

Luton

Pharmaceutical Needs Assessment



2025-2028

Consultation Results

Author: Luton Public Health Intelligence

Contact: publichealthintelligence@luton.gov.uk

Version: 1.0 (published)

Last updated: 29 August 2025

1. Pharmacy contractor survey results

The questionnaire for pharmacies was made available through the Luton Council consultation portal. All pharmacies were invited to complete the questionnaire. The questionnaire was made available from 16 January to 23 February 2025 and 10 of the 40 pharmacies in Luton completed the questionnaire (response rate: 25%).

The results of the survey are summarised below. Additional comments are shown in boxes where relevant.

- 1. Contractor code (ODS Code)** (10 responses)
- 2. Name of contractor** (i.e. name of individual, partnership or company owning the pharmacy business) (10 responses)
- 3. Trading name** (10 responses)
- 4. Address of contractor pharmacy** (10 responses)
- 5. Pharmacy email address** (10 responses)
- 6. Contact name of person completing questionnaire on behalf of the contractor if questions arise** (10 responses)
- 7. Contact telephone number** (10 responses)
- 8. Do you have the following within a 100-metre radius of the pharmacy?** (10 responses)

Option	Count	Percent
Bus stop		
Yes	9	90.00%
No	0	0.00%
Parking		
Yes	10	100.00%
No	0	0.00%
Disabled parking		
Yes	9	90.00%
No	1	10.00%

- 9. Are you able to provide professional advice to patients within their own homes?** (10 responses)

Option	Total	Percent
Yes	5	50.00%
No	5	50.00%

- 10. Do you know how to access the funded translation services?** (10 responses)

Option	Total	Percent
Yes	0	0.00%
No	5	50.00%
I am unaware of this service	5	50.00%

11. Languages spoken in the Pharmacy (in addition to English) (10 responses)

Languages spoken in the Pharmacy (in addition to English)
Gujarati, Punjabi, Urdu
Urdu, Bengali, Romanian, Polish
Gujarati, Romanian
Urdu
Malayalam, Bengali Tamil, English, Gujarati
English, Romanian, Bengali
GUJARATI, HINDI, RUSSIAN
Hindi, Gujarati and Romanian
Hindi, Urdu, Gujarati, Albanian, Greek, Spanish
Italian, Hindi, Gujarati, Urdu

12. Does the pharmacy dispense appliances? (10 responses)

Option	Total	Percent
Yes – All types	7	70.00%
Yes, excluding stoma appliances	1	10.00%
Yes, excluding incontinence appliances	0	0.00%
Yes, excluding stoma and incontinence appliances	1	10.00%
Yes, just dressings	0	0.00%
No	1	10.00%

13. Are there any important health needs within your population that a pharmacy might help with? (8 responses)

Are there any important health needs within your population that a pharmacy might help with?
Drug and alcohol
General Health and Prevention
Obesity, cardiovascular risk
Diabetic screening, cardiovascular risk
Housebound patients requiring delivery. Managed dos sette systems for medicines
Diabetes management
Hospital discharge medicine service, hypertension

14. Is there a particular need for a locally commissioned service in your area? (services commissioned by the local NHS England team, ICB and Local authority) (10 responses)

Option	Total	Percent
Yes	5	50.00%
No	0	0.00%
Unsure	5	50.00%

15. If yes, what is the service requirement and why? (6 responses)

Emergency contraception and minor ailments
NHS health checks for individuals - many individuals are prediabetic and not being controlled effectively, a way in which patients can come to the pharmacy to get checks alongside health advice will go a long way. Vaccinations in community pharmacy - childhood immunisations, RSV, Shingles and Pnneumococcal Vaccines - patient access is key, being able to offer these vaccines in a community pharmacy will hugely increase uptake
Minor ailments service as we get many prescriptions for things people can come to us directly for
C holesterol testing, diabetic screening
Funded prescription delivery service to elderly and disabled patient
Hypertension, there is a huge demand for this service.

16. How may the locally commissioned services you currently provide be improved? (10 responses)

The smoking service needs to be more simple, the DCRS platform is too complicated and the voucher system could be easier
Unsure
Increase funding
better funding
None
Help with funding

17. Are there any services you would like to provide that are not currently commissioned in your area (7 responses)

Minor ailments and emergency contraception
NHS Health Checks, Vaccinations, MDS trays
Minor ailments
No
C holesterol testing
C holesterol testing
Gluten free food supply, stop smoking, chlamydia screening+treatment, sexual health service, emergency hormonal contraception
No

18. Does the pharmacy provide collection of prescriptions from GP practices? (10 responses)

Option	Total	Percent
Yes	7	70.00%
No	3	30.00%
Unsure	0	0.00%

19. Does the pharmacy provide delivery of dispensed medicines to selected patient groups? (10 responses)

Option	Total	Percent
Yes	9	90.00%
No	1	10.00%
Unsure	0	0.00%

If yes, list patient criteria (9 responses)

Housebound
Where patient is vulnerable or unable to get to pharmacy
Housebound and terminally ill
All patients - distant selling pharmacy
In LU3 area code, housebound without a friend, neighbor or relative that can help
LU2 postcode, if housebound and don't have a friend, neighbor or relative that can collect on their behalf.
All patients
Elderly
Elderly, disabled or working parents, poly pharmacy, or special needs

20. Does the pharmacy provide delivery of dispensed medicines to selected areas? (10 responses)

Option	Total	Percent
Yes	6	60.00%
No	4	40.00%
Unsure	0	0.00%

21. If yes, list areas covered (7 responses)

LU5, LU4, LU3, LU2
All of Luton
LU3 and LU2
Nationwide
LU3 postcode only
LU2 area
Postcodes LU2, LU4

22. Does the pharmacy provide delivery of dispensed medicines.....? (9 responses; multiple selections allowed, there were 10 selections)

Option	Total	Percent
Free of charge on request	7	70.00%
With charge	2	20.00%
No, we don't provide delivery of medicines	1	10.00%

23. Does the pharmacy provide monitored dosage systems? (9 responses; multiple selections allowed, there were 11 selections)

Option	Total	Percent
Yes, free of charge on request	7	77.78%
Yes, with charge	3	33.33%
No	1	11.11%
Unsure	0	0.00%

24. Have there been any changes to your service provision since 2022? Examples are reduction or increase in hours, consolidation, new service offerings etc. (10 responses)

Option	Total	Percent
Yes	7	70.00%
No	3	30.00%
Unsure	0	0.00%

If yes, please explain

Now offering Yellow Fever Vaccination Services and Pharmacy First Consultations
We do less free deliveries and less free MDS now. We also have closed on Saturdays
Reduced operating hours due to high costs. changed from 8am to 6:30pm to 8:45am to 6pm.
Addition: Pharmacy first Hours increased, now 8.45am-5.45pm
Pharmacy First Services
New service - Travel vaccinations and Yellow Fever vaccination centre
Due to recent change in ownership, we will be providing more services locally for betterment of the local communities.

25. Do you envisage any changes to your service provision in the next 3 years? (10 responses)

Option	Total	Percent
Yes	5	50.00%
No	1	10.00%
Unsure	4	40.00%

If yes, please explain

Increased services. More collaboration with GP surgeries
More service based including a range of services
May depending on funding and resources
Depends on costs and funding
Participate in further services the nhs would like pharmacy to participate with
Provision of more Pharmacy services for patients
Lots of positive changes to serve our local community.

*If you require specific information on pharmaceutical services provided in Luton, kindly contact publichealthintelligence@luton.gov.uk

2. Public survey results

The questionnaire for the public survey was also made available online through the Luton Council consultation portal. The questionnaire was available from 16 January to 23 February 2025. A total of 114 responses were received for the public survey. The results of the survey are summarised below. For more information, please contact Luton Council Public Health Intelligence team (publichealthintelligence@luton.gov.uk).

It should be noted that percentages may not always add up to a 100% and they reflect the total of respondents to each question (not all respondents have answered each question, and some questions allow multiple choices).

Total responses received: 114

Online responses: 112

Paper responses: 2

1. Do you live, work or study in Luton? (114 responses)

Option	Total	Percent
Yes, I live in Luton	93	81.58%
Yes, I live and work in Luton	21	18.42%
Yes, I work in Luton	0	0.00%
Yes, I study in Luton	0	0.00%
No	0	0.00%

2. Have you visited a pharmacy in Luton in the last 12 months? (114 responses)

Option	Total	Percent
Yes	111	97.37%
No	3	2.63%
Don't know	0	0.00%

3. Have you taken prescribed medication in the last 12 months (regular medicines or one-off for specific illnesses)? (114 responses)

Option	Total	Percent
Yes, regular medicines	82	71.93%
Yes, regular medicines and one-off illnesses	24	21.05%
Yes, for one-off illnesses	6	5.26%
No	1	0.88%
Not sure	1	0.88%

4. Do you have a carer or another person who helps you with your medication?(114 responses)

Option	Total	Percent
No, I do not need support with taking and arranging my medication	107	93.86%
Yes, for arranging my medication	4	3.51%
Yes, for giving and arranging my medication	3	2.63%

5. On average, how often have you/ your carer used pharmacy services over the last 12 months?
(114 responses)

Option	Total	Percent
Once a month	56	49.56%
Once every few months	24	21.24%
2-3 times per month	23	20.35%
Once a week	3	2.65%
2-3 times per week	3	2.65%
Once every six months	2	1.77%
Other	1	0.88%
Once a year	1	0.88%
I haven't used a pharmacy in the last 12 months	1	0.88%
Don't know/ Not sure	0	0.00%

Other – Every eight weeks

6. Do you use the pharmacy services mainly? (114 responses)

Option	Total	Percent
For yourself		
Yes	110	96.49%
No	2	1.75%
For your family members		
Yes	65	57.02%
No	22	19.30%
For someone else that you help/support with care		
Yes	17	14.91%
No	49	42.98%

7. Do you use the pharmacy services for? (114 responses)

Option	Total	Percent
Collecting prescribed medication	111	97.40%
Non-prescribed medication (sold over the counter)/ medical appliances	62	54.40%
For vaccinations	58	50.90%
For medical advice about general health and wellbeing, and specific health condition(s)	54	47.40%
Other – Home delivery of prescribed medicines	6	5.30%

8. Do you consider yourself to have a long-term condition? (114 responses)

Option	Total	Percent
Yes	96	84.21%
No	15	13.16%
Don't know	2	1.75%
Prefer not to say	1	0.88%

If yes, please specify:

Long Term Condition	Count
Hypertension	21
Diabetes	11
Cardiac	8
Asthma	6
Cholesterol	6
Hypothyroidism	6
Mental health	6
Arthritis	5
COPD	5
Multimorbidity	5
Gastric	4
Disabled	3
IBD	3
MSK	3
Cancer	2
Mobility	2
Neurological	2
Osteoporosis	2
Alcoholism	1
Hyperthyroidism	1
Hypoparathyroidism	1
Hypothyroid	1
Lichen Planus	1
Old age	1
Total	106

9. If yes, have you used a pharmacy advice service to obtain advice and support to deal with your long-term condition? (110 responses)

Option	Total	Percent
No	74	67.27%
Yes	27	24.55%
Not applicable	9	8.18%

10. How do you usually obtain your medicines? (114 responses)

Option	Total	Percent
I go to the pharmacy myself	92	80.70%
The pharmacy delivers the medicines	15	13.16%
Someone goes to the pharmacy for me	6	5.26%
I use an online/ distance selling pharmacy	1	0.88%

11. When you have a prescription from your GP, where do you/your carer get your medicine or medical appliance from? (114 responses)

Option	Total	Percent
Always my regular local pharmacy	79	69.30%
My regular pharmacy but occasionally to a different pharmacy	20	17.54%
Always the pharmacy based at my GP	10	8.77%
I order from online /distance pharmacy	3	2.63%
I often use different pharmacies	2	1.75%

12. Thinking of the location, do you use your regular pharmacy because it is?

(110 responses; multiple selections allowed, 202 selections)

Option	Total	Percent
Near to my home	93	46.04%
Has adequate parking close to the pharmacy	44	21.78%
Near to my doctor's surgery	40	19.80%
In town / shopping area/ supermarket	12	5.94%
Readily accessible by public transport	9	4.46%
Near to my work	4	1.98%

13. In terms of staff and services, why do you use this pharmacy regularly? (110 responses; multiple selections allowed, 276 selections)

Option	Total	Percent
The staff are friendly	68	61.80%
The staff are knowledgeable	55	50.00%
I am happy with their overall service	42	38.18%
They have good customer service	37	33.64%
It is open when I need it	30	27.27%
They offer quick service	22	20.00%
They offer a delivery service	17	15.45%
They offer a collection service	5	4.55%

14. Does the pharmacy service you use regularly have ...?

(110 responses; multiple selections allowed, 374 selections)

Option	Total	Percent
A private consultation room/ area	91	82.73%
Staff that speak your first language	69	62.73%
A bus stop nearby	51	46.36%
Good quality information leaflets	33	30.00%
Disabled parking	30	27.27%
Clear signposting to other services/ advisory bodies/ self-help groups	25	22.73%
Wheelchair ramp access	20	18.18%
An automatic door	19	17.27%
A bell at the front door	16	14.55%
A hearing loop	10	9.09%
Unsure/Don't know	8	7.27%
Disabled toilet	5	4.55%
Large print labels	5	4.55%

Other comments:

Medication is delivered – 3

Pharmacy is in supermarket – 1

Haven't noticed as it's not applicable – 1

I am Deaf. Why can't they learn BSL or to book a BSL interpreter for deaf to be able to ask questions regarding their medical condition and tablets

15. How do you usually travel to the pharmacy that you use most often? (109 responses)

Option	Total	Percent
Car or motorbike	53	49.07%
Walk	50	46.30%
Bus or taxi	4	3.70%
Cycle	1	0.93%
Mobility scooter	0	0.00%
Train	0	0.00%

Other comments: Medication is delivered - 1

16. On average, how long does it take you to get there? (110 responses)

Option	Total	Percent
5 to 10 minutes	47	43.12%
Less than 5 minutes	32	29.36%
11 to 20 minutes	26	23.85%
21 to 30 minutes	3	2.75%
More than 30 minutes	1	0.92%

17. What are you most likely to do if you cannot access your regular pharmacy? (110 responses)

Option	Total	Percent
Go on another day	64	58.18%
Go to another local pharmacy	53	48.18%
I can always access my pharmacy	28	25.45%
Call 111 for advice	18	16.36%
Go to a GP or walk-in center	9	8.18%
Call the out of hours service	6	5.45%
Use an online pharmacy	3	2.73%
Go to a hospital	0	0.00%

18. What (one thing) do you value most about the pharmacy service you use most often?

103 comments received

Comments	Total	Percent
Helpful staff	50	48.50%
Local to me	24	23.30%
Efficient service	11	10.70%
Convenient	10	9.70%
Delivery services	3	2.90%
Timing is good	3	2.90%
They speak my language	1	1.00%
Vaccinations	1	1.00%

19. In general, are pharmacy services in Luton open at times that suits you? (114 responses)

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

20. Would any of these opening times make it easier for you to get to the pharmacy?(114 responses)

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%

21. Which of these services you would like to see at your pharmacy? (114 responses)

Option	Total	Percent
None, my pharmacy services are fine	52	45.61%
Blood pressure testing	42	36.84%
Pharmacy First service	35	30.70%
Covid 19 vaccination service	34	29.82%
Flu vaccination service	29	25.44%
New Medicines service	22	19.30%
Stop smoking support	12	10.53%
Alcohol advice	10	8.77%
Family planning services (condoms)	9	7.89%
Emergency contraception service	9	7.89%
Needle and syringe exchange	9	7.89%
Screening for STDs	8	7.02%
Palliative care service	7	6.14%
Supervised consumption (methadone supply)	3	2.63%

22. Do current pharmacy services in Luton meet your specific needs? (114 responses)

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

If no, please explain
Poor parking and accessibility for many pharmacies close to my area. The one that is open longer hours has really poor service.
I would like the staff to be polite and value me as a customer
Not many out of hour chemists
too many close at lunch time and dont open at weekends. there are to many small pharmacies rathr than a smaller number of larger units open the same times as main supermarkets
The wait is sometimes annoying.
My pharmacy does not seem to have regular chemists
I am housebound so pjarmacy is really impartment
A pharmacy based blood testing service would avoid the need for a GP phlebotomy appt or a trip to the hospital.
Where is BSL interpreter. Accessible Information standard
I was sent a prescription via Doctor Care Anywhere and my local pharmacy was listed for e-prescriptions. However when I arrived they informed me they do not have a subscription so could not fulfill my needs. Surely it is worth the cost for them to subscribe to the service.
I'd like to know about nerve damages caused by injection, what services there are to help and where to go for this treatment. Gp does not have any idea! They asked me to find out and inform them!!

23. Do you have any other comments or suggestions on how pharmacy services could be improved in Luton? (48 comments received)

Better funding from government so they can recruit more staff and open on Saturday and bit later in the evening
Better parking, better accessibility for disabled. Too many shops / takeaways so hence immense parking restriction. People parking on double yellows / inconveniently so can't get to pharmacy as no access. If traffic wardens made an approach, things would be easier.
Better car parking facilities nearby
I understand that in some areas ear wax removal is carried out in pharmacies - and this would be a useful service in Luton
The pharmacy I use is Calverton Pharmacy on Calverton Road in Luton. They are always good, staff are nice and are the pharmacists. I am really happy with the service the provide.
I have had to self-administer blood thinners on two occasions. A sharps box drop off facility at my pharmacy would be useful.
Too many pharmacies on Dunstable Rd, leading into Bury park.
Shut down little GP practices and open a few poly clinics with integrated pharmacy open 24hrs x 7.
I think they could advertise what each pharmacy does, as a lot of people are unsure what certain pharmacies do.
Jardine's to open on Saturdays - Jardines to take back unwanted medicines, there is a notice in the shop saying that they do not do this
The times of smaller pharmacies in local areas are old fashioned and not helpful for shift workers
I have used other pharmacies and they do not match the service I get from Featherfield Chemist. They should be allowed to provide Covid injections as currently I have to use other Chemists which do not offer the same high-quality service.
Pharmacists provide an excellent option for many health care needs and take pressure off GP services
Leave them alone other than funding them better for the care, information and services they provide, if I lost the local pharmacy to me, it would be a huge loss on many levels
I've noticed that as the pharmacy gets busier the service is not as good as it used to be, often now my repeat prescriptions are not done and I have to sit and wait. Last time for nearly an hour. They need more staff.
If they are all like mine, then for me this is good.
Far too many inefficient small pharmacies that close at lunch time and at weekends. We are in the dark ages. These facilities should be part of a larger offering (like a supermarket) and open all day every day.
They should improve on the waiting time for collection.
Pay Pharmacy Services more money to take over services normally done at the doctors
More investment in buildings and better facilities given the government are pushing people to use pharmacies first. We don't have a Dr surgery in High Town so we need our pharmacy. Could do with some higher trained clinical pharmacists.
I believe a lot of pharmacies are not getting enough funding. I am pleased my pharmacy are still open.
Stop over pricing counter products
They need to be open out of hours and awareness of certain drug and meds that may not be available. Pharmacy staff should stop recommending the 'usual' and think of patients as individuals. The best staff for me have been those who have thought about what they are recommending not just the popular meds.
A proper pharmacy in Sundon park Roland's is useless never have stock to send prescriptions aware to be made up which and 2 extra days wait for prescriptions I am waiting on a repeat prescription that they received 2 weeks ago just keep being told it will be ready tomorrow but tomorrow Saturday I will be told come back Monday
I think if Barton Road Pharmacy can open on Sunday's if possible
Quicker service.
There is a 4 day wait for prescription to get to pharmacy and then another 4 days to fill prescription.

The pharmacy staff always do their best but have to deal with too big an area/too many surgeries and are starting not to be able to cope.
Could be quicker dispensing prescriptions. Sometimes have to wait nearly a week for prescription to be ready
I am good with the service provided
It would be ideal if the pharmacy was in the doctors surgery
Staff could learn BSL for Deaf patients
Better checking of who is collecting medication.
I was given the wrong person's order
My Pharmacy is good, sometimes they need to order things in but I am not expecting them to hold a stock of ever medicine
Better communication between pharmacy and GP surgeries
I am very satisfied with my pharmacy
<ul style="list-style-type: none"> • Always happy to have more services. • My pharmacist has recommended a cheaper version of the exact same medicine which is very helpful. • I really liked the old system whereby you could take the prescription slip and go to any pharmacy in England, it really helped when out and about shopping or traveling, even though my local pharmacy is very good, for example, if I was in the town centre I could go to the town centre pharmacies, if I was in bury park doing grocery shopping I could go there, if I was in Lewsey/ Bushmead or even a different town/city altogether, I could just go and get the prescription as long as I had the paper. I want to go back to this old system, instead of this "nominated" pharmacy anti-free market regressive policy.
Help patients and be empathetic as they are more approachable and friendlier than other medical staff. They can share medical advice as many gps do not give advice or explain medication/treatment/ side effects. They just time watch and discharge as fast as they can missing out on vital advice to patients.
Keeping services local
For working people longer opening hours might help. But as long as the late night opening at some chemists is available this suffices. I don't think it's necessary for all to have late night opening.

24. Which of these services available at your local pharmacy do you use or are you aware of?

(114 responses)

Option	Total	Percent
Disposal of unwanted or out-of- date medicines		
Aware of	43	37.72%
Use	42	36.84%
Not sure/ don't know	29	25.44%
Independent prescribing by pharmacists - some pharmacists can provide prescription only medicines for certain medical conditions		
Aware of	41	35.96%
Use	5	4.39%
Not sure/ don't know	68	59.65%
Pharmacy First service		
Aware of	28	24.78%
Use	6	5.31%
Not sure/ don't know	79	69.91%

New Medicines service		
Aware of	16	14.04%
Use	9	7.89%
Not sure/ don't know	89	78.07%
Home delivery of medicines and appliances, and prescription collection services		
Aware of	48	42.48%
Use	16	14.16%
Not sure/ don't know	49	43.36%
Specialist advice regarding taking controlled drugs		
Aware of	33	29.20%
Use	5	4.42%
Not sure/ don't know	75	66.37%
Preparing dosage systems, e.g. compliance aids or personally prepared packs of daily medication		
Aware of	35	30.97%
Use	2	1.77%
Not sure/ don't know	76	67.26%
Advice on treatment of minor health concerns and healthy living e.g. healthy eating, stop smoking, weight management		
Aware of	60	53.57%
Use	16	14.29%
Not sure/ don't know	36	32.14%
Advice on best way to take medication		
Aware of	59	52.21%
Use	23	20.35%
Not sure/ don't know	31	27.43%
Support for carers		
Aware of	13	11.61%
Use	3	2.68%
Not sure/ don't know	96	85.71%
Getting vaccinations - Flu, Covid, travel vaccines etc.		
Aware of	48	42.11%
Use	44	38.60%
Not sure/ don't know	22	19.30%
Clear signposting to other services/advisory bodies/ self-help groups		
Aware of	41	36.94%
Use	5	4.50%
Not sure/ don't know	65	58.56%
Advice on alcohol consumption		
Aware of	25	22.32%
Use	0	0.00%
Not sure/ don't know	87	77.68%
Stop smoking services		
Aware of	45	40.54%
Use	0	0.00%
Not sure/ don't know	66	59.46%

Chlamydia screening and treatment service		
Aware of	15	13.51%
Use	0	0.00%
Not sure/ don't know	96	86.49%
Condom supply service		
Aware of	17	15.32%
Use	1	0.90%
Not sure/ don't know	93	83.78%
Emergency hormonal contraception service		
Aware of	27	24.55%
Use	0	0.00%
Not sure/ don't know	83	75.45%
Supervised consumption (supporting safe drug use)		
Aware of	20	18.02%
Use	1	0.90%
Not sure/ don't know	90	81.08%
Needle and syringe exchange service		
Aware of	13	11.71%
Use	0	0.00%
Not sure/ don't know	98	88.29%
Blood pressure service		
Aware of	37	32.74%
Use	6	5.31%
Not sure/ don't know	70	61.95%
Out of hours urgent supply e.g. overnight, Christmas Day		
Aware of	12	10.81%
Use	1	0.90%
Not sure/ don't know	98	88.29%
Access to free or low-cost medicines for common illnesses		
Aware of	22	19.47%
Use	17	15.04%
Not sure/ don't know	74	65.49%

25. What sex were you assigned (given) at birth? (113 responses)

Option	Total	Percent
Female	76	67.26%
Male	35	30.97%
Prefer not to say	2	1.77%

26. How would you describe your gender identity? (112 responses)

Option	Total	Percent
Female	77	68.75%
Male	33	29.46%
Prefer not to say	2	1.79%
Non-binary	0	0.00%
Trans-male	0	0.00%
Trans-female	0	0.00%
Other	0	0.00%

27. Which one of the following best describes your sexuality? (110 responses)

Option	Total	Percent
Heterosexual (Straight)	90	81.82%
Prefer not to say	10	9.09%
Homosexual (Gay or Lesbian)	6	5.45%
Bi-sexual	2	1.82%
Asexual	2	1.82%

28. Which age group do you belong to? (111 responses)

Option	Total	Percent
55 - 64	33	29.73%
65 - 74	31	27.93%
45 - 54	16	14.41%
74 - 84	15	13.51%
35 - 44	8	7.21%
18 - 24	2	1.80%
25 - 34	2	1.80%
85 and over	2	1.80%
Prefer not to say	2	1.80%

29. Do you have /or are you classed as having a disability? (113 responses)

Option	Total	Percent
No	80	70.80%
Yes	28	24.78%
Prefer not to say	5	4.42%

30. If yes, please state which of the following best describes your disability

(25 responses; Multiple selections allowed, 33 responses)

Option	Total	Percent
Physical	15	60.00%
Emotional/mental health	7	28.00%
Hearing impaired/ deaf	6	24.00%
Learning	3	12.00%
Visually impaired/ blind	2	8.00%

Other comment: Ongoing effects from previous stroke.

31. What is your current employment/education status? Please choose the one which best describes your current status. (112 responses)

Option	Total	Percent
Retired	50	45.05%
In employment (full or part time)	45	40.54%
Self-employed (full or part time)	4	3.60%
Unable to work	3	2.70%
Seeking employment	3	2.70%
Prefer not to say	3	2.70%
Other	1	0.90%
In education (full time or part time)	1	0.90%
Stay at home parent/carer or similar	1	0.90%
Currently unemployed	1	0.90%

Other comment: Housewife

32. Please indicate your religion/faith/belief? (112 responses)

Option	Total	Percent
Christian	68	60.71%
None	28	25.00%
Prefer not to say	13	11.61%
Muslim	2	1.79%
Any other religion/faith/belief (please specify)	1	0.90%
Hindu	0	0.00%
Buddhist	0	0.00%
Jewish	0	0.00%
Sikh	0	0.00%

Other comment: Spiritual

33. Which of the following groups best describes you? (110 responses)

Option	Total	Percent
White - British	83	75.45%
Other White	6	5.45%
White - Irish	5	4.55%
Prefer not to say	4	3.64%
Black/Black British – Caribbean	3	2.73%
Black/Black British - African	3	2.73%
Asian/Asian British - Pakistani	2	1.82%
Other Asian	1	0.91%
Mixed - White and Asian	1	0.91%
Other Mixed	1	0.91%
Chinese	1	0.91%
White - East European	0	0.00%
Other Black	0	0.00%
Asian/Asian British - Indian	0	0.00%
Asian/Asian British – Kashmiri	0	0.00%

Asian/Asian British - Bangladeshi	0	0.00%
Mixed - White and Black Caribbean	0	0.00%
Mixed - White and Black African	0	0.00%
Arab/ Arab British	0	0.00%
Gypsy/Traveller	0	0.00%
Roma	0	0.00%
Other ethnic group	0	0.00%

3. Consultation Report for Luton Pharmaceutical Needs Assessment 2025

Introduction

As part of the PNA development process, the Health and Wellbeing Board (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. The purpose of the consultation is to establish if the pharmaceutical providers and services supporting the population of the HWB's area are accurately reflected in the final PNA document. The consultation Luton's PNA 2025 draft report ran from 2 June to 3 August 2025, during which the views of the general public and other interested stakeholders were received.

This report describes the process through which the formal consultation of Luton's draft PNA was undertaken, summarises the responses received and identifies areas of interest through the feedback and comments received during the consultation period.

Consultation Process

Following review by the PNA Steering Group, the final Draft PNA report, separate Executive Summary, and a short survey questionnaire including an Easy Read version were published online via the Council's consultation portal for 9 weeks. In line with the NHS (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 amended¹, local organisations and key stakeholders were advised of the launch and specifically invited by email to respond to the consultation for Luton's PNA 2025. These included:

- BLMK-N Local Pharmaceutical Committee
- Bedfordshire & Hertfordshire Local Medical Committee Ltd
- Neighbouring Health and Wellbeing Boards
- BLMK Integrated Care Board
- HWE Integrated Care Board (representing NHS England)
- BLMK Primary Care Delivery Group
- Healthwatch Luton
- Cambridgeshire Community Services
- East London Foundation Trust
- Bedfordshire Hospital Foundation Trust
- ResoLUTiONS (CGL)
- All Luton pharmacy contractors (40) and Dispensing GP practice (1)

The option to complete a paper copy or translated version of the consultation survey was made available with details on how to make requests included on the survey notice. However, all responses were received online. In addition, respondents could contact the Luton Public Health Intelligence Team by email or phone to make any comments. The online survey included 13 questions (excluding optional questions on demography) with the opportunity to provide further comments and suggestions.

Marketing plan for public consultation

The Communications and Marketing team at Luton Council promoted awareness of the draft PNA consultation with numerous activities. Similar to the first phase of the consultation process, physical and digital methods were utilised in promoting the consultation process.

Table 1: Marketing for public consultation

Channel	Audience	Outputs
Press release	All	Council website, published on Luton Today website
Poster	All	Distributed to pharmacies, libraries, leisure centres, community centres, town hall
Printed information flyers	All	To be distributed at community events
Easy Read version	Adult social care, elderly, people with disabilities, community groups	Digital copy uploaded with survey, hard copy for distribution at community events
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
Digital screens - Town hall, Inspire Luton Sports Village, Luton Point, GP screens	Residents, staff, elderly, people with disabilities, community groups, religious groups	Advert displayed for two months on multiple screens
e-Luton	Residents	Article included in July e-Luton newsletter
Community newsletter	Community groups, religious groups, voluntary sector organisations	Article included in July newsletter
Member brief	Residents	Article and social media graphics shared with members with a request to promote the survey via their networks

Survey response

Respondents were required to read a version of the draft report before completing the survey. A total of 53 people started the survey, however, 39 read some or all of the draft and therefore completed the survey. Of the 39 valid responses, 31 were from members of the public (80%), while the remaining 8 represented a variety of organisations.

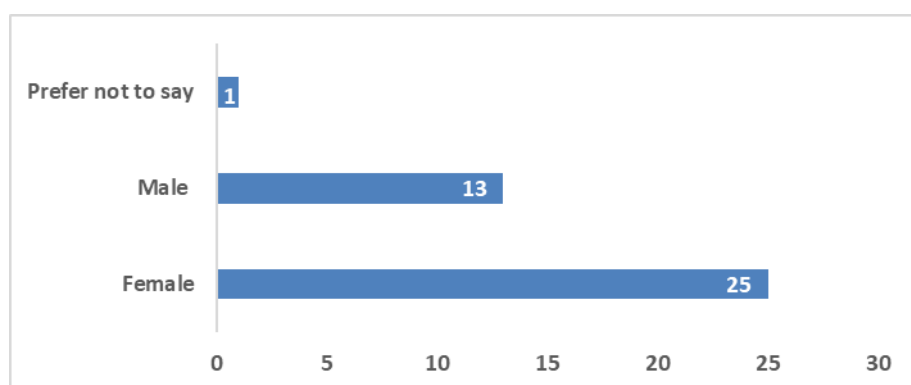
Percentages included in this report are a proportion of the number of respondents per question and may not sum up to 100%. Full survey questions and results can be seen at the end of this report. All comments were reviewed and have been incorporated into this report where relevant. Considering the small number of respondents (n=39 for most questions), it is acknowledged that the results may not be fully representative of the opinions of all Luton residents.

Table 2: Consultation response

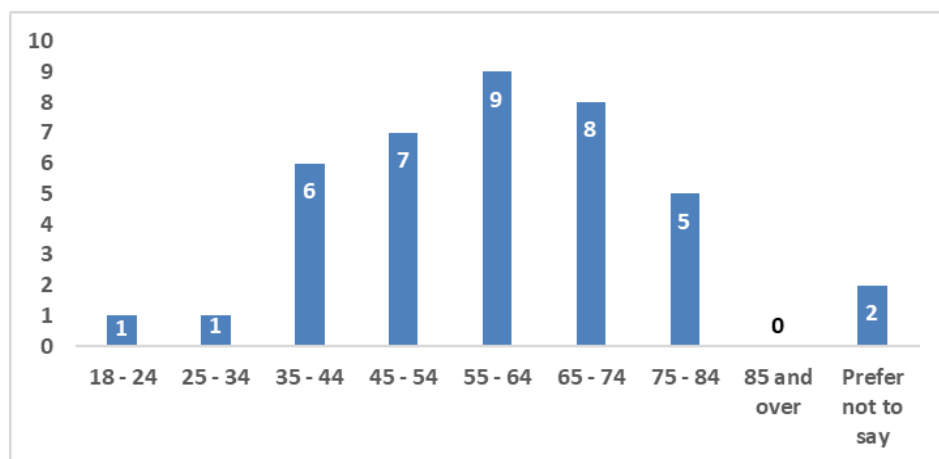
Option	Total	Percent
Member of the public	31	79.49%
Business owner	2	5.13%
Pharmacist	1	2.56%
Healthcare or social care provider	1	2.56%
Health and Wellbeing Board member	1	2.56%
Voluntary or community sector organization	1	2.56%
On behalf of an organisation	1	2.56%
Employee for Luton Council working in partnership with Health partners	1	2.56%

Socio-demographic profile

Gender: 25 were female (64%), 13 were male (33%) and 1 preferred not to say. No respondents identified as “non-binary”, “transgender” or “other”.

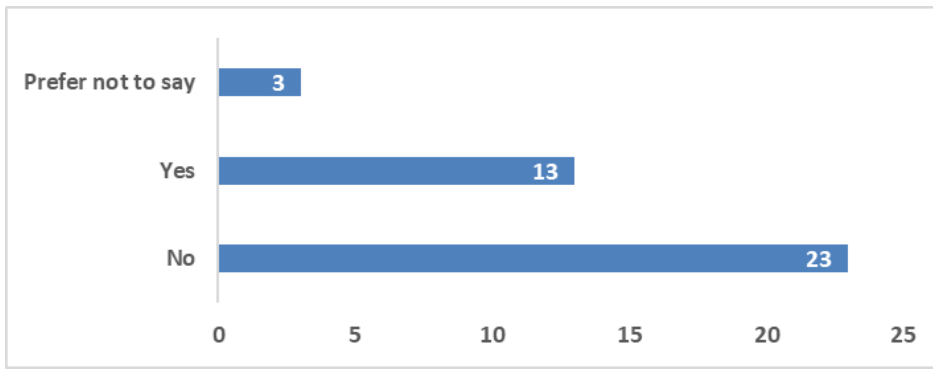


Age: The highest represented age groups were 55-64 (23%), 65-74 (21%) and 45-54 (18%). There were 2 respondents between 18 to 34 years and 2 who preferred not to say. Majority of the respondents were in the older age groups with 56% of respondents being 55 and over. Although not representative of Luton’s age distribution as a whole, it may reflect the predominant population of pharmacy users due to age and long-term conditions.



Ethnicity: 59% of respondents were from White British groups (in comparison to 80% from the 2022 PNA). Other ethnic groups made up 33% per cent while 8% preferred not to say. The change in demographics may be an indication of the increasing diversity of Luton’s population.

Disability: When asked about disability, 23 (59%) reported no disability, 13 (33%) reported a disability, while 3 preferred not to say. Physical disability was the major disability described, while emotional or mental, hearing and learning disability were less common.



Employment status: 21 respondents were in employment (54%), 11 were retired (28%), 3 were unemployed or unable to work (7%) and 1 each were either self-employed or in education (2.5% each). 2 preferred not to disclose their employment status (5%). There were no responses from any full-time carers.

Postcodes: The largest number of responses came from the LU2 sector of Luton, followed by the LU3 area. The responses were analysed by postcode to determine if there were any specific themes identified by area, however, none were detected.

Table 3: Survey participants' postcode representation

Postcode	Count	Percent
LU1	6	15%
LU2	13	33%
LU3	7	18%
LU4	9	23%
Other	4	10%

Results

Below are the responses to the questions asked during the consultation. Total number of respondents for most of the questions is 39. All valid comments have been included and discussed by theme. Responses from the HWB have been included where required.

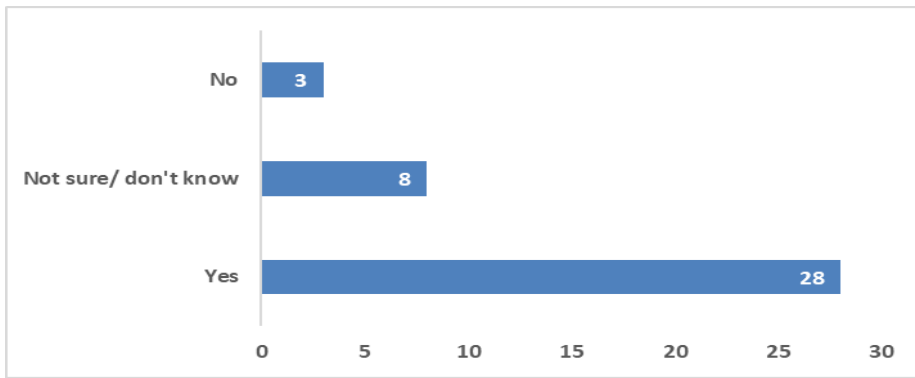
Question 2: Is the purpose of the pharmaceutical needs assessment clear to you?

In response to this question, 35 respondents (90%) said the purpose of the PNA was clear while 4 (10%) were not sure. The participants who responded "not sure" were all members of the public.

The PNA, while openly accessible to all, is a technical document utilised to inform commissioning decisions and must adhere to certain wording and terminology as set out in the relevant regulations (the NHS Pharmaceutical Services Regulations 2013, 2023 amendments). The majority of respondents who agreed that the purpose was clear were members of the public and therefore the HWB is satisfied that the language used in the document is appropriate and the purpose has been made clear. An Easy Read version of the document was included as part of the consultation and will be included with the final publication.

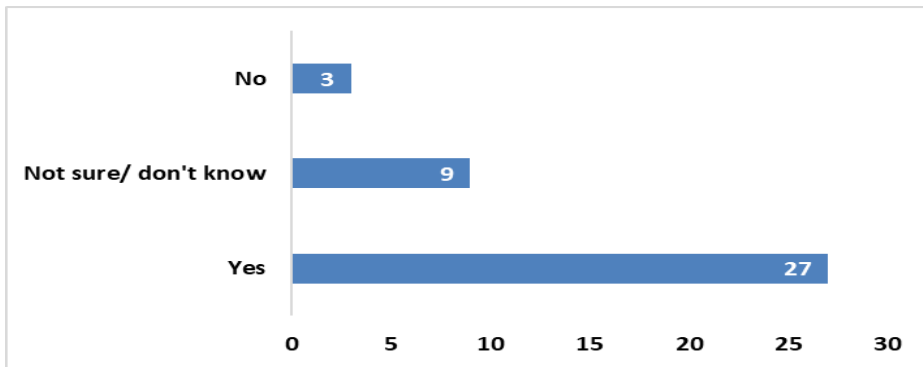
Question 5: Does the draft PNA reflect the current provision of pharmaceutical services in Luton?

28 respondents (71%) agreed that the draft PNA described the current provision of pharmaceutical services in Luton. 8 were not sure (20%) and only 3 did not agree (8%). Of those that chose "not sure", 6 were members of the public, one a healthcare provider and another a business owner. Of those that chose "no", one was a pharmacist, one a member of the public and another representing a voluntary organisation.



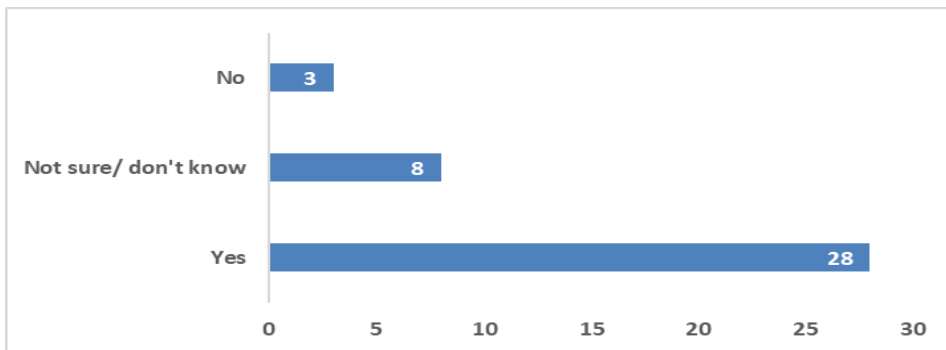
Question 6: Does the draft PNA reflect the current need for pharmaceutical services within Luton?

Majority of respondents (n=27, 70%) felt that the PNA accurately reflects the current need for pharmaceutical services within Luton. 8% of respondents (n=3) felt that it didn't while 23% (n=9) were not sure. Those who chose "No" were all members of the public while of those who chose "Not sure", one was a healthcare/social care provider and the other a business owner. Reasons given for disagreeing included a need for evening and weekend opening times and lack of support for patients with unique needs.



Question 7: Has the draft PNA provided enough information to guide the planning and delivery of pharmaceutical services over the next three years in Luton?

In response to this question, 28 respondents (72%) answered "yes", 8 were not sure (21%) and 3 did not agree (8%). Respondents that disagreed included 2 members of the public and one representing a voluntary organisation. For respondents who were unsure, 6 were members of the public, one was a business owner and one a healthcare or social care provider. Reasons given for disagreeing included Luton's continued population growth and a need for better communication and understanding of the services offered by community pharmacies. 4 comments were received for this question.

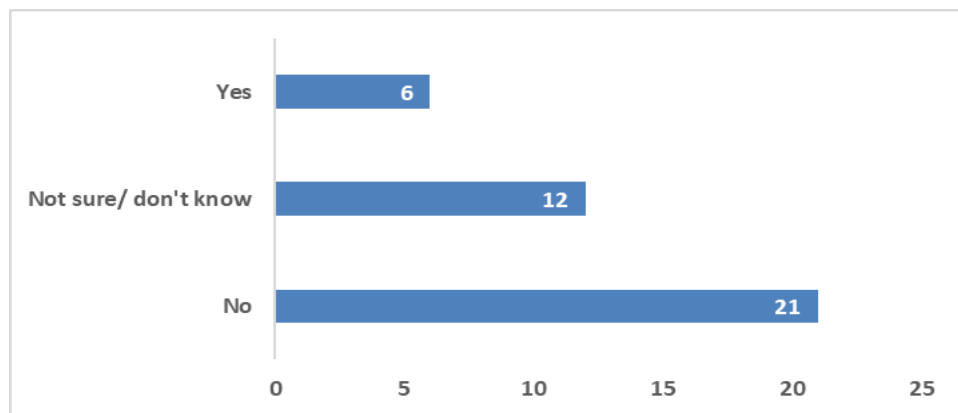


Question 8: Are there any gaps in service provision (when, where and which services are available) that have not been identified in the draft PNA?

In response to the question on unidentified gaps, 21 respondents (54%) said they did not think there were any gaps. 6 respondents (15%) thought there were some unidentified gaps while 12 (31%) were not quite sure. Respondents highlighted gaps such as the view that services were mainly tailored to demographics

resembling those of decision makers, insufficient opening hours, limited provision for an ageing population, weak coordination between GP and pharmacy services, and low public awareness of the full range of services available in pharmacies.

Responses answering “Yes” were reviewed by postcode, with half (3 out of 6) originating from the LU3 area. The reasons given did not relate to any specific theme. In total, five members of the public and one pharmacist expressed the view that there may be gaps which had not been identified.



9 comments were received from respondents to this question.

Question 9 and 10: Is there anything in this draft PNA that you feel may have an impact on you due to any of the following?

Survey participants were asked if they felt there would be any impact on them based on their age, gender, religion or belief, marriage and civil partnership, pregnancy and maternity, gender reassignment, sexual orientation, ethnicity or disability. While majority of respondents said there would be no impact for most criteria, some respondents recorded positive or negative impacts.

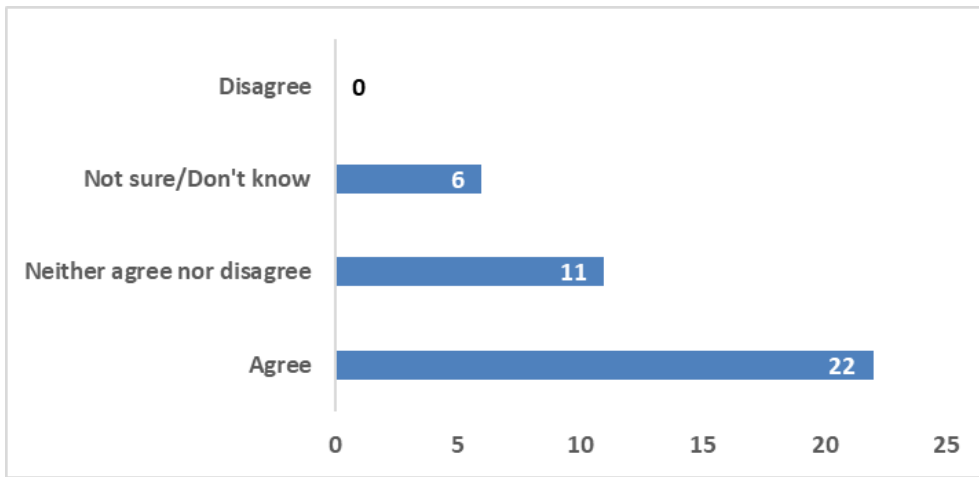
Table 5: Survey responses on perceived equality impacts of the draft PNA

Option	Positive impact	Negative impact
Age	15.38%	20.51%
Gender	15.79%	10.53%
Religion or belief	12.82%	7.69%
Marriage and civil partnership	10.26%	7.69%
Pregnancy and maternity	13.16%	10.53%
Gender reassignment	5.41%	8.11%
Sexual orientation	10.53%	7.89%
Race (ethnicity)	12.82%	10.26%
Disability	16.22%	16.22%

The highest negative impact recorded was for age at 20.5% (most comments related to impacts due to increasing age), while the highest positive impacts were for disability and gender at approximately 16% each. Those who chose “positive impact” felt the report had included most groups without prejudice or were happy with their preferred pharmacy’s services. 13 comments were received and have all been themed under “Equality and Inclusivity”.

Question 11: Please indicate if you agree or disagree with the conclusions in the draft PNA document?

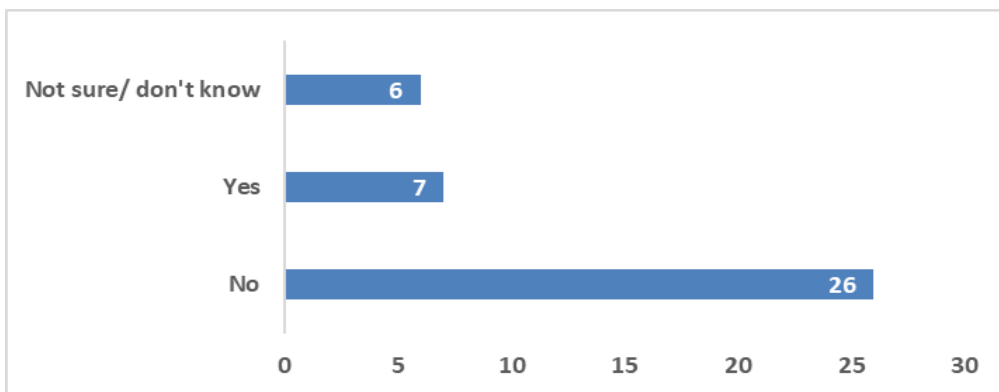
Out of the 39 responses to this question, 22 chose “Agree” (56%), 11 were neutral (28%) and 6 were not sure (15%). No respondent disagreed with the conclusions. Of the 6 that were unsure, 4 were members of the public, 1 was a business owner and another a health or social care provider.



The PNA is a statutory document that must follow specific regulations, methodology, and terminology, as its conclusions directly inform decisions on planning and improving pharmacy services for the public. We acknowledge that, because of this technical nature, some conclusions may not always be easy to interpret. The findings are always used to guide the ongoing development of services to ensure they remain adequate and responsive to the needs of Luton residents. The Health and Wellbeing Board is confident that the content of the PNA remains appropriate and continues to serve the best interests of the community.

Question 12: Do you have any other comments on what you feel should be contained in the PNA?

Out of the 39 responses to this question, 26 (67%) had no additional comments, 7 (18%) responded with additional comments and 6 were unsure (15%). 4 comments were made by members of the public, 1 on behalf of an organisation, and 1 by an individual working with health partners.



Question 13: Do you have any other comments about pharmaceutical services in Luton?

There were 36 responses to this question. 18 respondents (50%) chose “yes”, 16 chose “No” (44%) while 2 respondents were unsure. 17 comments were received, 15 from members of the public, 1 from an HWB member, and 1 by an individual working with health partners.

Emerging themes from the consultation on the draft PNA

Comments from respondents were analysed thematically to identify any emerging areas of concern raised by respondents. Below are the main themes which emerged from the consultation feedback and the frequency with which they occurred.

Table 4: Emerging themes from consultation

Theme	Count
Improving pharmaceutical service delivery	8
Support for pharmacies and other systemic issues	7
Adequacy of pharmaceutical provision	6
Local access to pharmaceutical services	5
Equality and inclusivity	5
Public engagement and feedback	5
Knowledge and communication	4

Discussion

Adequacy of pharmaceutical provision

Comments under this theme suggested that current pharmaceutical provision did not address the needs of patients with unique or less represented medical conditions. One comment expressed doubts on whether provision would continue to be adequate considering Luton's continued population growth, while another highlighted the recent closure of pharmacies affecting future provision. One respondent drew attention to the population in the North neighbourhood, who, although relatively affluent, were older and likely in need of more pharmaceutical services.

- "It has to address the lack of provision for persons diagnosed with a condition of which there is little representation among stake holders." (Question 5)
- "There is a wider demand for the requirement to ensure patients with unique, tailored needs for pharmacy services to be catered for within this report." (Question 6)
- "There is further scope required to maintain a strong presence to match services to the current demands for minority patient group who have special medical requirements." (Question 7)
- "There will not be enough provision for the growth in population." (Question 7)
- "Particular attention should be paid to the East and West Luton neighbourhoods to ensure the number of pharmacies and services provided there do not fall below that required to meet the needs of the community." I wonder if sufficient attention is also being given to the north of the borough - where there is an older population. Although seen as more affluent in some datasets (generally homeowners etc.), these populations will have more demands for pharmacies especially with a number of assisted living and care homes in the Barnfield/Bramingham wards, and I worry that this may not be reflected in the PNA from reading the Executive Summary (although this may be addressed in the longer document)." (Question 8)
- "In the report it stated there is an adequate number of pharmacists, with some pharmacist recently closed, will this be a problem in the future?" (Question 13)

Luton's population has grown steadily since the 2021 census and continues to grow. Most recent population estimates from ONS (ONS, July 2025) show a 2.3% increase from 2023 which is faster than the national population growth rate. Continued migration into Luton coupled with planned housing developments are

expected to contribute to population growth. Luton, at the time of this report, has 41 pharmacies, with a pharmacy per 100,000 population rate of 17.2% (using the latest ONS estimate of 239,090). Although there is no official optimal rate for this measure, it remains similar to the regional and national figures. No new gaps have been identified at this time. The PNA steering group will continue to meet annually to monitor any changes to the need for pharmaceutical services.

8 of Luton's 40 pharmacies (20%) are located in North Luton with adequate provision of all advanced services and locally commissioned services except the needle exchange service. Of these, 1 pharmacy opens till 7pm on weekday evenings and 4 are open on a Saturday. Opening hours range from 40-54.75 hours per week. A comprehensive overview of service provision in North Luton (along with the other neighbourhoods) can be found in Chapter 4 of the full report. Improvements for better access in the North neighbourhood can be achieved with increased weekday evening, and weekend opening hours. However, opening hours are not a commissioned service and are determined at the discretion of the business owner with the approval of NHS England and the ICB.

We recognise the importance of meeting the needs of residents in assisted living facilities and care homes. These settings receive medication through a dedicated and carefully regulated supply pathway, separate from community pharmacies. For this reason, the delivery of pharmaceutical services to these facilities is not assessed within the scope of this PNA.

Access to pharmaceutical services (location, travel time, opening hours)

Most respondents felt that the pharmacies should open for longer on weekday evenings and weekends to accommodate people that work. One respondent questioned late provision in the Town centre and another felt there was only one pharmacy within a 15-minute walk for them. There were also a few comments about pharmacies shutting at lunchtime.

- "More pharmacies need to be open or further promote that they are open in the evenings and weekends, especially my local one – Jardines." (Question 6)
- "Is there any late provision in the town centre? Believe the two pharmacies are in The Point and close when the shopping centre closes. Not sure if there is a demand." (Question 8)
- "I have one pharmacy within 15 mins' walk and it closes at 17h00. The premises are not adequate for the demand." (Question 8)
- "Our local pharmacy Wheatfield Rd is only open to 4 on Sunday needs to be longer perhaps to 6." (Question 13)
- "Recently pharmacies seem to have issues with recruitment. Also opening times have changed impacting availability of medicines." (Question 13)
- "Most pharmacies have limited opening hours, one closest to me shuts at lunchtime and only open for a few hours on a Saturday, doesn't help when you work." (Question 13)

There are 6 pharmacies in Luton open for 72 hours a week or more (4 in West Central) and 13 open beyond 6.30pm on weekdays (10 in West Central). Opening hours have been detailed in section 4.6. While none of these are in South/Town Centre, there are several pharmacies within 2-3km in West Central that have late opening, including Dr Pharmacy which closes at midnight every day.

Outside of normal working hours in the UK, urgent medication may be obtained by calling the NHS 111 line, visiting an urgent treatment centre, or in cases of true emergency, visiting the nearest Accident and Emergency unit. Many pharmacies now also provide a smart prescription locker option whereby patients can collect prescribed medicines at their convenience (e.g. Jardines pharmacy).

The full list of pharmacies and their opening hours has been included in the PNA and residents can also use the NHS Find a pharmacy search to find nearby pharmacies and their opening hours. The NHS search service is updated in real time. Greater emphasis will be placed on promoting this service to ensure Luton residents are fully aware of it.

About 97% of respondents in the public survey access their pharmacies by walking or driving and will reach their usual pharmacy within 20 minutes. The HWB considers a maximum 30 minutes' walk time and 15 minutes' drive time reasonable time to access a pharmacy. All of Luton except the airport falls within this limit and the PNA identifies adequate geographical access for majority of Luton's residents.

Support for pharmacies and other systemic issues

Responses in relation to support for pharmacies were mostly about funding and payments to pharmacies. Most respondents felt that pharmacies are essential services in the community and provide additional support for GPs, but do not get the support they need. In addition, one respondent complained about a shortage of pharmaceutical materials.

- Community Pharmacists are not paid (or not paid fully) for all the services they are expected to provide. Some pharmaceutical products are not available; for example, "Pharmaceutical grade Bicarbonate of Soda (NaHCO₃)."
- "The lack of availability of "Pharmaceutical grade Bicarbonate of Soda (NaHCO₃)" means that I have to buy it in Europe, where there is no shortage." (Question 12)
- "Pharmacies struggle to provide basic medicines and do not make great profits. Now that we have 2 million more GP appointments, none of them in Luton, we should stop delegating GP work to pharmacies from doctors whose main aim is striking and not patient care." (Question 12)
- "Please give adequate payment to our Community Pharmacists." (Question 13)
- "Please keep them, as they are really useful and needed services to support communities and our GPs." (Question 13)
- "Our smaller pharmacies do a wonderful job. They don't get the help that they need to continue." (Question 13)
- "As both someone who lives and works in Luton, I have had only positive experiences with Community Pharmacies and feel they really want to be supporting communities. With the problems in the Primary care and people struggling to see GP's the need for Community Pharmacy is greater than ever." (Question 13)
- "The organisational capability in pharmacies is not great. 30 years ago prescriptions were dispensed in 48 hours using paper and ink. Now it takes 4 days. Poor communication skills in pharmacies is worsening the delays." (Question 13)
- "Very satisfied with the service provision. Anything that reduces the need to make a GP appointment is welcome." (Question 13)

Under the Community Pharmacy Contractual Framework (CPCF), community pharmacies are obliged to dispense all NHS prescribed products in a timely manner. Products that are not licensed for clinical use in the UK fall outside the remit of community pharmacies or the scope of the PNA.

The NHS has recently prioritised and increased funding for community pharmacies through the CPCF by 4.1% for 2024/25 year and this is expected to rise by 15% in 2025/26 year. The prioritisation of funding for community pharmacy in 2025 to 2026 represents the highest uplift across the NHS and highlights the government's recognition of the sector's contribution to the health of communities.

While the comments in relation to support for pharmacies and other systemic issues are acknowledged, responses to this lie outside the remit of the PNA.

Improving pharmaceutical service delivery

Responses grouped under this theme included comments on how pharmaceutical services could be better delivered. Suggestions included more preventive approaches through signposting and support for healthy living, improving delivery of medicines, pharmacies working with local community groups and regular reviews of pharmaceutical provision. One respondent felt pharmacies should be able to dispense antibiotics while another suggested increased use of the prescription pre-payment certificate.

- “A more holistic approach to how pharmacies can support people with their health and wellbeing needs to be highlighted in detail. Signposting to stop smoking, weight management, physical activity and expectations for referrals to be made from those working within pharmacies. We need a more preventative approach.” (Question 7)
- “Pharmacies should be able to dispense antibiotics. This will ease demands faced by GPs and emergency departments at hospitals.” (Question 12)
- “I would love to see Community Pharmacies working with local community groups, a small amount of this is happening but without having a list of contacts it is hard to arrange. So, the list in the report is useful, and I am surprised that BLMK ICB were not able to provide this to the council previously.” (Question 12)
- “Improve the services and make it easy for the patients to use the pharmaceutical services effectively.” (Question 13)
- “I concur with the report that regular review needs to be conducted to ensure there is adequate pharmacy provision across Luton, it is very important the numbers do not fall below the current 39 (see comments in question 8) or so listed as open.” (Question 13)
- “One underutilised service is prescription pre-payment certificate as many see costs of paying for medicine as a barrier as such the monthly fee of £11.xx / month would be welcome to people who find themselves being sent to the pharmacy often.” (Question 13)
- “Some pharmacies have a slow service in delivering medicines and there should be more provision for free medicines delivered.” (Question 13)

Community pharmacies already play an important role in public health under the CPCF and through locally commissioned services. While responses related to resource allocation and public health strategy are outside the scope of the PNA, the HWB continues to prioritise a preventive approach towards healthcare delivery and the Public Health team will continue to encourage delivery of preventive public health services including signposting through community pharmacies.

In response to the comment about antibiotic dispensing, it is important to note that all pharmacies dispense antibiotics. It is likely that the respondent was instead referring to the prescribing of antibiotics.

NHS England is also expanding the role of community pharmacy through initiatives such as Pharmacy First, which now allows pharmacists to supply prescription-only medicines, including some antibiotics, for specific minor conditions. While this does not replace GP prescribing, it provides faster access to treatment and relieves pressure on GPs.

Regarding delivery services, the CPCF does not mandate pharmacies to provide home delivery. However, many pharmacies in Luton do offer this as a value-added service, though it remains discretionary. Luton now has 2 online pharmacy that can deliver medicines to all patients. Prescription pre-payment certificates are promoted nationally and provide a cost-effective option for those regularly prescribed medicines (NHS BSA, 2025). Pharmacies are encouraged to raise awareness of such schemes to improve accessibility.

The HWB notes the importance of regular review of pharmaceutical provision and confirms that the PNA will be reviewed regularly, with supplementary statements issued as required in the time between.

Equality and inclusivity

Respondents under this theme raised concerns about whether all communities were sufficiently represented in the PNA. Comments highlighted issues such as insufficient provision for elderly and disabled people, barriers for those unable to travel to a pharmacy, and concerns that some demographic groups may be overlooked.

In response to question 9 on impact:

Positive impact:

- “The draft clearly laid out the inclusivity of the pharmaceutical provisions to all groups removing any prejudice or alienation of the vulnerable group members.”
- “No judgement, always accepting and kind. Great team and kind and responsive with emergency meds when needed which happens due to issues with GP service who are also very kind and helpful due to being totally at capacity with too many patients and overwhelmed also.”
- “Luton is an aging population and needs need to be tailored towards provision for elderly and adaptation of existing pharmacy services to ensure elderly and disabled have ongoing access to their needs.”

Negative impact:

- “Whilst the draft covers a depth of coverage geared towards the needs of patients. It has to go further than it does in its existing form.”
- “We have the opportunity to alter current pharmaceutical demands for the greater good of patients and we should take this opportunity without a second thought.”
- “A greater degree of seeking the inclusion of sections of the wider community less recognised or given inclusion into the decision-making process regarding changes proposed to pharmaceutical services is paramount. These individuals & groups form a vital part of what services are currently omitted from the existing services.”
- “There is insufficient provision for disabled and elderly.”
- “No provision for people who cannot get to a pharmacy readily”
- “Resources will be diverted away from white people, older people and men in the white British minority.”

No impact:

- “The draft paper covers innumerable topics that are both beneficial as well as important to the population of Luton. There is very little if anything missed off by this draft report.”
- “I am happy with the situation as it is, and don’t think anything in the report will have any impact on me.”
- “I am happy with the service from Woodlands Pharmacy - Atif and the team go above and beyond and have a huge amount to deal with the Electronic prescription service.”
- “I am not aware of any adverse discrimination at my current named preferred Community Pharmacist.”
- “I think there is a good provision, which meets the needs of the population.”

Other:

- “The demographics groups whose condition is less representative among decision makers.” (Question 8)

The Equality Act 2010 requires commissioners to eliminate discrimination and advance equality of opportunity in health service provision (Equality Act, 2010). In Luton, demographic and health inequalities data have been considered in preparing the PNA (see chapter 3) and as part of the consultation. The PNA seeks to address inequalities by recommending that providers offer accessible premises and tailored services where practicable.

Provision for patients unable to travel is addressed through domiciliary delivery services offered by many pharmacies, as well as the NHS Electronic Prescription Service, which enables patients to nominate a pharmacy closer to home or one providing postal delivery. Luton has 2 distance selling pharmacies that will deliver to all residents and patients are encouraged to utilise this option.

The HWB notes the concerns raised and will ensure equality considerations remain central in future assessments. No evidence of systematic inequality in provision has been identified and the HWB will continue to monitor and address emerging inequalities in pharmaceutical provision.

Public engagement and feedback

Some respondents raised concerns that the survey sample (114 responses) was too small to be statistically valid for a town of nearly 240,000 people. Others highlighted that the report, while thorough, may not have been accessible to many community members, and suggested an easier-to-read version for wider engagement.

- “You had only 114 responses, so your conclusions are unlikely to be statistically valid. Even 1 percent of the estimated population of Luton, 200,000, would be 2,000 responses.” (Repeated in question 5, 6 and 7)
- “I also feel this report although thorough is not accessible to many community members, maybe an easier read version would be useful if you want feedback from community. 114 respondents does not seem many and I wonder how they reflect the make-up of the town.” (Question 8)

The HWB acknowledges that the number of survey responses represents a small proportion of Luton’s population and is therefore not statistically significant. However, these responses are the total received during the consultation period, despite efforts to promote participation. While the sample size limits the ability to draw definitive conclusions, the feedback still provides valuable insight into the views and experiences of those residents who chose to engage. These perspectives contribute meaningfully to our understanding of local perceptions of pharmaceutical provision.

The PNA has followed NHS England guidance for public consultation and efforts were made to include the public voice through the consultation. The HWB acknowledges the importance of accessibility, and an Easy-read version was produced for the consultation and will continue to be incorporated into future assessments.

Knowledge and communication

Comments in this theme related to communication between GPs and pharmacies, public awareness of pharmacy services, and the importance of better information for patients with long-term conditions. Respondents suggested more proactive outreach by pharmacies, such as posters or leaflets.

- “The trouble is the communication between the GP service and the Pharmacy not the pharmacy themselves who go above and beyond to help you at all times even though they are very overwhelmed with requests and questions.” (Question 8)
- “I think the gap is that local communities do not know enough about community pharmacies and there has not been a list of which pharmacies are community pharmacies until I read this.” (Question 8)
- “I find it very interesting and as a patient with long term mental and physical illnesses it is vital to know what is provided. I also work in Community in the charitable sector.” (Question 12)
- “If people with long term conditions are not asking their pharmacy for support the pharmacy should be reaching out to clients. Perhaps a leaflet or signalling a poster when handing out medication, or some other way of reaching out.” (Question 13)

National surveys show that awareness of the full range of services provided by community pharmacies is low, with similar results noted in our public survey. Many patients still associate pharmacies primarily with dispensing medicines (NHS England, 2023²). The PNA recognises the role of proactive communication and information sharing in ensuring all residents can fully benefit from pharmaceutical services. Enhanced collaboration between commissioners, GPs, pharmacies, and the voluntary sector is encouraged.

Other comments

- “I only use some of the services.” (Question 8)
- “Rowlands Pharmacy for the LU3 3AH post code is closed and has been for a while yet it’s shown on the list of open pharmacies, this means there are 39 and not 40 open pharmacies (potentially more as there could be others in the 2025 list). Also is BM & SB Patel still open? If so it’s not on the 2025 list.” (Question 8)
- “Pg 85, Unclear, whether the provision of necessary services are not met, or if there is no gap. Pg 80, it is unclear whether the “better access” could be met by a new contract and therefore the is a gap??” (Question 12)
- “Royal Pharmacy is excellent. We may not have a dedicated family GP anymore, but we do have a dedicated pharmacist.” (Question 13)
- “My pharmacy - Woodlands pharmacy are excellent in my opinion, as are Bishopscote who they are, I think, linked with Woodlands.” (Question 13)

Rowlands Pharmacy (LU3 3AH) remains open and is still on the pharmaceutical list for Luton. Since the 2022 PNA, Rowlands pharmacy LU3 3AH and LU3 3BJ have consolidated services into the branch at LU3 3BJ. BM and SB Patel has had a change of name in the same premises and is now called Smiths Pharmacy.

The PNA concludes that there are no gaps in necessary pharmaceutical services, with all 40 pharmacies in Luton meeting core hour requirements and providing adequate coverage across neighbourhoods. Improved

access could be achieved through extended opening hours in some areas or new pharmacies offering longer hours (weekday evenings and Sunday provision), however, these are considered enhancements rather than service gaps.

Response from the PNA Steering Group and Health and Wellbeing Board

The HWB has considered all comments received. While these views are acknowledged, it has been agreed that no further amendments to the Pharmaceutical Needs Assessment are required. The overall number of pharmacies in Luton is sufficient to meet current population needs, and each neighbourhood continues to have a pharmacy within a reasonable travel time.

To further strengthen access and service delivery in the future, the Board highlights the following areas for improvement:

- Encouraging consistent uptake of all necessary services across community pharmacies and supporting the delivery of preventive public health services through Luton.
- Promoting communication with residents about the full range of services available in community pharmacies.
- Encouraging residents to use available tools such as the NHS app and NHS Find a pharmacy to access pharmaceutical services. The use of distance selling pharmacies for convenience is also encouraged.
- Continued monitoring of pharmaceutical provision to ensure new applications to the pharmaceutical list consider areas where improvements can be achieved, or any changes to demographic and health conditions in the community.

What we learned from the consultation process:

While all feedback from the consultation is important and has been considered in the final PNA report, it is acknowledged that the consultation response is from a very small portion of the total Luton population and cannot be considered fully representative of the views of the whole.

Consideration will be given to employing additional methods to increase the public engagement and capture as many segments of Luton's diverse population as possible with regard to age, gender, ethnicity and religion.

Conclusion

The PNA consultation process was effective in receiving feedback for the PNA from the general public, some pharmacy contractors and representatives of some organisations. All comments were gratefully received and have been used to improve the accuracy and quality of the PNA.

The Health and Wellbeing Board recognises that the consultation generated limited input. However, among those who contributed, majority agreed that the purpose of the report was clear, that it provided an accurate reflection of current pharmaceutical service provision, and that it addressed the needs of the local population. While some were unsure about the report's conclusions, no respondent disagreed. Comments that raised questions about accuracy have been addressed. Importantly, there have been no indications of unmet regulatory requirements, no new identified gaps in pharmaceutical provision, and the main findings and recommendations of the assessment remain supported.

We specially thank all members of the PNA steering group for their time and valuable input into the PNA process.

References:

1. NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013. Available from: <https://www.legislation.gov.uk/ukxi/2013/349/contents>
2. Public Perceptions of Community Pharmacy Survey 2023. Available from: <https://www.ipsos.com/en-uk/public-perceptions-community-pharmacy-2023>

Luton PNA 2025 Public Consultation Questions

1. Have you read the draft PNA document? (53 responses)

Option	Total	Percent
Yes, some of it	21	39.62%
Yes, all of it	18	33.96%
No, not at all	14	26.42%

2. Is the purpose of the pharmaceutical needs assessment clear to you? (39 responses)

Option	Total	Percent
Yes	35	89.74%
Not sure/ don't know	4	10.26%
No	0	0.00%

3. Please tell us the first 4 characters of your postcode. (39 responses)

Postcode	Count	Percent
LU1	6	15%
LU2	13	33%
LU3	7	18%
LU4	9	23%
Other	4	10%

4. Are you mainly responding as? (39 responses)

Option	Total	Percent
Member of the public	31	79.49%
Business owner	2	5.13%
Pharmacist	1	2.56%
Healthcare or social care provider	1	2.56%
Health and Wellbeing Board member	1	2.56%
Voluntary or community sector organization	1	2.56%
On behalf of an organisation	1	2.56%
Employee for Luton Council working in partnership with Health partners	1	2.56%

5. Does the draft PNA reflect the current provision of pharmaceutical services in Luton? (39 responses)

Option	Total	Percent
Yes	28	71.79%
Not sure/ don't know	8	20.51%
No	3	7.69%

If you chose no, please state your reasons below (2 comments received)

6. Does the draft PNA reflect the current need for pharmaceutical services within Luton? (39 responses)

Option	Total	Percent
Yes	27	69.23%
Not sure/ don't know	9	23.08%
No	3	7.69%

If you chose no, please state your reasons below (4 comments received)

7. Has the draft PNA provided enough information to guide the planning and delivery of pharmaceutical services over the next three years in Luton? (39 responses)

Option	Total	Percent
Yes	28	71.79%
Not sure/ don't know	8	20.51%
No	3	7.69%

If you chose no, please state your reasons below (4 comments received)

8. Are there any gaps in service provision (when, where and which services are available) that have not been identified in the draft PNA? (39 responses)

Option	Total	Percent
No	21	53.85%
Not sure/ don't know	12	30.77%
Yes	6	15.38%

If you chose yes, please state your reasons below (9 comments received)

9. Is there anything in this draft PNA that you feel may have an impact on you due to any of the following? (39 responses, multiple selections allowed)

Option	Total	Percent
Age		
No impact	25	64.10%
Negative impact	8	20.51%
Positive impact	6	15.38%
Gender		
No impact	28	73.68%
Positive impact	6	15.79%
Negative impact	4	10.53%
Religion or Belief		
No impact	31	79.49%
Positive impact	5	12.82%
Negative impact	3	7.69%
Marriage or Civil Partnership		
No impact	32	82.05%
Positive impact	4	10.26%
Negative impact	3	7.69%
Pregnancy and Maternity		
No impact	29	76.32%
Positive impact	5	13.16%
Negative impact	4	10.53%
Gender Reassignment		
No impact	32	86.49%
Negative impact	3	8.11%
Positive impact	2	5.41%
Sexual Orientation		
No impact	31	81.58%
Positive impact	4	10.53%
Negative impact	3	7.89%
Race (Ethnicity)		
No impact	30	76.92%
Positive impact	5	12.82%
Negative impact	4	10.26%
Disability		
No impact	25	67.57%
Positive impact	6	16.22%
Negative impact	6	16.22%

10. Please explain further the reasons for your choice in Question 9 above. (13 comments received)

11. Please indicate if you agree or disagree with the conclusions in the draft PNA document?
(39 responses)

Option	Total	Percent
Agree	22	56.41%
Neither agree nor disagree	11	28.21%
Not sure/Don't know	6	15.38%
Disagree	0	0.00%

If you disagree, please state your reasons below (0 comments received)

12. Do you have any other comments on what you feel should be contained in the PNA? (39 responses)

Option	Total	Percent
No	26	66.67%
Yes	7	17.95%
Not sure/ don't know	6	15.38%

If you chose yes, please explain below (6 comments received)

13. Do you have any other comments about pharmaceutical services in Luton? (36 responses)

Option	Total	Percent
Yes	18	50.00%
No	16	44.44%
Not sure/ don't know	2	5.56%

If you chose yes, please explain below (17 comments received)

14. How would you describe your gender identity? (39 responses)

Option	Total	Percent
Female	25	64.10%
Male	13	33.33%
Prefer not to say	1	2.56%
Non-binary	0	0.00%
Trans-male	0	0.00%
Trans-female	0	0.00%
Other	0	0.00%

15. Which one of the following best describes your sexuality? (39 responses)

Option	Total	Percent
Heterosexual (straight)	32	82.05%
Prefer not to say	5	12.82%
Other	2	5.13%
Homosexual (Gay or Lesbian)	0	0.00%
Bi-sexual	0	0.00%
Asexual	0	0.00%

16. Which age group do you belong to? (39 responses)

Option	Total	Percent
18 - 24	1	2.56%
25 - 34	1	2.56%
35 - 44	6	15.38%
45 - 54	7	17.95%
55 - 64	9	23.08%
65 - 74	8	20.51%
75 - 84	5	12.82%
85 and over	0	0.00%
Prefer not to say	2	5.13%

17. Do you have /or are you classed as having a disability? (39 responses)

Option	Total	Percent
No	23	58.97%
Yes	13	33.33%
Prefer not to say	3	7.69%

18. If yes, please state which of the following best describes your disability. (14 responses)

Option	Total	Percent
Physical disability	8	57.14%
Emotional/mental health	3	21.43%
Hearing impaired/ deaf	2	14.29%
Learning disability	1	7.14%
Visually impaired/ blind	0	0.00%

19. What is your current employment/education status? (39 responses)

Option	Total	Percent
In employment (full or part time)	21	53.85%
Retired	11	28.21%
Unable to work	2	5.13%
Prefer not to say	2	5.13%
In education (full or part time)	1	2.56%
Self-employed (full or part time)	1	2.56%
Currently unemployed	1	2.56%

20. Please indicate your religion/faith/belief? (39 responses)

Option	Total	Percent
Christian	18	46.15%
Muslim	6	15.38%
None	6	15.38%
Prefer not to say	4	10.26%
Hindu	2	5.13%
Any other religion/faith/belief	2	5.13%
Buddhist	1	2.56%

21. Which of the following groups best describes you? (39 responses)

Option	Total	Percent
White - British	23	58.97%
Asian/Asian British - Bangladeshi	4	10.26%
Prefer not to say	3	7.69%
Black/Black British - Caribbean	2	5.13%
Asian/Asian British - Indian	2	5.13%
White - Irish	1	2.56%
Other White	1	2.56%
Black/Black British - African	1	2.56%
Asian/Asian British - Pakistani	1	2.56%
Other Asian	1	2.56%

Thank you for reading

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

