

# **Kent Pharmaceutical Needs Assessment**

**NHS South Kent Coast  
Clinical Commissioning Group**

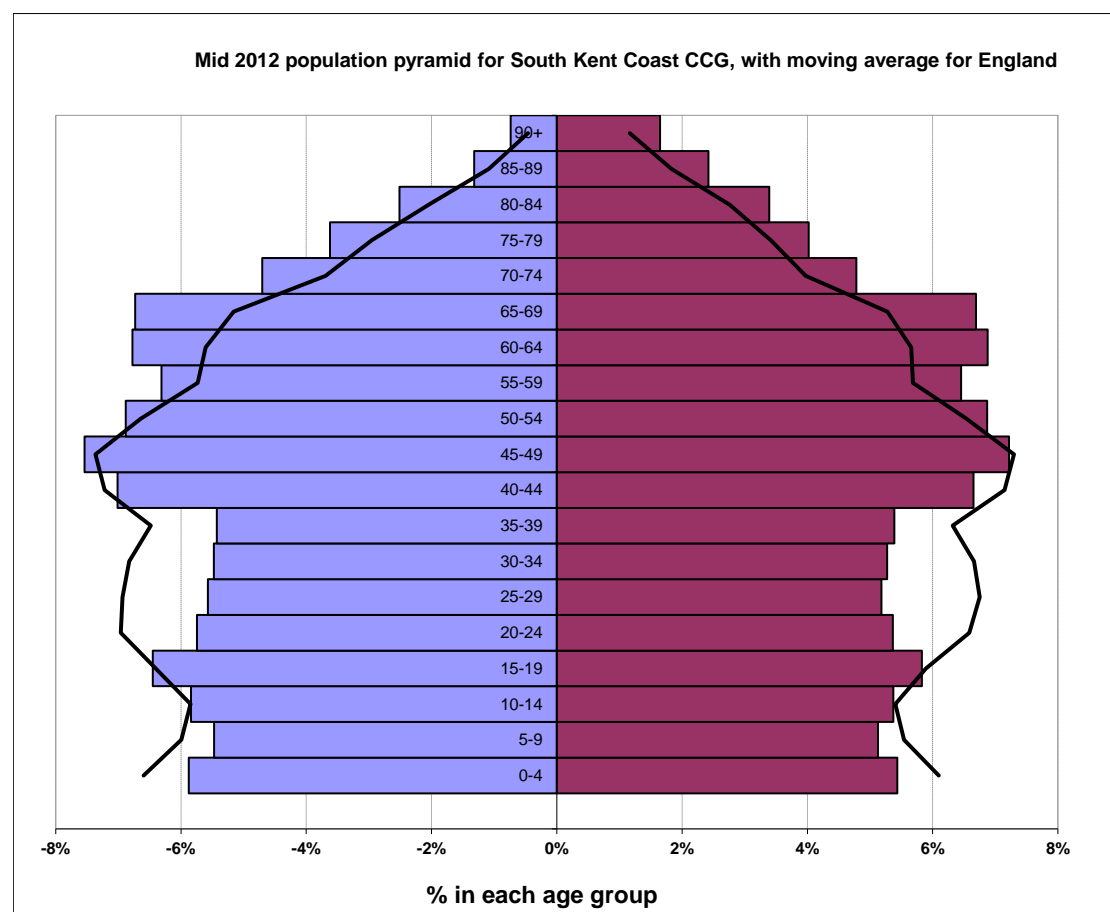
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## Introduction

This document has been written as part of the main Kent Pharmaceutical Needs Assessment (PNA) to allow judgements to be made using local data. This document should be read in conjunction with the main Kent PNA. The CCG area was divided into five separate localities, Deal, Dover, Folkestone, Hythe and New Romney for the purposes of this assessment.

South Kent Coast Clinical Commissioning Group (South Kent Coast CCG) covers patients from 31 practices, with a registered practice population of just over 202,000. The CCG area covers the same area as that of the district councils of Dover and Shepway.



It is important to recognise that patients resident in the CCG area cannot be presumed to be registered exclusively with South Kent Coast primary care teams. Generally though, the vast majority of South Kent Coast residents are registered with practices in South Kent Coast.

Detailed maps showing the population density, projected population growth and the ethnicity of South Kent Coast CCG residents can be found in the supplementary information for South Kent Coast CCG in Appendix A.

Dover District (Dover Deal & Aylesham) has a lower percentage of under 10s but a greater percentage 10 to 19 year olds than the national profile, there is also a much smaller proportion of 20 to 44 year olds. The proportion of the population in all categories above age 50 is also higher than the national average.

Shepway District (Folkestone, Hythe & the Romney Marsh) has a lower percentage of people aged 0 to 39 than the national profile. The proportion of the population in all categories above age 55 is higher than the national average. This means that Shepway has a predominantly older population. Altogether there is predominantly an older population in South Kent Coast CCG which will have an impact on health services because older people will generally have greater health needs and service usage.

Practice data<sup>1</sup> shows that out of a practice population of 202,039 there are 22,105 children aged 0-9 living in South Kent Coast CCG area (10.9%), 45,005 people who are over 65 in South Kent Coast CCG area (22.3%), 31.6% of whom are living alone and 4% of whom are living in Care homes<sup>2</sup>. These age groups are considered to be the main users of pharmaceutical services.

The life expectancy between the best ward and the worst is 5 years. The South Kent Coast average is 80.7 years. Generally, there is an association between lower life expectancy estimates and higher levels of relative deprivation. The most deprived areas are central Folkestone, centre of Dover town and south of Aylesham.

More information is available in the South Kent Coast CCG Health Profile which can be found [at http://www.kmpho.nhs.uk/jsna/](http://www.kmpho.nhs.uk/jsna/)

### **Care Homes**

There are a considerable number of care homes in the South Kent Coast area. Patients who are looked after in a care home setting are often high users of medicines. However because of the nature of their care, they rarely access pharmaceutical services individually, leaving this to be carried out by the care home staff. More recently care home organisations do not use local pharmacies for this service, favouring the large “hub” or “internet” pharmacies which specialise in this type of one-stop service. Therefore there is not

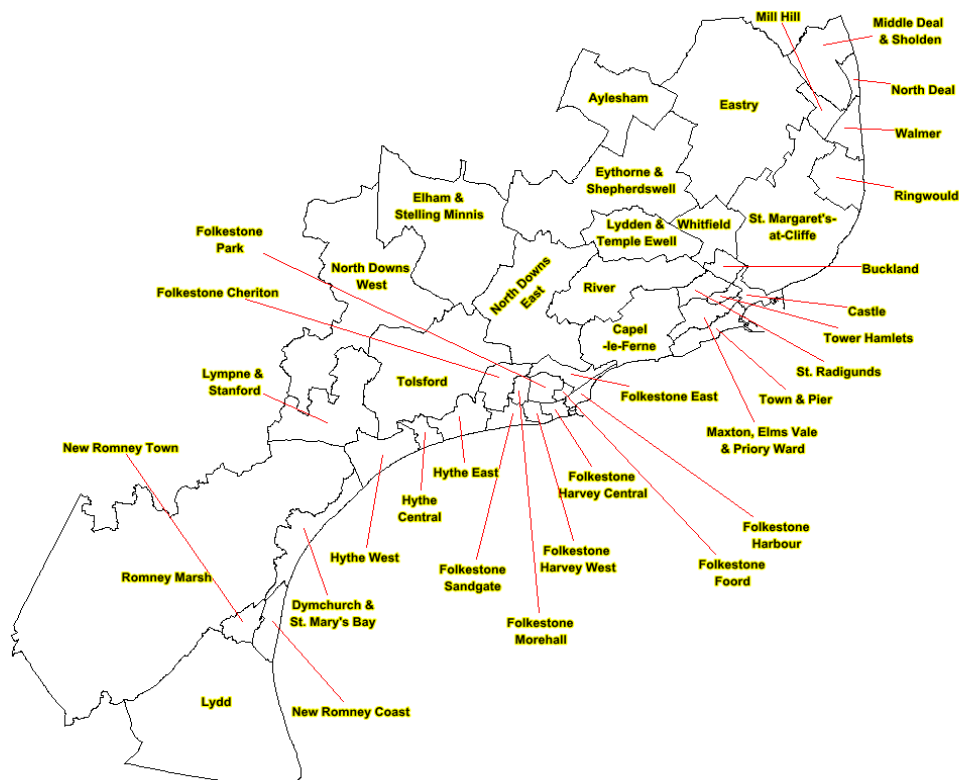
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<sup>1</sup> PCIS practice data June 2014

<sup>2</sup> ONS Crown Copyright Reserved [from Nomis on 21 August 2014]

considered to be any relationship between the number of care homes and the need for local pharmaceutical services.

#### Prime electoral wards within South Kent Coast CCG area



#### Pharmaceutical Services in NHS South Kent Coast CCG

There are two ways that patients can access pharmaceutical services within the South Kent Coast CCG area. They are through community pharmacies or through a dispensary within a GP practice (dispensing practices). Appliances can be obtained through both of these methods or through a specific appliance contractor. Appliance contractors usually provide a service nationally and there are two based in the Kent area

Patients can also request to have their prescriptions (especially repeat prescriptions) sent electronically (EPS) to a pharmacy of their choice, such as one close to their work place or near their home. This means that positioning a pharmacy next to a GP practice is no longer as important.

<b>Ratio of number of pharmaceutical service providers (community pharmacies &amp; GP dispensing practices) per 100,000 population</b>			
Locality	Number of providers	Practice Population	Ratio/100,000 population
NHS South Kent Coast CCG	48	202,039	24
Kent			22
England	-	-	23

### **Community Pharmacy**

There are 42 community pharmacies who are registered on the Kent NHS pharmaceutical list as providing the full range of NHS pharmaceutical services and located within the South Kent Coast CCG area.

<b>NHS South Kent Coast CCG - Community Pharmacies</b>	
Total number of Community Pharmacies providing NHS pharmaceutical services	42
Number of standard 40 hour pharmacies	35
Number of 100 hour pharmacies	7
Number of mail order/internet pharmacies	0
Number of appliance contractors	0
Number of pharmacies offering electronic prescription service (EPS)	41

A list of all the pharmacies located within South Kent Coast CCG can be found in Appendix B.

### **Standard 40 hour community pharmacies.**

These are pharmacies which are registered as providing at least 40 'core' pharmacy hours per week. These hours are usually 8 hours daily, Mon – Fri but are agreed at the time of application to join the register.

Pharmacies cannot change their 'core' hours without prior agreement with NHS England.

Many of these pharmacies also provide supplementary opening hours, often opening slightly later in the evening and on Saturdays and Sundays.

Pharmacies can change their supplementary hours if they so desire, as long as NHS England receives the statutory 3 months' notice.

**100 hour pharmacies**

These are pharmacies which have to be open for a minimum of 100 hours per week with the hours being agreed with NHS England.

**Mail order/internet pharmacies**

These are pharmacies which provide pharmaceutical services via mail order or the internet. They are not accessible to the general public. There are no mail order/internet pharmacies based in South Kent Coast

**Appliance contractors**

Appliance contractors provide appliances only, which are defined in Part IX of the Drug Tariff (e.g. ostomy, colostomy appliances) and these often require tailoring to meet the need of individual patients. There are no appliance contractors located in the South Kent Coast area.

A review of all opening times was carried in May 2014 using data provided by NHS England which is available on NHS Choices. It was considered that there is adequate provision of pharmaceutical services through pharmacies and dispensing surgeries for the majority of the day between 8am and 6.30pm. Services between 6am and 8 am and between 6.30pm and 11pm are provided at strategic points across the area. Out of Hours providers of medical services provide access to urgent medical care including urgent medicines between 11pm and 7am.

Subsequent changes to opening times since May have been taken into account and the opening times of all pharmacies along with the additional services that they offer can be found on NHS Choices. NHS England has the responsibility for maintaining NHS Choices.

<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

**Dispensing practices.**

<b>NHS South Kent Coast CCG – Dispensing practices</b>	
Total number of GP surgeries providing pharmaceutical services to their patients	6
Total number of sites(including branches) providing pharmaceutical services to their patients	6

A list of all the dispensing doctors located within South Kent Coast CCG can be found in Appendix C

Dispensing doctors have rights to provide limited pharmaceutical services to their patients with the patient's permission. This is mainly for patients in rural (controlled) areas where the most rural of patients would have problem accessing medicines. The surgery has to be registered to provide pharmaceutical services and can only dispense to their own patients who must be resident in an area which is rural in character, known as a controlled locality, at a distance of more than one mile (1.6km) from a pharmacy's premises. Surgeries must always give these patients the choice of obtaining their medicines through the GP dispensary or being allowed to take their prescription to a community pharmacy of choice.

Patients who live within the 1.6km radius who are unable to access the pharmacy and wish their GP surgery to dispense their medication can, in exceptional circumstances, apply for consideration as a serious difficulty case. All applications for 'serious difficulty' must be made to NHS England.

### **Controlled localities**

A 'controlled' locality is an area which is deemed to be rural in character. Until 1 April 2013, PCTs determined whether areas were rural in character, and published maps with any such rural areas (controlled localities) delineated on those maps.

Any areas determined to be controlled localities (or not controlled localities) cannot be considered again for a period of five years. On 1 April 2013, NHS England took over the maps produced by PCTs and became responsible for determinations of controlled localities. An explanation of controlled and not-controlled localities, rurality reviews and definitions of rural and urban can be found in the main Kent PNA document

Maps showing the controlled areas and the 1.6km boundaries around pharmacies in the South Kent Coast CCG location, can be found in Appendix A.

The pharmaceutical services which are provided by community pharmacies and by dispensing doctors are laid down in statute in the NHS Pharmaceutical Services Regulations 2013. Pharmaceutical services from community pharmacies comprise of essential, advanced and enhanced services. Explanations of these services can be found in the main Kent Pharmaceutical Needs Assessment. Pharmaceutical services from Dispensing practices do not have to provide all the 'essential' services. They mainly provide dispensing services and the advanced service of Dispensing review of the Use of Medicines (Drugs).



All South Kent Coast pharmacies must provide the Essential services and a map showing which ones provide the advanced services of Medicine Use reviews (MURs) and New Medicines Service (NMS) can be found in Appendix A.

### **Pharmaceutical services out of hours**

The South Kent Coast CCG area currently has seven 100 hour pharmacies which are located across the area. These provide services from early in the morning until late at night Monday to Saturday and are often on a Sunday. Access to medicines via 100 hour pharmacies is considered to be especially important in areas which are deprived, especially if there is a high number of children aged 0-9 and/or elderly people over 65 who are living alone with no family/carer support.

Access to medicines outside these times, is commissioned from the local out-of-hours medical services provider, who has available essential and urgently needed medicines, as agreed in the *National Out of Hours Formulary* and are supplied where the need for them cannot wait until the 100 hour pharmacy opens.

### **Walk in centres**

There are walk in centres in Deal, Dover and Folkestone which treat minor injuries and minor ailments. These services are available from early in the morning to late in the evening.

### **Rota services**

NHS England manages a voluntary rota service for days when there are no pharmacies open at all. This is usually Christmas Day and Easter Sunday but may include other Public and Bank holidays if required.

### **Public Health services provided through pharmacies.**

Many community pharmacies are also commissioned by local authorities to provide public health services on a 'needs' basis. These are not classed as pharmaceutical services as they are provided by other healthcare providers as well.

Examples of these are smoking cessation, NHS Healthchecks and sexual health.

For completeness we have included maps showing where these services are available and published them alongside the PNA.

### **Enhanced services managed by NHS England**

Various enhanced services which were commissioned by the former PCTs are currently being reviewed by NHS England. These services various bespoke services such as warfarin monitoring and access to palliative care drugs. These services are not necessarily pharmacy specific and are therefore may not considered to be pharmaceutical services. These are not being assessed as part of the PNA until the results of the review are complete.

For completeness we have included maps showing where these services are available and published them alongside the PNA.

### **CCG services provided through community pharmacies.**

These are not necessarily pharmaceutical services and therefore not considered as part of the PNA. However for completeness we are including maps of such services where the information is available.

Currently we have not been informed of any services that South Kent Coast CCG commissions through community pharmacies

### **Non NHS and private services**

Pharmacies also provide many other services to the public which are not part of NHS pharmaceutical services and therefore not paid for by the NHS or Local Authority. These can include delivery services, provision of medicines in multi-compartment aids, travel medicines and the sale of over the counter (OTC) medicines. All of these services may attract an additional charge. These services will not be included as part of the PNA.

## Healthy Living Pharmacies

Please see the main Kent PNA for an explanation of the concept of Healthy Living Pharmacies. Becoming accredited as a Healthy Living Pharmacy is not mandatory and is not a pharmaceutical service and therefore not considered as part of the PNA.

Currently South Kent Coast has 15 community pharmacies who have met the accreditation as a Healthy Living Pharmacy. This high number compared to other areas is mainly due to the support that the CCG gave to this scheme in its early development. Please see map in Appendix A for details.

## Housing

Like most of Kent, considerable new housing is expected to be built in the South Kent Coast area over the next 20 years. The Shepway & Dover district Councils local plans suggests this will increase by roughly 600 pa in the years 2011-2031. Although the plan currently does not highlight any major building projects in the next 3 years, there is a lot of infilling which could increase health needs. Possible areas for future development are the Whitfield area in Dover, around Shornecliffe barracks and around Lydd Airport which may mean increased population and therefore increased health needs. Such areas will be reviewed regularly especially if the house building changes the landscape from rural to urban.

### Eastern and Coastal Kent PNA 2011.

As part of this assessment, reference was made to the previous one carried out in 2011 by Eastern and Coastal Kent Primary Care Trust. It was noted that this assessment stated the following.

#### **Across the whole PCT area.**

***Rurality.** There are a number of areas in Eastern and Coastal Kent which have not yet been determined as Controlled Localities but where some practices have historic dispensing rights. These determinations are a priority and the Pharmacy Regulations Committee has undertaken to complete these as soon as possible.*

#### **100 Hour Pharmacy Contracts.**

*Through the consultation many people indicated the value of being able to access pharmaceutical services beyond the normal pharmacy contractual hours of 40 hours per week.*

*Given the above feedback it is NHS Eastern and Coastal Kent's intention not to allow those pharmacies with 100 hour contracts to reduce them to a 40 hour contract. Additionally, evidence through consultation shows the need for 100hr contract provision on the Isle of Sheppey and in the town of Dover.*

#### **And for the South Kent Coast area in particular**

##### *Dover*

*Pharmacies and dispensing doctors are in the right locations in the locality; even though there is a lower than average number of pharmacies, there is no evidence to suggest the need is not being met in terms of provision. Therefore*

*there are no immediate plans to increase the number of pharmacies except we consider the addition of a 100 hours pharmacy in urban Dover would improve access to pharmaceutical services. However this locality has a few very small communities on the outskirts of the two main towns and also in the rural parts that would not sustain a viable community pharmacy; they experience problems with access and so must be considered when developing future ideas for provision e.g. outreach.*

#### *Shepway*

*Pharmacies and dispensing doctors are in the right locations in the locality and we feel they meet the need of local people in terms of provision, but development is needed to investigate how to improve the quality of service particularly for small rural communities.*

We have looked at these recommendations again and note.

#### **Rurality**

All the areas in NHS South Kent Coast have been reviewed and are designated as either controlled or not controlled

#### **Pharmacy Contracts**

The number of pharmacies has risen since 2011 with a '100 hour' pharmacy opening in Dover and two more in Shepway. A new pharmacy has also opened River near Dover. However changes to the provision in Deal where a '100 hour' pharmacy converted to a '40 hour' pharmacy have reduced this town to only having one '100 hour' contract. The opening of a '100 hour' contract in the Romney Marsh area was welcomed by the population of the Marsh area although its eventual position right next to the current '40 hour' contract in New Romney does not really improve access.

All the pharmacies serving outlying areas such as Hawkinge, Lyminge, Dymchurch, New Romney, Lydd and Greatstone are considered to be essential to these areas and must be preserved especially where the population of these areas are under 10 or over 65 and likely to need more pharmaceutical services.

## Conclusions and recommendations

We therefore recommend that for the NHS South Kent Coast CCG area:

**The current provision of pharmaceutical services is good and provides the pharmaceutical needs of the population on the whole.**

**The '100 hour' pharmacies need to be maintained.**

**The rural pharmacies need to be maintained**

**The provision of new housing in the South Kent Coast area need to be reviewed regularly.**

## Document Version Control

<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Comments</b>
Draft 1	25/08/14	Cheryl Clennett	1 <sup>st</sup> draft
Draft 2	27/08/14	PNA Steering group	Minor amendments made after meeting of PNA SG
Draft 3	17/09/14	KCC HWB	Changes after HWB meeting
Draft 4	27/09/14	K&M LAT	Minor changes by K&M LAT
Draft 5	18/02/15	PNA Steering Group	Changes after consultation
Final Version	20/03/15	PNA steering Group	Final checks prior to publication after approval from HWB