

**Luton**

# Pharmaceutical Needs Assessment



**2025-2028**

## Document Information

<b>Document status</b>	Second draft
<b>Author</b>	Tutu Odufuwa Produced by Luton Public Health Intelligence on behalf of Luton Health and Wellbeing Board
<b>Document version</b>	Version 1.0
<b>Document date</b>	October 2025
<b>Next review date</b>	Every three years unless significant changes to pharmaceutical provision
<b>Approved by</b>	Luton Health and Wellbeing Board
<b>Date approved</b>	11.09.2025

## Amendment History

Version	Status	Date	Reason for change	Authorised by
0.1	First draft	19.03.2025		Luton PNA Steering group
0.2	Second draft	14.05.2025	Pre-consultation draft after steering group review	Luton PNA Steering group
0.3	Final draft	29.08.2025	Post-consultation draft	Luton PNA Steering group
1.0	Final	11.09.2025	Final approved document	Luton Health and Wellbeing Board

**Version: 1.0 (published)**

**Last updated:** 29 August 2025

# Contents

<b>Executive Summary</b>	<b>8</b>
Purpose of the PNA	8
Structure of the PNA	8
Process for developing the PNA	8
Summary of key points	9
People	9
Health and Lifestyle	9
Localities	9
Pharmaceutical provision	10
Feedback on public consultations	10
Notable changes since 2022 PNA	11
Conclusions and recommendations	11
PNA Statements	11
Lessons learnt	11
Recommendations	11
<b>1 Context of the PNA</b>	<b>12</b>
1.1 Background	12
1.2 Policy Context	12
1.2.1 NHS Long Term Plan	12
1.2.2 Luton Joint Strategic Needs Assessment (JSNA)	13
1.2.3 Luton 2040	13
1.2.4 Luton Population Wellbeing Strategy (PWBS)	14
1.2.5 Key policy changes since last PNA (2022)	14
1.3 Purpose of the PNA	15
1.4 Scope of PNA	16
1.5 Community pharmaceutical services defined	16
1.5.1 Necessary services	17
1.5.2 Other relevant services	17
1.5.3 Other NHS services	18
1.5.4 Unforeseen benefit applications	19
1.6 Pharmaceutical service providers defined	19
1.7 Localities for the purpose of the PNA	20

<b>2</b>	<b>The PNA Process</b>	<b>21</b>
2.1	Guidelines	21
2.2	Governance	21
2.3	Preparing the PNA	22
	2.3.1 Data sources	22
	2.3.2 Mapping	22
2.4	Stakeholder Engagement	22
	2.4.1 Pharmacy contractor survey	22
	2.4.2 Patient/public survey	24
	2.4.3 Formal public consultation	27
	2.5 Finalising the report	27
<b>3</b>	<b>This is Luton</b>	<b>28</b>
3.1	Overview	29
3.2	Population	29
	3.2.1 Population Overview	29
	3.2.2 Age Distribution	30
	3.2.3 Population Growth	31
	3.2.4 Population Projections	31
	3.2.5 Ethnicity, Nationality and Languages	31
3.3	Inequalities	32
	3.3.1 Deprivation and poverty	33
	3.3.2 Education and Employment	33
	3.3.3 Housing	34
	3.3.4 Transport and car ownership	35
3.4	Health Overview	35
	3.4.1 Population wellbeing	36
	3.4.2 Lifestyle	39
	3.4.3 Long term conditions	45
	3.4.4 Infectious diseases	44
	3.4.5 Mental Health	46
	3.4.6 Neighbourhood Health Overview	49
<b>4</b>	<b>Current Pharmaceutical provision in Luton</b>	<b>51</b>
4.1	Service providers	51

4.1.1	Community pharmacies	51
	Pharmacy changes from the 2022 PNA	51
4.1.2	Dispensing practices	53
4.1.3	Dispensing appliance contractors (DAC)	53
Other NHS Services		54
4.1.4	Hospital Pharmacy	54
4.1.5	ICB Pharmacists	54
4.1.6	Community Health services	54
4.1.7	Urgent Care services	54
4.2	Essential Services	55
4.2.1	Dispensing of prescriptions (and appliances where applicable)	55
	*Electronic Prescription Service (EPS)	56
4.2.2	Repeat Dispensing and electronic Repeat Dispensing (eRD)	57
4.2.3	Disposal of unwanted or out of date medicines	57
4.2.4	Promotion of healthy lifestyles (public health)	57
4.2.5	Support for self-care	57
4.2.6	Signposting	57
4.2.7	Discharge medicines service (DMS)	58
4.2.8	Healthy living pharmacies	58
4.3	Advanced services	58
4.3.1	New medicine service (NMS)	58
4.3.2	Seasonal influenza vaccination service	59
4.3.3	Hypertension case-finding service (NHS Blood Pressure Check)	59
4.3.4	Smoking cessation service (SCS)	60
4.3.5	NHS Pharmacy Contraception Service (PCS)	60
4.3.6	NHS Pharmacy First service	61
4.3.7	Lateral Flow device tests supply service (LFD)	61
4.3.8	Stoma Appliance Customisation Service (SAC)	62
4.3.9	Appliance Use Reviews (AUR)	62
4.4	National enhanced services	63
4.4.1	Covid-19 vaccination service	63

4.5	Locally commissioned services	64
	<b>Services commissioned by the Luton Public Health Team</b>	<b>64</b>
4.5.1	Stop smoking services	64
4.5.2	Sexual health enhanced services	65
4.5.3	Substance misuse services	65
	<b>Services commissioned by BLMK ICB</b>	<b>66</b>
4.5.4	End of Life Care Medicines service	66
4.5.5	Gluten free food supply service	66
4.5.6	Medicines optimisation	66
4.6	Accessibility of Pharmaceutical services	66
4.6.1	Opening hours	67
4.6.2	Travel time to Luton pharmacies	74
4.6.3	Access to less abled people	75
4.6.4	Languages	77
4.6.5	Choice with regard to obtaining pharmaceutical services	77
4.7	Summary- the role of pharmacies in Luton’s health	78
<b>5</b>	<b>Conclusions</b>	<b>80</b>
5.1	North Luton	80
5.1.1	Necessary services	80
5.1.2	Other relevant services for improvements and better access	80
5.2	East Luton	79
5.2.1	Necessary services	79
5.2.2	Other relevant services for improvements and better access	79
5.3	West Luton	80
5.3.1	Necessary services	80
5.3.2	Other relevant services for improvement and better access	81
5.4	West Central Luton	81
5.4.1	Necessary services	81
5.4.2	Other relevant services for improvement and better access	82
5.5	South and Town Centre	82
5.5.1	Necessary services	82
5.5.2	Other relevant services for improvement and better access	83

5.6	Statements of PNA for Luton	85
5.6.1	Necessary services	85
5.6.2	Other relevant services for improvements and better access	86
5.7	Opportunities for pharmaceutical service provision in Luton	87
	<b>Acknowledgements</b>	88
	<b>References</b>	90
	<b>Abbreviations</b>	92
	<b>Appendices</b>	94
	<b>Appendix 1: Luton pharmacies 2022-2025</b>	94
	<b>Appendix 2: Additional Maps</b>	95
	<b>Map 1: All pharmacies in Luton with a 3km buffer area, indexed list</b>	96
	<b>Map 2: Luton GPs and population density</b>	97
	<b>Map 3: Luton pharmacies with deprivation levels</b>	98
	<b>Appendix 3: Updating the PNA or issuing a supplementary PNA statement</b>	99
	<b>Appendix 4: Template supplementary PNA statements</b>	104
1.	Opening of a new pharmacy	104
2.	Closing of a pharmacy	105
3.	Consolidation of two pharmacies	106
	<b>Appendix 5: Recent changes to Luton pharmacies</b>	107
	<b>Appendix 6: BLMK ICB Gluten Free Food Eligibility Flow Chart</b>	106
	<b>Appendix 7: Luton community pharmacies; advanced services, enhanced services and their opening times</b>	109
	<b>Appendix 8: Luton community pharmacies – locally commissioned health services</b>	114

# Executive Summary

## Purpose of the PNA

The Pharmaceutical Needs Assessment (PNA) is a statutory health needs assessment which specifically considers the extent to which existing pharmacy services help to meet the health needs of the population, identifies any gaps in current and future provision and highlights any ways in which services could be improved. Under the Health and Social Care Act 2012<sup>1</sup>, every Health and Wellbeing Board (HWB) is required to carry out a PNA every three years. The last PNA for Luton was published in October 2022 and this document fulfils the regulatory requirement.

The PNA is a primary tool for commissioners of pharmaceutical services and plays a crucial role in determining market access by serving as the basis for decisions about new pharmacies or changes to existing pharmacy services. It identifies areas where pharmaceutical services are needed and can be improved, thus influencing decisions about which pharmacies should be added to or removed from the pharmaceutical list.

The Health and Care Act 2022<sup>2</sup> delegated the responsibility for commissioning pharmaceutical services from NHS England to Integrated Care Boards (ICBs). ICBs are now responsible for planning, purchasing, and managing health services within their area, including pharmaceutical services. NHS Bedfordshire,

Luton and Milton Keynes (BLMK) ICB is responsible for this service in Luton. However, NHS England retains overall responsibility for pharmacy contracts and NHS Hertfordshire and West Essex (HWE) ICB delivers this function on behalf of all ICBs in the East of England region. Recent changes to the structure of NHS England expected to unfold over the next two years are likely to occur during the lifespan of this PNA. The full impact of these changes is not yet known and will be monitored by the HWB.

Community pharmacies support the health and wellbeing of the population in partnership with GP practices and other community services. Services should be directed towards addressing health inequalities and promoting health improvement in areas of greatest need as determined by the Joint Strategic Needs Assessment<sup>3</sup> (JSNA) of which the PNA is a key component.

## Structure of the PNA

This document comprises the following sections:

- Section 1 - Context, purpose, scope and policy background of the PNA
- Section 2 - An overview of the process of undertaking the PNA assessment
- Section 3 - A description of the population and health of the people of Luton
- Section 4 - Details of pharmaceutical service provision in Luton including the service providers
- Section 5 – The PNA statements, summary of findings, recommendations and conclusions

This assessment maps pharmaceutical services against local health needs and provides Luton HWB and NHS England with a framework for the strategic development and commissioning of services. The PNA has been produced by the Luton Borough Council Public Health Intelligence team with governance and support from the PNA Steering Group for Luton Health and Wellbeing Board.

## Process for developing the PNA

To develop the 2025 PNA, guidelines published by the Department of Health and Social Care (DHSC) were followed. A steering group was constituted to support the preparation of a robust PNA. The PNA requires

input to be gathered from various stakeholders, including Luton Borough Council, BLMK ICB, the Local Pharmaceutical Committee (Community Pharmacy BLMK & Northamptonshire), NHS England represented by Hertfordshire and West Essex (HWE) ICB, Luton Healthwatch, local community pharmacists and the Luton public.

Information for this assessment has been gathered from several sources. Two surveys were undertaken, one for the Luton public and the other for pharmacy contractors, to establish pharmacy service provision and Luton residents' understanding of this provision. Feedback from the surveys has been incorporated into the draft PNA. Other demographic, health and pharmaceutical service provision data was sourced from local intelligence and open public health sources as well as data from NHS England and BLMK ICB. Data sources are detailed in the reference section of this document.

This PNA aligns with the health needs identified in Luton's JSNA.

## Summary of key points

### People

Luton is an ethnically diverse and densely populated town with pockets of overcrowding and a younger than average population. The most recent census figures (2021) showed the highest increase in the older age groups with population projections suggesting continued growth of about 10% over the next 10 years. Luton is also comparatively deprived, ranking 70th most deprived out of 317 local authorities, with some wards in the most deprived areas in the country and high levels of child poverty. These population characteristics, especially those related to deprivation and related inequalities, contribute to the health and social care needs within the town. An ageing population also presents a challenge for certain long term health conditions which continue to require good access to pharmacy services.

### Health and Lifestyle

Life expectancy at birth and mortality rates in Luton for both males and females are lower in comparison to England and the East of England region. Life expectancy in the most deprived areas is significantly worse than in the least deprived areas of the borough, further contributing to inequalities within the council.

Mortality in Luton is largely influenced by lifestyle habits and certain risk factors. Tobacco smoke accounted for the highest rate of deaths per 100,000 population, followed by high blood pressure, dietary risks, high blood sugar and high body mass index (BMI) due to obesity. Tuberculosis (TB) remains a concern in Luton although this has improved in recent years.

Making positive lifestyle changes such as to diet, exercise, sexual behaviours, substance misuse and reducing tobacco use would have positive effects on the overall life expectancy and health for people in Luton. Pharmacies continue to hold a prominent role in public health efforts to improve healthy lifestyles, including vaccination, in Luton.

### Localities

Luton has been divided into five localities following naturally existing boundaries, defined as neighbourhoods. Each neighbourhood contains 4 of Luton's 20 wards from the new ward boundaries (2023). Rationale behind the determination of localities is further detailed in section 1.7. The localities for the purpose of the PNA are North Luton, East Luton, West Luton, West Central and South and Town Centre neighbourhoods.

## Pharmaceutical provision

As of March 2025, there are 40 pharmacies in Luton (39 community pharmacies and 1 distance selling pharmacy). There is only one GP practice with a branch which dispenses out of Central Bedfordshire.

Luton has a slightly lower number of pharmacies per 100,000 population (17.6) than England (18.3) and a similar figure to the East of England region (17.3). Luton has an adequate provision of pharmacies for the area size and population based on the pharmacy density per 100,000 population.

There is good geographical distribution of pharmacies around most Luton localities including those experiencing greatest deprivation, with adequate provision of the essential, advanced, enhanced and most locally commissioned services. Most locations in Luton are within a 30-minute walking time or 12-minute drive of a pharmacy except some areas of the East Luton neighbourhood which is around the airport and sparsely populated. Luton has twenty wards and only three of Luton's wards have no community pharmacy (South, Vauxhall and Round Green).

There is adequate timing coverage by community pharmacies in Luton. Pharmacy opening hours are from 8.30am to midnight and 6 pharmacies in Luton are open for a minimum of 72 hours per week (5 of them are listed as 100-hour pharmacies). 27 are open on Saturdays and 7 on Sundays. Pharmacy provision in neighbouring HWB areas just over the border also help to meet the needs of Luton residents. Majority of Luton pharmacies provide delivery of medicines as a value-added service to their customers and the distance selling pharmacy will deliver to all customers.

## Feedback on public consultations

Pharmacy users' views on service provision were sought through a survey open to the public. Out of 114 respondents:

- 69% have a regular or preferred pharmacy.
- 84% identified as having a long-term condition (LTC), but only 25% had obtained support from their pharmacy for their condition. Hypertension was the most commonly listed LTC among residents.
- 46% walk to their pharmacy, 49% travel by car or motorbike and only about 4% get there using public transport.
- Majority (96%) will get to their regular pharmacy in less than 20 minutes and about 13% always have their medicines delivered to them.
- 81.5% reported that pharmacies in Luton are open at suitable times.
- About 88.6% suggested that current pharmacy provision in Luton is adequate to meet their needs (similar to 87% from the previous PNA).
- The most requested additional service by respondents was blood pressure testing service.

There was generally good awareness of essential services provided from community pharmacies especially with dispensing and self-care services. Awareness of some of the available advanced services was limited but respondents did wish for these services to be provided. Awareness of lifestyle related services such as advice on smoking, alcohol consumption, sexual health services, substance misuse and signposting to other relevant services was much lower.

Considering the small sample size (n=114 for most questions), it should be noted that the results may not be fully representative of the opinions of all Luton residents.

## Notable changes since 2022 PNA

The number of pharmacy premises in Luton has changed from 44 to 40 with a few pharmacy closures, consolidations and changes in contract ownership within the same premises. This is in keeping with the general trend around the country. Pharmaceutical service provision, however, has remained mostly stable and in the case of some advanced services, has improved. Pharmacy commissioning responsibility also moved from NHS England to BLMK ICB although overall responsibility remains with NHS England. There have been some changes to the Community Pharmacy Contractual Framework<sup>4</sup> (CPCF) with some advanced services being discontinued and new ones commissioned. The CPCF has recently been renewed for the 2025-2026 financial year and further details of changes to the framework are included in Section 4.

## Conclusions and recommendations

### PNA Statements

After considering Luton's demography, health needs and pharmaceutical provision, the conclusions are that:

- The current need for necessary pharmaceutical services is met by the existing providers on the pharmaceutical list in Luton.
- There is adequate coverage of advanced, enhanced and locally commissioned services across Luton's localities.
- Future improvements and better access to pharmaceutical services could be met by expanding the provision of some advanced and locally commissioned services through the current pharmaceutical service providers in Luton.
- Better access to necessary services in North Luton and South and Town Centre may be secured by their provision on weekday evenings, and weekend evenings in all localities except West Central.

### Lessons learnt

Considering the low response rate for the surveys especially the pharmacy surveys, consideration should be given to employing additional methods to increase the contractor and public engagement and to capture as many segments of Luton's diverse population as possible with regard to age, gender, ethnicity, religion and other demographic characteristics including the hard-to-reach populations.

### Recommendations

Although the pharmacies in Luton are adequate for the provision of necessary services and improvements to the health of the population, their services may be further enhanced by:

- Emphasizing to the public the services that are currently available from community pharmacies and how to access them. The **NHS Find a pharmacy online** search service provides real time information on the nearest pharmacy and their opening times and residents are encouraged to use this service. The NHS app also allows the user to access health information and manage NHS services including ordering repeat prescriptions using a smartphone.
- Encouraging and enabling more existing pharmacy providers to deliver advanced, enhanced and locally commissioned services and increase their weekend and evening opening hours.
- The need for pharmaceutical services should be assessed periodically between PNAs, and the steering group has agreed to conduct an annual review. Relevant organisations have been provided with the appropriate contact details to report changes in service provision, including new pharmacy openings, closures, consolidations, ownership transfers and service adjustments, to ensure these developments are properly monitored and understood. A decision-making flowchart outlining the process for issuing supplementary statements can be found in Appendix 3 of the main PNA document.

# 1. Context of the PNA

## 1.1 Background

The Health and Social Care Act 2012 established the Health and Wellbeing Boards (HWB), requiring each HWB to assess the need for pharmaceutical services in its area and to publish a statement of its assessment termed a Pharmaceutical Needs Assessment (PNA). The NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013<sup>5</sup> (referred to as the 2013 Regulations), requires revised assessments to be carried out within 3 years of previous publications or after identifying significant changes which could affect the need for pharmaceutical services within its area. Within this time frame, a HWB may also publish a supplementary statement explaining changes to the availability of pharmaceutical services.

Luton's last PNA was published in October 2022 and this document fulfils the regulatory requirement.

Under the 2013 regulations, a person who wishes to provide pharmaceutical services must apply to NHS England to be included in the relevant pharmaceutical list by proving they are able to meet a need for, or improvements or better access to, pharmaceutical services as set out in the relevant pharmaceutical needs assessment. This is commonly known as the NHS "market entry" system.

The 2013 Regulations have been amended several times since 2013 (latest in 2023), and these changes have been taken into consideration in preparing this PNA. However, the requirement for an assessment of pharmaceutical needs by the HWB remains the same.

The Health and Care Act 2022 delegated the responsibility for commissioning pharmaceutical services from NHS England to Integrated Care Boards (ICBs). ICBs are responsible for planning, purchasing, and managing health services within their area, including pharmaceutical services. NHS Bedfordshire, Luton and Milton Keynes (BLMK) ICB became responsible for this service in Luton from 1 April 2023. However, NHS England retains overall responsibility for pharmacy contracts and NHS Hertfordshire and West Essex (HWE) ICB delivers this function on behalf of all ICBs in the East of England region. Recent changes to the structure of NHS England expected to unfold over the next two years are likely to occur during the lifespan of this PNA (2025-2028). The full impact of these changes is not yet known and will be monitored by the HWB.

## 1.2 Policy Context

This revision of Luton's PNA is undertaken in the context of the health and wellbeing needs of the local population as described in Luton's Joint Strategic Needs Assessment (JSNA) and Population Wellbeing Strategy<sup>6</sup> (PWBS), and in line with the NHS Long Term Plan<sup>7</sup>. It has also considered Luton's development plans (Luton 2040<sup>8</sup>).

### 1.2.1 NHS Long Term Plan

The NHS Long Term Plan published in 2019 outlines a 10-year strategy to address healthcare challenges in England by improving prevention, early detection, and integration of services. By integrating pharmaceutical expertise into primary care, the NHS aims to improve patient outcomes, enhance efficiency, and reduce pressure on secondary care services. In relation to the provision of pharmaceutical services, the plan highlights the areas below:

- **Enhanced Role of Pharmacists:** The plan emphasizes expanding the role of pharmacists, particularly in Primary Care Networks (PCNs). Pharmacists are integral to managing long-term conditions, optimizing medication use, and supporting multidisciplinary teams to deliver integrated care.
- **Prevention and Early Detection:** Community pharmacies play a vital role in promoting public health, providing vaccinations, and offering lifestyle advice to prevent conditions like diabetes, hypertension, and cardiovascular diseases.

- **Access and Integration:** The plan supports closer collaboration between general practices, community pharmacies, and other primary care providers, ensuring patients receive timely medication reviews and seamless care transitions.
- **Digital Innovations:** Investments in electronic prescribing, medication record sharing, and digital consultations aim to streamline pharmaceutical services, reduce errors, and improve patient outcomes.
- **Reducing Hospital Admissions:** Pharmaceutical services are crucial in managing polypharmacy and reducing medication-related harm, particularly in elderly patients, to prevent avoidable admissions.

The Community Pharmacy Contractual Framework is NHS England's statement of what is expected of pharmacists providing NHS services and supports delivery of the NHS Long Term Plan. At the time of this PNA, development of a new 10 Year Health Plan for the NHS is ongoing.

### 1.2.2 Luton Joint Strategic Needs Assessment (JSNA)

The aim of the JSNA is to improve the health and wellbeing of the local community and reduce inequalities for all ages. It is used to determine what actions local authorities, the NHS, and other partners need to take to meet health and social care needs, improve health outcomes and address health inequalities based on evidence. The JSNA brings together a range of qualitative and quantitative data which is used to provide a comprehensive analysis of current and future health and well-being needs of the community. It underpins commissioning decisions across the health and social care sectors.

Luton's JSNA has been recently updated (2024) and highlights the most pertinent health needs of the community. The preparation and consultation on the PNA should take account of the JSNA and other relevant strategies in order to prevent duplication of work and multiple consultations with health groups, patients and the public, but as the PNA specifically informs commissioning decisions, it cannot be included as a part of the JSNA (although it can be attached to it as an annex).

Luton's JSNA and other related products can be found at [Luton Joint Strategic Needs Assessment](#).

### 1.2.3 Luton 2040

Our vision for Luton in 2040 is to be a healthy, fair, and sustainable town where everyone can thrive, and no one has to live in poverty. Together, as key system leaders and anchor institutions, we have developed this vision with residents and partners across Luton, based on their aspirations for the future of the town and the people that live here.

The vision is built around five priorities, each of which contributes to achieving our overall vision for the town:

- Building an inclusive economy that delivers investment to support the growth of businesses, jobs and incomes.
- Improving population wellbeing and tackling health inequalities to enable everyone to have a good quality of life and reach their full potential.
- Becoming a child friendly town, where our children grow up happy, healthy and secure, with a voice that matters and the opportunities they need to thrive.
- Tackling the climate emergency and becoming a net zero town with sustainable growth and a healthier environment.
- Supporting a strong and empowered community, built on fairness, local pride and a powerful voice for all our residents.

By facilitating collaboration amongst Luton's stakeholders and promoting the vision of an active and healthy community through preventive health initiatives, the PNA plays a role in helping Luton achieve its goals for 2040. Luton 2040 vision may be found [here](#).

### 1.2.4 Luton Population Wellbeing Strategy (PWBS)

Luton's PWBS 2023-2028 focuses on improving the quality of life for our residents, by protecting the most vulnerable in our society and addressing the health inequalities that prevent people from reaching their full potential. It is informed by one of the strategic priorities of the Luton 2040 vision - improving population wellbeing.

The key priorities are:

- Improving population wellbeing and tackling health inequalities to enable everyone to have a good quality of life and reach their full potential.
- Becoming a child friendly town, where our children grow up happy, healthy and secure, with a voice that matters and the opportunities they need to thrive.
- Supporting a strong and empowered community, built on fairness, local pride and a powerful voice.

Community pharmacies in Luton play a vital role in improving population wellbeing by providing health services where they are needed and within immediate reach of the most deprived residents. Health inequalities and how pharmacies may help to address them have been considered in preparing the PNA.

Luton's PWBS may be found at [Luton's Population Wellbeing Strategy 2023-2028](#).

### 1.2.5 Key policy changes since last PNA (2022)

There have been some key policy changes between 2022 and 2025 regarding pharmaceutical service contracts for community pharmacies. These changes impact funding, service provision, and integration with wider NHS services.

**Five-Year Community Pharmacy Contractual Framework (2019–2024) – Final Years implementation and 2024-2026 updates:** In September 2022, an agreement was reached for the final two years (2022/23 and 2023/24). The framework focused on expansion of clinical services, shifting pharmacy services toward patient care rather than dispensing alone. Most recent updates published in March 2025<sup>9</sup> cover the 2024/25 and 2025/26 financial years. Key changes under CPCF include:

- Expansion of the Pharmacy First service, allowing pharmacies to manage some common conditions to reduce GP workloads.
- Smoking Cessation Services and Hypertension Case-Finding Service were extended.
- New national Pharmacy Contraception Service was introduced in 2023.
- Bundling requirements for providers of Pharmacy First service to also provide the Hypertension Case Finding Service (HCFS) and Pharmacy Contraception Service (PCS) in order for them to receive Pharmacy First monthly payments.

Funding to the sector through the CPCF was increased by 4.1% for 2024/25 year and will rise by 15% in 2025/26 representing a 19.7% increase on 2023/24 funding levels compared with a 5.8% increase across the NHS as a whole in 2025 to 2026. In addition, funding for Pharmacy First and other Primary Care Access Recovery Plan services can be earned in addition to the CPCF funding. The prioritisation of funding for community pharmacy in 2025 to 2026 (the highest uplift across the NHS) highlights the government's recognition of this sector's contribution to the health of communities and the importance of community pharmacy.

**Local Integrated Care System (ICS) Influence on Pharmacy Contracts:** In July 2022, Integrated Care Systems (ICSs) became responsible for coordinating local NHS services, including pharmacies. Responsibility for pharmaceutical contracts now lies with the Integrated Care Boards, ensuring community pharmacy services align with local health needs with an increased focus on preventative care and population health management.

**The 2013 Regulations amendment (2023 Regulations<sup>10</sup>):** The latest amendments to the PLPS Regulations in May 2023 introduced changes to opening hours, including the ability for 100-hour pharmacies to reduce core hours to at least 72 hours with notification. These amendments also allow for rest breaks and the creation of local hours plans, requiring business continuity plans for temporary closures, and include other regulatory changes affecting fitness information and opening hour application procedures.

**Hub-and-Spoke Dispensing Model Reform (Expected 2025):** In April 2022, the UK government proposed changes to allow independent pharmacies to access hub-and-spoke dispensing models which were previously limited to chains. Within the 'hub and spoke' models, multiple 'spoke' pharmacies receive prescriptions and a 'hub' pharmacy carries out the more routine aspects of dispensing of those prescriptions on a large scale, potentially using automation. This reform aims to increase efficiency by centralizing dispensing, freeing up time for clinical services. Following consultations in 2024, the government has proposed legislative changes in 2025 to facilitate this.

Recent changes to NHS England: In early 2025, the government announced a significant restructuring of NHS England. Changes include the abolition of NHS England and its integration into the Department of Health and Social Care (DHSC), along with a new 10-year health plan focused on shifting care from hospitals to communities, embracing digital technologies, and prioritizing preventative care. The reforms are focused on reducing bureaucracy, making savings and empowering NHS staff to deliver better care for patients<sup>11</sup>.

This process is expected to take place over a two-year period and at this time, it is uncertain how community pharmacy contracts and service provision will be impacted. The HWB will continue to monitor the changes and update the PNA, if required.

### 1.3 Purpose of the PNA

The purpose of this PNA is to assess the provision of pharmaceutical services across Luton, ascertain whether the system is appropriate to meet the needs of the population and identify any potential gaps in the current service delivery. The PNA will be used by NHS England, the Local authority, the ICB and other commissioning bodies to inform applications to join the pharmaceutical list and other commissioning decisions.

#### Implications for Health and Wellbeing Boards

As the pharmaceutical needs assessment is a key document for those wishing to open new pharmacy or dispensing appliance contractor premises, and is used by NHS England (and, on appeal, NHS Resolution) to determine such applications, there are serious implications for health and wellbeing boards who fail to meet their statutory duties.

There is no right of appeal against the findings or conclusions within a pharmaceutical needs assessment. Health and wellbeing boards (although in reality this will be the local authority) therefore face the risk of a judicial review should they fail to develop a pharmaceutical needs assessment that complies with the minimum requirements for such documents as set out in the 2013 regulations, or should they fail to follow due process in developing their pharmaceutical needs assessment, e.g. by failing to consult properly or take into consideration the results of the consultation exercise undertaken, or fail to publish by the required deadlines. In addition, a pharmaceutical needs assessment that does not meet the requirements of the 2013 regulations, or is poorly worded, may lead to:

- an increase in applications for premises that are not required
- applications being granted when they should be refused and vice versa
- applications for new pharmacy premises being granted but which do not meet the local authority's strategic plans
- an increase in the number of appeals against decisions made by NHS England

## 1.4 Scope of PNA

The scope of this PNA is limited to that of community pharmaceutical provision as specified in the 2013 Regulations and excludes pharmaceutical provision within the hospital setting. As specified by regulation 4 and schedule 1, a PNA must contain:

- A statement of the pharmaceutical services provided that are necessary to meet needs in the area (necessary services - current provision)
- A statement of the pharmaceutical services that have been identified by the HWB that are needed in the area, and are not provided (necessary services - gaps in provision)
- A statement of the other services that are provided, which are not needed, but have secured improvements or better access to pharmaceutical services in the area (relevant services – current provision)
- A statement of the services that the HWB has identified as not being provided, but which would, if they were to be provided, secure improvements or better access to pharmaceutical services in the area (relevant services – gaps in provision)
- A statement of other NHS services provided by a local authority, the ICB or an NHS Trust, which affects the need for pharmaceutical services (other services)
- An explanation of how the assessment has been carried out (including how the consultation was carried out), and
- A map of the various providers of pharmaceutical services

## 1.5 Community pharmaceutical services defined

For the purpose of the PNA, the four main categories of pharmaceutical services can be summarised as:

**Essential services:** These are services that every community pharmacy providing NHS pharmaceutical services must provide and are set out in their terms of service. These can be found in Regulation 4 Schedule 1 of the 2013 Regulations (amended)

**Advanced services:** These are services community pharmacy contractors and dispensing appliance contractors can provide subject to accreditation as set out in the Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013<sup>12</sup>.

**Enhanced services:** These are services commissioned directly by NHS England in line with the HWB's priorities for improving the health of the local population. These could include for example anti-coagulation monitoring, out of hours service or the provision of advice and support to residents and staff in care homes in connection with drugs and appliances. Enhanced services can also be nationally specified and will be available throughout the country.

**Locally commissioned services:** These are services community pharmacy contractors could potentially be commissioned to provide by other commissioning organisations, for example, local authority public health teams or the ICB. Examples of this include the needle disposal service and stop smoking service or enhanced services from the ICB (e.g. gluten free service).

### 1.5.1 Necessary services

The 2013 Regulations require the HWB to define the pharmaceutical services that are necessary services within the PNA. These are defined as those that are necessary to meet the need for pharmaceutical services and the HWB has total discretion over which services are considered necessary. For the purpose of this PNA, all essential services are considered necessary services. These form the core service provision required of all pharmacies as specified by the CPCF:

- Dispensing of prescriptions (and appliances where applicable)
- Dispensing of repeat prescriptions (including e-prescriptions)
- Discharge medicines service
- Disposal of unwanted medicines
- Promotion of healthy lifestyles (public health)
- Healthy living pharmacies
- Signposting
- Support for self-care

In addition to essential services, the following advanced and nationally specified enhanced services are also considered necessary services:

#### **Advanced services**

- New Medicine Service
- NHS Pharmacy First Service
- NHS Pharmacy Contraception Service
- Community Pharmacy Hypertension Case-finding service
- Community Pharmacy Smoking Cessation Service
- Community Pharmacy Seasonal Influenza Vaccination Service

#### **Enhanced services**

- The nationally specified Covid-19 vaccination service

The above services have been designated necessary services as they are preventive health services and considered vital to health improvement. Current focus is on preventive health within communities, with a shift from treating illnesses to proactively addressing health risks and promoting well-being. In addition, hypertension and tobacco smoking are of significant concern in Luton and the community would benefit from these services being readily available within each neighbourhood.

### 1.5.2 Other relevant services

All pharmaceutical services not considered necessary will be deemed “other relevant services”. These are the services that secure improvements or better access or that have contributed towards meeting the need for pharmaceutical services in Luton. These include:

## Advanced services

- Stoma Appliance Customisation Service (SAC)
- Appliance Use Reviews (AUR)
- Lateral Flow Device Tests Supply Service (LFD)

The SAC and AUR are now mostly provided by specialist dispensing appliance contractors who operate nationwide rather than community pharmacies and so are considered relevant rather than necessary pharmaceutical services. Access to the LFD service is for a sub-set of patients who are potentially eligible for COVID-19 treatment through NHS access routes and this service may also be accessed through other specialist pathways.

## Locally commissioned services (local authority)

- Smoking Cessation Services
  - Nicotine replacement therapy vouchers
- Community Pharmacy sexual health services
  - Emergency Hormonal Contraception
  - Chlamydia Screening
  - C-card condom distribution
- Substance misuse services
  - Supervised consumption
  - Needle exchange
  - Alcohol screening

## Pharmacy services commissioned by BLMK ICB

- End of Life Medicines
- Gluten free food supply service

### 1.5.3 Other NHS services

Other NHS services are those services that are provided as part of the health service and affect the need for pharmaceutical services. They include:

- Hospital pharmacies
- Pharmacy services commissioned by the ICB
- Community health services
- Urgent care services
- GP out of hours services
- Dental services
- Walk-in centres and minor injury units

## 1.5.4 Unforeseen benefit applications

The PNA sets out needs for, or improvements or better access to, a range of pharmaceutical services or one specific service. This then triggers applications to meet those needs or secure those improvements or better access. However, there are two types of application which lead to the opening of new premises that are not based on the PNA:

- those offering unforeseen benefits
- those for distance selling premises

In 2020, these two types of applications accounted for approximately 94% of the applications submitted to open new premises. Where an applicant submits an unforeseen benefits application, they are offering improvements or better access that were not foreseen when the PNA was written but would confer significant benefits on people in the area of the HWB.

## 1.6 Pharmaceutical service providers defined

### Pharmacy contractors

These can be individual pharmacists (sole traders), partnerships of pharmacists, or companies who operate pharmacies. Community pharmacies are those which provide services to patients in person from premises in (for example) high street shops, supermarkets or adjacent to doctors' surgeries. As well as dispensing prescriptions, they can sell medicines which do not need to be prescribed but must be sold under the supervision of a pharmacist. All pharmacists must be registered with the General Pharmaceutical Council, as must all pharmacy premises.

Community pharmacies provide all essential services as well as advanced and enhanced services and have been required to become Healthy Living Pharmacies since April 2020<sup>13</sup>.

Remote suppliers, such as Distance-Selling Pharmacies (DSPs,) may also provide all three types of pharmaceutical services and must provide all essential services although they may not provide essential services face to face on the premises.

### Dispensing appliance contractors (DACs)

DACs are a specialised sub-set of NHS pharmaceutical contractors who supply, on prescription, appliances such as stoma and incontinence aids, dressings and bandages. DACs operate under the Terms of Service for Appliance Contractors as set out in Schedule 5 of the Regulations 2013 and must also provide a range of essential services such as dispensing of appliances, advice on appliances, signposting, clinical governance, and home delivery of appliances nationwide.

### Dispensing practices

These are medical practitioners authorised to provide drugs and appliances in designated rural areas known as 'controlled localities'. The patients they dispense to must meet certain criteria as stipulated within the regulations. GP practices may have premises within a town and still be able to dispense because some of their patients live in a controlled locality and meet the other requirements of the regulations. Dispensing practices are not required to have a pharmacist in their dispensary and their premises do not have to be registered with the General Pharmaceutical Council.

### Local pharmaceutical services contractors (LPS)

LPS contractors provide certain community pharmaceutical services tailored to specific local requirements in some HWB areas. An LPS contract is held with NHS England and provides a level of flexibility where necessary.

Pharmacy contractors, dispensing doctors and LPS providers may also supply appliances, but DACs are unable to supply medicines.

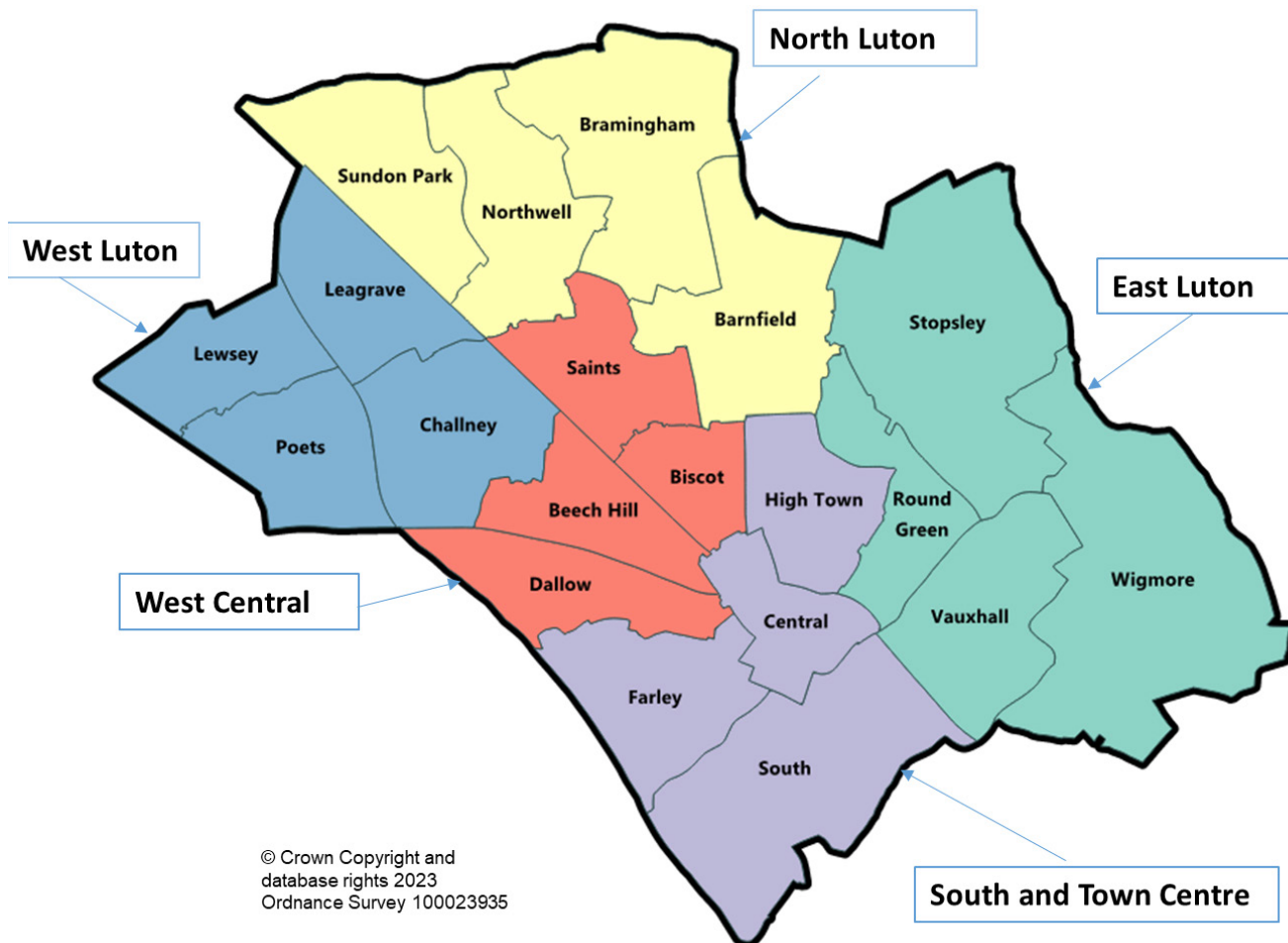
## 1.7 Localities for the purpose of the PNA

The regulations require the health and wellbeing board to divide its area up into localities and it is suggested that existing boundaries should be used to define the localities. The PNA steering group, considered how the Luton localities would be defined and agreed to use Luton Neighbourhoods, which are groupings of Luton wards into 5 areas. The areas have been grouped using the following guidelines:

- Populations of 30-50,000 people (including number of households and population density).
- Naturally occurring boundaries that will be easily understood by the communities, local authority and other local organisations. Much of our health and care data in Luton is available at ward level and using wards as building blocks also helps with decision making. Each neighbourhood is a grouping of 4 wards, again following logical boundaries (e.g. the motorway, railway lines or local topography).
- Consideration of the spread of community assets within the boundaries to ensure a fair spread of assets.

The localities used for the PNA are shown below.

**Figure 1.1: Map of Luton Neighbourhoods**



Source: Luton Business Intelligence, 2023

	North Luton	East Luton	West Luton	West Central Luton	South and Town Centre
<b>Wards</b>	Sundon Park	Stopsley	Leagrave	Saints	Farley
	Bramingham	Round Green	Lewsey	Biscot	High Town
	Northwell	Wigmore	Poets	Beech Hill	Central
	Barnfield	Vauxhall	Challney	Dallow	South

## 2. The PNA Process

### 2.1 Guidelines

The Pharmaceutical Needs Assessment Information Pack for Local Authority Health and Wellbeing Boards<sup>14</sup> published by the Department of Health and Social Care (2021), the 2013 Regulations and Luton's 2022 PNA provided guidance and a basis for the process of updating the PNA. By statutory requirement, the 2025 PNA must be published by the 1st of October 2025.

The preparation of the PNA should take account of the JSNA and other relevant strategies produced by the HWB (such as the Luton PWBS, Luton 2040 and Luton Local Transport Plan<sup>15</sup>). Information from the JSNA and other public health sources have therefore been used to explore the characteristics of the population in Luton Council as well as local health needs that may be addressed through pharmaceutical services. Luton Council's JSNA and other documents can be found on the Luton Information Observatory<sup>16</sup> available on the council's website.

### 2.2 Governance

As the PNA refresh is a statutory process with a fixed publication date, there is a need for governance and support of a structured nature. This was achieved through the constitution of a steering group. Key stakeholders and partners were invited to join the steering group. The purpose of the steering group was to advise and develop structures and processes to support the preparation of a robust PNA and to ensure that the views of Luton's main stakeholders are considered throughout the process of writing the document. The group met four times via Microsoft Teams to support the PNA update process. Membership of the steering group included representatives from the following groups:

- Luton Borough Public Health Team
- Luton Borough Business Intelligence Team
- Luton Borough Communications and Marketing Team
- Luton Healthwatch
- Community Pharmacy Bedfordshire, Luton, Milton Keynes and Northamptonshire, formerly the Local Pharmaceutical Committee (CP BLMK-N)
- Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK-ICB)
- Hertfordshire and West Essex Integrated Care Board (HWE-ICB)

The steering group was chaired by a consultant in Public Health and acting Director of Public Health (DPH) and reported to the HWB of Luton Council via its chairperson (see Acknowledgements for full list of steering group members).

In line with the regulatory requirements for the PNA, reports were presented to Luton HWB and the Primary Care Delivery Group (PCDG) in February 2025. The purpose of the reports was to update the HWB and PCDG on the progress of the 2025 PNA and request their views on it. The HWB also delegated responsibility for approval of the consultation draft of the PNA to the DPH and chair of the steering group. The PNA was again presented to the PCDG during the consultation period. Final approval of the PNA report was done in September 2025 by the HWB before publication.

## 2.3 Preparing the PNA

### 2.3.1 Data sources

Information has been drawn from various sources of open access data made available by HWE and BLMK ICBs, NHS Business Services Authority (NHS BSA), Office for Health Improvement and Disparities (OHID), Department of Health and Social Care (DHSC) and Community Pharmacy England<sup>17</sup> (CPE, formerly the Pharmaceutical Services Negotiating Committee, PSNC). Luton's JSNA has been the main source of the local people and place information as well as the relevant health and social care needs. Luton has been described using its neighbourhoods and electoral wards as outlined in Section 1.7.

Comparators for local authority areas are the Chartered Institute of Public Finance and Accountancy (CIPFA) nearest neighbours\* for adults (now known as the NHS England Local Authority Peer groups). The Children's Services Statistical Neighbour Benchmarking Tool (CSSNBT) statistical neighbour for children as well as National (England) and Regional (East of England<sup>\*\*</sup>) comparisons. Where data for a 'nearest neighbour average' is not available, the analysis makes comparisons against the statistically closest neighbour to Luton, which is Slough for CIPFA or peer groups, and Birmingham for CSSNBT. The Luton PNA 2022-2025, including feedback from stakeholders, has also served as a basis for the current update.

### 2.3.2 Mapping

Details of services and service providers were collated and triangulated to ensure the information on which the assessment was based is current and accurate. HWE ICB pharmacy contract team hold the pharmacy contracts on behalf of all the ICBs in the East of England (EoE) and supplied a large part of the pharmacy contract information. Triangulation and data validation was carried out using additional information received from BLMK ICB, NHS BSA and SHAPE Atlas<sup>18</sup> (a product of the DHSC). The pharmaceutical list held by NHS England as of February 2025 was used in preparing this report.

## 2.4 Stakeholder Engagement

### 2.4.1 Pharmacy contractor survey

A survey of the pharmacy contractors in Luton was undertaken via the Luton Council consultation portal. It was agreed by the steering group members to keep the questionnaire as short as possible, therefore, the short version of the PNA Pharmacy Questionnaire published by CPE was adopted with some modifications. The questionnaire was posted on the council consultation portal and emails sent to the pharmacies with details of the survey including the survey link. All 40 pharmacies in Luton were invited to complete the questionnaire. The questionnaire was made available from 16 January to 23 February 2025.

All pharmacies were followed up with several reminder emails from the Luton Public Health Intelligence team (Luton PHI). CP BLMK-N also helped to promote the survey by including the survey link in their weekly newsletter and sending WhatsApp messages to the Luton Pharmacy group on the importance of filling out the survey. 10 of the 40 community pharmacies in Luton responded to the survey and the results have been analysed and recorded. Pharmacy contractors had a second chance to air their views at the formal public consultation.

---

\*Statistical neighbours: Brent, Hillingdon, Ealing, Waltham Forest, Redbridge, Reading, Barking and Dagenham, Hounslow, Enfield, Luton, Slough, Coventry, Birmingham, Nottingham, Leicester, Derby.

\*\*East of England (EoE): Luton, Thurrock, Southend on Sea, Peterborough, Bedford, Essex, Norfolk, Central Bedfordshire, Suffolk, Hertfordshire and Cambridgeshire.

## Survey Results

\*Considering the low response rate, it should be noted that the results may not be fully representative of all Luton pharmacy contractors.

Pharmacies were asked about some of the services they provide and where they saw a need for future provision in the community. Due to the ethnic diversity within Luton, a question on languages spoken within the pharmacy was also included. The results of the survey have been incorporated into the assessment and key points summarised below (see the Luton 2025 PNA Consultation Results supplement for full survey questions and results).

**Language:** All the pharmacies that responded in Luton reported languages other than English spoken by the staff. Languages mentioned were Hindi, Gujarati, Urdu, Bengali, Punjabi, Malayalam, Tamil, Polish, Greek, Russian, Italian, Romanian and Spanish. This reflects Luton's ethnic diversity. However, none of them reported knowing how to access funded translation services, if required.

**Population health needs and service provision:** When asked if there were any important health needs within their population, 7 out of 10 indicated yes (70%). Health needs mentioned included cardiovascular risk, diabetes, drugs and alcohol screening, obesity, general prevention, health improvement and a need for delivery services for housebound patients.

On whether they saw a need for a new locally commissioned service in the area, 6 out of 10 (60%) indicated yes. Services most mentioned included NHS health checks, vaccinations, minor ailments service, blood pressure, cholesterol, diabetes screening and emergency contraception. 70% of respondents (7 out of 10) also indicated a desire to provide additional services within their area.

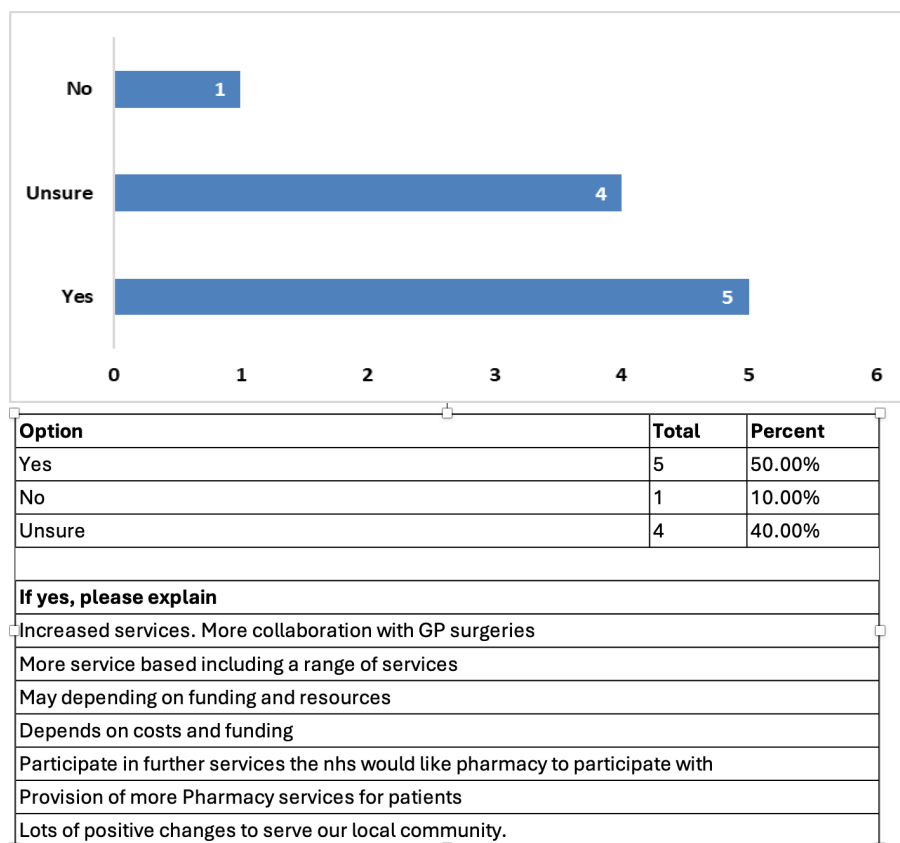
When asked how they felt the locally commissioned services they provide could be improved, out of 7 responses, 3 indicated improved funding while one respondent mentioned an improvement in the Stop Smoking service platform. Others felt the services offered were adequate.

**Delivery of medicines:** This is a value-added service which pharmacies can offer to their patients. 9 out of 10 pharmacies that responded provide delivery of medicines on request (majority without charge). Of these, 2 out of 9 (one of which is a distance selling pharmacy) will deliver to all patients on request, while the others deliver to mostly the elderly, disabled or housebound patients.

**Changes to service:** The contractor survey included two questions on changes to pharmacy service provision. On how their services had changed over the last two years, 7 out of 10 (70%) indicated "yes" including changes to timing and service offerings. On whether any changes were envisioned over the next three years, half the respondents (n=5) indicated "yes" with plans to increase services, while 4 were unsure (2 respondents indicated they would increase services if funding was made available).

Figure 2.1 shows the pharmacy contractors' responses to the question on envisaged future changes to service provision.

**Figure 2.1: Do you envisage any changes to your service provision in the next 3 years?**



Source: Luton PNA 2025 Pharmacy Survey, Luton Public Health Intelligence

## 2.4.2 Patient/public survey

A survey for the public was made accessible via the Luton Council consultation portal online. To limit the environmental impact of the consultation, participants were encouraged to fill in the online version.

However, to accommodate respondents who may not have access to the internet, the option for paper copies and other accessible formats was made available and forwarded to health partners as requested. A total of 114 responses were received from the public: 112 online and 2 hard copy responses posted to the council’s Public Health team. A summary of the results has been included below (see the Luton 2025 PNA Consultation Results supplement for full survey questions and results).

Respondents were asked about the pharmacy services that they used or were aware of, their usual pharmacy access habits, and their opinion of the current provision and availability of services. The results of the survey have been incorporated into the assessment. Considering the small number of respondents (n=114 for most questions), it should be noted that the results may not be fully representative of the opinions of all Luton residents.

## Results

Some results may not add up to 100% in cases where multiple responses were allowed. There were 114 responses recorded for most questions.

**Use of a regular pharmacy:** Out of 114 respondents, 69% had a preferred pharmacy they use regularly (n=79). By location, being nearest to their home was the biggest reason for the pharmacy choice (81.6%; n=93). In terms of staff and services, most respondents patronise a particular pharmacy because the staff are friendly (61.8%) and knowledgeable (50%). Other reasons included good customer service, favourable opening times and overall good service. When asked what they would do if they could not access their regular pharmacy, the majority would either go on another day or go to another local pharmacy.

**Services most accessed:** Majority of respondents (n=111 or 97%) go to the pharmacy mainly for collecting prescribed medicines. About 47% (n=62) reported seeing the pharmacist for medical advice for minor health conditions while another 51% reported visiting the pharmacy for vaccinations (n=58). The NHS Pharmacy First service is currently in place for residents to access treatment of some minor ailments through their local pharmacy.

**Care for long-term conditions:** 96 out of 114 respondents (84%) identified as having a long-term condition (LTC). The most mentioned response was high blood pressure. However, only about 25% had obtained any advice or support from their pharmacy for this condition, while 67% had not.

#### **Access to pharmacy services:**

**Travel time/distance:** Majority of respondents (about 95%) report walking or driving to their pharmacy. 96.3% of respondents stated that it takes them less than 20 minutes to reach their pharmacy and about 72% per cent would reach within 10 minutes. Only one reported taking over 30 minutes to get to the pharmacy. A few respondents have their medication delivered to them.

**Opening times:** Majority of respondents (81.5% per cent) stated that pharmacies in Luton are open at times suitable to them (compared to 84% for the previous PNA). However, many would like an improved choice of opening times to include early hours, weekends, lunchtime or late night (for full pharmacy opening times, see Appendix 5).

**Disability friendly features:** Regarding features improving accessibility to people with disabilities, the following were reported by respondents in their regular pharmacy:

- Disabled parking – 27%
- Wheelchair ramp access – 18%
- Automatic door – 17%
- A bell at the front door – 14.5%
- A hearing loop (an assistive listening system that helps make public premises welcoming to people with hearing loss) – 9%
- Disabled toilet – 4.5%

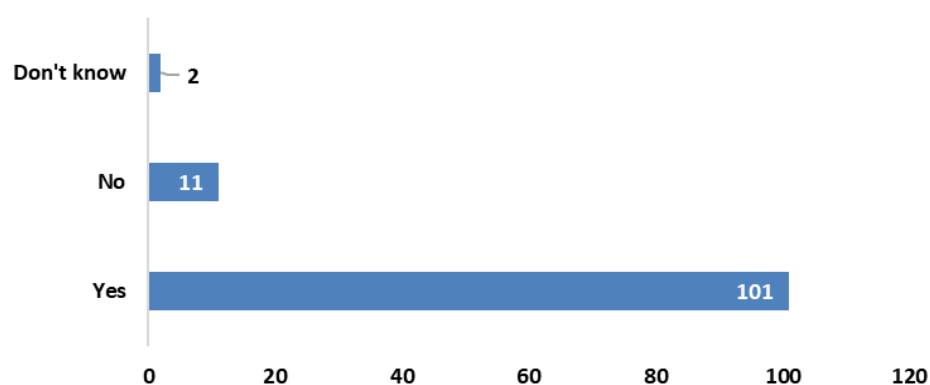
The Equality Act 2010<sup>19</sup> requires service providers to make changes to improve services for disabled customers. About a quarter of respondents (25%) described themselves as having a disability but it was not clear if the services were indeed not available, or the customers were not aware as the pharmacy contractor survey reported some conflicting responses to a similar question.

**Delivery of medicines:** 86% of survey respondents usually visit the pharmacy for their medication or have someone else pick up their medicine. 13% reported having the pharmacy deliver their medicine while only one respondent uses a distance selling pharmacy.

When asked the one thing they valued most about their regular pharmacy, the majority mentioned the helpful and friendly staff (48.5%). Other valued attributes included distance from home, efficiency of service, convenience, delivery options, longer opening hours and speaking their native language.

Overall, most people reported that pharmacy services in Luton met their needs (88.6%), similar to the last PNA survey in 2022 (87%). Blood pressure testing service was the most requested additional service by patients. Figure 2.2 below shows responses to the question “Do current pharmacy services in Luton meet your specific needs?”

**Figure 2.2: Do current pharmacy services in Luton meet your specific needs?**



Option	Total	Percent
Yes	101	88.60%
No	11	9.65%
Don't know	2	1.75%

Source: Luton PNA 2025 Public Survey, Luton Public Health Intelligence

## Promotional Activities

The Luton Council Communications and Marketing team undertook several activities to drive public participation in the survey. A press release was issued to the local and regional media at the start of the survey to inform the public. Numerous messages were posted on Luton Council’s social media platforms (Facebook, Instagram and X) and a boosted advert placed to increase public engagement. Text and social media graphics were shared with key stakeholders and partners for sharing with community groups (Healthwatch, BLMK-ICB, Social Justice Unit, Luton Libraries, Council of Faiths).

Hard copy posters were distributed to libraries, community centres and placed around the Town Hall.

In addition to these, the survey was promoted twice in e-Luton, the Council’s digital newsletter which is distributed to staff and over 33,000 residents distributed fortnightly, as well as Luton Council intranet and e-brief (the council’s internal staff newsletter).

**Table 2.1: Marketing plan for public survey**

Channel	Audience	Outputs
Press release	All	Council website, published on Luton Today website
Social media	Residents, staff, elderly, people with disabilities, community groups, religious groups	Various posts incorporating key messages on X, Facebook, Instagram
Facebook advert	Residents, staff, elderly, people with disabilities, community groups, religious groups	Post on Facebook, advert also shared on Instagram
Poster	All	Poster distributed to pharmacies, libraries, leisure centres, community centres, town hall
Digital screens - town hall and Inspire Luton Sports Village	Residents, staff, elderly, people with disabilities, community groups, religious groups	Advert displayed for one month on multiple screens with the town hall and at Inspire
e-Luton	Residents	Article included in January e-Luton newsletter
Community newsletter	Community groups, religious groups, voluntary sector organisations	Article included in January newsletter
Member brief	Residents	Article and social media graphics shared with members with a request to promote the survey via their networks

Source: Luton Communications and Marketing Team, 2025

### 2.4.3 Formal public consultation

As part of the PNA development process, the HWB is required to consult a specified list of organisations, local stakeholders and the public for a minimum of 60 days through a formal consultation process. Following review by the PNA Steering Group, the final Draft PNA report, separate Executive summary, a short survey questionnaire and Easy Read version were published online via the Council’s consultation portal. The consultation ran from 2 June to 3 August 2025 during which the views of the public and other interested stakeholders were received.

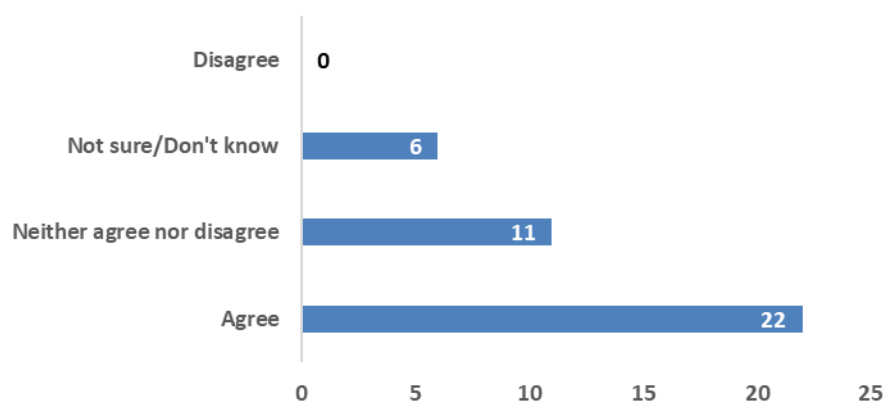
Key stakeholders, partner organisations and Luton’s pharmacy contractors were advised of the launch of the consultation and specifically invited by email to respond to the survey while the public was also made aware of the consultation process through several promotional activities. The option to complete a paper copy of the consultation survey was made available. All responses were received online.

A total of 53 people started the survey, however, only 39 respondents read some or all of the draft and therefore completed the survey. Out of the 39 valid responses, 31 were from members of the public (78%), while the remaining 8 represented a variety of organisations.

71% of respondents agreed that the PNA described the current provision, 70% agreed it reflects the current need and 72% felt it had provided enough information to guide delivery of pharmaceutical services. In response to the question on whether there were any gaps which had not been captured in the PNA, 15% of respondents felt there were unidentified gaps in provision. Comments highlighted concerns that demographics not represented among decision makers may be overlooked, along with limited opening hours, insufficient provision for an ageing population, weak integration between GP and pharmacy services, and low public awareness of the full range of services available from pharmacies.

More than half of the respondents agreed with the overall conclusions of the PNA document (56%), 28% were neutral and 15% were not sure. No respondent disagreed with the conclusions. A report and full results of the formal PNA consultation are available in the PNA Results Supplement. All valid comments have been included in the report.

**Figure 2.3: Please indicate if you agree or disagree with the conclusions in the draft PNA document**



### 2.5 Finalising the report

A first draft of the document was shared with the steering group for review ahead of the second meeting. The cut-off date for data to be incorporated into the report was determined for March 2025, following which the consultation draft document was again reviewed with the steering group at the third meeting in May 2025. The consultation draft was approved by the DPH and the steering group as delegated by the HWB. The final draft PNA was reviewed with the steering group after the 60-day consultation process and final amendments made.

Following this process, information has been drawn from various sources of open access data made available by NHS England, NHS BSA, OHID (formerly Public Health England - PHE), Department of Health and Social Care (DHSC), Office for National Statistics (ONS) and CPE (formerly Pharmaceutical Services Negotiating Committee - PSNC). Pharmacy service provision data was supplied by HWE ICB (representing NHS England), BLMK ICB and Luton Public Health teams. Luton's JSNA has been the main source of the local people and place information as well as the relevant health and social care needs. Luton has been described using its electoral wards and neighborhood areas.

All information in the PNA is correct as of March 2025. However, it must be noted that information on pharmaceutical services changes frequently and may have changed by the time of final publication. The PNA report has made all effort to include the most updated information possible in the document.

## 3.1 This is Luton

This section provides an overview of Luton as a place, describes the population characteristics, and examines the health and wellbeing of the people of Luton. The information in this section largely reflects that found in our 2024 JSNA documents, This is Luton<sup>20</sup> and JSNA Summary- Overview of Health and Social Care Needs.

### 3.1 Overview

Luton is a small urban region located approximately 30 miles north of central London. The town has excellent transport links with Central London 30 minutes away by train, direct rail access to the south of London and connecting trains to the North. Luton is also on the M1 motorway with the M25 only 10 minutes away and has access to Milton Keynes, Northampton and Birmingham via the M6.

Luton has its own international airport that provides a range of scheduled and charter flights to and from most European countries. The success of Luton Airport has contributed to strong economic growth and increasing earnings. The Luton 2040 project is focused on ending poverty and there are encouraging signs of residents already benefitting with improved earnings and a drop in the town's deprivation ranking.

Luton is a part of the BLMK ICS together with Bedford, Central Bedfordshire and Milton Keynes.

## 3.2 Population

### 3.2.1 Population Overview

Luton is a densely populated town in Bedfordshire with an estimated total population of 231,000 (2023 mid- year population estimate, ONS<sup>21</sup>). The town has an area of 43.35 square kilometres. The population estimate translates into a population density of 53 persons per hectare; this figure is greater than some London Boroughs and Luton is the most densely populated place outside of London.

The table below shows the population split by neighbourhood (\*2021 census figures<sup>22</sup>).

**Table 3.1 Neighbourhood population estimates**

Neighbourhood	Population (all people) *	Households*	Ave. persons per household	Adult social care demand per 10k popn.
North	48,072	17,619	2.7	912
East	39,027	15,245	2.6	843
West	44,960	15,148	3.0	919
West Central	48,289	13,113	3.7	665
South and Town Centre	45,454	18,022	2.5	805
<b>Total:</b>	<b>225,802</b>	<b>79,147</b>		

Source: Luton Business Intelligence, 2023.

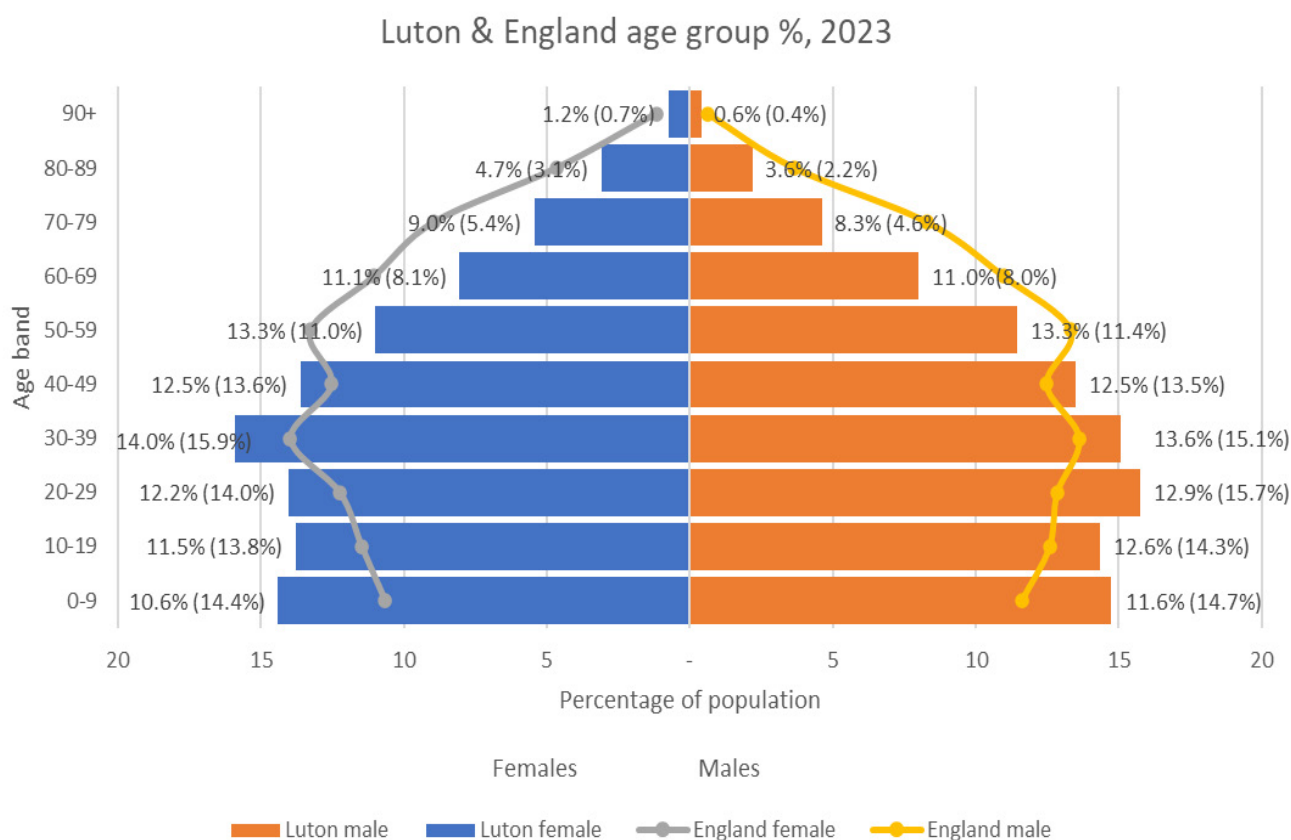
\*Population and household figures are estimations using output areas best fit into new ward boundaries. ONS Census 2021 figures have been used to describe most of Luton's population characteristics except where specified otherwise.

Table 3.1 shows that West Central neighbourhood has the highest population while East Luton neighbourhood has the lowest with 39,027 residents. North, East and South/Town Centre neighbourhoods have similar number of persons per household while West Central has the highest number. The highest adult social demand (ASC) is seen in West Luton and North Luton, while the lowest is in West Central Luton. The ASC demand may reflect the population age profiles in the neighbourhoods (East, North and West Luton have the higher percentages of the over 65 age group).

### 3.2.2 Age Distribution

Figure 3.1 shows the age breakdown of the population of Luton in comparison with England (figures in brackets are for Luton). Luton has a younger population with a higher proportion of young people than the England average (age 15 and under are 23.3% in Luton as compared with 18.5% nationally) and a lower proportion of older people (the over 65 age group are 11.6% of Luton's population as compared with 18.7% nationally).

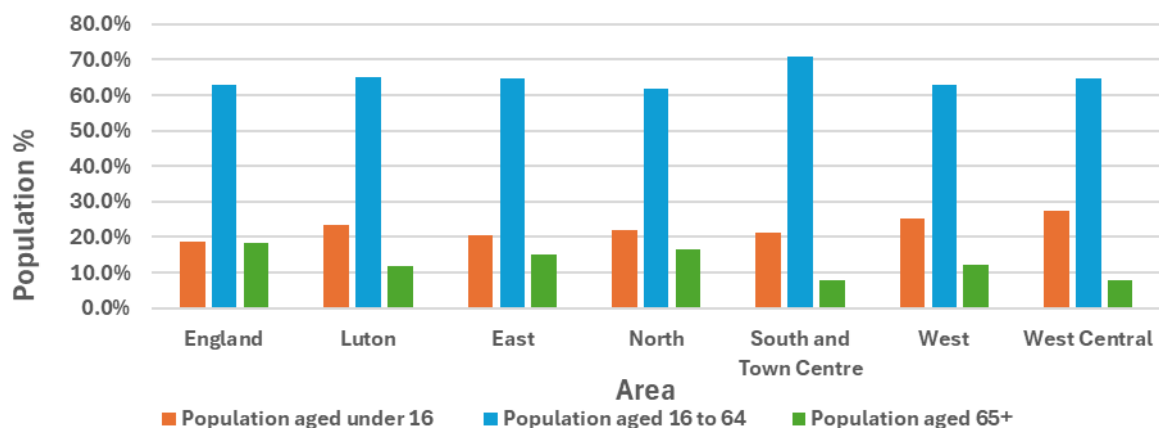
**Figure 3.1: Luton and England population by age group, 2023**



Source: 2023 Mid-year population estimates, Office for National Statistics

Figure 3.2 below shows the age profiles of Luton neighbourhoods in comparison with the whole of Luton and the national average. Luton neighbourhoods have a higher percentage of population under age 16 and lower over 65 years than the national average. Within the neighbourhoods, the highest percentage of the younger population (<16) is found in the West Central neighbourhood while the highest percentage of the elderly population (65+) is found in the North neighbourhood. South and Town Centre has the highest working age population (age 16 to 64) at 71% in comparison to the Luton average of 65%. These age distributions will have an impact on the need for health services in each area (for instance, a higher proportion of elderly population may have a higher prevalence of long-term conditions and therefore need more pharmacy services or care homes).

**Figure 3.2: Age profiles of Luton neighbourhoods**



	Population ages under 16	Population aged 16 to 64	Population aged 65+
England	18.56%	63.03%	18.41%
Luton	23.34%	64.96%	11.70%
East	20.44%	64.76%	14.94%
North	21.95%	61.68%	16.40%
South and Town Centre	21.28%	70.92%	7.77%
West	25.08%	62.83%	12.10%
West Central	27.54%	64.69%	7.80%

Source: Office for National Statistics, Census 2021 (taken from Luton Insights, <https://lutoncouncil.localinsight.org/>)

### 3.2.3 Population Growth

Luton’s population increased by 3,700 from 2022-23 and has increased by 6,100 since 2021, a rise of 2.7% in 2 years. This has been driven largely by international migration with 10,900 people moving to Luton between 2022 and 2023. The population previously increased by 11% between the census of 2011 and 2021 in comparison with the national population growth of 6% over the same period. The largest changes were seen with the 55-59 and the 90+ age groups (34% and 30% respectively). The growth in the elderly age groups could have an impact on the demand for health services due to increased complex health needs.

**Table 3.2 Luton Population growth 2021 - 2023**

Year	Population	% Growth
2021	225,000	
2022	227,300	1.01%
2023	231,000	1.60%

Source: Office for National Statistics

### 3.2.4 Population Projections

The population of Luton is projected to grow by about 10% between 2021 and 2033, and further by about 6% between 2033 and 2043. Luton’s population has been rising faster than the level of house building so a housing constraint could artificially limit potential population growth. In addition, the continued population growth could lead to increased demand for health services including pharmaceutical services.

### 3.2.5 Ethnicity, Nationality and Languages

Luton is an ethnically diverse town with approximately 55% being of mixed, Asian, African-Caribbean and other ethnicities (2021 Census figures). Luton’s diversity has increased in recent times, primarily driven by those arriving from newly EU acceded A8 countries of Eastern Europe especially the Polish and Romanians.

A study by Mayhew Harper Associates<sup>23</sup> showed concentrations of new communities of Congolese, Somali, Ghanaians, Nigerians, Turks and Zimbabweans in Luton. Foreign students coming to the University of Bedfordshire has further increased diversity.

In 2021 the White population was 101,800 in comparison to 132,600 in 2001, largely driven by the fall in the numbers of white British. The Asian/Asian British population increased from 33,700 in 2001 to 83,300 in 2021. This is now more than a third of the population in Luton. There is increasing acceptance that Luton is a 'super-diverse' community.

**Table 3.3: Changes in Luton population ethnicity, 2001-2021**

Ethnicity %	2001	2011	2021
White	71.9%	54.7%	45.2%
Mixed	2.6%	4.1%	4.3%
Asian/Asian British	18.3%	30.0%	37.0%
Black	6.3%	9.8%	14.2%
Other	0.9%	1.5%	3.5%

Source: Office for National Statistics, Census 2021

Although the 2021 census recorded English to be the main language for about 74% of Luton's people, over 100 different languages and dialects were recorded as being spoken in Luton. Most popular languages spoken include Urdu, Polish, Romanian, Bengali, Punjabi, Gujarati, Tamil, Arabic, Italian and Lithuanian (Census 2021, ONS). The language diversity was similarly reflected in the pharmacy survey (see Pharmacy survey results in Section 2.4). Table 3.4 below shows the ethnic profile of Luton neighbourhoods.

**Table 3.4: Luton ethnicity by neighbourhood areas**

Area	White British ethnic group	People in White (Non-British) Ethnic Group	People in Asian ethnic group	People in Black ethnic group	People in Mixed ethnic group	Any other combination of multiple ethnic groups
England	73.54%	7.51%	9.61%	4.22%	2.96%	2.70%
North	42.82%	9.71%	29.14%	10.73%	4.96%	3.91%
East	55.15%	14.16%	15.14%	8.51%	4.59%	4.34%
West	28.01%	10.06%	40.97%	12.75%	4.44%	4.85%
West Central	9.51%	9.20%	69.02%	5.95%	2.52%	5.60%
South and Town Centre	27.78%	24.65%	25.48%	12.57%	4.98%	6.03%

Source: Office for National Statistics, Census 2021

The highest percentage of Asian ethnicity is seen in West Central Luton (69%), much higher than the national average, while the lowest is found in East Luton, which also contains the largest percentage of White British ethnic group. All Luton neighbourhoods contain higher percentages of ethnicities other than White-British than the national averages (except the mixed ethnicity in West Central Luton which is similar). This reflects the level of diversity in Luton neighbourhoods.

## 3.3 Inequalities

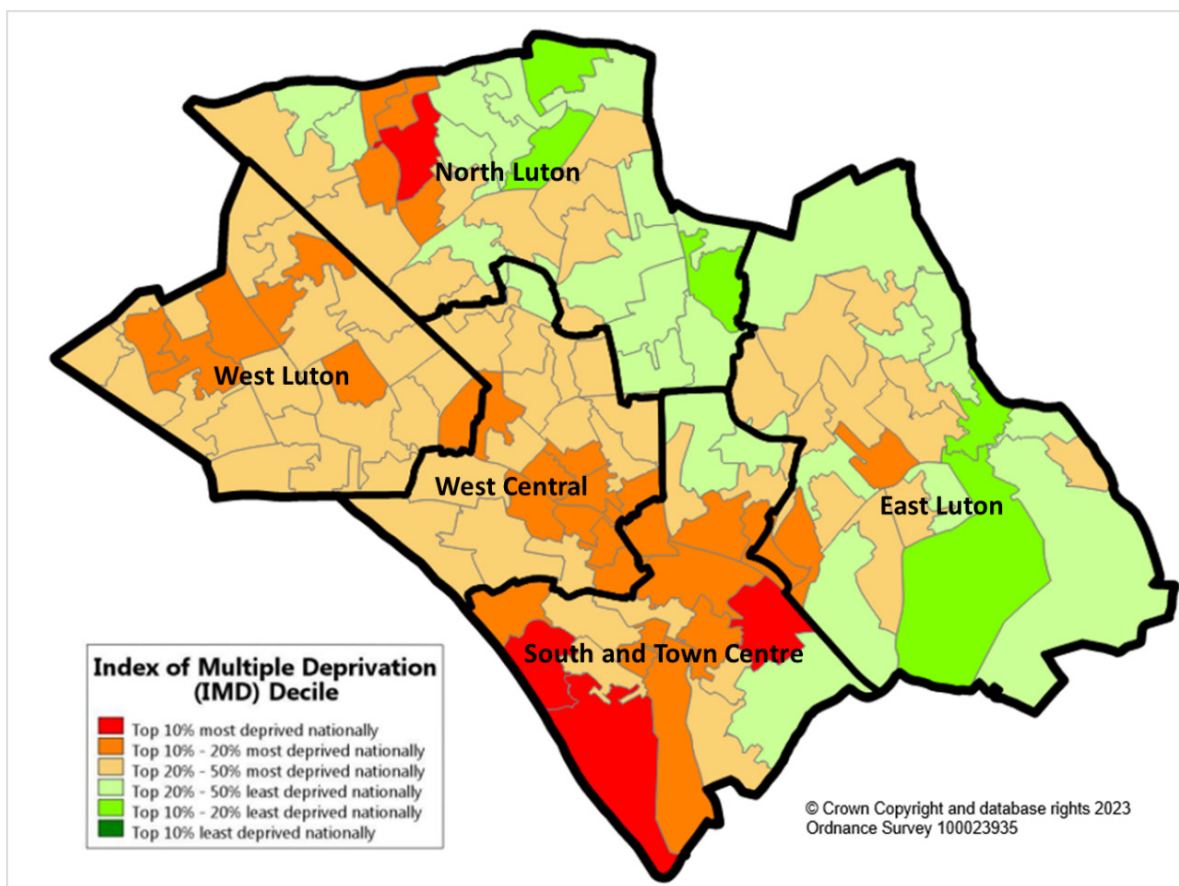
### 3.3.1 Deprivation and poverty

Poverty impacts upon the health of the population and lower socioeconomic status is associated with poorer health outcomes, including low birthweight, cardiovascular disease, diabetes and cancer. Men living in our most deprived areas can expect to live on average nine years less than those from more affluent parts of Luton; for women the life expectancy gap is five years<sup>24</sup>.

The Indices of Multiple Deprivation ranks relative deprivation amongst areas in England. The latest data are from 2019 where Luton is ranked the 70th most deprived out of 317 local authorities (albeit an improvement from 2015 figures).

There are a variety of underlying reasons which influence poverty. Luton has above average rates of unemployment, and high rates of people in 'in work poverty' with jobs with low rates of pay and uncertain hours. Luton also has high numbers of people privately renting and escalating property costs has put pressure on household budgets.

**Figure 3.3: Luton neighbourhoods and Indices of Multiple Deprivation 2019**



Source: Luton Business Intelligence, 2023

South and Town Centre neighbourhood is among the top 10% most deprived nationally while some of the areas in the East and North neighbourhoods fall within the top 10-20% least deprived nationally.

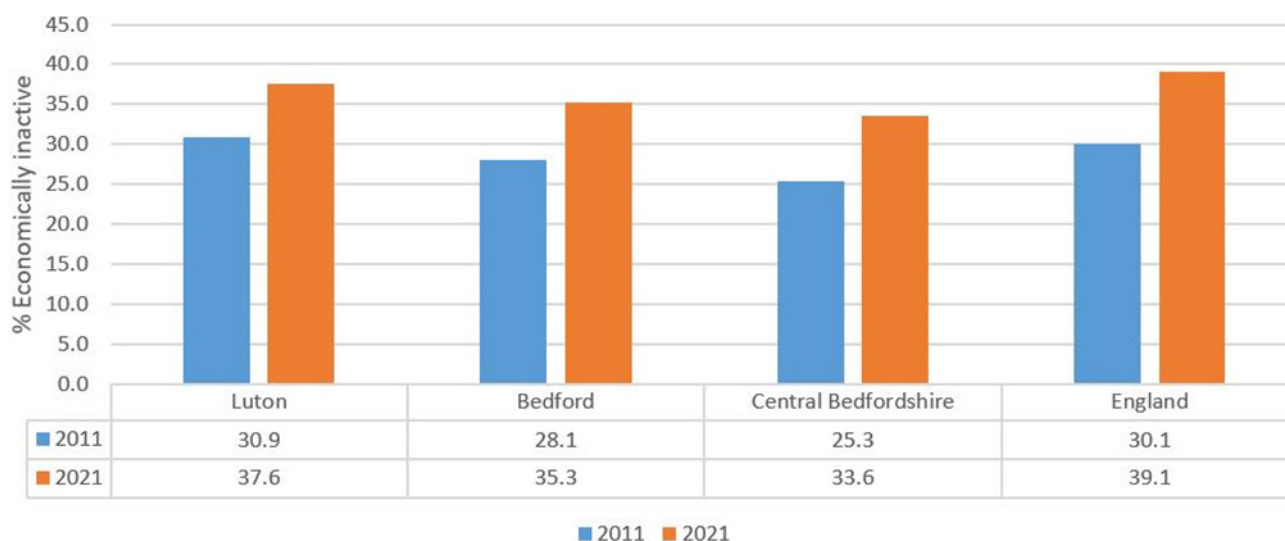
Luton's child poverty rate for 2022-23 was 39.4% according to research by End Child Poverty<sup>25</sup>. Luton has the 29th highest child poverty rate in the UK<sup>26</sup> (out of 359 local authority areas), higher than the national figure of 30%. In addition, in 2022, more than 1 in 4 workers earned below the Real Living Wage and 33.4% of households were living below the Luton Minimum Income Standard for a decent standard of living, with 12.2% unable to afford basic needs.

### 3.3.2 Education and Employment

In recent years Luton's economy has experienced strong growth with a successful airport, new jobs and growing earnings for the town's residents. Rental costs and house prices have also risen. However, there are issues with growth in low paid, unstable jobs, increasing levels of in-work poverty with many jobs being paid below the living wage. The Covid-19 pandemic disproportionately hit Luton with the most deprived areas experiencing the most adverse impact and the local economy is now recovering from the pandemic with output returning to pre-2020 levels.

Luton has a lower proportion of employees in managerial and professional occupations than nationally and a higher proportion in elementary occupations. This means that there will be a higher proportion of people in Luton on lower incomes because of the lower earnings potential of the lower skilled jobs.

**Figure 3.4: Percentage of working age population with a degree level qualification, 2011 & 2021**



Source: Census 2011 and 2021, Office for National Statistics

Figure 3.4 shows that the proportion of people who are economically inactive i.e. people who are not in work and have not been seeking or not been available for work, increased between 2011 and 2021. Luton has a higher proportion of economically inactive people than Bedford or Central Bedfordshire but below the national figure. The 2021 census results are likely higher than normal due to the pandemic, but survey data has shown that the increase in economic inactivity and retirements is a long-lasting issue causing recruitment problems in both the local and national economy.

The latest employment data from the Office for National Statistics recorded 112,000 employees in Luton in 2021 with 65.2% in full time employment and 34.8% part time (Table 3.5).

**Table 3.5: Full-time and part-time employment in Luton, 2019-2023**

Date	Employees	Full time Employees	% Full time Employees	Part time Employees	% Part time Employees
2019	91,000	62,000	67.4%	30,000	32.6%
2020	92,000	63,000	68.5%	29,000	31.5%
2021	95,000	66,000	69.5%	29,000	30.5%
2022	108,000	73,000	67.6%	35,000	32.4%
2023	112,000	73,000	65.2%	39,000	34.8%

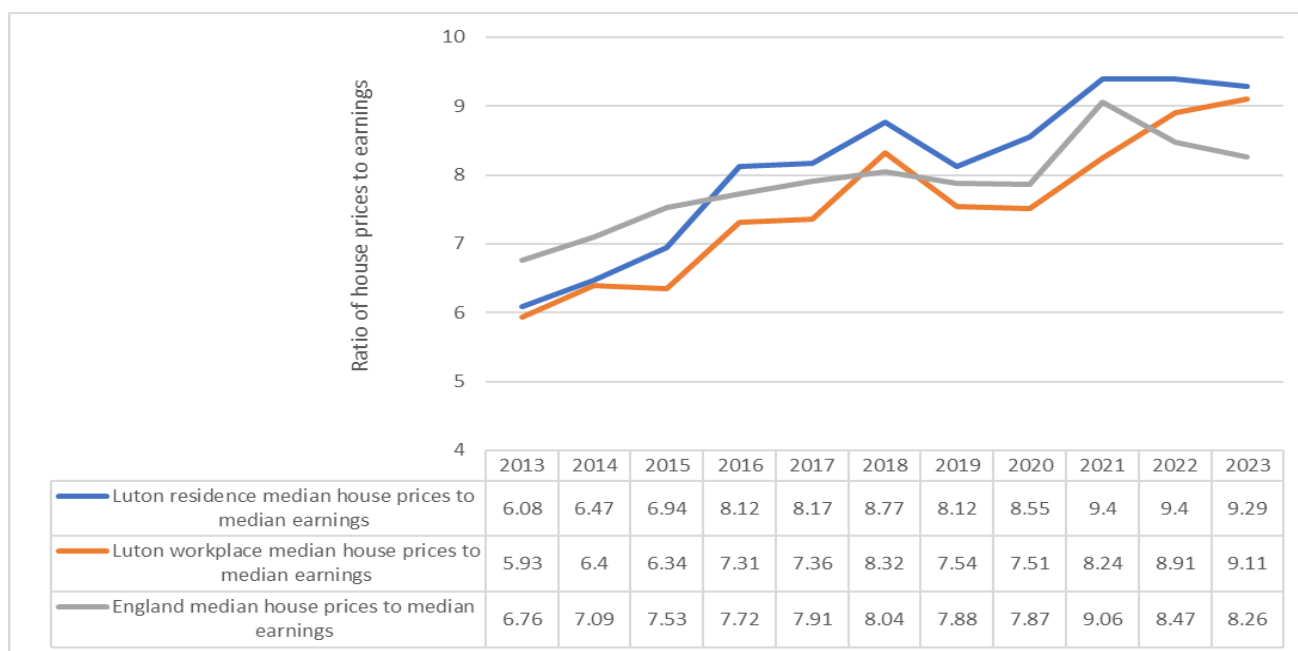
Source: Office for National Statistics (components may not sum to totals due to rounding)

### 3.3.3 Housing

Over the last decade the ratio of average house prices to earnings has increased in Luton. The ratio of median house prices to median earnings has increased from 6.08 to 9.29 between 2013 and 2023 and the ratio for those who work in Luton but don't necessarily live in the town rose from 5.93 to 9.11. This means house prices have risen at a higher rate than earnings and shows that housing has become less affordable in Luton over the last decade. In 2013 the national figure was 6.76, higher than Luton, but Luton overtook the national average in 2016 with the current ratio for Luton's residents at 9.29 in comparison to 8.26 nationally.

With the high proportion of people privately renting in Luton (29% versus 20.5% nationally, 2021 census figures), this data indicates a major cause of poverty in Luton with those on lower incomes paying a higher proportion of earnings in rent.

**Figure 3.5: Ratio of earnings to median and lower quartile house prices in Luton, 2013-2023**



Source: Office for National Statistics, Census 2021 data

Luton also has a high rate of homelessness per thousand of population when compared with nationally (Luton 4.22 per 1000 compared to England 1.99 per 1000 population).

Luton Council’s Housing Strategy 2022-2027<sup>27</sup> recognises the importance of good housing in achieving the ambitions of the Luton 2040 vision and aims to ensure at least 425 new homes and 85 new affordable homes are built each year leading to a reduction in homelessness.

### 3.3.4 Transport and car ownership

Luton is located approximately 30 miles north of Central London and has excellent transport links. Central London is 30 minutes away by train and Luton is also on the M1 motorway with the M25 only 10 minutes away. Luton has its own international airport, the fifth largest in the UK, that provides a range of scheduled and charter flights to numerous locations.

Transport impacts on health and well-being in several ways. This includes accessibility to services including those tackling important health issues, and the effect of air quality on people’s health. Data from the 2021 census indicates that only 14% of Luton residents work from home. 64% of people travel to work by driving or as a passenger in a car or van, 5% travel on foot, 8% by bus, mini-bus or coach and 2% travel via train.

Regarding car ownership, data from the 2021 census showed that there were 27% of households with no access to a car or van, 45% had one car or van and 28% had two or more cars or vans available for their use.

Based on Luton’s Vision 2040 priorities of reducing net carbon emissions towards the goal of being a carbon neutral town by 2040, Luton’s Local Transport Plan aims to make transport in Luton easier, healthier and better for the environment by encouraging more walking, cycling and public transport use<sup>28</sup>.

## 3.4 Health Overview

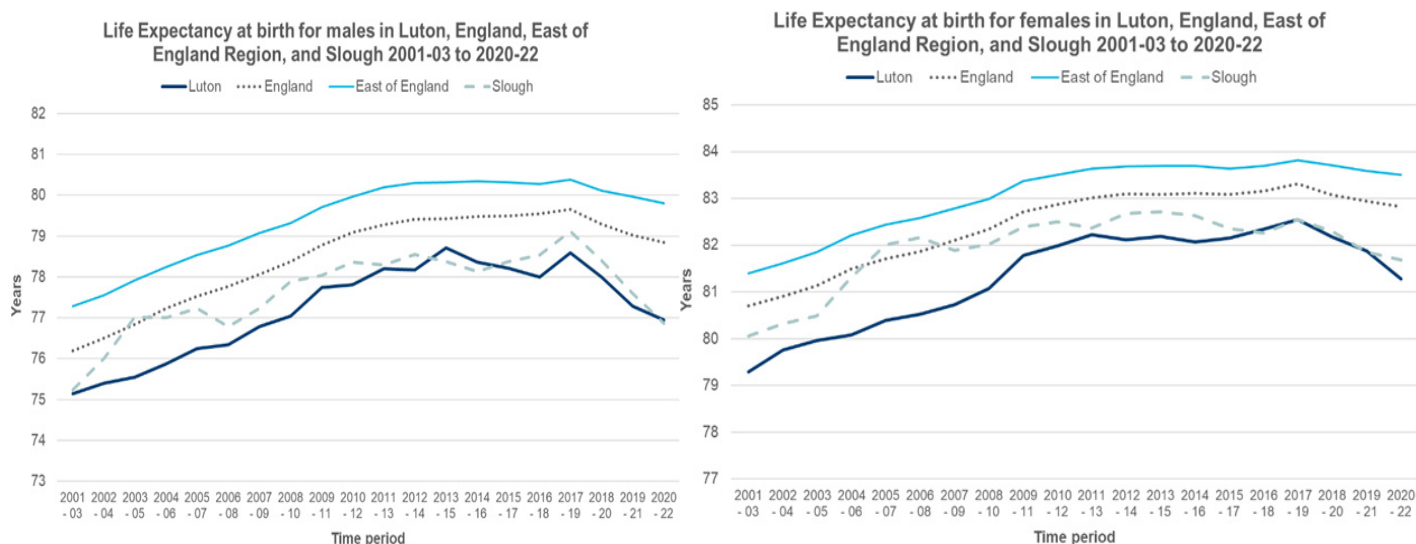
This section uses relevant high-level indicators to provide an overview of the health of Luton’s people especially those that may be improved with good provision of pharmaceutical services. Luton’s Vision 2040 aims to improve population wellbeing by tackling health inequalities to enable everyone to have a good quality of life and reach their full potential.

### 3.4.1 Population wellbeing

#### Life expectancies

Life expectancy at birth is a measure of how long, on average, a new-born baby can expect to live if current death rates do not change. It is described in years. Current data shows that life expectancy at birth in Luton for both males and females is lower in comparison to England and the EoE region but is better than our nearest neighbour. However, life expectancy decreases for those who reside in more deprived areas of Luton, therefore reducing inequalities remains important for us.

**Figure 3.6: Life expectancy at birth in Luton, England, East of England, and Slough 2001/03 to 2020/22**



Source: Office for National Statistics, taken from OHID Fingertips tool

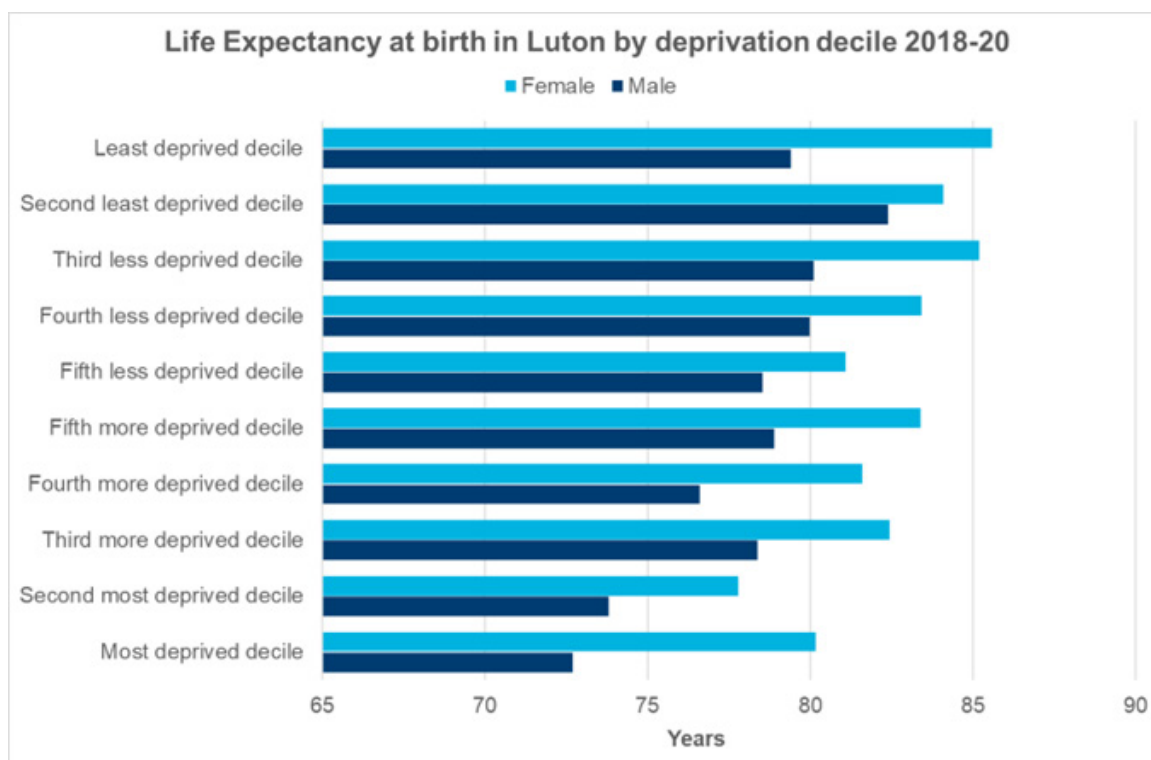
Life expectancy at birth in Luton is currently 77 years for males, which is lower than the national average of 78.9 and the regional average of 79.8. For females in Luton, life expectancy at birth is currently 81.3

years which is lower than the national average of 82.8 and the regional average of 83.5. Over the last 3-year period, there has been a fall in both male and female life expectancies.

Life expectancy in the most deprived areas of Luton is 80.2 years for females and 72.7 for males, compared to 85.6 and 79.4 in the least deprived parts of the borough. In other words, people who live in the less deprived areas of Luton tend to live longer than those who live in the more deprived areas. These figures demonstrate the importance of addressing inequalities for health improvement.

Figure 3.7 below shows life expectancy at birth in Luton by deprivation decile (tenths) measured over a 3-year period. This represents how life expectancy changes depending on the level of deprivation and shows here how it decreases for those who reside in the more deprived areas of Luton.

**Figure 3.7 Life expectancy at birth in Luton and deprivation 2018/20**



Source: Office for National Statistics, taken from OHID Fingertips tool

## Mortality

Mortality (death) data provides a valuable measure for assessing community health. The mortality rate (deaths per 100,000) is a measure of the number of deaths in the population. Premature mortality, including infant and child mortality, is an indicator of the overall health of a population as it shows how many people die before they would usually be expected to. Many causes of death are preventable or treatable and, therefore, deserve the attention of public health prevention efforts.

Mortality in Luton is largely influenced by the behaviours and lifestyle of the population:

- **Tobacco** (including second-hand smoke) accounted for the highest rate of deaths per 100,000 in 2021
- **High blood pressure, dietary risks, and high blood sugar** (hyperglycaemia) also accounted for a high rate of deaths.

Community pharmacies help in the prevention efforts by offering smoking cessation services, screenings for conditions such as cardiovascular disease and cancers, advice towards healthy lifestyles and signposting patients towards organisations that can help them reduce harmful behaviours.

Table 3.6 below shows the number and percentage of deaths by leading cause in Luton for 2021 and 2022. In total, there were 1,598 deaths from all causes for all ages in 2022 compared to 1,697 in 2021. Cancer continues to account for the highest percentage of deaths in Luton at around a quarter of all deaths in both 2022 and 2021. Dementia and Alzheimer’s disease, ischaemic heart diseases and cerebrovascular diseases are the other major causes of death in Luton.

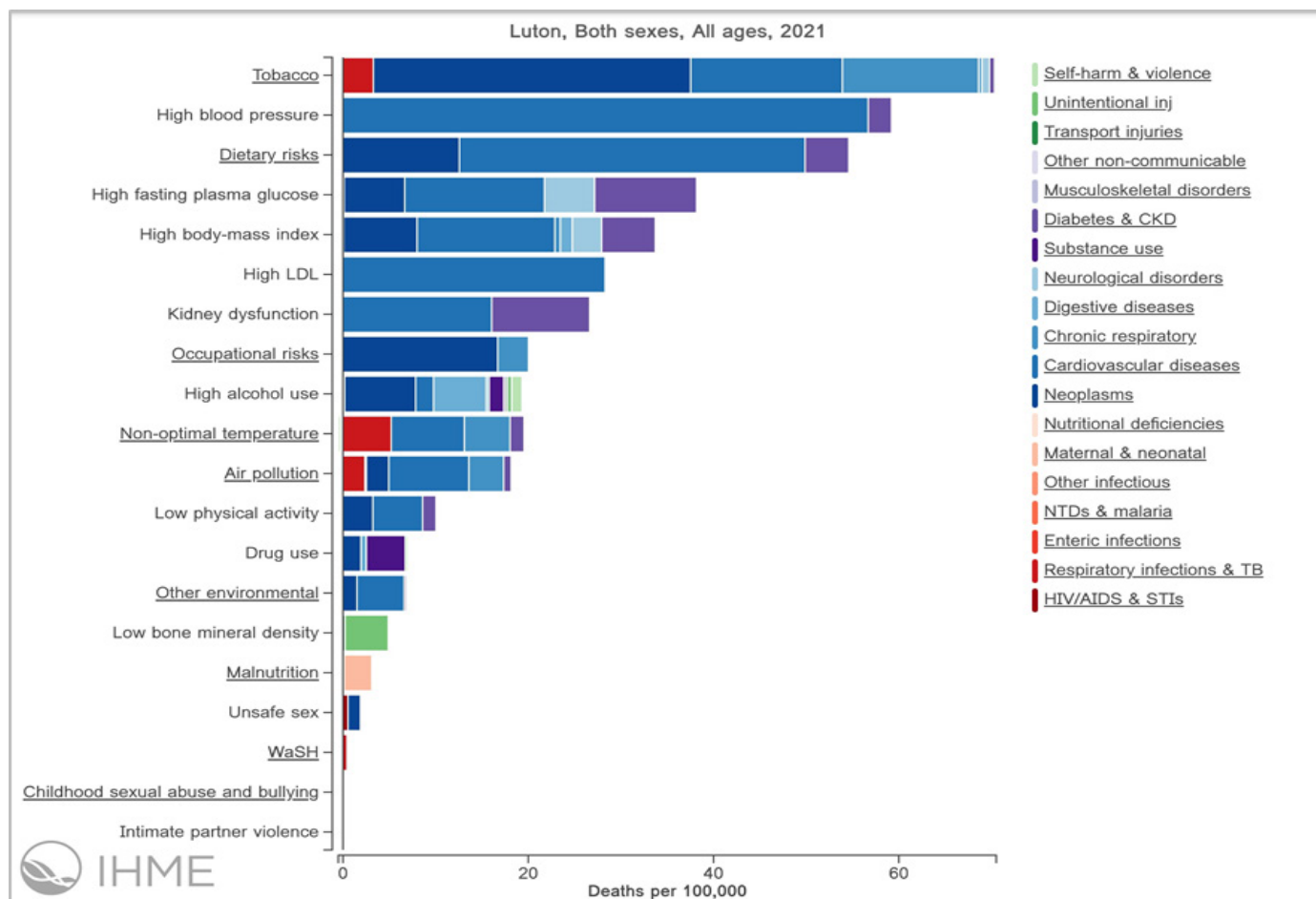
**Table 3.6: Number and percentage of deaths by leading cause in Luton, 2021 and 2022**

Leading cause of death	2021 Number	2021 Percent	2022 Number	2022 Percent
Cancer (malignant neoplasms)	380	22.4%	388	24.3%
Dementia and Alzheimer disease	140	8.2%	177	11.1%
Ischaemic heart diseases	172	10.1%	144	9.0%
Cerebrovascular diseases	86	5.1%	94	5.9%
COVID-19	311	18.3%	90	5.6%
Chronic lower respiratory diseases	80	4.7%	88	5.5%
Accidents	40	2.4%	59	3.7%
Influenza and pneumonia	25	1.5%	40	2.5%
Diabetes	29	1.7%	38	2.4%
Cirrhosis and other diseases of liver	29	1.7%	35	2.2%
Cardiac arrhythmias	17	1.0%	28	1.8%
Diseases of the urinary system	23	1.4%	25	1.6%
Hypertensive diseases	34	2.0%	26	1.6%
Symptoms, signs and ill-defined conditions	34	2.0%	26	1.6%
Pulmonary oedema and other intestinal pulmonary diseases	20	1.2%	22	1.4%
Heart failure and complications and ill-defined heart disease	10	0.6%	20	1.3%
Parkinson's disease	17	1.0%	20	1.3%
Suicide and injury/poisoning of undetermined intent	12	0.7%	20	1.3%
In situ and benign neoplasms, and neoplasms of uncertain or unknown behaviour	12	0.7%	17	1.1%

Source: Deaths by Leading Cause, Mortality Statistics, NOMIS (extracted June 2024); data where deaths total less than 1% in both 2021 and 2022 is excluded.

Figure 3.8 shows the major risk factors for death in Luton. The top five risk factors were **tobacco** (including second-hand smoke) **high blood pressure**, **dietary risks**, **high fasting plasma glucose** (blood sugar levels) and **high body mass index** (due to obesity). These are health risk factors which can be modified through lifestyle changes, leading to improved health outcomes, and community pharmacies are readily accessible sources of advice to patients in need. Promotion of healthy lifestyles is one of the essential services required from community pharmacies. Public health preventive services provided by Luton pharmacies are discussed in greater detail in Section 4.

**Figure 3.8: Attribution of deaths to risk factors, by broad causes of death in Luton, 2021**



Source: Institute for Health Metrics and Evaluation (IHME), GBD Compare <https://vizhub.healthdata.org/gbd-compare/>

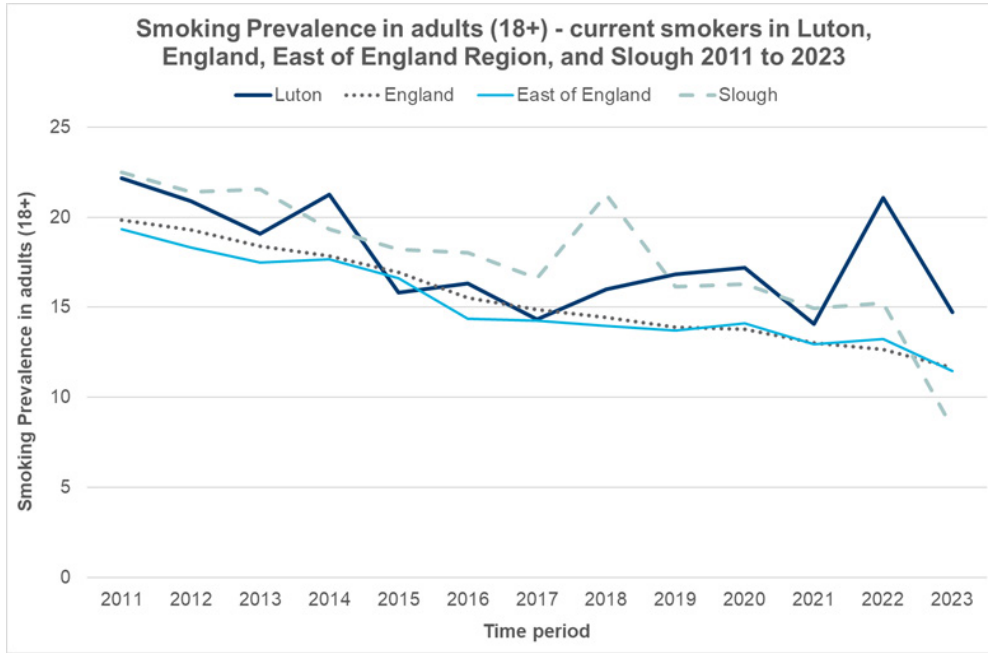
### 3.4.2 Lifestyle

#### Smoking

Smoking related conditions accounted for the highest number of deaths overall in Luton in 2021 and considering this is a modifiable risk factor, the prevalence of smoking in the population may be reduced with effective tobacco control measures. In 2023, there were an estimated 14.7% of adults (18+) recorded as smokers in Luton. This is higher than the national average of 11.6% and the regional average of 11.5%. Luton ranks 11th out of 16 neighbours (where 1 is the lowest or best, and 16 is the highest).

According to the DHSC<sup>29</sup>, tobacco is the single most important entirely preventable cause of ill health, disability and death in England, responsible for 64,000 deaths a year and placing a huge burden on the NHS and the economy. Data over the last 5 years shows most smokers want to quit, but cannot, due to an addiction to nicotine that started in their teenage years. The Smokefree 2030 ambition for England<sup>30</sup> aims for adult smoking prevalence to fall to 5% or less and to eventually raise a smokefree generation unaffected by the extraordinary harms of addiction-driven smoking. Pharmacies are part of the effort to help smokers quit through the smoking cessation services and several pharmacies in Luton are commissioned to provide this service.

**Figure 3.9: Smoking prevalence in adults (18+) in Luton, England, East of England and Slough, 2011 to 2023**



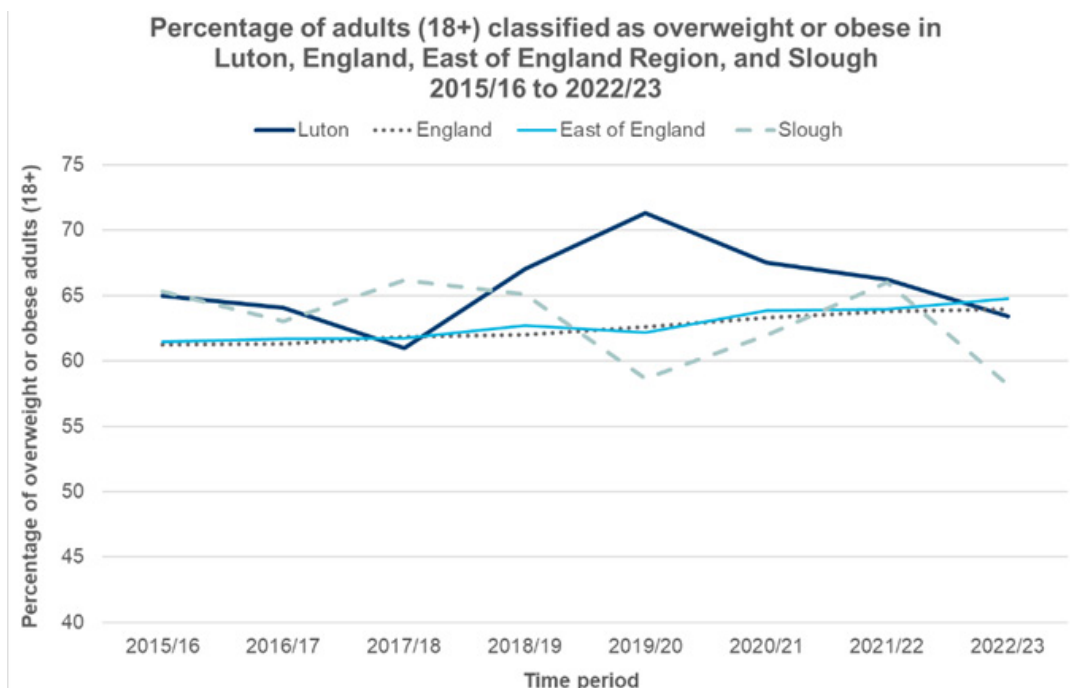
Source: Annual Population Survey (APS), taken from OHID Fingertips tool, Local Authority Profile (accessed April 2025)

### Excess Weight

Body Mass Index, BMI (measured in kg/m<sup>2</sup>) is a measure of whether you are a healthy weight for your height. According to the NHS, for most adults, a BMI of 25 and above means you are overweight or obese<sup>31</sup>. Obesity can lead to certain serious and potentially life-threatening conditions including type 2 diabetes, coronary heart disease, stroke, certain cancers, fatty liver and worsening of conditions such as asthma.

It is estimated that 63.4% of adults in Luton were overweight or obese for the year 2022/23, similar to England’s estimate of 64.0%. In comparison to our nearest neighbours, we are currently ranked 4<sup>th</sup> out of 16, where 1 is best (i.e. lowest). Luton Council currently commissions healthy weight services for the community and pharmacies should help by signposting these services to those who require them.

**Figure 3.10: Percentage of adults (aged 18+) classified as overweight or obese in Luton, England, East of England, and Slough, 2015/16 to 2022/23**



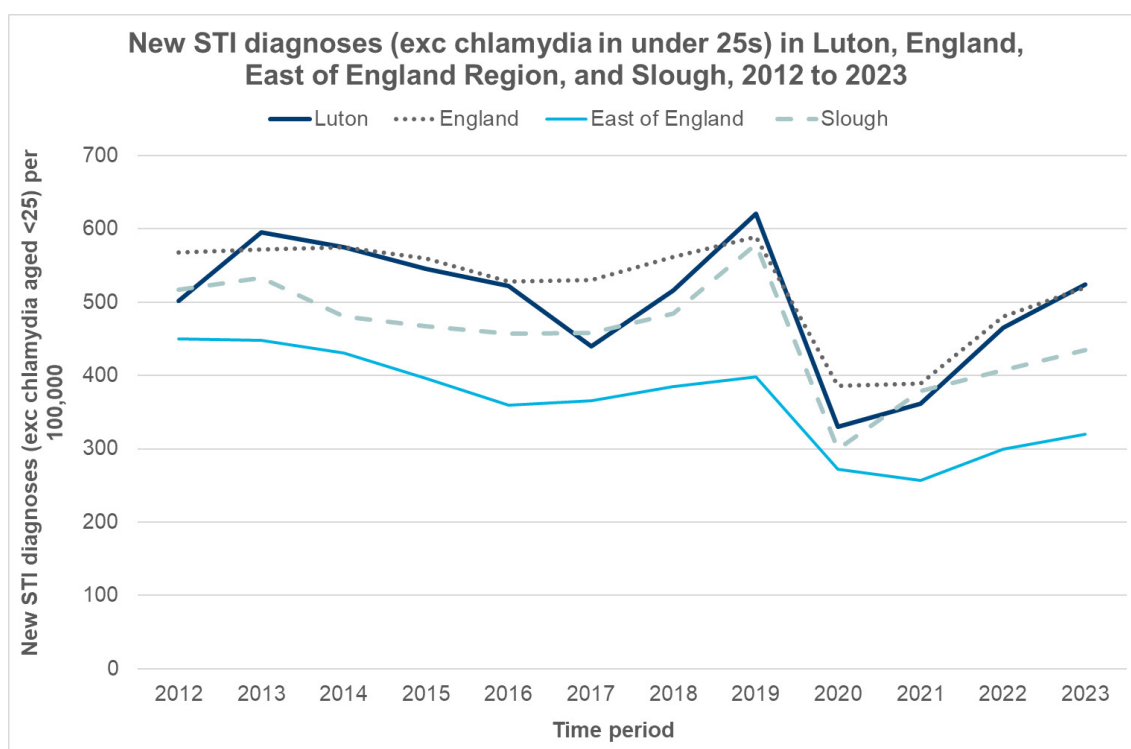
Source: Sport England Active Lives Survey, taken from OHID Fingertips tool, Local Authority Profile (accessed May 2024)

## Sexual health and contraception

Sexual health plays an important role in the physical and mental wellbeing of individuals. However, rising rates of sexually transmitted infections (STI's), especially of chlamydia in young adults, have fuelled public concern, as have high levels of teenage pregnancies and HIV infection. Sexual health services typically include the treatment of sexually transmitted infections and diseases, sexual dysfunction and other sexuality issues, contraception and family planning advice. They also educate people to take better care of their sexual health and be more aware of the possible consequences of high-risk sexual behaviour and attitudes.

New STI diagnoses in under 25-year-olds (excluding chlamydia) among people accessing specialist and non-specialist sexual health services in England is the key indicator for sexual health in the population. In 2023, Luton had a rate of 524 per 100,000 population (a rise from 474.1 in 2022). This is similar to the national average of 520 but much higher than the regional rate of 320. Luton currently ranks 15<sup>th</sup> out of 16 among the nearest neighbours (almost the worst). However, a high diagnosis rate of STIs could be indicative of a high burden of infection or an indication of increase in screenings and control activity.

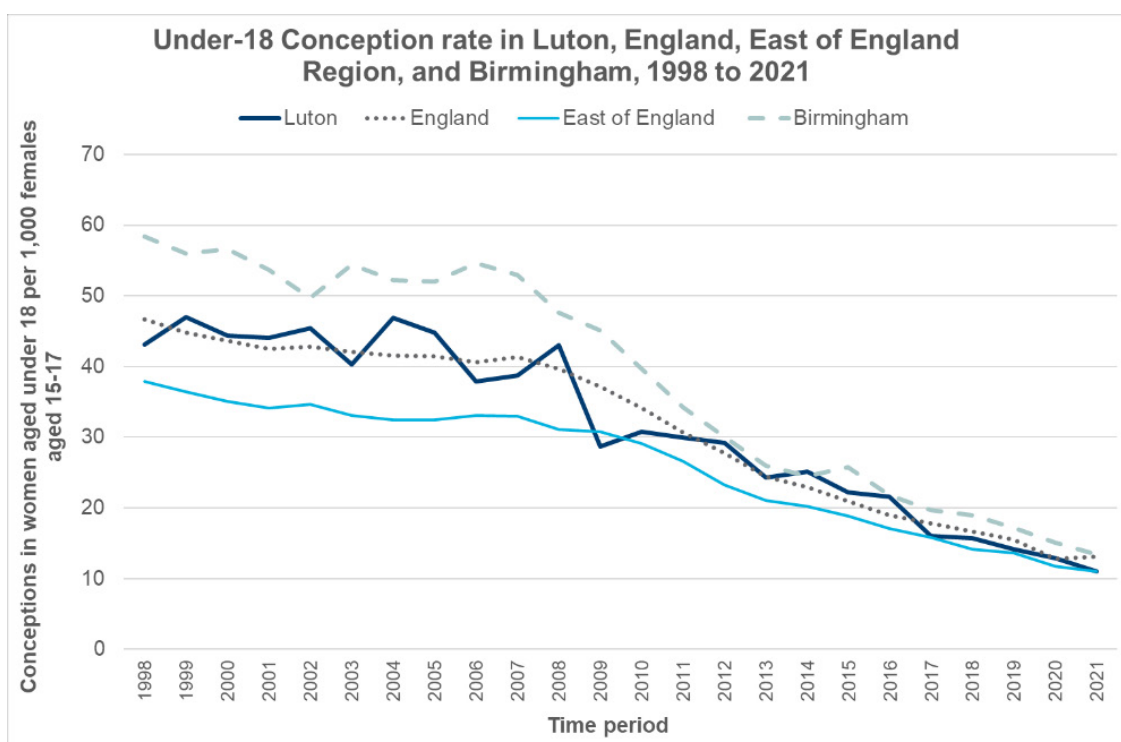
**Figure 3.11: Rate of new STI diagnoses (excluding chlamydia aged <25) in Luton, England, East of England and Slough, 2012 to 2023**



Source: UKHSA, taken from OHID Fingertips tool, Sexual and Reproductive Health Profile (accessed April 2025)

Teenage pregnancies are also an avoidable experience which can result in poorer outcomes for both the teenage parent and the child, in terms of the baby's health, the mother's emotional health and well-being and the likelihood of both the parent and child living in long-term poverty. Infant mortality rates for babies born to teenage mothers are around 60% higher than for babies born to older mothers. The latest under-18 conception rate per 1000 (2021) in Luton is 11.0, which is slightly lower than the national average of 13.1 and similar to the regional average of 11.0. Across board, the under-18 conception rate has steadily fallen in line with public health efforts. In comparison to our CSSNBT nearest neighbours, we are currently ranked 2nd lowest out of 6.

**Figure 3.12: Conceptions in women aged under 18 per 1,000 females aged 15 to 17 in Luton, England, East of England, and Birmingham, 1998 to 2021**



Source: ONS, taken from OHID Fingertips tool, Child and Maternal Health Profile (accessed May 2024).

Contraception is one method of managing pregnancy and both national and local authorities are responsible for commissioning comprehensive sexual health services including contraception services and advice in schools, colleges and pharmacies. Pharmacies in Luton provide emergency hormonal contraception, chlamydia screening and treatment, and condom distribution as part of the public health services.

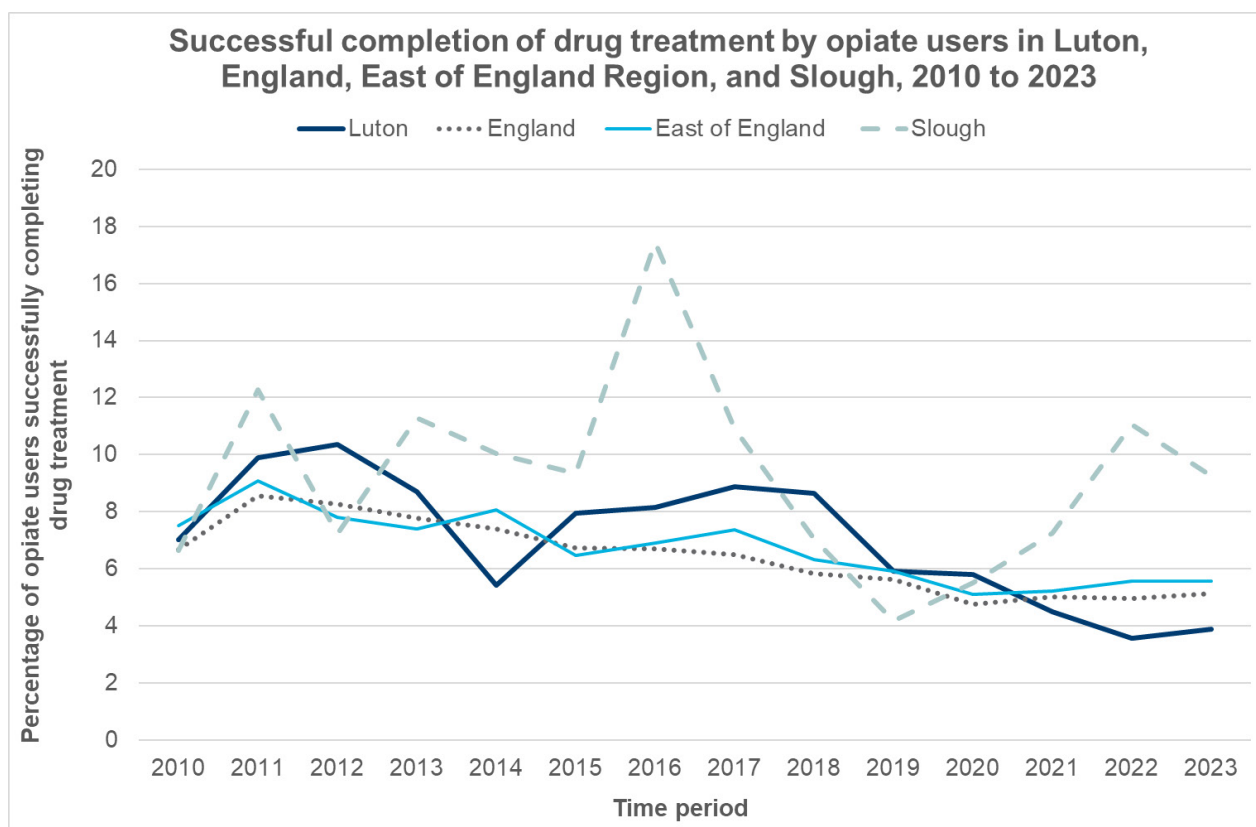
### Substance misuse (drugs)

Treatment for drug dependency is available through the NHS as well as charitable organisations nationally and locally. Successful completion of treatment is defined as the number of opiate users that left drug treatment successfully (i.e., free of drug(s) of dependence) who do not then present to treatment again within 6 months as a percentage of the total number of opiate users in treatment. Opiate users that successfully complete a period of substance misuse treatment demonstrate a significant improvement in health and well-being in terms of increased longevity, reduced blood-borne virus transmission, improved parenting skills and improved physical and psychological health.

In 2023, Luton’s rate of opiate users that completed drug treatment was 3.9% (higher is better). This is lower than the national figure at 5.2%, regional at 5.6% and Slough at 9.3%. Luton currently ranks 12th out of 16 neighbours in this area. Over the past few years, there has been a significant fall in the percentage of opiate users successfully completing drug treatment.

The Council commissions needle exchange and supervised administration of medicines used in the management of opiate addiction as part of its local public health effort and this service is also available in pharmacies.

**Figure 3.13: Successful completion of drug treatment by opiate users in Luton, England, East of England, and Slough 2010 to 2023**



Source: National Drug Treatment Monitoring System (NDTMS), taken from OHID Fingertips tool, PHOF (accessed April 2025)

## Alcohol consumption

Alcohol consumption is a contributing factor to hospital admissions and deaths from a diverse range of conditions. Alcohol misuse is estimated to cost the NHS about £3.5 billion per year, and £21 billion annually to society as a whole. Alcohol-related hospital admissions are used as a way of understanding the impact of alcohol on the health of a population. In 2022-23, there were 472.9 per 100,000 admission episodes for alcohol-related conditions in Luton similar to the national rate of 474.6 for England. There has been no significant change over the last 3 years, and Luton ranks 7<sup>th</sup> out of 16 among the statistical neighbours.

Pharmacies can support people with alcohol misuse issues by identifying people with issues, offering brief advice and signposting them to services and this service is commissioned locally in Luton.

### 3.4.3 Long term conditions

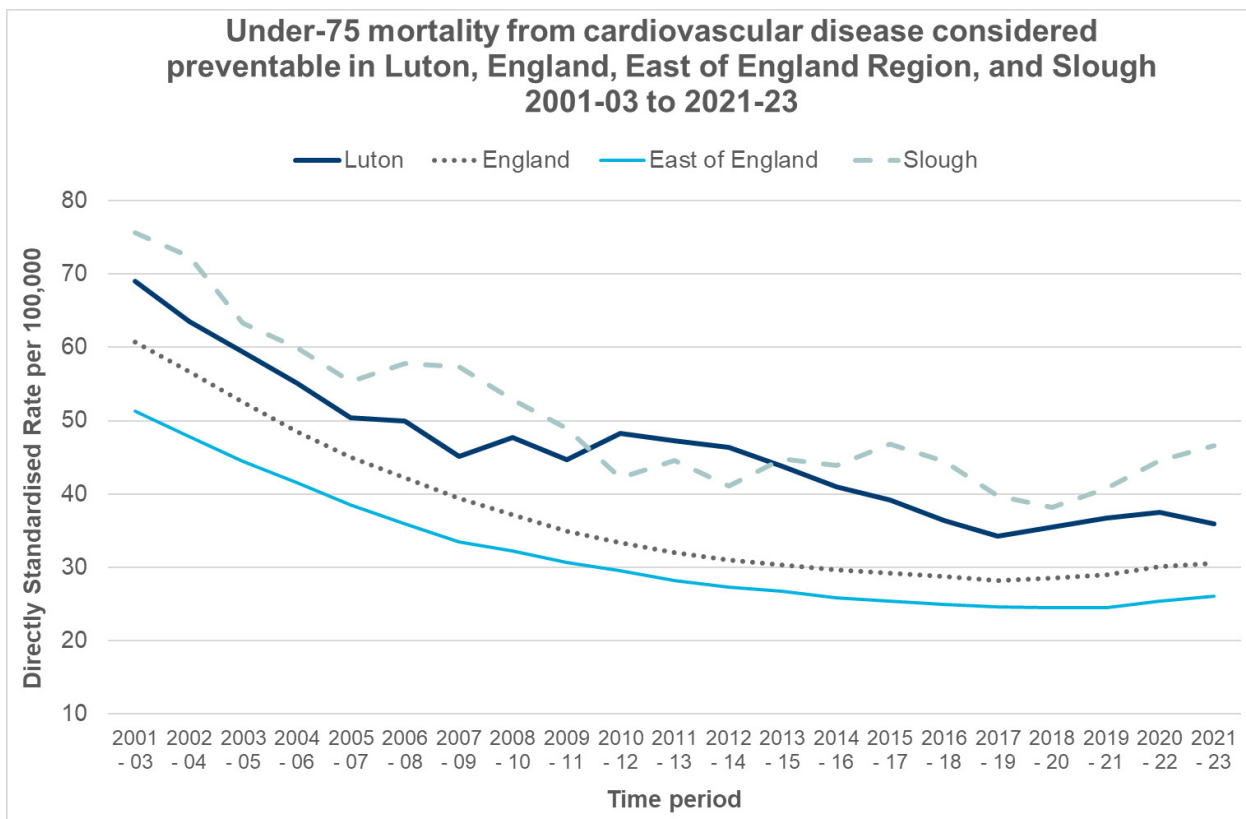
A long-term physical health condition, also known as a chronic condition (or LTC), is a health problem that requires ongoing management over a period of years or decades and is one that cannot currently be cured but can be controlled with the use of medication and/or other therapies. About 26 million people in England currently have at least one LTC; 10 million have two or more LTCs, 1 million with frailty and 0.5 million at End of life (NHS<sup>32</sup>). Examples of LTC's include diabetes, cardiovascular diseases (e.g., hypertension, stroke and heart disease), chronic respiratory disease (e.g., asthma, COPD), chronic pain, some cancers, irritable bowel syndrome (IBS) and post-COVID-19 syndrome (long COVID).

## Cardio-vascular diseases

Cardiovascular disease (CVD) is a general term for conditions affecting the heart or blood vessels. These include conditions like hypertension, coronary heart disease, atrial fibrillation, heart failure and stroke. CVD is one of the main causes of death and disability in under 75s in the UK and Luton, but it can often largely be prevented with a healthy lifestyle.

The mortality rate for all CVD considered preventable (per 100,000 population) for under-75s in Luton is currently 36.0. This is higher than the national average of 30.5 and the regional rate of 26.1. However, Luton has the lowest levels within the neighbour group.

**Figure 3.14: Under-75 mortality from cardiovascular disease considered preventable by gender in Luton, England, East of England, and Slough, 2001/03 to 2021/23**



Source: ONS source data, taken from OHID Fingertips tool, Mortality Profile (accessed April 2025).

The hypertension case finding advanced service is one of the public health services provided by Luton pharmacies as commissioned by NHS England.

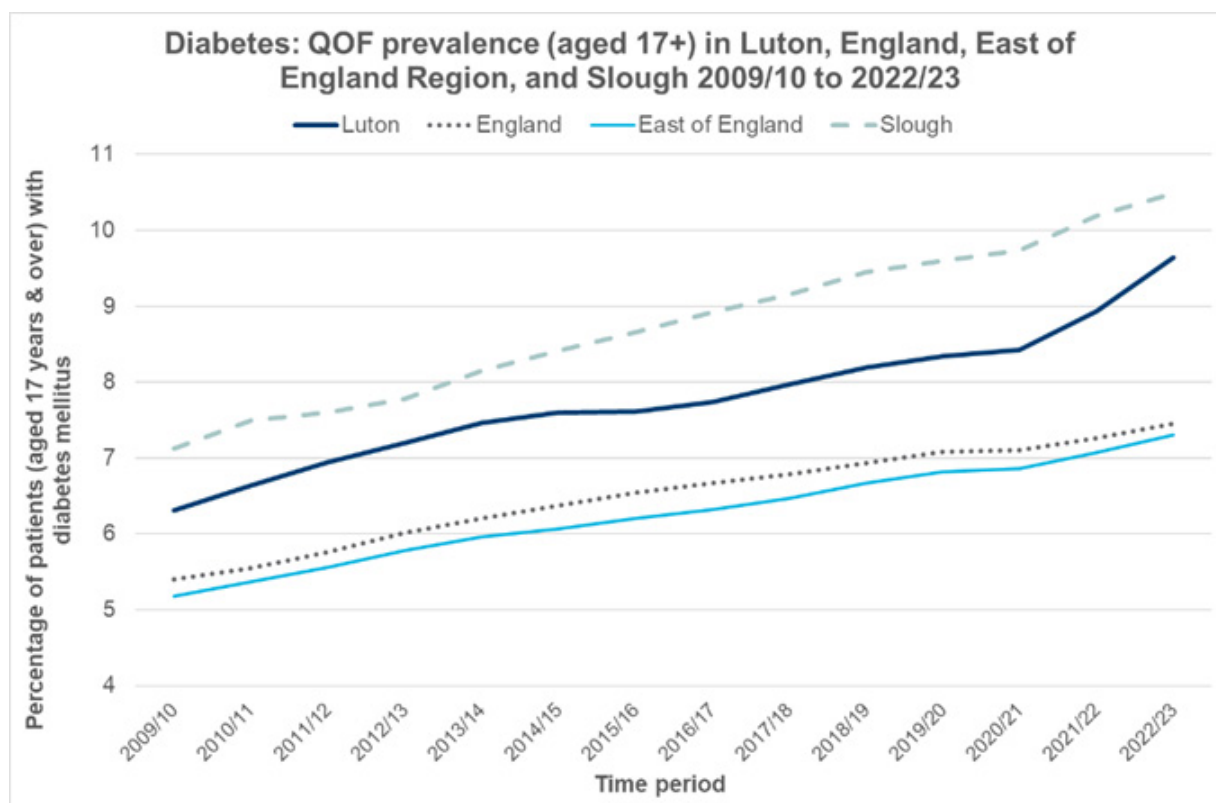
## Diabetes

Diabetes mellitus is one of the common endocrine diseases affecting all age groups with over three million people in the UK having the condition. Effective control and monitoring by members of the primary care team can reduce mortality and morbidity.

Nationally, diabetes prevalence appears to have steadily been on the rise over the last ten years and reducing diabetes prevalence is a priority of the government. The NHS Diabetes Prevention Programme<sup>33</sup> (also known as Healthier You) was established in April 2018 by Diabetes UK working together with NHS England and OHID. The programme helps people to lose weight and get more active over nine months, to reduce their risk of Type 2 diabetes. The NHS health check programme also offers a 5-yearly check-up to everyone aged 40 to 74 with the aim of spotting the early signs of diabetes among other LTC's.

Current diabetes prevalence rate for Luton (2022-23) is 9.6% which is higher than the national rate of 7.5% and regional rate of 7.3%. The latest 3-year period has shown a significant increase in diabetes prevalence in Luton.

**Figure 3.15: Diabetes prevalence in Luton, England, East of England and Slough 2009/10 to 2022/23**



Source: QOF data, taken from OHID Fingertips tool, Productive Healthy Ageing Profile (accessed February 2024)

Pharmacies, as part of the primary care team, are well positioned to be a part of the effort to reduce the levels of diabetes mellitus in the country. In the pharmacy contractor survey conducted as a part of the PNA process, diabetes was identified by multiple pharmacy respondents as an important health need in their community, and diabetes screening and management through blood sugar testing was a service that most felt would improve the health of the community. This service is not currently commissioned to the pharmacies by the NHS although some contractors may offer this privately.

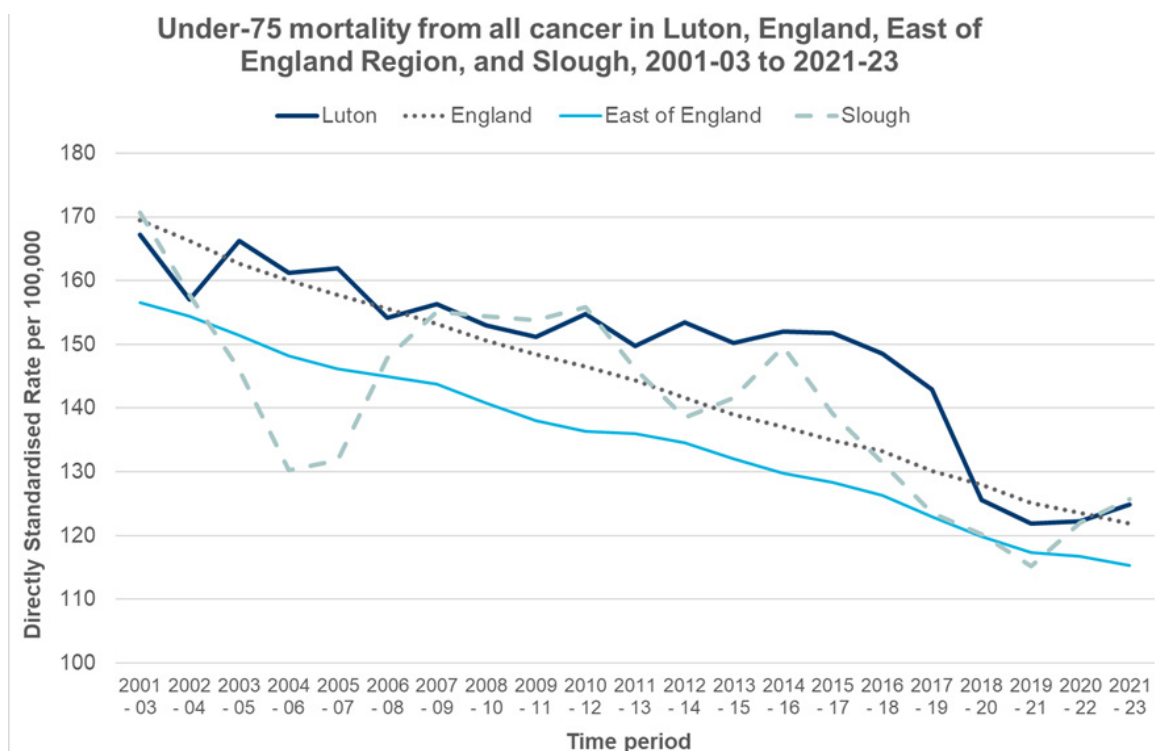
## Cancer

Primary health care services, including pharmacies, have a key role in the referral and subsequent support of cancer patients and in ensuring care (including medication) is appropriately coordinated.

Cancer remains the highest cause of death in Luton. In the 3-year period from 2021-2023, the mortality rate from all cancers for persons aged under-75 in Luton was 124.8 (per 100,000), slightly higher than the national and regional averages of 121.9 and 115.4 respectively, but very similar to our nearest neighbour, Slough.

Cancer screening is a way of finding out if people have a higher chance of having a health problem, so that early treatment can be offered, or information given to help make informed decisions. Currently, cancer screening services are available for breast, bowel, and cervical cancer. Pharmacies help by signposting and encouraging patients to access the relevant services, providing patient education and managing medication. In cases of terminal illness, End of life medicines are available from the community pharmacy.

**Figure 3.16: Under-75 mortality from all cancers for all persons in Luton, England, East of England, and Slough, 2001/03 to 2021/23**



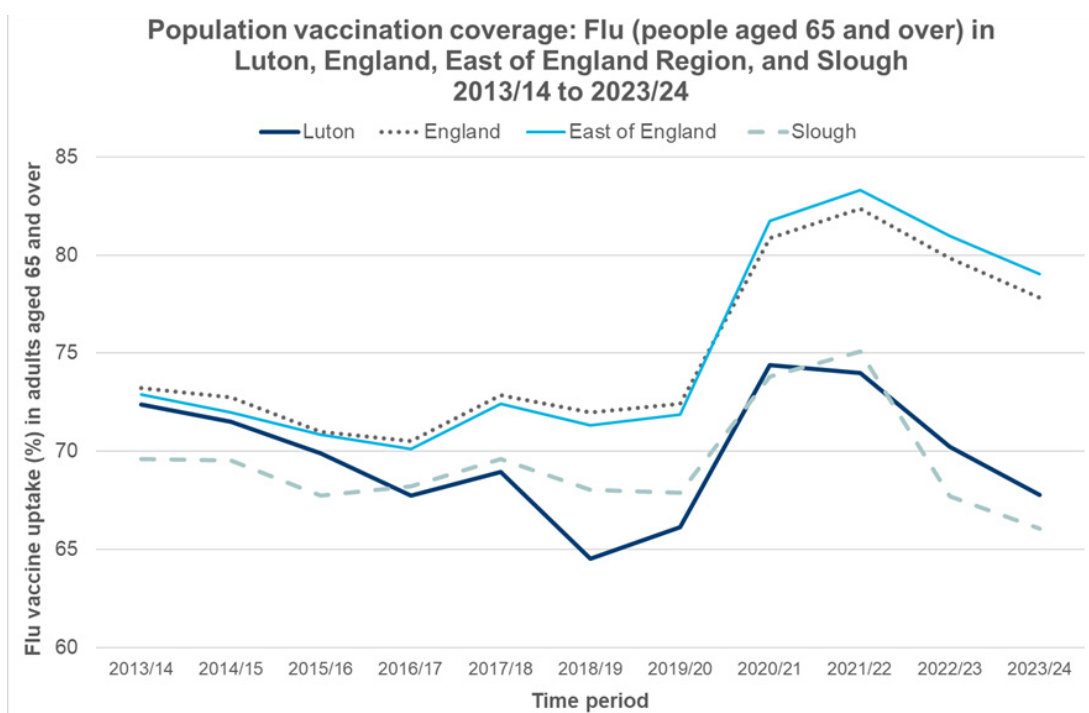
Source: ONS data, taken from OHID Fingertips tool, Mortality Profile (accessed February 2025).

### 3.4.4 Infectious diseases

#### Influenza

Influenza, commonly known as “the flu”, is an infectious disease caused by influenza viruses A, B or C. Influenza A and B viruses circulate in humans and cause seasonal epidemics while influenza C causes a mild infection, primarily in children. The flu vaccine is offered free on the NHS to those eligible and there is a national ambition of 75% uptake for those aged 65 years and over in line with WHO targets.

**Figure 3.17: Population Flu vaccination coverage (%) aged 65+ for Luton, England, East of England and CIPFA neighbours 2013/14 to 2023/24**



Source: UKHSA, Seasonal flu vaccine uptake figures, taken from OHID Fingertips tool, (accessed March 2025).

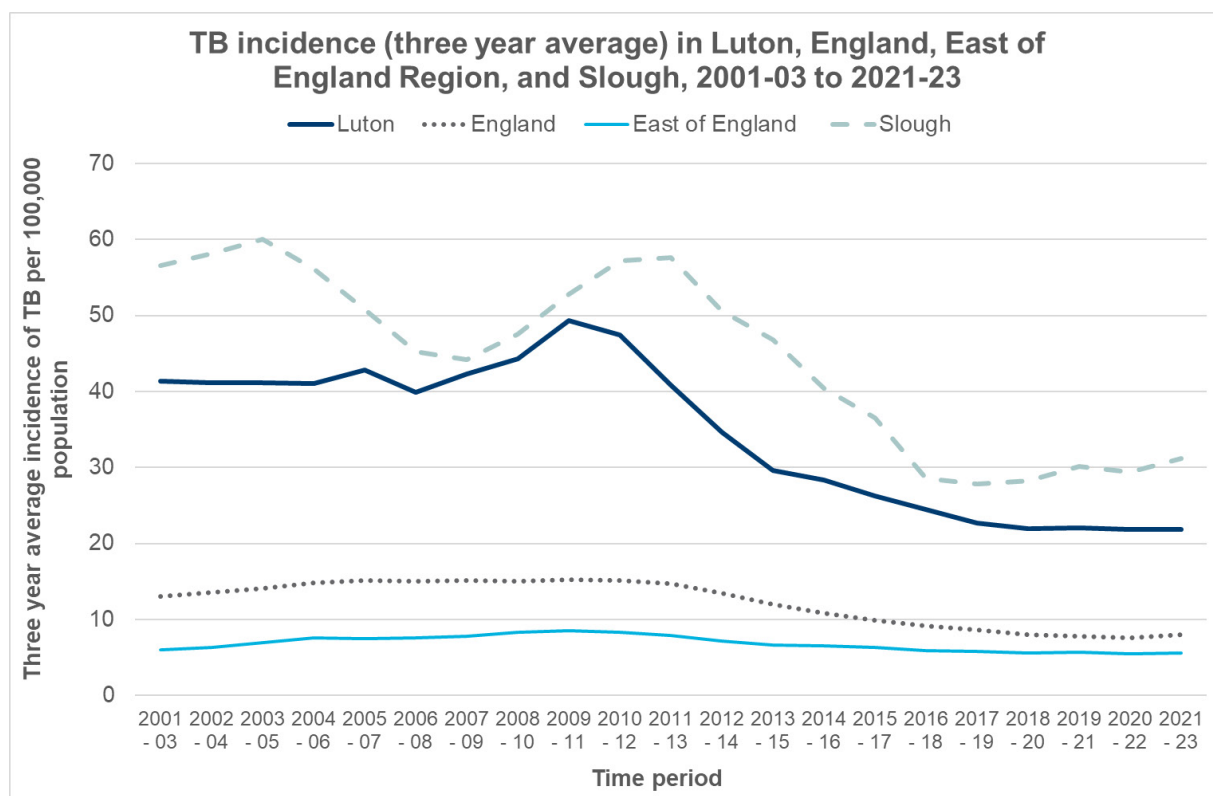
In 2023/24, the Luton seasonal flu vaccine coverage rate in the population aged 65 years and over was 67.8%, a slight fall from the previous season's coverage. This is much lower than the coverage for England (77.8%) and the region (79.1%) for the same year as well as the national target. At the time of developing this PNA, the 2024/25 flu season was ongoing and full data was unavailable. For ages 2-3 years old, the flu vaccination coverage in Luton was 33%, lower than the levels for England (44.4%) and the national target of 65%.

## Tuberculosis (TB)

TB is a preventable and contagious bacterial infection that disproportionately affects vulnerable and disadvantaged populations. It is a serious condition that can be fatal if left untreated, but deaths are rare if treatment is completed. Preventing, detecting and controlling TB are key ambitions of the Tuberculosis action plan for England 2021-2026<sup>34</sup>.

TB has been a cause for concern in Luton as the levels have consistently been significantly higher than national and regional levels. TB incidence in Luton (three-year average) from 2021-23 is recorded as 21.8 per 100,000 population as compared to 8.0 for England and 5.6 for the East of England. Although the incidence has steadily fallen over the last 15 years, it has consistently remained above that of its comparators and ranks 14<sup>th</sup> out of the 16 nearest neighbours (third highest levels with only Slough and Leicester having higher levels in the group).

**Figure 3.18: TB incidence (three-year average) in Luton, England, East of England, and Slough, 2001/03 to 2021/23**



Source: UKHSA Enhanced Tuberculosis Surveillance system, taken from OHID Fingertips tool, PHOF (accessed April 2025)

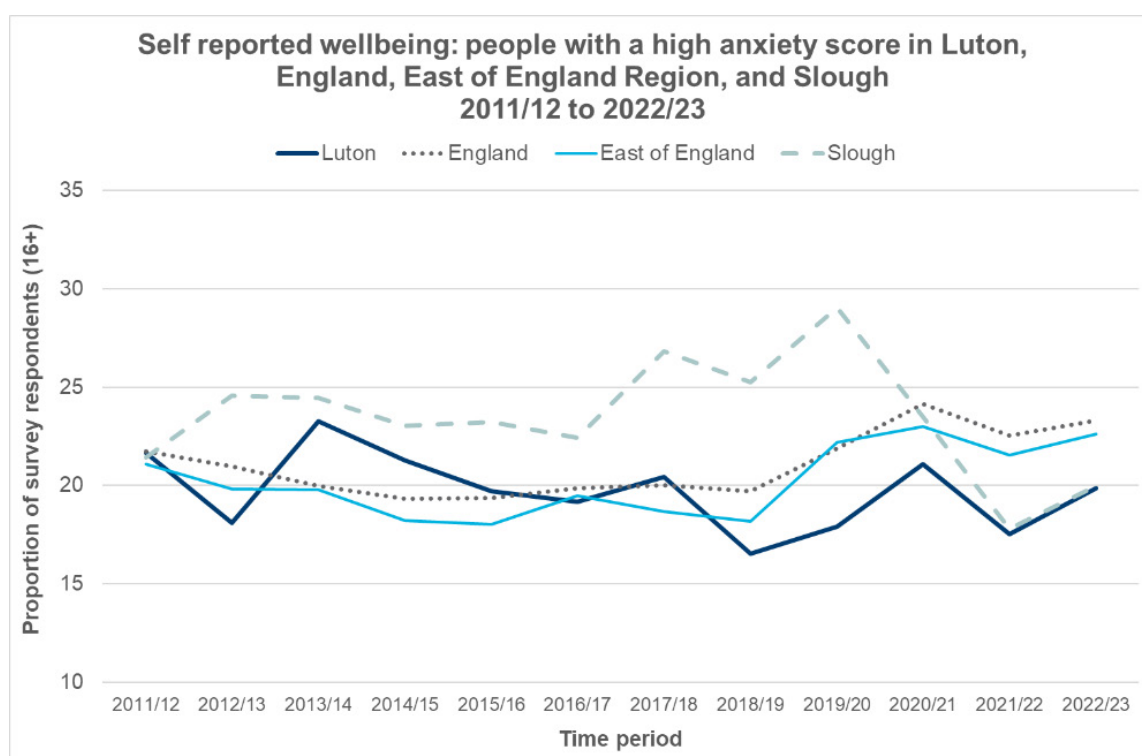
The government strategy for reducing TB includes a significant role for local government in ensuring that the wider social determinants of TB are addressed, and that people affected by TB are supported to take their treatment. Other measures include vaccination of high-risk groups, tackling drug resistant TB, identifying and treating those with inactive TB who are at high risk of progressing to active disease and contact tracing for prevention. New medication against drug resistant TB has recently become available and pharmacies play a big role in managing medication for patients with TB.

### 3.4.5 Mental Health

Anxiety and depression are the two most commonly diagnosed mental health illnesses in the UK, along with phobias, obsessive-compulsive disorders and panic disorders. A significant proportion of the population experiences these disorders, with around one in six people having common mental health disorders at any given time. The NHS's Long-Term Plan - Mental Health Implementation Plan 2019/20 – 2023/24<sup>35</sup> reaffirms the government's commitment to putting mental health care on a level footing with physical health services and a renewed commitment to funding for mental health especially on children and young people's mental health services.

The ONS measures individual wellbeing through the annual Integrated Household Survey. 19.9% of Luton respondents in the 2022/23 survey had a high anxiety score (slightly lower than the national average of 23.3% and regional average of 22.6%). There have been increases in anxiety levels in more recent years in most areas, which could be due to the Covid-19 pandemic.

**Figure 3.19: Self-reported wellbeing - people with a high anxiety score in Luton, England, East of England, and Slough, 2011/12 to 2022/23**

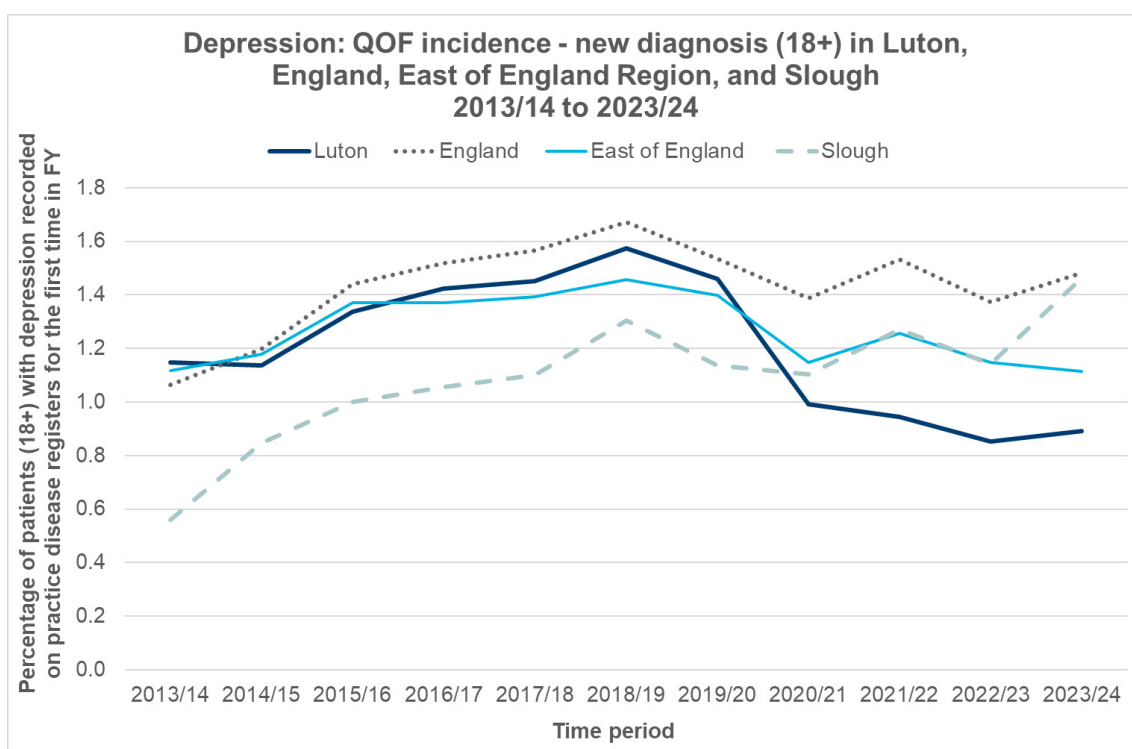


Source: Annual Population Survey - APS (ONS), taken from OHID Fingertips tool, PHOF (accessed April 2024)

Similarly, new depression diagnosis in Luton is relatively low. For the year 2023/24, 0.89% of adults in Luton (18+) had a diagnosis of depression in comparison to 1.48% nationally and 1.11% for the region. Luton ranks 1st out of 16 amongst its neighbour group (with 1 being the lowest or best). However, lower numbers could indicate a better relative position or low levels of diagnosis.

Community pharmacies often have the most frequent contact with people with mental health problems and as part of a coordinated, multi-agency, integrated approach, will aid the advance of efforts towards better support for mental health. Asking the patient how they are and having somewhere they feel comfortable asking for advice can be very significant in helping to avoid crises. Studies show that structured consultation services provided by community pharmacists increases adherence to medicines<sup>36</sup>. Pharmacists can advise, signpost, refer to services and provide medication management and support to people with mental health problems.

**Figure 3.20: Depression – new diagnosis (%) in adults aged 18 and over in Luton, England, East of England, and Slough, 2013/14 to 2023/24**



Source: QOF data, taken from OHID Fingertips tool, Mental Health and Wellbeing JSNA Profile (accessed April 2025).

### 3.4.6 Neighbourhood Health Overview

To understand some of the health needs within Luton’s neighbourhoods, we have used a range of health indicators to show how they compare against each other, and Luton as a whole. These include high level overarching indicators like life expectancy and self-reported good health in addition to a few indicators which have been identified as relevant to health improvement in Luton.

The table below provides a summary overview of health in Luton neighbourhoods. A higher prevalence of certain conditions in an area suggests that services which can address those health requirements would be of benefit in that community if they are not already available.

**Figure 3.21: Health summary of Luton Neighbourhoods**

Health Indicator	Source	Year	Luton	North	East	West	West Central	South/Town Centre
Female life expectancy at birth (years)	Luton PHI	2020-22	81.1	83.3	82.1	80.5	80.0	79.2
Male life expectancy at birth (years)	Luton PHI	2020-22	76.8	79.7	79.6	76.0	73.7	73.6
Smoking prevalence 16+ (%)	Luton PHI	Jan 2025	16.43%	13.63%	15.88%	16.22%	14.79%	21.85%
Hypertension prevalence (%)	QOF data	2023/24	12.26%	14.18%	15.54%	14.06%	12.17%	10.14%
COPD prevalence (%)	QOF data	2023/24	1.28%	1.53%	1.79%	1.33%	0.94%	1.28%
Cancer prevalence (%)	QOF data	2023/24	2.05%	2.87%	3.14%	2.19%	1.65%	1.68%
Obesity prevalence (%)	QOF data	2023/24	12.32%	11.37%	14.39%	13.52%	13.56%	11.31%
Dementia prevalence (%)	QOF data	2023/24	0.56%	0.79%	0.59%	0.64%	0.57%	0.47%
Diabetes prevalence (%)	QOF data	2023/24	9.97%	9.51%	9.04%	12.08%	13.20%	7.18%
Disabled - Day-to-day activities limited a lot (%)	Luton Insights	Census 2021	6.17%	6.35%	5.92%	6.87%	5.70%	5.95%
Self reported very good health (%)	Luton Insights	Census 2021	48.68	48.52%	48.26%	47.72%	48.00%	50.90%

Key	1	2	3	4	5
Rank	Best				Worst

**Sources:**

- Luton Public Health Intelligence team, calculated using primary care mortality data and 2022 ward population projections
- Quality and Outcomes Framework (QOF) data, taken from OHID SHAPE Atlas
- Census 2021 data, taken from Luton Insights tool

**North Luton:** North Luton contains areas considered amongst the most and least deprived in England (as seen in figure 3.3). Overall, the area has the highest male and female life expectancy. North Luton has the highest dementia rate, and second highest chronic obstructive pulmonary disease (COPD), cancer and disabled with limited activity. This is consistent with having more older residents with the highest percentage of residents over 65 years old (16.4%\*) in this neighbourhood. Smoking prevalence and obesity levels recorded are the lowest in this area. Pharmacies in North Luton would benefit from some investment in services for and education towards mental health challenges.

**East Luton:** Has the highest prevalence of hypertension, COPD, cancer and obesity recorded by GPs in the area. Life expectancy here is high, similar to the North. East Luton ranks moderately for all other indicators and has the 2nd highest percentage of residents over 65 yrs old (15%\*). There is only one care home in this area, and it is noteworthy that London Luton Airport is located in East Luton, taking up a large section of this neighbourhood.

**West Luton:** Ranks the poorest in self-reported good health and disability, and relatively poorly on diabetes and dementia. West Luton ranks in the middle for most other indicators as recorded by GPs in the area, including male and female life expectancies. West Luton has the second highest percentage of residents under 16 years old (25.1%\*) and third highest of over 65 age group which may explain the slightly higher level of dementia is higher in this area.

**West Central Luton:** Has a younger population demographic (highest % of population aged under 16\*) and population density is relatively high in this area. Female life expectancy here is on the lower end, and male life expectancy is worst here. Diabetes prevalence is high as recorded by GPs in the area and people who report their health as very good are relatively lower, although consistent with the proportion for all of Luton. West Central has lower levels of some of the long-term conditions like hypertension, COPD and cancers.

**South and Town Centre:** This neighbourhood has the highest percentage of the working age population (16 to 64 years) and contains areas which are among the most deprived in the country. Life expectancies in this area are the lowest in Luton, an indicator of overall poorer health status and mortality in the community. Smoking prevalence is highest here and smoking cessation services would be of value in this area. There are lower levels of most long-term conditions (including hypertension, cancer, obesity and dementia), possibly due to the younger resident profile.

\*For neighbourhood population age profiles, see figure 3.2.



## 4. Current Pharmaceutical provision in Luton

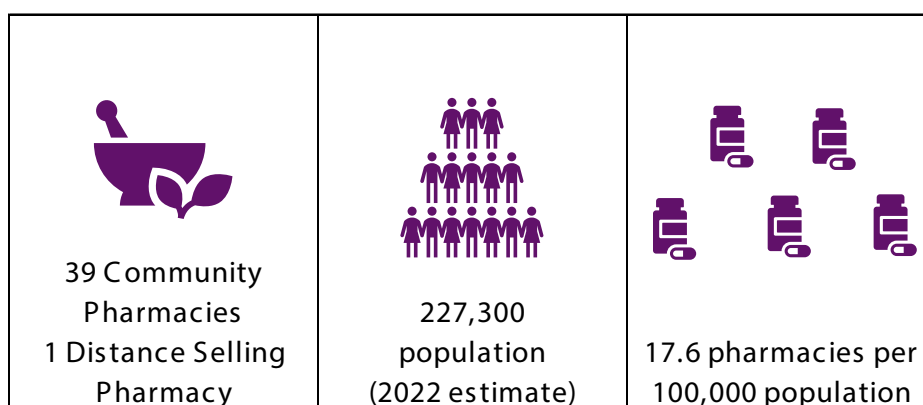
This section contains information on the provision of pharmaceutical services in Luton Borough Council as required by the 2013 Regulations. These include details of all essential, advanced, enhanced and locally commissioned services available in Luton, the service providers, and other information relevant to the provision of these services such as accessibility and location maps. Information provided here has been taken from several sources including but not limited to the Luton Public Health Team, NHS Business Services Authority (NHS BSA), NHS England through Hertfordshire and West Essex ICB (HWE ICB), NHS Bedford, Luton and Milton Keynes ICB (BLMK ICB), Community Pharmacy England (CPE) and OHID Strategic Health Asset Planning and Evaluation application (SHAPE).

### 4.1 Service providers

#### 4.1.1 Community pharmacies

Community pharmacies are a part of the NHS system and play a key role in providing quality primary healthcare to the community. Community pharmacists use their clinical expertise to safely manage medicines, and can advise on minor illnesses, self-care and healthy lifestyle habits. They are also an invaluable resource for supporting public health initiatives. Pharmacists can be the first point of contact for some specific minor illnesses by referral or help to signpost patients to other health professionals.

**Figure 4.1: Luton pharmaceutical provision**



As of February 2025, there are 40 pharmacies in Luton registered to provide pharmaceutical services under the Community Pharmacy Contractual Framework (CPCF), providing a range of essential, advanced and enhanced services. This is a change from the number recorded in the previous PNA (44 pharmacies). 39 are community pharmacies and 1 is a Distance Selling Pharmacy (Medstone pharmacy, East Luton neighbourhood). Although DSPs may provide services from all three levels and must provide all essential services, they may not provide essential services face to face on the premises. With a population of 227,300 (2022 estimates), this equates to about 17.6 pharmacies per 100,000 population (Table 4.1). This is similar to 17.3 per 100,000 for the region and a little lower than 18.3 per 100,000 for England. In the previous PNA (2022), Luton's rate was 20.6 per 100,000. Recent pharmacy closures and consolidations, coupled with significant population growth have led to this change (see Appendix 5 for detailed list of Luton pharmacies, their locations, services offered and opening hours).

#### Pharmacy changes from the 2022 PNA

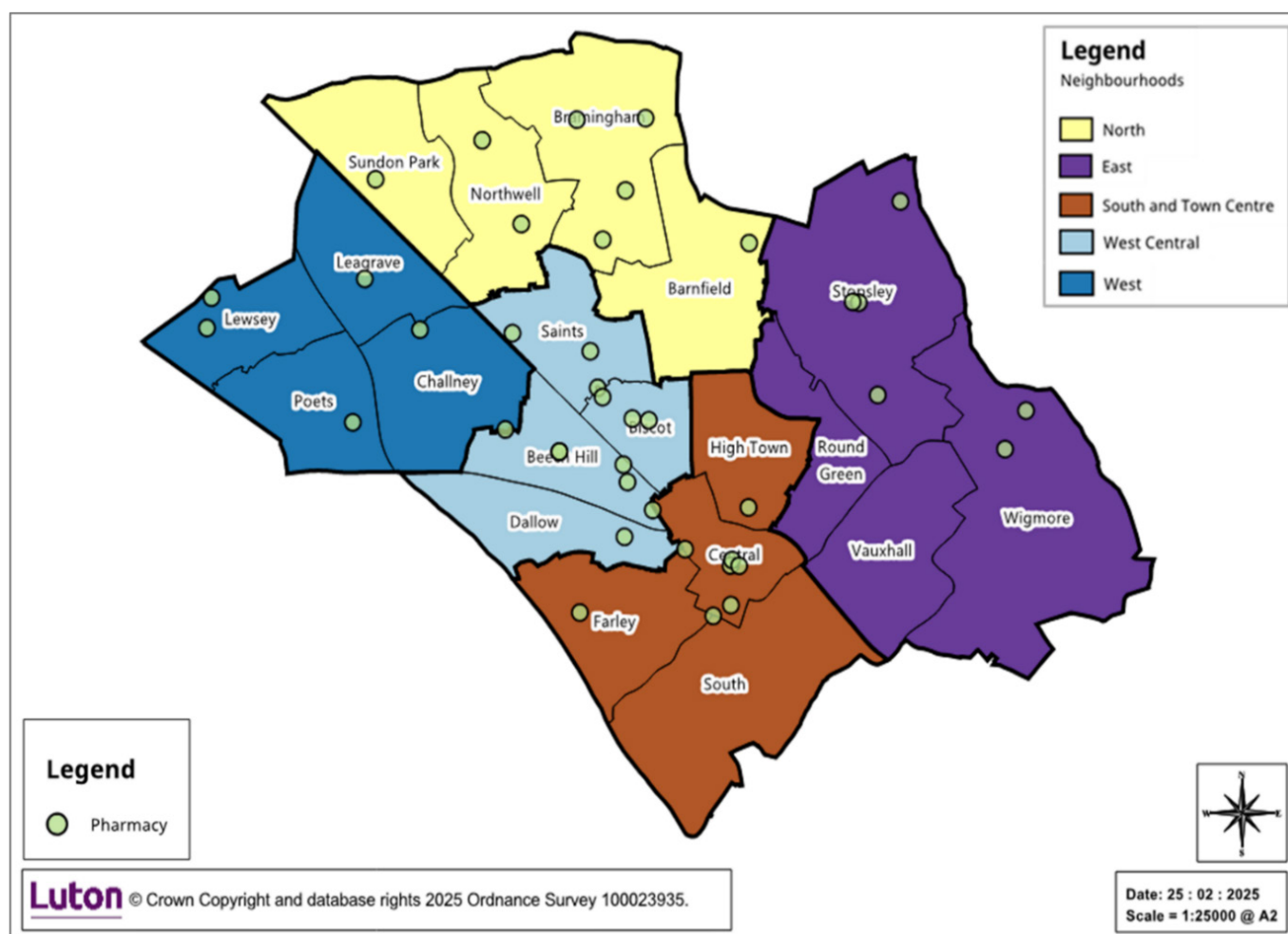
Since the 2022 PNA, all Lloyds pharmacies in Luton (six in total) have closed with four of the pharmacy contracts moving to new ownership with new organisational codes. When a pharmacy contract changes providers, it can remain in the same premises but a new organisation code may be given. Three pharmacies (Acorn, Avicenna, Rowlands) have consolidated their branches into single premises. One new pharmacy

has opened which is a distance selling pharmacy (Medstone pharmacy). In 2022, Luton had seven 100-hour pharmacies, of which there are now five. Following the 2023 changes to the 2013 Regulations, 100-hour pharmacies are now permitted to reduce their operating hours to a minimum of 72 hours per week, thereby reducing the overall number of hours that Luton pharmacies are open for. One of the five pharmacies operates 105 hours per week.

In total, there are now 40 pharmacies operating in Luton with some reduction in opening times. Overall, pharmaceutical service provision has remained stable with new advanced services being introduced over the last two years. Full details of the changes in Luton pharmacies from 2022-2025 is available in Appendix 1.

The map below shows the locations of community pharmacies in Luton within neighbourhood borders. An indexed map of community pharmacies in Luton and within a 3km border listed in alphabetical order may be found in Appendix 2.

**Figure 4.2: Map of Pharmacies in Luton with Neighbourhood boundaries**



Source: Luton Public Health Intelligence, 2025.

The highest number of community pharmacies is in the West Central neighbourhood, with 13 pharmacies in a relatively small area. There are no community pharmacies in South, Vauxhall and Round Green wards.

The table below shows the number of community pharmacies and the number of pharmacies per 100,000 population in each Luton neighbourhood compared with the Luton and regional averages.

**Table 4.1: Number and density of pharmacies by neighbourhood area**

Neighbourhood/Area	Number of Pharmacies	2022 Popn Estimate	Pharmacies per 100k popn
North	8	48,053	16.6
East	6	39,432	15.2
West	5	44,378	11.3
West Central	13	48,961	26.5
South and Town Centre	8	46,474	17.2
Luton Total:	40	227,300	17.6
Regional Total:	1,106	6,401,418	17.3

Source: Data for pharmacies taken from SHAPE Atlas. Population data taken from NOMIS, ward level 2022 mid-year estimates. Downloaded February 2025

Table 4.1 shows that West Central neighbourhood has by far the highest number of pharmacies per 100,000 population out of all the Luton Neighbourhood areas at 26.5. All other neighbourhoods have a density that is below the Luton and Regional averages, with West Luton showing the lowest figure at 11.3 pharmacies per 100,000.

**Table 4.2: Number and density of Pharmacies for Luton and England by year 2022-2024**

Area	Calendar Year	Number of Pharmacies	Popn Estimate	Pharmacies per 100k pop
Luton	2022	44	224,132	19.6
	2023	40	224,958	17.8
	2024	40	227,300	17.6
England	2022	11,067	56,325,961	19.6
	2023	10,673	56,554,891	18.9
	2024	10,451	57,112,542	18.3

Source: Data for Pharmacies taken from NHS BSA, downloaded February 2025; population data taken from NOMIS. The mid-year estimates used are from 2-years before the calendar year shown.

NHS BSA data reveals that the number of active community pharmacies in the UK fell from 11,067 in 2022 to 10,451 in 2024 with a similar trend followed in Luton. There have been a large number of pharmacy closures around the country over the last few years.

#### 4.1.2 Dispensing practices

Some patients may have their prescriptions dispensed by their GP practice. This is often offered for patients who live within a rural environment (described as a controlled locality) and are more than 1.6km (in a straight line) from a pharmacy. Luton has no controlled localities and as of February 2025, there is only 1 GP practice that can dispense from their branch practice in Central Bedfordshire.

#### 4.1.3 Dispensing appliance contractors (DAC)

DACs are a specialised sub-set of NHS pharmaceutical contractors who supply, on prescription, appliances such as stoma and incontinence aids, dressings and bandages and can deliver nationwide. There are currently no DACs in Luton or BLMK ICB.

## Other NHS Services

### 4.1.4 Hospital Pharmacy

Patients under the care of Bedfordshire Hospital Foundation Trust (BHFT, formerly Luton and Dunstable Hospital) will receive dispensing services from the hospital pharmacy. Hospital dispensing pharmacies do not provide the same services as community pharmacies. In-patients are supplied with medication whilst on admission and will receive at least 14 days' supply of medication on discharge. Out-patient services will also supply medication (or issue a prescription to be dispensed in the community) for their out-patient care. The hospital pharmacy will also dispense some medicines that are more difficult to obtain in the community pharmacy or where there are specific risks associated with medication (e.g., cytotoxic drugs for treatment of cancer).

### 4.1.5 ICB Pharmacists

BLMK ICB provides medicines management services which is an evidence-based approach to prescribing that balances the safety, tolerability, effectiveness, cost and simplicity of treatments. The team are also involved in the access to high-risk and high-cost medicines and working with secondary and tertiary care, mental health, and community services to ensure these medicines are prescribed appropriately and safely. BLMK ICB commissions the End-of-Life Care Medicines service and Gluten free food supply service from selected community pharmacies and provides medicines optimisation to care homes across the county.

### 4.1.6 Community Health services

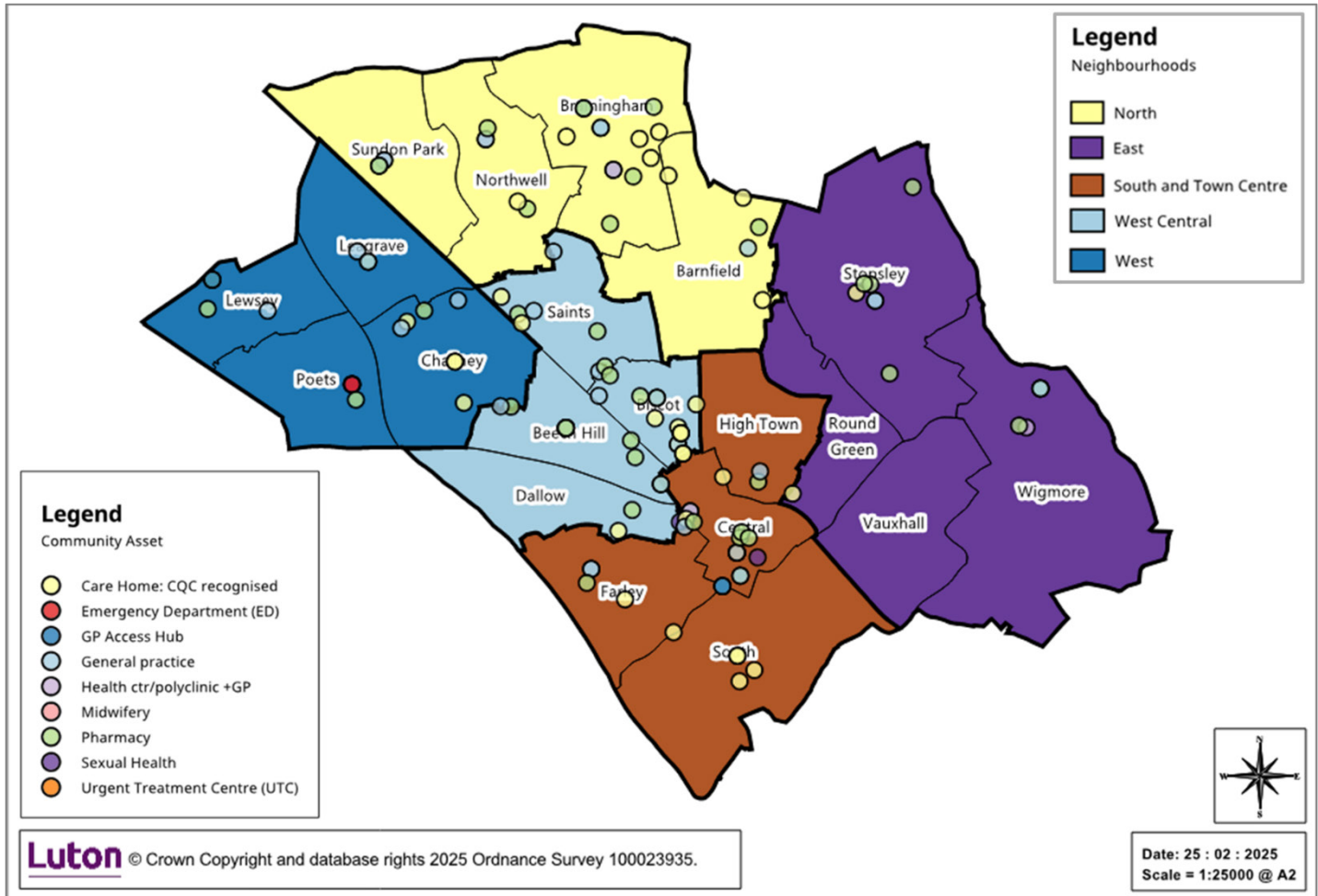
Cambridgeshire Community Service NHS Trust (CCS) provides Luton with community health services for adults and children (0 to 19 years). East London Foundation Trust (ELFT) provide the Bedfordshire and Luton mental health and wellbeing service. CCS currently have pharmacy technicians supporting community matrons to undertake medicine reviews for housebound patients and those in residential care homes if requested by the matrons. They provide specialist advice to patients, family and carers regarding their medication, and develop strategies to improve compliance. They evaluate and implement skilled medicines management interventions for patients across the community/primary care interface, in co-operation with other members of the integrated health and social care teams. ELFT do not provide any pharmaceutical services.

### 4.1.7 Urgent Care services

CCS provides urgent care services for a wide range of minor illnesses and injuries for Luton. The urgent care service provides FP10 prescriptions for patients attending the out-of-hours and walk in centre. Some patients may also be provided with medicines issued under Patient Group Direction (PGD) method of healthcare professionals prescribing medication. There is also a GP-Led clinic operating at BHFT providing primary healthcare and minor illness for eligible people presenting at A&E.

The map below shows the relationship between pharmacy locations and other community health assets within neighbourhood boundaries. The areas with the highest population and need (i.e. West Central and South/Town Centre) also have the higher numbers of community assets.

**Figure 4.3: Map of Community Health Assets in Luton with Neighbourhood and Ward boundaries**



Source: Luton Public Health Intelligence, 2025

## 4.2 Essential Services

These can be found in Regulation 4 Schedule 1 of the 2013 Regulations (amended). Essential services form the core service provision required of all pharmacies as specified by the NHS Community Pharmacy Contractual Framework (CPCF).

### 4.2.1 Dispensing of prescriptions (and appliances where applicable)

Dispensing is the supply of medicines and devices ordered through NHS prescriptions together with information and advice to enable safe and effective use by patients. Pharmacists advise patients on how to take prescribed medication effectively and warn them of potential side effects. They can adjust their services to suit the individual needs of the patient, for example, with large print on prescription labels, easy-open tops and devices to facilitate the firing of inhalers and administration of eye drops.

The table below shows the total number of prescription items dispensed and those processed via electronic prescription service (EPS) from community pharmacists in Luton by neighbourhood in 2023/24 financial year.

**Table 4.3: Items dispensed from Luton pharmacies 2023/24**

Neighbourhood	Number of Items	Number of EPS Items
North Luton	722,548	697,110
East Luton	332,232	325,868
West Luton	561,747	545,803
West Central	1,183,954	1,154,319
South and Town Centre	722,936	699,957
<b>Grand Total</b>	<b>3,523,417</b>	<b>3,423,057</b>

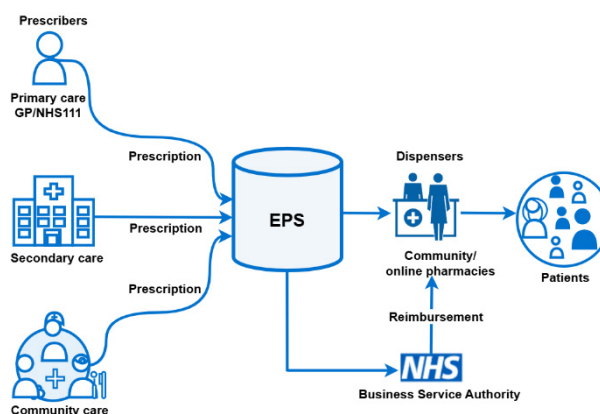
Source: NHSBSA dispensing contractors' data, 2023/24

A total of about 3.5 million items were dispensed from Luton pharmacies in 2023/24. Majority of the prescriptions (97%) were dispensed through the electronic prescriptions services (EPS). This shows a good adoption of the e-prescription system in Luton pharmacies. The highest number of prescriptions was dispensed from West Central Luton which has 13 pharmacies.

### Electronic Prescription Service (EPS)

The EPS allows prescribers to send prescriptions electronically to a dispenser (such as a community pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and dispensing staff. EPS supports the NHS England's commitment to Digital first primary care<sup>37</sup>, reducing the need for patients to attend practices in person to order or collect repeat prescriptions. Since November 2019 it has been a requirement for all eligible prescriptions to be issued from general practice via EPS. EPS is already widely used in primary care with over 95% of all prescriptions now being produced electronically.

**Figure 4.4: Electronic Prescription Service**



Source: NHS Digital, 2025. Available from: <https://digital.nhs.uk/services/electronic-prescription-service>

### 4.2.2 Repeat Dispensing and electronic Repeat Dispensing (eRD)

Repeat prescriptions account for approximately two thirds of all items dispensed in community pharmacies. The Repeat Dispensing service enables the pharmacist to dispense regular medicines to suitable patients who have been issued batch prescriptions without the involvement of the GP practice at each point of dispensing. The service was designed to save GP practices and patients time and improve convenience and access to prescriptions, by allowing community pharmacy teams to take a more active role in the process of safe supply of patients' regular prescriptions.

Originally this service was carried out using paper prescriptions, but as the EPS has developed, the majority of repeat dispensing is now carried out via EPS (termed eRD) which is much more efficient and convenient for all involved.

### **4.2.3 Disposal of unwanted or out of date medicines**

Pharmacies are required to accept, from patients, unwanted medicines which require safe disposal. This service excludes the disposal of sharps. Unwanted medicines may be returned to the pharmacy by someone living at home, in a children's home, or in a residential care home.

Respondents to the public survey were generally aware of the medicines disposal service (about 75%). However, only 37% of these had used the service. Residents should be encouraged to use this service and dispose of medicines safely to protect the environment. Unsafe disposal can contaminate water sources, harm wildlife, and potentially lead to the emergence of antimicrobial resistance.

### **4.2.4 Promotion of healthy lifestyles (public health)**

This service includes providing advice on lifestyle and public health issues to people who have conditions such as diabetes, are at risk of coronary heart disease (especially those with high blood pressure), smoke, or are overweight. In addition, every financial year, pharmacies may be required to participate in up to six health campaigns at the request of NHS England to promote public health messages to general pharmacy visitors. The 2025/26 contractual settlement announced in March 2025 agreed that pharmacy owners would only be required to engage in a maximum of two national health campaigns and two ICB selected campaigns in 2025/26. There was no requirement for health campaigns in 2023/24 and 2024/25 financial years.

This essential service aims to increase patient and public knowledge and understanding of key healthy lifestyle and public health messages so they are empowered to take actions which will improve their health, and to target the 'hard to reach' sectors of the population who are not frequently exposed to health promotion activities in other parts of the health or social care sector.

In addition to advice and information, pharmacies are required to undertake prescription-linked interventions on major areas of public health concern (such as smoking cessation or substance misuse).

More than half of the public survey respondents (53.5%) were aware of this service in their pharmacy, while less than 15% said they have received advice from the pharmacy on healthy living (healthy eating, stop smoking, weight management). A third of respondents did not know they could access this service from the pharmacy.

### **4.2.5 Support for self-care**

Pharmacies are expected to help manage minor ailments and common conditions by the provision of advice and where appropriate, the sale of medicines, including dealing with referrals from NHS 111. Done well, self-care can have a leading role in the expected direction of NHS care by focusing on healthy living, taking care of minor ailments, minimising preventable ill health, enabling the self-management of long-term conditions, and encouraging early diagnosis, thereby reducing the need for acute secondary (hospital) care. Pharmacy staff should provide advice and support to enable people to derive maximum benefit from caring for themselves and their families.

### **4.2.6 Signposting**

The pharmacist has a duty to provide information to people visiting the pharmacy that require further support, advice, or treatment which the pharmacy cannot provide about other health and social care providers or support organisations who may be able to assist the person.

NHS England will provide pharmacies with up-to-date lists of sources of care and support in the area (including social, community, health, and mental health services) and pharmacies are expected to help people who ask for assistance by directing them to the most appropriate source of help.

From the public survey, about 59% of respondents were not sure if their pharmacy offers signposting (referrals) to other services, advisory bodies or self-help groups. Only about 5% reported having used the service.

#### **4.2.7 Discharge medicines service (DMS)**

The DMS aims to reduce the risk of medication problems when a person is discharged from hospital and is a required service. Under this service, a pharmacist will review a person's medicines on discharge and ensure that any changes are actioned accordingly. The service seeks to ensure better communication of changes made to a patient's medicines in hospital. This is part of the government's 'Pharmacy First' approach to ease wider pressures on A&Es and general practice.

A recent audit of NHS hospital discharges showed that 79% of patients were prescribed at least one new medication after being discharged from hospital<sup>38</sup>. New prescriptions can sometimes cause side effects, or interact with existing treatments, potentially leading to readmission. Several studies have shown that people over 65 are less likely to be readmitted to hospital if they are given help with their medication after discharge<sup>39</sup>. Research on local schemes implemented around the country has also demonstrated that patients who see their community pharmacist after they have been in hospital are less likely to be readmitted and will experience a shorter stay if they are.

#### **4.2.8 Healthy living pharmacies**

The Healthy Living Pharmacy (HLP) framework is aimed at achieving consistent provision of a broad range of health promotion interventions through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities. Since 2021, community pharmacies have been required to become healthy living pharmacies as agreed in the CPCF as a criterion for payment under the Pharmacy Quality Scheme.

HLPs are underpinned by three enablers:

- A skilled team to pro-actively support and promote behaviour change
- Local stakeholder engagement with other health and care professionals, community services, local authorities and members of the public
- Premises that facilitate health promoting interventions with a dedicated health promotion zone

### **4.3 Advanced services**

Advanced services are those that pharmacy and dispensing appliance contractors may choose to provide if they meet the required standards. Information on these standards and the services themselves are set out in the 2013 Directions. In the last few years, some changes have been made to the advanced services (removal of some services and addition of new ones).

Provision of advanced services is discretionary, and not all providers will offer all services. In 2024, there was no activity from community pharmacies in Luton providing the Appliance use reviews or Stoma customisation services. As of February 2025, the following advanced services are provided by community pharmacies in Luton.

#### **4.3.1 New medicine service (NMS)**

Many people in England regularly use prescribed medicines for long-term conditions (LTC). However, reviews across numerous countries have shown that a 30-50% of these medicines are not being taken as recommended thereby reducing the overall benefits which should be gained from using them.

Pharmacists can successfully intervene when a medicine is newly prescribed to increase effective medicine taking for the treatment of a long-term condition.

The New Medicine Service is focused on groups of patients with some LTCs who have recently been prescribed medicines. The pharmacist can provide extra help and advice over several weeks on how best to use the medicines. This service was introduced in 2011 and has been modified with the addition of more conditions.

Work is currently ongoing on the NHS approved IT systems for recording NMS consultations and sharing data with the NHSBSA. Community pharmacy participation in this scheme offers important benefits to patients, helps the NHS save money and is beneficial to the environment through a reduction in medicines wastage.

As of October 2024, **35 out of the 40 pharmacies** in Luton provided the NMS. However, majority of respondents from the public survey (78%) were not aware of this service.

The LTCs below are currently covered by the NMS. From October 2025, the service will be expanded to include depression within the conditions and associated medicines covered by the service.

**Table 4.4: Long-term conditions covered under the New Medicines Service**

Asthma and COPD	Osteoporosis	Parkinson's disease	Atrial fibrillation
Diabetes (Type 2)	Gout	Hypercholesterolaemia	Epilepsy
Hypertension	Glaucoma	Coronary heart disease	Heart failure
Urinary incontinence/ retention	Acute coronary syndromes	Long term risks of venous thromboembolism/embolism	Stroke / transient ischemic attack

Source: CPE UK, 2025

### 4.3.2 Seasonal influenza vaccination service

Immunisation is one of the most successful and cost-effective health protection interventions and is a cornerstone of public health. For most healthy people, influenza is an unpleasant but usually self-limiting disease. However, children, older people aged 65 years and over, pregnant women and those with certain underlying diseases are at particular risk of severe illness if they catch it. Each year from September through to March the NHS runs a seasonal flu vaccination campaign aiming to vaccinate all patients who are at risk of developing more serious complications from the virus.

Community pharmacies have been providing flu vaccinations under a nationally commissioned service since September 2015. The accessibility of pharmacies, their extended opening hours and the option to walk in without an appointment have proved popular with patients seeking vaccinations.

For the 2024/25 Flu season, **33 of the of the 40 pharmacies** in Luton provided the seasonal influenza vaccination service. About 81% of respondents from the public survey reported being aware of or having used some form of vaccination service at their local pharmacy.

The DHSC, the UK Health Security Agency (UKHSA) and NHS England continue to seek to improve on the uptake rates that occurred in the 2023/24 flu season and the government would like the influenza programme for 2024/25 to demonstrate a 100% offer particularly in clinical risk groups and pregnant women.

### 4.3.3 Hypertension case-finding service (NHS Blood Pressure Check)

This service was commissioned as an advanced service from 1st October 2021. Cardiovascular disease (CVD) is one of the leading causes of premature death in England and hypertension is the biggest risk factor for CVD. An estimated 5.5 million people have undiagnosed hypertension across the country, and it disproportionately affects people from the more deprived areas of England<sup>40</sup>. The NHS Long Term Plan includes an ambition to

prevent 150,000 strokes, heart attacks and dementia cases over the next 10 years by improving the detection and treatment of atrial fibrillation, hypertension and high cholesterol.

The HCFS aims to:

- identify people aged 40 years or older with high blood pressure (who have previously not had a confirmed diagnosis of hypertension), and to refer them to general practice to confirm diagnosis and for appropriate management
- at the request of a general practice, undertake ad hoc clinic and ambulatory blood pressure measurements (ABPM), the gold-standard for diagnosis of hypertension.

Community pharmacy BP monitoring has the potential to increase the detection of hypertension within local populations and is expected to positively impact health inequalities by targeting people who do not routinely see their GP or use other NHS services.

Mortality rates from CVD considered preventable is much higher in Luton than the national and regional averages and high blood pressure is the second biggest risk factor for deaths. Therefore, this service is of particular importance in Luton.

38% of respondents from the public survey reported either knowing about the BP service at their local pharmacy, although only 5% had used it. As of October 2024, **37 out of 40 pharmacies** in Luton provided this service.

#### 4.3.4 Smoking cessation service (SCS)

The NHS LTP set a goal that by 2023/24, all people admitted to hospital who smoke will be offered NHS-funded tobacco treatment services. The NHS adopted the Ottawa Model for Smoking Cessation (OMSC<sup>41</sup>) which establishes the smoking status of all patients admitted to hospital followed by brief advice, personalised bedside counselling, timely nicotine replacement therapy (NRT) or pharmacotherapy, and follow-up of the patient after discharge. To achieve successful smoking cessation, collaboration and an effective transfer of care are needed between secondary and primary care for all patients supported by the OMSC.

The SCS was commissioned as an advanced service in March 2022 for people referred to community pharmacies by hospital services. This service enables NHS trusts to refer patients discharged from hospital to a community pharmacy of their choice to continue their smoking cessation pathway, including providing medication and behavioural support as required. The aim of the SCS is to reduce morbidity and mortality from smoking, and to reduce health inequalities associated with higher rates of smoking.

Tobacco smoking remains the biggest risk factor for deaths in Luton therefore effective prevention methods are important. As of October 2024, **15 pharmacies** in Luton provided this service, a rise from 4 pharmacies at the time of the 2022 PNA.

#### 4.3.5 NHS Pharmacy Contraception Service (PCS)

The Pharmacy contraception service commenced on 24th April 2023, allowing the ongoing supply of oral contraception from community pharmacies. From 1st December 2023, the service expanded to include both initiation and on-going supply of oral contraception. From October 2025, subject to updates to community pharmacy clinical services IT systems, the service will be expanded to include emergency hormonal contraception (EHC). With this addition, it is possible that local EHC services will be decommissioned (subject to local commissioning decisions).

As of October 2024, **33 pharmacies** in Luton provided this service.

### 4.3.6 NHS Pharmacy First service

The Pharmacy First service, which commenced on 31st January 2024, is an advanced service that involves pharmacists providing advice and NHS-funded treatment, where clinically appropriate, for seven common conditions.

**Figure 4.5: Conditions pharmacists can manage under Pharmacy First**



Source: CPE UK, 2025

Patients will be able to access the 7 clinical pathways via referrals from organisations including general practice, urgent and emergency care settings, and NHS 111 (online and via telephone). Patients can also access the service by attending or contacting the pharmacy directly without the need for a referral as pharmacies have private consultation rooms that can be used for consultations with patients and can see patients for these clinical services without needing an appointment. This service is expected to free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high-quality healthcare, aiming to address health issues before they get worse (NHS). The service incorporates the elements of the old Community Pharmacist Consultation Service (CPCS).

Pharmacy First has delivered nearly two million consultations in its first year<sup>42</sup>. According to a recent survey, 78% of the public in England support expanding pharmacy roles to treat additional conditions. Currently, about 96% of England's pharmacies are signed up to offer the service and this could further help patients access treatment for minor conditions without needing to see a GP, reducing pressure on the NHS.

Recent changes to the CPCF (2025/26 contracts) introduced bundling requirements for the providers of the Pharmacy First service to provide the HCFS and PCS in order for them to receive Pharmacy First

monthly payments. These changes will take effect from June 2025. In addition, from October 2025, they must deliver at least one ABPM (ambulatory blood pressure measurement) provision per month and from March 2026, must provide a specified number of contraception consultations.

As of March 2025, **all of Luton's 40 pharmacies** are able to offer this service. However, only about 30% of public survey participants reported being aware of or having used this service. It is possible that patients could have used this service through their GP or 111 without knowing what it is called.

### 4.3.7 Lateral Flow device tests supply service (LFD)

Due to the Covid 19 pandemic, distribution of Covid-19 Lateral Flow Devices for testing (Pharmacy collect service) was available in 2020 and 2021. This service was discontinued in April 2022. In November 2023, the Lateral flow device tests supply service for patients potentially eligible for COVID-19 treatments was commissioned as an advanced service. To access treatment, eligible patients first need to be able to test themselves at home by using a lateral flow device test if they develop symptoms suggestive of COVID-19. It is therefore important that they have LFD tests at their home in advance of developing symptoms, so they can promptly undertake a test.

Currently, patients eligible for the service do not need to have symptoms of COVID-19 to obtain a free box of LFD test kits under the service. The list of patients eligible for this service may be found [here](#). As of October 2024, **30 pharmacies in Luton** provided this service.

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

Stoma Appliance Customisation involves the customisation of a quantity of more than one stoma appliance, based on the patient's measurements or a template. The aim of the service is to ensure proper use and comfortable fitting of the stoma appliance and to improve the duration of usage, thereby reducing waste. Community pharmacists who are unable to provide the service must refer the patient to another pharmacy or provider of appliances with their consent.

As of March 2025, **3 pharmacies** in Luton are listed as providers of the SAC service (information available from National Pharmacy Network<sup>43</sup>). However, for the year 2024, no pharmacy in Luton provided this service to patients.

#### 4.3.9 Appliance Use Reviews (AUR)

An Appliance Use Review is a planned consultation to discuss the appliance or device a patient is using and can be carried out by a pharmacist or a specialist nurse in the pharmacy or at the patient's home.

Alternatively, where clinically appropriate and with the agreement of the patient, AURs can be provided by telephone or video consultation, in circumstances where the conversation cannot be overheard by others (except by someone whom the patient wants to hear the conversation, for example, a carer). AURs aim to help increase the patient's knowledge and understanding of their appliance, while allowing them to discuss any queries or concerns they have.

As of March 2025, **3 pharmacies** in Luton are listed as providers of the SAC service (information available from NPN). However, for the year 2024, no pharmacy in Luton provided this service to patients.

SACs and AURs are mostly provided by specialist dispensing appliance contractors who operate and can deliver nationally.

Table 4.5 below shows the differences in provision of advanced services between the 2022 PNA and the 2025 PNA. Some services have been discontinued (Community Pharmacy Consultation Service, Hepatitis C antibody testing service, Covid 19 Lateral Flow device distribution service). New services have also been introduced since 2022 (NHS Pharmacy First Service, NHS Pharmacy Contraception Service, Lateral Flow Device Tests Supply Service).

**Table 4.5: Number of Luton pharmacies offering Advanced services; 2022 PNA and 2025 PNA**

Advanced Service	Number of pharmacies	
	2022 PNA	2025 PNA
Community Pharmacy Hypertension case-finding service	25	37
Community Pharmacy Smoking Cessation Service	4	15
Community Pharmacy Seasonal Influenza Vaccination Service	37	33
NHS Pharmacy First Service	Unavailable	40
NHS Pharmacy Contraception Service	Unavailable	33
New Medicine Service	40	35
Lateral Flow Device Tests Supply Service	Unavailable	30
Stoma Appliance Customisation Service	3	3
Appliance Use Reviews	1	3
Community Pharmacy Consultation Service	41	Discontinued
Community Pharmacy Hepatitis C antibody testing service	3	Discontinued
Community Pharmacy Covid 19 Lateral Flow device distribution service	Discontinued	Discontinued

Source: NHS England, NHS BSA and BLMK ICB

## 4.4 National enhanced services

National Enhanced Services are the third tier of services that pharmacies may provide and can be found in Part 4 of the 2013 Directions. These can only be commissioned by NHS England and are nationally specified. These differ from the locally commissioned enhanced services which are designed to meet local health needs. Currently, there is only one national enhanced service available nationwide, the Covid-19 vaccination service.

### 4.4.1 Covid-19 vaccination service

The COVID-19 vaccination service was added as an enhanced service in 2020 in response to the pandemic. Vaccination continues to help protect against severe illness, hospitalisations and deaths arising from COVID-19. Currently, for those who are more likely to become seriously ill from COVID-19, the NHS offers a free vaccine in the autumn, previously known as the 'Autumn Booster'.

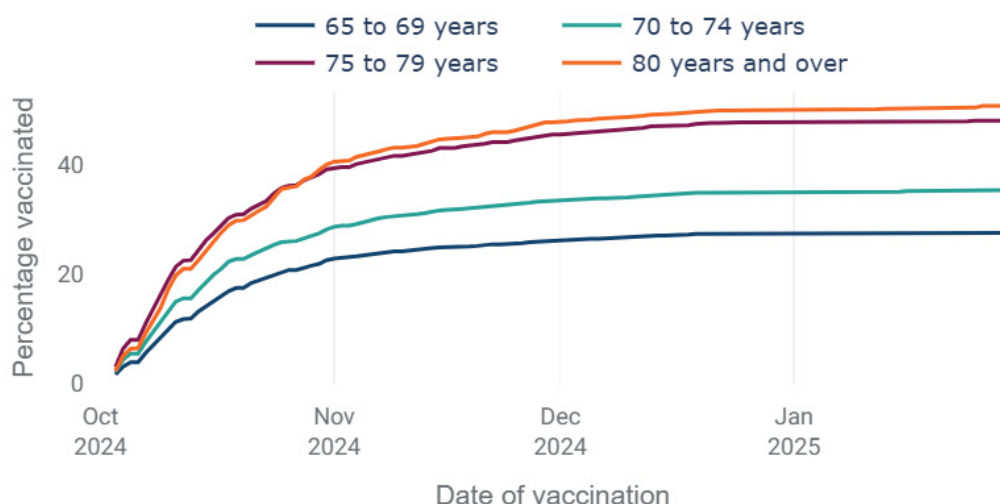
Between November 2024 and January 2025, over 38,000 people were admitted to hospital with the virus. UKHSA surveillance data shows that those who received a vaccine were around 45% less likely to be admitted to hospital with COVID-19 from 2 weeks following vaccination, compared to those who remained unvaccinated<sup>44</sup>.

Certain patient groups are eligible for the Autumn Covid-19 vaccine:

- adults aged 65 years and over
- residents in a care home for older adults
- individuals aged 6 months to 64 years in a clinical risk group
- frontline NHS and social care workers, and those working in care homes for older people

There are currently **25 pharmacies** in Luton with enhanced service contracts to provide the Covid-19 vaccination

**Figure 4.6: Autumn booster Covid-19 vaccination uptake in Luton (age 65+), 2024/25 season up to Jan 2025**



Source: UKHSA data dashboard, <https://ukhsa-dashboard.data.gov.uk/> Accessed March 04, 2025.

Figure 4.5 shows the percentage of people aged 65 and over who have had an autumn booster COVID-19 vaccination for the 24/25 season up to January 2025. The highest uptake rate is with the 80+ age group with 50.8% while the lowest is with the 65-69 age group with 27.6% uptake.

\*NHS England has recently (March 2025) published an invitation to tender for a new national enhanced service, the **respiratory syncytial virus (RSV) and pertussis vaccination programme** for the Midlands and North-West regions only. This service is expected to commence in August 2025.

The table below shows the distribution of advanced and national enhanced services across Luton’s neighbourhoods.

**Table 4.6: NHS Advanced and Enhanced Services in Luton by neighbourhood**

Neighbourhood	Advanced									Enhanced
	NMS	Flu	LFD	Pharmacy First	BP Check	SCS	PCS	AUR	SAC	Covid Vaccine
North Luton	6	8	6	8	6	2	6	1	1	6
East Luton	4	4	3	6	5	2	4	0	0	3
West Luton	5	4	3	5	5	2	3	0	0	4
West Central	13	10	11	13	13	6	12	2	1	9
South and Town Centre	7	7	7	8	8	3	8	0	1	3
<b>Total</b>	<b>35</b>	<b>33</b>	<b>30</b>	<b>40</b>	<b>37</b>	<b>15</b>	<b>33</b>	<b>3</b>	<b>3</b>	<b>25</b>

Source: HWE ICB and NHS BSA dispensing data

## 4.5 Locally commissioned services

### Services commissioned by the Luton Public Health Team

#### 4.5.1 Stop smoking services

In Luton, a Level 1 Smoking cessation service is offered by pharmacies. This consists of the provision of Stop smoking vouchers whereby clients are issued with a voucher from Total Wellbeing Luton which they take to a participating pharmacy to be issued with the nicotine replacement therapy (NRT) that is written on the voucher. This service complements the SCS service commissioned by the NHS.

As of March 2025, **12 pharmacies** are commissioned to offer Level 1 Stop smoking services in Luton.

#### 4.5.2 Sexual health enhanced services

Clients can access the following services as part of the sexual health service.

**Emergency hormonal contraception (EHC)** - The EHC service is available to all pre-menopausal women of any age who need EHC following an episode of unprotected sexual intercourse. Clients will either self-refer or may be referred by other healthcare professionals, including pharmacists not providing the service.

**Chlamydia screening and/or treatment** - The chlamydia screening service should be offered to all sexually active young people from 13 to 25 years of age whenever they access any service from the pharmacy. Kits may be offered for the woman to test themselves and for their partners. Chlamydia treatment is available for all sexually active young people from 15 to 25 years of age who have been notified by the Chlamydia Screening Office that they have tested positive for chlamydia and have been referred to the pharmacy for treatment.

As of March 2025, **13 pharmacies** in Luton offer emergency contraception and chlamydia screening.

**C-card condom distribution** - The target group is young men and women 25 years of age and under. Pharmacies will act as registration points where young people can receive information about contraception and STIs and be issued with the C-Card and condoms. The C-card can also be obtained at youth organisations, sexual health services and GP practices. As of March 2025, **15 pharmacies** in Luton offer the C-card scheme.

#### 4.5.3 Substance misuse services

**Supervised administration services** - Pharmacies currently provide supervised consumption of opiate substitute for the management of drug dependency. This provision is sub-contracted to Change Grow Live (CGL) through ResoLUTiONs, the organisation that provides Luton's drug and alcohol treatment services. Supervised consumption involves the client consuming methadone or buprenorphine under the direct supervision of a pharmacist in a community pharmacy. This service aims to reduce the risk of harm to the client by over- or under-usage of drug treatment and to the local community by the inappropriate use of prescribed medicines via the illicit drug market.

**Alcohol screening services** – Pharmacies can offer this service for anyone over the age of 18. The pharmacist screens patients using preset questions about their drinking habits in a private consultation room and then provides advice by explaining what a unit of alcohol is, what the recommended limits are and some of the benefits of stopping or reducing. The service can then provide brief interventions to motivate them to take positive action and help them modify their drinking patterns, in conjunction with the local Harm Reduction Team.

**Needle Exchange Service** – This service aims to reduce the spread of blood-borne pathogens, e.g., Hepatitis B, Hepatitis C and HIV, and to act as a referral point for service users to other health and social care services.

As of March 2025, **34 of the 40 pharmacies** in Luton are commissioned to provide the supervised administration and alcohol screening service and only **4** out these currently provide the needle exchange service. Patients are also often referred to 4 pharmacies outside of Luton, usually for clients that are out of area staying with family or friends for short periods of time.

## Services commissioned by BLMK ICB

### 4.5.4 End of Life Care Medicines service

Bedfordshire, Luton and Milton Keynes ICB commissions the End-of-Life Care Medicines Service from selected community pharmacies across the county. This service aims to ensure that patients receiving palliative care in the community have access to specialised drugs when these are required in an emergency. The service is available within the normal opening hours of the pharmacy contractor. Out of hours centres hold their own supplies to meet the demand outside normal pharmacy opening hours.

**6 pharmacies** in Luton currently provide the EOLC medicines. The pharmacies are required within the service specification to hold minimum quantities of a prescriptive list of medicines and to provide additional medicines management support to healthcare professionals and carers accessing the service.

### 4.5.5 Gluten free food supply service

Due to the increases in the cost of living and the pressures on households, in 2022 BLMK ICB agreed to provide gluten-free foods (bread and flour mixes only) off-prescription to residents who are at risk of dietary neglect, where required. Residents will be able to self-certify their eligibility to access gluten free foods directly from their pharmacies with no GP involvement. See Appendix 4 for the Gluten free food eligibility flow chart.

**13 pharmacies** in Luton currently offer the gluten free food supply service.

Information on these two services and participating pharmacies is available on the BLMK ICB medicines optimisation website ([EOLC](#) and [GFFS](#)).

### 4.5.6 Medicines optimisation

Medicines optimising is an evidence-based approach to prescribing which balances the safety, tolerability, effectiveness, cost and simplicity of treatments. The BLMK ICB Medicines optimisation team works to ensure the population get the most from their medicines, take medicines correctly, avoid taking unnecessary medicines, improve medicines safety, and reduce medicines wastage. The team are also involved in the access to high-risk and high-cost medicines and work with secondary and tertiary care, mental health and community services to ensure these medicines are prescribed appropriately and safely.

BLMK ICB Medicines Optimisation team offers this service to care homes and other community health services in Luton and surrounding HWBs.

**Table 4.7: Number of Luton pharmacies offering locally commissioned services; 2022 PNA and 2025 PNA**

Locally commissioned service	Number of pharmacies	
	2022 PNA	2025 PNA
Stop smoking service (nicotine replacement therapy)	15	12
Emergency hormonal contraception/ Chlamydia screening and treatment	25	13
C-card condom distribution	25	15
Substance misuse - Supervised opiate administration/alcohol screening	32	34
Substance misuse – Needle exchange service	4	4
End of life care medicines service	6	6
Gluten free food supply service		13

There have been changes in the provision of the services commissioned locally from the publication of the previous PNA to the current one. The number of pharmacies offering the Stop smoking service and the sexual health services have reduced. This may be due to the change in number of pharmacies in Luton HWB, in addition to changes in specification for the services. The substance misuse services have gained two providers although needle exchange remains the same at four pharmacies. The gluten free food supply service had just been reinstated at the time of the 2022 PNA and was not provided by any pharmacy at that time.

Appendix 6 shows the full details of community pharmacy provision of the above public health services commissioned by Luton Local Authority and BLMK ICB and table 4.8 below also shows the distribution of these services by Luton neighbourhoods.

**Table 4.8: Community pharmacy services commissioned locally in Luton by neighbourhood**

Neighbourhood	Luton Public Health					BLMK ICB	
	Stop Smoking	EHC/ Chlamydia	C-Card	Drug/ Alcohol	Needle exchange	EOLC	GFF supply
North Luton	1	2	3	7	0	1	1
East Luton	1	1	1	5	0	0	2
West Luton	2	2	1	4	1	2	3
West Central	5	6	7	10	3	3	6
South and Town Centre	3	2	3	8	0	0	1
<b>Total</b>	<b>12</b>	<b>13</b>	<b>15</b>	<b>34</b>	<b>4</b>	<b>6</b>	<b>13</b>

Source: Luton Public Health, BLMK ICB, Total Wellbeing Luton and CGL ResoLUTiONS

From the table above, it can be seen that there are no needle exchange services in East Luton, North Luton and South/Town Centre. There are also no End-of-life care services in pharmacies in East Luton and South/Town Centre. The HWB should work together with BLMK ICB to understand the need for these services in the neighbourhoods to ensure that services are being delivered where they are most needed.

## 4.6 Accessibility of Pharmaceutical services

### 4.6.1 Opening hours

#### Core hours

All pharmacies open for at least 40 hours (minimum requirement for essential pharmacy services). Pharmacies cannot change their core hours without authorisation from NHS England. Pharmacy opening times in Luton are varied (see Appendix 5 for full opening times). Five pharmacies in Luton are open for only 40 hours. All the other pharmacies are open from 42 to 105 hours a week.

#### Supplementary hours

These are provided as an addition to the pharmacy's contracted core hours on a voluntary basis and pharmacies must state at the time of application to NHS England what the supplementary opening hours will be. Pharmacy contractors can alter their supplementary hours by giving 5 weeks' notice of the change to NHS England (DAC should give 3 months' notice).

#### Out of hours service

Some pharmacies can provide access to their services during an extended period of opening to ensure that people have prompt access to medicines during the out of hours period. The Out of Hours service is commissioned by NHS England area teams and covers timings such as 6.30pm to 8am, all day at the weekends and public holidays such as Christmas day and Easter Sunday. There are no out-of-hours pharmacies commissioned in Luton. However, a number of Luton pharmacies are open late; one is open from 9am until midnight every day, including on public holidays.

Besides out of hours pharmacies, urgent medication may be obtained outside of normal working hours by calling the NHS 111 line, visiting an urgent treatment centre, or in cases of emergency, from the nearest Accident and Emergency unit. The [NHS Find a pharmacy search service](#) provides information on the nearest open pharmacy in real time.

## 100-hour pharmacies

These are pharmacies that were formerly required to be open for at least 100 hours per week to address the issue of limited access to pharmacy services under the 2013 Regulations. The 2023 amendments allowed 100-hour pharmacies reduce their hours to a minimum of 72 per week. 5 pharmacies in Luton are listed as 100-hour pharmacies on the pharmaceutical list. However, 4 of these pharmacies have applied in May 2023 to reduce their hours to no lower than 72 hours in line with the regulations and now have a direction in place. They remain on the pharmaceutical list as 100-hour pharmacies, as a reminder that they are required to give 6 months' notice if they wish to close. Details of the 5 pharmacies and their opening times are below:

**Table 4.9: Luton pharmacies open after 6.30pm on weekdays**

Pharmacy Name	Code	Opening hours	Neighbourhood
Asda Pharmacy	FF737	72 hours	East
Biscot Pharmacy	FQQ05	85 hours	West Central
Blenheim Pharmacy	FL863	80 hours	West Central
Dr Pharmacy	FA660	105 hours	West Central
Wheatfield Pharmacy	FDN16	72.5 hours	West

Westbourne pharmacy in West Central is open for 73.5 hours per week although it is not included on the pharmaceutical list as a 100-hour pharmacy. Residents who need a prescription filled after their pharmacy's regular hours can use the [NHS Find a pharmacy search service](#) to find other nearby pharmacies and their opening hours.

### Weekday provision

All pharmacies are open Monday to Friday. Opening times range from 8.30am to midnight. 13 of the pharmacies stay open around lunch time (between 12.20pm and 2.00pm) and close after 6.30pm on weekdays.

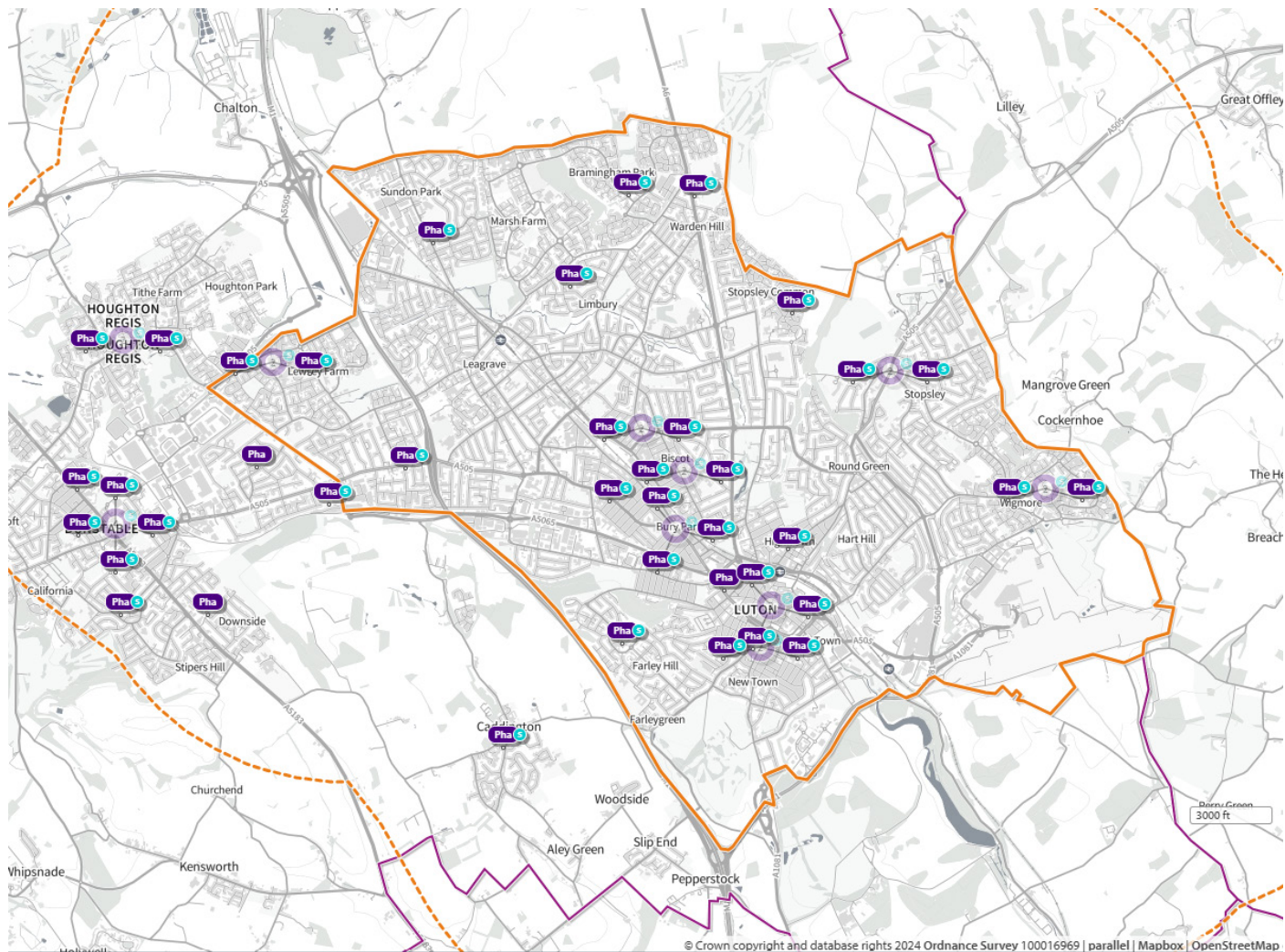
**Table 4.10: Luton pharmacies open after 6.30pm on weekdays**

Org Code	Pharmacy name	Weekday Closing	Neighbourhood	Total
FF737	Asda Pharmacy	21:00	East	1
FNN46	Britannia Pharmacy	19:00	North	1
FDN16	Wheatfield Pharmacy	21:00	West	1
FA660	Dr. Pharmacy	24:00	West Central	10
FL863	Blenheim Pharmacy	21:00		
FQQ05	Biscot Pharmacy	21:00		
FDD52	Harris Pharmacy	19:00		
FDL94	Woodlands Chemist	19:00		
FEP39	Rank Pharmacy	19:00		
FF600	Avicenna Pharmacy	20:00		
FGF20	Westbourne Pharmacy	21:00		
FHT66	Denbigh Pharmacy	19:00		
Fk587	Makan's Pharmacy	19:00		
<b>TOTAL</b>				<b>13</b>

### Saturday provision

27 of the 40 pharmacies in Luton open on a Saturday between the hours of 8.30am and midnight. The map below shows the number and location of pharmacies within a 3km border of Luton that are open on a Saturday (37 in total).

Figure 4.7: Map of pharmacies within 3km of Luton open on a Saturday



Source: SHAPE Atlas, downloaded April 2025 © Crown copyright and database rights 2024 Ordnance Survey 100016969 | parallel | Mapbox | OpenStreetMap contributors

**Table 4.11: Pharmacies within 3km of Luton with Saturday opening hours**

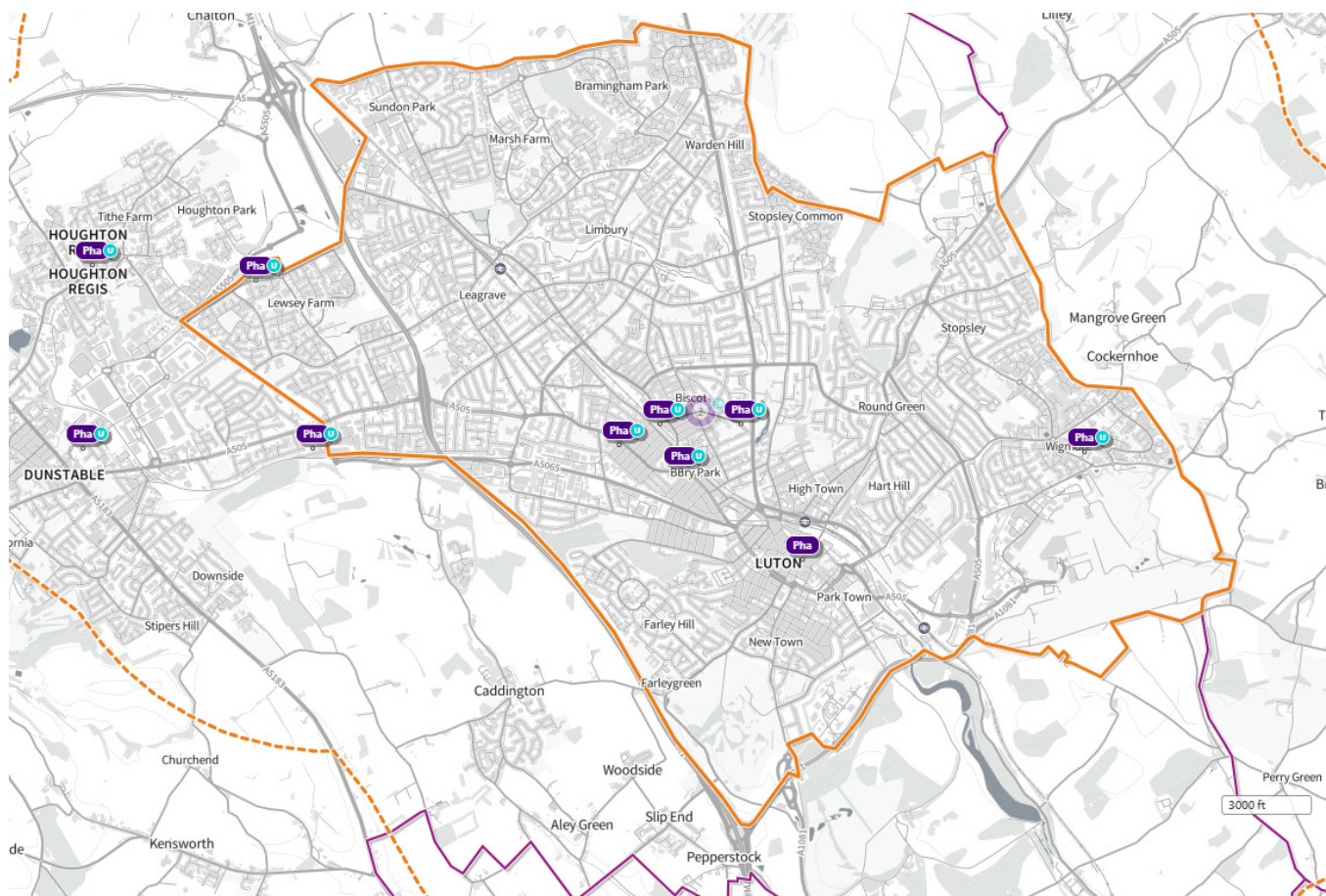
	Name	Address	Location	Postcode
<b>East Luton</b>				
1	Asda Pharmacy	Wigmore Hall Shopping Centre	Luton	LU2 9TA
2	Carerx	Churchfield Medical Centre	Luton	LU2 9SB
3	Krish Chemist	Jansel House	Luton	LU2 7XH
4	Stopsley Pharmacy	613 Hitchin Road	Luton	LU2 7UP
<b>North Luton</b>				
5	Britannia Pharmacy	2 Bramingham Park Centre	Luton	LU3 4AD
6	Bushmead Pharmacy	Ut9 Bushmead Shopping Centre	Luton	LU2 7SF
7	Calverton Pharmacy	62 Calverton Road	Luton	LU3 2SZ
8	Warden Hill Chemist	Unit 2 168-170 Barton Road	Luton	LU3 2BE
<b>West Luton</b>				
9	Halfway Pharmacy	731 Dunstable Road	Luton	LU4 0DU
10	Smiths Pharmacy	3 Dominic Square	Luton	LU4 0UN
11	Wheatfield Pharmacy	Wheatfield Surgery	Luton	LU4 0TR
<b>West Central</b>				
12	Biscot Pharmacy	157a Biscot Road	Luton	LU3 1AW
13	Bishopscote Chemist	54 Bishopscote Road	Luton	LU3 1PB
14	Blenheim Pharmacy	9A Blenheim Crescent	Luton	LU3 1HA
15	Denbigh Pharmacy	60 Denbigh Road	Luton	LU3 1NR
16	Dr Pharmacy	351 Dunstable Road	Luton	LU4 8BY
17	Harris Chemist	165 Dunstable Road	Luton	LU1 1BW
18	Rank Pharmacy	138 Leagrave Road	Luton	LU4 8HX
19	Rowlands Pharmacy	152 Sundon Park Road	Luton	LU3 3AH
20	Westbourne Pharmacy	198b Dunstable Road	Luton	LU4 8JJ
<b>South and Town Centre</b>				
21	Boots	82-86 The Arndale Centre	Luton	LU1 2BG
22	Farley Hill Chemist	3-4 Market Square	Luton	LU1 5RD
23	Kamsons Pharmacy	1 Windsor Street	Luton	LU1 3UA
24	Kamsons Pharmacy	25 Castle Street	Luton	LU1 3AG
25	Royal Pharmacy	57 High Town Road	Luton	LU2 0BW
26	Superdrug Pharmacy	69-73 Arndale Centre	Luton	LU1 2TJ
27	The Mall Pharmacy	Unit 3 Luton Mall	Luton	LU1 2AZ
<b>Within 3km of Luton</b>				
28	Asda Pharmacy	Court Drive	Dunstable	LU5 4JD
29	Boots	36-40 Broad Walk	Dunstable	LU5 4RH
30	Herington (Chemists) Ltd	7 High Street South	Dunstable	LU6 3RZ
31	Houghton Regis Pharmacy	Houghton Regis Medical Centre	Houghton Regis	LU5 5EZ
32	Jhoots Pharmacy	116 High Street North	Dunstable	LU6 1LN
33	Langdale Pharmacy	64 Langdale Road	Dunstable	LU6 3BS
34	Tesco Instore Pharmacy	Skimpot Road	Dunstable	LU5 4JU
35	Titan Pharmacy	17-18 Bedford Square	Dunstable	LU5 5ES
36	West Street Pharmacy	8-10 West Street	Dunstable	LU6 1SX

Source: SHAPE Atlas, downloaded April 2025

## Sunday provision

7 pharmacies in Luton are open on Sunday (3 outside of Luton). Opening hours range from 8.30am to midnight. Figure 4.7 shows the pharmacies that are open on a Sunday within a 3km radius of Luton.

**Figure 4.8: Map of pharmacies within 3km of Luton open on Sundays**



Source: SHAPE Atlas, downloaded April 2025 © Crown copyright and database rights 2024 Ordnance Survey 100016969 | parallel | Mapbox | OpenStreetMap contributors

**Table 4.12: Pharmacies within 3km of Luton with Sunday opening hours**

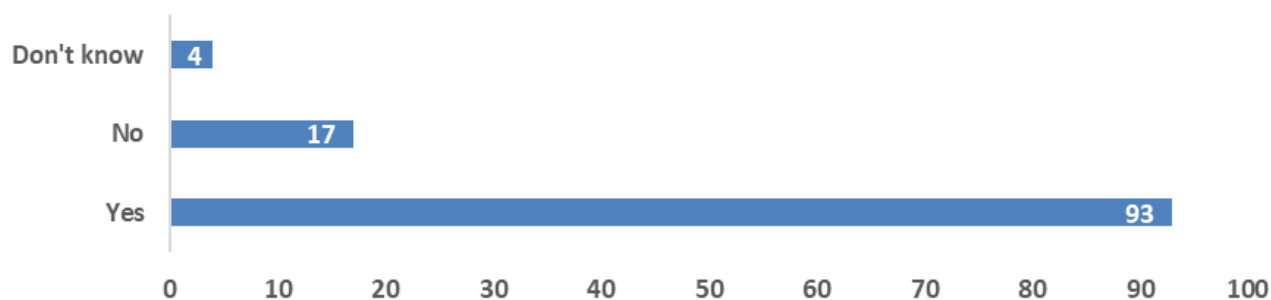
	Name	Address	Location	Postcode	Neighbourhood
1	Asda Pharmacy	Wigmore Hall Shopping Centre	Luton	LU2 9TA	East
2	Biscot Pharmacy	157a Biscot Road	Luton	LU3 1AW	West Central
3	Blenheim Pharmacy	9A Blenheim Crescent	Luton	LU3 1HA	West Central
4	Dr Pharmacy	351 Dunstable Road	Luton	LU4 8BY	West Central
5	Westbourne Pharmacy	198b Dunstable Road	Luton	LU4 8JJ	West Central
6	Boots	82-86 The Arndale Centre	Luton	LU1 2BG	South/Town Centre
7	Wheatfield Pharmacy	Wheatfield Surgery	Luton	LU4 0TR	West
<b>Within 3km of Luton</b>					
8	Asda Pharmacy	Court Drive	Dunstable	LU5 4JD	
9	Houghton Regis Pharmacy	Houghton Regis Medical Centre	Houghton Regis	LU5 5EZ	
10	Tesco Instore Pharmacy	Skimpot Road	Dunstable	LU5 4JU	

5 out of the 7 Luton pharmacies open on Sundays are in the town centre, one in the East and one in the West. This means patients from other areas will need to visit the town centre area if they require pharmacy services on Sunday or visit on another day.

Overall, there is good community pharmacy timing in Luton during the week as well as on Saturdays. There are only 7 open on Sundays, mostly in the town centre. Majority of respondents from the public survey felt that opening times for pharmacies in Luton are suitable (about 82%). However, a reasonable proportion reported that weekend opening (Saturday and Sunday), weekdays after 6.30pm, before 9am and lunchtime (between 12 noon to 2.00pm) would make it easier for them to access the pharmacy.

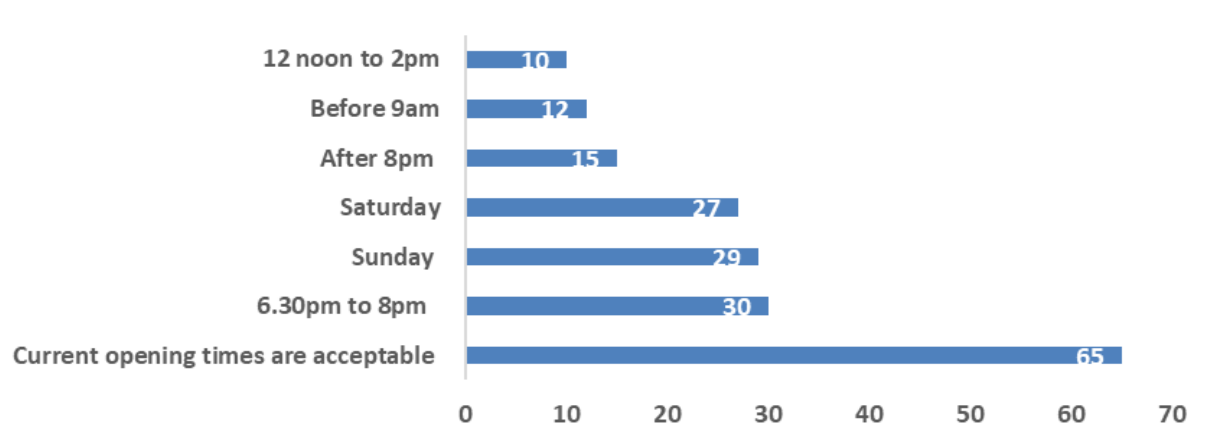
Communication should be made available to residents on where pharmacy timing information can be found ([NHS Find a pharmacy](#)).

**Figure 4.9: Public survey response to question on suitability of pharmacy timings**



Option	Total	Percent
Yes	93	81.58%
No	17	14.91%
Don't know	4	3.51%

**Figure 4.10: Would any of these opening times make it easier for you to get to the pharmacy?**



Option	Total	Percent
Current opening times are acceptable	65	57.02%
6.30pm to 8pm	30	26.32%
Sunday	29	25.44%
Saturday	27	23.68%
After 8pm	15	13.16%
Before 9am	12	10.53%
12 noon to 2pm	10	8.77%

Source: Luton PNA 2025 Public Survey, Luton Public Health Intelligence

Below is a breakdown of weekend opening times and 100-hour pharmacies in Luton by neighbourhood area.

**Table 4.13: Weekend opening and 100-hour pharmacies in Luton by neighbourhood area.**

Neighbourhood	Open Saturday	Open Saturday Night	Open Sunday	Open Sunday Night	*100-hour Pharmacies
North Luton	4	0	0	0	0
East Luton	4	1	1	0	1
West Luton	3	1	1	0	1
West Central	9	2	4	2	3
South and Town Centre	7	0	1	0	0
<b>Total</b>	<b>27</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>5</b>

\*As included in the pharmaceutical list

West Central Luton is the only neighbourhood area that has a pharmacy open at all displayed times.

#### 4.6.2 Travel time to Luton pharmacies

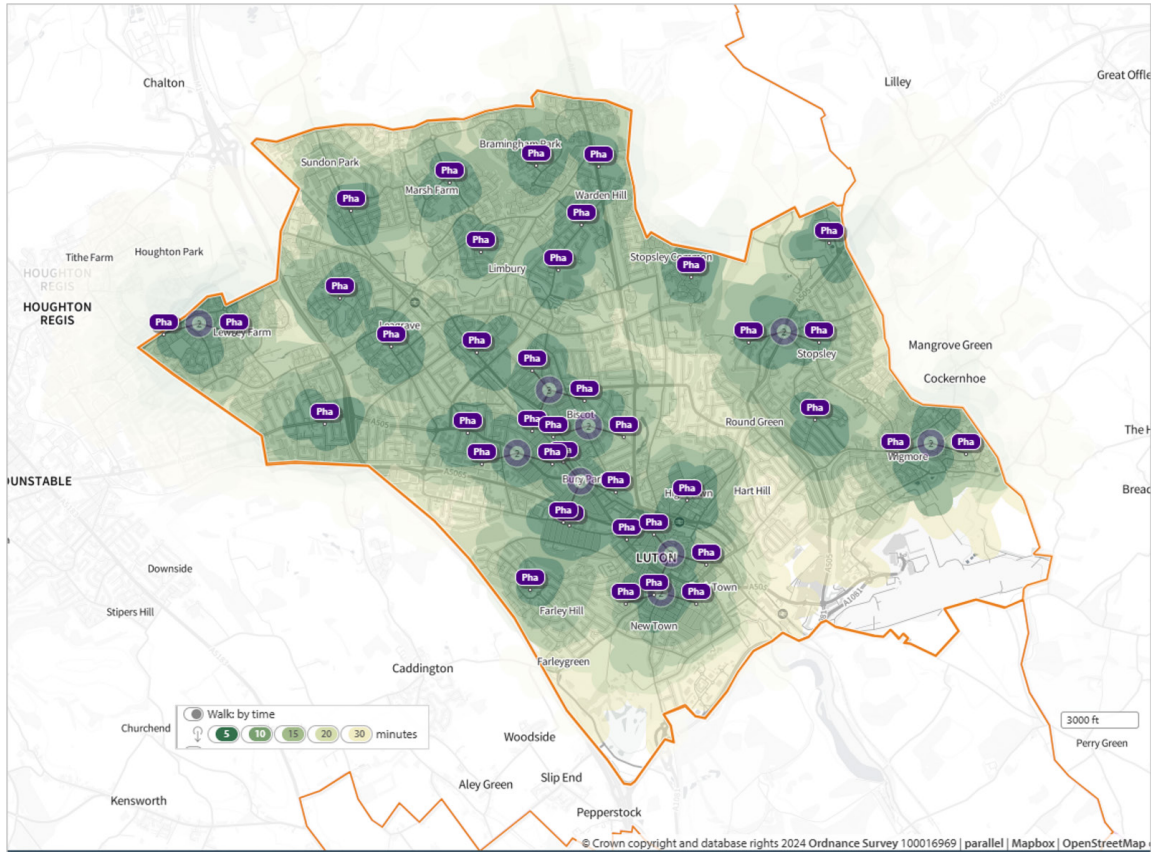
Luton is a relatively small urban area and all of Luton is accessible within a 10-minute drive at congested urban speeds. However, accessibility by walking may vary with age and fitness of the walker and with the terrain. Various studies have shown that a fit adult typically walks at about 3mph or 5kph on a flat terrain (about 2.5km in 30 minutes). This is reduced by hills, congestion, and the need to take account of traffic and crossing roads. In addition, those accessing pharmacies for medication are likely to be less fit than the population average.

46% of the public survey respondents reported accessing their pharmacy by walking while 49% drive or use a motorbike. Less than 4% travel by public transport (taxi or bus). It must be noted though that due to the small number of respondents, these results may not be fully representative of Luton's residents.

29% of survey respondents said it took them less than 5 minutes to reach their regular pharmacy while 43% said it took them between 5 and 10 minutes. This means that the majority of respondents are within a 10-minute walk of a pharmacy (total of 72%). 24% said it takes them between 11 and 20 minutes and a small percentage are over 20 minutes (3.7%). This suggests that Luton is largely well served by pharmacies in terms of location.

The map below shows journey times to pharmacies in Luton by walking, up to 30 minutes. Most of Luton is within a 20-minute walk of a pharmacy. All of Luton except the most south-eastern area of Luton where the airport is located has a pharmacy within a 30-minute walk. However, the East Luton neighbourhood has much fewer pharmacies in the area than the other neighbourhoods and includes wards without any pharmacy premises, and therefore, longer travel times (see the map in Figure 4.2).

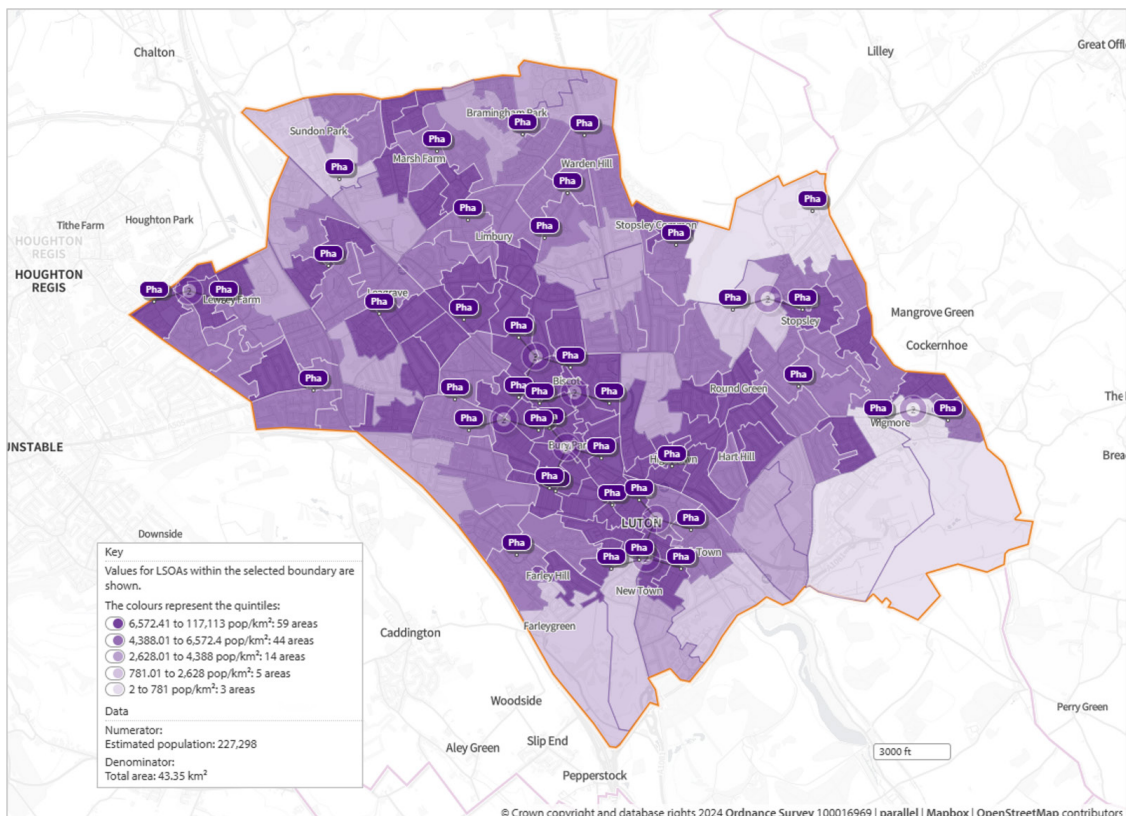
**Figure 4.11: Walk time in minutes to Luton pharmacies**



Source: SHAPE Atlas, downloaded April 2025 © Crown copyright and database rights 2024 Ordnance Survey 100016969

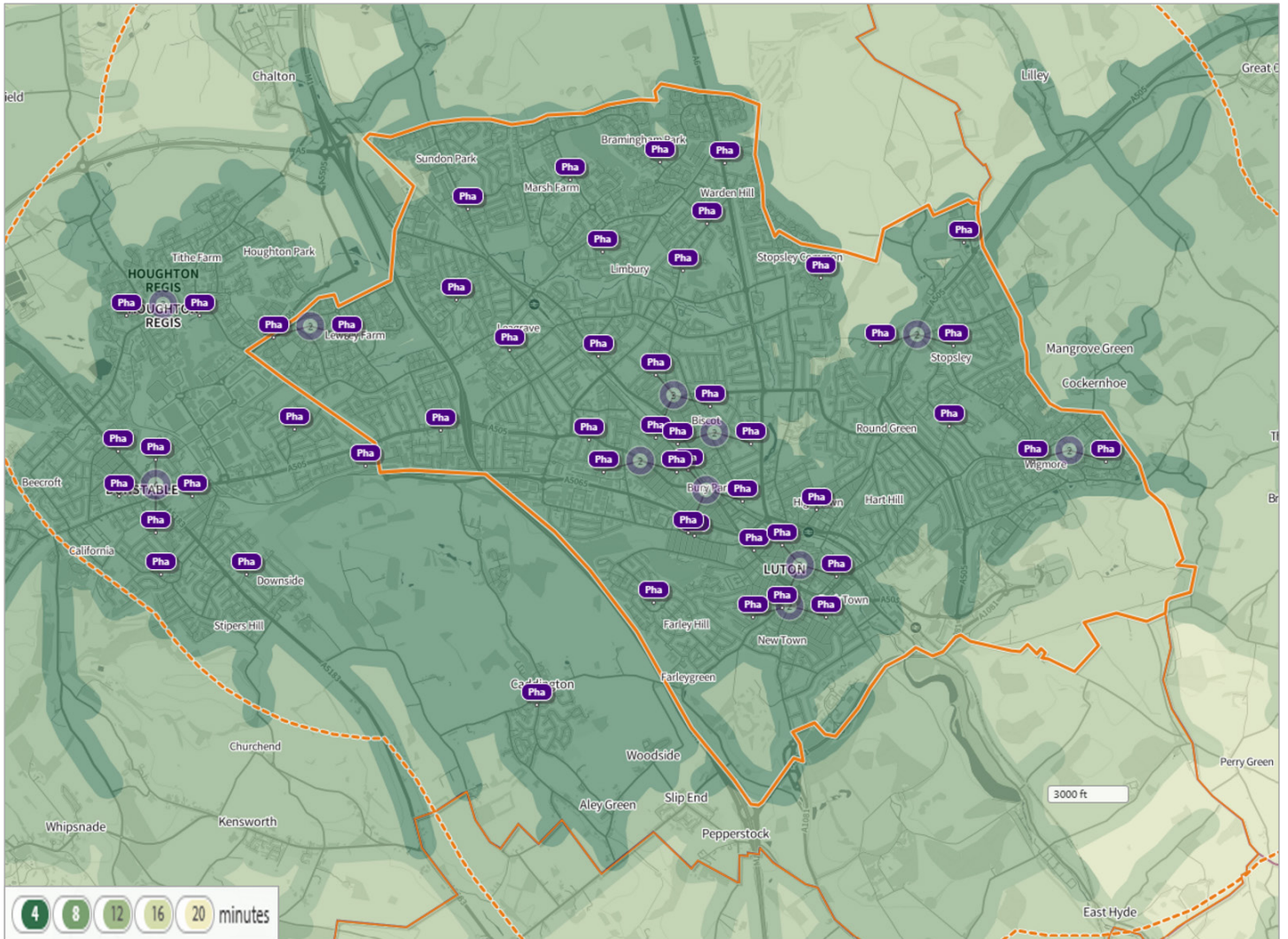
The map below shows the locations of pharmacies in relation to population density. Luton is densely populated with an estimated population density (mid-year 2022) of 5235.46 people/km<sup>2</sup>. The England-wide average value is 4443.88 people/km<sup>2</sup>. The most densely populated areas of Luton have pharmacies located within a reasonable access time of 20 minutes by foot.

**Figure 4.12: Map of pharmacies in Luton with population density mid-year 2022**



Source: SHAPE Atlas © Crown copyright and database rights 2024 Ordnance Survey 100016969. Downloaded April 2025

Figure 4.13: Map of drive time by car to pharmacies within 3km of Luton (4 to 20 minutes)



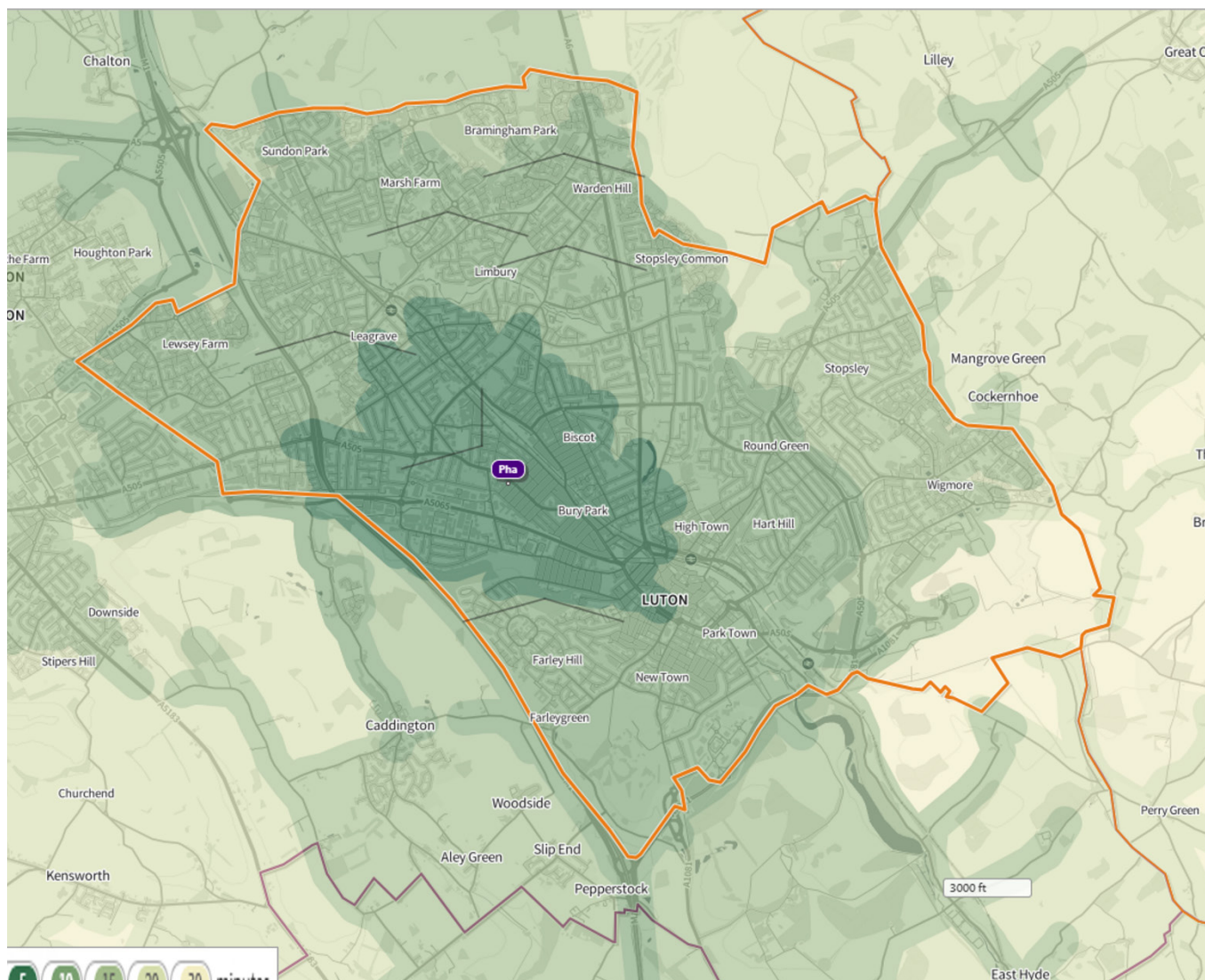
Source: SHAPE Atlas, © Crown copyright and database rights 2024 Ordnance Survey 100016969. Downloaded April 2025

Figure 4.13 is a map showing the drive time by car to Luton pharmacies. The darkest green shading represents a drive time of 4 minutes and under. Most of Luton falls within the four to eight-minute drive time range and all of Luton (including areas in East Luton) can reach a pharmacy in under 12 minutes by car.

Currently, there is only one pharmacy in Luton open for 105 hours per week which closes at midnight each day. Dr Pharmacy is in the West Central neighbourhood and can be accessed within a 30-minute drive from all parts of the town (figure 4.14 below).

Additional maps showing availability of GP practices plotted with population density, and pharmacies with level of deprivation around Luton are also shown in Appendix 2 (Maps).

**Figure 4.14: Map of drive time by car to Dr Pharmacy from all areas of Luton**



Source: SHAPE Atlas, © Crown copyright and database rights 2024 Ordnance Survey 100016969. Downloaded April 2025

### 4.6.3 Access to less abled people

The Equality Act 2010 includes anti-discrimination laws that are applicable to all businesses and service providers in the UK. Under the law, service providers (including community pharmacies) are legally required to make changes to improve services for disabled customers wherever disabled customers would be at a 'substantial disadvantage' compared with non-disabled people. They must:

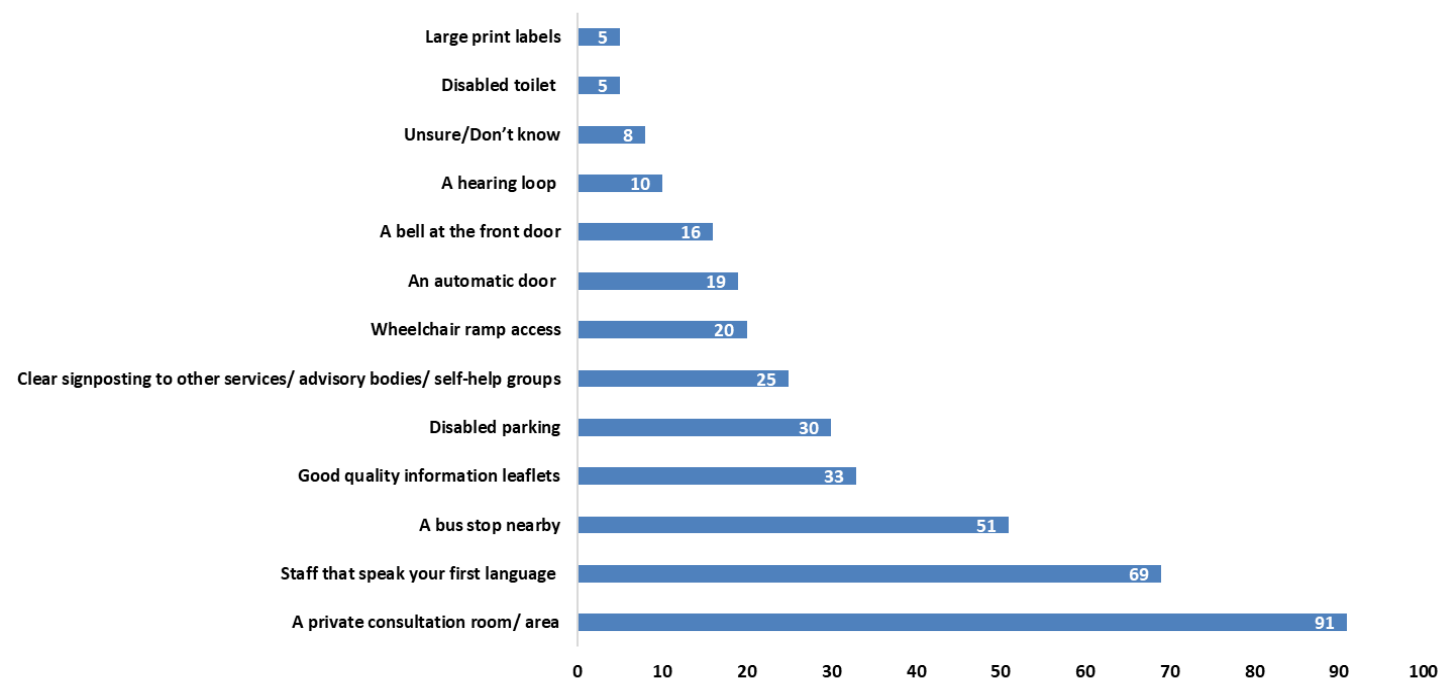
- make reasonable changes to the built environment – for example, making changes to a building to improve access
- provide auxiliary aids and services – for example, provide an induction loop for people with hearing aids
- make reasonable changes to the way things are done – for example, change a policy

Responses from the public survey asking about facilities which make the pharmacy more accessible to those with disabilities showed that according to Luton residents, only about 14% of pharmacies have a bus stop nearby, 8% have disabled parking, 5% have wheelchair ramp access, another 5% an automatic door, 4% a bell at the front door, 3% a hearing loop and about 1% a disabled toilet (figure 4.13).

While the survey respondents' reports may not fully reflect the true picture, it does indicate that pharmacies in Luton could do more to increase awareness of their accessible facilities.

### Figure 4.13: Public survey response: Accessibility features of pharmacies in Luton

Does the pharmacy you use regularly have...? 110 responses



Source: Luton PNA 2025 Public Survey, Luton Public Health Intelligence

However, in the pharmacy contractor survey, when asked if their premises had disabled parking or a bus stop nearby, 9 out of 10 (90%) said yes to having both features. Again, there were only 10 respondents (out of 40 pharmacies) to this survey, therefore the results may not fully represent the true picture.

The pharmacy contractors' responses, however, do suggest that perhaps, a large majority of the public respondents may simply not be aware of these features unless these are relevant to their specific needs. About 25% of respondents in the public survey identified themselves as having a disability, a significant proportion of the population.

### Figure 4.14: Pharmacy survey response: Accessibility features of pharmacies in Luton

Do you have the following within a 100-metre radius of the pharmacy?

Option	Count	Percent
<b>Bus Stop</b>		
Yes	9	90.00%
No	0	0.00%
<b>Parking</b>		
Yes	10	100.00%
No	0	0.00%
<b>Disabled Parking</b>		
Yes	9	90.00%
No	1	10.00%

Source: Luton PNA 2025 Public Survey, Luton Public Health Intelligence

#### 4.6.4 Languages

Luton is a super-diverse community. There are more than 100 languages and dialects being spoken in Luton and almost half of the pupils (49.3%) in Luton's schools have a language other than English as their first language (2023/24). For this reason, it would be expedient for customers visiting a pharmacy in Luton to have access to languages other than English and be aware how they can access this service.

BLMK ICS commissioned the Denny Review<sup>45</sup> in April 2022 aiming to address health inequalities in local communities. Lack of interpreters and no disabled access were identified as two key factors causing barriers to healthcare access. The review recommended a review of all translation services provided in BLMK's health and care sector to ensure it complies with Accessible Information Standards. This should mean that residents are asked about, or offered, information in a format or language that they can understand, that interpreters are always available, and that British Sign Language (BSL) is included in the list of available languages.

All the pharmacy contractors who responded to the survey reported languages other than English being spoken in the pharmacy. Languages mentioned were Hindi, Gujarati, Urdu, Bengali, Punjabi, Malayalam, Tamil, Polish, Greek, Russian, Italian, Romanian and Spanish. However, none of them reported knowing how to access funded translation services. Further efforts should be made to increase contractors' awareness of the funded translation services.

Community pharmacies can access free interpretation and translation services for their NHS patients in various languages and formats including sign language and braille by contacting the contracted providers of the services (information on this service is available from the CP BLMK-N website<sup>46</sup>).

#### 4.6.5 Choice with regard to obtaining pharmaceutical services

Most of Luton's pharmacies are independent pharmacies, with no one provider having a monopoly in any area. Luton has 40 pharmacies spread across the borough, with one of those being a distance selling pharmacy. Almost all of Luton's pharmacy contractors surveyed (9 out of 10) offer a delivery service to all patients. All residents have the choice of using any of the 407 distance selling premises in England, all of which are required to provide all of the essential services remotely to anyone anywhere in England who may request them.

The majority of prescriptions in Luton are filled using the electronic prescription service which makes the prescribing and dispensing process more efficient and convenient for patients (as well as pharmacy staff). Although they are mainly in the town centre, there are five 100-hour pharmacies in Luton and many of Luton's pharmacies operate longer hours. Residents have a good choice for the type of pharmacy provider they wish to use.

### 4.7 Summary- the role of pharmacies in Luton's health

- There are 40 pharmacies and 1 GP practice with a dispensing branch outside Luton. One of Luton's pharmacies is a distance selling pharmacy. Luton has approximately 17.6 pharmacies per 100,000 population, similar to the regional average (17.3) and slightly below the England average (18.3). This figure has fallen over the last few years both in Luton and nationally due to pharmacy closures and increasing population size. The number of pharmacies in Luton is adequate for the population and comparable with national and regional figures.

- Since the 2022 PNA, two 100-hour pharmacies have closed in Luton and four of the existing five 100-hour pharmacies have reduced their weekly opening hours to a minimum of 72 hours. However, there continues to be adequate pharmacy provision across the area, and this does not require additional pharmacy provision through market entry.
- Luton is a small urban community and most locations in Luton are within a 30-minute walking time or 12-minute drive time of a pharmacy except East Luton which is between 5 and 15 minutes' drive from a pharmacy (including the area around the airport which is sparsely populated). Densely populated areas and areas with higher deprivation are well served by community pharmacies with a higher concentration of pharmacies around the town centre which also has the worst level of many health indicators. Majority of Luton residents either walk or drive to the pharmacy and are happy with the time it takes them to reach their pharmacy.
- Most respondents to our public survey believe pharmacy provision in Luton is adequate in terms of timing and provision for their specific needs. Luton has 6 pharmacies that operate between 72 to 105 hours a week, 27 are open on Saturdays and 7 on Sundays. There is adequate timing coverage by community pharmacies around the town centre, less so in other areas of the town. There is a need for information on pharmacy timings to be made readily available to residents. The [NHS Find a pharmacy](#) online search service provides real time information on the nearest pharmacy and their opening times and residents are encouraged to use this service.
- Pharmacies can do more to let their patients know the accessibility features available on their premises as it appears many do not know. Due to the diversity of languages spoken in Luton, all Luton pharmacies should know how to access the free NHS funded interpretation and translation services when required.
- Pharmacies can play a bigger role as part of the primary healthcare team by reducing the burden on GPs and emergency services. Residents should be encouraged to visit the pharmacy first for minor ailments and advice. Currently, all Luton pharmacies are signed up to offer the Pharmacy First service and it would benefit residents to know more about this service as well as other advisory and preventive health services available.
- There is adequate coverage for necessary pharmaceutical services in Luton. Each neighbourhood has a minimum of two pharmacies providing all services considered necessary for the purpose of the PNA.
- However, there is higher coverage for advanced, enhanced and locally commissioned public health services around the town centre. West Central neighbourhood is the only area that has all services at all levels (including extensive time coverage). Preventive public health services should be made available in pharmacies where they are locally relevant to improve health in the community.
- Pharmacies are well positioned to carry out preventive measures such as screenings for high blood pressure, atrial fibrillation, high blood glucose for diabetes and blood clotting disorders. These services are not nationally funded but can be privately offered as they can help in the efforts to reduce preventable mortality through early detection. More pharmacies should be encouraged to provide the funded preventive health services (advanced and locally commissioned) to help improve the health of the community. 8 out of 10 pharmacy contractors surveyed identified a specific health need in their community and 6 out of 10 would be happy to offer more services which they feel are required in the community. The biggest common concern amongst pharmacy contractors was a need for increased funding. The new contractual framework agreed for 2025-2026 appears to recognise this with the prioritisation of NHS funding to the sector.
- Pharmacies have a duty to signpost clients who need specific services which the pharmacy cannot provide. More awareness should be created among residents about the various advisory and signposting services available through pharmacies.

## 5. Conclusions

This section summarises the provision of necessary services and other relevant services in Luton by neighbourhood, the gaps in provision (if any), draws relevant conclusions from the assessment and makes recommendations based on the information gathered and identified needs of the population. For the purpose of the PNA, necessary services have been defined as all essential and advanced services (except appliance use reviews and stoma appliance customisation service) as well as the nationally specified Covid-19 vaccination service. All other services are considered relevant services or those which contribute toward improvement in provision and access to pharmaceutical services (see section 1.5.1).

All community pharmacies must open for the core 40 hours at a minimum and additional opening hours of themselves are not pharmaceutical services. Therefore, a gap in the provision of services at certain times or days will be articulated as an improvement or better access to services at specified times in specified locations, rather than a gap in service provision.

### 5.1 North Luton

#### 5.1.1 Necessary services

##### Current provision

North Luton has a population of 48,053 and there are 8 pharmacies in the neighbourhood with an average number of estimated pharmacies per 100,000 population of 16.6. This is slightly lower than the Luton average of 17.6, regional (17.3) and national (18.3) averages. Of the 8 pharmacies, 4 are open on a Saturday but none on Saturday nights or Sundays. 1 pharmacy is open after 6.30 pm on a weekday. Opening hours range from 40 to 54.75 hours per week.

There is adequate provision of necessary services in North Luton with a minimum of 2 pharmacies providing all necessary services.

- NMS – 6 pharmacies
- Flu vaccine – 8 pharmacies
- Pharmacy First – 8 pharmacies
- BP Checks – 6 pharmacies
- SCS – 2 pharmacies
- PCS – 6 pharmacies
- Covid Vaccine – 6 pharmacies

##### Gaps in provision

There is good provision and access to necessary services in North Luton with regard to services provided, opening times, distance to pharmacies and number of pharmacies available per 100,000 population. There are no gaps identified in the provision of necessary services in North Luton. There is adequate provision and access to services in the locality. Improvement to pharmacy service access can be achieved with Saturday nights and Sunday opening times.

#### 5.1.2 Other relevant services for improvements and better access

##### Current provision

Regarding access to other relevant services:

- AUR – 1 pharmacy
- Stoma – 1 pharmacy
- LFD – 6 pharmacies

AUR and SAC are both offered by Warden Hill Chemist. However, both services are mostly provided through DACs who operate nationally.

Regarding access to services commissioned locally by the local authority or BLMK ICB:

- Stop Smoking – 1 pharmacy
- EHC/Chlamydia – 2 pharmacies
- C-card – 3 pharmacies
- Drugs/Alcohol – 7 pharmacies
- Needle exchange - None
- EOLC – 1 pharmacy
- GFF supply – 1 pharmacy

### Gaps in provision

There is currently no pharmacy providing the needle exchange service in North Luton. However, CGL are currently recommending that all the pharmacies on their provider list take up provision of this service, so this is expected to change in the near future. Consideration should be given to incentives for further uptake from current providers and extending provision of the Stop smoking and sexual health services through community pharmacies.

## 5.2 East Luton

### 5.2.1 Necessary services

#### Current provision

East Luton has a population of 39,432 and there are 6 pharmacies in the neighbourhood with an average number of estimated pharmacies per 100,000 population of 15.2. This is lower than the Luton average of 17.6, regional (17.3) and national (18.3) averages. Of the 6 pharmacies, 4 are open on a Saturday, 1 on Saturday night and 1 on Sunday but not on Sunday night. 1 pharmacy is open after 6.30 pm on a weekday and opening hours range from 40 to 72 hours per week. There is one pharmacy listed as a 100-hour pharmacy which is open for 72 hours per week.

There is adequate provision of necessary services in East Luton with a minimum of 2 pharmacies providing all necessary services.

- NMS – 4 pharmacies
- Flu vaccine – 4 pharmacies
- Pharmacy First – 6 pharmacies
- BP Checks – 5 pharmacies
- SCS – 2 pharmacies
- PCS – 4 pharmacies
- Covid Vaccine – 3 pharmacies

#### Gaps in provision

There is reasonably good provision and access to necessary services in East Luton with regard to services provided, opening times, distance to pharmacies and number of pharmacies available per 100,000 population. However, there are no pharmacies in the Vauxhall and Round Green wards and walk time to the nearest pharmacy in these areas are in the 30-minute range while drive time falls under 12 minutes (most of Luton except the East is less than 8 minutes' drive from a pharmacy). There is adequate provision and access to services in the locality. Consideration may be given to additional provision in East Luton if the opportunity arises for better access to pharmaceutical services.

### 5.2.2 Other relevant services for improvements and better access

#### Current provision

Regarding access to other relevant services:

- AUR – None
- Stoma – None
- LFD – 3 pharmacies

Regarding access to services commissioned locally by the local authority or BLMK ICB:

- Stop Smoking – 1 pharmacy
- EHC/Chlamydia – 1 pharmacy
- C-card – 1 pharmacy
- Drugs/Alcohol – 5 pharmacies
- Needle exchange - None
- EOLC – None
- GFF supply – 2 pharmacies

East Luton has the lowest provision of locally commissioned services amongst the neighbourhoods.

### Gaps in provision

There are currently no pharmacies providing the needle exchange and EOLC services in East Luton. However, CGL are currently recommending that all the pharmacies on their provider list take up provision of this service, so this is expected to change in the near future.

East Luton has high prevalence rates for hypertension, COPD, cancer and obesity but overall good life expectancy. There is no gap in service identified that would equate to the need for additional necessary services which may not be met by existing pharmacy premises in East Luton. However, consideration should be given to incentives for further uptake from current service providers and extending provision of the Stop smoking and sexual health services, with at least one pharmacy to provide the EOLC service.

Better access to pharmacy services can also be achieved with Sunday night opening hours.

## 5.3 West Luton

### 5.3.1 Necessary services

#### Current provision

West Luton has a population of 44,378 and there are 5 pharmacies in the neighbourhood with an average number of estimated pharmacies per 100,000 population of 11.3. This is lower in comparison to the Luton, regional and national averages. Of the 5 pharmacies, 3 are open on a Saturday, 1 on Saturday nights and Sundays, but none on Sunday nights. 1 pharmacy is open after 6.30 pm on a weekday. Opening hours range from 40 to 72.5 hours per week and one pharmacy is listed as a 100-hour pharmacy.

There is adequate provision of necessary services in West Luton with a minimum of 2 pharmacies providing all necessary services.

- NMS – 5 pharmacies
- Flu vaccine – 4 pharmacies
- Pharmacy First – 5 pharmacies
- BP Checks – 5 pharmacies
- SCS – 2 pharmacies
- PCS – 3 pharmacies
- Covid vaccine – 4 pharmacies

#### Gaps in provision

There is reasonably good provision and access to necessary services in West Luton with regard to services provided, opening times, distance to pharmacies. The number of pharmacies available per 100,000 population is lower here than the Luton, regional and national averages, however, there are several pharmacies just over the boundary in neighbouring HWBs (Houghton Regis and Dunstable) and the adjacent West Central neighbourhood that are within travel range. Walk time to the nearest pharmacy in these areas are within the 20-minute range while drive time is under 8 minutes. These suggest there is adequate access to community pharmacies in the West neighbourhood. There is adequate provision and access to services in the locality.

## 5.3.2 Other relevant services for improvement and better access

### Current provision

Regarding access to other relevant services:

- AUR – None
- Stoma – None
- LFD – 3 pharmacies

Regarding access to services commissioned locally by the local authority or BLMK ICB:

- Stop Smoking – 2 pharmacies
- EHC/Chlamydia – 2 pharmacies
- C-card – 1 pharmacy
- Drugs/Alcohol – 4 pharmacies
- Needle exchange – 1 pharmacy
- EOLC – 2 pharmacies
- GFF supply – 3 pharmacies

West Luton has adequate provision of locally commissioned services.

### Gaps in provision

All other relevant services are provided by community pharmacies in West Luton. West Luton ranks in the middle for most health indicators and has higher prevalence rates for diabetes, disability with limited daily activities and the worst self-reported good health. Pharmacies can help in this area by providing support and advice for self-care, signposting to other health care services and promotion of healthy lifestyles. The opportunity also exists for pharmacy contractors to provide value-added services such as screening for diabetes (hyperglycaemia), which is not funded by NHS England.

There is adequate provision and access to relevant services in the locality. Better access may be secured by having a pharmacy open on Sunday nights although there are two open in the West Central neighbourhood which are readily accessible.

## 5.4 West Central Luton

### 5.4.1 Necessary services

#### Current provision

West Central Luton has the highest population (48,961) and there are 13 pharmacies in the neighbourhood. This area has the highest concentration of pharmacies with an average number of estimated pharmacies per 100,000 population of 26.5. This is much higher than Luton, regional and national averages. Of the 13 pharmacies, 9 are open on Saturday and Sunday daytime, and 2 on Saturday and Sunday nights. This neighbourhood is the only one with a pharmacy that closes at midnight on weekdays (Dr Pharmacy) which is also the only pharmacy listed as a 100-hour pharmacy that stays open for 105 hours. 10 pharmacies here are open after 6.30 pm on a weekday and opening hours range from 42.5 to 105 hours per week.

There is adequate provision of necessary services in West Central Luton with a minimum of 6 pharmacies providing all necessary services.

- NMS – 13 pharmacies
- Flu vaccine – 10 pharmacies
- Pharmacy First – 13 pharmacies
- BP Checks – 13 pharmacies
- SCS – 6 pharmacies
- PCS – 12 pharmacies
- Covid vaccine – 9 pharmacies

## Gaps in provision

There is very good provision and access to necessary services in West Central Luton with regard to services provided, opening times, distance to pharmacies and number of pharmacies available per 100,000 population. Walk time to the nearest pharmacy in these areas are mostly within the 5 to 20-minute range while drive time falls between 4 and 8 minutes. There are no gaps identified in the provision of necessary services in North Luton.

### 5.4.2 Other relevant services for improvement and better access

#### Current provision

Regarding access to other relevant services:

- AUR – 2 pharmacies
- Stoma – 1 pharmacy
- LFD – 11 pharmacies

Regarding access to services commissioned locally by the local authority or BLMK ICB:

- Stop Smoking – 5 pharmacies
- EHC/Chlamydia – 6 pharmacies
- C-card – 7 pharmacies
- Drugs/Alcohol – 10 pharmacies
- Needle exchange – 3 pharmacies
- EOLC – 3 pharmacies
- GFF supply – 1 pharmacy

#### Gaps in provision

As with the necessary services, all other relevant services are available within West Central neighbourhood. This area ranks the lowest for male life expectancy and second to the lowest for female life expectancy. Although not foolproof, life expectancy provides some indication of the population health. West Central has the highest prevalence rate for diabetes and would benefit from increased efforts from pharmacies with promotion of healthy lifestyles. The opportunity also exists for pharmacy contractors to provide value-added services such as screening for diabetes (hyperglycaemia) which is not funded by NHS England. There is adequate provision and access to other relevant services within the locality.

## 5.5 South and Town Centre

### 5.5.1 Necessary services

#### Current provision

South and Town Centre has a population of 46,474 and there are 8 pharmacies in the neighbourhood with an average number of estimated pharmacies per 100,000 population of 17.2. This is similar to the Luton average and slightly lower than the regional and national averages. Of the 8 pharmacies, 7 are open

on Saturday daytime and 1 on Sunday daytime, but none on Saturday or Sunday nights. There is also no pharmacy open after 6.30 pm on a weekday. Opening hours range from 45 to 60 hours per week. There are no 100-hour pharmacies listed within this neighbourhood.

There is adequate provision of necessary services in South and Town Centre with a minimum of 3 pharmacies providing all necessary services.

- NMS – 7 pharmacies
- Flu vaccine – 7 pharmacies
- Pharmacy First – 8 pharmacies
- BP Checks – 8 pharmacies
- SCS – 3 pharmacies
- PCS – 8 pharmacies
- Covid Vaccine – 3 pharmacies

## Gaps in provision

There is good provision and access to necessary services in South and Town Centre with regard to services provided, distance to pharmacies and number of pharmacies available per 100,000 population. Improvements to access may be secured by having a pharmacy open after 6.30pm on weekdays, in addition to weekend nights. There are, however, numerous options available within the West central area which are readily accessible.

There are no gaps identified in the provision of necessary services in North Luton.

## 5.5.2 Other relevant services for improvement and better access

### Current provision

Regarding access to other relevant services:

- AUR – None
- Stoma – 1 pharmacy
- LFD – 7 pharmacies

These services are mostly provided through DACs who operate nationally.

Regarding access to services commissioned locally by the local authority or BLMK ICB:

- Stop Smoking – 3 pharmacies
- EHC/Chlamydia – 2 pharmacies
- C-card – 3 pharmacies
- Drugs/Alcohol – 8 pharmacies
- Needle exchange - None
- EOLC – None
- GFF supply – 1 pharmacy

### Gaps in provision

There are currently no pharmacies providing the needle exchange service in South and Town Centre. CGL are currently encouraging wider participation in the Needle exchange scheme with all pharmacies on their provider list and this is expected to change in the near future. There is also no pharmacy currently providing the EOLC service in South and Town Centre. Consideration should be given to incentives for further uptake from current providers for these services.

## 5.6 Statements of PNA for Luton

The following have been considered when assessing the provision of necessary services in Luton.

- The population of Luton, projected population changes and ongoing housing developments
- The health needs of the population of Luton from the JSNA and PWBS.
- IMD and deprivation levels by locality
- Number and location of pharmacies within Luton localities and neighbouring HWBs
- Access to community pharmacies in terms of travel time and distance, opening times, language, choice, and access to people with disabilities
- Results of the Public and Pharmacy Contractor Surveys

### 5.6.1 Necessary services

#### Current provision

All pharmacies in Luton provide the full range of essential pharmaceutical services. There are 39 community pharmacies and 1 distance selling pharmacy all providing the full range of essential services. In addition, all

advanced services considered necessary and the Covid-19 enhanced service are provided by at least two pharmacies in each of Luton's five neighbourhoods. All localities are within a 30-minute walk or 12-minute drive of a pharmacy, except the area around Luton airport which is industrial and more sparsely populated. Communities with the highest population and those experiencing greatest deprivation have adequate provision of necessary services.

There are 17.6 community pharmacies per 100,000 Luton population, which is similar to the national average of 18.3. In the previous PNA, Luton had 20.6 while England had 20.9 pharmacies per 100,000 population.

96.3% of the Luton public survey respondents stated that they would reach their regular pharmacy within a 20-minute journey time.

Luton has good pharmacy access through opening hours running from 8.30 am in the morning till midnight in some cases, as well as weekend opening. There are 6 pharmacies in Luton open for a minimum of 72 hours per week with one staying open for 105 hours (5 of these are listed as 100-hour pharmacies).

**There is no current gap identified in the provision of necessary services during and outside normal working hours which may not be met by existing community pharmacies across Luton HWB area.**

Whilst access is considered adequate in all localities, better access to necessary services in South and Town Centre may be secured by their provision on weekday evenings, and weekend evenings in all localities except West Central.

#### **Future provision**

**No gaps have been identified in the need for pharmaceutical services over the next three years across Luton HWB area.**

#### **Recommendations**

- The provision of pharmaceutical services should be monitored during the lifetime of this PNA (three years) and reviewed annually to ensure the demands of the population continue to be met. In case of changes to the need for pharmaceutical service provision (examples are population change, increased health needs of the population, changes to opening hours or pharmacy closures), the need for pharmaceutical services should be reassessed and the appropriate response initiated.
- Community pharmacies should be encouraged to signpost more patients to relevant services for issues such as weight management, mental health and NHS health checks which will improve or enhance their wellbeing as required.
- In the Public survey, it was noted that although 84% of respondents identified as having a long-term condition, only 25% had obtained any advice or support from their pharmacy for their condition. Only about 25% were aware of the Pharmacy First service and about 38% were aware that there is a safe medicines disposal service. The availability of these service should be communicated to the population to increase awareness of engagement and interaction with services.
- While no gaps have been identified in the current or future provision of pharmaceutical services in Luton, given the continued population growth and anticipated housing developments, the provision of pharmaceutical services should be monitored and reviewed to ensure the demands of the population continue to be met.

### **5.6.2 Other relevant services for improvements and better access**

Other relevant advanced services are the Appliance use reviews, Stoma customisation service and the Lateral flow device test supply service. The AUR and SAC are provided nationally by dispensing appliance contractors and a few community pharmacies in Luton, while the LFD service is currently provided by 30

pharmacies across Luton. Locally commissioned services and those provided by BLMK ICB are those which enhance and provide improvements to the health of the Luton population. The provision of these services across Luton localities have been discussed in section 4.5 and earlier in this chapter.

**There is no current gap identified in the provision of relevant Services during and outside normal working hours which may not be met by existing community pharmacies across Luton HWB area.**

**Based on current information, no gaps have been identified in respect of securing improvements or better access to locally commissioned services now or over the next three years across Luton HWB area.**

### Recommendations

- There are opportunities for community pharmacies to positively impact public health outcomes in Luton based on the health needs of Luton residents. The current provision of some locally commissioned services, such as the stop smoking service and sexual health services, may be expanded. Currently, out of 40 pharmacies, there are only 12 pharmacies in Luton providing the Stop smoking service through nicotine replacement therapy, 13 providing the EHC/Chlamydia screening service and 15 providing the C-card condom service. Tobacco use remains the highest contributor to deaths in Luton in the last measured period and this shows how important smoking cessation services are in this community.
- Luton also ranks almost the worst among neighbours for sexually transmitted infections diagnosis again highlighting the importance of sexual health services in the area.
- There is a good spread of community pharmacies across Luton providing substance misuse services (34 out of 40 pharmacies). However, there are currently only 4 pharmacies signed up to provide the Needle exchange service. It is recommended that the pharmacies already participating in the drugs and alcohol service should be encouraged to also provide the needle exchange service. The service provider (CGL) is currently pursuing this goal and there is hope for increased uptake in the near future.
- Due to the diversity of languages spoken in Luton, it is recommended that all Luton pharmacies should know how to access the free NHS funded interpretation and translation services when required.

## 5.7 Opportunities for pharmaceutical service provision in Luton

Any local commissioning of services for delivery by community pharmacy lies outside the requirements of a PNA and is considered as being additional to the necessary services being provided by community pharmacies. There are opportunities for improved service delivery via the community pharmacy infrastructure that could positively impact the population wellbeing although it is understood that not every service can be provided from every pharmacy.

- As applicable, all pharmacies across Luton should be encouraged to become eligible to deliver all the advanced services and the Covid-19 enhanced service to allow more eligible patients access and benefit from these services. Only 15 pharmacies in Luton currently provide the Smoking cessation service while 25 provide the Covid-19 vaccine. If possible, these are advanced services which should be provided by all community pharmacies in Luton.
- When asked if there were services that they would like to provide that are not currently commissioned in their community, 80% of respondents to our pharmacy contractor survey answered “yes”. Services specified include:
  - Minor ailments service
  - Emergency contraception
  - NHS Health Checks (especially for diabetes, hypertension and other cardiovascular disease)

- Vaccinations (childhood immunisations, respiratory syncytial virus, varicella zoster for shingles and the pneumococcal vaccine)
- Cholesterol testing
- Gluten free food supply, stop smoking,
- Sexual health services (EHC/chlamydia)

Pharmacies should be supported and encouraged to provide additional services where local health needs may be met by the provision of these services.

- Out-of-hours service such as early hours is not currently available from any Luton community pharmacy although there is very good timing coverage by pharmacies in Luton. This may be considered to ensure that there is improved access to medicines by patients as required. Efforts should be made to communicate current information on pharmacy timings to residents.
- From our residents' survey, there are numerous services being provided by Luton's community pharmacies which the public are not aware of or do not frequently use. An example is the safe disposal of medicines, a service that provides numerous benefits including enhanced safety for individuals, prevention of environmental contamination, streamlining healthcare management, and potential cost savings. Commissioners of pharmacy services and pharmacy contractors should consider how to improve communication about the availability of services with the population to increase awareness and improve engagement with services.
- Areas in South and Town centre and parts of North Luton neighbourhoods are considered within the regions with highest deprivation and incentives should be considered for existing providers to deliver all services within the localities where deprivation is higher.

# Acknowledgements

Special thanks go to all members of the PNA steering group (names marked with an asterisk \*) for their valuable input into the PNA process.

	Name	Organisation	Role
*	Elizabeth Elliott	Luton Council	Chair of Steering Group Consultant in Public Health and co-Director of Public Health
*	Tutu Odufuwa	Luton Council	Report Author
*	David Powell	Luton Council	Senior Public Health Analyst
*	Suliman Rafiq	Luton Council	Public Health Principal - Intelligence
*	Lisa Levy	Luton Council	Public Health Principal – Healthy Lives
*	Alamin Mukith	Luton Council	Communications and Marketing Manager
*	Katy Bodycombe	Luton Council	Information and Intelligence Manager
*	Anne-Marie King	Luton Council	Business Intelligence Service Manager
*	Ann-Marie Carrey	Community Pharmacy BLMK and Northants	Chief Officer
*	Ann-Marie Carrey	Community Pharmacy BLMK and Northants	Services and Engagement Lead
*	Patricia Lattimer	Healthwatch Luton	Chief Executive
*	Philip Turner	Healthwatch Luton	Chair
*	Fiona Garnett	BLMK Integrated Care Board	Associate Director Pharmacy and Medicines Optimisation
*	Funmi Balogun	BLMK Integrated Care Board	ICS Community Pharmacy Integration Lead
*	Georgina Shanley	Hertfordshire and West Essex Integrated Care Board	Community Pharmacy and Optometry Contract Manager
	Mark Sheldon	Luton Council	Senior Intelligence Analyst
	Jason Oakley	Luton Council	Senior Intelligence Analyst
	Edward Holmes	Luton Council	Senior Intelligence Analyst
	Geraldine Reeve	Luton Council	Public Health Manager- Sexual and Reproductive Health
	Henna Iftikhar	Luton Council	Public Health Manager- Healthy Lives
	Donna Hanson	Luton and Dunstable Hospital	Community Lead
	Mhay Green	Total Wellbeing Luton	
	Jessica Chance	Resolutions CGL	Primary and Secondary Care team Lead
	Roberta Markou	Civica Involve	Customer Success Manager

# References

1. Health and Social Care Act 2012. Available from: <https://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>
2. Health and Care Act 2022 Available from: <https://assets.publishing.service.gov.uk/media/6363d911e90e0705a8c35457/health-and-care-act-2022-summary-and-additional-measures-impact-assessment.pdf>
3. Luton Joint Strategic Needs Assessment. Available from: [Luton Joint Strategic Needs Assessment](#).
4. Community Pharmacy Contractual Framework for 2019/20 to 2023/24. Available from: [Department of Health and Social Care - Community Pharmacy Contractual Framework for 2019/20 to 2023/24](#).
5. NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. Available from: <https://www.legislation.gov.uk/uksi/2013/349/contents>
6. Luton Population Wellbeing Strategy 2023-2028. Available from: [Luton's Population Wellbeing Strategy 2023-2028](#)
7. NHS Long Term Plan 2019-2024. Available from: <https://www.england.nhs.uk/publication/the-nhs-long-term-plan/>
8. Luton 2040 Vision. Available from: [https://m.luton.gov.uk/Page/Show/Council\\_government\\_and\\_democracy/2040/Pages/default.aspx](https://m.luton.gov.uk/Page/Show/Council_government_and_democracy/2040/Pages/default.aspx)
9. Department of Health and Social Care, 2025. Community Pharmacy Contractual Framework: 2024 to 2025 and 2025 to 2026. Available from: <https://www.gov.uk/government/publications/community-pharmacy-contractual-framework-2024-to-2025-and-2025-to-2026/> .
10. NHS England, Guidance on the NHS (pharmaceutical and local pharmaceutical services) (amendment) regulations 2023. Available from: <https://www.england.nhs.uk/long-read/guidance-on-the-nhs-pharmaceutical-and-local-pharmaceutical-services-amendment-regulations-2023/> .
11. Department of Health and Social Care, NHS England and Rt Hon Wes Streeting MP, 2025. World's largest quango scrapped under reforms to put patients first. Available from: <https://www.gov.uk/government/news/worlds-largest-quango-scrapped-under-reforms-to-put-patients-first>.
12. Pharmaceutical Services (Advanced and Enhanced Services) (England) Directions 2013. Available from: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/193012/2013-03-12\\_-\\_Advanced\\_and\\_Enhanced\\_Directions\\_2013\\_e-sig.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/193012/2013-03-12_-_Advanced_and_Enhanced_Directions_2013_e-sig.pdf)
13. Healthy Living Pharmacies. Available from: <https://cpe.org.uk/national-pharmacy-services/essential-services/healthy-living-pharmacies/>
14. The Pharmaceutical Needs Assessment Information Pack for Local Authority Health and Wellbeing Boards. Available from: <https://www.gov.uk/government/publications/pharmaceutical-needs-assessments-information-pack>
15. Luton Local Transport Plan 2011-2026. Available from: [https://www.luton.gov.uk/Transport\\_and\\_streets/Lists/LutonDocuments/PDF/Engineering%20and%20Transportation/LTP%203/Luton%20Local%20Transport%20Plan%202011-2026.pdf](https://www.luton.gov.uk/Transport_and_streets/Lists/LutonDocuments/PDF/Engineering%20and%20Transportation/LTP%203/Luton%20Local%20Transport%20Plan%202011-2026.pdf)
16. Luton Information Observatory: [Luton Information Observatory](#)
17. Community Pharmacy England: <https://cpe.org.uk/>
18. SHAPE Atlas. Available from: <https://app.shapeatlas.net/>
19. The Equality Act 2010. Available from: <https://www.legislation.gov.uk/ukpga/2010/15/contents>
20. This is Luton. Available from: [https://www.luton.gov.uk/Community\\_and\\_living/Lists/LutonDocuments/PDF/observatory/jsna-this-is-Luton.pdf](https://www.luton.gov.uk/Community_and_living/Lists/LutonDocuments/PDF/observatory/jsna-this-is-Luton.pdf)
21. 2023 mid-year population estimate, Office for National Statistics. Available from: <https://www.ons.gov.uk/>
22. 2021 Census, Office for National Statistics. Available from: <https://www.ons.gov.uk/census>
23. Mayhew, L. (2011) The growth and changing complexion of Luton's population A structural analysis and decomposition. Available from: <https://georghiadessgeography.wordpress.com/wp-content/uploads/2017/03/growth-of-luton-population.pdf>
24. Life expectancy data by ward, 2016-20. Luton Business Intelligence. Available from Luton JSNA – This is Luton

25. Local child poverty statistics 2024, End Child Poverty. Available from: <https://endchildpoverty.org.uk/child-poverty-2024/>
26. Local child poverty indicators after housing costs, DWP, HMRC. Available from: Luton JSNA- This is Luton, Luton Business Intelligence.
27. Luton Council's Housing Strategy 2022-2027. Available from: <https://www.luton.gov.uk/Housing/Lists/LutonDocuments/PDF/Luton-housing-strategy-2022-to-2027.pdf>
28. Luton Local Transport Plan 5 (LTP5). Available from: [https://m.luton.gov.uk/Page/Show/Transport\\_and\\_streets/Transport\\_planning/Pages/Local-transport-plan.aspx](https://m.luton.gov.uk/Page/Show/Transport_and_streets/Transport_planning/Pages/Local-transport-plan.aspx)
29. Department of Health and Social Care, Stopping the start: our new plan to create a smokefree generation (updated 8 November 2023). Available from: <https://www.gov.uk/government/publications/stopping-the-start-our-new-plan-to-create-a-smokefree-generation/stopping-the-start-our-new-plan-to-create-a-smokefree-generation>
30. Balogun, B. and Harker, R. 2023. The smokefree 2030 ambition for England. House of Commons Library. Available from: <https://researchbriefings.files.parliament.uk/documents/CBP-9655/CBP-9655.pdf>
31. NHS - Obesity. Available from: <https://www.nhs.uk/conditions/obesity/>
32. NHS - Long Term Conditions. Available from: [NHS England, Enhancing the Quality of Life for People Living with Long Term Conditions.](#)
33. NHS Diabetes Prevention Programme (Healthier You). Available from: <https://www.england.nhs.uk/diabetes/diabetes-prevention/#:~:text=Healthier%20You%20NHS%20Diabetes%20Prevention%20Programme&text=People%20on%20the%20face%2Dto,of%20developing%20type%20%20diabetes.>
34. Tuberculosis action plan for England 2021-2026. Available from: <https://www.gov.uk/government/publications/tuberculosis-tb-action-plan-for-england/tuberculosis-tb-action-plan-for-england-2021-to-2026>
35. The NHS's Long-Term Plan - Mental Health Implementation Plan 2019/20 – 2023/24 Available from: <https://www.longtermplan.nhs.uk/wp-content/uploads/2019/07/nhs-mental-health-implementation-plan-2019-20-2023-24.pdf>
36. Royal Pharmaceutical Society, 2020, The role of pharmacy in mental health and wellbeing. Available from: <https://www.rpharms.com/recognition/all-our-campaigns/policy-a-z/the-role-of-pharmacy-in-mental-health-and-wellbeing.>
37. Digital first primary care – <https://www.longtermplan.nhs.uk/online-version/chapter-1-a-new-service-model-for-the-21st-century/4-digitally-enabled-primary-and-outpatient-care-will-go-mainstream-across-the-nhs/>
38. Department of Health and Social Care, 2020. New pharmacy referral service to help patients avoid hospital readmission. Available from: <https://www.gov.uk/government/news/new-pharmacy-referral-service-to-help-patients-avoid-hospital-readmission>
39. Ramagopalan, S., 2021. Medication-related hospital readmissions within 30 days of discharge—A retrospective study of risk factors in older adults, *PLoS One*, 16(6). Available from: <https://pmc.ncbi.nlm.nih.gov/articles/PMC8191889/> .
40. British heart Foundation- High blood pressure. Available from: <https://www.bhf.org.uk/informationsupport/risk-factors/high-blood-pressure#whatisbp>
41. Ottawa Model for Smoking Cessation. Available from: <https://ottawamodel.ottawaheart.ca/>
42. CPE 2025, Pharmacy First service. Available from: <https://cpe.org.uk/national-pharmacy-services/advanced-services/pharmacy-first-service/>
43. National Pharmacy Network, Find a pharmacy. Available from: <https://www.npn.org.uk/pharmacies.>
44. UKHSA - Who's eligible for the 2024 COVID-19 vaccine, or 'Autumn Booster'? Available from: <https://ukhsa.blog.gov.uk/2024/08/02/whos-eligible-for-the-2024-covid-19-vaccine-or-autumn-booster/>
45. The Denny Review, A review of health inequalities in Bedfordshire, Luton and Milton Keynes (2023). Available from: <https://blmkhealthandcarepartnership.org/publications/the-denny-review/the-denny-report/?layout=file> . Accessed April 2025.
46. Community Pharmacy BLMK and Northants, Translation Services. Available from: <https://blmk-n.communitypharmacy.org.uk/translation-services/>

# Abbreviations

APS	Annual Population Survey
AUR	Appliance Use Review
BHFT	Bedfordshire Hospital Foundation Trust
BLMK	Bedfordshire, Luton & Milton Keynes
BMI	Body Mass Index
BP	Blood Pressure
BSL	British Sign Language
CCS	Cambridgeshire Community Service NHS Trust
CGL	Change Grow Live
CIPFA	Chartered Institute of Public Finance and Accountancy
COPD	Chronic Obstructive Pulmonary Disease
CP BLMK-N	Community Pharmacy Bedfordshire, Luton, Milton Keynes and Northamptonshire
CPCF	Community Pharmacy Contractual Framework
CPCS	Community Pharmacy Consultation Service
CPE	Community Pharmacy England
CSSNBT	Children's Services Statistical Neighbour Benchmarking Tool
CVD	Cardiovascular Disease
DAC	Dispensing Appliance Contractors
DHSC	Department of Health and Social Care
DMS	Discharge Medicines Service
DSP	Distance Selling Pharmacy
DSR	Directly Standardized Rate
EHC	Emergency Hormonal Contraception
ELFT	East London NHS Foundation Trust
EoE	East of England
EOLC	End of Life Care
EU	European Union
GBD	Global Burden of Disease
GFF	Gluten Free Foods
GP	General Practitioner
HWB	Health and Wellbeing Board
HWE ICB	Hertfordshire and West Essex Integrated Care Board
ICS	Integrated Care Systems
IMD	Indices of Multiple Deprivation
JSNA	Joint Strategic Needs Assessment
KPH	Kilometres per hour
L&D	Luton & Dunstable
LARC	Long-Acting Reversible Contraceptive
LCBI	Luton Council's Business Intelligence
LCPHI	Luton Council Public Health Intelligence
LFD	Lateral Flow Device
LLI	Life-Limiting Illnesses
LPS	Local Pharmaceutical Service
LTC	Long-Term Condition
LTP	Long Term Plan
MPH	Miles per hour
NCMP	National Child Measurement Programme

NDTMS	National Drug Treatment Monitoring System
NHS	National Health Service
NHSBSA	NHS Business Services Authority
NICE	The National Institute for Health and Care Excellence
NMS	New Medicine Service
NOMIS	National Online Manpower Information System
NRT	Nicotine Replacement Therapy
NUMSAS	NHS Urgent Medicine Supply Advanced Service
ODS	Organization Data Service
OHID	Office for Health Improvement and Disparities
OMSC	Ottawa Model for Smoking Cessation
ONS	Office for National Statistics
PCDG	Primary Care Development Group
PCN	Primary Care Network
PCS	Pharmacy Contraception Service
PCSE	Primary Care Support England
PCV	Pneumococcal Conjugate Vaccine
PGD	Patient Group Direction
PHE	Public Health England
PHOF	Public Health Outcome Framework
PNA	Pharmaceutical Needs Assessment
PPV	Pneumococcal Polysaccharide Vaccine
PSNC	Pharmaceutical Services Negotiating Committee
QOF	Quality and Outcomes Framework
QR code	Quick Response code
RSV	Respiratory Syncytial Virus
SAC	Stoma Appliance Customisation
SCS	Smoking Cessation Service
SHAPE	Strategic Health Asset Planning and Evaluation
STI	Sexually Transmitted Infections
TB	Tuberculosis
UKHSA	UK Health Security Agency
WHO	World Health Organization

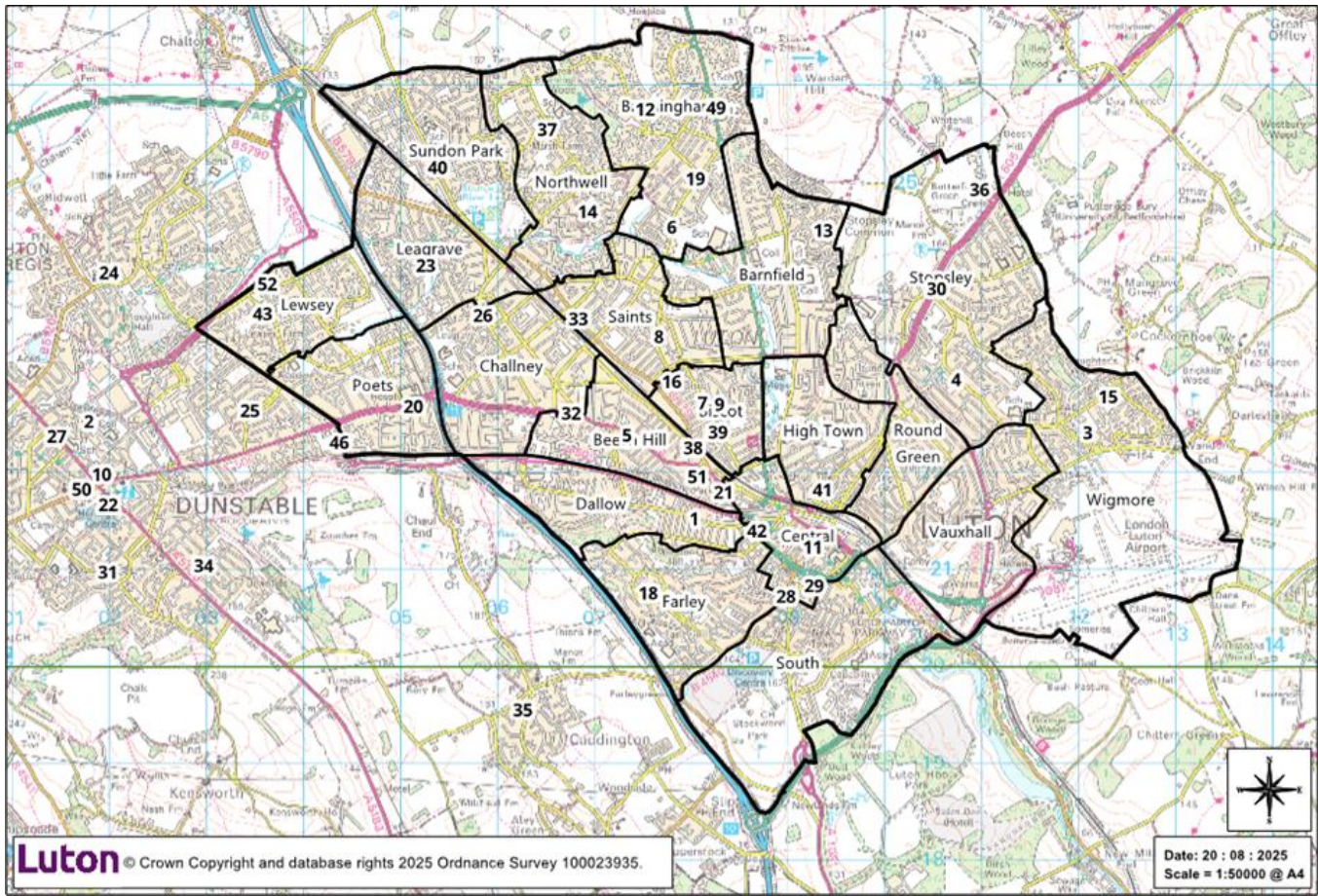
# Appendices

## Appendix 1: Luton pharmacies 2022-2025

2022				2025			
	Pharmacy Name	ODS Code	Postcode		Pharmacy name	ODS Code	Postcode
1	Acorn Pharmacy	FPY65	LU1 1NE	1	Acorn Pharmacy	FPY65	LU1 1NE
2	Acorn Pharmacy	FNW05	LU2 7SF <sup>1</sup>	2	Asda Pharmacy	FF737	LU2 9TA
3	Asda Stores Ltd Luton	FF737	LU2 9TA	3	Ashcroft Pharmacy	FP458	LU2 9AB
4	Ashcroft Pharmacy Ltd	FP458	LU2 9AB	4	Avicenna Pharmacy	FF600	LU4 8BY
5	Avicenna Pharmacy	FF600	LU4 8BY	5	Birdsfoot Lane Pharmacy	FNN18	LU3 2HX
6	Avicenna Pharmacy	FH997	LU4 8BN	6	Biscot Pharmacy	FQQ05	LU3 1AW
7	Avicenna Pharmacy	FQX43	LU4 9PG <sup>2</sup>	7	Bishopscote Chemist	FWE99	LU3 1PB
8	BM & SB Patel	FQG21	LU4 0UN <sup>3</sup>	8	Blenheim Pharmacy	FL863	LU3 1HA
9	Birdsfoot Lane Pharmacy	FNN18	LU3 2HX	9	Boots Pharmacy	FEE99	LU1 2BG
10	Biscot Pharmacy	FQQ05	LU3 1AW	10	Britannia Pharmacy	FNN46	LU3 4AD
11	Bishopscote Chemist	FWE99	LU3 1PB	11	Bushmead Pharmacy	FLE51	LU2 7SF <sup>1</sup>
12	Blenheim Pharmacy	FL863	LU3 1HA	12	Calverton Pharmacy	FD082	LU3 2SZ
13	Boots Pharmacy	FEE99	LU1 2BG	13	CareRx	FAL24	LU2 9SB <sup>6</sup>
14	Britannia Pharmacy	FNN46	LU3 4AD	14	Denbigh Pharmacy	FHT66	LU3 1NR
15	Calverton Pharmacy	FD082	LU3 2SZ	15	Dr. Pharmacy	FA660	LU4 8BY
16	Denbigh Pharmacy	FHT66	LU3 1NR	16	Farley Hill Pharmacy	FLM05	LU1 5RD
17	Dr Pharmacy	FA660	LU4 8BY	17	Featherfield Pharmacy	FN441	LU3 2DQ
18	Farley Hill Chemist	FLM05	LU1 5RD	18	Halfway Pharmacy	FJK37	LU4 0DU
19	Featherfield Pharmacy	FN441	LU3 2DQ	19	Harris Pharmacy	FDD52	LU1 1BW
20	Halfway Chemist	FJK37	LU4 0DU	20	Hockwell Ring Pharmacy	FN206	LU4 9PG <sup>2</sup>
21	Harris Chemist	FDD52	LU1 1BW	21	Jardines Pharmacy	FA466	LU4 9QD
22	Jardines Pharmacy	FA466	LU4 9QD	22	Kamsons Pharmacy	FWE65	LU1 3AG
23	Kamsons Pharmacy	FMG05	LU1 3UA	23	Kamsons Pharmacy	FMG05	LU1 3UA
24	Kamsons Pharmacy	FWE65	LU1 3AG	24	Krish Chemist	FFH29	LU2 7XH
25	Krish Chemist	FFH29	LU2 7XH	25	Makan's Pharmacy	FK587	LU4 8DE
26	Lloyds Pharmacy	FCJ64	LU3 4AB	26	Marsh Road Pharmacy	FP235	LU3 2NJ <sup>5</sup>
27	Lloyds Pharmacy	FER71	LU3 3FH <sup>4</sup>	27	Medstone Pharmacy	FE400	LU2 8DL
28	Lloyds Pharmacy	FH471	LU3 2NJ <sup>5</sup>	28	Moakes Pharmacy	FDT71	LU3 3FH <sup>4</sup>
29	Lloyds Pharmacy	FKP69	LU1 1DY	29	Rank Pharmacy	FEP39	LU4 8HX
30	Lloyds Pharmacy	FX107	LU2 9SB <sup>6</sup>	30	Rowlands Pharmacy	FJK07	LU3 3AH
31	Lloyds Pharmacy	FX357	LU2 7UR <sup>7</sup>	31	Royal Pharmacy	FJ538	LU2 0BW
32	Makan's Pharmacy	FK587	LU4 8DE	32	SE Morgan Chemist	FV943	LU1 1DY
33	Oakley Pharmacy	FDR63	LU4 9FJ	33	Smiths Pharmacy	FQG21	LU4 0UN <sup>3</sup>
34	Rank Pharmacy	FEP39	LU4 8HX	34	Stopsley Pharmacy	FTG78	LU2 7UR <sup>7</sup>
35	Rowlands Pharmacy	FJK07	LU3 3AH	35	Superdrug in-store Pharmacy	FY542	LU1 2TJ
36	Rowlands Pharmacy	FVG06	LU3 3BJ	36	The Mall Pharmacy	FG421	LU1 2AZ
37	Royal Pharmacy	FJ538	LU2 0BW	37	Warden Hill Chemist	FK403	LU3 2BE
38	SE Morgan	FV943	LU1 1DY	38	Westbourne Pharmacy	FGF20	LU4 8JJ
39	Superdrug Pharmacy	FY542	LU1 2TJ	39	Wheatfield Pharmacy	FDN16	LU4 0TR
40	The Mall Pharmacy	FG421	LU1 2AZ	40	Woodlands Chemist	FDL94	LU3 1NX
41	Warden Hill Chemist	FK403	LU3 2BE		New pharmacy		
42	Westbourne Pharmacy	FGF20	LU4 8JJ		Consolidated or branch closed		
43	Wheatfield Pharmacy	FDN16	LU4 0TR		Closed		
44	Woodlands Chemist	FDL94	LU3 1NX		New contract in existing premises*		

## Appendix 2: Additional Maps

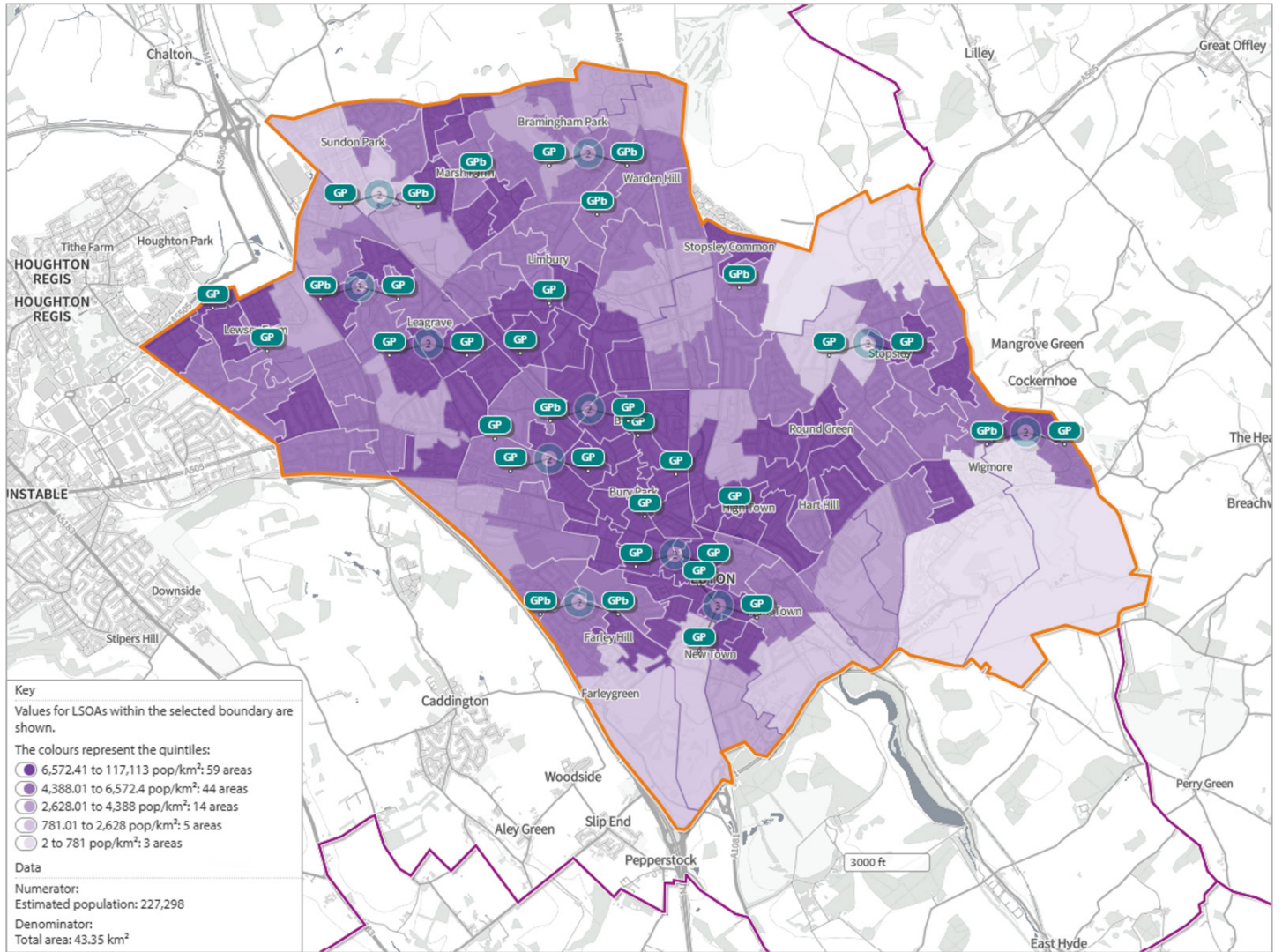
### Map 1: All pharmacies in Luton with a 3km buffer area, indexed list



Source: Pharmacies taken from SHAPE Atlas, downloaded January 2025

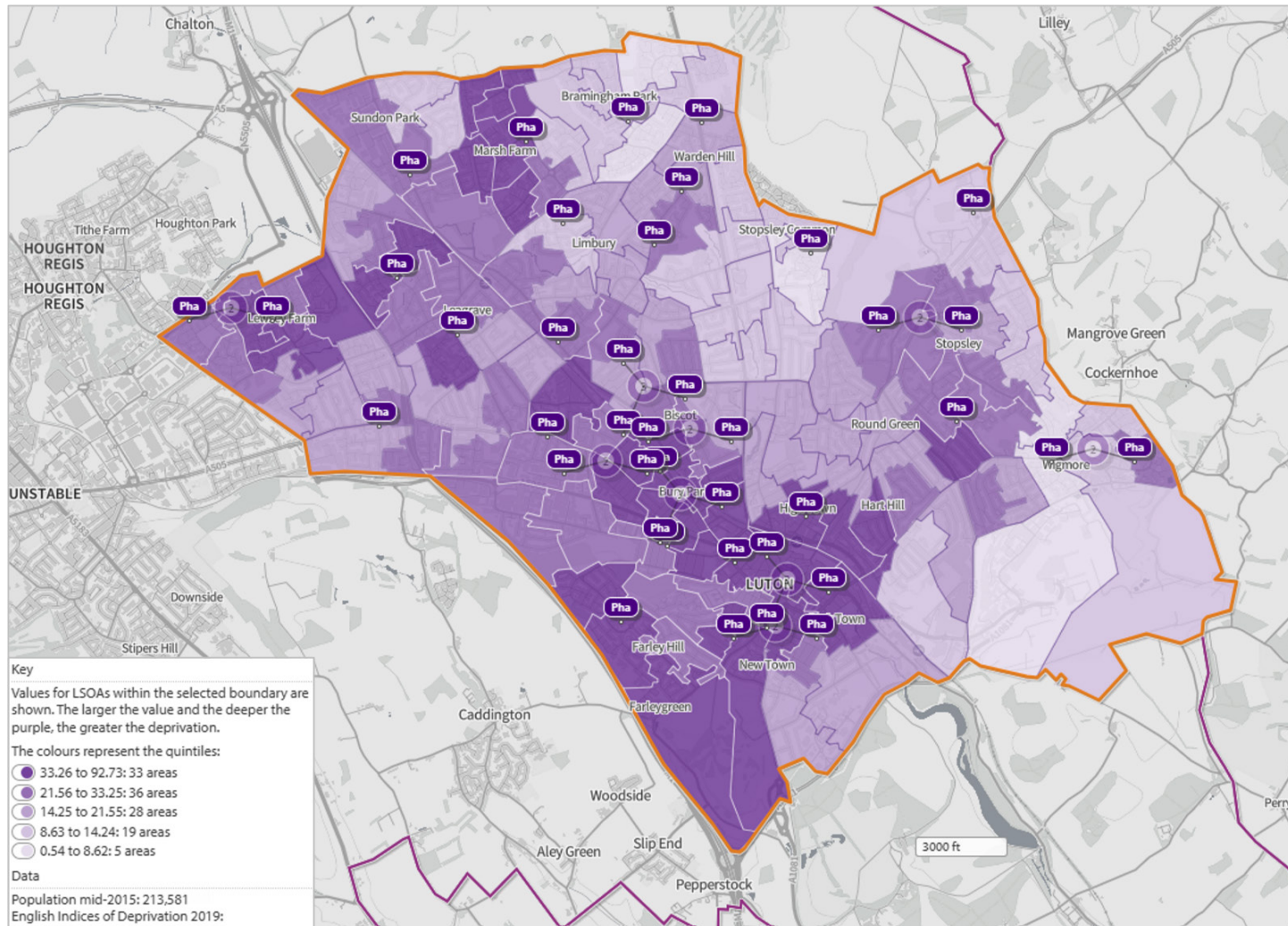
Index	Name	Address	Index	Name	Address
1	Acorn Pharmacy	138 Dallow Road	28	Kamsons Pharmacy	1 Windsor Street
2	Asda Pharmacy	Court Drive	29	Kamsons Pharmacy	25 Castle Street
3	Asda Pharmacy	Wigmore Hall Shopping Centre	30	Krish Chemist	Jansel House
4	Ashcroft Pharmacy Ltd	260 Ashcroft Road	31	Langdale Pharmacy	64 Langdale Road
5	Avicenna Pharmacy	361 Dunstable Road	32	Makan's Pharmacy	453 Dunstable Road
6	Birdsfoot Lane Pharmacy	255 Birdsfoot Lane	33	Marsh Road Pharmacy	30 Marsh Road
7	Biscot Pharmacy	157a Biscot Road	34	Mayfield Pharmacy	12 Mayfield Road
8	Bishopscote Chemist	54 Bishopscote Road	35	Medigreen Ltd	31 Manor Road
9	Blenheim Pharmacy	9A Blenheim Crescent	36	Medstone Pharmacy	110 Butterfield
10	Boots	36-40 Broad Walk	37	Moakes Pharmacy	Marsh Farm
11	Boots	82-86 The Arndale Centre	38	Rank Pharmacy	138 Leagrave Road
12	Britannia Pharmacy	2 Bramingham Park Centre	39	Right Meds Pharmacy	
13	Bushmead Pharmacy	Ut9 Bushmead Shopping Centre	40	Rowlands Pharmacy	152 Sundon Park Road
14	Calverton Pharmacy	62 Calverton Road	41	Royal Pharmacy	57 High Town Road
15	Carex	Churchfield Medical Centre	42	SE Morgan	16 Dunstable Road
16	Denbigh Pharmacy	60 Denbigh Road	43	Smiths Pharmacy	3 Dominic Square
17	Dr Pharmacy	351 Dunstable Road	44	Stopsley Pharmacy	613 Hitchin Road
18	Farley Hill Chemist	3-4 Market Square	45	Superdrug Pharmacy	69-73 Arndale Centre
19	Featherfield Pharmacy	56 Birdsfoot Lane	46	Tesco Instore Pharmacy	Skimpot Road
20	Halfway Pharmacy	731 Dunstable Road	47	The Mall Pharmacy	Unit 3 Luton Mall
21	Harris Chemist	165 Dunstable Road	48	Titan Pharmacy	17-18 Bedford Square
22	Herington (Chemists) Ltd	7 High Street South	49	Warden Hill Chemist	Unit 2 168-170 Barton Road
23	Hockwell Ring Pharmacy	5-7 The Green	50	West Street Pharmacy	8-10 West Street
24	Houghton Regis Pharmacy	Houghton Regis Medical Centre	51	Westbourne Pharmacy	198b Dunstable Road
25	Jardines Pharmacy	57 Katherine Drive	52	Wheatfield Pharmacy	Wheatfield Surgery
26	Jardines Pharmacy	308 Oakley Road	53	Woodlands Chemist	Tudor House
27	Jhoots Pharmacy	116 High Street North			

## Map 2: Luton GPs and population density



Source: SHAPE Atlas, © Crown copyright and database rights 2024 Ordnance Survey 100016969. Downloaded April 2025

### Map 3: Luton pharmacies with deprivation levels



Source: SHAPE Atlas, © Crown copyright and database rights 2024 Ordnance Survey 100016969. Downloaded April 2025

## Appendix 3: Updating the PNA or issuing a supplementary PNA statement

Guidance for updating the PNA is obtained from the PNA information pack for local authority health and wellbeing boards (DHSC, 2021; <https://www.gov.uk/government/publications/pharmaceutical-needs-assessments-information-pack>)

### 1. What the legislation says

Once a PNA is published, the Health and Wellbeing Board is required to have a process for publishing new versions of the PNA (every 3 years, or sooner if it identifies any significant changes to the need for pharmaceutical services) and supplementary statements (statements of fact describing significant changes to the availability of pharmaceutical services). This duty could be delegated to a specific team or sub-committee by the HWB or remain with the board.

### 2. Subsequent PNAs (Significant changes to the need for pharmaceutical services)

Once a PNA is published, the 2013 regulations require the HWB to produce a new one if it identifies changes to the need for pharmaceutical services, which are of a significant extent. This could be due to changes to:

- the number of people in the area who require pharmaceutical services,
- the demography of the area, or
- risks to the health or wellbeing of people in the area (both residents and visitors).

The only exception to this requirement is where the HWB is satisfied that producing a new PNA would be a disproportionate response to the changes.

The HWB should put a system in place that allows it to identify any changes to the need for pharmaceutical services that arise during the three-year lifetime of the pharmaceutical needs assessment.

#### An example is:

Whilst drafting its next pharmaceutical needs assessment, the HWB notes that the regeneration of a steelworks plant is due to start in four years' time. As well as 15,000 houses there will also be a business park, retail area and extensive leisure and recreational facilities. It is anticipated that when finished the development will draw a considerable number of daily visitors.

Whilst groundworks will start in year three, building of the first phase of housing is not due to start until the following year. The HWB is of the opinion that a pharmacy providing a specified range of pharmaceutical services seven days a week will be required in the future but decides not to include the project in the PNA as it will not generate any need for pharmaceutical services within the three-year lifetime of the document.

Six months after the PNA is published, it is announced that the project is being bought forward in order to stimulate the local economy, and the first phase of housing will commence within the next six months. Due to the location of the development on the edge of a town from which it is separated by a busy motorway, there is no easy access to the nearest pharmacies.

The HWB is of the opinion that this represents a significant change to the need for pharmaceutical services and starts the process of producing its next PNA.

### **3. Issuing supplementary statements (Significant changes to the availability of pharmaceutical services)**

The HWB will also need to put in place a system which allows it to identify any changes to the availability of pharmaceutical services and then determine whether or not it needs to issue a supplementary statement.

Primary Care Support England (PCSE) is responsible for notifying a range of organisations when:

- a pharmacy or dispensing appliance contractor opens new premises or relocates to new premises
- a change of ownership application takes place.

NHS England is responsible for notifying a range of organisations when:

- core and/or supplementary opening hours change,
- pharmacy or dispensing appliance contractor premises close permanently
- when a dispensing practice ceases to dispense either to a particular area or completely

**The HWB should ensure that both organisations are aware of who to send the notifications to and a process agreed.**

A supplementary statement is to be published to explain changes to the availability of pharmaceutical services where:

- the changes are relevant to the granting of an application or applications for inclusion in the pharmaceutical list for the area of the health and wellbeing board's area
- the HWB is satisfied that producing a new PNA would be a disproportionate response to those changes, or it is already producing its next PNA but is satisfied that it needs to immediately modify the existing document in order to prevent significant detriment to the provision of pharmaceutical services.

Supplementary statements are statements of fact; they do not make any assessment of the impact the change may have on the need for pharmaceutical services. Effectively, they are an update of what the PNA says about the availability of pharmaceutical services. They are not a vehicle for updating what the PNA says about the need for pharmaceutical services.

Once published the supplementary statement becomes part of the PNA and will therefore be referred to by NHS England when it determines applications for inclusion in a pharmaceutical list. It will also be referred to by NHS Resolution when it determines an appeal. Supplementary statements are therefore to be published alongside the PNA.

Where the HWB identifies changes to the availability of pharmaceutical services that are not relevant to the granting of applications and therefore does not issue a supplementary statement, it will need to keep a record of these changes so that they can be incorporated into the next version of the PNA.

### **Examples of where a supplementary statement should be considered:**

No significant change in the availability of pharmaceutical services that would be relevant to the granting of a future application(s) – no supplementary statement needed

- A change of ownership of a pharmacy (this not a change to the availability of pharmaceutical services and therefore no supplementary statement is issued).
- A pharmacy has relocated three doors down the road i.e. a no significant change relocation (this is a very minor change to the availability of pharmaceutical services and is not relevant to the granting of a future application for inclusion in the pharmaceutical list and therefore no supplementary statement is issued. The HWB would update the map showing the premises at which pharmaceutical services are provided).
- One of three pharmacies that are on the same road within 600 metres of each other reduces its supplementary opening hours on a Saturday and now closes at 13.00 instead of 17.00. The other two pharmacies open on Saturday afternoons, one until 22.00 as it is a 100-hour pharmacy (whilst this is a change to the availability of pharmaceutical services it is not relevant to the granting of a future application due to the close proximity of the two other pharmacies, one of which must stay open until 22.00, therefore a supplementary statement does not need to be issued).

### **Significant change in the availability of pharmaceutical services that is relevant to the granting of a future application(s) – supplementary statement needed**

- The only pharmacy in a deprived part of a town closes. The next nearest pharmacy is 2 miles away. This is a change to the availability of pharmaceutical services, so the HWB considers whether the change is therefore relevant to the granting of a future application for inclusion in the pharmaceutical list by considering e.g. travel times to the nearest pharmacy, the availability of private and public transport, the fact it is likely to be too far to walk for many people, and the availability of other NHS services. If the HWB considers that there is now a gap in the provision of pharmaceutical services, then it would need to publish a supplementary statement. This can then lead applications to meet a current need as the current need would be inferred by the publication of the supplementary statement. Following the closure of the pharmacy the HWB must update the map showing the premises at which pharmaceutical services are provided.
- The PNA identifies the need for a new pharmacy. An application is subsequently received, granted and the pharmacy opens. This is a change to the availability of pharmaceutical services and is also relevant to the granting of future applications as the PNA only identified the need for one pharmacy. A supplementary statement is therefore published to avoid the submission of unnecessary applications. Following the opening of the pharmacy the HWB must update the map showing the premises at which pharmaceutical services are provided.
- An unforeseen benefits application for a pharmacy within a village is granted. This is a change to the availability of pharmaceutical services and is also relevant to the granting of further applications. A supplementary statement would therefore need to be published so as to avoid the submission of unnecessary applications.

#### 4. Supplementary statements and pharmacy consolidations

A supplementary statement **must be issued** in connection with the granting of a consolidation application.

Pharmacies are able to apply to NHS England to consolidate the provision of pharmaceutical services at two pharmacies onto one site, i.e. one set of premises closes. However, such applications:

- cannot involve distance selling premises,
- can only involve two pharmacies that are in the area of the same HWB,
- may be submitted where the applicant owns both pharmacies,
- may be submitted where the applicant owns one of the pharmacies and another contractor owns the other pharmacy.

NHS England is directed to refuse a consolidation application if it satisfied that to grant it would create a gap in pharmaceutical services provision that could be met by an application offering to:

- meet a current or future need for pharmaceutical services, or
- secure improvements or better access to pharmaceutical services.

The HWB will be notified of such applications and must make representations in writing which indicate whether or not granting the application would create such a gap. **The HWB must therefore put in place a process by which a consideration can be made as to whether the closure of one of the pharmacies would result in such a gap.**

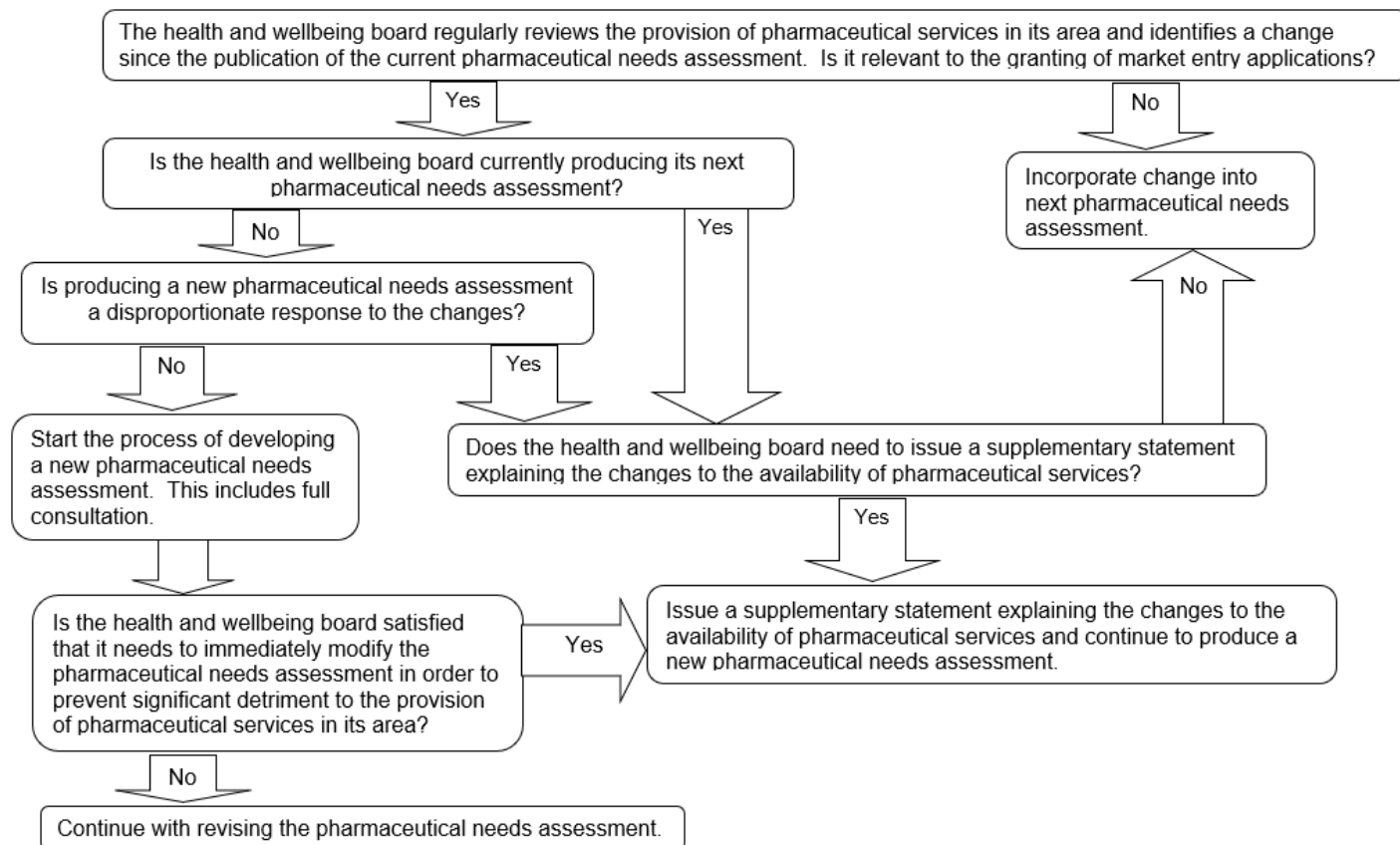
When the pharmacy that is to close does so, the HWB will be notified of this by PCSE. At that point the HWB is to issue a **supplementary statement** where it is of the opinion that the closing of one of the pharmacies does not create a gap that could be met by an application offering to meet a need for, or secure improvements or better access to, pharmaceutical services.

Such a supplementary statement remains in place and provides regulatory protection for the continuing pharmacy against an application offering to meet a need for, or secure improvements or better access to, pharmaceutical services for the remaining lifetime of the PNA. Having granted a consolidation application NHS England must then refuse any further applications known as “unforeseen benefits applications” by other pharmacy contractors seeking inclusion in the pharmaceutical list, if the applicant is seeking to rely on the consolidation as evidence of a gap in provision. This would be the case at least until the next revision of the PNA.

When the PNA is to be revised, the HWB will need to consider again where there are any current geographical gaps in the location of premises. The HWB will be aware that the consolidation did not previously create a gap, and a supplementary statement was published at the time to this effect. Unless there have been other changes in the locality, and these are then sufficient to have created a need for an additional pharmacy or the provision of a pharmaceutical service or services at certain times, there will continue to be no gap. It is recommended that it is noted within the PNA that a pharmacy previously closed as the result of a consolidation but that did not create a gap and the HWB remains of that opinion. This will then ensure that the regulatory protection conferred by the consolidation will continue for the lifetime of the next PNA. HWBs should, however, note that unforeseen benefits applications could still be submitted where the basis is for a different reason to the fact there used to be a pharmacy, but it closed as a result of a consolidation application.

HWBs should note that if a consolidation application is refused the owner of the site that was to be closed can still give notice to NHS England that they intend to close the pharmacy. The HWB would then need to consider whether it will need to provide a supplementary statement following this closure. If the refusal was because NHS England was satisfied that to grant the consolidation would create a gap in pharmaceutical services provision, then a supplementary statement would be required following the closure of the premises.

## Decision-making flowchart



### Recommendations:

- **The duty of reviewing the need for pharmaceutical services and issuing supplementary statements lies with the Public Health Team.**

Contact details: [Public.Health@luton.gov.uk](mailto:Public.Health@luton.gov.uk)

- **The PNA steering group agrees to meet annually for a review of the impact of changes to pharmaceutical services on the community (i.e. closures, consolidations and changes in services or opening hours).**

## Appendix 4: Template supplementary PNA statements

### 1. Opening of a new pharmacy

[Health and wellbeing board logo and address]

Supplementary statement to the [insert name] pharmaceutical needs assessment

Date pharmaceutical needs assessment published –

Date supplementary statement issued –

The pharmaceutical needs assessment for the area of [insert name] Health and Wellbeing Board identified in section/chapter [X] a need for the following:

*[insert details of need(s) identified and the service(s) required to meet that need for the particular locality]*

[NHS England/NHS Resolution] granted an application by [insert name of contractor] to open a pharmacy at [insert address] to provide the following pharmaceutical services:

*[insert all pharmaceutical services that the applicant is to provide]*

These services will be provided at the following times:

*[insert core and supplementary hours as detailed in the application]*

The pharmacy opened on [insert date of opening]

Supplementary statement issued by: \*\*

Post:

Date:

\*\*This should be the name of the person or panel/committee who has been authorised to issue supplementary statements.

## 2. Closing of a pharmacy

[Health and wellbeing board logo and address]

Supplementary statement to the [*insert name*] pharmaceutical needs assessment

Date pharmaceutical needs assessment published –

Date supplementary statement issued –

The following pharmacy has closed:

[*insert name and address of pharmacy*]

The pharmacy provided the following pharmaceutical services:

[*insert all pharmaceutical services that the pharmacy provided*]

These services were provided at the following times:

[*insert core and supplementary hours*]

The pharmacy closed on [*insert date of closing*]

Supplementary statement issued by: \*\*

Post:

Date:

\*\*This should be the name of the person or panel/committee who has been authorised to issue supplementary statements.

### 3. Consolidation of two pharmacies

[Health and wellbeing board logo and address]

Supplementary statement to the [*insert name*] pharmaceutical needs assessment

Date pharmaceutical needs assessment published –

Date supplementary statement issued –

The following pharmacy has closed as a result of a successful consolidation application:

[*insert name and address of pharmacy*]

The pharmacy provided the following pharmaceutical services:

[*insert all pharmaceutical services that the pharmacy provided*]

These services were provided at the following times:

[*insert core and supplementary hours*]

The pharmacy closed on: [*insert date of closing*]

It is the opinion of [*insert name*] Health and Wellbeing board that the removal of this pharmacy from the pharmaceutical list does not create a gap in pharmaceutical services provision that could be met by a routine application:

- to meet a current or future need for pharmaceutical services, or
- to secure improvements, or better access, to pharmaceutical services.

Supplementary statement issued by: \*\*

Post:

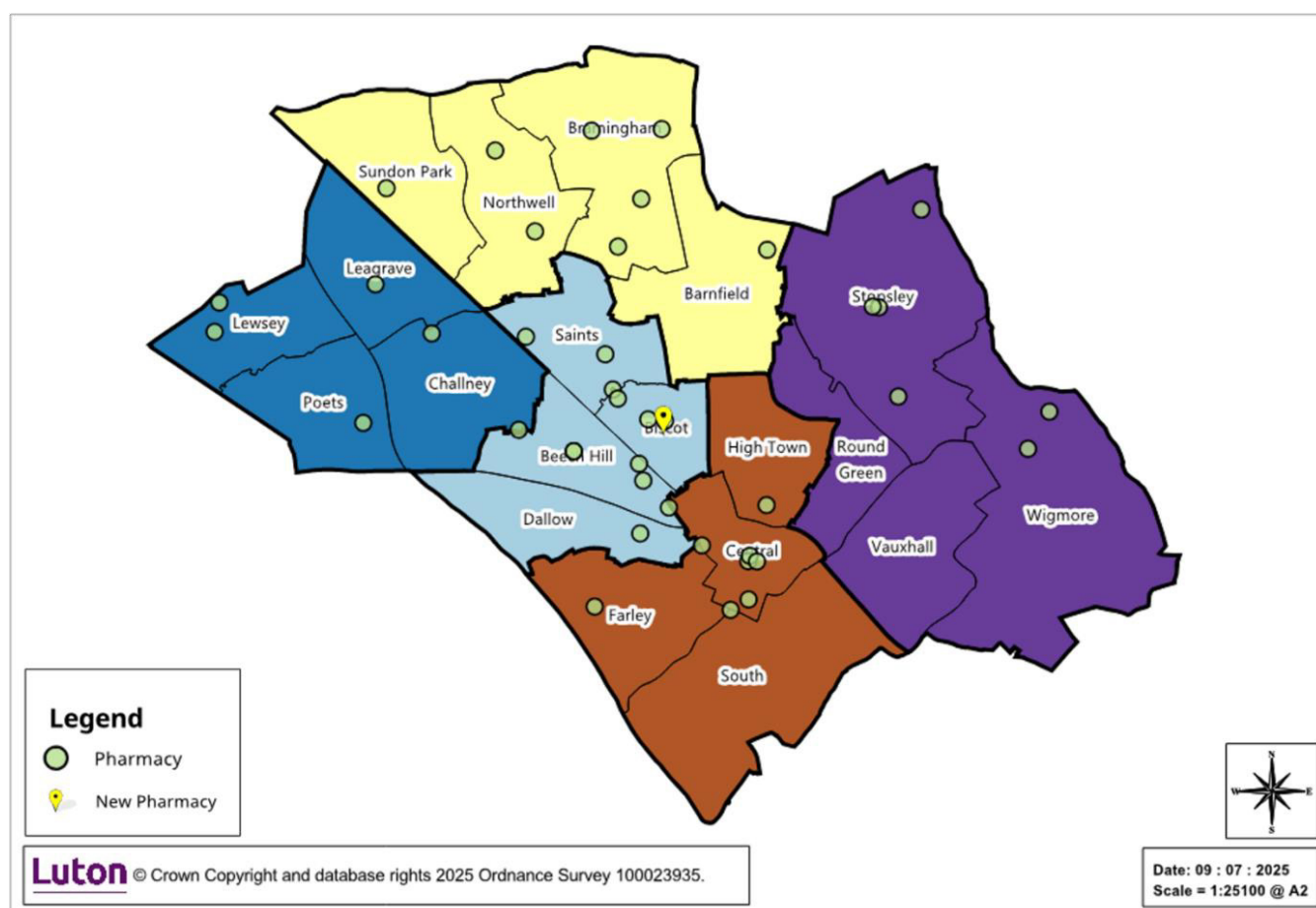
Date:

\*\*This should be the name of the person or panel/committee who has been authorised to issue supplementary statements.

## Appendix 5: Recent changes to Luton pharmacies

### 1. New pharmacy Opening

<b>Pharmacy name</b>	Right Meds Pharmacy
<b>Business owner name</b>	Instant Meds Healthcare Ltd
<b>ODS Code</b>	FEM90
<b>Contract type</b>	Distance selling pharmacy (online pharmacy)
<b>Date of opening</b>	19 May 2025
<b>Address</b>	Chaucer House, Ground Floor, Suite 1 & 2, Chaucer Road, Luton, LU3 1EL
<b>Opening hours</b>	Monday - Friday: 9.00 am - 6.00 pm Closed for lunch: 1.00 pm - 2.00 pm Saturday and Sunday: Closed
<b>Website details</b>	<a href="https://rightmedspharmacy.co.uk/">https://rightmedspharmacy.co.uk/</a>
<b>Advanced Services</b>	Pharmacy First Service New Medicine Service



Source: Luton Public Health Intelligence, 2025

### 2. Pharmacy change of ownership

Pharmacy Name	Location	Old owner	New Owner	Date of change
Marsh Road Pharmacy	LU3 2NJ	Imaan Ltd	Niva Medicare Ltd	10-07-2025
Avicenna Pharmacy	LU4 8BY	Avicenna Retail Ltd	Dragon Retail Ltd	17-07-2025

There is no change in pharmaceutical services and no interruption in service delivery because of these changes to ownership.

### 3. Change of supplementary hours:

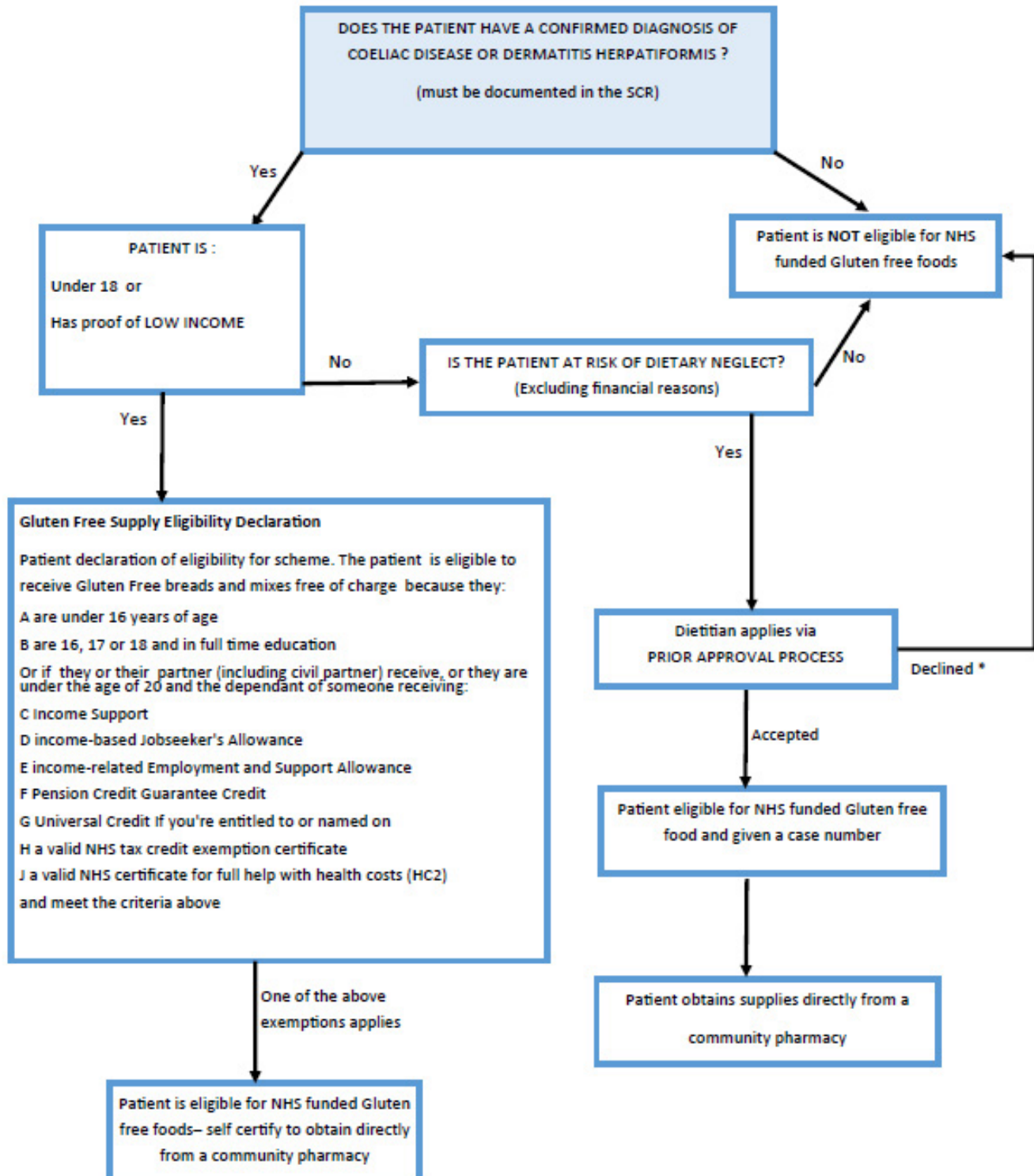
Pharmacy Name	Location	Old timing	New timing	Date of change
Rank Pharmacy	LU4 8HX	Saturday 10.00 - 16.00	Saturday- zero hours	04-09-2025
Harris Pharmacy	LU11BW	Saturday 9.30 - 13.00	Saturday- zero hours	01-10-2025
Westbourne Pharmacy	LU4 8JJ	Sunday 10.00 - 13.00	Sunday- zero hours	01-10-2025

# Appendix 6: BLMK ICB Gluten Free Food Eligibility Flow Chart



Bedfordshire, Luton  
and Milton Keynes  
Integrated Care Board

## Gluten Free Food Eligibility Flow Chart



# Appendix 7: Luton community pharmacies; advanced services, enhanced services and their opening times

## NORTH LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	NMS	Flu	LFD	Pharmacy First	BP Check	SCS	PCS	Covid	AUR	SAC	100 hours	Opening Times
NORTH LUTON																		
1	FD082	CALVERTON PHARMACY	Community Pharmacy	62 CALVERTON ROAD	LU32SZ	Northwell	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-18.00 Sat 09.00 - 17.00 Sun Closed
2	FDT71	MOAKES PHARMACY	Community Pharmacy	UNIT 3,MARSH FARM	LU33FH	Northwell	Yes	Yes		Yes	Yes			Yes				M-F 09.00-17.30 Sat Closed Sun Closed
3	FJK07	ROWLANDS PHARMACY	Community Pharmacy	152 SUNDON PARK ROAD	LU33AH	Sundon Park	Yes	Yes	Yes	Yes	Yes	Yes	Yes					M-F 09.00-18.00 Sat 09.00 - 12.00 Sun Closed Lunch 13.00-13.20
4	FLE51	BUSHMEAD PHARMACY	Community Pharmacy	UT9 BUSHMEAD SHOPPING CTR	LU27SF	Barnfield	Yes	Yes	Yes	Yes	Yes							M-F 09.00-18.00 Sat 09.00 - 13.00 Sun Closed Lunch 13.00-14.00
5	FK403	WARDEN HILL CHEMIST	Community Pharmacy	UNIT 2 168-170 BARTON RD	LU32BE	Bramingham		Yes	Yes	Yes			Yes	Yes	Yes	Yes		M-F 09.00-18.30 Sat 09.00 - 14.00 Sun Closed Lunch 13.00-14.00
6	FN441	FEATHERFIELD PHARMACY	Community Pharmacy	56 BIRDSFOOT LANE	LU32DQ	Bramingham		Yes		Yes			Yes	Yes				M-F 09.00-18.00 Sat Closed Sun Closed Lunch 13.00-14.00
7	FNN18	BIRDSFOOT LANE PHARMACY	Community Pharmacy	255 BIRDSFOOT LANE	LU32HX	Bramingham	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-18.30 Sat Closed Sun Closed
8	FNN46	BRITANNIA PHARMACY	Community Pharmacy	2 BRAMINGHAM PARK CENTRE	LU34AD	Bramingham	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-T 08.45-19.00 Fri 08.45 - 18.15 Sat 08.45 - 13.00 Sun Closed
		TOTALS					6	8	6	8	6	2	6	6	1	1	0	

## EAST LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	NMS	Flu	LD	Pharmacy First	BP Check	SCS	PCS	Covid	AUR	SAC	100 hours	Opening Times
EAST LUTON																		
1	FF737	ASDA PHARMACY	Community Pharmacy	WIGMORE HALL SHOPPING CTR	LU29TA	Wigmore		Yes	Yes	Yes	Yes	Yes	Yes				Yes	M-S 09.00-21.00
																		Sun 10.00 - 16.00
																		Lunch 12.30-13.00
2	FAL24	CARERX	Community Pharmacy	CHURCHFIELD MEDICAL CTR	LU29SB	Wigmore	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-T 08.45-18.00
																		Fri 09.00 - 18.00
																		Sat 09.00 - 13.00
																		Sun Closed
																		Lunch 13.00-14.00
3	FE400	MEDSTONE PHARMACY	Distance Selling	110 BUTTERFIELD, INOV CTR	LU28DL	Stopsley	Yes			Yes		Yes	Yes					M-F 09.00-17.00
																		Sat Closed
																		Sun Closed
4	FFH29	KRISH CHEMIST	Community Pharmacy	JANSEL HOUSE	LU27XH	Stopsley				Yes	Yes							M-F 09.00-18.30
																		Sat 09.00 - 13.00
																		Sun Closed
																		Lunch 13.00-14.00
5	FP458	ASHCROFT PHARMACY LTD	Community Pharmacy	260 ASHCROFT ROAD	LU29AB	Stopsley	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-18.00
																		Sat Closed
																		Sun Closed
																		Lunch 13.00-14.00
6	FPF88	STOPSLEY PHARMACY	Community Pharmacy	613 HITCHIN ROAD	LU27UP	Stopsley	Yes	Yes		Yes	Yes			Yes				M-F 09.00-17.30
																		Sat 09.00 - 13.00
																		Sun Closed
																		Lunch 13.00-14.00
		TOTALS					4	4	3	6	5	2	4	3	0	0	1	

## WEST LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	NMS	Flu	LFD	Pharmacy First	BP Check	SCS	PCS	Covid	AUR	SAC	100 hours	Opening Times
WEST LUTON																		
1	FA466	JARDINES PHARMACY	Community Pharmacy	308 OAKLEY ROAD	LU49QD	Challney	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 09.00-18.00
																		Sat Closed
																		Sun Closed
																		Lunch 13.00-14.00
2	FJK37	HALFWAY PHARMACY	Community Pharmacy	731 DUNSTABLE ROAD	LU40DU	Challney	Yes	Yes	Yes	Yes	Yes			Yes				M-F 09.00-18.00
																		Sat 09.00 - 14.30
																		Sun Closed
																		Lunch 13.00-14.00
3	FDN16	WHEATFIELD PHARMACY	Community Pharmacy	WHEATFIELD SURGERY	LU40TR	Lewsey	Yes			Yes	Yes						Yes	M-F 08.30-21.00
																		Sat 12.00 - 21.00
																		Sun 10.00 - 16.00
																		Lunch 12.30-13.30
4	FQG21	SMITHS PHARMACY	Community Pharmacy	3 DOMINIC SQUARE	LU40UN	Lewsey	Yes	Yes		Yes	Yes	Yes	Yes	Yes				M-F 09.00-18.00
																		Sat 09.00 - 13.00
																		Sun Closed
																		Lunch 13.00-14.00
5	FN206	HOCKWELL RING PHARMACY	Community Pharmacy	5-7 THE GREEN	LU49PG	Leagrave	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-18.00
																		Sat Closed
																		Sun Closed
																		Lunch 13.00-14.00
		TOTALS					5	4	3	5	5	2	3	4	0	0	1	

# WEST CENTRAL

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	NMS	Flu	LFD	Pharmacy First	BP Check	SCS	PCS	Covid	AUR	SAC	100 hours	Opening Times
WEST CENTRAL LUTON																		
1	FWE99	BISHOPSCOTE CHEMIST	Community Pharmacy	54 BISHOPSCOTE ROAD	LU31PB	Saints	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-18.30 Sat 09.00 - 18.00 Sun Closed Lunch 13.00-14.00
2	FP235	MARSH ROAD PHARMACY	Community Pharmacy	30 MARSH ROAD	LU32NJ	Saints	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 09.00-17.30 Sat Closed Sun Closed
3	FA660	DR PHARMACY	Community Pharmacy	351 DUNSTABLE ROAD	LU48BY	Beech Hill	Yes			Yes	Yes		Yes				Yes	M-F 09.00-24.00 Sat 09.00-24.00 Sun 09.00-24.00
4	FDD52	HARRIS CHEMIST	Community Pharmacy	165 DUNSTABLE ROAD	LU11BW	Beech Hill	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 09.00-10.00 Sat 09.30 - 13.00 Sun Closed Lunch 14.00-15.00
5	FK587	MAKAN'S PHARMACY	Community Pharmacy	453 DUNSTABLE ROAD	LU48DE	Beech Hill	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-19.00 Sat Closed Sun Closed Lunch 13.15-14.15
6	FF600	AVICENNA PHARMACY	Community Pharmacy	361 DUNSTABLE ROAD	LU48BY	Beech Hill	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 09.00-20.00 Sat Closed Sun Closed Lunch 13.00-14.00
7	FPY65	ACORN PHARMACY	Community Pharmacy	138 DALLOW ROAD	LU11NE	Beech Hill	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			M-F 09.00-18.00 Sat 09.00 - 13.00 Sun Closed Lunch 13.00-14.00
8	FDL94	WOODLANDS CHEMIST	Community Pharmacy	TUDOR HOUSE	LU31NX	Biscot	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 09.00-19.00 Sat Closed Sun Closed Lunch 13.00-14.00
9	FEP39	RANK PHARMACY	Community Pharmacy	138 LEAGRAVE ROAD	LU48HX	Biscot	Yes		Yes	Yes	Yes		Yes		Yes			M-F 09.00-19.00 Sat 10.00 - 16.00 Sun Closed
10	FGF20	WESTBOURNE PHARMACY	Community Pharmacy	198B DUNSTABLE ROAD	LU48JJ	Biscot	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 09.00-21.00 Sat 09.30-17.00 Sun 10.00-16.00
11	FHT66	DENBIGH PHARMACY	Community Pharmacy	60 DENBIGH ROAD	LU31NR	Biscot	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		M-F 09.00-19.00 Sat 09.00 - 13.00 Sun Closed Lunch 13.00-14.00
12	FL863	BLLENHEIM PHARMACY	Community Pharmacy	9A BLENHEIM CRESCENT	LU31HA	Biscot	Yes	Yes	Yes	Yes	Yes		Yes				Yes	M-F 09.00-21.00 Sat 09.00-19.00 Sun 09.00-19.00
13	FQQ05	BISCOT PHARMACY	Community Pharmacy	157A BISCOT ROAD	LU31A W	Biscot	Yes			Yes	Yes						Yes	M-S 09.00-21.00 Sun 08.00 - 21.00 Lunch 13.00-14.00
TOTALS							13	10	11	13	13	6	12	9	2	1	3	

## SOUTH AND TOWN CENTRE

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	NMS	Flu	LFD	Pharmacy First	BP Check	SCS	PCS	Covid	AUR	SAC	100 hours	Opening Times
SOUTH AND TOWN CENTRE																		
1	FEE99	BOOTS	Community Pharmacy	82-86 THE ARNDALE CENTRE	LU12BG	Central		Yes	Yes	Yes	Yes		Yes					M-S 09.00-18.00 Sun 11.00 - 17.00
2	FG421	THE MALL PHARMACY	Community Pharmacy	UNIT 3 LUTON MALL	LU12AZ	Central	Yes	Yes	Yes	Yes	Yes		Yes	Yes				M-F 08.30-17.30 Sat 08.30-12.00 Sun Closed
3	FJ538	ROYAL PHARMACY	Community Pharmacy	57 HIGH TOWN ROAD	LU20BW	Central	Yes	Yes	Yes	Yes	Yes		Yes					M-F 09.00-18.30 Sat 09.00-13.00 Sun Closed
4	FV943	SE MORGAN	Community Pharmacy	16 DUNSTABLE ROAD	LU11DY	Central	Yes			Yes	Yes		Yes					M-F 09.00-18.00 Sat Closed Sun Closed
5	FWE65	KAMSONS PHARMACY	Community Pharmacy	25 CASTLE STREET	LU13AG	Central	Yes	Yes	Yes	Yes	Yes	Yes	Yes					M-F 08.30-18.30 Sat 09.00-13.00 Sun Closed
6	FY542	SUPERDRUG PHARMACY	Community Pharmacy	69-73 ARNDALE CENTRE	LU12TJ	Central	Yes	Yes	Yes	Yes	Yes		Yes					M-F 08.30-17.30 Sat 09.00 - 17.30 Sun Closed
7	FLM05	FARLEY HILL CHEMIST	Community Pharmacy	3-4 MARKET SQUARE	LU15RD	Farley	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		M-F 09.00-18.00 Sat 09.00 - 13.00 Sun Closed
8	FMG05	KAMSONS PHARMACY	Community Pharmacy	1 WINDSOR STREET	LU13UA	South	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				M-F 08.30-18.30 Sat 09.00 - 13.00 Sun Closed
		TOTALS					7	7	7	8	8	3	8	3	0	1	0	

## Appendix 8: Luton community pharmacies – locally commissioned health services

### NORTH LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	EHC/Chlamydia	C-Card	Stop Smoking	Supervised Admin/Alcohol	Needle Exchange	EOLC	GFF
NORTH LUTON													
1	FD082	CALVERTON PHARMACY	Community Pharmacy	62 CALVERTON ROAD	LU32SZ	Northwell	Yes	Yes		Yes			
2	FDT71	MOAKES PHARMACY	Community Pharmacy	UNIT 3,MARSH FARM	LU33FH	Northwell				Yes			
3	FJK07	ROWLANDS PHARMACY	Community Pharmacy	152 SUNDON PARK ROAD	LU33AH	Sundon Park				Yes			
4	FLE51	BUSHMEAD PHARMACY	Community Pharmacy	UT9 BUSHMEAD SHOPPING CTR	LU27SF	Barnfield				Yes			
5	FK403	WARDEN HILL CHEMIST	Community Pharmacy	UNIT 2 168-170 BARTON RD	LU32BE	Bramingham							
6	FN441	FEATHERFIELD PHARMACY	Community Pharmacy	56 BIRDSFOOT LANE	LU32DQ	Bramingham				Yes			
7	FNN18	BIRDSFOOT LANE PHARMACY	Community Pharmacy	255 BIRDSFOOT LANE	LU32HX	Bramingham	Yes	Yes	Yes	Yes		Yes	Yes
8	FNN46	BRITANNIA PHARMACY	Community Pharmacy	2 BRAMINGHAM PARK CENTRE	LU34AD	Bramingham		Yes		Yes			
							2	3	1	7	0	1	1

### EAST LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	EHC/Chlamydia	C-Card	Stop Smoking	Supervised Admin/Alcohol	Needle Exchange	EOLC	GFF
EAST LUTON													
1	FF737	ASDA PHARMACY	Community Pharmacy	WIGMORE HALL SHOPPING CTR	LU29TA	Wigmore			Yes	Yes			Yes
2	FAL24	CARERX	Community Pharmacy	CHURCHFIELD MEDICAL CTR	LU29SB	Wigmore	Yes			Yes			
3	FE400	MEDSTONE PHARMACY	Distance Selling	110 BUTTERFIELD, INOV CTR	LU28DL	Stopsley							
4	FFH29	KRISH CHEMIST	Community Pharmacy	JANSEL HOUSE	LU27XH	Stopsley				Yes			
5	FP458	ASHCROFT PHARMACY LTD	Community Pharmacy	260 ASHCROFT ROAD	LU29AB	Stopsley		Yes		Yes			Yes
6	FPF88	STOPSLEY PHARMACY	Community Pharmacy	613 HITCHIN ROAD	LU27UP	Stopsley				Yes			
							1	1	1	5	0	0	2

## WEST LUTON

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	EHC/Chlamydia	C-Card	Stop Smoking	Supervised Admin/Alcohol	Needle Exchange	EOLC	GFF
WEST LUTON													
1	FA466	JARDINES PHARMACY	Community Pharmacy	308 OAKLEY ROAD	LU49QD	Challney				Yes		Yes	Yes
2	FJK37	HALFWAY PHARMACY	Community Pharmacy	731 DUNSTABLE ROAD	LU40DU	Challney	Yes	Yes	Yes	Yes		Yes	Yes
3	FDN16	WHEATFIELD PHARMACY	Community Pharmacy	WHEATFIELD SURGERY	LU40TR	Lewsey							Yes
4	FQG21	SMITHS PHARMACY	Community Pharmacy	3 DOMINIC SQUARE	LU40UN	Lewsey	Yes			Yes	Yes		
5	FN206	HOCKWELL RING PHARMACY	Community Pharmacy	5-7 THE GREEN	LU49PG	Leagrave			Yes	Yes			
							2	1	2	4	1	2	3

## WEST CENTRAL

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	EHC/Chlamydia	C-Card	Stop Smoking	Supervised Admin/Alcohol	Needle Exchange	EOLC	GFF
WEST CENTRAL LUTON													
1	FWE99	BISHOPSCOTE CHEMIST	Community Pharmacy	54 BISHOPSCOTE ROAD	LU31PB	Saints	Yes	Yes	Yes	Yes			Yes
2	FP235	MARSH ROAD PHARMACY	Community Pharmacy	30 MARSH ROAD	LU32NJ	Saints				Yes			
3	FA660	DR PHARMACY	Community Pharmacy	351 DUNSTABLE ROAD	LU48BY	Beech Hill				Yes			
4	FDD52	HARRIS CHEMIST	Community Pharmacy	165 DUNSTABLE ROAD	LU11BW	Beech Hill	Yes	Yes	Yes	Yes	Yes		
5	FK587	MAKAN'S PHARMACY	Community Pharmacy	453 DUNSTABLE ROAD	LU48DE	Beech Hill							
6	FF600	AVICENNA PHARMACY	Community Pharmacy	361 DUNSTABLE ROAD	LU48BY	Beech Hill		Yes		Yes			Yes
7	FPY65	ACORN PHARMACY	Community Pharmacy	138 DALLOW ROAD	LU11NE	Beech Hill		Yes		Yes	Yes		
8	FDL94	WOODLANDS CHEMIST	Community Pharmacy	TUDOR HOUSE	LU31NX	Biscot	Yes	Yes	Yes	Yes			Yes
9	FEP39	RANK PHARMACY	Community Pharmacy	138 LEAGRAVE ROAD	LU48HX	Biscot							
10	FGF20	WESTBOURNE PHARMACY	Community Pharmacy	198B DUNSTABLE ROAD	LU48JJ	Biscot	Yes	Yes	Yes	Yes	Yes	Yes	Yes
11	FHT66	DENBIGH PHARMACY	Community Pharmacy	60 DENBIGH ROAD	LU31NR	Biscot							Yes
12	FL863	BLENHEIM PHARMACY	Community Pharmacy	9A BLENHEIM CRESCENT	LU31HA	Biscot	Yes		Yes	Yes		Yes	Yes
13	FQQ05	BISCOT PHARMACY	Community Pharmacy	157A BISCOT ROAD	LU31AW	Biscot	Yes	Yes		Yes		Yes	
							6	7	5	10	3	3	6

## SOUTH AND TOWN CENTRE

S/N	Contractor Code	Contractor Name	Trading Type	Address	Postcode	Ward	EHC/Chlamydia	C-Card	Stop Smoking	Supervised Admin/Alcohol	Needle Exchange	EOLC	GFF
SOUTH AND TOWN CENTRE													
1	FEE99	BOOTS	Community Pharmacy	82-86 THE ARNDALE CENTRE	LU12BG	Central				Yes			
2	FG421	THE MALL PHARMACY	Community Pharmacy	UNIT 3 LUTON MALL	LU12AZ	Central	Yes	Yes		Yes			
3	FJ538	ROYAL PHARMACY	Community Pharmacy	57 HIGH TOWN ROAD	LU20BW	Central	Yes	Yes	Yes	Yes			
4	FV943	SE MORGAN	Community Pharmacy	16 DUNSTABLE ROAD	LU11DY	Central			Yes	Yes			
5	FWE65	KAMSONS PHARMACY	Community Pharmacy	25 CASTLE STREET	LU13AG	Central				Yes			
6	FY542	SUPERDRUG PHARMACY	Community Pharmacy	69-73 ARNDALE CENTRE	LU12TJ	Central				Yes			
7	FLM05	FARLEY HILL CHEMIST	Community Pharmacy	3-4 MARKET SQUARE	LU15RD	Farley				Yes			
8	FMG05	KAMSONS PHARMACY	Community Pharmacy	1 WINDSOR STREET	LU13UA	South		Yes	Yes	Yes			Yes
							2	3	3	8	0	0	1
TOTALS							13	15	12	34	4	6	13

# Thank you for reading

To find out more visit  
[Luton Information Observatory](https://www.luton.gov.uk/information-observatory)

