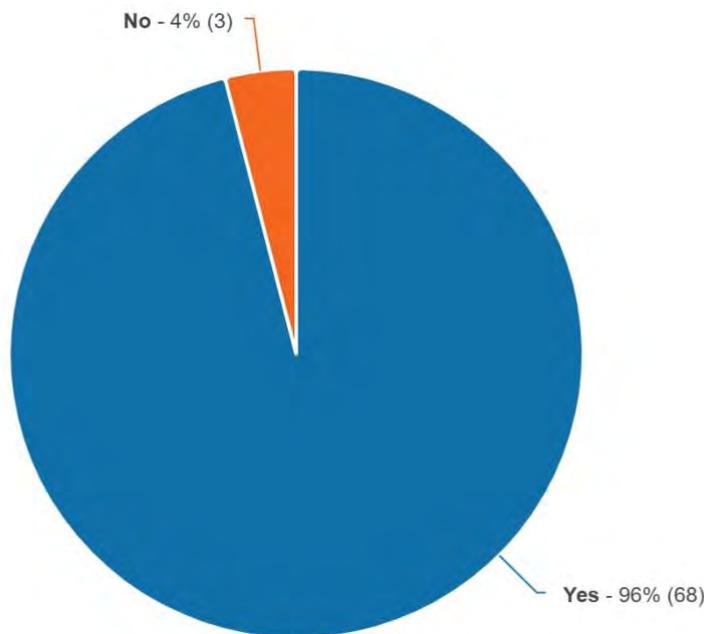
Consultation rooms

Q6. Have you used the consultation room to discuss your needs (as opposed to the counter)?



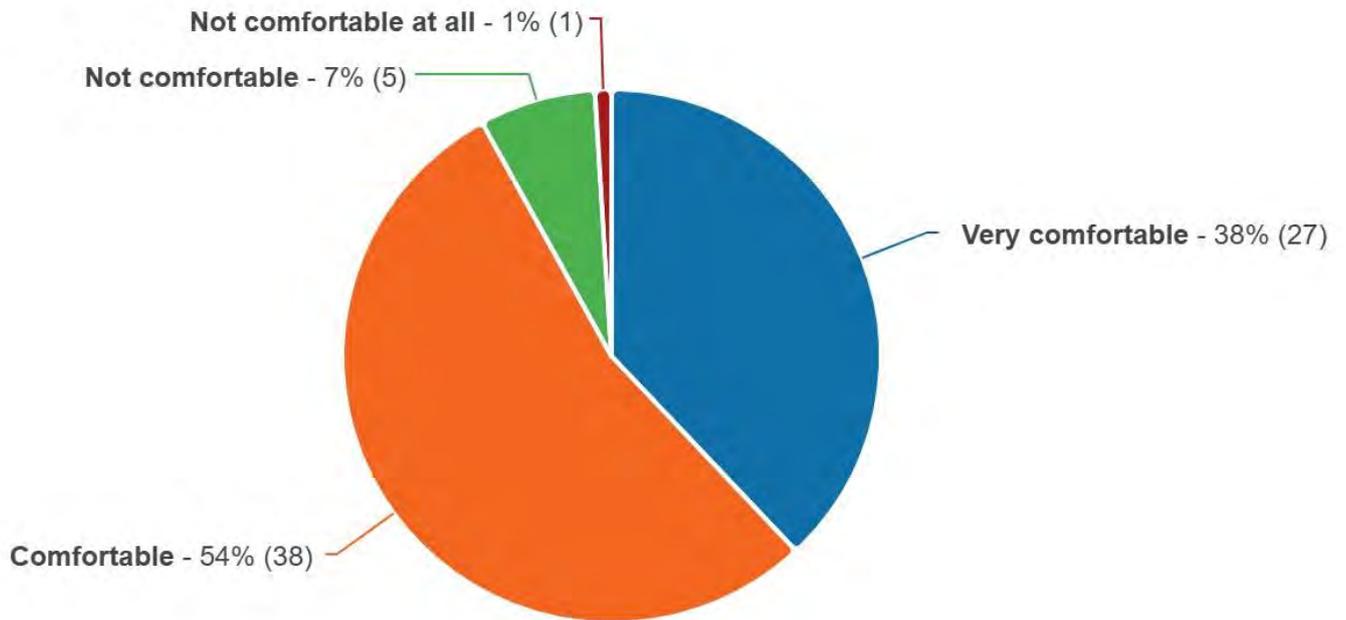
Just over a third of respondents have used the consultation room.

Q7. Are you able to access the consultation rooms easily?



Most could access the consultation rooms easily but few mentioned that they had physical disabilities which may have limited access.

Q8. How comfortable have they been to use?



Over a third found the rooms very comfortable and over half comfortable. They found the facilities clean and tidy and staff made them feel at ease.

For the few that did not find their consultation rooms comfortable their concerns were about the room being a small space and the chairs too hard. One respondent felt they were being judged by being asked to use this facility.

Comfortable or very comfortable

“They make you feel at ease.”

“Have improved the seating area in the past years.”

“They were helpful.”

“The medical issues involved, it was good for the one to one and privacy.”

“It was clean and tidy.”

“They were nice people.”

“Very pleasant on the whole a nice pharmacy.”

“Small but that doesn’t matter. What does matter is that the pharmacist giving the flu jab is so thoughtful, thorough and efficient.”

“The chair was OK, there was enough room to move around.”

“It’s alright quite small and they have time for a face-to-face discussion.”

“Very helpful.”

“Privacy – seating.”

“I have used the <<name given>> Pharmacy for years. They are friendly and have great staff attitude.”

“Yes, I am comfortable with the staff and they are friendly.”

“Have not had a negative experience.”

“They are very good.”

“It was easy for me.”

“Not luxurious – it serves its needs.”

“Well, it was clean if tiny, serves a purpose.”

“Everything we need is there.”

“They took me in there – I needed private advice.”

“It’s open, I was able to have a private discussion for what I needed.”

"I did not feel uncomfortable talking about my health. But if I was talking about something more intimate perhaps not, as it was not a private place."

"Comfortable, just need to sit there for a few minutes."

"It does the job."

"It's snug."

"Comfortable."

"It was pretty comfortable."

"Consultations are very convenient."

"Comfortable. They won't make it too comfortable otherwise you won't leave."

"Comfortable room."

"Very private and easy access."

"Because of the walking stick a bit small."

"Very helpful."

"Accessible."

"When I go and sit there it is very comfortable."

"Because I feel comfortable whenever I need to visit, I feel at home, and the climatic condition is normal."

"I have a good relationship with <<name>> he is kind and compassionate and gives professional advice."

"Well, it's just there. When you go in there you are made to feel comfortable."

Not comfortable

"Very small area."

"The chairs are quite hard."

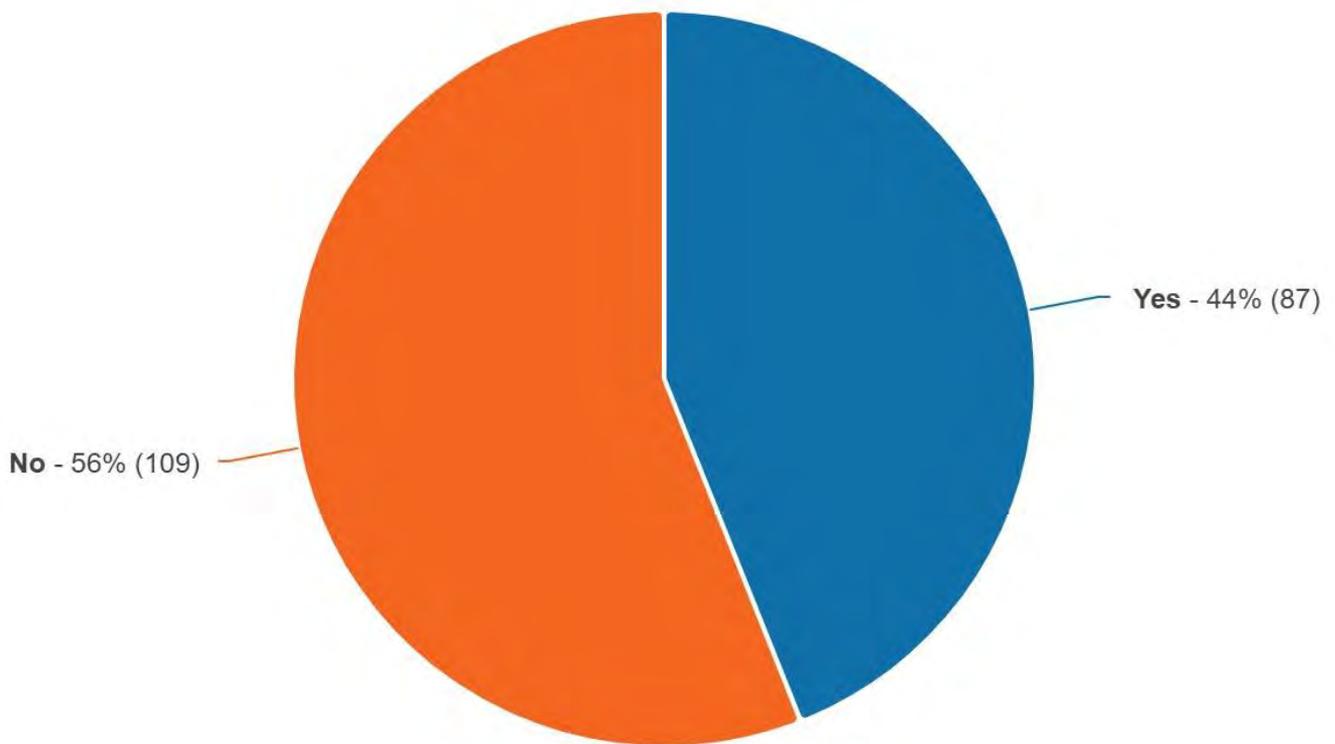
"Feel like I'm being judged."

"But small it's a bit cramped."

"I have no choice."

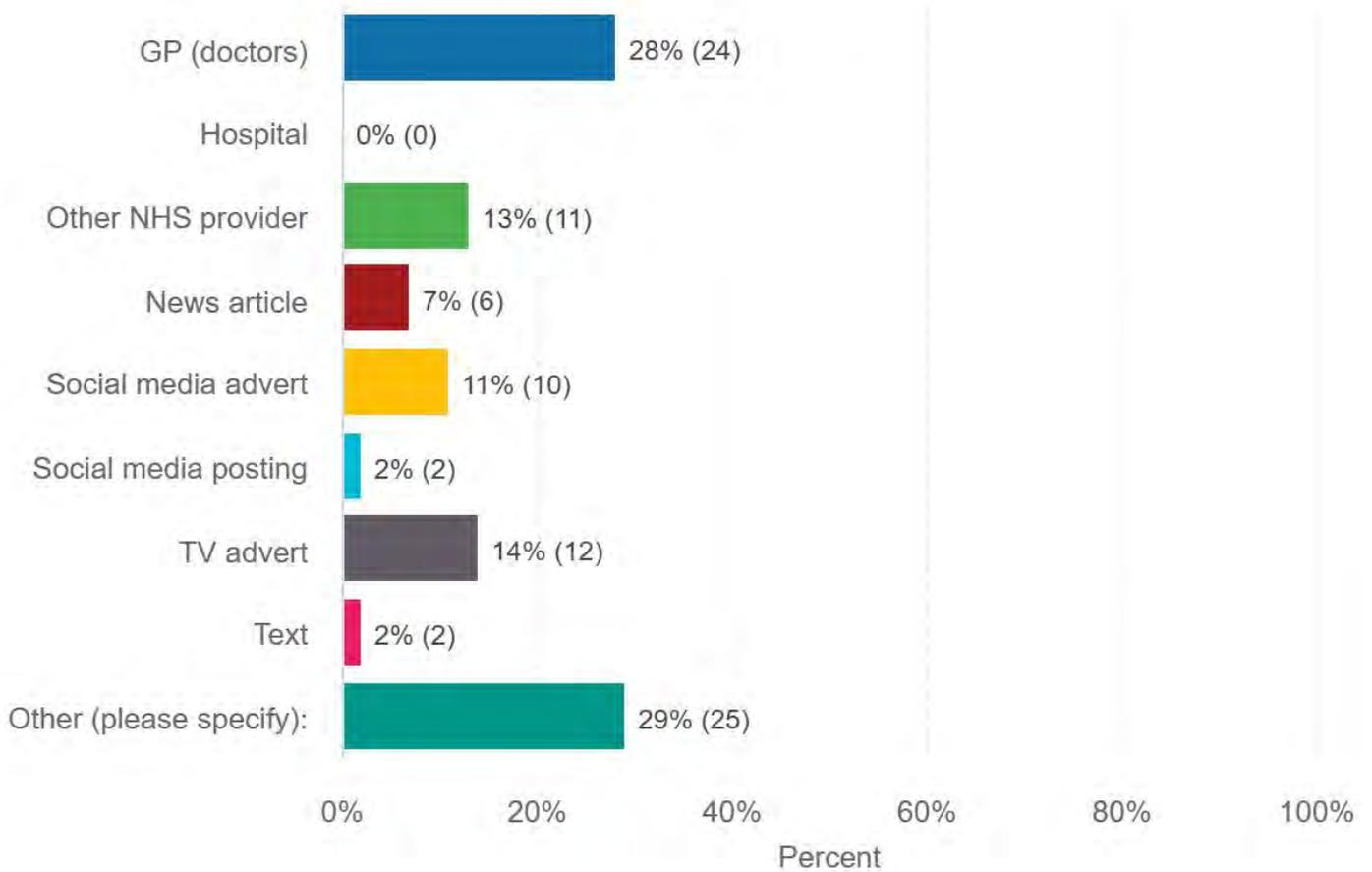
Pharmacy First

Q9. Did you know of the Pharmacy First scheme and the list of services it offers?



Nearly half of respondents had heard of Pharmacy First

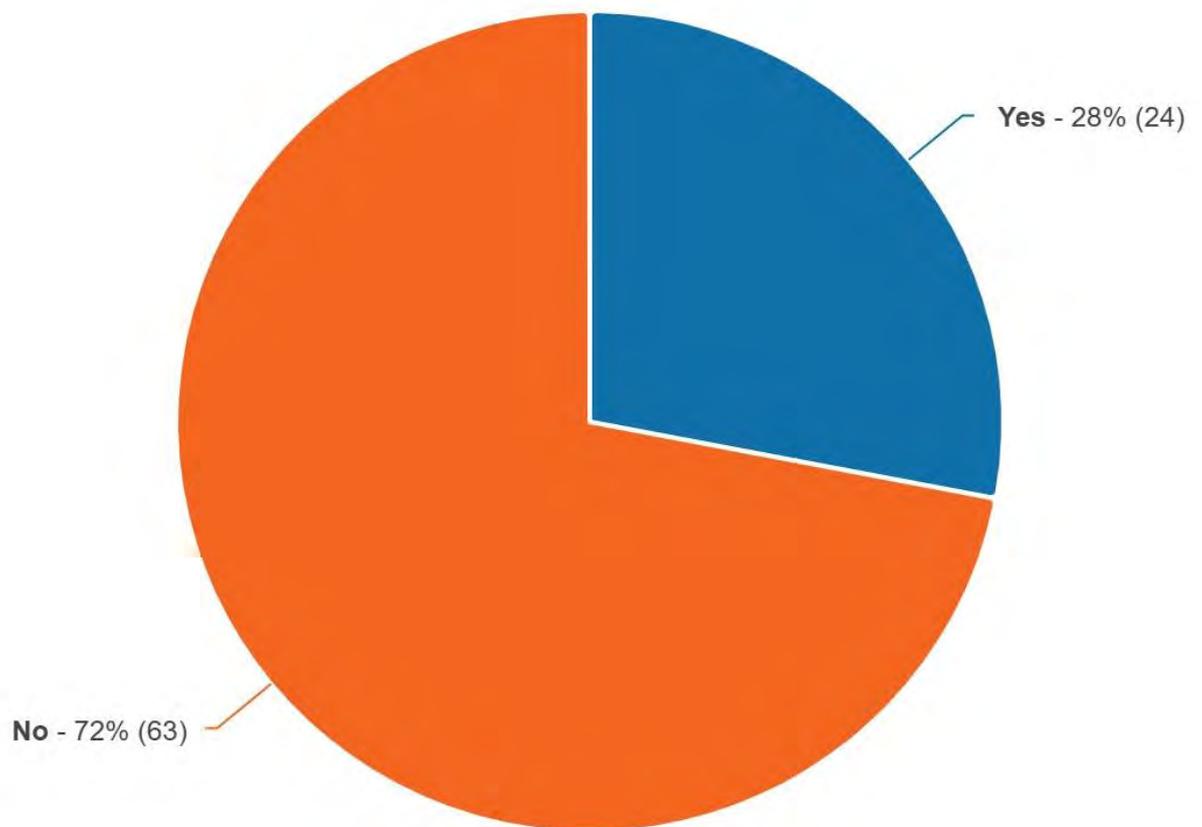
Q10. Where had they heard it?



GPs were the most common sole source, followed by television advertising, another NHS provider and social media adverts. The following were coded against Other:

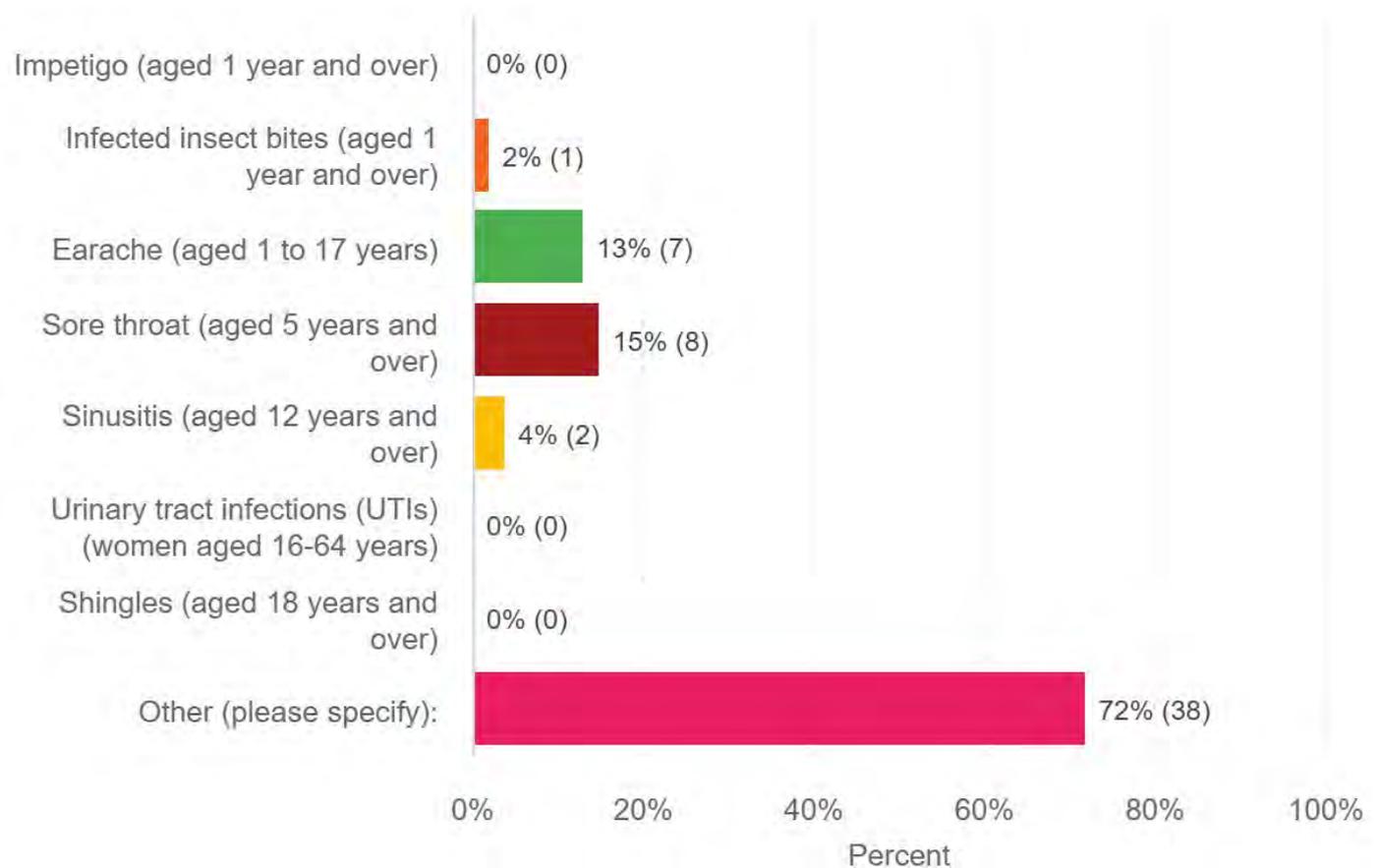
- General knowledge
- Word of mouth
- Work
- Online and through NHS app
- NHS app
- Pharmacy / Through the pharmacist / Shop posters in pharmacy for / In pharmacy poster / Window ad in pharmacy / Leaflet in pharmacist
- TV not advertising; BBC
- Relations and friends: Husband / Friends / Friends talking about it
- Email marketing
- Advertising
- Healthwatch
- Professionals: I used to work at a doctors/ Work in care home as a care worker
- Main street / Croydon CCG

Q11. Have you used Pharmacy First?



Around a quarter who had heard of Pharmacy First had used it.

Q12. Which condition did you use Pharmacy First for?

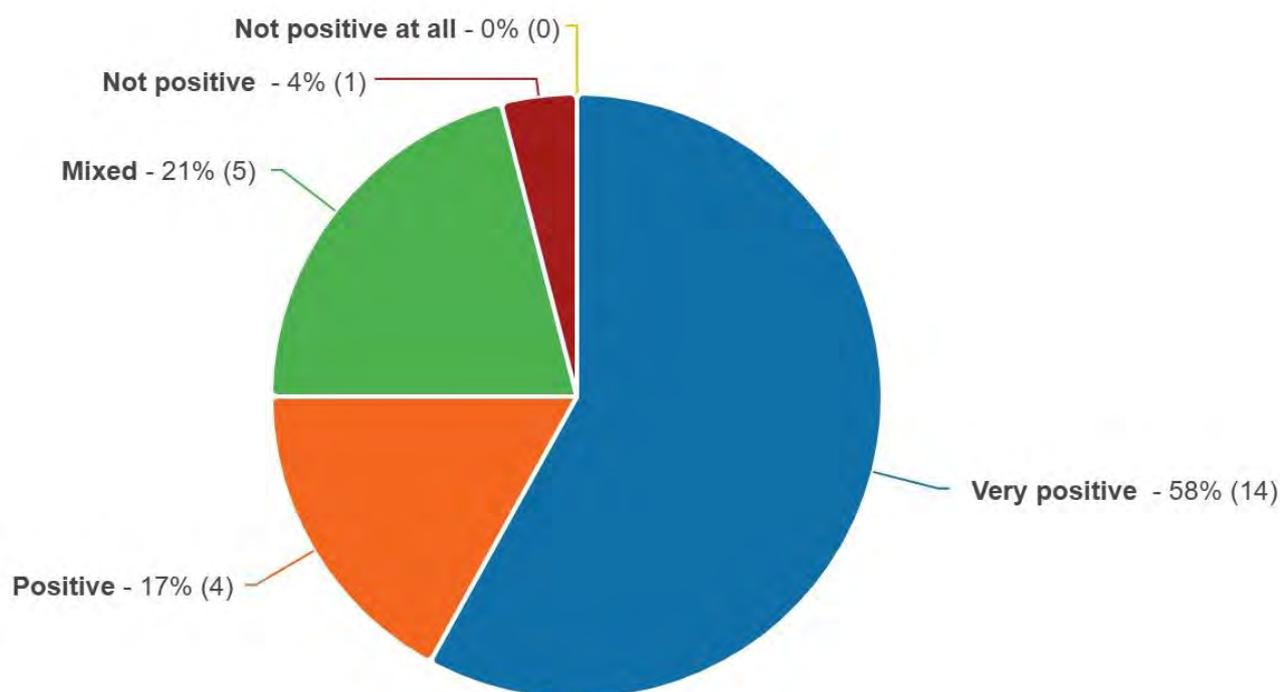


Most used Pharmacy First for sore throat and earache, although these are relatively small numbers. A majority used this for service classified as other which are services not currently included under the Pharmacy First scheme:

Other

- Backache (1)
- Contraception pill (2)
- COPD (2)
- Flu jab (2)
- Painful earache/ bunged up (2)
- Skin cancer medication (1)
- Treatment for health problems (3)
- Tried to use it but condition was not on list (2)
- Urology/ Cystitis (3)
- Skin cancer medication (1)

Q13. How positive was the experience?

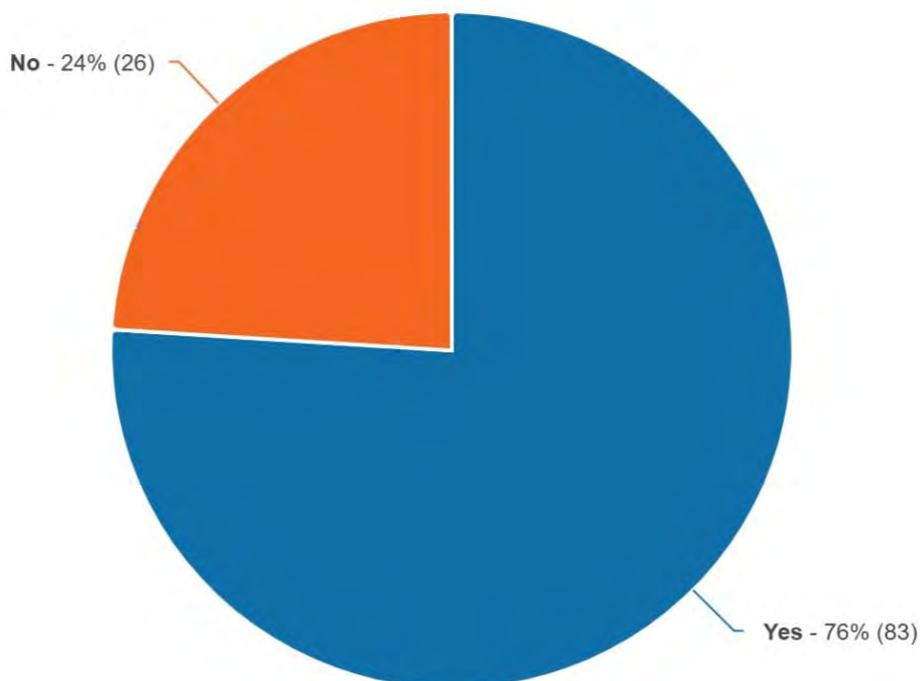


Most found the service positive with earache and sore throat most positive. Few found it negative. It should be noted these are relatively small numbers of responses.

Table comparing positive and service

	Impetigo	Insect bite	Earache	Sore throat	Sinusitis	Unitary Tract infection	Shingles	Other
Very positive	0	0	4	4	1	1	0	4 (Urology, COPD, Flu jab, Skin cancer)
Positive	0	0	1	1	0	0	0	3 (Back ache, flu jab, did not remember)
Mixed	0	1	1	1	1	0	0	2 (Earache, contraception)
Not positive	0	0	1	0	0	0	0	0
Not positive at all	0	0	1	0	0	0	0	0

Q14. Now you know about Pharmacy First, would you consider using it going forward?



Of those (109) who previously did not know about Pharmacy First, three quarters would consider using it.

Reasons of those who said yes

Ailment

"If my skin got bad."

"Minor ailments only."

"For minor ailments."

"Saves getting appointment at the GP for a minor ailment."

Easier appointment

"Don't want to waste Doctors time."

"Can't get a GP Appointment."

"It's useful for out of hours and can be accessed from home especially if not well."

"There's no appt you have to make."

"It can be difficult to get a GP appointment."

"So, bypassing making an appointment – this would help."

"As you can't get an appointment at the doctor."

"If I could not get a GP appointment and I needed something quick then I would."

"Well, it's better than waiting to see the GP."

"Because it's the GP you have to wait for an appointment for and they are not open at weekends, it's quicker."

"Because it's convenient and better than waiting for doctor."

"Just easier than making an appointment."

"Easier than seeing the doctor."

"First time I heard of it but would consider. Flu vaccination at pharmacy rather than GP."

Easy access

"Just for convenience."

"More convenient."

"Because it's easier."

"Might be more convenient."

"Would be more convenient if I'm popping by."

"It seems more convenient and quicker than waiting for a GP appointment."

"Saves time making an appointment with GP."

"As it is easier to see the pharmacist than the GP."

"Yes, because it's easier."

"Quicker than seeing the doctor."

"It's quicker I guess than seeing the doctor."

"Because if it decreases pressure in GPs and is within the competency of the pharmacist, it is efficient use of resources in challenging economic conditions."

"It's easier."

"I sometimes come for my throat when I have been out partying."

"Convenient."

“Very convenient.”

“I do occasionally as it is a bit quicker and convenient.”

“It would be easier to access.”

“Easier to get to. Don’t need to go to GP and so come here for non-life-threatening ailments.”

“Because it's more approachable you don't have to queue here. You can just walk in.”

Helpful

“It seems to be a good provider.”

“It will be helpful.”

“Helpful as getting an appointment is difficult at times.”

Quicker

“It’s quicker.”

“Just go and it’s treated quickly.”

“If it's available then I'll use it. Probably quicker too.”

“Getting access quicker. It takes two weeks at the doctor.”

“If you can't get in at a doctors, you come here.”

“Quicker than seeing the doctor.”

"It's faster than seeing the GP."

"I would use and it is quicker."

"Yes, it would be quicker I guess than booking a GP appointment."

"If it's faster and the pharmacy would deal with it then yes."

"Quicker and easier to go to than the GP."

"Might be quicker for me and more convenient."

Recommended

"Yes, because it's trustworthy."

"Yes, I would use it and apparently am hearing about pharmacy first for the very 1st time."

"Prefer to see doctor, but I'd be happy to come here as they are quite good."

Staff attitude

"Well, they are lovely here and I know them all. Very friendly."

Waiting time

"Less waiting time."

"To avoid long waiting times for appointments at my GP."

Reasons of those who were neutral

"If I had to, I would go."

"Worth considering if unable to access GP's appointment in a timely manner (earlier than 2 weeks)."

"I would give it a try."

"Would consider."

"Won't make much difference to me."

"Because I want to try and see how it works."

"Maybe it will benefit me one day."

"Would give it a try and see how it works."

"I would not necessarily have to see a GP as this service is made available."

"If need be, it's a service I would consider using."

"Not for earache but other things yeah I would ring first."

"It can be useful."

"Sounds good."

"Yes, for things I don't need to see the GP for. I see my pharmacist and the pharmacist recommended antibiotics and for earaches he recommended a special olive oil."

Reasons of those who said no

GP Preference

"Would still go to the doctors."

"Go to GP."

"Prefer to go to doctors, can use after hours at Purley Hospital."

"I know they can prescribe but I haven't used them."

"I would probably use the GP first as I'm more reliant on them."

"I want to see the doctor first."

"I think I would go to my doctor really."

"Want to see the GP first."

"Still rather go to the GP."

"Rather see the doctor."

"Rather go to GP."

"I prefer going for ayurvedic medicine."

Language barrier

"I can't understand what they say."

Lack of trust

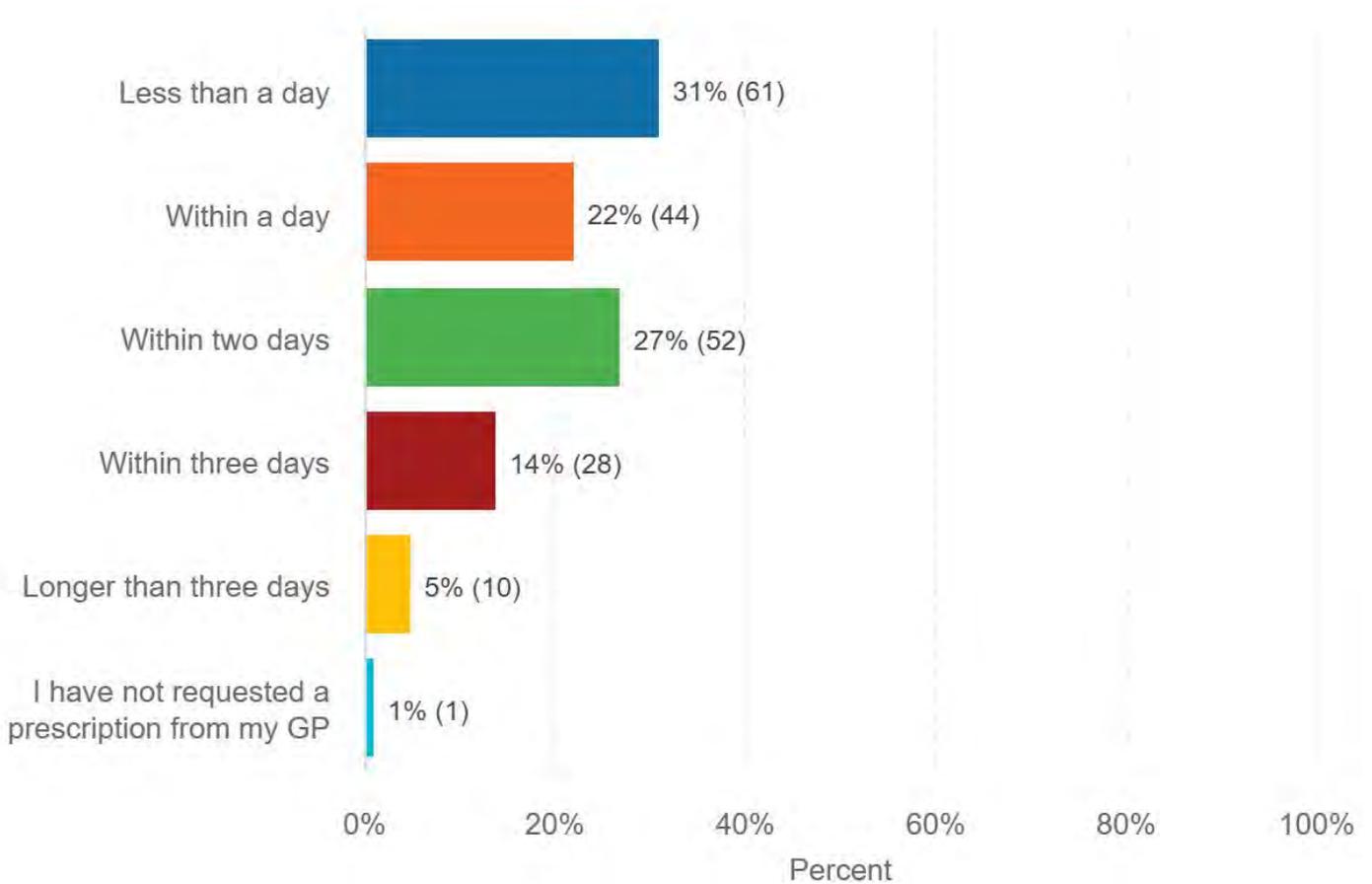
“Lack of confidence.”

Negative experience

“Because I recently had a UTI, I know exactly what caused it, of course their over-the-counter medicine didn't fix it, so the doctor was needed anyway. As I needed antibiotics. It was cystitis so not funny. I did hope she could prescribe but no. So, a waste of time. I get this every year or two when I wipe myself wrong so I knew I would get it two weeks before it grew into bacteria. Then needed antibiotics, most ladies know what I am talking about.”

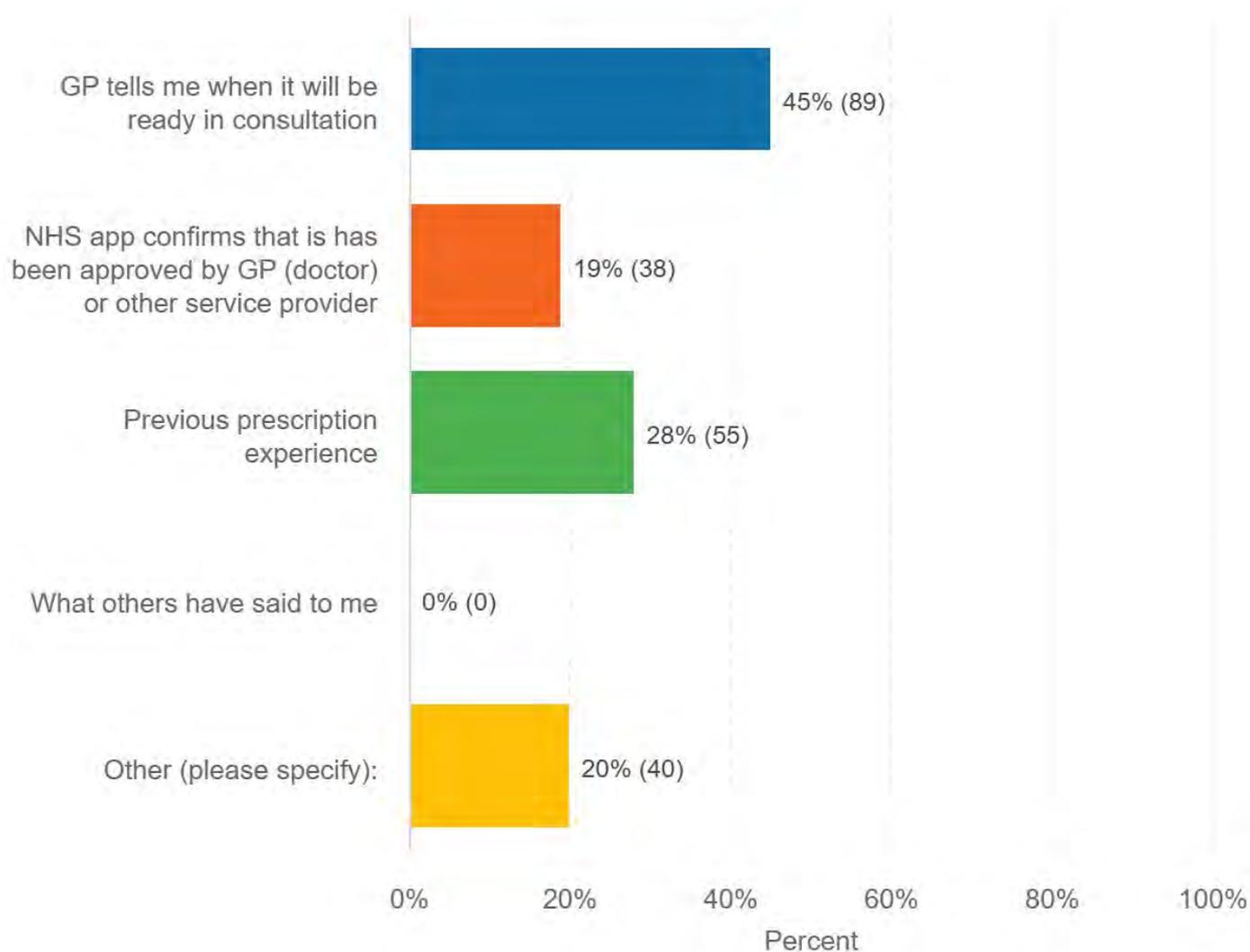
Prescriptions

Q15. If you receive a prescription from your GP (doctor), what are your expectations on when it should be ready for collection?



Most expect to be able to collect prescriptions within a day or less, with just over a quarter expecting two days, and further 14% having expectations of three days.

Q16. What information has influenced your expectation of when your prescription is ready?



Most were influenced by the GP telling them, followed by previous prescription experience and NHS app. Of the others, it was direct communication from the pharmacy.

Call

"I ring them."

"Pharmacist calls me."

"Or I call up."

"I just ring."

"The pharmacy calls my wife."

"I phone them to collect it."

"I call them."

Delivery

"I get mine delivered."

"Prescription is delivered."

Email

"Send me an email on the phone."

In person

"I know the date. I come to check myself."

"I request it."

"From pharmacist."

"I just come in."

"I just check it myself."

"I come and check in person or I phone."

"I come in and I know when it is done."

Message

"Because I come to the pharmacy to request it."

"Chemist told me."

"From the Pharmacy."

"Chemist told me."

"The pharmacist."

Neutral

"And the pharmacist."

"Unsure not had a prescription recently."

"Depends on urgency of condition."

Text

"Text."

"The pharmacist messages."

“Pharmacy sends me a text.”

“Pharmacy messages.”

“Text from pharmacist.”

“Pharmacy texts me.”

“Pharmacy text you.”

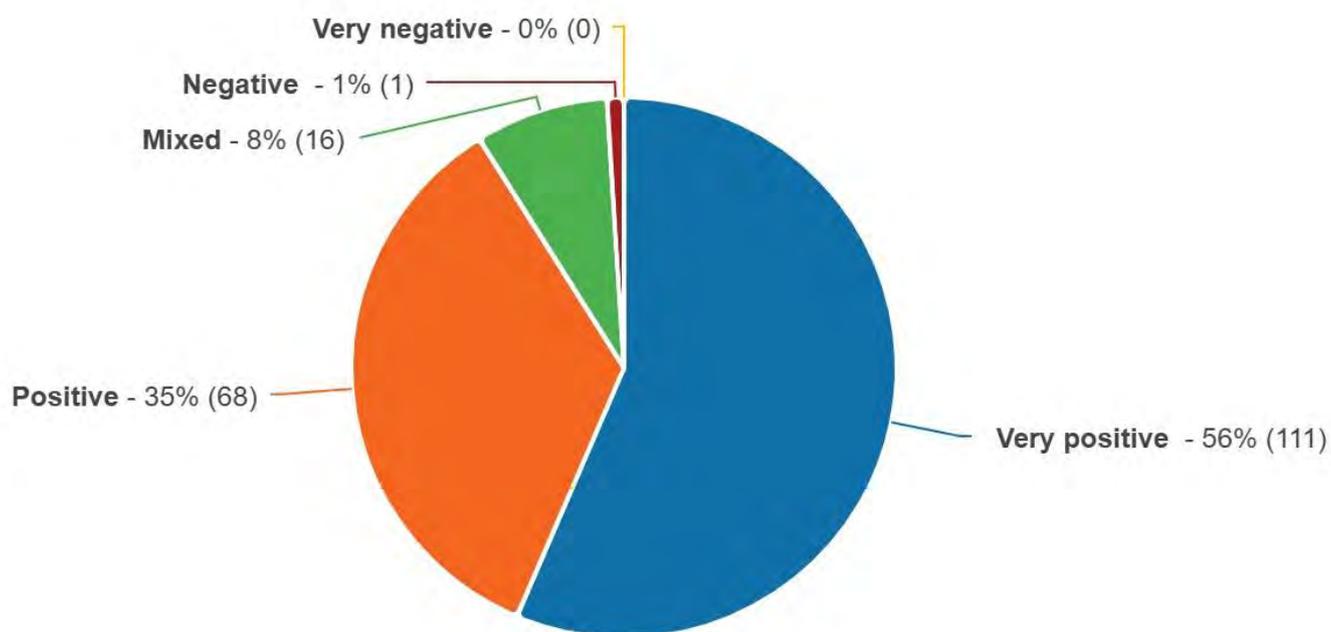
“Text from pharmacy.”

“Pharmacist text.”

“Chemist text.”

Overall experience of community pharmacy

Q17. What is your overall experience of using community pharmacy?



Most respondents (91%) find community pharmacy very positive or positive, just 1% found it negative.

Very positive respondents (from 100 respondents)

"Very good and I get support and advice, which saves me making an appointment."

"Accessibility is very convenient."

"Helpful and solved a problem for me."

"They have been helpful always."

"It's everything I need in a pharmacy."

"Knowledgeable on prescribed medicines, and similar medicines that you do not need prescriptions for but can have a similar outcome to prescribe medicines. Telephone follow up/review on prescribed medicines if using for the 1st time. Advice and treatment on most common conditions."

"My pharmacy is extremely good, knowledgeable and efficient."

"All ways met my needs, don't have to book."

"I have never had a problem, but prescriptions are always ready. If not in stock they will provide me with a replacement."

"Experience very good delivery to the door."

"Lovely and helpful."

"Gives me what I want."

"Provide prescription at a reasonable time frame."

"My dad takes a lot of medication which is readily available. It's great."

"I can access the pharmacy easily. And the staff are great."

"Providing my needs."

"Always very good."

"Prescription always ready."

"Perfectly happy."

"They are on the ball, fast and very good."

“Great staff attitude, they are very helpful. When I am low on medication, they supply emergency. Enough for when I pick up my prescription.”

“I would give my pharmacy a 5 star. They are so helpful and listen to me.”

“Pharmacist explains the medication thoroughly.”

“My pharmacy is nearer to me and they are very friendly.”

“Always easy to communicate and very, very helpful.”

“No problem at chemist.”

“Never had any issues.”

“Friendly staff.”

“Very responsive and no bad experience.”

“Had a good experience.”

“Excellent service.”

“Very organised.”

“I have been with my pharmacy for over 40 years.”

“Staff attitude is great and they communicate very well.”

“Happy to help and no waiting time.”

“They are friendly, helpful, and a good pharmacy I have used since I was very young.”

“Prompt in services.”

"They are prompt in service."

"Good experience."

"The pharmacy has very professional staff with good attitude. They are helpful."

"Straightforward, no issues."

"They serve me good, serve me nicely."

"Just generally it's good, they know me."

"I've been their customer for 15 years their behaviour is very good; they are treating customers very good."

"Staff are good. All the medication I need they have."

"Staff are friendly, so it suits me well."

"Lovely customer service always good and what I needed."

"All the information I need. They know me personally."

"Everything they talk about is very nice."

"Because I always get good service."

"Because I've been going there 40 years, been good the whole 40 years."

"Good service can't complain about it really."

"Staff are always good so there have been no problems here."

“Because the staff are very kind and helpful and supportive and location wise it’s very close.”

“It’s always good.”

“It’s a shame that not all pharmacies are the same as this one, friendly personal touch.”

“As you can request from them directly to pass on details to the GP.”

“They are very helpful and reliable. The information they tell you makes sense, they are honest.”

“The people are nice, they are fast and any advice is good.”

“Very professional.”

“Very helpful.”

“I just tend to get what I need, they are nice here and the pharmacist.”

“Because they do a professional service.”

“Really friendly staff especially Frank the pharmacist.”

“Oh, there is a lady there, and she knows my name and is so efficient, values the family community values.”

“Because they are always very helpful in here, and they phone me up and I can phone them up. Sometimes I was getting muddled up with my prescriptions and they sorted it out for me.”

“Just because when I have a prescription, they are always ready. They have been really good.”

“Very friendly. Never let me down. I do try to be organised on regular prescriptions.”

“They are just helpful and order the teva brand for medication.”

“Because we have been here a long time and it's very good.”

“It's a really good pharmacist – was good today.”

“Everyone is really nice.”

“Because they are helpful, sometimes I do ask them things as they help.”

“Best pharmacy ever.”

“Always found what I needed.”

“Can get the medication within a short time period.”

“Because they are always friendly and have good advice.”

“Very friendly and efficient service.”

“Because I've been coming in years for years, not really had any major issues. They are connected to the GP, and I've got to know them quite well and I'm on friendly terms.”

“Very informative and all the staff are helpful.”

“They are always very helpful.”

“The service is good the service is very good.”

“They are so nice on here, no problems.”

“Easy, accessible. You don't have to go online and fill in forms like you do for a GP and then wait for a call.”

“Because I've not had any difficulty collecting prescriptions.”

“Very friendly staff. Very good here.”

“Easier than the doctors and there is a queue over there.”

“Never had any issues. Quickly efficient. Good with repeat prescriptions.”

“I've been using them for all my life never had any problems with them.”

“Good service, punctuality, text messages when ready.”

“Well, they are always helpful.”

“Using them for years. Confidence to come here for 30 years.”

“They are always friendly and helpful.”

“Very friendly staff. They have a large selection of things for sale at the pharmacy, so I have no issues with it.”

“They have always been very good with me.”

“Just because of Mr <name given> professionalism. And the good team.”

“Well, he (pharmacist) is very helpful, he did not have a drug for my eyes, and he is going to try and get it.”

“He's alright, he is a gentleman here.”

“Super friendly staff they know what they are doing here.”

Positive responses (from 58 respondents)

"Everything I need."

"I haven't had any issues dealing with them. They know much better than I do."

"Easy to access and always have the medication on hand."

"They're very helpful."

"It's nearby and I don't need to park and worry about the car park space. It's within my reach."

"The waiting times are bit longer sometimes but it's still positive."

"Medication is ready."

"Collection time is reasonable."

"Efficient service – personable."

"Normally have prescription already for pick up."

"They answer questions and inform patients on how to use their medication."

"Friendly, any problems with medication they are very helpful."

"They are very helpful."

"It's the best pharmacy and they have never failed me. When I was ill and not mobile, I would contact them to inform them that I am on my way, and the prescription would have been ready on my arrival."

"They try to be helpful."

"Convenient and reliable."

"It takes the pleasure of the NHS and doctors attending to patients. It's very convenient."

"Am satisfied with the pharmacy."

"I have used them for years and I have no problems at all. When my medication is ready, I always receive a call from my local pharmacy."

"It's alright."

"They are quicker and very friendly to residents and patients."

"Area is clean and the staff are very friendly."

"I gave this answer because of their great professionalism, at any time. The staff are so polite and very friendly."

"They are very helpful."

"It's a good experience."

"Always get what I need."

"They are knowledgeable about medication."

"Sometimes I have to wait quite a bit to collect. Up to an hour if they are busy."

"Just fairly efficient and reliable."

"It's a good pharmacy."

“Because I come here sometimes it’s busy and they try to serve me and I get what I want.”

“They usually look after me ok thank you. But I do wish they could deliver meds occasionally.”

“No problems.”

“As there are always plenty of staff and proactive staff.”

“Good staff, very friendly.”

“Always a good experience.”

“They are good and reliable.”

“It's just good.”

“They deliver to me. Responsive to community.”

“They are good with people, and I always get what I need.”

“Trust their advice especially when I'm going through stuff.”

“I've had no trouble – positive.”

“Staff are always nice and friendly.”

“I think they're brilliant. I've been using them for a few years now.”

“Useful to have someone you can trust and be straight with you. Very helpful. Useful for Covid jabs.”

“Helpful and answer all the questions.”

"It is easy to access."

"Because there have not been too many problems."

"Look after me and they test my blood pressure."

"Help with regular medication for skin cancer and sourcing medication we could not get elsewhere."

"It's a good pharmacy and does the job for when I need it."

"Because we don't have any difficulties as soon as the medication is ready we get it."

"Because I have experienced the people here. Very kind and helpful."

Mixed responses (from 8 responses)

"Normally positive but today very negative. They are chaotic and argue with customers."

"Because most things they do well here, but disappointing about why they could not check ear as they only do children."

"They didn't have the right information about tablets. They said they would definitely have it, but when I got here, they did not."

"I've not had that wow factor yet but have not tried everything."

"Mixed as they are not fully stocked."

"They are always very nice, and you got everything you need."

“Queues when collecting medication that has to be collected over the counter. If communication is not good between the GP practice and the pharmacy, often the onus is put on the patient/customer to sort things out. Not helpful if one is a carer already experiencing stress from the caring role.”

“Depends on who's working there.”

Negative response (from 1 response)

“They are not very reliable they have mixed up my medication too many times.”

Improvements service users would like to see

Q.18 What improvements would you like to see?

179 responded with 106 stating no improvements needed.

73 suggested improvements.

Better communication (from 3 respondents)

"A call to say my prescription is ready, so I don't have to come in and wait. Especially if it has not been collected as it may be a problem at my end."

"Consultation - they can't really examine you the same way the GP can so maybe they can work together to give a better consultation."

"Communication."

Better dispensing and treatments (from 2 respondents)

"Them to be on time and get the right medication."

"Get other treatments available without prescription."

Cleanliness and tidiness (from 2 respondents)

"Less boxes, so a bit of a tidy up."

"Falling to pieces - could do with a little TLC."

Delivery (from 5 respondents)

"Would be good for access if they could deliver medications. <Surgery name> doesn't offer this but other pharmacies do. That would be reassuring. Me and my wife both have mobility issues."

"After a patient is over 80 plus (in age) I think medications needs to be delivered."

"The medication in boxes take ages to arrive. It takes two weeks to arrive."

"Would like a delivery service."

"I don't think visit the pharmacy - I get delivered to my home address, so I don't have anything to comment on."

Duty of Care (from 3 respondents)

To allow pharmacists to change medication without patient having to go back to G.P. For example, when G.P has changed sun lotion (I have lupus) without any consultation with patient (me). Became the doctor who knew little about discoid lupus and decided to follow Croydon NHS doctors rather than ask patient. Whereas the pharmacist who actually listens and understands patient needs, is far more sympathetic."

"Customer care needs improvement."

"Better approach to concerns."

Employ more staff (from 6 respondents)

"Employ more staff."

"Staffing levels."

"Employ more staff and be more prompt when dispensing medication."

"More people on the phone. Never get them on the phone."

“Replacement pharmacist available when primary pharmacist is on lunch.”

“It’s small but perhaps recruiting for more staff. Only one person serves residents. Small Premises and reduced staff.”

Extend Pharmacy First list (from 2 respondents)

“The Pharmacy First list could be longer. When the lady said in the pharmacy “I know what it is, but I cannot help you. It was Eczema.”

“I think they could probably do a bit more, similar to Pharmacy First. Things like jabs and shingles if they could do those that would be good.”

Improve waiting times /quicker services (from 9 respondents)

“Waiting times need to be addressed.”

“Times improvement.”

“Information about when medication is available.”

“Prescription could be quicker.”

“Promptness and consistency.”

“Prescription to be quicker.”

“Quicker services especially with emergency. The waiting times for picking up prescription should be much less.”

“Faster service otherwise its fine.”

“Waiting times.”

Longer opening hours (from 16 respondents)

"Longer opening/ closing hours. GP / On the day daily appointments with a doctor based within Pharmacy."

"Open on weekend e.g. Saturdays."

"Extend their hours."

"More out of hours pharmacy availability."

"Good to have a pharmacy which is open outside of business hours."

"Have time to take advice because <pharmacy name> says they are too busy to take blood checks."

"In general, the whole pharmacists in Croydon would benefit from longer hours and to get more pharmacists in general."

"Weekend opening."

"Longer opening hours. Deliveries to home addresses for those that cannot easily get out. Accepting email prescriptions, where the pharmacy does not accept email prescriptions. We have to drop them in physically."

"Open Sundays maybe."

"I would just love for them to be open and keep on going."

"More pharmacists to the ratio of patient/customer."

"Longer Saturday opening times."

"Generally, more comfortable sitting area when waiting."

“Miscommunication between the GP practice and the Pharmacy should be sorted by them not by the patient/customer. Patient records should be up to date and correct to help support this.”

“Saturday openings.”

More stock (from 12 respondents)

“Supply problems.”

“More stock.”

“Make sure they have stock in.”

“They concentrate on medication whereas I feel they should stock up more on other miscellaneous things that can be of benefit to the patient.”

“I did have an incident that I did not have the medication I needed. So, I needed to wait for them to order it. Being more prepared with medicine requests.”

“Happier staff. Also, the pharmacy has too many different people in there working now – people I don't recognise at all. Also, the shelves are always half empty, as if it's closing down, which it isn't. It would be nice to have more items in there to purchase instead of having to go elsewhere. ”

“Yeah, more stock and tidy up a little bit, but a friendly bunch. The opening hours are very good, and they always contact you when anything needs picking up.”

“More baby stuff.”

“Sometimes the pharmacy has not every product so, they have to buy more products.”

“Sometimes the medication you want stops and you have to go somewhere else.”

“More medicine stocks.”

“They have to keep the medicines, I need to go to another pharmacy to collect. Walk to get from <pharmacy A>. Difficult to get it at <pharmacy B>.”

Premises (from 7 respondents)

“Environment, structural improvements.”

“More seating.”

“My pharmacy is small so my suggestion is for them to have a bigger space and have more stock rather than only medication.”

“The consultation room needs to be bigger.”

“Premises very small, could do with a little TLC.”

“More room in the consulting room.”

“It’s a very small premises. We used to have four (staff members), but we have two which is overwhelming for the staff. It would be useful to have a larger pharmacy to accommodate the capacity of residents.”

Prices (from 1 respondent)

“Put the prices down a bit. Pricing too high.”

Privacy (from 2 respondents)

“Bit more privacy when talking. You can ask for the room but you're usually on the shop floor and some people may not know about the consultation room.”

“Having more consultation rooms where private medical stuff can be discussed.”

Staffing/ staff attitude (from 5 respondents)

“I would say that recently there are new staff and <named staff member> has gone and they have a new manager so it's different.”

“There is just a lady here and she is a bit rude.”

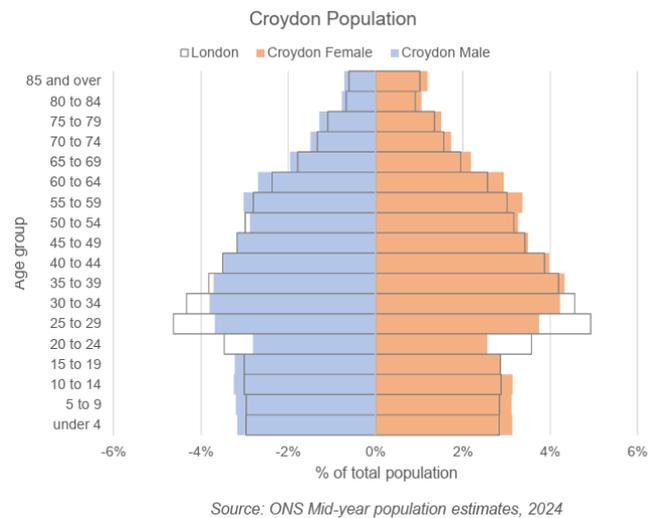
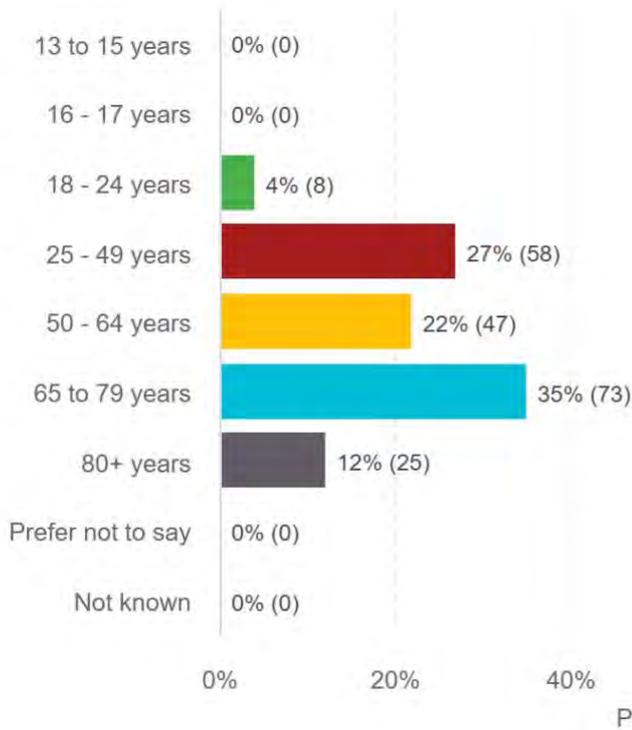
“You have a consultation room. Then I think better customer service and more smiles.”

“More friendly.”

“Be more polite.”

Demographics for resident survey

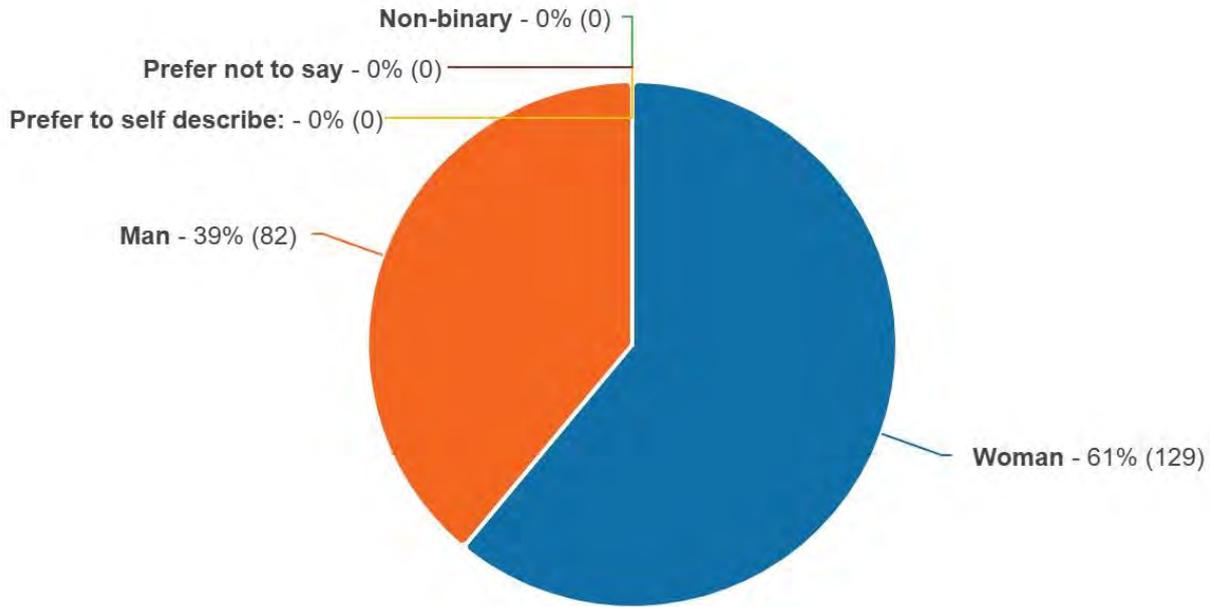
Age



Compared with Croydon’s population (Croydon Council, 2025), the sample leaned more heavily to those over 65 (35% compared with 11% for Croydon), and 80+ (12% compared with 6% in Croydon) and 50-64 was higher at 22% (Croydon 17%). The 25-49 was representative of the sample at 27%, with Under 25 representing 4%.

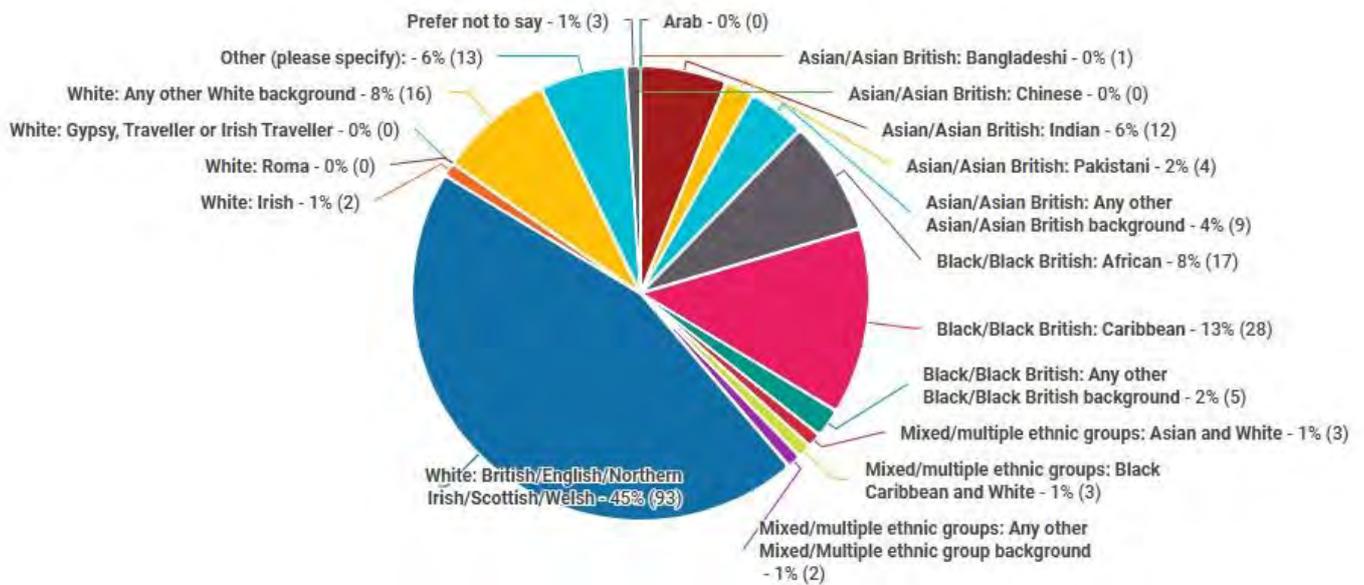
However, this may be due to older populations needing to use community pharmacies more often and the time of day that the surveys were carried out – mid morning to afternoon.

Gender



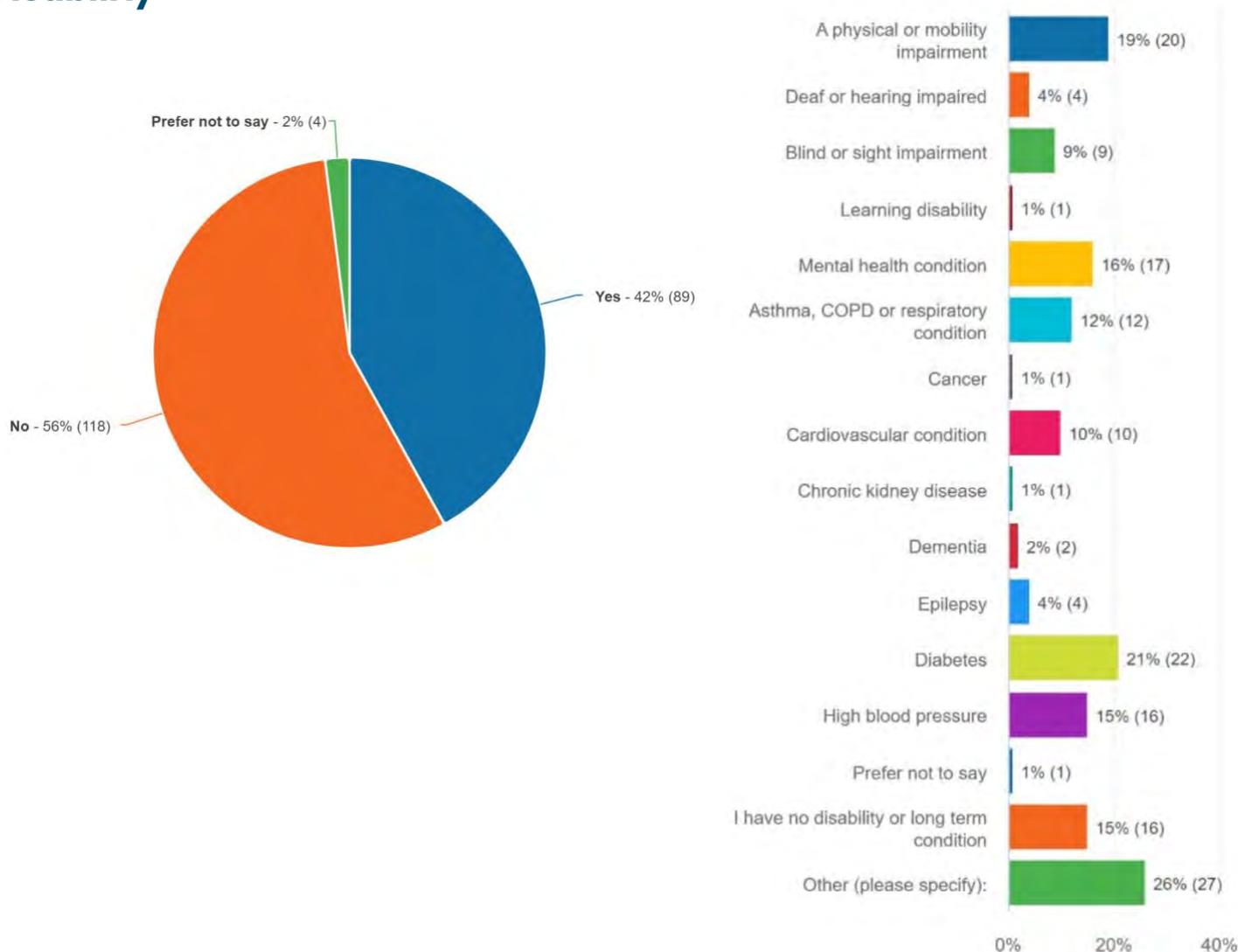
Respondents leaned heavily towards women over men.

Ethnicity



Comparisons with Croydon’s population (CroydonCouncil, 2025). Some overrepresentation for White populations at 54% (White British 45%, White Irish/Other 9%) compared with 49% for Croydon. Others were also overrepresented at 6% (Croydon 4%). Black respondents equalled Croydon’s communities at 23%. Asian (12% -18% for Croydon), Mixed (3% -8% for Croydon) were underrepresented.

Disability

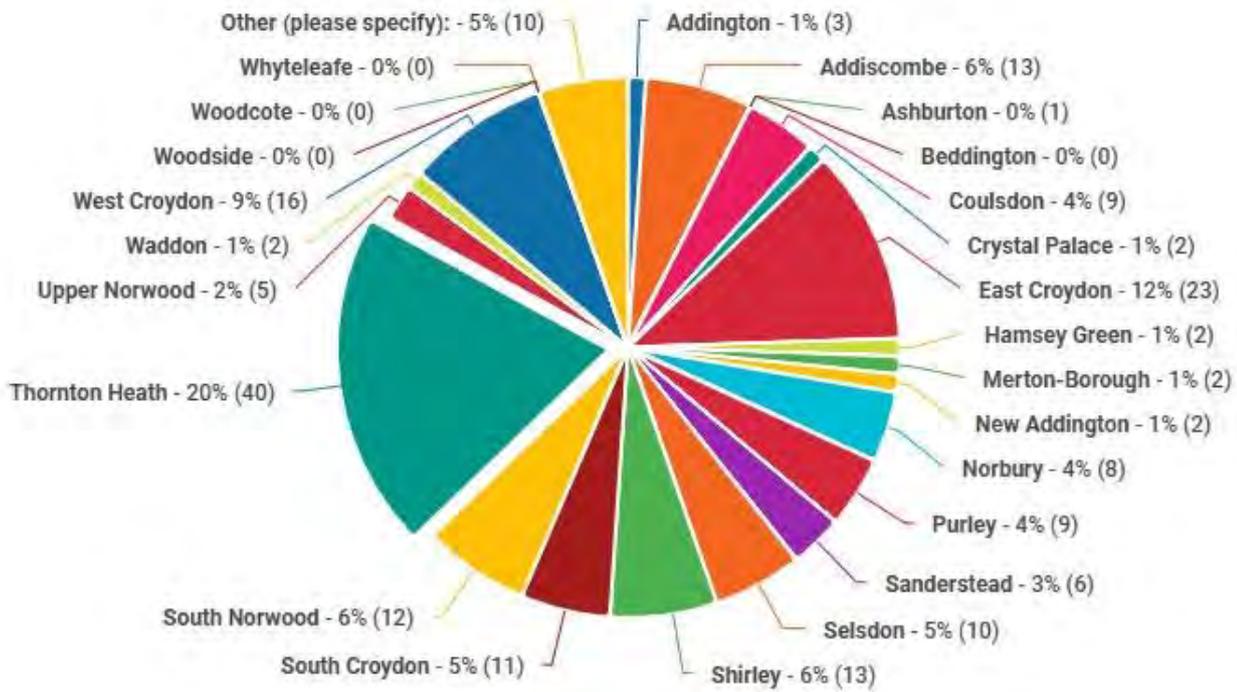


Nearly half of respondents had a disability or long-term condition. Diabetes, a physical or mobility impairment, a mental health condition and asthma, COPD or respiratory condition were most represented. Please note participants can choose more than one condition.

Other conditions mentioned (from 23 respondents)

- Acid reflux
- ADHD
- Brain tumour
- Cholesterol high
- Chorial calcinosis
- Coeliac
- Diverticulosis, osteoporosis
- Fibromyalgia
- Gynaecology problems
- HIV positive
- IBD
- IBS (3)
- ITP
- Lupus
- Old age!!!!
- Osteoarthritis (2)
- Parkinsons (2)
- Peripheral Arterial Disease
- Platelets are high, so need to take tablets
- Reynard's disease
- Rheumatoid arthritis
- Schizophrenia
- Scleroderma
- Skin cancer
- Stroke
- Thyroid

Where respondents live



Respondents live across the borough of Croydon. A high number came from Thornton Heath (20%) East Croydon (12%) and West Croydon (9%).

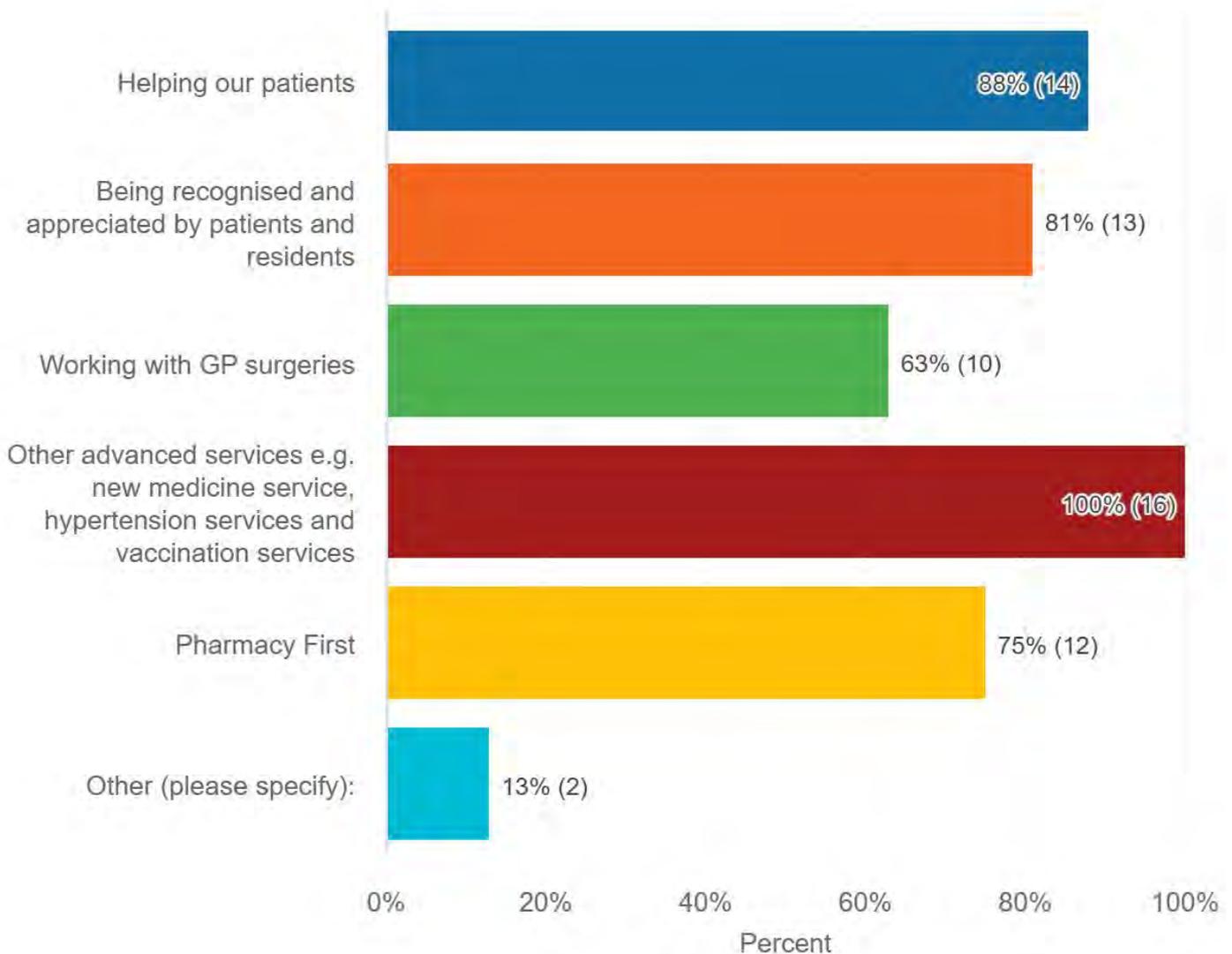
The methodology ensured we visited all 9 Primary Care Network areas, and the sample is represented by 29 of the 47 practices.



Provider insight

What is working well

Q2. What is working well for your pharmacy?



All pharmacists who responded said advanced services such as new medicine, hypertension and vaccinations were working well. Over three quarters, stated helping patients and being recognised. Pharmacy First worked well for three-quarters and over two thirds said working with GPs.

Other services stated included: Blood pressure, micro suction, flu vaccinations and emergency hormonal contraception to follow.

Please say why you give this answer

"Recognition is not given to pharmacists anymore."

"We have built a good relationship with all the nearby GP surgeries which has made providing care for our patients more seamless."

"Our patients are very appreciative of the services we provide, and we engage very well with new national and local services and have received good feedback from our patients, particularly since we are open till late every day of the year."

"The service elements are working well with positive patient feedback."

"We have been provided services in collaboration with local healthcare providers, communication between local providers is well established and have been done in a timely manner with patients and their representatives. More patients have contact and visit regarding pharmacy services."

"Patients are appreciating the service we are now providing locally in a quick, effective and efficient way."

"Get positive feedback from these services."

"Good feedback from patients."

"Pharmacy has been recognised as a first point of contact by locals and engagement with patients and local healthcare providers is strong."

"Increase in footfall - recognised for our skills."

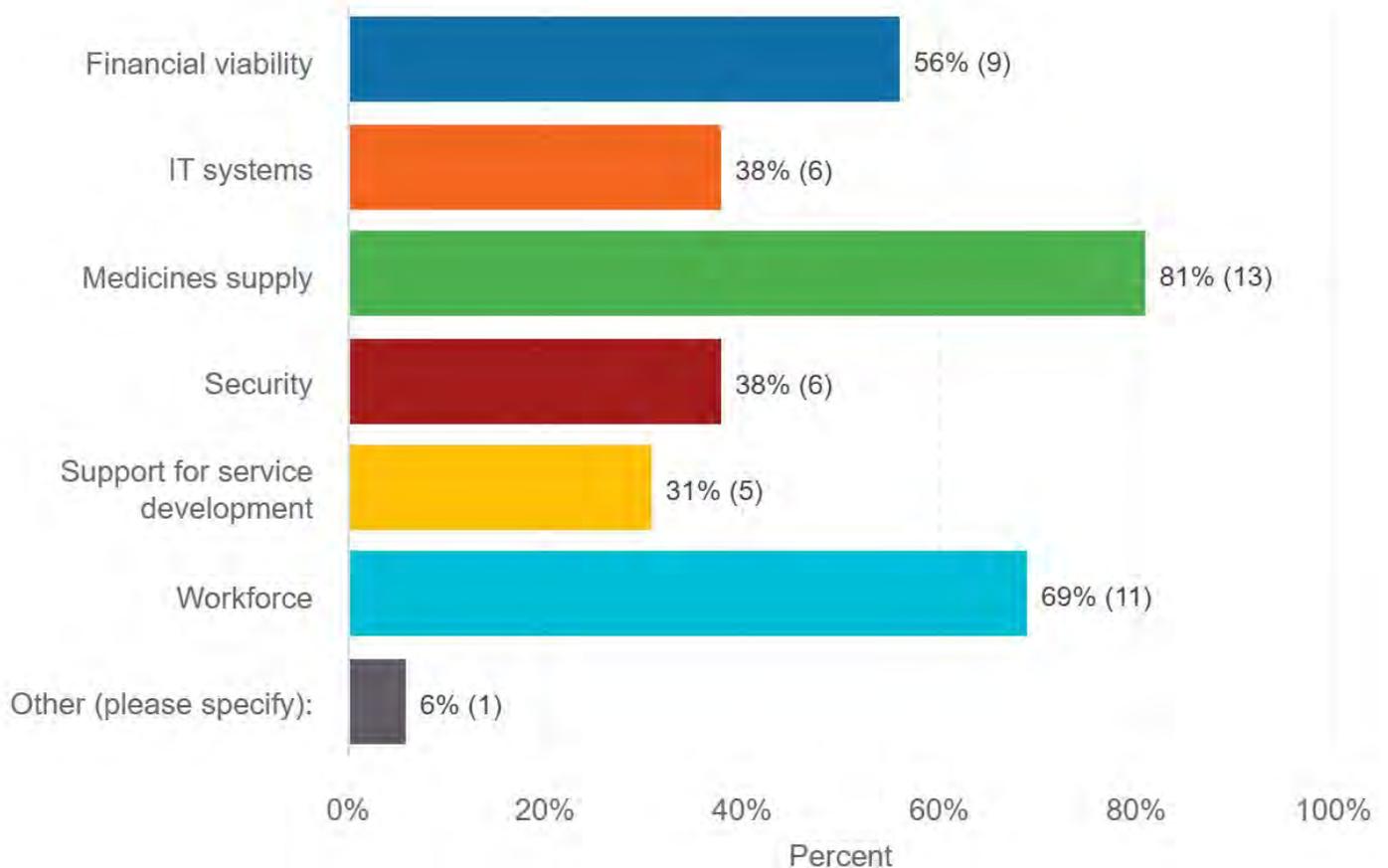
"All services as above are working well. However, without proper support/funding for staff, we are at breakpoint. Gone are the days where I

am able to support a patient as they are present. Often patients have to wait, or we call them back (as appropriate) when we are free to consult.

“There is a high demand for this service in this cosmopolitan area of Croydon. Young girls will benefit from the sexual health education, especially in the reduction and control of sexually transmitted diseases (STDs).”

What is challenging

Q3. What is challenging for your pharmacy?



The biggest challenge for pharmacists is medicines supply, followed by workforce and financial viability. Around a third also stated IT systems, security and support for service development. The other response concerned referrals from GP surgeries.

Reasons for these responses

“Community pharmacy is on its knees. Financial viability with high rents, doubled business rates, NI increases and horrendous cutbacks from the Department of Health in reimbursement.”

“This year has been challenging with a shortage of medicines, disruption of supply and due to the rise in cost has had an impact on pharmacies.”

“Some items are continuously out of stock or over the drug tariff.”

“Biggest problem has been sourcing medicines at reasonable prices.”

“Issue regarding short supply has had an impact on operation and right people on right time is always challenging.”

“Getting referrals from GP surgeries for services despite emailing and contacting all local services for NHS services provided, especially for Pharmacy First.”

“These are the challenges due to a broken funding contract which often means we lose money on dispensing.”

“IT systems not integrated.”

“Without appropriate staffing levels, we are unable to provide all services to all our client base at a time that suits them. We are moving to an appointment-based system.”

“Workforce is a big issue.”

“There are some thieves who frequent the area. This has meant that sometimes we must delay some of our services for a short period.”

“Thornton Heath is an area with a colourful diversity and a quite dense population. However, working now in this area for almost three years, I have experienced numerous situations where my staff and I were sworn at and insulted for providing services in this community with dignity and professionalism. We still put brave smiles on our faces and continue providing pharmaceutical services for the local community.”

“In addition, a lot of patients have asked for other services like the minor ailment scheme but because we no longer have funding for this, we are unable to provide it.”

Patients affected by the challenges

Q4. How have patients been affected by the challenges that you face?

Responses from pharmacists

"They can become distressed when thieves come into the shop and also some patients struggle with buying medications for their minor ailments because of financial restrictions."

"Medicines disruption, delays in getting their meds, inconvenience, inability to get services on time."

"Items not being available in time as out of stock."

"Medicine supplies are a nightmare, so patients are going from pharmacy to pharmacy. Sometimes the solution is very easy in switching to an alternative, but GP surgeries are not willing to change scripts and instead tell patients to keep trying other pharmacies which ends up delaying treatment, or the patient simply gives up."

"Disappointed in having to go round to other pharmacies to find medication they require or having to try something new as unable to obtain their regular medication due to a shortage."

"The communication in dealing with medication changes have been challenging, in particular dealing with aging patients living on their own."

"Delays obtaining medication; unable to offer services due to a lack of unfunded training, trained staff for appropriate roles; time to provide service and finances to arrange staff cover for training."

“Expectations of services like Pharmacy First without knowing there is certain criteria/points.”

“Lots of pharmacies are shutting down as unviable (7-10 per month nationally) which means the patient has to travel far for medicines.”

“Not being able to get hold of their medications on time and sometimes having to switch to others.”

“Less than 1% have, but still not a situation I want to see increasing.”

“Many have been searching for short supply meds and waiting longer to be served due to workload.”

“Overall, we have good communication with local healthcare providers to inform on the situation surrounding supply and provide alternatives as soon as possible to minimise disruption.”

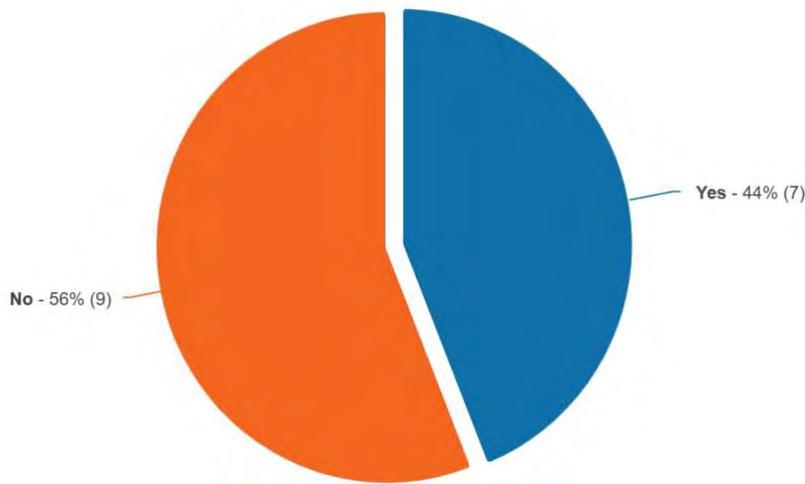
“Medicine shortages.”

“Most of our client base [have been affected].”

Most of the patients are supportive and kindly understand our limitations as regard to staff or resources that might affect our services, such as staff or finance.”

Pharmacy First impact

Q5. Has Pharmacy First affected your service?



Nearly half of pharmacists who responded said it had affected their service. Of those who said that it had been affected, the expectations of what can be delivered to patients were a key concern causing arguments, and pressure to deliver. For others, the service was now much busier which made more work but raised their profile and footfall, showing their professionalism. Of those who said they have not been affected, they have stated it has made a difference to patients and raised the profile of what the pharmacists offer.

Yes

"Time consuming and patient understanding not there, so why excluded or pharmacist limitations such as expected antibiotics."

"Croydon area – a lot of pushback and arguments on the topic."

"Yes, patients are sometimes not willing to wait for the consultation or not happy with outcome."

“Our service has now become much busier as we are accommodating for a wider range of queries and consultations.”

“It's been a very good offering for the public but created extra work pressure.”

“Increased inflow of patients happy with the service, making them likely to visit more often.”

“Great service, but difficult to service clients who walk in due to other priorities/time management.”

“Positively. As it has improved our reputation and professionalism. Client often say they find the service very useful and needed in the heart of the community.”

No

“It has helped.”

“Pharmacy First is a great service provided to local patients who need it, enhancing working relationships and communication with local healthcare providers and patients.”

“It has helped our patients immensely.”

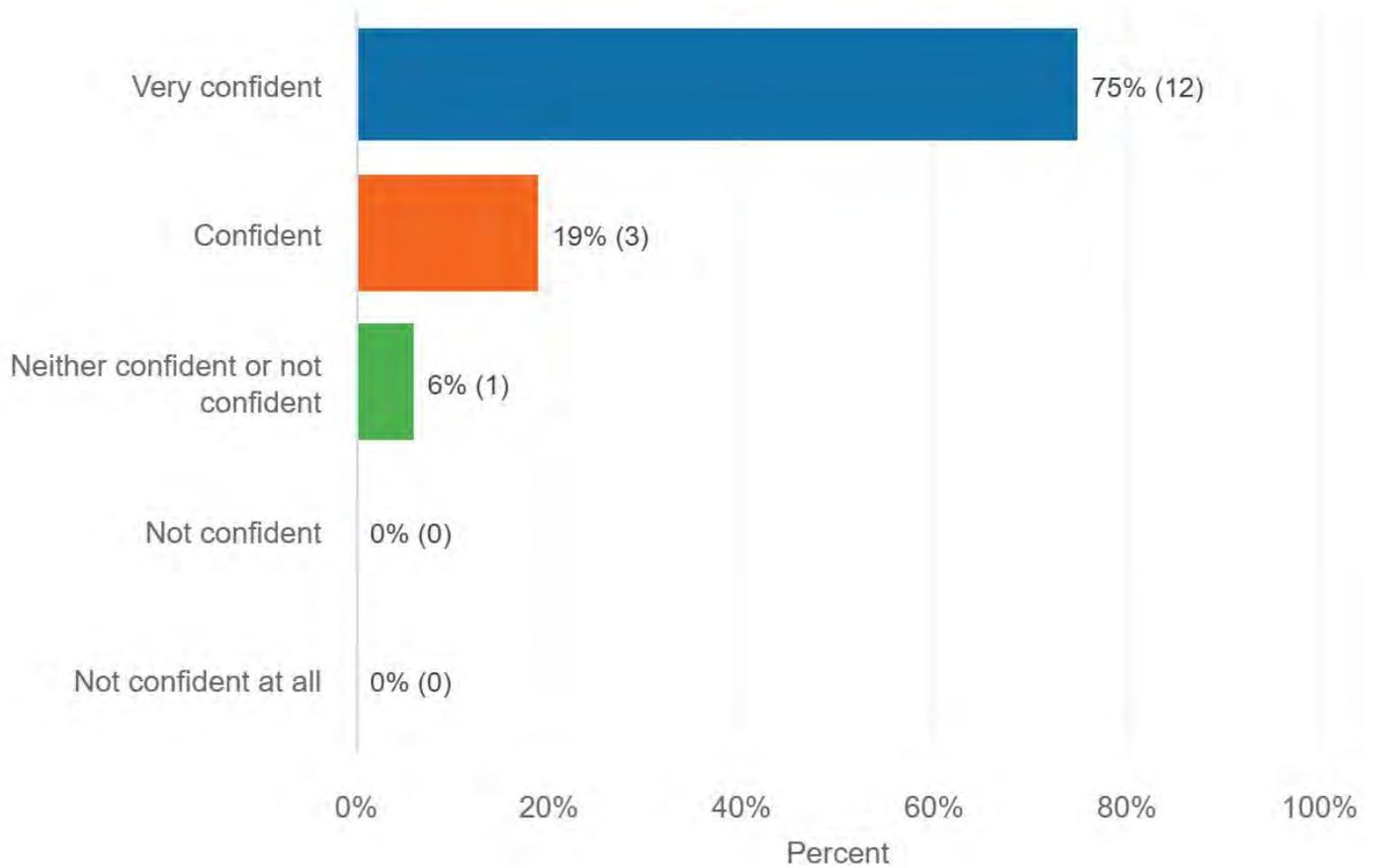
“It has been good for us bringing more people into our shop and they are appreciating our hard work.”

“All staff have been trained regarding the importance of the Pharmacy First service, and we are trying to provide the service in a timely manner.”

“Unable to provide service for various reasons.”

Confidence in delivering your service

Q6. How confident do you feel about delivering your service to the Croydon community?



All but one of the pharmacists who responded said they were very confident or confident of providing their services to the Croydon community.

Improvements pharmacists would like to see

Q7. What improvements would you like to see to how pharmacy is commissioned that would make a difference to service users?

- Better awareness of what Pharmacy First is and what pharmacist are allowed to offer.
- Realising the potential of range that pharmacists can offer to reduce burden on other services.
- Better and more consistent funding particularly to support staffing.
- More support for staff in roles.

Awareness and managing expectations

“Increased public and local GPs awareness.

“More awareness on what Pharmacy First is – Patient Group Directions (PGDs) based, dependant on criteria and to buy over the counter.

“Expectations for patients to be realistic– not always antibiotics and we have specific criteria for PGD and exclusions – may need to be signposted or escalated etc.”

“Tell the council to exempt pharmacies from Council tax like they do for the GPs.”

“More transparent pricing structure and what grants are available to help with staff funding.”

“More training both for pharmacists and the staff.”

Funding and pricing structures

“Give the pharmacy the same financial support as GPs. We are seeing even more patients for minor ailments on a walk-in basis. Increase in

monetary support means we can employ more staff to run the pharmacy efficiently.”

These are financial issues based on need for more staff/good skill mix.

“Commissioned services and payment to be guaranteed year on year, using sustainable criteria.”

“Better pay and support in advertising services.”

More involvement

“More funding for a wider range of services to reduce the burden on other healthcare professionals and also increase access to pharmacies.”

“Involve pharmacies more at the pre-commissioning stage.”

“Local pharmacy meetings regarding locally commissioned services and related local training to provide a local service will make it easier to access the pharmacy service.”

To expand Pharmacy First by introducing more diseases to treat service users, for example treatment for chest infection.”

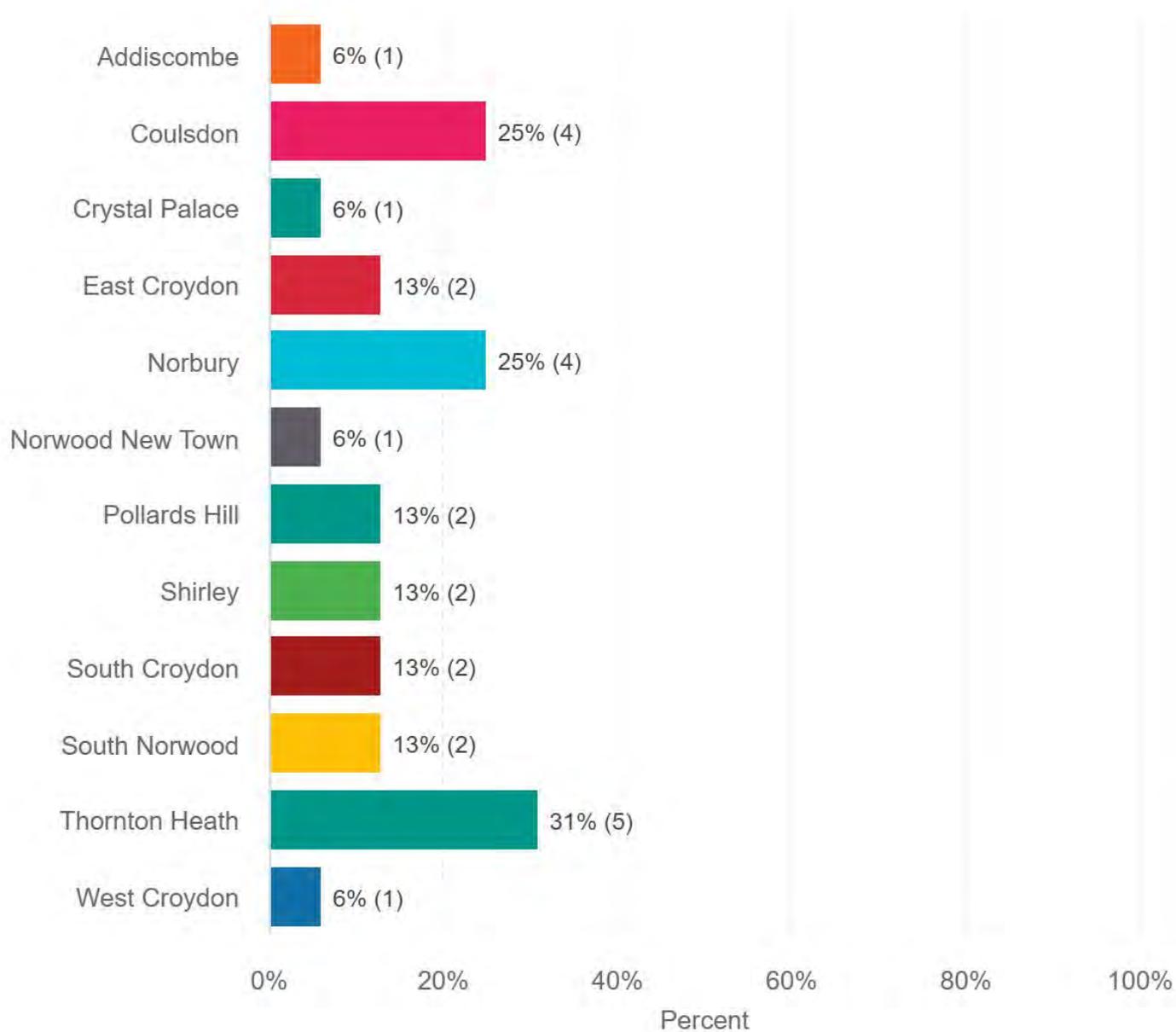
Support for staff

“More support for staff to help deliver services. Delivering services is not the issue, it's the resource to deliver them which is an issue.

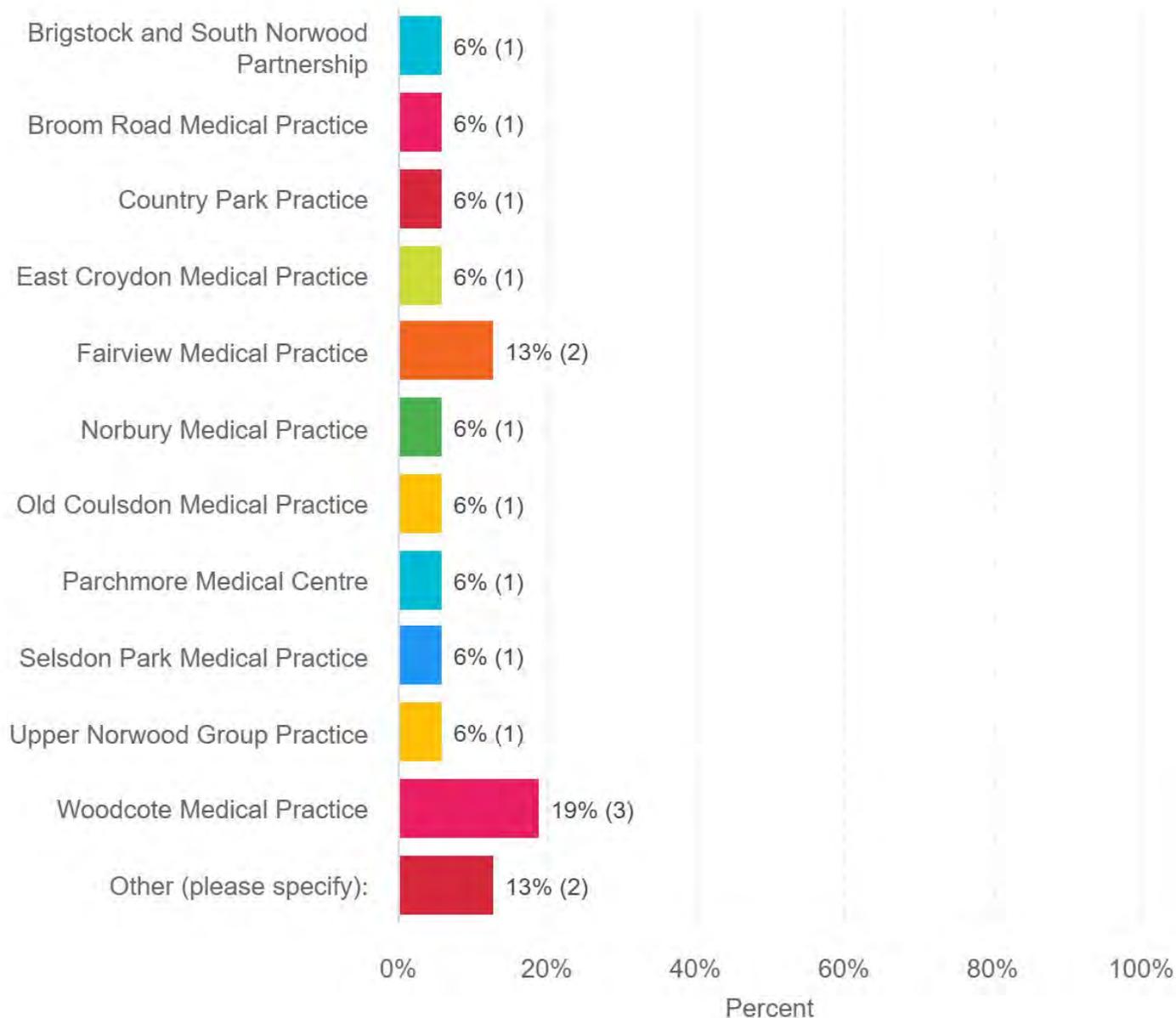
“Planned and organised training session regarding local changes and local services.

Sample

Location of pharmacies



GP surgeries linked to pharmacies.



Other:

"All of above."

"More than 1! Ashburton, East Croydon, Shirley Medical, St James', Morland, Northway, etc."

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Appendix

Resident's survey – Croydon residents experiences of community pharmacy

1. Thank you for your interest in this survey

This survey is to understand your experience of using your local community pharmacy. We would like to know more about how you use the pharmacy, how you access their services, and the overall experience.

We also want to hear your views about the Pharmacy First service, whether you have used it or not.

This will help pharmacists and the wider NHS services to meet Croydon resident's needs.

Please note all your views will be anonymous, so have your say and help provide insight to improve services.

2. Use of community pharmacy

This section is about how you use community pharmacy.

1. Have you used a local community pharmacy in the last 12 months?

Yes

No

If no, please say why:

3. Which community pharmacy do you use?

2. If so which one, do you use?

A-Z PHARMACY 20 London Road, West Croydon

ADDISCOMBE PHARMACY 331 Lower Addiscombe Road, Croydon, Surrey

ALLCORN CHEMIST 197 St. James Road, Croydon

AUMEX PHARMACY 43 Central Parade, New Addington, Croydon

BARKERS CHEMIST 105 Church Street, Croydon, Surrey

BIDS CHEMISTS 1495 London Road, Norbury, London

BOOTS 10 Daniell Way, Valley Plaza Retail Park, Croydon, Surrey

BOOTS 118-120 Brighton Road, Coulsdon, Surrey

BOOTS 12-18 Whitgift Centre, Croydon

BOOTS 17 High Street, Purley, Surrey

BRIGSTOCK PHARMACY 141 Brigstock Road, Thorntonheath, Surrey

CRANSTON PHARMACY 951 London Road, Thornton Heath, Surrey

CROYCHEM LTD 38 Lower Addiscombe Road, Croydon

CROYDON PHARMACY 44 South End, Croydon, Surrey

DAY LEWIS PHARMACY 150 Addington Road, Selsdon, South Croydon

DAY LEWIS PHARMACY 3 High Street, South Norwood, London

DAY LEWIS PHARMACY 45 Elmfield Way, Sanderstead, Croydon, Surrey

DAY LEWIS PHARMACY 5 Peterwood Park, Croydon, Surrey

DAY LEWIS PHARMACY 506 London Road, Thornton Heath, Surrey

DOUGANS CHEMIST 114 Headley Drive, New Addington, Croydon

E-MEDICINA Room 229, Landsdowne Building, East Croydon, London

FIELDWAY PHARMACY 3 Wayside, Fieldway, New Addington, Croydon

FISHERS ENMORE PHARMACY 1 Enmore Road, South Norwood, London

FOXLEY LANE PHARMACY 32 Foxley Lane, Purley, Surrey

GOLDMANTLE PHARMACY 2 Forestdale Centre, Featherbed Lane, Croydon

GREENCHEM 15 Broom Road, Shirley, Croydon

GREENCHEM PHARMACY 20 Bywood Avenue, Shirley, Croydon

HARRIS CHEMIST 3 Crossways Parade, Selsdon Park Road, South Croydon

HOBBS PHARMACY Purley War Memorial Hosp, 856 Brighton Road, Purley

HOLMES PHARMACY 10 The Parade, Coulsdon Road, Old Coulsdon, Surrey

INFOHEALTH PHARMACY 28 Chipstead Valley Road, Coulsdon, Surrey

KLUB PHARMACY 10 Crown Point Parade, Upper Norwood, London

LARCHWOOD PHARMACY 215 Lower Addiscombe Road, Croydon, Surrey

LLOYD GEORGE PHARMACY 63 Whitehorse Road, Croydon

MAKEPEACE & JACKSON 7 Station Parade, Sanderstead Road, Sanderstead, South Croydon

MAYDAY COMMUNITY PHARMACY 514 London Road, Thornton Heath, Surrey

MCCOIG PHARMACY 367 Brighton Road, South Croydon

MEDIBANK PHARMACY 263 Morland Road, Croydon, Surrey

MEDIPHARM 37 Limpsfield Road, Sanderstead, South Croydon, Surrey

MONA PHARMACY 246 Wickham Road, West Wickham, Croydon, Surrey

NORBURY PHARMACY 1102 London Road, Norbury, London

OLD COULSDON PHARMACY 217 Coulsdon Road, Old Coulsdon, Croydon, London

ORION PHARMACY 939 Brighton Road, Purley, Surrey

PARADE PHARMACY 299A Thornton Road, Croydon

PRESCRIPTION COUNTER Ground Fl, Grosvenor House, 160 Gillett Road, Thornton Heath

RIDDLESDOWN PHARMACY 104 Lower Barn Road, Purley, Surrey

SELHURST PHARMACY 8 Selhurst Road, South Norwood, London

SHIRLEY PHARMACY 175 Shirley Road, Shirley, Croydon

SHIVAS PHARMACY 298-300 London Road, West Croydon, Surrey

ST CLARE PHARMACY 21 Norfolk House, George Street, Croydon

SUPERDRUG PHARMACY 1-2 Cottford Parade, Brigstock Road, Thornton Heath, Surrey

SUPERDRUG PHARMACY 1491-1493 London Road, Norbury, London

SUPERDRUG PHARMACY 3-4 Woolworth Development, Whitgift Centre, Croydon, Surrey

SWAN PHARMACY 119 South End, South Croydon, Croydon, London

TESCO INSTORE PHARMACY Tesco Superstore, 32 Brigstock Road, Thornton Heath, Surrey

TESCO INSTORE PHARMACY Tesco Superstore, 8 Purley Road, Purley, Surrey

THOMPSONS CHEMIST 86-88 Beulah Road, Thornton Heath, Surrey

THORNTON HEATH PHARMACY 27 High Street, Thornton Heath, Surrey

VALLEY PHARMACY 209 Chipstead Valley Road, Coulsdon, Croydon, Surrey

Wickham Road Pharmacy 143 Wickham Road, Shirley, Croydon, Surrey

WILKES CHEMIST 105 Parchmore Road, Thornton Heath, Surrey

ZEEFAH PHARMACY 283 South Norwood Hill, South Norwood, London

ZINA CHEMIST 76-78 Godstone Road, Kenley, Croydon, London

Other (please specify name and

address

4. What services do you use and what ones would you consider using?

Please put a response of whether you currently use, would consider use, or would not use.

Do use	Would consider using	Would not use
Advice and help on how to manage your weight		Prescriptions for Pharmacy First conditions: Impetigo (aged 1 year and over) Infected insect bites (aged 1 year and over) Earache (aged 1 to 17 years) Sore throat (aged 5 years and over) Sinusitis (aged 12 years and over) Urinary tract infections (UTIs) (women aged 16-64 years) Shingles (aged 18 years and over)
Advice and help on how to stop smoking		
Blood pressure checks		
Chlamydia screening and treatment		
Cholesterol and blood sugar testing		
Contraception		
Collecting medicines		
General health advice		
Lateral flow tests for COVID		Service from a pharmacist after contacting NHS 111 or a GP Smoking Cessation Substance misuse service, including needle and syringe exchange schemes
New medicines advice and support		
Other conditions		

5. Access

This section is about how easy it is to access community pharmacy.

3. How close is the pharmacy to where you live?

Very close (10 mins walk/ half a mile or less)

Close (10-20 mins walk - between half and a mile)

Neither close or far (20-30 mins walk - between a mile and a mile and a half)

Far (30-45 minutes' walk/up to a mile and half - possible need for car or public transport)

Very far (45 minutes or more walk/ over 2 miles - Very likely need for car or public transport)

4. Is the pharmacy open at hours that work for you?

Yes

No

Please say why you give this answer:

6. Consultation rooms

This is about your experience of consultation rooms in your community pharmacy.

5. Have you used the consultation room to discuss your needs with your doctor (as opposed to the counter)?

Yes

No

6. Are you able to access the consultation rooms easily?

Yes

No

If not please say why?

7. How comfortable have they been to use?

Very comfortable

Comfortable

Not comfortable

Not comfortable at all

Please say why you give this answer:

7. Pharmacy First

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

This service is only for the following conditions:

- Impetigo (aged 1 year and over)
- Infected insect bites (aged 1 year and over)
- Earache (aged 1 to 17 years)
- Sore throat (aged 5 years and over)
- Sinusitis (aged 12 years and over)
- Urinary tract infections (UTIs) (women aged 16-64 years)
- Shingles (aged 18 years and over)

8. How you heard about Pharmacy First

9. Did you know of the Pharmacy First scheme and the list of services it offers?

Yes

No

10. If yes, please tell us how you heard about it:

GP (doctors)

Hospital

Another NHS provider

News article

Social media advert

Social media posting

TV advert

Text

Other (please specify):

9. Pharmacy First

11. Have you used Pharmacy First?

Yes

No

12. Which condition did you use Pharmacy First for?

Impetigo (aged 1 year and over)

Infected insect bites (aged 1 year and over)

Earache (aged 1 to 17 years)

Sore throat (aged 5 years and over)

Sinusitis (aged 12 years and over)

Urinary tract infections (UTIs) (women aged 16-64 years)

Shingles (aged 18 years and over)

Other (please specify):

10. Experience of Pharmacy First

13. What was your experience of using Pharmacy First?

Very positive

Positive

Mixed

Not positive

Not positive at all

Please say why you gave this answer:

11. New to Pharmacy First

14. Now you know about Pharmacy First, would you consider using it going forward?

Yes

No

Please say why:

12. Prescriptions

15. If you receive a prescription from your GP (doctor), what are your expectations on when it should be ready for collection by:

Less than a day

Within a day

Within two days

Within three days

Longer than three days

I have not requested a prescription from my GP

16. What information has influenced your expectation of when your prescription is ready?

GP tells me when it will be ready in consultation

NHS app confirms that it has been approved by GP (doctor) or other service provider

Previous prescription experience
What others have said to me
Other (please specify):

13. Overall experience

This section is about your overall experience of using community pharmacy.

17. What is your overall experience of using community pharmacy?

Very positive
Positive
Mixed
Negative
Very negative

Tell us why you gave this answer:

18. What improvements would you like to see to your local pharmacy?

14. Demographics

These are some short questions to support the survey in knowing more about who completed the survey to ensure we get a representative sample of Croydon residents.

19. Please tell us your age

13 to 15 years
16 - 17 years
18 - 24 years
25 - 49 years
50 - 64 years
65 to 79 years
80+ years
Prefer not to say
Not known

20. Please tell us your gender

Woman
Man
Non-binary
Prefer not to say
Prefer to self-describe:

21. Please select your ethnicity

Arab	Asian/Asian British background
Asian/Asian British: Bangladeshi	Black/Black British: African
Asian/Asian British: Chinese	Black/Black British: Caribbean
Asian/Asian British: Indian	Black/Black British: Any other
Asian/Asian British: Pakistani	Black/Black British background
Asian/Asian British: Any other	Mixed/multiple ethnic groups: Asian

and White
Mixed/multiple ethnic groups: Black African and White
Mixed/multiple ethnic groups: Black Caribbean and White
Mixed/multiple ethnic groups: Any other Mixed/Multiple ethnic group background
White: British/English/Northern

Irish/Scottish/Welsh
White: Irish
White: Gypsy, Traveller or Irish Traveller
White: Roma
White: Any other White background
Prefer not to say
Other (please specify):

15. Disability or long-term condition

22. Do you have a disability or long-term health condition?

Yes
No
Prefer not to say

23. Which of the following disabilities or long-term health condition do you have?

A physical or mobility impairment
Deaf or hearing impaired
Blind or sight impairment
Learning disability
Mental health condition
Asthma, COPD or respiratory condition
Cancer
Cardiovascular condition
Chronic kidney disease

Dementia
Epilepsy
Diabetes
High blood pressure
Prefer not to say
I have no disability or long-term condition
Other (please specify):

16. Area, you live and GP surgery

24. What area do you live in?

Addington
Addiscombe
Ashburton
Beddington
Broad Green
Bromley – Borough
Coombe
Coulsdon
Crystal Palace
East Croydon
Forestdale
Hamsey Green
Kenley

Lambeth - Borough
Lewisham - Borough
Merton-Borough
Monks Orchard
New Addington
Norbury
Norwood New Town
Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead

Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Southwark – Borough
Surrey – County
Sutton-Borough
Thornton Heath
Upper Norwood

Upper Shirley
Waddon
Wandsworth – Borough
West Croydon
Whyteleafe
Woodcote
Woodside
Other (please specify):

25. Which of the following GP practices are you currently registered with?

Addington Medical Practice
Ashburton Park Medical Centre
Auckland Surgery
Birdhurst Medical Practice
Bramley Road Surgery
Brigstock and South Norwood
Partnership
Brigstock Family Practice
Broom Road Medical Practice
Broughton Corner Family Medical
Practice
Country Park Practice
Denmark Road Surgery
East Croydon Medical Practice
Edridge Road Community Health
Centre
Eversley Medical Practice
Fairview Medical Practice
Farley Road Surgery
Friends' Road Medical Practice
Greenside Group Practice
Haling Park Medical Practice
Hartland Way Surgery
Headley Drive Surgery
Keston and The Moorings Medical
Practice
Leander Family Practice

London Road Medical Practice
Mersham Medical Centre
Mitchley Avenue Practice
Morland Road Surgery
New Addington Group Practice
Norbury Medical Practice
North Croydon Medical Centre
Old Coulsdon Medical Practice
Parchmore Medical Centre
Parkside Group Practice
Portland Medical Group
Queenhill Medical Practice
Selhurst Medical Centre
Selsdon Park Medical Practice
Shirley Medical Centre
South Norwood Hill Medical Centre
St James' Medical Practice
Stovell House Surgery
Thornton Heath Medical Centre
Thornton Road and Valley Park Surgery
Upper Norwood Group Practice
Violet Lane Medical Practice
Whitehorse Practice
Woodcote Medical Practice
I am not registered with a GP surgery
Other (please specify):

17. Keeping in touch with Healthwatch Croydon (optional)

26. Would you like to keep in contact with us through our newsletter?

Yes

No

18. Newsletter contact details

27. Thank you for giving your name to receive our newsletter.

Details

Name:

Email:

Telephone:

Pharmacists survey – Views of Croydon pharmacists survey

1. Thank you for undertaking the survey

This survey is to understand your experience of delivering community pharmacy in Croydon. This is running along with a survey of service users to find out their knowledge, use and experience of community pharmacy services in the borough. You have the option to join a focus group to further discuss what you have said in this survey.

This will help pharmacists and the wider NHS services to meet Croydon resident's needs.

We do need to know which pharmacy you are representing. Please note only one survey per pharmacy. In the event of repetition, the most recent one will be deleted.

Please note all your views will be anonymous, so have your say and help provide insight to improve services.

1. Which pharmacy do you represent?

A-Z PHARMACY 20 London Road, West Croydon	Retail Park, Croydon, Surrey
ADDISCOMBE PHARMACY 331 Lower Addiscombe Road, Croydon, Surrey	BOOTS 118-120 Brighton Road, Coulsdon, Surrey
ALLCORN CHEMIST 197 St. James Road, Croydon	BOOTS 12-18 Whitgift Centre, Croydon
AUMEX PHARMACY 43 Central Parade, New Addington, Croydon	BOOTS 17 High Street, Purley, Surrey
BARKERS CHEMIST 105 Church Street, Croydon, Surrey	BRIGSTOCK PHARMACY 141 Brigstock Road, Thornton Heath, Surrey
BIDS CHEMISTS 1495 London Road, Norbury, London	CRANSTON PHARMACY 951 London Road, Thornton Heath, Surrey
BOOTS 10 Daniell Way, Valley Plaza	CROYCHEM LTD 38 Lower Addiscombe Road, Croydon
	CROYDON PHARMACY 44 South End,

Croydon, Surrey

DAY LEWIS PHARMACY 150 Addington Road, Selsdon, South Croydon

DAY LEWIS PHARMACY 3 High Street, South Norwood, London

DAY LEWIS PHARMACY 45 Elm field Way, Sanderstead, Croydon, Surrey

DAY LEWIS PHARMACY 5 Peterwood Park, Croydon, Surrey

DAY LEWIS PHARMACY 506 London Road, Thornton Heath, Surrey

DOUGANS CHEMIST 114 Headley Drive, New Addington, Croydon

E-MEDICINA Room 229, Landsdowne Building, East Croydon, London

FIELDWAY PHARMACY 3 Wayside, Fieldway, New Addington, Croydon

FISHERS ENMORE PHARMACY 1 Enmore Road, South Norwood, London

FOXLEY LANE PHARMACY 32 Foxley Lane, Purley, Surrey

GOLDMANTLE PHARMACY 2 Forestdale Centre, Featherbed Lane, Croydon

GREENCHEM 15 Broom Road, Shirley, Croydon

GREENCHEM PHARMACY 20 Bywood Avenue, Shirley, Croydon

HARRIS CHEMIST 3 Crossways Parade, Selsdon Park Road, South Croydon

HOBBS PHARMACY Purley War Memorial Hosp, 856 Brighton Road, Purley

HOLMES PHARMACY 10 The Parade, Coulsdon Road, Old Coulsdon, Surrey

INFOHEALTH PHARMACY 28 Chipstead Valley Road, Coulsdon, Surrey

KLUB PHARMACY 10 Crown Point Parade, Upper Norwood, London

LARCHWOOD PHARMACY 215 Lower Addiscombe Road, Croydon, Surrey

LLOYD GEORGE PHARMACY 63 Whitehorse Road, Croydon

MAKEPEACE & JACKSON 7 Station Parade, Sanderstead Road, Sanderstead, South Croydon

MAYDAY COMMUNITY PHARMACY 514 London Road, Thornton Heath, Surrey

MCCOIG PHARMACY 367 Brighton Road, South Croydon

MEDIBANK PHARMACY 263 Morland Road, Croydon, Surrey

MEDIPHARM 37 Limpsfield Road, Sanderstead, South Croydon, Surrey

MONA PHARMACY 246 Wickham Road, West Wickham, Croydon, Surrey

NORBURY PHARMACY 1102 London Road, Norbury, London

OLD COULSDON PHARMACY 217 Coulsdon Road, Old Coulsdon, Croydon, London

ORION PHARMACY 939 Brighton Road, Purley, Surrey

PARADE PHARMACY 299A Thornton Road, Croydon

PRESCRIPTION COUNTER Ground Fl, Grosvenor House, 160 Gillett Road, Thornton Heath

RIDDLESDOWN PHARMACY 104 Lower Barn Road, Purley, Surrey

SELHURST PHARMACY 8 Selhurst Road, South Norwood, London

SHIRLEY PHARMACY 175 Shirley Road, Shirley, Croydon

SHIVAS PHARMACY 298-300 London Road, West Croydon, Surrey

ST CLARE PHARMACY 21 Norfolk House, George Street, Croydon

SUPERDRUG PHARMACY 1-2 Cotford Parade, Brigstock Road, Thornton Heath, Surrey

SUPERDRUG PHARMACY 1491-1493 London Road, Norbury, London

SUPERDRUG PHARMACY 3-4 Woolworth Development, Whitgift Centre, Croydon, Surrey

SWAN PHARMACY 119 South End, South Croydon, Croydon, London

TESCO INSTORE PHARMACY Tesco Superstore, 32 Brigstock Road, Thornton Heath, Surrey

TESCO INSTORE PHARMACY Tesco Superstore, 8 Purley Road, Purley, Surrey

THOMPSONS CHEMIST 86-88 Beulah Road, Thornton Heath, Surrey

THORNTON HEATH PHARMACY 27 High Street, Thornton Heath, Surrey

VALLEY PHARMACY 209 Chipstead Valley Road, Coulsdon, Croydon, Surrey

Wickham Road Pharmacy 143 Wickham Road, Shirley, Croydon, Surrey

WILKES CHEMIST 105 Parchmore Road, Thornton Heath, Surrey

ZEEFAH PHARMACY 283 South Norwood Hill, South Norwood, London

ZINA CHEMIST 76-78 Godstone Road, Kenley, Croydon, London

3. Working well for your pharmacy

2. What is working well for your pharmacy?

Helping our patients

Being recognised and appreciated by patients and residents

Working with GP surgeries

Other advanced services e.g. new medicine service, hypertension services and vaccination services

Pharmacy First

Other (please specify):

Please say why you give this answer

4. Challenging for your pharmacy

3. What is challenging for your pharmacy?

Financial viability

IT systems

Medicines supply

Security

Support for service development

Workforce

Other (please specify):

Please say why you give this answer

5. Delivery of service to patients

4. How have patients been affected by the challenges that you face?

6. Pharmacy First

5. Has Pharmacy First affected your service?

Yes

No

Please say why you give this answer:

7. Confidence in delivering the service

6. How confident do you feel about delivering your service to the Croydon community?

Very confident

Confident

Neither confident or not confident

Not confident

Not confident at all

7. What improvements would you like to see to how pharmacy is commissioned that would make a difference to service users?

Question on focus group availability

8. Location and GPs

8. What areas does your pharmacy cover?

Addington

Addiscombe

Ashburton

Beddington

Broad Green

Bromley – Borough

Coombe

Coulsdon

Crystal Palace

East Croydon

Forestdale

Hamsey Green

Kenley

Lambeth – Borough

Lewisham – Borough

Merton-Borough

Monks Orchard

New Addington

Norbury

Norwood New Town

Old Coulsdon
Pollards Hill
Purley
Purley Oaks
Roundshaw
Sanderstead
Selhurst
Selsdon
Shirley
South Croydon
South Norwood
Southwark – Borough

Surrey – County
Sutton-Borough
Thornton Heath
Upper Norwood
Upper Shirley
Waddon
Wandsworth – Borough
West Croydon
Whyteleafe
Woodcote
Woodside

9. Which of the following GP practices do you currently take prescriptions from

Addington Medical Practice
Ashburton Park Medical Centre
Auckland Surgery
Birdhurst Medical Practice
Bramley Road Surgery
Brigstock and South Norwood
Partnership
Brigstock Family Practice
Broom Road Medical Practice
Broughton Corner Family Medical
Practice
Country Park Practice
Denmark Road Surgery
East Croydon Medical Practice
Edridge Road Community Health
Centre
Eversley Medical Practice
Fairview Medical Practice
Farley Road Surgery
Friends' Road Medical Practice
Greenside Group Practice

Haling Park Medical Practice
Hartland Way Surgery
Headley Drive Surgery
Keston and The Moorings Medical
Practice
Leander Family Practice
London Road Medical Practice
Mersham Medical Centre
Mitchley Avenue Practice
Morland Road Surgery
New Addington Group Practice
Norbury Medical Practice
North Croydon Medical Centre
Old Coulsdon Medical Practice
Parchmore Medical Centre
Parkside Group Practice
Portland Medical Group
Queenhill Medical Practice
Selhurst Medical Centre
Selsdon Park Medical Practice
Shirley Medical Centre

South Norwood Hill Medical Centre
St James' Medical Practice
Stovell House Surgery
Thornton Heath Medical Centre
Thornton Road and Valley Park
Surgery

Upper Norwood Group Practice
Violet Lane Medical Practice
Whitehorse Practice
Woodcote Medical Practice
I am not registered with a GP surgery
Other (please specify):



Healthwatch Croydon
24 George Street
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CR0 1PB

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X @HealthwatchCR0

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