



**Hampshire County Council Pharmaceutical Needs
Assessment, 2025-2028**

Public consultation headline findings

Background

Since April 2013 every Health and Wellbeing Board in England has a legal responsibility to publish and keep up to date a statement of the needs for pharmaceutical services of the population in its area, referred to as a pharmaceutical needs assessment (PNA). The PNA looks at existing provision of community pharmacy services across Hampshire, whether this meets the current and future needs of the population and identifies any gaps in current or future provision.

The PNA has been undertaken in line with the requirements of the NHS (Pharmaceutical Services and Local Pharmaceutical Services) Regulations and the latest guidance published in the information pack for local authority health and wellbeing boards in October 2021.

The purpose of the pharmaceutical needs assessment is primarily to be used by NHS England to make market entry decisions. It will be used when applications are received to enter or amend the pharmaceutical list within the Hampshire HWB area. It may also be used by local authorities and integrated care boards when commissioning services from pharmacies and dispensing appliance contractors, ensuring that services are targeted to areas of need.

The consultation ran for a period of 60 days from 20 January 2025 closing at 11.59pm on 21 March 2025.

Conclusion

Following public consultation, the conclusion of the assessment is that the number, distribution, and choice of pharmaceutical services meets the current needs of Hampshire's population and future needs within the lifetime of this PNA. There are no identified needs for additional pharmaceutical services or improvements to current arrangements across the county.

While some residents highlighted potential benefits from increased access to pharmaceutical services, both in terms of location and opening hours, the report concluded that the current level of provision is adequate to meet the needs of Hampshire's residents both now and for the next three years, with 98% of Hampshire's population living within a 5-mile travel distance to a pharmacy. Although this may curb opportunities to expand the market at present, it ensures that limited resources can be allocated more effectively in the future. This is particularly important given that funding for pharmaceutical services comes from a fixed budget.

Opening the market inappropriately and introducing unnecessary competition in an already saturated market could undermine existing providers and fail to serve the needs of the residents. Pharmacies are a finite resource and must be strategically distributed to ensure that they serve the needs of all communities effectively.

If a gap in access is not identified as defined in the PNA, prospective contractor may still apply under on the basis of 'unforeseen benefits.' This allows applicants to present a case that highlights advantages that were not anticipated at the time the

PNA was developed. These applications are evaluated based on the strength of the evidence and information provided.

The Health and Wellbeing Board has a statutory duty to maintain an up to date list of pharmacies in Hampshire. The impact of any future changes in pharmaceutical provision will be considered through this process.

Headline findings

A total of 190 responses were received via the online form. Over 90% (n=172) were from members of the public.

In what capacity are you responding to this questionnaire?	Count
In another capacity not listed above	3
Personal view as a member of the public	172
Personal view as a pharmaceutical professional working in a community pharmacy	5
Representing the views of an organisation such as a Health and Wellbeing Board, Local Pharmaceutical Committee, Local Medical Committee, ICB etc	6
Responding as a democratically Elected Representative of a constituency (e.g. as a county, district, borough, parish or town council Member or MP)	3
Unknown	1
Total	190

Overall, the responses were mixed with the majority of responses stating;

- The purpose of the PNA had been explained within the draft document (74% agreed/strongly agreed)
- The draft PNA reflected the current provision in the area (52% agreed/strongly agreed)
- The draft PNA identified gaps in service provision if appropriate (40% agreed/strongly agreed)
- The draft PNA reflected the needs of the area's population (38% agreed/strongly agreed)
- The draft PNA provides information to inform market entry decisions (50% agreed/strongly agreed)
- The draft PNA provides information to inform how pharmaceutical services may be commissioned in the future (36% agreed/strongly agreed)
- The draft PNA provides enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors. (21% agreed/strongly agreed)
- There are gaps in pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted (50% agreed)

Further considerations

The legal responsibility for a pharmaceutical needs assessment was transferred from primary care trusts to health and wellbeing boards with effect from 1 April 2013. At the same time responsibility for using pharmaceutical needs assessments as the basis for determining market entry to a pharmaceutical list transferred from primary care trusts to NHS England and NHS Improvement. There is legislation which outlines the minimum requirements for pharmaceutical needs assessments, location and accessibility for local populations are the key considerations.

The complexity of pharmacy contracts lends itself to a technical document, the scope of which is defined by national guidance and can be challenging to read.

The main purpose of the pharmaceutical needs assessment is to inform the submission of applications for inclusion in a pharmaceutical list, and the subsequent determination of such applications. Evaluating service quality aspects, such as staff and staff expertise, medicine availability, and waiting times, falls outside of the scope of the PNA. Comments relating to service quality have been shared with the LPC and ICBs. There is a complaints procedure in place for all NHS organisations to allow for any issue to be raised with them directly. If a resolution is not achieved, the issue can be escalated via the ICB complaints procedure.

In response to workforce and financial pressures, new regulations introduced in May 2023 allow pharmacies previously on a 100-hour contract to make reductions in the number of hours they operate to no less than 72 hours, subject to various requirements. It should be noted that there is no national guidance provided on what reasonable access to pharmacy should consist of. Each HWB develops its own approach to determining the level of access to a pharmacy considered to be reasonable. Whilst it is acknowledged that these reductions in opening hours will have an impact on local residents, the loss of these hours is not deemed to constitute a 'gap' in current provision for the purposes of the PNA.

Appendix: Detailed data report

Detailed breakdown of the questions and a summary of the responses are provided below.

Blanks have been removed from the analysis

[Q1a-Q1d asked to all respondents](#)

Q1a The purpose of the pharmaceutical needs assessment been explained within the draft document

Answers	Count	%
Strongly agree	33	18%
Agree	100	56%
Don't know	7	4%
Neither agree nor disagree	26	14%
Disagree	7	4%
Strongly disagree	6	3%
Total	179	100%

Q1b The draft PNA reflects the current provision of pharmaceutical services in your area

Answers	Count	%
Strongly agree	31	17%
Agree	64	35%
Don't know	9	5%
Neither agree nor disagree	31	17%
Disagree	20	11%
Strongly disagree	26	14%
Total	181	100%

Q1c The draft PNA identifies gaps in service provision i.e. when, where and which services are available that have not been identified in the PNA

Answers	Count	%
Strongly agree	20	11%
Agree	52	29%
Don't know	13	7%
Neither agree nor disagree	24	13%
Disagree	40	22%
Strongly disagree	31	17%
Total	181	100%

Q1d The draft PNA reflects the needs of your area's population

Answers	Count	%
Strongly agree	27	15%
Agree	40	23%
Don't know	10	6%
Neither agree nor disagree	20	11%
Disagree	37	21%
Strongly disagree	43	24%
Total	177	100%

If you would like to give reasons for any of your answers...

No comment on quality of service provision.

There are estimates of future population size that cannot be verified.

Based on the document it seems as if it was stating that there is no GAP in the area and therefore no plans to improve the current status of pharmacies in the area.

Worked in community pharmacy and there has been a decline in service year on year. More so when pharmacy became part of the vaccine service. The only way to remain in business was to pedal harmful products rather than health advice. When a pharmacist won't give many of the products they sell to their own family they're not in it for the public they serve but for money they can get contracted to the National Harm Service!

The draft PNA does not reflect the current provision of pharmaceutical services in the whole area. The PNA mentions there are 23 "100 hour" pharmacies within the area. This is completely misleading as there are zero pharmacies that stay open for 100 hours weekly in the area. For example Tesco Pharmacy, North Harbour, Portsmouth and Asda Pharmacy, Portsmouth are now only open for 78 hours per week each. Lallys Pharmacy, Guildhall, Portsmouth is slightly better at 84.5 hours a week. This would imply that the service provision is less than claimed by the PNA. The draft PNA failed to identify any gaps in the service. Such gaps MUST exist since the PNA in 2018-21 and 2022-25 had the same conclusion that there were no gaps in the service. However, within the period between 2018 and 2025, the population of the area has increased by about 100,000 people. On the contrary, as the population increased within 2018 and 2025, the number of pharmacies has reduced by about 28. Additionally the opening hours of "100 hour" pharmacies was also cut for 100 hours each in 2018 to about 72-85 hours in 2025. The number of early opening pharmacies were also reduced from 89 in 2022 to 53 in 2025, meaning people are looking further afield for a pharmacy that is operating at 8.30am in the morning. Despite all these facts, the draft PNA does believe that a reduction in the 'when' and 'where' of pharmacy services constitutes a gap in service provision. There is a need for pharmacy services early in the morning (e.g. at 7am). A patient may need to access Pharmacy First before going to work in the morning, but there are a handful or no pharmacies open at 7am in most areas as all of the "100 hour" pharmacies cut their opening hours. Additionally, there are few or no pharmacies open after 9pm. There is a need for pharmacies to be open after this time.

Yes we have two pharmacies. One in Botley and one in St Luke's, but we used to have a massive one in Sainsbury's. Now you can wait for 20-30mins at St Luke's just to ask a question or to collect a prescription. It is too busy. Standing in a queue may be difficult for those who are clinically vulnerable. In addition, there is a risk of exposure to ill people for those who are immunocompromised standing in close proximity to lots of ill people. We need more facilities to lessen the wait times and improve access.

The Boorley Gardens and Boorley Park developments of Boorley Green are quickly expanding and our nearest pharmacies are in Hedge End or Botley. These aren't particularly accessible and a pharmacy in Boorley Green would be much appreciated by residents

<i>Unfortunately the PNA has linked Lee-on-the-Solent in with Gosport and not as a town in its own right. Lee has an aged population, many of whom have mobility issues. I would suspect that the number of disabled persons in Lee is higher than the 20.4% quoted for Gosport as a whole.</i>
<i>There is a major need for better pharmaceutical service in Lee-on-the-Solent. The one small Boots cannot cope with the large number of residents that are unable to travel out of the immediate locality.</i>
<i>Lee on the Solent does not have adequate pharmacy provision. One of the other pharmacies in the further area is not accessible by bus or walking. There is one pharmacy in the next town accessible by bus which adds to the cost by £3 each way.</i>
<i>All our pharmacies close by 6pm and only 1 opens until 1pm on Saturday unless you want to go to the busy supermarket that closes at 8pm. We have no late night pharmacies nearby</i>
<i>waiting times and efficiency of pharmacy service is stated to be outside the scope of this PNA. Both have an impact on the community which no amount of macro county analysis will take into account</i>
<i>The single pharmacy in Lee-on-the-Solent does not have the capacity to meet the needs of the local population. I frequently have to queue whilst the limited facility appears to struggle to deal with the number of customers. The customers are usually locals, many of whom depend on the local service as they have no transport or on-line capability.</i>
<i>There is a need for another pharmacy in Lee on Solent</i>
<i>I cannot cope with such lengthy docs. I just want to say you must not city anymore pharmacies or their funding.</i>
<i>The purpose as described is lost in words and not clearly stated in simple and clear terms.</i>
<i>Eastleigh town centre having a single pharmacy to ostensibly serve 31,000 people (the population of Eastleigh south, north and central wards) is not "currently meet the needs of Hampshire's population" and will not "meet future needs" the single Boots regularly has lines out the door and requires shipping in basic medication as they cannot store enough.</i>
<i>PNA does not appear to contain help for elderly unable to access collection of medication, or home delivery.</i>
<i>1 pharmacy in central eastleigh not enough we have lost 3 pharmavys in ten yeats</i>
<i>There should be more pharmacies that are independent and sometimes you have to travel too far to get the items you require if there was more of a choice it would be easier and better for people thank you</i>
<i>The need for a 100 hour pharmacy in Eastleigh is not sufficiently addressed</i>
<i>The documents were far too lengthy to read!</i>
<i>Lee on the Solent is manly a retired population who cannot access other pharmacies out of village.we have always had 2 pharmacies, one closed over a year ago and Boots, the only one, is totally inadequate for our our needs. Long queues, mistakes, low stock, slow staff, ancient system. Customers wait up to 40 minutes with just 2 seats. Open late if pharmacist not available. Building new houses on Solent Airfield site. Sole destroying situation which no one seems interested in. New pharmacy keen to open but being blocked at every application! Disgusting decisions by London based authority who haven't a clue how isolated Lee area is from other pharmacies!</i>
<i>The needs assessment is not concise or succinct enough for definitive responses. All I can add is we need our local pharmacy.</i>
<i>There is an assumption that people can drive to get to a 100 hour pharmacy. There are few pharmacies which are local - they are under pressure.</i>
<i>There is a lack of service provision in Eastleigh Town</i>
<i>I live in Lee-on-the-Solent which I believe has a higher than average population of 65 and over. The pharmacy can not cope! It doesn't matter what time of day you go in there's a queue to the door. Lee used to have two pharmacy's and they were both probably over capacity. This assessment of lumping everyone under one county doesn't take into account the varying composotion of the population in terms of age, health. With an ageing population it seems that many people are on regular prescriptions, not one off prescriptions for a particular temporay health issue and so this has a huge impact on the pharmacy. In addition, the NHS is increasingly and</i>

probably rightly so diverting people to a pharmacy or people are choosing to or have no choice by being unable to get a drs appointment using a pharmacy instead of the gp. Pressure on pharmacy services is ever increasing is likely to continue to do so. The consideration of age in the report acknowledges the higher average but still doesn't take account of significant deviations by locality. This needs to be done in considering individual applications for pharmacy.

Lee on Solent has a predominantly elderly population who do not drive and a lot of people rely on voluntary services like the Lee Voluntary Care Group to even get to the Doctors as they do not have cars. We used to have two Boots pharmacies and one has closed. The queue for prescriptions in the one remaining pharmacy can be 10 deep and can take up to 30 minutes to get served with very little seating availability. We need another pharmacy in Lee to serve our community. It is atrocious that permission for the independent chemist wanting to open in Lee has been denied because of two objections. Both of them from pharmacies outside of the Lee on Solent area trying to protect their revenue stream from providing inoculation services - which is something our one pharmacy and recently our local surgery do not provide. Shame on the powers that be for not providing a much needed pharmacy to our community based on corporate monetary factors!!!

We need more pharmacy provision within Hedge End, particularly longer hours. Having another pharmacy in Boorley Green would help for some people, but for those of us who have to walk that is a very long way from Hedge End, and quite a long way by car if you have a sick child in the car. We need more provision within Hedge End, preferably on a bus route (we do miss Sainsbury's pharmacy!)

We desperately need a walkable pharmacy for the large new homes estate in Boorley Park and Boorley Gardens. The nearest pharmacies are not within walking distance. I believe we are getting a shop, currently being built. It looks like we could have space for a pharmacy. This would be of great benefit to the estate as it would be walkable. It would also take the pressure of surrounding pharmacies, who very often are over subscribed and have large queues.

All of the local doctors surgeries now default to mostly pharmacy services in the first instance. There is not a local pharmacy that is open later than 5pm without having to drive 10miles across country which is not ideal with small children

The draft PNA fails to give sure regards to Bob-driving people or make reference to proposed development levels in areas which will lead to an increase in demand in areas.

We need a 100 hours pharmacy in Eastleigh. It doesn't reflect changes to planned developments which will lead to population growth in the next few years.

A pharmacy is much needed locally. There are three people in my household and we have to use two different pharmacies and have never had this situation before. I often. Red medication at short notice and cannot always get to my assigned pharmacy so can't imagine what it must be like for people less able than myself.

The pharmacies around us are always really busy, we have to queue to get seen and it's only going to get worse with all the houses being built and an increase of things being seen by the pharmacist

I feel that it does not adequate reflect the needs of residents in the Boorley Park/Hedge End area. The out of hours services are some distance away and not easily accessible for urgent provision, and the local pharmacy is clearly oversubscribed. There is a large house building program in the area and adequate extra provision is needed.

I live in Lee-on-the-solent which is a sub district of Gosport. We are now down to just one chemist in our location, it's a small shop and is inadequate for the population of Lee. Gosport as a whole may be OK but Lee needs separate consideration.

I live in Eastleigh. The PNA confirms that it is the only District area which does not have a pharmacy with a 100 hours contract. There is a throwaway statement that the residents could access 100 hours contract pharmacies in Southampton. However, for most residents those are only reasonably accessibly by car. For many elderly residents, who rely most on access to pharmacies, that is not an option. I would wish to see the PNA conclude that there is a need for a 100 hour contact pharmacy, ideally in the southern part of the District.

There are plenty of pharmacies in my area. The issue is getting to them. If you don't drive there is nothing. Not just pharmacies but also drs, libraries, supermarkets. The public transport infrastructure is the problem even schools can't be reached for most children.

More New build and Care homes are coming, need pharmacy to fulfill future needs

There are large areas of new housing with poor access to pharmacy provision geographically, for example the Boorley Green area. If you do not drive and have poor mobility then it is almost

impossible to get to a pharmacy. Pharmacies also provide medical services such as advice and vaccination so online is not an alternative. There are long queues at Hedge End pharmacy and it closes over lunchtime when workers might have an opportunity to visit. Poor extended hours across the whole area

Boorley Gardens requires extra provisions- especially with new one Horton Heath coming.

We need a surgery too but if not possible at least pharmacy to have

We are a 68 bed residential care home and believe there needs to be increased provision in this area and surroundings

Eastleigh Council now includes the Botley Meadows and Boorley Park and Gardens estates. The local pharmacy provisions in Botley and Hedge End no longer meet the demand. There should be a pharmacy put in one of the 3 new shops opening.

Lee on the Solent has only 1 chemist and desperately needs another

Lee on Solent may be within Gosport, however only having access to 1 small pharmacy is not sufficient to the local population. You are allowing a large organisation to monopolise the services and not allowing for another pharmacy to open and support the local need!

The draft PNA takes no note of the situation for Lee on the Solent residents. The public transport connections are dire. Lee on the Solent is not served by the many buses serving Gosport itself. Boots Pharmacy is just not able to cope with the needs of the a) elderly and b) growing population in Lee.

The provision of pharmacy services in Lee on the Solent is woefully inadequate given the size of town's population and the demographics of mainly retired residents requiring prescriptions and services of the pharmacist as the GP service provision is in demand and difficulty in seeing a medical person for minor ailments. Long queues in the Boots. It's cramped and seems to run on minimum staffing levels since the other Boots closed. Travel to Gosport or Stubbington pharmacies is not practical for majority of elderly residents and it adds to our carbon footprint

Lee-on-the-Solent is separate to Gosport and has an aged population and many elderly people don't drive. Lee only has one chemist, as one has been closed down. There are always queues in the one remaining chemist.

Here in Lee on the Solent 1 small pharmacy is not enough to serve the needs of the community. There are other pharmacies in Gosport borough but they are not easy to get to

Growing town with only one overworked Pharmacy. Come and look if you don't believe me

As a local resident and pharmacist, I believe this document fails to adequately address the community's challenges in accessing timely pharmaceutical care, which have been exacerbated by the substantial increase in housing developments in the Boorley Green and North Botley areas of Southampton.

Using the links in the initial webpage took me to an article on shipping emissions!

The document assumes that Lee-on-the-Solent residents can access pharmacies in Gosport. There is a growing population in Lee-on-the-Solent which until recently enjoyed the use of two pharmacies on its high street within walking distance of the majority of residents many of whom do not have access to cars. Residents only want to go back to having two pharmacies and say 'goodbye' to unacceptably long queues for their medication.

1 pharmacy in Lee on Solent, too small to cope with the increasingly ageing population and growth in population due to residential development. Not everyone has a car, and not everyone has online access.

There has been significant housing development in our area (SO32) during the last 5 years, with no increase in the provision of pharmacies/surgeries etc. To the contrary, pharmacies have closed e.g. within our local Sainsburys. The remaining pharmacies available are always extremely busy and frequently run low on stock given demand. In addition, there is no longer an extended hours pharmacy available in the locality... the pharmacy I use closes at 5:30 weekdays and at noon on a Saturday and closed Sundays. In summary, given the extensive house building in the area over the last 5 years and continuing house building for the next few years, the already inadequate pharmacy provision for the area will lead to inability of people to access the medication they need in the required timescales. (The same is also true of doctor's surgeries which also have not expanded given the significant increase in demand!)

Do you seriously expect someone to read around 150 pages of documents before answering this survey???

On 15th January 2023, Lloyds Pharmacy confirmed that it would be closing all in-store pharmacies across the country, resulting in the pharmacy on Tollbar Way, Hedge End also being closed. Hedge End is a major growth area in the Borough and pharmacy services are under increased pressure due to the closure. This is resulting in more people having to travel further for healthcare, or turn to GPs or hospitals for minor ailments or medication advice, increasing the strain on already overstretched NHS services. Furthermore, as stated in the PNA, there are "23 '100-hour' pharmacies in Hampshire. These pharmacies provide extended opening hours both in the morning and late into the evening and weekends. Ten of Hampshire's eleven districts have at least one 100-hour pharmacy operating within its borders. The only district without provision is Eastleigh". The lack of extended accessibility to pharmacies with longer operating hours in the Borough means Eastleigh residents are disadvantaged and must travel further or wait longer to access services which are available in all the other districts. This is widening health inequalities and having a disproportion impact on deprived areas where pharmacies play a critical role in addressing health disparities.

We should not be evaluating access by looking at drive time and distance. Many people do not have access to a car or a regular bus system

The PNA suggests there are sufficient community pharmacies for our local area of Hedge End and Botley, working with patients in this area I would disagree especially since the closure of Lloyds in Sainsburys. The remaining local pharmacies have had to take on extra patients and the wait for medication in some of these pharmacies has increased we often have patients commenting that they have to place prescription requests at least 7-10 days in advance to allow time for GP to sign and pharmacy to get ready - this timeframe has extended locally. We also find it very difficult to find pharmacies for our most vulnerable patients that will do blister packs - all local pharmacies have waiting lists and we have to ask pharmacies further afield to do these for our patients. With the increasing utilisation of pharmacy first and the contraception service we also have patients that say they cant access these services in a timely manner which indicates insufficient resources locally. The GP practice refers lots of patients to these services, we were one of the highest refers in Hampshire so good access to these services helps to reduce unnecessary GP workload.

We have concerns about some inconsistent opening hours of community pharmacies. Concerns about potential closures. Access to pharmaceutical care in all areas during operating hours of Extended Access services. Healthwatch we're not invited to participate in production of the PNA

There is only one pharmacy in Lee on the Solent, which has a large customer base of retired peopole, this causes large queues at the very small pharmacy in the high street

The lack of good public transport to Lee on the Solent high street and the present very small size of the high street pharmacy makes an unacceptable queuing length with long waiting times.

Q2a-Q2d asked to all respondents except member of the public

Q2a: The draft PNA provides information to inform market entry decisions (i.e. decisions on applications for new pharmacies and dispensing appliance contractor premises)

Answers	Count	%
Strongly agree	1	7%
Agree	6	43%
Don't know	1	7%
Neither agree nor disagree	2	14%
Disagree	1	7%
Strongly disagree	3	21%
Total	14	100%

Q2b The draft PNA provides information to inform how pharmaceutical services may be commissioned in the future

Answers	Count	%
Strongly agree	1	7%
Agree	4	29%
Don't know	1	7%
Neither agree nor disagree	3	21%
Disagree	3	21%
Strongly disagree	2	14%
Total	14	100%

Q2c: The draft PNA provides enough information to inform future pharmaceutical services provision and plans for pharmacies and dispensing appliance contractors.

Answers	Count	%
Strongly agree	1	7%
Agree	2	14%
Don't know	2	14%
Neither agree nor disagree	4	29%
Disagree	3	21%
Strongly disagree	2	14%
Total	14	100%

If you would like to give reasons for any of your answers

The only slight concern I have is whether the document allows sufficient analysis of the likely growth in housing provision across Districts with emerging local plans and an uplift in housing numbers. Presumably the announcement of a 20,000 dwelling new town would include a separate assessment of needs?

The PNA fails to address the pressure on the existing pharmacy infrastructure caused by the approval of 6,800 housing developments, a 52-bed retirement facility, and the closure of Lloyds Pharmacy in a local Sainsbury's. Feedback from residents indicates that pharmacies in Hedge

End and Botley are struggling to meet the rising demand for urgent care and minor ailment advice, which has increased significantly due to patients facing challenges in accessing GP services.

There is a lack of information regarding new housing developments, the PNA suggests that there are sufficient services for new developments such as Boorley Park or upcoming wellbourne village - these new developments do not have easy access to community pharmacies on site. Wellbourne may well be in its infancy but as Living Well will be providing the medical services on this development it would be helpful if there could also be the ability to forward plan community pharmacy services for such a large development

We would like more information about monitoring and assurance about availability of Pharmacy First services, particularly in more deprived areas to ensure equity of access

Q3: Are there are gaps in pharmaceutical services that could be provided in the community pharmacy setting in the future that have not been highlighted?

Answers	Count	%
Yes	7	50%
Don't know	3	21%
No	3	21%
Blank	1	7%
Total	14	100%

If you would like to give reasons for any of your answers

There is no mention of the impact of pharmacies closing in the area or pharmacies reducing their opening hours. There is also no mention of how the remaining pharmacies are coping with the workload. For example, fewer pharmacies now offer prescription deliveries and Monitored Dosage System (MDS) dispensing. It is not uncommon for patients to travel to a chemist a far distance from their home to access some services.

Doctors and Pharmacy

More need for early morning and later night opening and dispensing in this area

An urgent care and minor illness clinic led by an advanced pharmacist prescriber, complementing the Pharmacy First scheme. Additional services to support local primary and secondary schools, such as routine (eg. Flu and Covid-19) and travel vaccinations for pupils and staff, contraception assistance, provision of Ventolin, spacers, and EpiPens for anaphylaxis emergencies. Anti-coagulation monitoring and care provided by a pharmacist with expertise in oral anticoagulation. A collection centre for hospital/specialist-prescribed medications, allowing patients to opt for their medications to be sent to the pharmacy if they are unable to receive them at home. Group and one-to-one smoking cessation support offered both within schools and at the pharmacy.

With the developing role of pharmacists as independent prescribers there are potentially several areas where community pharmacy services could develop over the next few years - this could include linking prescribing antihypertensives rxing in to the BP service, allowing pharmacists to rx in other areas that fit their scopes of practice

Support for frail people and cardiovascular disease. Wellbeing and public health

Q4: How strongly do you agree or disagree with the conclusion?

Answers	Count
Strongly agree	26
<i>Reasons covered in previous question. Decisions made by people totally ignorant about thee local situations and don't care either.</i>	
<i>There is enough provision of pharmacies in the area. There is not a need for a 100 hour pharmacy as the Government allowed most of the 100h pharmacies to reduce to 72h.</i>	
Agree	34
<i>Boorley Green and other new housing estates have no provision for pharmacy currently. The nearest dispensers are Botley and Hedge End which are only accessible by car</i>	
<i>eastleigh needs more accessible pharmacy services i am not always able to travel to collect items</i>	
<i>I am concerned about the decrease in the overall decrease in community pharmacy numbers, increasing pressure on A&Es, alongside the increasing population and planned strategic housing growth. Anything we can do to support and encourage the use of community pharmacies first across Hampshire would be welcome.</i>	
<i>I do not have access to a 100-hour open pharmacy</i>	
<i>I feel pharmacies are being asked to do more and more, the population is constantly rising :(& we need to take the pressure off them & give the public more options, especially out of "normal" hours.</i>	
<i>I have regular prescriptions and generally am happy with the service I receive in my area (Hedge End North)</i>	
<i>I would hope that the services offered now do not deteriorate, given that there will always be a constant demand, and hope that older people's predicaments in obtaining their prescriptions will always be considered.</i>	
Blank	13
<i>I don't think it's important. I think deliverability of infrastructure on new build housing estates is imperative</i>	
<i>Please find below my response to the draft Pharmaceutical Needs Assessment (PNA) and why the current pharmacy provision in Lee-on-Solent is inadequate. My husband and I have lived in Lee since 1968 and are now both in our eighties. Since the closure of the Boots pharmacy at 130-132, High Street, in November 2023 there is now only one pharmacy in Lee. An application for a new independent pharmacy on the corner of the High Street and Pier Street was refused in 2024 by the Hampshire & Isle of Wight Integrated Care Board and the subsequent appeal rejected. We have experienced considerable difficulty accessing pharmaceutical services. The remaining pharmacy has long queues, sometimes doubling back round the aisles. Sometimes it is also impossible to get through on the telephone. Last year the pharmacy was unable to supply some of my required medication and I was advised I had to go to Morrison's in Gosport to collect it. Public transport links in the area are poor for those who do not drive. Paragraph 6.2.1 of the PNA states that "Hampshire has an older population than average, and the population aged 85 years and over is forecast to increase more than any other age band over the next five years." This point is reiterated in Supplement 1: "Looking ahead, Hampshire's population is expected to continue aging. By 2030, just over 25% of Hampshire's population will be aged 65 or older, 13.2% will be aged 75 or older and 4.3% will be aged 85 or older. The population of those aged 85 years and over is expected to increase by nearly 16.4%, from 55,900 in 2025 to just over 65,100 people by 2030. These anticipated absolute and relative increases in the older population of Hampshire, with their likely increased requirements for healthcare services, have</i>	

implications for the planning of pharmaceutical services across the county in the future. It is well known that the pharmaceutical care needs of older adults are different from other populations. For instance, the elderly tend to take more medications, have multiple health conditions, and more complex treatment regimens." Supplement 2 states: "Over the next five years there is a forecast growth of 1,520 people in Gosport and a proportional increase of 1.8%, which is the second smallest across Hampshire. There is a growth of 1,020 dwellings (2.6% change) predicted between 2025 and 2030, which is the second smallest proportional increase across Hampshire. The biggest growths in population and dwelling numbers are predicted to be in the areas of Lee-on-the-Solent and south of Gosport town near Haslar." The increase may be the second smallest but it is still an increase. The population had already increased considerably, for example, in the 2000s over a thousand houses were built at Cherque Farm. Paragraph 31 of the PNA describes the changes to the traditional dispensing role of the community pharmacist, for example, the launch of the Pharmacy First consultation service aims to improve access to primary care and relieve pressure on GPs. However, this means pharmacists could spend longer with customers which will further increase queues. Therefore, I disagree with the assertion in Supplement 2 that: "There is good provision of pharmacy cover in Gosport matching current need and future planned population growth. There are no identified needs for improvement and better access." The increase in the ageing population with its associated pharmaceutical needs, along with expanded roles for pharmacists, means that having only one pharmacy in Lee is inadequate.

This is a service that we really need, those who live on the estate but do not drive will find it hard to access services on foot or by public transport, particularly when accompanied by unwell children. More amenities are extremely needed soon!

We do not have a pharmacy that can be walked to from Boorley Park/Gardens

Disagree

34

As a growing community and the demands placed on the NHS, frontline services like the pharmacies provide a vital service and reduce pressures on GP and hospitals. Distance to travel is increasing and as such localised provision is essential to maintain the health and wellbeing of all.

As previous. The needs are that we need more facilities to reduce the wait times. We need a Pharmacy in Boorley Green for the growing number of houses all now trying to access the small pharmacy in Botley and having to travel further to St Luke's where parking is a massive issue and wait times horrendous since Sainsbury's pharmacy was closed. There has also been no assessment of the needs of those clinically vulnerable. In the pandemic I was provided with a prescription delivery. And a few years back this was stopped when Lloyds Pharmacy in Botley became Lalys. I was told I am no longer eligible. So I now have to expose myself to viruses and bacteria when collecting my prescriptions as no one in the general public masks when ill and staff do not wear masks and no HEPA filters are installed in the chemists or suitable ventilation especially in the treatment rooms. Covid vaccines are given in unventilated rooms with no openable windows and staffs sat having met with hundreds of patients and no mask wearing. There should be more acknowledgement of the needs of patients wearing masks or sunflower lanyards. More pharmacies first. Clean air in all especially in treatment rooms please. And masked staff. If they see a mask they should pop a mask on themselves. Re install deliveries for vulnerable.

As previously highlighted i do not feel that this PNA considers the areas where housing developments have already occurred or are planned sufficiently to allow forward planning of community pharmacy services in these areas. Current patient feedback in Hedge End/Botley do not suggest that there are sufficient pharmacies to meet local need- and more houses are still being developed.

<i>Conclusions are not clearly and concisely stated.</i>	
<i>Due to increased demand on pharmacy services in the Hedge End area, as a result of the closure of the Lloyds Pharmacy in Sainsburys on Tollbar Way, and due to the lack of 100-hour pharmacy provision in the Borough, Eastleigh Borough Council (the Council) disagrees with the conclusion outlined in the PNA, "that pharmaceutical services currently meet the needs of Hampshire's population and will meet future needs within the lifetime of this document." The Council would support increased pharmacy provision in the area to ensure that residents health needs are met.</i>	
<i>Eastleigh has only one pharmacy which only opens for the hours allowed by The Swan Centre. The next nearest pharmacy is Asda at Chandlers Ford which is out of reach to anyone without access to a car.</i>	
<i>I am a resident of a new housing development in Boorley Park, Botley, where there are no local healthcare services, no GP, and no pharmacy to support our large and growing community. The nearest pharmacy is located on Botley High Street, more than a mile away. However, Eastleigh Borough Council is currently consulting on plans to reduce traffic flow on the high street and potentially make Winchester Street one-way, which would significantly limit access to this pharmacy. Reaching the pharmacies in Hedge End is also challenging on foot, as there are no pedestrian pathways along Winchester Road (B3354) or Shamblehurst Lane North. Phone lines for both the Botley and Hedge End pharmacies are often engaged when seeking advice, and pharmacists seem overwhelmed by the sheer volume of prescriptions they need to manage. This appears to be a direct result of the substantial growth in the Hedge End and Botley communities, as the rapid increase in housing has far outpaced the availability of essential services like pharmacies, leaving them struggling to meet the escalating demand.</i>	
<i>I do not agree that the provision is sufficient. There should be a 100 hour provision in Eastleigh.</i>	
<i>Lee on Solent services are overstretched since the closure of one of the Boots! The staff in the remaining pharmacy are run off their feet training to serve the local community and often get abused by members of the public who have to join a long line to get their prescriptions/goods!</i>	
<i>Many older people don't drive and bus services in Eastleigh have been cut so they have difficulties reaching a pharmacy. Also several pharmacies have closed recently and more are likely to close in the near future thanks to this vicious government and its tax raids.</i>	
<i>More provision in Hedge End, not only in Boorley Green.</i>	
<i>Not enough pharmaceutical services in Lee on the solent, bear in mind the demographic of the area...it's too much for one small boots pharmacy that is constantly over run. A second pharmacy, like there always was, would be a great idea and spread the workload for the area!</i>	
<i>Now that there is only one remaining pharmacy in Lee on the Solent (following the closure of the other) the demand placed on this pharmacy has resulted in frequent queues outside its door into the high street and standard lead times of up to a week for repeat Rx. None of this can be assessed in a satisfactory way when county wide macro assessments like this are made. The conclusion that anyone can have access to a pharmacy in Hampshire, whilst valid, I am sure, fails to address the local requirements of pharmacy provision, driven as they are by local age groups, efficiencies etc</i>	
<i>Our pharmacies are pretty useless near me as they have never got your prescription in stock, things get lost and it closes before I finish work</i>	
<i>The assessment is too broad covering Eastleigh as a whole but does not focus on particular areas of need, such as in Eastleigh town centre itself - there is now only one pharmacy at Boots. There are long queues here at certain peak times, eg lunchtime.& there does not appear to be enough staff to service customers.</i>	

<i>The draft PNA ignored increases in local population and chances to agree demographics leading to an increased in clinician need for pharmacy services. It also tries to suggest where there is an absence of supply that people should just go to Southampton or Portsmouth which is not practical if you do not drive.</i>	
<i>There is a gap in the number of running pharmacies. Based on experience the opening and closing times of local pharmacy are during work times. When having to go on a Sunday we ended up driving from Botley green to Fareham as that was the closest that was open until 7pm. This was before having a Chile . Now with a newborn it's concerning how far we would have to travel if there was a need to go to the pharmacy and what situation we would be put on if we did not have a car. I think there is a gap and that there is alot of improvement to be done including One build in the new housing areas, more late night pharmacy.</i>	
<i>This is an elaborate and complicated survey guaranteed to put residents off bothering to respond. What would've been easier and helpful would simply to ask whether we think there are enough pharmacies in our area. (SO50 xxx in my case). The answer would be No. Lloyds closed 2years ago followed by the small Boots. The large Boots in the Swan Centre struggles to cope. Thank god for Wainwrights at Riverside.</i>	
<i>Very large queues at the pharmacy in the high street, due to the large number of elderly customers that reside in Lee on the Solent. This has not been taken into account in the Pharmaceutical needs assessment.</i>	
<i>We have new housing developments in the area with 1000s of new homes being built, new roads etc It's madness to think we will not need an increase in pharmacy provision for all these people</i>	
Don't know	8
<i>Boorley green could do with a pharmacy. The hedge end ones are overworked since the new estate and closure of lloyds</i>	
<i>I don't know the basis on which future population levels are assessed.</i>	
<i>The link to the draft document at the top of the page asking this question took me to a report on shipping emissions!</i>	
<i>Too long</i>	
Neither agree nor disagree	28
<i>As previously mentioned, it to reiterate. There is a need for a local pharmacy to be placed in the centre of a large resident housing estate around Boorley Park. The nearly out of hours service is also some distance away and easily accessible when considering young children or residents working some distance away.</i>	
<i>Home delivery by pharmacy is now difficult to access compared to 18 months ago and is so important for many elderly patients</i>	
<i>I live in Botley where there has been a huge increase in population, mainly within the developments at Boorley Green. The pharmaceutical provision has decreased. we have no pharmacy providing 100 hours since the pharmacy within Sainsbury's closed. The pharmacy we use(St Lukes) is extremely busy and you cannot collect prescriptions at certain times of day. Access for most in this area would be by car, however parking is not always available.</i>	
<i>In Eastleigh Town Centre there is only 1 pharmacy which results in crowds lining up for a long time for their prescription</i>	
<i>My computer is not giving me this information</i>	
<i>See my previous comments about using cars as a measure of accessibility to provision. In Lee on Solent we have a small Boots which is unable to cope with demand. A community pharmacy application was turned down on the basis that the much larger Stubbington pharmacy was close enough. It is 2.4 miles which is close by car but a long way for those that do not drive and have to rely on public transport which is infrequent.</i>	

<i>So much to read and not easy to understand - a typical government document.</i>	
<i>We need a pharmacy ... so many houses and so many people to cater for</i>	
<i>We would welcome assurance that advanced and enhanced services will be monitored and supported . Also that opening hours will keep pace with with extended access and 7 day care needs</i>	
<i>Worked in community pharmacy and there has been a decline in service year on year. More so when pharmacy became part of the vaccine service. The only way to remain in business was to pedal harmful products rather than health advice. When a pharmacist won't give many of the products they sell to their own family they're not in it for the public they serve but for money they can get contracted to the National Harm Service! There is need for pharmacy service that is honest, accessible and focused on real health not the latest "thing"</i>	
Strongly disagree	47
<i>1 pharmacy in Lee on Solent, too small to cope with the increasingly ageing population and growth in population due to residential development. Not everyone has a car, and not everyone has online access. The current Boots chemist is small, not open for extended hours, sometimes closed during the day, and the queue at the counter is often very long.</i>	
<i>PNA notes that Hampshire residents also have access to Sussex services but it might be useful to specify that these are West Sussex services</i>	
<i>We agree with the conclusions of the PNA that the number, distribution, and choice of pharmaceutical services meets the current needs of Hampshire's population and future needs within the lifetime of this PNA.</i>	
<i>After discussions with several residents, local school leaders, Botley Parish Councillor Stephen Wilkin, Eastleigh Borough Councillor Dave Kinloch, and members of Eastleigh Borough Council, including Keith House and Andrew Saunders, it is evident that there is an urgent need to enhance healthcare infrastructure in Botley and Hedge End. This need arises from the rapid expansion of housing developments in Boorley Park, Boorley Gardens, Uplands Farm, One Horton Heath, and Botley Meadows. The PNA does not address the community's need for accessible acute walk-in advice, examinations, and prescribing services. Currently, these are limited to the Pharmacy First scheme available at existing pharmacies in Hedge End and Botley, none of which have a pharmacist prescriber trained to manage acute and minor illnesses. Such expertise could significantly reduce the pressure on GP surgeries for appointment bookings. Additionally, the nearby areas are served by three pharmacies, all operated by the Everetts Group (one in Shamblehurst and two in Hedge End Village). This monopoly restricts patient choice. Furthermore, the Everetts Group does not provide travel vaccination services in any of their locations, requiring patients to travel 15 miles to the Cosham Branch in Portsmouth for this service. While Lalys Pharmacy in Botley does offer vaccination services, these are limited to Fridays, require online appointments, and are administered by a contracted nurse.</i>	
<i>As an elderly resident I find I lose the will to live queueing in Boots in Lee on the Solent . Also it can take up to a week to get your prescription. I refuse to use the shop. I now have to drive to Jaffers which is a seven minute drive. I know the day will come when I can no longer drive . As I am the main cater for my husband I would love to have a local pharmacy where I can receive a good service without having to drive .</i>	
<i>Gosport town is well provided but Lee-on-the-Solent, a seperate town has only one, oversubscribed pharmacy. Many residents of Lee are elderly and do not have private transport. Mobility issues often mean they cannot get to pharmacies away from the town. The bus service is unreliable so is not an option for many elderly residents. The assessment quotes a high number of elderly residents in the Borough of Gosport. A very high number of these are living in Lee. We need another pharmacy in this area.</i>	

<i>If the primary result of an econsulst at the surgery is that we need to seek pharmacy services. Then the local pharmacies need to have the provisions to be able to offer these services over a longer period of time during the day</i>	
<i>In November 2023 Boots closed the larger of its two pharmacies at 132 High Street, leaving its smaller pharmacy at 111 High Street as the only pharmacy in Lee on the Solent, As a consequence customers now experience permanently long queues to obtain prescriptions and difficulty getting through on the telephone, when calls go unanswered for long periods of the time. The service currently being provided is inadequate and needs to be expanded to meet needs of this rapidly growing town.</i>	
<i>It does not take into consideration how accessible the residents of Lee on the Solent would need to travel when our one pharmacy is full. I have had incidents in the past few years where the only pharmacy was unable to obtain my medication and they told me I had to phone round other pharmacies in the area to see if they had it in stock. I then had to travel to one of the other pharmacies to obtain me prescription. I answered previously about the travel restrictions if someone does not have a car.</i>	
<i>Lee on Solent is in desperate need for another pharmacy. Our one pharmacy in the village cannot cope with the volume of prescriptions and because this is mainly what they do, we have also not got a general pharmacy to go to for things other than prescriptions.</i>	
<i>Lee on Solent is not Gosport! The 1 pharmacy we have is overstretched and usually involves a wait of around 20minutes to be served.</i>	
<i>Living in Lee on the Solent I feel much more able to respond to the need for a second pharmacy, rather than taking the view from statistics! We desperately need another pharmacy, we always had two and even then they were both fully used. Now there is only one the queue regularly goes to the door and many of the older people cannot stand for the length of time it takes to be seen.</i>	
<i>only one pharmacy in eastleigh town have to queue 30 -45 mins then not hve prescription</i>	
<i>Only 1 chemist in local vicinity and any others would need transport to reach ... and local transport is very very poor</i>	
<i>Please see previous comments. Current pharmacy provision is inadequate in the area (SO32 XXX) and this will deteriorate further given the continuing house building.</i>	
<i>Provision is adequate in some areas but there are large gaps in what has been called the "rural" area but is now in fact large housing estates. This plan does not address the increased demand that will come from continuing housing developments. Please reconsider providing a pharmacy to the new areas, particularly Boorley Green</i>	
<i>Queuing out the door of the Pharmacy in Lee on the Solent every time is unacceptable especially in the winter months. Staff overworked and unable to cope a lot of the time.</i>	
<i>See comments in previous section. The need for a 100 hours contract pharmacy in Eastleigh, ideally in the southern part of the District, should be a conclusion of the PNA. This would also help make up for the loss of the pharmacy previously located in the Sainsburys store in hedge End. One option could be for a new pharmacy in the Boorley Green area, where there is a high density of new housing development.</i>	
<i>See previous comments. Additionally, I have used other (independent) pharmacies when my local pharmacy was unable to supply medication and the service received there is generally much better. However, that means I need to drive rather than walk which is detrimental to myself and the environment.</i>	

<i>the Borough of Gosport is well provided but Lee-on-the-Solent only has one very over-sponsored pharmacy. Many residents are pensioners without their own transport and the bus service is useless. They have no choice but to queue for at least half an hour to get prescriptions and rarely bother to shop in Boots as they have to join the long queue for prescriptions. Please help us by allowing a second pharmacy to be established in our rapidly expanding town.</i>	
<i>The draft PA has failed to examine the impact of population changes, pharmacy number reduction, pharmacy opening hour reduction and a reduction of pharmacy service provision on the needs of the local population. The PNA has also failed to assess the impact of the changes on the national government's goals of carbon reduction.</i>	
<i>The healthcare provision is poor in the new developments and overall there is very poor access to both medical and health care services.</i>	
<i>The local residents of Lee on Solent are being ignored</i>	
<i>The planned expansion of housing in Lee on the Solent/increased number of families makes the one very small pharmacy totally inadequate. Plus the large number of older residents who require wheelchairs and walking sticks makes the present pharmacy very congested.</i>	
<i>The PNA does not identify the issues in Lee on the Solent since the second Boots Chemist closed. The urgent need for a second pharmacist in Lee-on-the-Solent is strongly supported by the Solent View Medical Practice, the PPG, the Lee Residents' Association, Boots the Chemist, and local Ward Councillors all fully support the proposal to establish a second pharmacy in the former Wine Bank premises on Lee High Street. This would effectively reinstate the level of service Lee previously had before the closure of the second Boots branch. With a population of over 8,500—many of whom are elderly and frequently face long queues at the remaining pharmacy—it is deeply concerning that the NHS has twice refused to support the reopening of a second pharmacy in Lee, despite a strong appeal. This issue needs to be revisited and resolved.</i>	
<i>The PNA has lumped together a large geographical area which has a disproportionate number of pharmacies located in the East of the area thereby removing easy access to a pharmacy to a large, and growing through new house building, number of residents who do not have access to cars. Lee-on-the-Solent residents are only asking to have what they had had for more than 20 years - a second pharmacy on its high street.</i>	
<i>The wait for prescriptions from Boots is a farce, both in the time taken to process them and the wait in the shop to collect them. It is common to wait in excess of a week for a repeat prescription and to queue for 40 minutes to collect. Many residents are trying to attend other pharmacies but any in Gosport itself require a change of buses - and our service is infrequent to start with ... a 2/3 hour journey to collect a prescription is untenable. Pharmacy first is useless here in Lee, there are just too many demands on the one pharmacy for it to operate efficiently</i>	
<i>There are not enough Pharmacies in Eastleigh. A couple of years ago there were 3 in the centre with one opening on Sunday. Now there is just one in the centre that no longer opens on Sunday. It is always extremely busy. Saying there are pharmacies in Southampton is not good enough.</i>	
<i>There may be enough on paper but realistically they are not in the right places. There should be more in the town centre of Eastleigh, the loss of two pharmacies within a year has had negative impact on pharmacy services in Eastleigh</i>	
<i>We need a 100 hours pharmacy in Eastleigh, ideally in boorley green or botley. The report talks about driving but this is not possible for everyone. The report notes lack of supply in the area but suggests people should go to Southampton or Portsmouth which is impractical.</i>	

<i>We need more pharmacies in our area, due to the increase in housing, the increase in things being done by the pharmacist and the fact that the doctors available hasn't increased in the area. Botley/Boorley Green.</i>	
<i>Wit bus services so poor the reasoning for 98% of the population living within 5 miles is not valid. People without their own transport are totally discriminated against</i>	